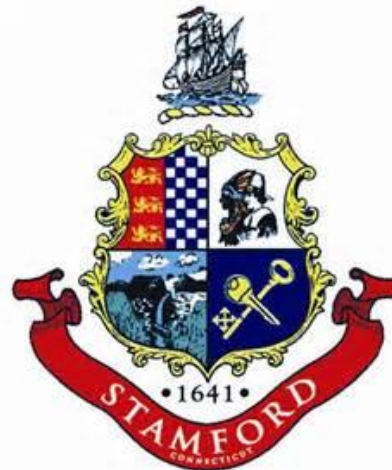


# City of Stamford

## Solid Waste, Recycling and Sanitation

# FY 2020-21 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 and 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 outside facilities including Schools, Government Center, Golf courses, Mill River Park, Neighborhood dumpsters, Special Collection events, and snow removal for Transfer Station and Recycling Center.



# Services Provided

Program (s)	Services Provided (include Volume - if applicable)
<p>Critical &amp; Mandated Programs Services 2142- Recycling</p>	<p>The Department collects household recycling (approximately 35,000 stops per week) at all homes, condos, municipal buildings, public streets, parks and schools, and special events as per the City ordinance. Recycling promotes 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 with education presentations to Neighborhood Associations, Schools, Clubs and churches, etc. also including site tours in conjunction with the WPCA.</p> <p>Based on current increased recycling costs the Department is trying to educate the Public on total waste reduction by reuse to eliminate disposal costs. Last years example is the Pink Bag Textile residential collection program.</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 32, 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.***

- ***Three Year History of Major Department Improvements***
  - Promoted single stream residential recycling program increased to 32% rate which was highest in the State per DEEP.
  - Created Take It or Leave It Shop and Book Swap at Katrina Mygatt.
  - Initiated Pink Bag Residential Textile collection program at no cost to City.
  - Expanded production and responsibilities of our Master Mechanic/Welder to eliminate the outsourcing of vehicles, equipment and facility repairs when possible.
  - Provided support to the Stamford Public schools to help them improve their recycling rate to 32%.
  - Collection of additional households without additional staff or budget including collection 7 days a week from all City streets and Parks, and at all City special events.
  - 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.
  - Installation of new and improved Scale House software which has resulted in better control and financial accountability



# ***Department Introduction & Brief History, Contd.***

- ***Three Year History of Major Department Improvements-(Cont.)***
  - 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.
    - Received EPA truck grant of \$535K to replace 7 trucks saving approx 1/3 cost .
    - Reduced Waste through implementation of Pouraway containers and Textile recycling .
    - Cross train and utilize Cashier for webpage updates.
    - Promote State paint and mattress recycling program to eliminate costs in City waste.
  - Enhanced Department website for easier Public use of services including creation of Recyclopedia
  - Created and updated Recycling Brochure



# ***Department Introduction & Brief History, Contd.***

- ***Three Year History of Major Department Improvements***
  - Reduce Costs - (cont.):
    - In an effort to be consistent with City ordinance, changed 1 Collection Zone to single week garbage collection instead of twice a week.
  - Department 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
    - Purchased composter for Northeast , Strawberry Hill schools.
    - Developed Vehicle specifications for replacement trucks.





# ***Department Introduction & Brief History, Contd.***

- ***Three Year History of Major Department Improvements***
  - Department Create Productivity – (Cont.):
    - Develop and produce quarterly Recycling Newsletter.
  - 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 totes.
    - Consistent customer service by responding to all telephone requests **within 24 hours.**



# ***This is how well we do it***

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

- Improving service delivery
  - Establishment of Pink Bag Residential Textile collection program.
  - Offering consistent service delivery with aging staff and trucks.
  - Improve communications with property management firms for improved condo serving.
- Improving customer satisfaction:
  - Promoted single stream recycling to highest in the State with a 32% recycling rate.
  - Promoted sustainability by hosting Earth Day events and recycling presentations.
- Challenge faced: Shortage of the Collections Supervisor for 8 months
- Collection problems due to private rd. conditions at Brookside Dr and Nichols Ave.
- Lack of garage building on site for repairs and truck storage.
  - .



# ***This is how well we do it***

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

- New services that were added
  - Residential collection of Textiles through the Pink Bag collection program.
  - Purchased and installed recycling dumpsters to 8 condos to increase recycling rates.
  - Installed protective safety bollards at Katrina Mygatt Recycling Center.
- Actions taken to increase productivity and make department more efficient
  - Reduced waste collected by installing the Pink Bag textile residential collection program
  - Reduced waste by installation of the Pouraway containers at schools and Government Center Cafeteria.
  - Mailed notifications to private companies violating Stamford's recycling ordinances with copies to DEEP resulting in an increase recycling rate.
  - Recycling presentations to: Adult Ed, WPCA tours, King School, Edgehill Senior Living Association, City of Stamford Retiree Association. Westhill Science



# Key Performance Indicators (KPI) Performance Metrics

	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY 18-19
<b>Performance Data</b>					
Recycling Tonnage	12,077	12,234	11,694	12027	11543
Tipping Fee Avoided Through Recycling	\$829,067	\$837,662	\$814,955	\$824,571	\$806163
Recycling Revenue	\$167,000	\$193,311	\$186,995	\$83,568	0
Metals Tonnage Recycled	683	895	826	708	670
Electronics Recycled Tons	289	270	229	197	171
Tons of Refused Received	54,168	54,530	53,459	52988	52294
Brush/Yard Waste Tons	6,703	6,555	6,553	7561	10615
Leaves Tons	12,377	12,399	12,321	9881	15261
Textiles Tons/Revenues					12/\$1070
Citywide Percentage of Waste Stream	28%	30%	32%	32%	33%



# ***Department Management***

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

- Expansion of required collection households through City development without additional staff.
- Lack of facility to garage trucks and to repair trucks indoor out of the element.
- Daily truck breakdowns due to Aging fleet with no replacements.
- Replacement Toter Distribution
- Installed additional power system to plug in for Front Load trucks
- Repaired Transfer Station siding, Old Scale house roof and installed gutters at Take it or Leave it Shop.

## ***Budget Scenarios***

- In the event of significant budget reductions describe the impact the reduction would have? **13**



# *Department Management*

## *Budget Scenarios – (Cont.)*

- Result in reduction of quality service to residents. Collection not completed on a timely basis, including residential collection, replacement toter issuance, etc.
- Reduction in timeliness of disposal of waste.
  
- 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 aging staff and for 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
  - Developing a drop off compostable waste program at Recycling Center partially paid by a sustainable CT Grant obtained.
  - Weekly fuel usage review to evaluate fuel waste.
  
- Describe what management is doing to reduce department costs or eliminate services that are no longer critical
  - Weekly fuel usage review and elimination of fuel chip keys.
  - Constant evaluation of new programs and technologies to reduce waste .



# 2020-2021 Goals

***What are your department goals and plans for 2020-21?***

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

- List goals and priorities for your department in 2020-21
  - Implement new Compost collection program at Recycling center
  - Apply for additional Recycling Grants
  
- Describe in detail the plan to achieve them
  - Continue work with Stamford Food Scrap Recycling Group to accept Sustainable CT Grant and start compost program.
  - Work with DEEP to take advantage of Grant opportunities.
- What are the obstacles to attaining your goals?
  - Residents failure to donate Matching funds to obtain compost Grant
  - Budget restraints
  - Staffing shortage
  - Reliable operating truck inventory





# 2020-2021 Goals

***What are your department goals and plans for 2020-21?***

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

- How will you measure your success?
  - Divert more waste out of the total waste stream
  - Measure weights of compostable waste removed to continue our sustainability goals.
  - Continue to pursue Grants for replacement trucks and education programs
- Budget highlights
  - Garbage reduction/Recycling waste streams