



*Utilities Department*

# Residential Collection Program One Year Update

March 7, 2017



# Presentation Overview

- **Background**
- **2016 Overview**
- **Recycling Challenges**
- **Large Item Challenges**
- **Large Item Collection Options**



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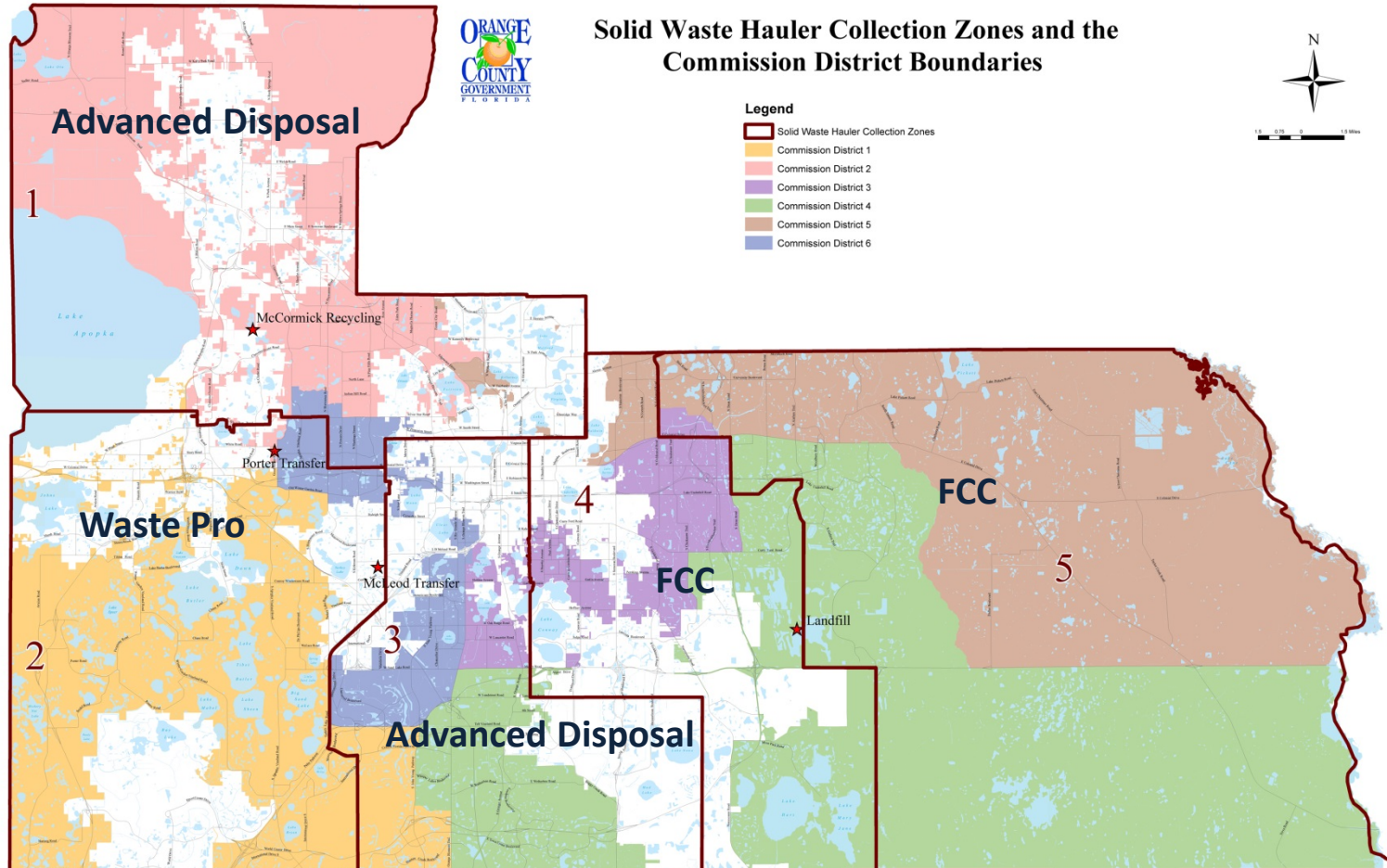
# Background

- **BCC Approval – July 28, 2015**
  - Automated 1-1-1
  - Hauler contracts
    - Advanced Disposal (Zones 1 & 3)
    - Waste Pro (Zone 2)
    - FCC (Zones 4 & 5)
  - 95-gallon roll carts
  - CNG trucks
  - Two collection holidays





# Background





# Background

## ■ Automated Collection 1-1-1

### —Once-a-week garbage

- Items must fit into the 95 gallon cart

### —Once-a-week recycling

- Items must fit into the 95 gallon cart
- Recycle only plastic, metal, glass containers and cardboard and paper

### —Once-a-week yard waste

- Yard waste must be in a container or bag or tied into a bundle

### —Call in for large items

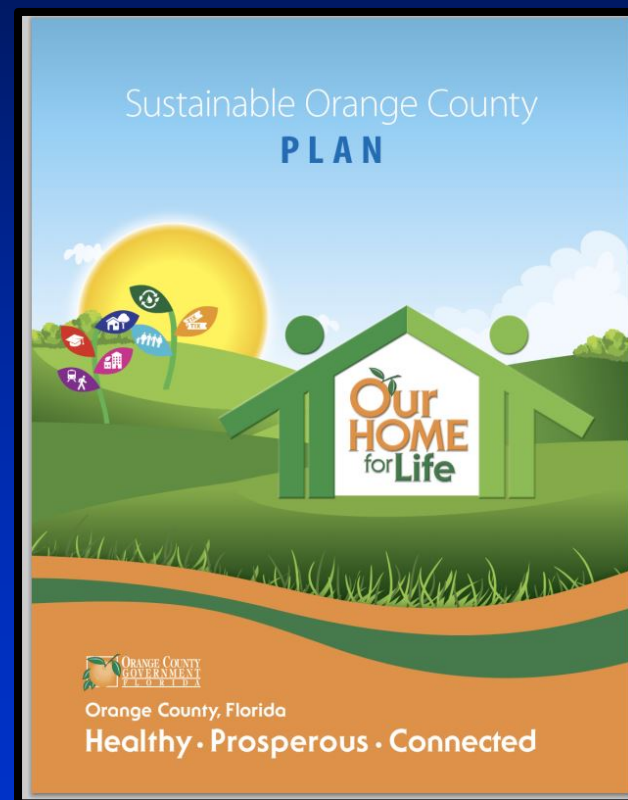
- Items too large for the cart





# Background

- **Benefits of Automated 1-1-1**
  - Orange County Sustainability Plan
  - CNG trucks
    - Greenhouse gas reduction
    - Cleaner air
    - Noise reduction
  - Less congestion on roadways
  - Recycling increase





# Background

- Customer Outreach
  - Postcards
  - Newsletters
  - Cart deliveries with Welcome Kits
  - Door tags







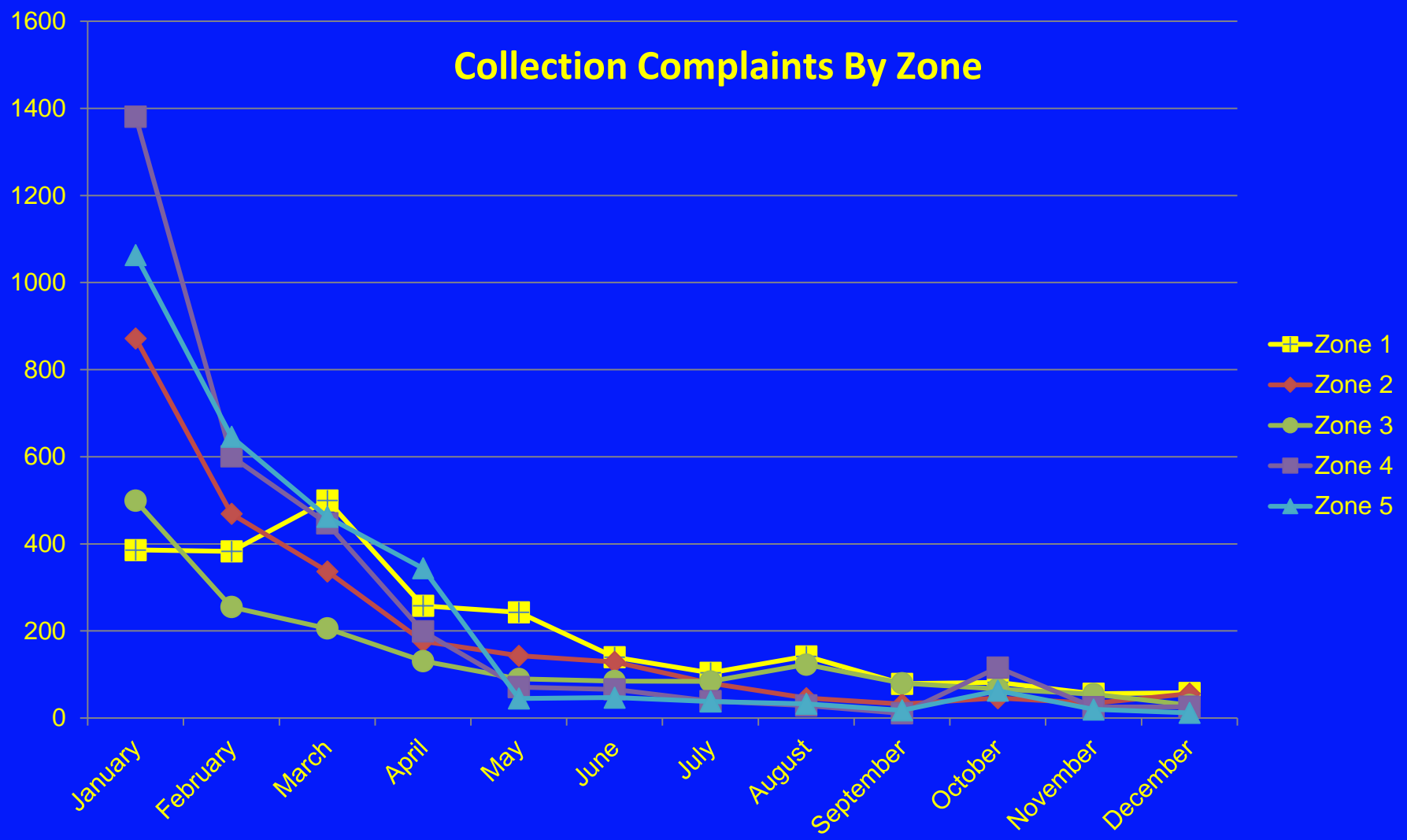
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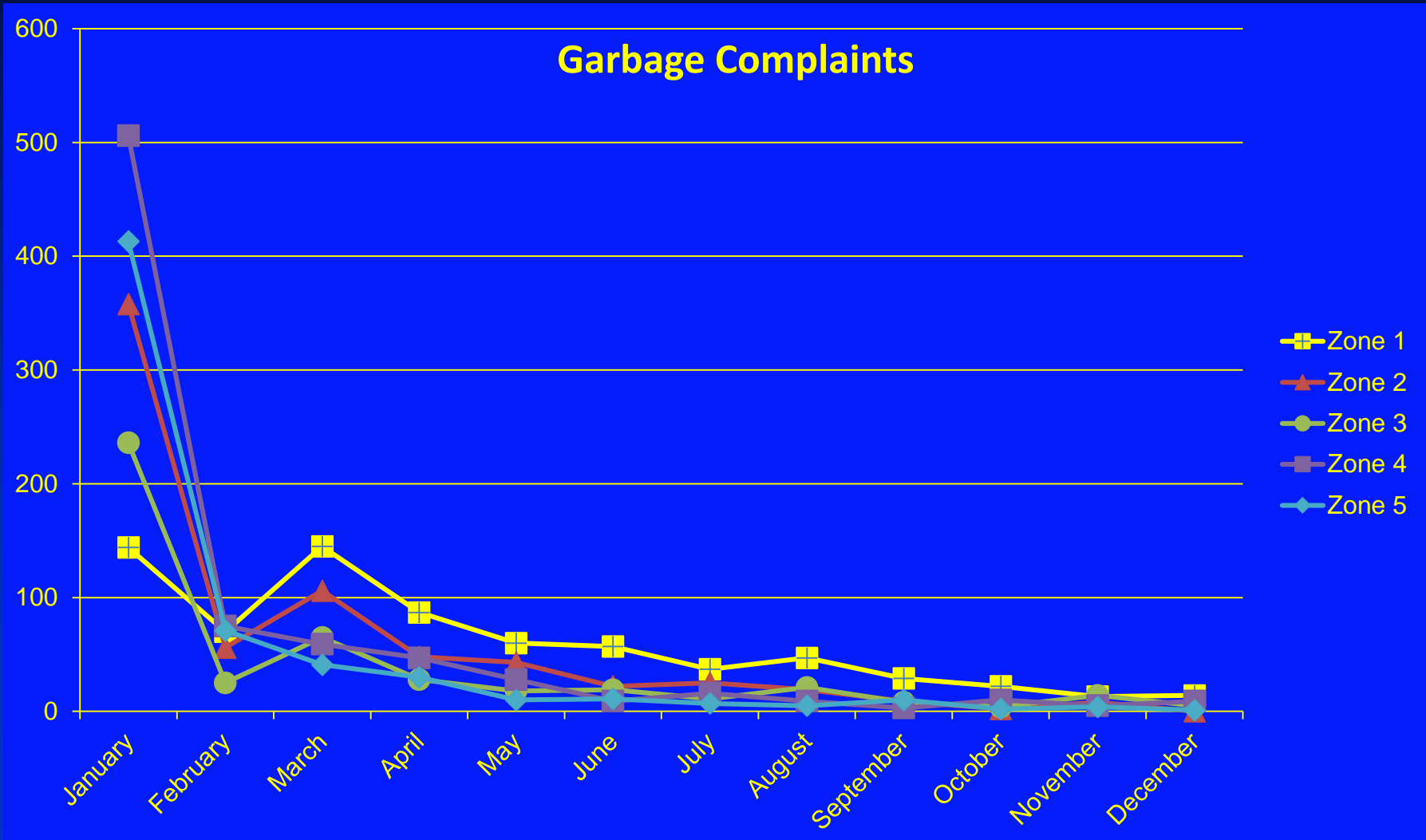
# 2016 Overview

## Collection Complaints By Zone



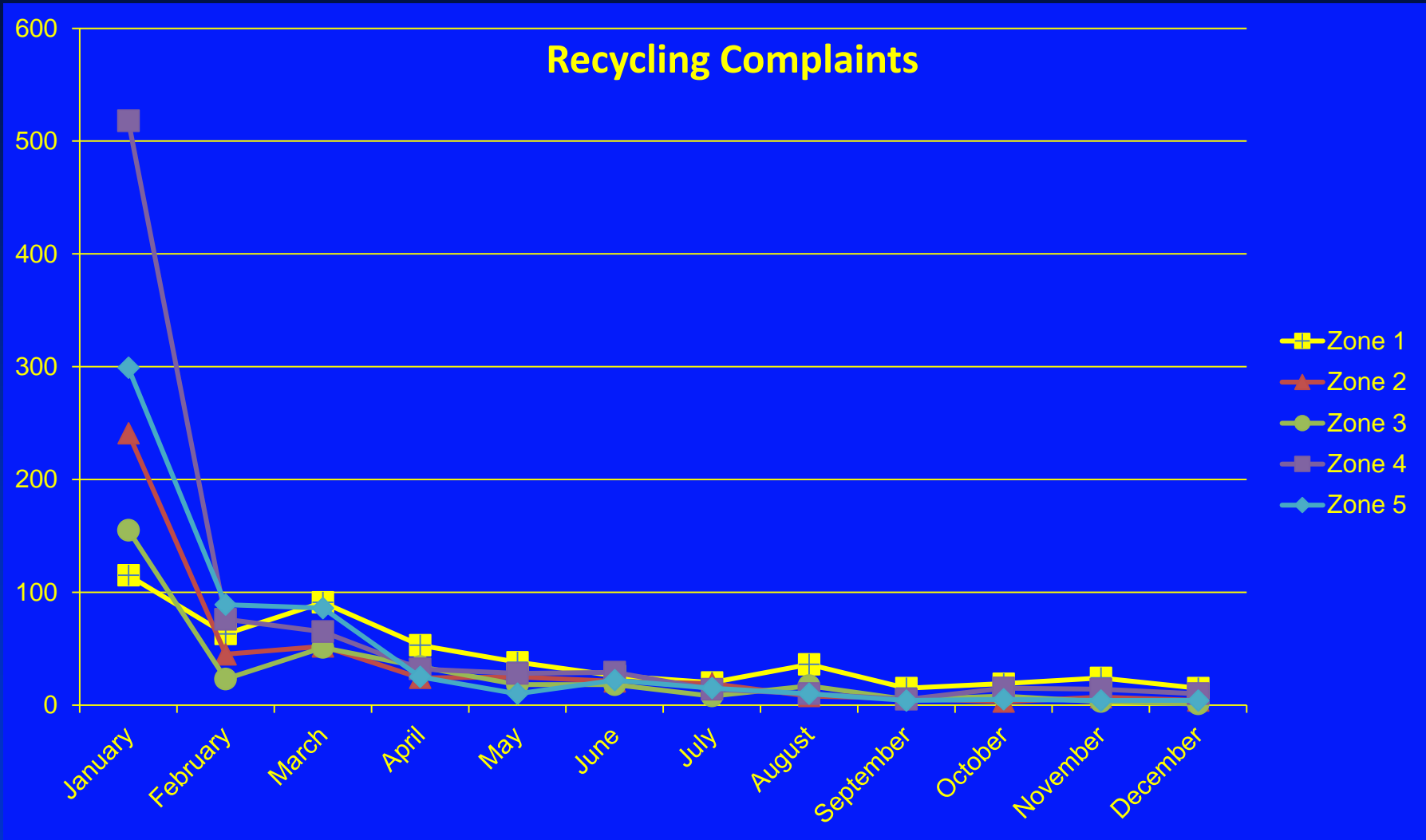


# 2016 Overview





# 2016 Overview



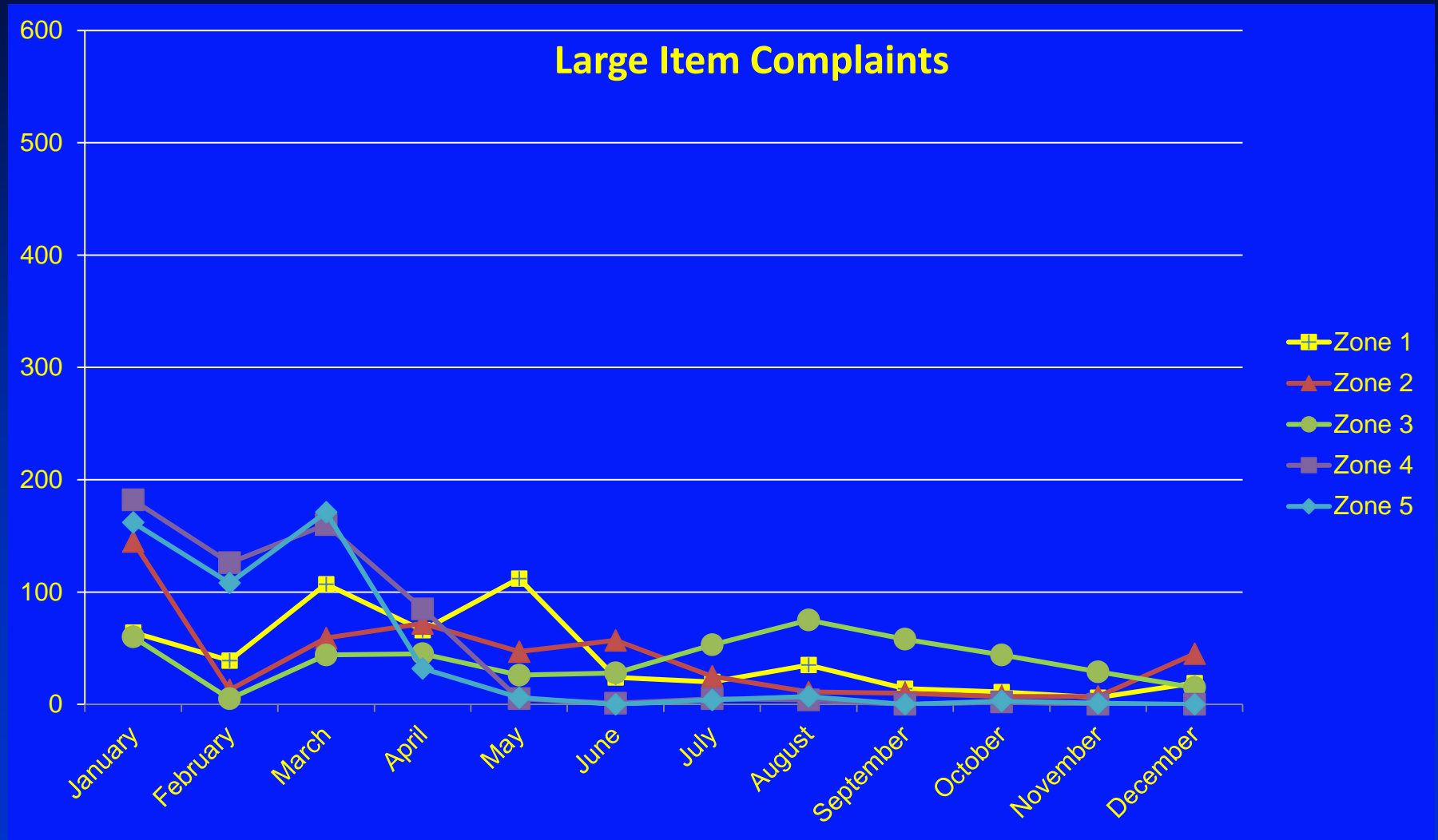


# 2016 Overview





# 2016 Overview







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# Recycling Challenges

- Recycling Collection Issue
  - Non-program materials placed in the recycling roll cart





# Recycling Challenges

## ■ Recyclables Accepted in Our Program

- Plastic, metal, glass containers
- Cardboard
- Paper





# Recycling Challenges

## ■ Items Not Accepted in Our Recycling Program

- Plastic bags
- Garbage
- Food
- Vegetation
- Clothes
- Electronics
- Appliances

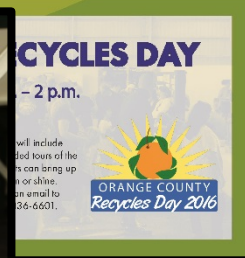
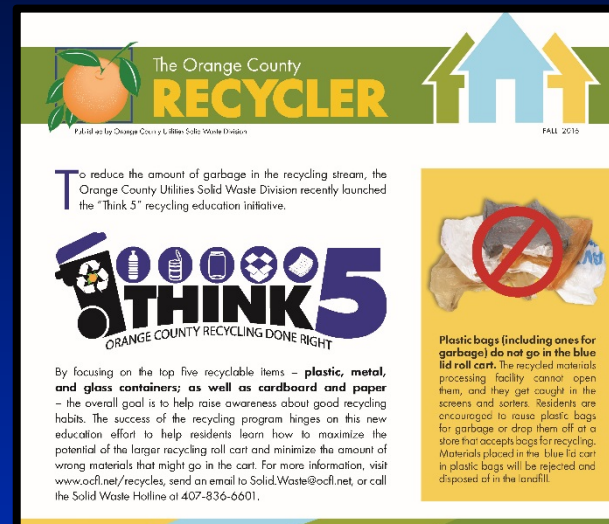






# Recycling Challenges

- Recycling Education Campaign
  - Newsletters
  - Community events
  - Social media





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# Large Item Challenges

- Large Item Collection
  - Commissioners' requests for discussion
  - 2016 Overview



# Large Item Challenges

- **2016 Large Item Collection Overview**
  - Scheduling large item collection
  - Calls for “missed” pickups not scheduled
  - Items placed curbside





# Large Item Challenges

- Scheduling Large Item Collection
  - Manual vs. automated collection
  - Large item service frequency





# Large Item Challenges

- Large Items Include

- Washers, dryers, automobile tires, furniture, etc.







# Large Item Challenges

- Large Items Do Not Include
  - Freon-containing devices, yard waste, items exceeding 3 cubic yards, items that can fit in the roll cart





# Large Item Challenges

- Items Placed Curbside
  - Evictions and move-outs







# Large Item Challenges

## Education and Outreach

—Postcards

—Newsletters

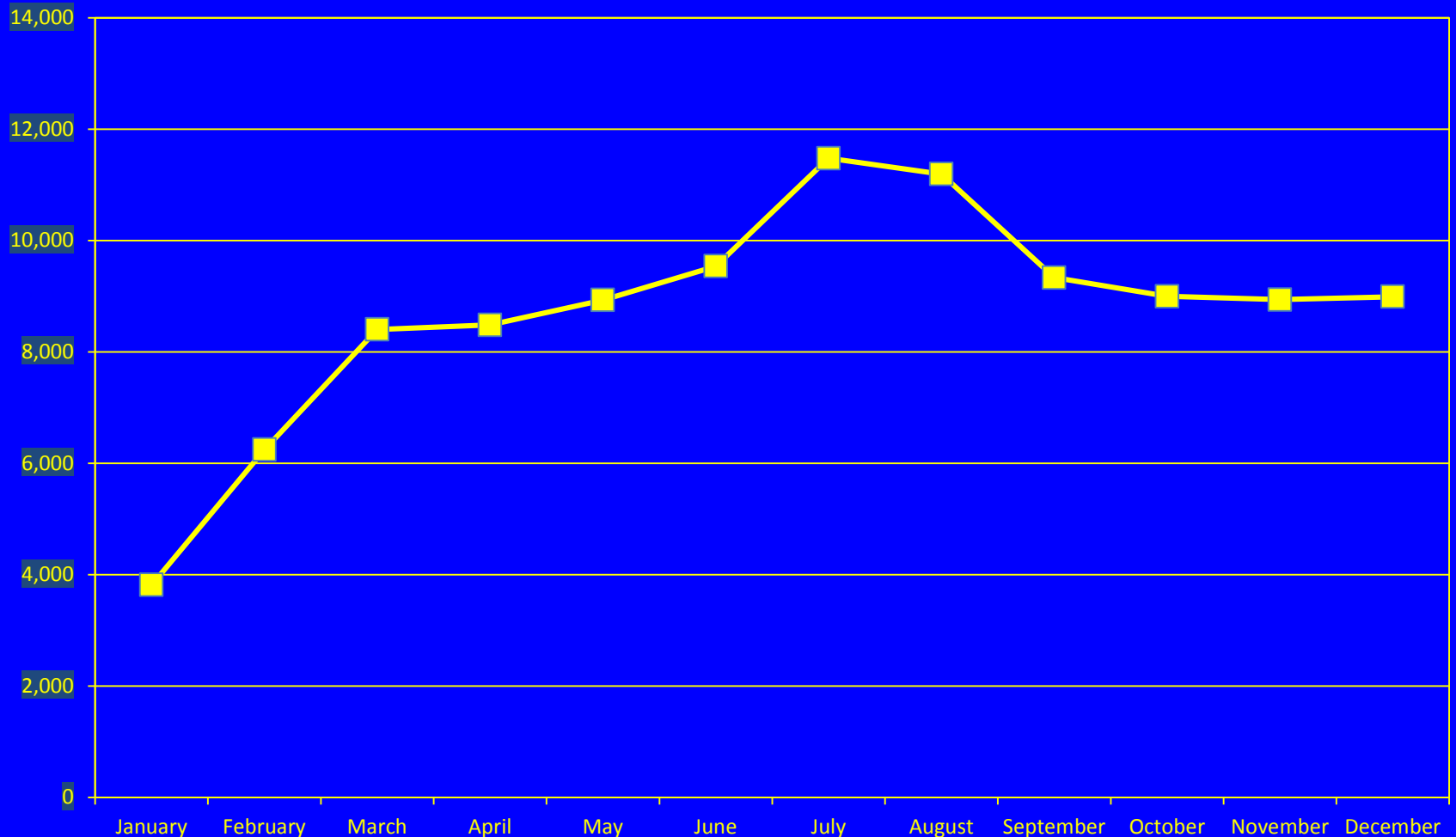
—Customer service and field staff





# Large Item Challenges

**Scheduled Service Calls**





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# Large Item Collection Options

- **Continue Current Practice**

- Targeted education outreach

**OR**

- **Amend Current Collection Contract**

- Weekly large item collection service
- No scheduling required
- Additional cost



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