

City of Ann Arbor Commercial Recycling Implementation Committee

Meeting #1 Minutes
January 24, 2008
City of Ann Arbor Council Chambers
City Hall, 2nd Floor
7:30 am – 9:30 am

Committee Member Attendance: Tracy Artley, Steve Bean, Wendi Felgner, Maggie Ladd, Doug McClure, Rachel Murphy, Kristie Profit Martin, Nancy Rucker, Tim Stark, John Teeter, David Stead, Jay Uzoigwe

City of Ann Arbor Staff: Bryan Weinert, Nancy Stone, Tom McMurtrie, Emily Hlavarty and Katie Dennis

Consultant: Jim Frey and Anna Collinson, Resource Recycling Systems

1. **Welcome and Introductions-David Stead, Chair, Solid Waste Committee, City of Ann Arbor Environmental Commission**
2. **Presentation of Materials-Jim Frey, RRS**

Binders of committee materials were distributed, along with an additional informational sheet on current commercial recycling prepared by City staff.

a. Committee Materials

- i. Review of agendas and timeline of committee work.

b. Overview of Commercial Recycling

- i. Review of materials to provide summary of previous commercial recycling committee work. These materials and reports are available online at www.recycle.com/AAcommercial.html

c. Overview of City Services

- i. The summary focused on current commercial recycling efforts being conducted. Staff has conducted a survey and site visit approach to adding more commercial recycling accounts. Beginning last fall, about half of city businesses were mailed a survey about commercial recycling. The 2nd survey is intended to go out in the next 30 days. Since last summer, 77 new sites have been added to the program.

The City continues to work on the program concurrently with this committee process. Updates to the Material Recycling Facility (MRF) equipment are planned that will allow for greater recovery of commercial sector cardboard and paper at the MRF. The program continues to expand with an increase from 3 days to 5 days a week for paper and corrugated cardboard collection in the Downtown Development Authority (DDA); another route has been added for recycling dumpster service; organics collection would be launched in the DDA this spring for the collection of food prep waste; 10-12 locations are ready to start. Clarifying questions were asked about pick-up times (downtown typically begins in early morning to avoid traffic) and when collection starts each day (DDA is 6:00 am; outside DDA is 7:00 am).

d. Ordinance/Rules and Regulations

- i. Development of the ordinance will be important and a key step involving City Council. The ordinance will provide the framework for future commercial recycling efforts.

e. Request for Expressions of Interest (RFEI)

- i. An RFEI process is designed to bring the top solid waste service providers to the City with full information on their skills, experience, capacity and capability along with their initial input on key technical, organizational and business elements of the proposed commercial solid waste franchise. This is a market-informed decision making process that will validate assumptions that through a franchise approach, prices can be lowered for trash services, and increase recycling services with minimal change to net system costs. The RFEI information will be refined into a "Request for Proposal" for a recycling friendly solid waste service provider.

Question asked about what franchise will mean to small haulers currently operating in the City? The market share of dumpsters tracked throughout the City currently shows that one or two large haulers dominate services.

Question asked about a potential decrease in the millage? This will be reviewed as options are evaluated.

Questions asked about reducing costs for businesses? Will not be visible for those who get "free" City service, but should reduce overall costs to the city which would affect those who pay for services.

f. Branding and Outreach

- i. This will be an important part of the process once the program is determined. Must be packaged and communicated effectively to maximize participation and diversion. A focus group was held last week to gauge perceptions about what it means to be green, commercial recycling successes and obstacles, and how to market/package the program. The summary of the focus group is provided in the binders. Key results from the group: 90% of businesses are renters; 75% of the workforce live outside the City; partnerships are key, and events to enhance visibility of efforts.

Question asked about how waste reduction fits into education and service offerings? It is intended to be included with the packaging of the program.

Question asked about how any City efforts may tie in with County's Waste Knot Program? There will be collaboration between the two and potential ideas have been discussed, including a green certification process for custodial service providers.

g. Information System, Web, On-line Enforcement, and Technical Assistance

- i. The flow chart in the binder relating to Information Systems was discussed. The goal of the implemented system is to make it easy for business and employee participation, providing strong communications, response time, and customer satisfaction to build ownership and insure success.

h. Commercial Data and Maps

- i. Maps of five main business areas were provided in the binder. This data was collected by City interns using a GPS device to identify where public and private

dumpsters are located and determine service providers by location. This information is not complete and is being updated when new information is made available. Key comments included that many private haulers do not offer recycling services and many private hauler dumpsters are located right next to a city dumpster.

3. Questions

Q: How does this procurement process relate to the city's residential services—if the city franchises for commercial solid waste services, will residential services be impacted?

A: No, the city will continue to provide residential refuse and yard waste services, and Recycle Ann Arbor will continue to collect residential recyclables.

Q: If franchising occurs, how does this effect City staff—how many existing employees would be affected and would displaced employees be absorbed into other areas of city operations?

A: The city has only 3-4 full-time equivalents involved in commercial refuse collection operations currently, and those staff would likely be reassigned to recycling or other refuse services, or moved to other public works activities within the city.

Q: The City currently has rather strict requirements on the placement and screening of solid waste containers. Might these regulations displace any savings that the new recycling system might otherwise produce?

A: This is a valid concern and something that the committee will need to address for both existing properties and new construction.

Q: What about national retail chains that coordinate for waste services on a national or regional level for services? Could recycling requirements have a negative effect on businesses (chain or independent) wishing to establish themselves in Ann Arbor?

A: This will be addressed in ordinance language and allow for exemptions in situations where pre-existing solid waste contracts exist, but also require national chains to establish recycling services through such contracts. It is critical that the city's recycling requirements be developed for ease of implementation and use by businesses of all sizes and types.

Q: What about possible energy savings and use of alternative fuels and hybrids for refuse and recycling collection vehicles to align with the City's energy and environmental goals?

A: This is an important consideration and will be included in discussions with private haulers as part of the Request for Expressions of Interest.

4. Next Steps/Next Meeting

- a. Confirm next meeting date/time/location
 - i. Next meeting—Thursday, February 7th, 7:30-9:30 a.m.
- b. Review binder materials provided at today's meeting
- c. Bring questions and comments to next meeting

5. Adjourn-9:10 am.

City of Ann Arbor Commercial Recycling Implementation Committee

Meeting #2 Minutes
February 7, 2008
City of Ann Arbor Council Chambers
City Hall, 2nd Floor
7:30 am – 9:30 am

Committee Member Attendance: Tracy Artley, Steve Bean, Wendi Felgner, Rachel Murphy, Kristie Profit Martin, Nancy Rucker, John Teeter, David Stead, Jay Uzoigwe and Margie Teall

City of Ann Arbor Staff: Bryan Weinert, Nancy Stone, Tom McMurtrie, Emily Hlavarty, Katie Dennis and Mike Bergren

Consultant: Jim Frey, Aaron Burman, Nicole Chardoul, Anna Collinson, Resource Recycling Systems, Inc. (RRSI)

1. **Welcome and Introductions-David Stead, Chair, Solid Waste Committee, City of Ann Arbor Environmental Commission**

2. **Review Minutes**

Minutes from the January 24th meeting were provided via email and available at today's meeting. The minutes have also been posted on the website www.recycle.com/AA_IMP.html

3. **Materials Review—Questions and Comments**

Several committee members provided questions and comments during the past two weeks. RRSI compiled these questions, sorted questions by which tab they would fall under, and provided responses. Jim Frey led the committee through the responses, which also generated discussion.

Questions, comments, and updates raised during this portion of the meeting are provided here:

- What are the sources of revenue for the Solid Waste Enterprise Fund?
 - Described as a portfolio of revenue sources. There are fees for services from commercial trash, revenue from the sale of recyclables, vendor operators that pay into an equipment replacement fund. City staff will provide a handout that addresses this question at an upcoming meeting.
- How will commercial recycling be paid for? Will businesses incur another fee for service?
 - No, there will not be an additional fee. The intention of this process is to capture the savings that are anticipated to be realized through the solid waste franchise to pay for recycling services.
- It is important to note that commercial recycling efforts are already taking place in the City. While it took 10 years for the City's residential recycling efforts reach a 50% diversion rate, and the commercial program is also set to have that goal, efforts have been going on for at least 5 years.

- RRS and staff met with the Public Services Area Administrator (Sue McCormick) to provide an update and review information. City staff is currently working to get the proper authorization through the Purchasing Department to release the Request for Expressions of Interest (RFEI).
- The Environmental Commission is almost ready to launch a website that provides more specific information about their goals, which were provided in the binder.
- A Communications Collaborator group is being formed to address two major tasks—message management about the process and providing input and feedback on the communications campaign that will be launched as the program ramps up. This group will be meeting on 2/15 at 9:00 am, 4th floor of City Hall. All are invited.
- RRSI is about to begin a series of meetings with key city staff to get feedback on the Commercial Recycling program, and to learn about their specific operating procedures, software, and budgets and how they relate to other groups that will be involved with the program. Costs for this program are not just for collection of recycling but also include the promotion of the program, information systems to manage it, etc, therefore these meetings will help RRSI and the City determine what costs will affect this program.
- The maps provided in the binder that include dumpster location information are currently being updated by RRSI, now that they have the complete database of all dumpsters within the City. These maps have not been made public except in the committee binder.

4. Issues Discussion/Process Input

- Construction and Demolition (C&D) is a component of this process, and industry representatives are not available to meet in the mornings. David Stead would like to form a subcommittee to tackle C&D issues and bring back information and recommendations to the larger group. David will be proceeding with forming the subcommittee and setting the meetings.
- Jim provided an overview of the process timeline. One of the next important steps that this group would be involved in is what has been referred to as “Friends Recruiting Friends”. This step involves starting to spread the message of the commercial recycling program development that is occurring here by using the business community to spread this message to their colleagues. Also, getting information about the commercial recycling plans out sooner than later will increase buy-in from the commercial community. These key messages will be developed through the Communications Collaborators group. The next meeting will focus on these “friends recruiting friends” sessions. Committee members were asked to bring referrals to the next meeting of who to include in these sessions.
- What is the business community’s reaction to a 50% recycling goal? This question should be raised with businesses, or are they more focused on costs, containers, employee education, etc.
- Enforcement of how much a business recycles needs to take into consideration that dumpsters for businesses are often utilized by illegal dumpers, which increases

businesses levels of services for trash removal. This comment also raised the issues of collaboration between city departments and enforceable ordinances.

- Is Waste to Energy (or incineration) considered recycling? The City's answer is no.

5. Next Meeting

Thursday, February 21, 2008 at 7:30 AM, location to be announced.

6. Adjourn

City of Ann Arbor Commercial Recycling Implementation Committee

Meeting #3 Minutes
February 21, 2008
City of Ann Arbor Council Chambers
City Hall, 2nd Floor
7:30 am – 9:30 am

Committee Member Attendance: Tracy Artley, Steve Bean, Wendi Felgner, Maggie Ladd, Doug McClure, Rachel Murphy, Nancy Rucker, Margie Teall, John Teeter, David Stead

City of Ann Arbor Staff: Bryan Weinert, Nancy Stone, Tom McMurtrie, Emily Hlavarty, Katie Dennis, and Lisa Perschke (Recycle Ann Arbor)

Consultant: Jim Frey, Nicole Chardoul, Anna Collinson, Resource Recycling Systems

1. **Welcome and Introductions-David Stead, Chair, Solid Waste Committee, City of Ann Arbor Environmental Commission**
2. **Updates by City Staff**
 - a. Series of meetings have been scheduled with key city departments who will be partners in this effort. Nine meetings have been scheduled over the next week with: Customer Service, IT, Building/Planning, Fire Department, Community Standards, Legal/Purchasing, Field Operations, Streets, and DDA.
 - b. Since November 2007, 116 business have started recycling, due in part to the survey and door-to-door campaign conducted.
 - c. Upgrades to the MRF are now underway, in what is called "MRF Phase II". These upgrades will allow for easier separation of corrugated cardboard from other recyclable fiber materials. This will save time and make collection easier.

3. **Review of Question & Answer Package #2**

The most recent Q&A document was distributed at the meeting and reviewed by Jim Frey, RRS. The challenge of the process at this time is there are a lot of unanswered questions, many which were raised during the meeting. Once the Request for Expressions of Interest is released and the meetings with key City departments are held, the City and its consultants will be able to provide more definitive details to how the program will operate. Questions, comments and discussion that arose from the review of this document included the following:

- Questions about reporting and the perceived burden that may be placed on businesses if they have to do so. As the process continues it must be clarified and defined who has what reporting responsibilities, and also make reporting as easy as possible without adding complexity with layers of reporting. Frequency of reporting was also discussed. There was not consensus among the group that once a year reporting would be perceived as easy or as a burden. Suggestions were made that the person who coordinates/pays for the dumpster (or trash service) may be the best contact for such information; and also to consider using a word other than "reporting" or even "plan" when referring to this.

- From the reporting discussion, questions were raised about contacting all businesses and what resources this would involve. Things to consider when determine program features include how much staff will be needed to accomplish tasks and what tools will be required, all which have additional costs. Contacts at businesses also change frequently, providing a huge challenge to maintain accurate information.
- There was also discussion about the use of an ordinance as part of the program planning. The use of “carrots” and “sticks” continues to be a topic of interest at all levels. Through the focus group and communication collaborators, in addition to the previous committee’s work, there is some recognition that both must be employed to see results. This process will remove some of the barriers to recycling, however roles and responsibilities need to be defined, and that is the role of an ordinance.
- Education and outreach about how to get people to start recycling should fall to the City.
- Education should also include not just recycling, but reduction and reuse as ways to reduce waste.
- Sample reporting forms would be helpful for the group to see and RRS will provide at the next meeting. Also, samples of other way to benchmark programs was requested.

4. Education/Communications Update

Nancy Stone provided an overview of the Communications Collaborator meeting held on February 15th. A summary of this meeting was provided to the committee. Highlights included identification of target audiences, the strong emphasis on partnerships, assistance in starting up programs; and regional promotional opportunities.

Anna Collinson reviewed two handouts she distributed at the meeting—one with a summary about this process being undertaken by the City, and the other a list of five talking points. The document titled “Going Green While Saving Green”, is a compilation of several summary documents from the final report approved by the City Council last year. It provides background information about the process and the components of the process such as the franchise for solid waste and the ordinance. It is currently in a draft form for review and comments, and RRS will work to make into a nice handout for people to use. The talking points were derived from the information in the summary document for committee members to use as the “elevator pitch” to those who should start learning about this process and at future “friends recruiting friends” sessions.

5. Next Steps

- Friends Recruiting Friends Sessions: Committee members will be receiving request to provide names to start recruiting process.
- Set another meeting in a month to update and provide some follow-up information to questions raised at today’s meeting.

6. Next Meeting

Thursday, April 3, 2008 at 7:30 AM, location to be announced.

7. Adjourn

City of Ann Arbor Commercial Recycling Implementation Committee Question and Answer Response 2/5/08

Tab 2 – Overview of Commercial Recycling

Q. What other public and private schools are recycling or handling their waste.

2.1A. *The City already provides recycling services (recycling carts, cardboard dumpsters) at many of the Ann Arbor public schools along with a number of private schools, although a list is not available at this time. Arrangements within each building for getting recyclables out to the recycling carts/dumpsters are the responsibility of the school.*

Q. Are there new designs for the curb carts? Or are they different than the type currently provided by RAA? Are the dumpsters available in varying sizes? Are compacting dumpsters ever used for recyclable material?

2.2A. *There are rolling curb carts for commingled paper and commingled bottles/cans through the RAA program. The recycling dumpsters are typically 6 or 8 cubic yards although other sizes will be considered as part of this program. Compacting into a dumpster or closed top roll-off may be considered where site conditions are suitable and the right financial arrangements can be made for financing the equipment.*

Q. Does the design of the Drop Off Station have a timeline? When is it expected to be operational?

2.3A. *The relocation of the Drop-off Station is currently on hold while various sites are being reviewed. An expected date for operation is not available.*

Q. How long did it take to get the residential sector up to 50% recycling?

2.4A. *Ramping up the residential sector took place over ten years.*

Q. Based on the following excerpt, please provide examples of how the City, the residents, and businesses will all benefit. Also, can the revenue generated be marked to go towards a specific community improvement? "...business recycling in Ann Arbor can pay for itself, and in some good market years, may even generate extra revenues to benefit the City and it's residents".

2.5A. *The value of recyclable materials is a primary benefit stream that the program is being designed to capture through the Ann Arbor MRF. When markets are good this will allow the program to generate additional revenue that will become part of the program "bottom line" in the Solid Waste and Recycling Program Enterprise Fund. This will then enable consideration of further improvements/expansions to commercial and residential recycling programs (e.g. expanded food waste recycling, additions of more efficient recycling equipment, expansion of single stream recycling, incorporation of incentive systems like RecycleBank, etc.) .*

Q. In the Environmental Action goals, why is there no mention of reducing business storage and use of hazardous waste? Enlisting businesses to operate with green chemicals for cleaning, for example, could have a huge impact.

2.6A. This is an excellent suggestion and will be forwarded to the Commission. The concept has also been discussed as part of the technical assistance and information campaigns for the business recycling program.

Q. Will the City continue to employ Jim Frey/Resource Recycling Systems to help manage the program? If so, for how long?

2.7A. RRS has a contract to provide technical assistance for implementation of the commercial recycling program through to its presentation to City Council in the form of a proposed ordinance amendment, proposed contract for franchise, etc. RRS and the City have a long track record of working together and further work will be discussed as part of the overall implementation plan for this program.

Tab 3 – Overview of City Solid Waste and Recycling

Q. Will yard waste service or collection ever include businesses?

3.1A. There is discussion of making these services available on a for-fee basis, which would make this possible.

Q. The Summary of AA Solid Waste & Recycling Services table lists a \$33 per month fee. Do businesses pay that fee to the City directly? Is that accurate? Is that a weekly or four times per month pick up?

3.2A. The \$33 per month fee is for refuse pickup once per week of a customer supplied 6 cubic yard dumpster. Billing and payment is handled through the City's Customer Service Center.

Q. The RAA \$2 Fee per Household - does that fee exist? Is it paid through taxes?

3.3A. The RAA fee per household is charged to the City as part of their service partner contract. The City pays this fee through its Solid Waste and Recycling Enterprise Fund and the refuse millage is a large contributor to the revenue stream of that fund.

Q. Are the RAA, WMI & FCR aligned in their starting years or did they begin in different years?

3.4A. These service partner agreements began in different years and are not aligned.

Q. I see there are several different types (non-profit, for profit and municipal government) of organizations providing services. Is their cooperation between them? Who negotiates their relationships or resolves conflicts? Will adding another for profit affect?

3.5A. These organizations are the City's service partners as well as the in-house city operations. City solid waste and recycling staff coordinate these services as

through contracts, the budgeting process and through union work agreements. The addition of a franchise would follow this same model.

Q. I've seen the 30 gallon collectors but never implemented or used them. Are they used for events only since the corrugated has a limited life?

3.6A. The 30-gallon containers are typically utilized for indoor collection of recyclables at a commercial location. The materials are collected and then transferred to the outdoor container for collection by the City.

Q. The January 2008 Status sheet states there are "existing issues/constraints" (2nd to last paragraph). Have they been identified and can they be resolved?

3.7A Some issues and constraints have been identified and feedback from businesses will be taken into consideration as we move through this process to develop the best commercial recycling program.

Tab 4 - Ordinance

Q. Is a business within the City if it is located in the DDA, within the city limits but not in a township, has a city mailing address, or has city utilities?

4.1A. A business is within the City if it is located within the City limits.

Q. Who would pay or be held responsible for potential fines? Could there be a fine for recyclables disposed of as waste?

4.2A The responsible party will be determined through this process and could be the landlord, tenant, property owner, or a combination of all involved parties. Those responsibilities will be clarified in the proposed amendments to the City ordinance.

Q. Within the context of the Environmental Commission's vision, do you expect the City to "go green" and could we promote the recycling ordinance as part of this larger vision?

4.3A. The City is working on many fronts to incorporate "green" practices and the recycling ordinance will be part of this larger vision.

Tab 5 – Request for Expressions of Interest

Q. For the recycling dumpsters listed in the bullet points, will these be assigned to one business? Could there be dumpsters available to multiple businesses in one vicinity or area?

5.1A. Dumpsters could be available to multiple businesses in one vicinity or area. This is the type of input and problem solving that is anticipated with input from the merchant associations, building owners, building managers and tenants.

Q. Page 3 bullet points lists proposing a ban on cardboard. Is this a common ban? Given the tonnage of mixed paper in waste would it make sense to ban cardboard and paper.

5.2A. *Bans (or just cardboard or both cardboard and mixed paper) are one technique that should be considered for providing a balance of incentives and disincentives to encourage use of the recycling system.*

Q. Are there any reasons a vendor/firm would not want to partner or participate? Does the Request limit or dissuade?

5.3A. *Selecting a vendor for the solid waste franchise will require evaluation of qualifications (capabilities, experience, management team, financial resources, etc.) as well as proposed pricing. The evaluation process will weigh these factors along with the price analysis in order to arrive at a recommended vendor or vendors.*

Q. Is there an expected contract term? 2 years? 5 years? 10 years?

5.4A. *This is still being evaluated and is one of the reasons for the discussions that are part of the first "Request for Expressions of Interest" (RFEI) stage in this process.*

Q. If the firm fails or fails to provide adequate service what is the "out" clause for the city?

5.5A. *This is an important part of all the City's agreements, with a variety of mechanisms to both prevent such situations and to correct them should they occur or enable the city to terminate the agreement. These mechanisms include detailed specifications that include timeframes to correct service errors, liquidated damages for failure to meet those timeframes, dispute resolution procedures to address conflict, default language to identify when "enough is enough" and termination language to provide the road map for the "out" clause process should it be necessary.*

Q. The Ann Arbor Parks waste collection has a fee or is free?

5.6A. *Collection of waste at Ann Arbor parks is provided by the city. In some cases there are fees for these services when users with either long term or single event usage of a park where additional waste is generated and needs to be disposed or recycled.*

Q. Page 11 says the RFEI will be advertised. Will this be in print ads, print notices and/or on the Internet?

5.7A. *There is a mailing list of vendors that have been used in the past for City solid waste related procurements. Those procurements also were publicly noticed. This list will be used for the RFEI and a general notice released in print. The Request for Proposal (RFP) that follows will then be posted as per City purchasing procedures.*

Q. For the hauler franchise, do you expect to have the contracts that businesses would be bound to, and if so, for what duration?

5.8A. *The franchised hauler will have a contract with the City and then be working with the City and each business to arrange for service. This service would continue for the contract term between the City and the franchised hauler. The specifications for service for each particular customer would be automatically incorporated into the franchise agreement and able to be enforced as such.*

Q. Who is responsible for negotiating the contracts?

5.9A. *The franchise contract would be negotiated between the successful franchise vendor and the City. A sample franchise contract will be included in the Request for Proposal (RFP) that is used to select the vendor.*

Q. How often would the contracts be reviewed?

5.10A. *The service partner contracts are reviewed/managed continuously, including rigorous reporting on a daily, monthly and annual basis. The franchise agreement may also include a more rigorous review on an "every other year" or similar basis.*

Q. Currently the City doesn't offer garbage or recycling services on weekends, so businesses must have additional contracts for services to supplement for weekend services and some holidays. Will businesses have the option of having such services with the new franchised services?

5.11A. *The franchised services will cover all days of the week.*

Tab 6 – Branding and Education

Q. Can the "Display Board" be available to other locations?

6.1A. *Yes, as it states in the description, suggested locations for the display board could be at libraries, Chamber of Commerce offices or events, in addition to events/meetings that City staff is already scheduled to attend. If this option is selected as part of the communications plans, other locations would also be considered.*

Q. For initial implementation or rollout will businesses be targeted by size?

6.2A. *This shall be determined by this process.*

Q. Can we enlist the support of the Waste Knot Program not just as a partner but as a promoter?

6.3A *The City will continue to explore how best to collaborate with the County's Waste Knot program.*

Q. We may want to consider somehow enlisting the enthusiasm of our residents towards the goal of encouraging the City businesses to recycle.

6.4A *Yes, residents are also key to spreading the message of business recycling throughout the City.*

Tab 7 – Information Systems

Q. Item CS-3 will the customer be able to indicate their preferred mode of contact Item CD-7, CP-1, CP-2, SP-1, SP-2 are they missing the word "be"?

7.1A. *Yes – these are the types of detailed needs that the information system will need to respond to.*

Q. Item SG-18 will the customer billing itemize the surcharges?

7.2A. *Yes.*

Q. Item SG 24 will customers complete a “credit application” in order to initiate service?

7.3A. *These details are still being worked out. The list that includes SG-24 is a placeholder so that this issue can be discussed and the right decisions made as to the billed party, authorization to initiate service, etc.*

Q. Do the requirements discourage fraud or include sufficient checks and balances? The prepayment discount would be appreciated.

7.4A. *That is the goal – these are the types of detailed needs that the information system and standard operating procedures will need to respond to.*

Tab 8 – Commercial Data and Maps

Q. How do businesses learn about this “form”? Has it been distributed (mail, e-mail, insert in current billing)?

8.1A *The form was created for the purposes of this committee to be included as part of the binder and has not yet been distributed to businesses. A number of methods are anticipated for verifying/updating the mapped dumpster information. Meetings with merchant associations are one example of the type of outreach that will be underway as part of this process. As well, City staff has conducted surveys to gather similar information for half of the businesses within the city, and anticipate mailing the other half of the surveys in the next 30 days. If after reviewing the maps provided, an oversight on a dumpster location is known, the committee members are asked to complete this form and submit to City staff so the information can be compiled and the location added to the map.*