

City of Stamford Solid Waste, Recycling and Sanitation

FY 2018-19 Budget Presentation





Department Introduction & Brief History

The mission of the recycling and Sanitation Department is to provide for the efficient and expedient collection and removal of garbage and recyclables from designated areas within the City of Stamford. The Department manages the Transfer Station, Scale House, Katrina Mygatt Recycling Center along with the Scofield Public Works facility during Recycling events.

Program (s)	Services Provided (include volume - if applicable)
Critical & Mandated Programs Services-2141-Transfer Station	The Transfer Station transfers and coordinates the hauling of municipal solid waste, recycling, mixed metal, yard waste, storm debris, electronics, motor oil, yellow cooking oil, fluorescent bulbs, batteries, tires and leaves. This includes management of services at the Transfer Station, Katrina Mygatt Recycling Center, and Scofieldtown Yard leaf hauling operation. It also includes the pickup of compactors and dumpsters at all outside facilities including Schools, Government Center, Neighborhood dumpsters, Special Collection events, and snow removal for Transfer Station and Recycling Center.



Services Provided

Program (s)	Services Provided (include Volume - if applicable)
Critical & Mandated Programs Services 2142- Recycling	<p>Recycling has increased the City recycling rate to 32% in 15/16 from 12% in 07/08 which is now the highest recycling municipal rate in the State of Connecticut per the DEEP. The Department collects household recycling (approximately 35,000 stops per week) at all residential homes, condos, municipal buildings, public streets, parks and schools, and special events as per the City ordinance. Recycling strives to increase the single stream recycling program through outreach to the general public by providing presentations and also providing recycling brochures, newsletters, fliers, posters and mailings. The program continues its outreach to provide education presentations to Neighborhood Associations, Schools, Clubs and churches, etc. also including site tours in conjunction with the WPCA.</p>



Services Provided

Program (s)	Services Provided (include Volume - if applicable)
Critical & Mandated Programs Services 2143- Collections	The Collection Program is to provide for the efficient collection of garbage generated from all designated areas within the City of Stamford per City Ordinance. These areas include over 31,000 households in 6 family homes and smaller homes and condominiums. The Department also collects garbage at all parks, schools, municipal buildings, downtown litter baskets and special events.



Services Provided

Program (s)	Services Provided (include Volume - if applicable)
Critical & Mandated Programs Services 2144- Haulaway	The Haulaway Program provides for the efficient and cost-effective disposal of all waste materials generated within the City. This includes municipal solid waste (MSW), recycling, brush, yard waste and logs, leaves, motor and yellow cooking oil, electronics, metal, fluorescent bulbs, batteries and hazardous waste.
Other Services	Provide monthly special collection events at Scofieldtown Yard. Provides services to Neighborhood dumpster program. Provide waste collection services to City Special Events. Provide staff as needed for snow plowing and storms. Manage services at the Book Exchange program and the new "Take It or Leave It" Swap Shop.



Department Introduction & Brief History, Contd.

■ ***Five Year History of Major Department Improvements***

- Promoted single stream residential recycling program increase to 32% rate which is highest in the State per DEEP.
- Created Take It or Leave It Shop and Book swap.
- Set up proper recycling program at new Strawberry Hill School and additionally purchased them a composter.
- Managed for Daily Transfer Station Yard Cleaning, neighborhoods and streets.
- Expanded production and responsibilities of our Master Mechanic/Welder to eliminate the outsourcing of vehicles, equipment and facility repairs when possible.
- In the past five years, the single stream recycling program diverted approximately 12,000 tons per year (32% recycling rate) of recycling resulting \$1M savings per year from waste hauling.



Department Introduction & Brief History, Contd.

- ***Five Year History of Major Department Improvements-(cont.)***
 - We have continuously worked with the Stamford Public schools to help them improve their recycling rate to 31%.
 - The 31,000 taxable properties is constantly increasing due to additional construction and extension of sewer lines. In addition, the program collects 7 days a week from all City streets and Parks, and at all City special events.
 - Research and development of our own personal toter cleaning station with a result that lowered overtime cost to Special Events. Designed and fabricated by our Master Mechanic/Welder.
 - Installed new and improved Scale House software which has resulted in better control and financial accountability
 - Provided support to Board of Education in improving recycling rate at their facilities to 32%



Department Introduction & Brief History, Contd.

- ***Five Year History of Major Department Improvements***
 - Promoted the Keep America Recycle Bowl competition to all BOE schools.
 - Enhanced Department website for easier Public use of services.
 - Created and updated Recycling Brochure.



Department Introduction & Brief History, Contd.

- ***Five Year History of Major Department Improvements-(Cont.)***
 - Development of Department Staff providing timely daily vehicle/equipment maintenance resulting in less large scale repairs required of aging fleet and equipment.
 - Reduce Costs:
 - Applied for a received DEEP grants for \$12k to build “Take It or Leave It” shop, \$19k for Marketing and research efforts to increase recycling rates of schools.
 - Departmental cross training of Collections Foreman to eliminate overtime in Transfer Station.
 - Using two-fully automated collection truck regularly.
 - Purchase and use two dual-body collection trucks for waiver pickup.
 - Cross train and utilize Cashier for webpage updates.
 - Promotion of single-stream recycling resulting in \$1m savings per year.
 - Promote State paint and mattress recycling program.



Department Introduction & Brief History, Contd.

■ ***Five Year History of Major Department Improvements***

■ Reduce Costs - (cont.):

- Developed improved City web page with new program recyclopedia
- Continue to provide backyard waiver service as needed to over 1,000 households
- In an effort to promote recycling and be consistent with City ordinance, changed 1 Collection Zone to single week garbage collection instead of twice a week to promote proper recycling

■ Department Create Productivity:

- Rerouted areas to eliminate twice a week garbage collection and inefficiencies
- Purchased and issued recycling dumpsters for all schools to increase recycling and more efficient collections
- Introduce recycling pilot program at Newfield School in effort to increase recycling



Department Introduction & Brief History, Contd.

■ ***Five Year History of Major Department Improvements***

■ Department Create Productivity – (Cont.):

- Develop and produce quarterly Recycling Newsletter.
- Purchased Vehicle Analyzer software for **Vehicle Maintenance Department** to better analyze truck deficiencies when repairs are needed.

■ Department Improved Customer Service:

- Worked with neighborhood residents to beautify entrance to Katrina Mygatt Recycling Center and Magee Avenue fuel station.
- Updating of Recycling and Sanitation web page.
- Cleaner facility through hiring of seasonal staff member for daily cleaning and maintenance of Transfer Station yard and surrounding streets.
- Developed Scofield Monthly Special Collection events.
- Developed and marketed neighborhood dumpster program.
- Worked with DSSD to improve downtown aesthetics by installing Victor Stanley receptacles and removing toters.
- Consistent customer service by responding to all telephone requests within 24 hours.



This is how well we do it (2017-18 Highlights)

What are the most significant accomplishments made & challenges faced by the department in the last FY?

- Improving service delivery
 - Offering consistent service delivery with aging staff.
 - Set up formal communication system with property management firms for improved condo serving.
- Improving customer satisfaction (citizens and/or internal customers)
 - Promoted single stream recycling to highest in the State with a 32% recycling rate.
 - Promoted recycling through hosting of Earth Day events and recycling presentations.
 - Added Parking spaces at Katrina Mygatt Recycling Center.
- New services that were added
- Actions taken to increase productivity and make department more efficient
 - Create efficient collection routes to eliminate fuel waste and overtime.



This is how well we do it (2017-18 Highlights)

What are the most significant accomplishments made & challenges faced by the department in the last FY?

- New services that were added
 - Take It or Leave It Swap Shop.
 - Purchased and installed recycling dumpsters to 8 condos to increase recycling rates.
- Actions taken to increase productivity and make department more efficient
 - Promotions with schools to increase recycling rate.
 - Mailed notifications to private companies violating Stamford's recycling ordinances with copies to DEEP resulting in an increase recycling rate.
 - Utilized DEEP grant to assess school recycling program and work with staff to increase recycling collection rate.
 - Developed new recycling marketing signs for Collection trucks.
 - Recycling presentations to: Adult Ed, Women on Watch at Democratic Headquarters, UCONN PEP Program, WPCA tours and Strawberry Hill Association.



Key Performance Indicators (KPI) Performance Metrics

	FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17
Performance Data					
Recycling Tonnage	11,472	11,932	12,077	12,234	11,694
Tipping Fee Avoided Through Recycling	\$768,000	\$802,000	\$829,067	\$837,662	\$814,955
Recycling Revenue	\$77,195	\$16,128	\$167,000	\$193,311	\$186,995
Metals Tonnage Recycled	612	666	683	895	826
Electronics Recycled	244	296	289	270	229
Tons of Refused Received	47,734	51,863	54,168	54,530	53,459
Brush/Yard Waste	14,508	7,313	6,703	6,555	6,553
Leaves	16,396	11,344	12,377	12,399	12,321
Performance Measures					
Citywide Percentage of Waste Stream	27%	28%	28%	30%	32%



Department Management

Key Program/Department Challenges (exclude the impact of staffing)

- Expansion of required collection households through development with no additional staff.
- Replacement Toter Distribution.
- Aging fleet with no replacements.

Budget Scenarios

- In the event of significant budget reductions describe the impact the reduction would have?
 - Result in lessening of quality service, parks, downtown not collected on a timely basis, residential misses, toter issuance, etc.
 - Reduction in timeliness of disposal of waste.



Department Management

Budget Scenarios – (Cont.)

- If additional funding could be realized how would department services be expanded or enriched?
 - Hiring of Recycling Coordinator to enhance recycling promotion and enforcement to result in increase in recycling and cost savings.
 - Additional staffing to provide support to neighborhood cleanups year round.



This is what is coming

Major changes planned for the department

- Include new or improved services (or processes) the department will provide to citizens or to other City departments or personnel
 - Improve textile recycling throughout City resulting in reduced MSW costs.

- Describe what management is doing to reduce department costs or eliminate services that are no longer critical
 - Constant evaluations and changes of services provided to Public.
 - New bid process for hauling of leaves.



2018-2019 Goals

What are your department goals and plans for 2018-19?

What is the Department's/Program's budget? (highlight changes)

- List goals and priorities for your department in 2018-19
 - Review twice a week collection routes to evaluate efficiencies with a possible result in elimination down to once a week collection
 - Apply for additional Recycling Grants
 - Continue to pursue BOE recycling efficiency
- Describe in detail the plan to achieve them
 - Implement once a week collection
 - Discuss with BOR members
 - Notifying in writing resident and property owners of change
 - Install proper amount of totes
- What are the obstacles to attaining your goals?
 - Residents failure to recycle
 - Budget restraints



2018-2019 Goals

What are your department goals and plans for 2018-19?

What is the Department's/Program's budget? (highlight changes)

- How will you measure your success?
 - Increase recycling
 - If Grants received used to promote Recycling Program
- Budget highlights
 - Garbage reduction/Recycling increase in these routes