

# City of Stamford

## Solid Waste, Recycling and Sanitation

# FY 2022-2023 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, leaves and compostable food waste. 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. Processes Food waste delivered by residents.



# Services Provided

Program (s)	Services Provided (include Volume - if applicable)
<b>Critical &amp; Mandated Programs Services</b> <b>2142- Recycling</b>	<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 composting or reuse to eliminate disposal costs.</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)
<p>Critical &amp; Mandated Programs Services 2144- Haulaway</p>	<p>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.</p>
<p>Other Services</p>	<p>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.</p> <p>Manage services at the Book Exchange program, Take It or Leave It Swap Shop, and the food waste composting program.</p>



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

- ***Three Year History of Major Department Improvements***
  - Created the Food Waste Composting program and installed at the Katrina Mygatt Recycling Center a food waste compost machine 75% funded by a grant .
  - Implemented new position to replace Operations Foreman with “Foreman Trucks and Equipment” to provide added value to coordinate with Vehicle Maintenance an improved truck maintenance and repairs program.
  - Promoted single stream residential recycling program increased to a high of 32% rate which was highest in the State per DEEP.
  - Created Take It or Leave It Shop and Book Swap at Katrina Mygatt.
  - Initiated and maintained Residential Textile collection program at no cost to City.
  - To improve total City services relocated Department Master Mechanic/Welder to Vehicle Maintenance to eliminate the City outsourcing of repairs when possible.
  - Provided support to the Stamford Public schools to help them improve their recycling rate to 46%.
  - Collection of additional households without additional staff including the collection of 7 days a week from all City streets, Parks, and special events.
  - Development of our own personal toter cleaning station with a result that



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

- ***Three Year History of Major Department Improvements-(Cont.)***
  - Reduce Costs:
    - Received a matching fund grant from Sustainable CT for the creation of a Food Waste Composting program.
    - 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 .
    - 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 and Recycling Newsletter



# ***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 improved Vehicle specifications for replacement trucks.





# *Department Introduction & Brief History, Contd.*

- *Three Year History of Major Department Improvements*
  - 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.
    - 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 and Fix It 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
  - Developed effective Covid safety standards for staff and operations to minimize Covid impact while maintained all services.
  - Offering consistent service delivery with aging staff and trucks.
  - Implementation of Food Waste Compost machine and marketing efforts with Public/Private Task Force.
- Improving customer satisfaction:
  - Promoted Food Waste compost program to process over 12 tons in first 6 months .
  - Promoted sustainability by hosting Earth Day events and recycling presentations.
- Challenge faced:
  - Collection/disposal of 15% increase in total Waste without additional staff .
  - Daily staff shortages 20-40%
  - 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
  - Installed new food waste compost machine and received USDA Grant for additional machine that will be installed at Bartlett Arboretum Summer 2022.
  - New vendor for residential collection of Textiles Helpsy.
  - Purchased 7 replacement collection trucks.
  - To enforce social distancing.
- Actions taken to increase productivity and make department more efficient
  - Reduced waste collected by collection of food waste for composting
  - Improved textile residential collection program by marketing efforts for household collection and special collection events.
  - Mailed notifications to private companies violating Stamford's recycling ordinances with copies to DEEP resulting in an increase recycling rate.
  - Recycling presentations to: Ferndale MI, Wright Tech, DEEP, CCM.



# Key Performance Indicators (KPI) Performance Metrics

		FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
<b>Performance Data</b>	<b>Performance Data</b>					
Recycling Tonnage	Recycling Tonnage	12027	11543	11,697	11,851	11,534 Est
Tipping Fee Avoided Through Recycling	Tipping Fee Avoided Through Recycling	\$824,571	\$806,163	\$843,588	\$886,810	\$921,449 est.
Recycling Revenue	Recycling Revenue	\$83,568	0	0	0	0
Metals Tonnage Recycled	Metals Tonnage Recycled	708	670	792	673	582 est.
Electronics Recycled Tons	Electronics Recycled Tons	197	171	157	105	109 est.
Tons of Refused Received	Tons of Refused Received	52988	52294	57,753	63,774	65,594 est.
Brush/Yard Waste Tons	Brush/Yard Waste Tons	7561	10615	7,372	6,711	5,911 est.
Leaves Tons	Leaves Tons	9881	15261	13,505	16,934	112,363
Textiles	Textiles		12/(\$1070)	64/(\$2,000)	12/(\$1,700)	26/(\$1,800)



# ***Department Management***

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

- Rising Disposal costs
- Daily staff/Truck shortfall challenges.
- Expansion of required collection households through City development without additional staff.
- Lack of a facility to garage and store vehicles out of the element.
- Daily truck breakdowns due to aging fleet.
- Purchase and distribution of replacement Toters.



# *Department Management*

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

- 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 for aging staff and to assist in neighborhood cleanups year round.



# 2022-2023 Goals

## ***What are your department goals and plans for 2022-23?***

- Further success of new Compost collection program at Bartlett Arboretum
  - Apply for additional Recycling Food Waste compost Grants
  - Continue safety efforts with staff.
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- Describe in detail the plan to achieve them
    - Continue work with Stamford Food Scrap Recycling Task Force to improve marketing efforts and research Grants and .
    - Work with DEEP to take advantage of Grant opportunities.
  - What are the obstacles to attaining your goals?
    - Residents not bringing in compostable waste
    - Staffing shortage
    - Reliable operating truck inventory



# 2022-2023 Goals

***What are your department goals and plans for 2022-23?***

***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.
  - Continue to pursue Grants for replacement trucks, Food Waste composting and education programs
- Budget highlights
  - Increase in garbage and recycling weights.