



**CITY OF BELTON  
CITY COUNCIL  
WORK SESSION  
TUESDAY, JANUARY 17, 2017 – 7:00 P.M.  
CITY HALL ANNEX  
520 MAIN STREET  
AGENDA**

- I. CALL WORK SESSION TO ORDER
- II. ITEMS FOR REVIEW AND DISCUSSION
  - A. Review of city wide trash and recycling program
  - Page 3
  - B. Review of December 2016 financial report
  - C. Other business
- III. ADJOURN WORK SESSION

# **SECTION II**

## **A**



## CITY OF BELTON CITY COUNCIL INFORMATION FORM

**AGENDA DATE:** January 17, 2017

**DIVISION:** Public Works

**COUNCIL:**  Regular Meeting     Work Session     Special Session

<input type="checkbox"/> Ordinance	<input type="checkbox"/> Resolution	<input type="checkbox"/> Consent Item	<input type="checkbox"/> Change Order	<input type="checkbox"/> Motion
<input type="checkbox"/> Agreement	<input checked="" type="checkbox"/> Discussion	<input type="checkbox"/> FYI/Update	<input type="checkbox"/> Presentation	<input type="checkbox"/> Both Readings

**ISSUE/RECOMMENDATION:**

In 2014, the City Council sent a two-year notice to trash haulers in the area as required to provide the City time to consider providing a single-source provider of trash and recycling collection. The two-year period ended in August 2016, and the City has until August 2017 to act on any decision to contract for the trash and recycling collection services.

The Mayor created a task force to evaluate the needs and the solutions related to trash and recycling services. On April 21, 2016, the task force voted on recommendations, and the meeting minutes are summarized in the attached document.

After reviewing the task force recommendations, staff researched the implementation of a city-wide single-source collector of municipal solid waste, recycling and yard waste. Staff is currently working on a package which includes an RFP, an Agreement and a list of Frequently Asked Questions for citizens. In order to complete the documents, staff is requesting direction from the Council. An attachment has been prepared which includes a program description, overall program highlights and discussion questions for the Council to consider which will guide staff in completing the necessary documents needed to complete the RFP.

**PROPOSED CITY COUNCIL MOTION:**

None

**BACKGROUND:**

In various public forums over the last three to four years and especially in 2014 when there were issues surrounding the community recycling center, discussions took place that centered on the perceived need to improve trash and recycling services. The anticipated benefits to those involved in those discussion included reduced cost to the majority of the customers, more organized pick-up program, less trash in the community and improved curb-appeal, and reduced wear-n-tear on the community's streets.

**IMPACT/ANALYSIS:**

**FINANCIAL IMPACT**

Contractor:		
Amount of Request/Contract:	\$	
Amount Budgeted:	\$	
Funding Source:		
Additional Funds:	\$	
Funding Source:		
Encumbered:	\$	
Funds Remaining:	\$	

**STAFF RECOMMENDATION, ACTION, AND DATE:**

Staff recommends Council review the consider the attached information and make determinations on information which will guide staff in completing the RFQ for a single-source solid waste, recycling and yard waste collection contractor.

Staff is currently reviewing Belton Code of Ordinances, Article IV – Solid Waste to determine if changes are needed to reflect the change to a single-source collection contractor.

**LIST OF REFERENCE DOCUMENTS ATTACHED:**

Mayor’s Trash Recycling Task Force April 21, 2016 Meeting Agenda

City Council Discussion Items

Customer Frequently Asked Questions

**MAYOR'S TRASH RECYCLING  
TASK FORCE MEETING  
Thursday, April 21, 2016  
6:30 p.m.  
Annex Conference Room  
520 Main Street, Belton, Missouri**

**Meeting Agenda**

6:30 p.m. Call to Order

Discuss whether or not to contract solid waste and recycling for the citizens of Belton.

Meeting Minutes:

6:30pm Meeting called to order

In attendance: Councilmen Tim Savage and Chet Trutzel; Dawn Fricke of Cass County Sustainability; Randy Hendricks, Chris Stewart and Bob Benson of the PWC; and Jeff Fisher and Brad Foster, both City Staff

Councilman Von Behren and PWC member Steve Bennett was not able to make due to other obligations. Both provided staff comments prior to the meeting.

The meeting was led by the question: **“Should the City contract solid waste for the citizens of Belton.”** The basic scope is assumed to be:

- 1) Weekly and curbside residential, solid waste (required) and recyclables (choice of the customer) pick-up
- 2) Containers provided by the contractor
- 3) Likely to include similar additional benefits in the bid price like Raymore, Peculiar, Pleasant Hill and Harrisonville, such as:
  - a. Lawn waste
  - b. Bulky items

If not, does the task force believe current licensing requirements need to be enhanced in some way? The task force voted 5-1 that YES the City should contract solid waste and recyclables for residential customers, but only if supported by the public (see next question).

**If yes, does the task force believe that contracted, curbside solid waste and recyclables pick-up for residential customers be placed on a future ballot for Public Vote?**

Yes, 5-1

The following were also questions that were voted on in the case that the public supports city contracted solid waste:

- 1) Should the City contract with only one contractor or more than one? 5 members of the task force voted for only 1 contractor, and 1 voted for more than 1 contractor.
- 2) Should the number of days for pick-up be limited (i.e., Tuesday through Thursday)? All 6 voted YES to limit number of days for pick-up each week but will leave it to staff and Council to determine best approach.
- 3) Should existing HOA's be excluded from the contract? All 6 voted NO

Other discussion items included:

- 1) The November 2016 election may be best due to the anticipated higher voter turnout.
- 2) Should the City bill the customer or require the contractor to bill the customer? There were mixed feelings on this.
  - a. Advantage to City billing is primarily increased monitoring of the process of pick-ups and performance of the contractor. The downside might be public perception that the City is increasing control and that initiatives related to water and sewer in the future could be influenced by the performance of the solid waste program.
  - b. Advantage to Contractor billing customers is primarily public perception and reduced administrative burden on City process and staff.
- 3) Adding an administrative fee to cover City costs associated with administering the contract and/or billing: all agreed with an admin fee but will leave it up to staff and Council to determine appropriate level.
- 4) Adding a fee to pay for the existing, annual Household Hazardous Waste Program that requires costs currently funded by the Transportation and Wastewater Budgets: there was little interest in adding additional fees at this time. *This discussion also included an additional fee to cover impacts on streets from the trucks.*
- 5) Should the community recycling center at the Fire Station be removed if the City contracts for curbside solid waste and recycling pick-up? If all residents of Belton have curbside recycling as a result of the contracted services, is the recycling center necessary? There was not a vote on this and there was mixed feelings on this.

Both **Councilman Von Behren and Steve Bennett** provided their thoughts on these matters before the meeting. Both agreed with the need to contract waste if the public voted in support of it. Councilman VB believes one contractor is appropriate, the number of days should be limited, and HOA's should not be excluded. Mr. Bennett believes more than one contractor would be best, the number of days should be limited, and if certain groups are excluded then some nominal admin fee could be considered for those excluded. These did not change the outcome of any of the voting points but we certainly want to record them here.

Meeting adjourned at 7:40 p.m.

**Refuse and Recycling Task Force**

Councilmembers: Tretzel, Savage, and Von Behren

A member from Cass County Sustainability: Dawn Fricke

Members of the Public Works Committee: Randy Hendricks, Chris Steward, Steve Bennett, and Bob Benson

Two City staff: Brad Foster and Jeff Fisher, non-voting members





## CITY OF BELTON SOLID WASTE COLLECTION PROGRAM

### City Council Discussion Items

#### Program Description

Currently, refuse collection services are provided to residents through mostly individual private contracts with various waste hauler contracts. Because of the non-uniformity in the collection, trash, recycling and yard waste may be out on a single street on every day of the week.

The City believes the residents can be provided with the most efficient and cost-effective refuse collection by: providing a single hauler; provide cost savings through economy of scale and close proximity collection services; provide a professional and customer-centered collection contractor; meeting or exceeding federally mandated trash reduction goals and providing the means to significantly increase recycling; beautifying neighborhoods by having all municipal solid waste, recycling and yard waste collection on a single day

#### Overall Program Goals

- Provide for hiring a contractor to collect Municipal Solid Waste (MSW), recycling and yard waste from certain residential units and municipal collection sites (city facilities) only; no commercial, industrial or multi-family units (in excess of three units) are included
- Provide for Carts to significantly decrease program costs
- Provide for refuse, recycling and yard waste to be collected on the same day
- Provide for bulk item collection services
- Provide for special collection of trash, recycling and yard waste from elderly or disabled persons

#### RFP/Agreement Terms

- The term of agreement would be for three years, with the option to extend the agreement for an additional two, three year terms, for a total of nine years
- The agreement could be adjusted, expanded or contracted for the addition or deletion of individual services.

#### Questions for Discussion

- **Should collection be from single-family residences, duplexes, three-plexes and HOA's only should collection include larger multi-family complexes?**

Staff favors keeping the initial program as stated, which can be increased as needed per the contract.

- **Should collection of municipal solid waste, recycling and yard waste from city facilities be added to the proposed contract?**

The collection of solid waste, recycling and yard waste from much of the municipal facilities is from dumpsters. Dumpsters require a different type of solid waste vehicle, a front-loader and billing would most likely be handled separately from the residential collection contract; therefore, there is no significant benefit to adding municipal facilities to



the contract.

Staff favors contracting solid waste, recycling and yard waste collection for City facilities under a separate contract.

- **Should collection be limited to less than five days per week?**

Since most companies work a standard, 40-hour work week, and equipment and manpower are planned for a standard 40-hour work week, staff believes that going to a three or four day collection would add additional cost to the contract, with no obvious benefit, since refuse, recycling and yard waste are to be collected on the same day.

Staff favors allowing collection on a standard, five day collection week.

- **Who should assign the routes?**

Both staff and the Contractor have expertise in assigning routes and schedules.

Staff favors the collection routes and schedule assigned in coordination between the City and Contractor.

Staff favors providing a discount to elderly and the disabled.

- **Should single-stream recycling be part of the program?**

Due to federal goals for reduction of solid waste disposal into landfills "Resource Conservation and Recovery Act, Subtitle D", staff favors that the program include single-stream recycling.

- **Should the recycling drop-off center be removed from the fire station?**

If the City institutes a single-stream recycling program, then there would be little need for the recycling drop-off center at the fire station.

Staff favors discounting the recycling drop-off center at the fire station.

- **Should the residents be provided with a refuse and recycling cart?**

Pros:

- allows residents to continue to put out refuse and recycling in whatever containers they choose

Cons:

- longer collection times
- requires additional personnel
- more potential for serious injury to crew
- more expensive
- in relation to recycling, at some point, fines may be assessed due to not meeting Federally mandated waste reduction goals

Staff favors the residents be provided with a refuse cart.

- **Who should pay for the carts (approximate cost \$50.00 each)?**

- City
- Contractor
- Homeowner

Assuming 7,500 single-family residents with a new refuse cart and a new recycling cart, the cost would be approximately \$750,000.00. This is a significant cost, but could benefit the City in the future if the City decides to switch to automated collection. The agreement is currently written such that the Contractor provides the carts (apparently "loans" the carts) Staff favors requiring the Contractor to purchase and provide the Carts and include the cost in the monthly bill, in equal payments over a maximum three year period (the length of the agreement) such that the carts would become the property of the City at the end of the three year period. Staff also favors allowing for purchase of the carts by the City at any time using straight line depreciation over the three year period.

- **Should the residents be provided with “free” yard waste service?**  
 This does allow for a “pay as you go” program; however, there are costs associated with instituting and administering a “bag and tag” program, which costs would otherwise not be incurred.  
Staff favors a free yard waste service.
- **Should special provisions be instituted for collection from elderly and the disabled?**  
 For this type of service, collections are done from the houseline (the front line of the main structure), so that eligible residents do not have to take and retrieve the carts to the curb.  
Staff favors instituting special provisions for collection from the elderly and the disabled.
- **Should the elderly and the disabled be provided with a discount for collection?**  
 Discounts for elderly and the disabled are commonplace in the refuse collection industry. Unless directed otherwise, staff would research other agencies and companies in the area and determine the average discount, which would be incorporated into an agreement with the contractor.
- **How many Special Bulk Collections should be held each year?**  
 Usually one or two – multiply cost times two for each Special Bulk Collection – expected cost to be \$25,000 to \$35,000 per collection.  
From a purely economic point of view, staff favors having one annual special bulk collection per year.
- **Should the homeowner be required to remove the Freon from refrigerator before collection?**  
Staff favors requiring the Contractor or a subcontractor to remove the Freon after the refrigerator is collected by the Contractor but before it is dropped off at the recycling center or other location.
- **Recycling Centers provide can provide either a rebate or a fee to accept recyclable materials, depending on the recycling market. How should the recycling rebate/fee be handled?**  
 Some historical figures for a city of this size range from a rebate of \$3,500 per month to a fee of \$3,500.00 per month, although recent history in various parts of the country have shown the large fee has happened over a few month period. Below are options to consider:  
 Rebates and Fees for Recyclable Materials:

  - Option 1: Contractor keeps all rebates but is equally responsible for all fees when the recycling market is down.
  - Option 2: Contractor keeps all rebates and is NOT responsible for any fees when the recycling market is down. If this option is desirable, then it is recommended that an account be set up in the amount of \$50,000.00 to pay for fees which may be charged when the market is down.
  - Option 3: Owner1 keeps all rebates and is equally responsible for fee when the recycling market is down. This would be more complicated and it is recommended that a separate contract(s) be entered with each recycling facility that is planned to be used for recycling drop off.

Staff favors Option 2. Also favored is that the recycling rebate be equal to the current amounts as published from Waste Management.
- **Is there any interest in being involved in private services?**

Staff favors having no involvement in the Contractor's individual agreements with businesses, multi-unit properties or other services not covered under this agreement.

- **Who should do the billing, the City or the Contractor?**

Most, if not all contractors are already set up to do collection billing. There would be a significant amount of time needed for internal billing in order to set up the billing in the system, track the bills, send out delinquent billings and to do follow up notices, cessation of services (which would have to be coordinated with the contractor), as well as inspector time needed to verify service interruptions.

Staff favors the Contractor do the billing.

- **Who should handle customer service calls, the City or the Contractor?**

Staff favors the Contractor handle the customer service calls.

- **Should the City add a fee to the monthly collection charge?**

A fee (amount to be determined) would be included in the customer monthly invoice to fund a number of programs:

- Intermittent Brochures
  - Compilation of materials
  - Printing costs
  - Mailing/delivery costs
- Management and disposition of unacceptable wastes
- Disposal costs associated with drop-off household hazardous waste
- Budgeting
- Customer service
  - Handling phone calls
  - Reviewing contractor customer service complaints
- Recycling Issues
  - Public Relations
    - Booths at public events
    - Permanent Kiosks
      - Parks
      - City Facilities
    - Informational materials
    - Handouts
    - Games, presentations at schools
    - Stickers for storm sewer inlets
    - Support recycling fees during poor market times
- Inspection of Contractor services
- Tracking of contract breaches and violations
- Administration of fines and penalties for violations

Staff favors adding a small fee to the monthly collection charge to fund the items listed above.

- **Are the fines and penalties for violations by the Contractor appropriate?**

From previous discussions with the task force and others, it is staffs' understanding that larger penalties and fines are an incentive to ensure that the Contractor provides continuous, high quality customer service.

Staff favors using the fines and penalties as listed in the Agreement.

- **Should the City set the fines and penalties for the residents?**

Standard fines and penalties would include using non-approved or overflowing containers, non-payment, setting out hazardous materials, household hazardous waste or other unacceptable materials.

- **Should the City issue an IFB?**

An RFP allows for quality based selection, while an IFB provides for cost-based selection. While an RFP has been prepared, the document could be converted into an IFB, with a pre-selection clause to ensure minimum Contractor qualifications and a Bid Form, which would contain the list of items to be bid

Staff is completing an RFP, but can change the RFP to an IFB, at the Council's direction.





**CITY OF BELTON  
SOLID WASTE COLLECTION CONTRACT**

**CUSTOMER FREQUENTLY ASKED QUESTIONS**

• **Why is the City going into the trash business?**

The City of Belton is always interested in finding the best way to serve our citizens. Contracting with a single-source provider for solid waste, recycling and yard waste collection is expected to be the most efficient and cost effective way to operate the system.

• **I have an existing trash service. Can I keep my service or do I have to use the City's trash collection provider.**

In order for all of the citizens to receive the maximum benefit and least cost, it is required that all single family residences, duplexes and homeowner's associations take part in the program. This does not prevent residents from having addition agreements with refuse collection providers for additional, private services for special needs, like additional bulk item collections or other needs.

• **My trash was missed today. What can I do?**

Please note whether or not your neighbors' trash has been removed. If your neighbors' trash has already been collected, we may have encountered one of the following situations: your container contained prohibitive materials, a parked car may have been in the way (we will not collect refuse where there is a possibility of damage to the residents' personal property), a container was placed out for collection after we already collected the area, or your container was set out at the wrong place. Please call the [Contractor] Service Center at (555) 555-5555, and we will make every effort to have your refuse collected and prevent future problems. If you receive an automated response, please be sure to provide us with your name, service address and telephone number.

• **I am elderly or have a physical limitation. Do you provide any special collection services for me? Is there an extra cost for this service?**

Any resident of the City of Belton who is elderly (at least 65 years old) or has physical limitations (certified by a physician or with proof of a handicap license plate) that prevents them from transporting their containers to and from the collection location may apply for a Hardship Collection. If approved, the Contractor shall collect weekly from each Hardship Customer all municipal solid waste, recyclable materials and yard waste placed at the Houeline of the Hardship Customer's property. Carts and containers of Hardship Customers shall be returned to the Houeline regardless of the point of placement of the container by the Hardship Customer. There is no extra cost for this service.

• **I have more trash on a regular basis than my container will hold. Can I purchase an additional container?**

Customers who have container service may contact [Contractor] Customer Service Center at (555) 555-5555 if they are interested in purchasing a second container. Additional containers become the property of the homeowner. Taking full advantage of the recycling program is one way to help keep your container from overflowing. For intermittent needs for large pickups, please consider using the Special Bulk Item Collection service [or a monthly small bulk pickup service, if available].

• **I just moved into the city; how do I establish service?**

The City currently contracts with *Contractor1*. Please contact *Contractor1* Customer Service Center at (555) 555-5555. The Contractor will verify that your address is in the city. If needed,

a container will be ordered and delivered to your residence.

- **How do I arrange for a bulk collection item(s)?**

[We will need to determine if we want to provide a once monthly small bulk collection service]

- **To whom should I speak concerning questions about my collection day?**

You may call the Contractor1 Customer Service Center at (555) 555-5555 or you may check the Contractor's or City's website for a map at [link to Contractor's webpage] or [link to City's webpage].

- **How do I arrange for a dead animal pickup?**

Please contact the City of Belton Animal Control Officer for any questions regarding dead animal pickup.

- **How do I dispose of hazardous materials?**

At various times throughout the year, Belton residents have access to mobile collection sites to drop off unwanted household hazardous wastes for proper disposal. There is no charge for this service, but be prepared to show proof of residency. Please see the City of Belton's website for information.

<http://www.belton.org/index.aspx?NID=190>

- **The City's Contractor was unwilling to help me with my issue. What can I do?**

The City encourages you to contact the City's contractor Customer Service Center at (555) 555-5555 for any issues with your collection. However, if the contractor is unresponsive or does not meet your needs, please feel free to contact the Department of Public Works at (816)331-4331. The Contractor is required to report all complaints to the City, which are reviewed weekly to ensure the utmost customer service.