



SOLID WASTE RESOURCES MANAGEMENT PLAN
ADVISORY COMMITTEE MEETING #1

November 14, 2018

ADVISORY COMMITTEE PURPOSE

The City desires a robust community engagement process as part of the development of the SWRMP.

It is vital to obtain stakeholder input in identifying goals for the solid waste programs, developing the plan, and to the extent possible, building community consensus on recommendations contained in the plan.

Community engagement during the plan development will contribute to delivering an implementable SWRMP.

OPPORTUNITIES FOR ADVISORY COMMITTEE INPUT

Four Advisory Committee meetings

- Meeting #1 - Wednesday, November 14, 2018
- Meeting #2 - Tuesday, January 15, 2019 (1 p.m. to 3 p.m.)
- Meeting #3 - Tuesday, March 12, 2019 (1 p.m. to 3 p.m.)
- Meeting #4 - Tuesday, May 14, 2019 (1 p.m. to 3 p.m.)

Comment on draft deliverables

- Accepted between/during meetings

Individual debriefings

- As appropriate

NORMS FOR COMMITTEE CONDUCT

- Start on time ... end on time.
- Meeting summaries provided to participants no more than 2 weeks after meeting.
- Project team to submit deliverables in timely manner, as promised.
- Treat all participants with mutual respect – no finger pointing!
- Try to differentiate between I know (facts) and I think (opinions).
- Committee is not decision-making body.

PROJECT DESCRIPTION

Roadmap for Ann Arbor's resource management for the next 5 years and beyond

- Comprehensive look at current and future programs
- Cost of service analysis
- Peer community benchmarking
- Robust public engagement
- Draft and final options and recommendations

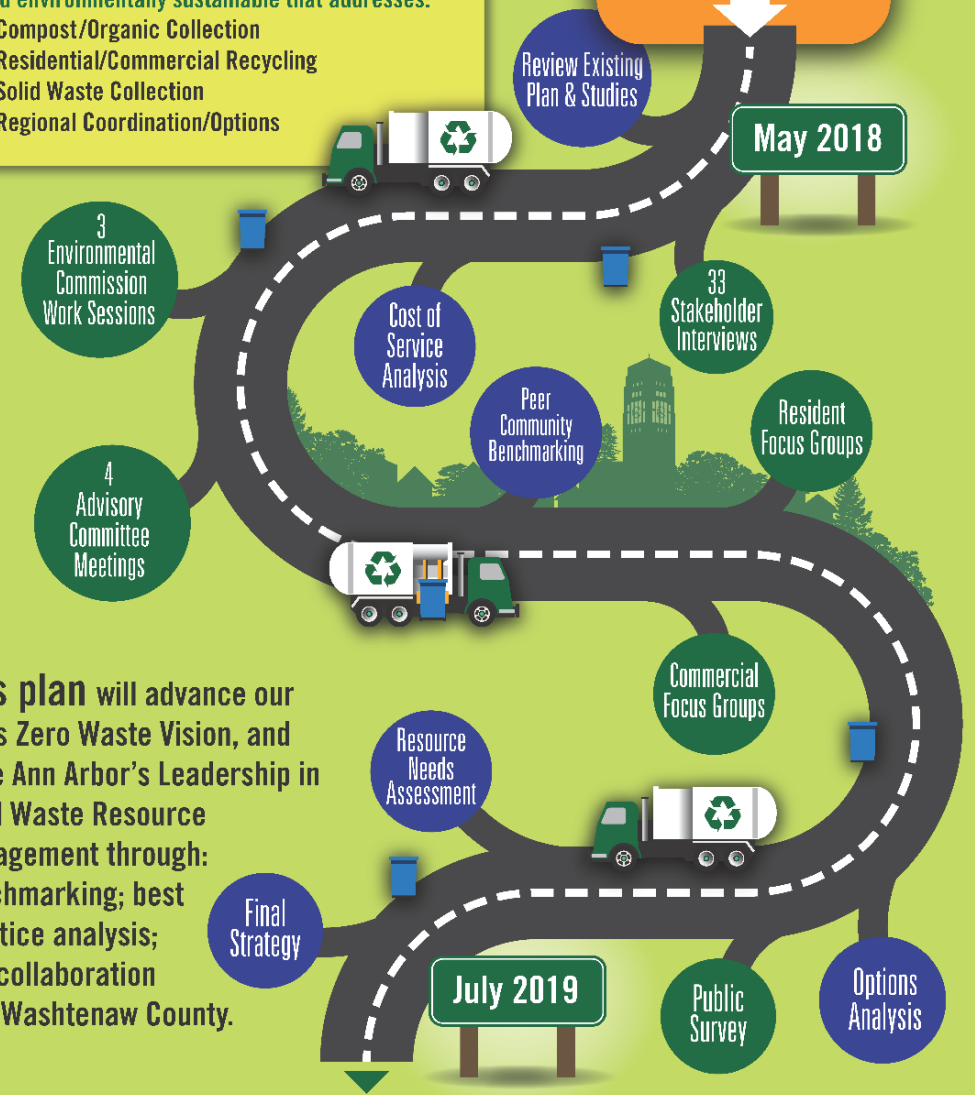


Rethinking Waste

Ann Arbor's Course to a New Solid Waste Plan

Create a five-year plan to provide solid waste programs and services that are economically and environmentally sustainable that addresses:

- Compost/Organic Collection
- Residential/Commercial Recycling
- Solid Waste Collection
- Regional Coordination/Options



This plan will advance our city's Zero Waste Vision, and drive Ann Arbor's Leadership in Solid Waste Resource Management through: benchmarking; best practice analysis; and collaboration with Washtenaw County.

PLAN IMPLEMENTATION

TOPICS FOR THE SWRMP TO ADDRESS

Opportunities to increase diversion

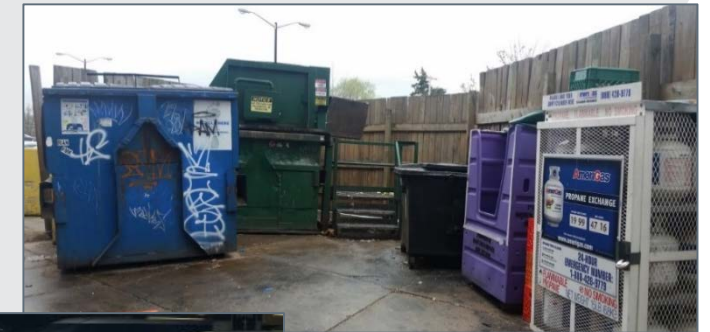
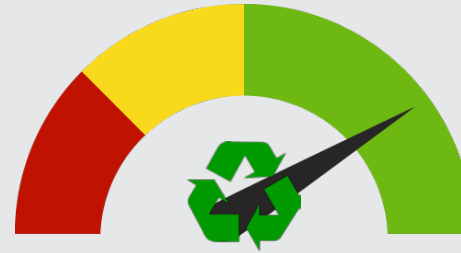
- Organics expansion
- Multi-family recycling
- Specialty programs for textiles, student move-in/move-out, bulky items, etc.
- Education and outreach

Functional and operational elements

- Downtown / alley services
- Fats/oils/grease (FOG) management
- Customer service and enforcement

Service delivery

- Service providers and contract admin
- Cost of service and funding sources
- Regional options



CONCURRENT & CORRELATED ACTIVITIES

Ongoing activities being monitored and incorporated in SWRMP development:

- Service changes being made to address issues (e.g., Three Chairs alley, Sava's / Michigan Theater)
- Downtown alley service options being studied by others
- Regionalization being considered in collaboration with Washtenaw County and interested communities
- MRF options continuing to be explored
- Procurement of expiring contracts (recycling collection, recycling processing, commercial waste franchise) beginning

KEY ACCOMPLISHMENTS TO DATE



Stakeholder engagement and input:

- Completed 22 interviews with more than 30 individual stakeholders
- Conducted work session with Environmental Commission
- Conducted Downtown Business Focus Group



Reviewing current City resource management practices and quantities



Commenced research:

- Cost of solid waste services in Ann Arbor
- Benchmarking against peer communities
- Program and service options

SUMMARY ENGAGEMENT FINDINGS TO DATE

1. **Ann Arbor set the pace in environmental leadership** with recycling, composting, and its Zero Waste vision – build on those successes!
2. **Sustain the vision by expanding services** – including year-round and business composting, weekend collection service downtown, expanded program to support student move-outs, etc.
3. **Modernize and staff operations to meet needs** – including route optimization software, new/different trucks, consolidated and enhanced customer service, centralization of responsibility/accountability, enforcement of requirements, etc.
4. **Educate, educate, educate** – the City used to provide it, bring it back in force.
5. **Correct / perfect current services before adding more** – current, core services (trash and recycling) must be improved downtown before adding another service option (organics).

STAKEHOLDER PERCEPTIONS / FEEDBACK

Strengths		Weaknesses	
<ul style="list-style-type: none"> Residential Composting Zero Waste Vision Residential Customer Service 	<ul style="list-style-type: none"> Recycling New Contracts Consistency 	<ul style="list-style-type: none"> Downtown Customer Service Apartment Services Downtown Services 	<ul style="list-style-type: none"> Older Contracts Leadership
Opportunities		Needs	
<ul style="list-style-type: none"> Zero Waste Activity Downtown Service Expansion Move-Out Services Communication & Outreach 	<ul style="list-style-type: none"> Collaboration Composting Regionalization 	<ul style="list-style-type: none"> Infrastructure / Equipment Specialty Programs Upgrade Customer Service Strategic Focus / Expertise 	<ul style="list-style-type: none"> Education Implementation Funding

RESOURCE MANAGEMENT PRACTICES



SINGLE-FAMILY RESIDENTIAL

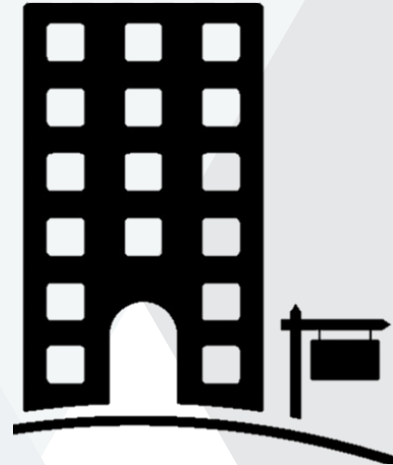
Trash: City



Recycling: RAA



Compost: City



MULTI-FAMILY RESIDENTIAL

Trash: City or WM



Recycling: RAA or City



Compost: (Not offered)



BUSINESSES & INSTITUTIONS

Trash: City or WM



Recycling: RAA or City



Compost: (Not offered)



POST-COLLECTION

Trash
Advanced Disposal



Recycling
RAA / Rumpke



Compost
WeCare Denali



CURRENT DIVERSION RATE

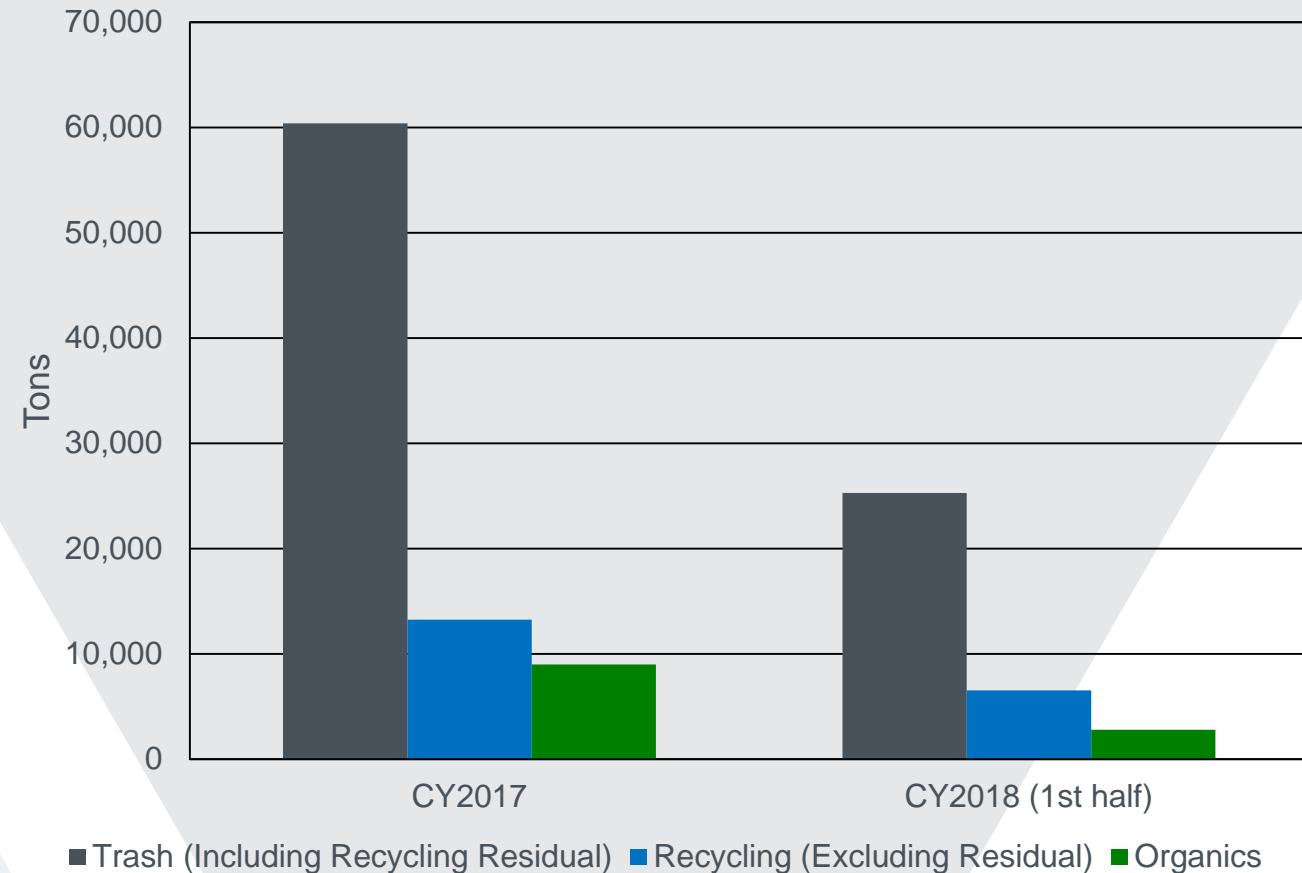
Diversion =

$$\frac{\text{Tons recycled and composted}}{\text{Total tons generated}}$$

Calculation method changed in 2017 from prior years

- CY2017 = 29%
- CY2018 (through June) = 28%

Ann Arbor Diversion Rate



PEER COMMUNITY BENCHMARKING

High diversion communities

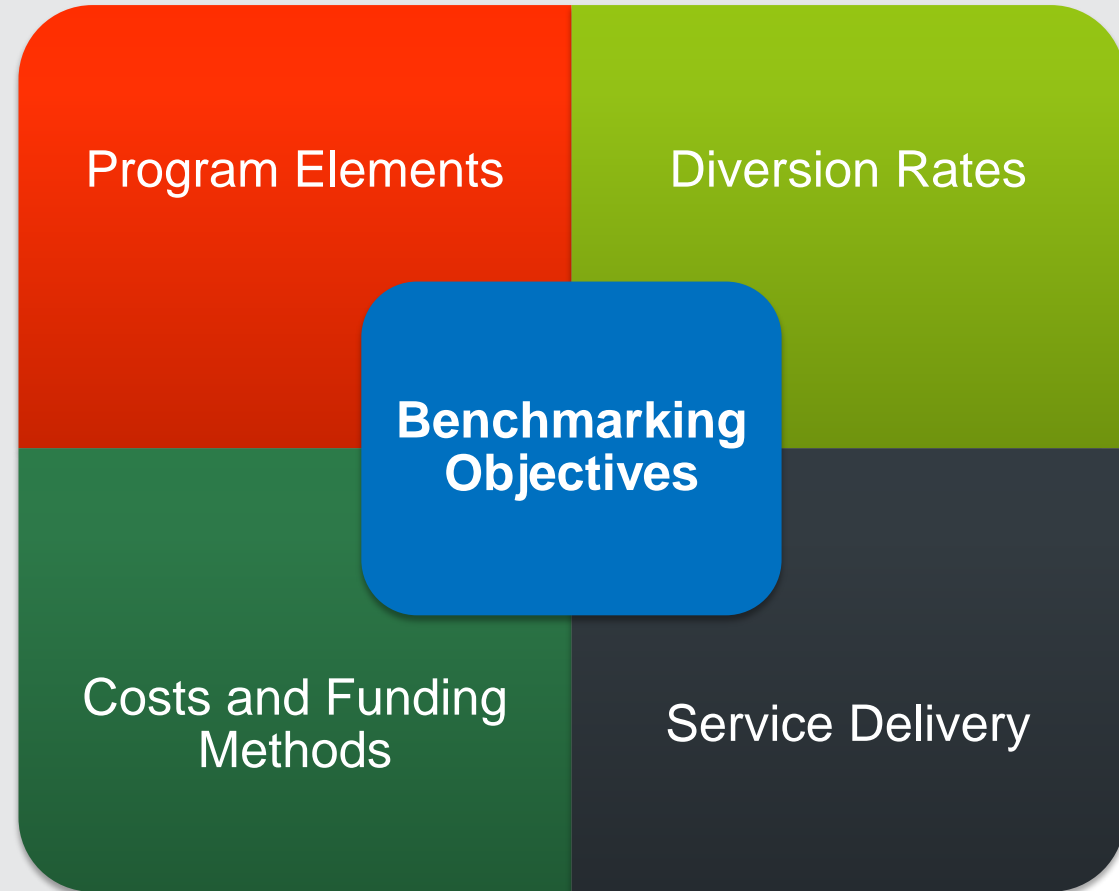
- Seattle, WA; San Francisco, CA; Portland, OR; Austin, TX

Midwestern, university communities

- Lincoln, NE; Madison, WI; Lansing/East Lansing, MI; Columbus, OH

Other Michigan communities

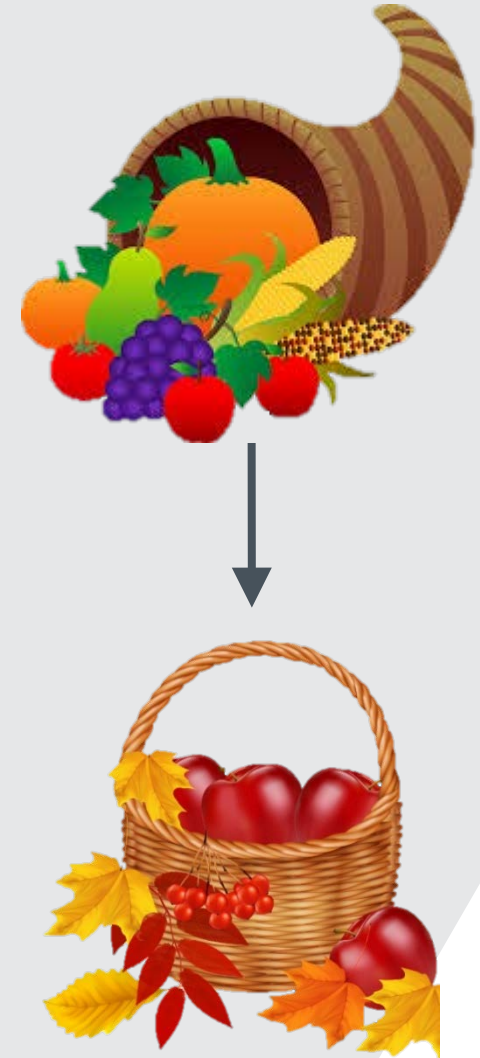
- Chelsea; Dearborn; Grand Rapids; Kalamazoo; Marquette; Saginaw



CHALLENGES IN BENCHMARKING

Lack of standardization of:

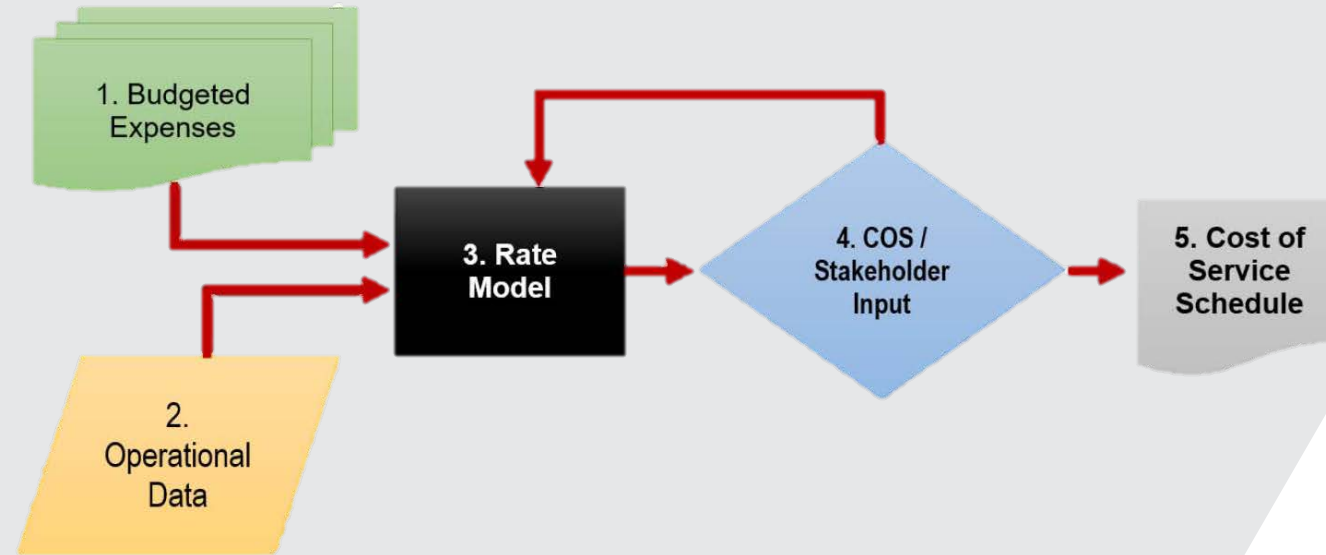
- Definitions
- Levels of data reported
- Sectors included
- Inputs - material streams, activities
- Cost components and categorization
- Costs vs. fees
- Laws / authority of state and local governments



COST OF SERVICE ANALYSIS & FINANCIAL MODEL

What is it?

- Cost analysis by operating area (e.g., curbside residential trash, recycling collection, etc.)
- Identifies unit costs of services (e.g., \$/hh/mo, \$/ton)



Value of the analysis

- Benchmark Ann Arbor's current costs against other communities
- Provides model to serve as a tool to quantify costs and identify funding needs for SWRMP options

CRITICAL QUESTIONS IN OUR SCOPE TO ADDRESS: PROGRAMS & SERVICES

1. How can we **move the needle on diversion** and make progress towards Zero Waste?
2. How can **organics collection** be expanded - year-round for residents, offer collection for businesses?
3. What can we do to meet **increased collection needs** during select periods (e.g., student move-in / move-out, game days)?
4. **What are other communities doing** to achieve higher diversion rates, and how can we bring those successes to Ann Arbor?
5. What can be done to improve **downtown / alley operations and conditions**?
6. How can **FOG management** be improved?
7. What does an **education and outreach** program need to include?

CRITICAL QUESTIONS IN OUR SCOPE TO ADDRESS: OPERATIONS & FUNCTIONS

1. What do current programs **cost**, and are current **funding levels/methods** sustainable?
2. How much are generators **willing to pay** for enhanced services and increased diversion?
3. What **funding options** are available, and what will the **community support**?
4. What services should the **City provide**, and what services should be **provided by contractors**?
5. **What City staff and equipment / infrastructure is needed** to focus on resource management services - planning, administration, collection operations, customer service, enforcement, outreach?
6. What **regional collaboration options** are available to support SWRMP implementation?

WHAT'S NEXT? 90 DAY LOOK-AHEAD...

- Finalize and distribute cost of service analysis
- Finalize and distribute benchmark analysis
- Draft questionnaire for scientific, random resident survey
- Begin costing out program and service options
- Begin procurement for contracts expiring June 2019
 - Maintain current services
 - Provide flexibility for enhancements that emerge through the SWRMP and other ongoing efforts

CHOICE STAKEHOLDER FEEDBACK ... WHAT DO YOU THINK?

Exercise Instructions: Pick the comment you want to discuss. A facilitator will support each group, take notes, and summarize discussion highlights at the close of the exercise.

We have heard...

1. There are too many solid waste contracts. They should be consolidated to a single contract.
2. Our alleys are too crowded and we have enough challenges with the current services. Composting would be nice, but it's not a top priority right now for the downtown.
3. Recycling is part of our City's DNA and we are proud of our history of being recycling leaders. Cost should not be the main driver of our recycling programs.
4. It's time to make our downtown businesses accountable and enforce solid waste ordinances.
5. Improving customer service should be Job 1.

KEEP UPDATED ON THE PROGRESS OF THE SWRMP

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