



Public Works Division: Solid Waste Management

Creating a Sustainable Solid Waste Program

Solid Waste Management Mission Statement:

The Solid Waste Management Department provides safe, high quality, and cost effective solid waste collection and transportation services to residential and commercial customers. The department provides these services as a matter of public safety and in the interest of building a better community.

Topics Covered in Survey

How satisfied
are our
customers?

How often is
trash placed
outside of cart?

How long has
trash stayed at
the curb?

Are our
customers
willing to pay a
higher fee?

How much more
are customers
willing to pay?



WASTE DISPOSAL SURVEY

HOW SATISFIED ARE YOU WITH YOUR SOLID WASTE PICKUP?



PLEASE COMPLETE THE SURVEY INSIDE

How satisfied are you with your solid waste collection service?

- 5 - VERY SATISFIED
- 4 - SOMEWHAT SATISFIED
- 3 - NEITHER SATISFIED NOR DISSATISFIED
- 2 - SOMEWHAT DISSATISFIED
- 1 - VERY DISSATISFIED

How often do you place trash outside of your cart?

- NEVER
- 1 TIME A WEEK
- 1 TIME A MONTH
- 2-4 TIMES A YEAR
- MORE THAN 4 TIMES A

How long has trash stayed on the curb that was outside of your cart?

- 1 WEEK
- 2 WEEKS
- 3 WEEKS
- 4 WEEKS

Are you willing to pay a higher fee for additional services beyond your core service of garbage cart pickup and recycling, (e.g. curbside trash)?

- YES
- NO
- DEPENDS ON HOW MUCH

Currently, the solid waste service fee is \$22.80 per month. How much more are you willing to pay for more timely services?

- \$1- \$5
- \$6 - \$10
- \$11 - \$15

COMMENTS _____

Curbside Trash Survey

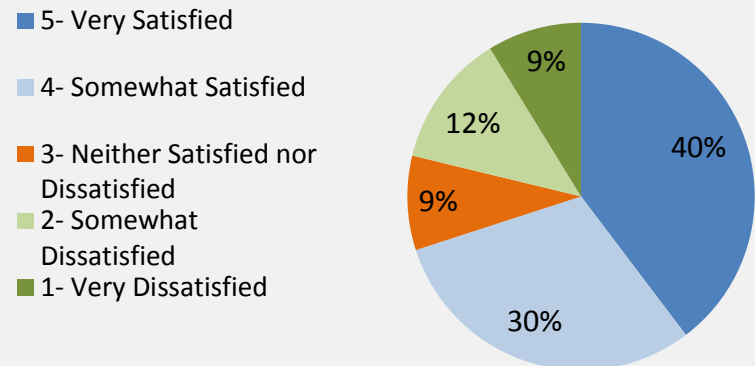
- Mailed to **11,872** customers
- **10%** of customers responded
- **53%** of respondents left a comment on the survey



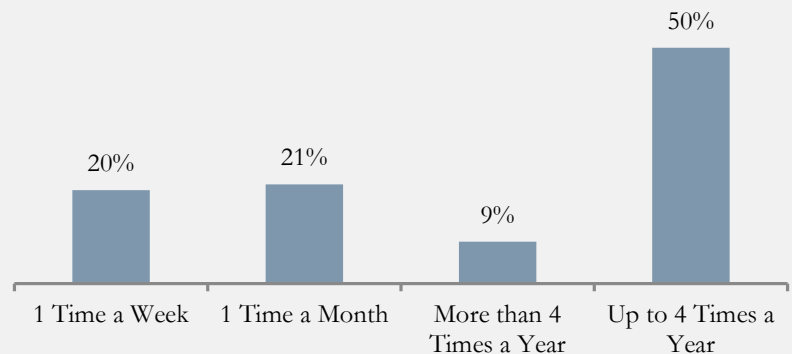
Overall Customer Responses

- 70% of respondents in all districts were satisfied with current curbside trash collection services
- 31% of respondents in all districts are willing to pay more for timely services
- The average number of days curbside trash is left is 15 days

Overall Satisfaction



Utilization of Curbside Trash Service



Survey Stats

District Area	Number of Responses	Satisfaction with Service
ALL	1216	Satisfied
District 1	183	Satisfied
District 2	286	Neutral
District 3	114	Neutral
District 4	137	Satisfied
District 5	243	Satisfied
District 6	149	Satisfied
District 7	94	Satisfied

Solid Waste Plan Objectives

- Improve customer response time
 - Establish a sustainable fee structure
 - Establish a framework to encourage waste reduction
 - Eliminate trash at the curb for extended periods of time
-

Weekly Service- Everything in a Cart

Service Level and Budget		All in the Cart	Plan Options
	FY18	Proposed	6 Month Implementation
			Lowest Rate
Outside Cart SL	21 days	7* days	Safest Collection/ Fewer OJIs
Average Response	17 days	7 days	No Loose Debris
Service Rate	\$22.80	\$22.80	All Debris Must be on City Provided Carts
Fund Balance Transfer	\$4,390,339	-	May Lease an Additional Cart (up to 4)
			Drop Off Locations for excess Debris
			Increase Code Policing
			No Contract Changes

Survey says: 50% of respondents place debris outside the cart less than 4 times per year

*Note any waste placed outside cart in this model is a violation of code and will be subject to fees and penalties.

Quarterly Scheduled Collections

Service Level and Budget		Scheduled Collection	Plan Options
	FY18	Proposed	
Outside Cart SL	21 days	10 days	Customer must call/request online/use app for service
Average Response	17 days	5 days	6 Month Implementation
Service Rate	\$22.80	\$25.05	4 collections per year @ 8 cubic yards each time
Fund Balance Transfer	\$4,390,339	-	Efficient/routed collection
			May Lease an Additional Cart (up to 4)
			Drop Off Locations for Debris
			No Contract Changes

Monthly Curbside Collection by Service Day/ Area

Service Level and Budget		Monthly Curbside Trash	Plan Options
	FY18	Proposed	10 Month Implementation
Outside Cart SL	21 days	10 days	Establish Penalty for Excess
Average Response	17 days	8 days	Increase Code Policing
Service Rate	\$22.80	\$28.05	Collection to a 8 CY once a Month
Fund Balance Transfer	\$4,390,339	-	

Weekly Curbside Collection

Service Level and Budget		Curbside Every Week	Plan Options
	FY18	Proposed	10 Month Implementation
Outside Cart SL	21 days	7 days	Establish Penalty for Excess
Average Response	17 days	5 days	Increase Code Policing
Service Rate	\$22.80	\$32.80	Requires More Equipment/ Manpower
Fund Balance Transfer	\$4,390,339	-	Collection up to 8 CY Each Week

Options Comparison

Service Level and Budget	Everything in Cart	Scheduled Curbside Collection	Monthly Curbside Collection	Weekly Curbside Collection
Curbside Collection	Collection Day	4 times/yr	Once/Month	Collection Day
Monthly Service Rate	\$22.80	\$25.05	\$28.05	\$32.80
Net Change	0	\$2.25	\$5.25	\$10.00
Service Level	7	10	10	7
Drop Off Center	Yes	Yes	No	No

Waste Disposal Survey

City of Memphis

Solid Waste Department

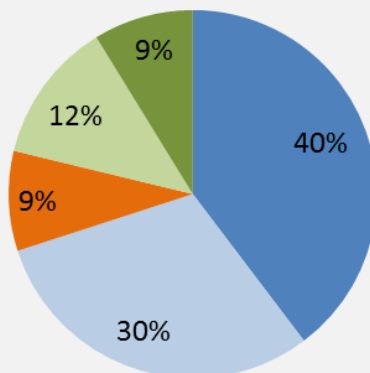
125 N Main St

City Wide Response

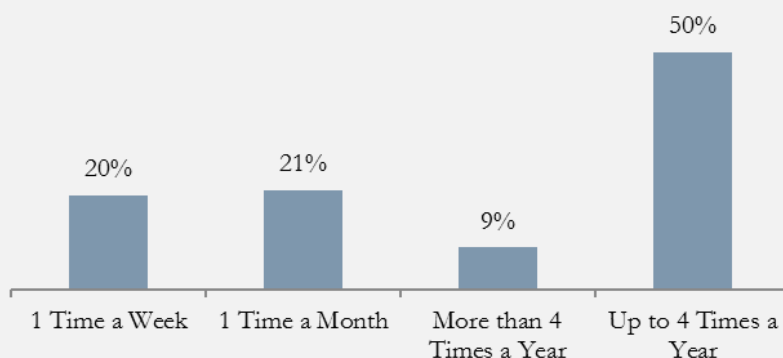
District	Total Mailed	Responses	Response Rate
01	1,604	183	11%
02	1,690	296	18%
03	1,417	114	8%
04	1,870	137	7%
05	2,157	243	11%
06	1,663	149	9%
07	1,470	94	6%
Overall	11,872	1,216	10%

Overall Satisfaction

- 5- Very Satisfied
- 4- Somewhat Satisfied
- 3- Neither Satisfied nor Dissatisfied
- 2- Somewhat Dissatisfied
- 1- Very Dissatisfied



Utilization of Curbside Trash Service



Summary

11,872 Surveys Mailed
 10 % Overall Response
 31% Willing to Pay More

Customer Suggestions:

Make those who create more waste pay for excess.

Charge the Landlords!

Customer Concerns

Overall good service, just need a bit quicker on solid waste outside the cans!

After collection, sticks and stuff are left and looks a mess.

Have had trash on the curb for 8 weeks on one occasion. We would be willing to pay more if it's done right.

Praise

My service people have always been good to me!

When I call for pick-up the people are always very nice.

Waste Disposal Survey

City of Memphis

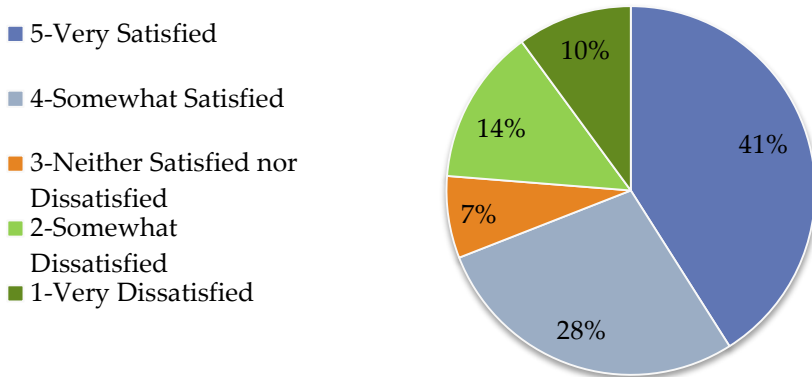
Solid Waste Department

125 N Main St

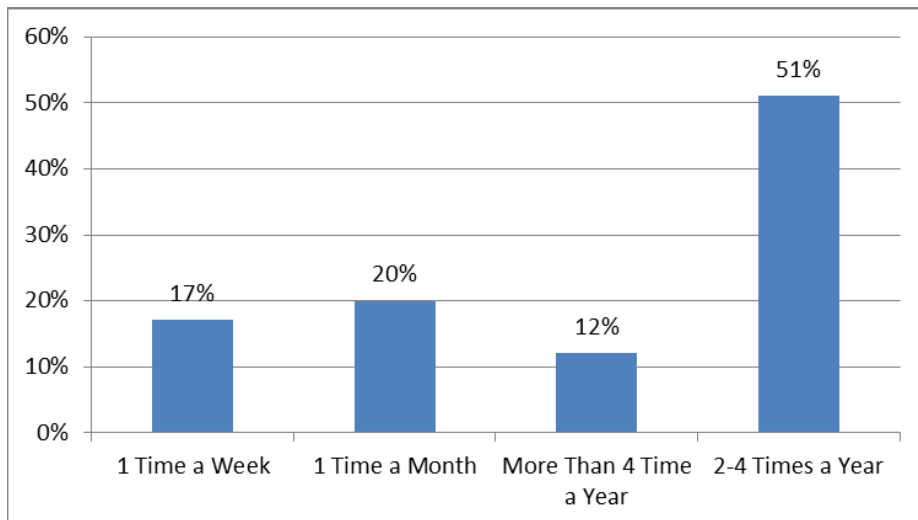
District 1:

- 70% of all customers who responded are satisfied with their solid waste collection services (rated 4 or 5).
- 31% of all respondents in District 1 are willing to pay more for timely services.
- The average number of days curbside trash is left out is 14 days.

District 1 Satisfaction



Customer Utilization of Curbside Service



Comments

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"My service people have always been good to me!"

"Once I communicated to the city my trash was picked up the next day"

"The waste collection service workers are doing a good job. Keep up the good work. Stay safe."

Waste Disposal Survey

City of Memphis

Solid Waste Department

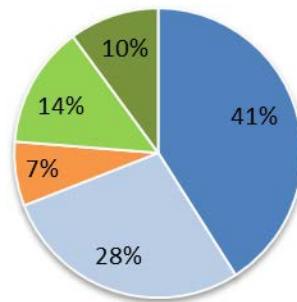
125 N Main

District 2:

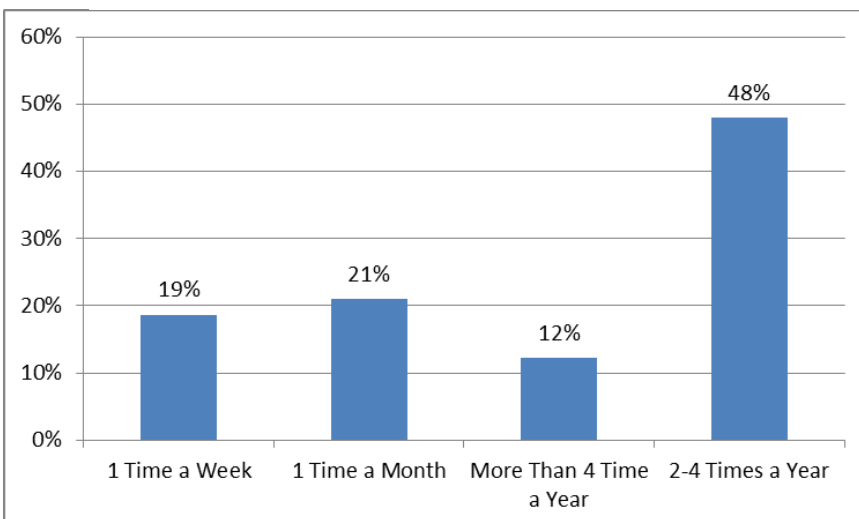
- **50%** of all customers who responded are satisfied with their solid waste collection services (rated 4 or 5).
- **25%** of respondents in District 2 are willing to pay more for timely services
- The average number of days curbside trash is left out is **17 days**.

District 1 Satisfaction

- 5-Very Satisfied
- 4-Somewhat Satisfied
- 3-Neither Satisfied nor Dissatisfied
- 2-Somewhat Dissatisfied
- 1-Very Dissatisfied



Customer Utilization of Curbside Service



Comments

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"Very good crew on my route, friendly and helpful!!"

"Overall, good service! Just need a bit quicker on solid waste outside the cans!"

"They aren't doing a good job now. Why would I pay more? The cans are all broken and left in the streets. Bad service"

Waste Disposal Survey

City of Memphis

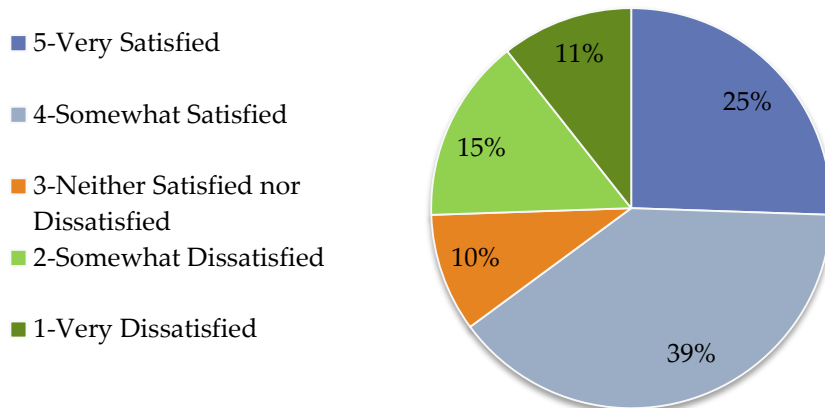
Solid Waste Department

125 N Main St

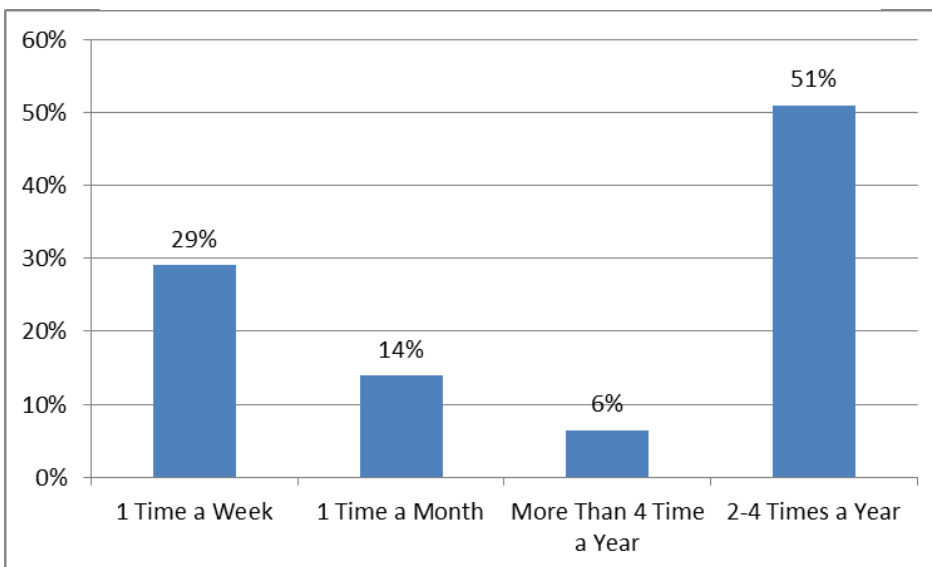
District 3:

- **64%** of all customers who responded are satisfied with their solid waste collection services (rated 4 or 5).
- **21%** of respondents in district 3 are willing to pay more for timely services.
- The average number of days curbside trash is left out on the curb is **13 days**.

District 3- Satisfaction



Customer Utilization of Curbside Service



Comments

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"Although sometimes I have had to wait a long time for trash pickup, I am still very satisfied with solid waste collection. I will pay whatever so that workers will be compensated for the great work that they do"

"Thanks for asking! We appreciate your service!"

Waste Disposal Survey

City of Memphis

Solid Waste Department

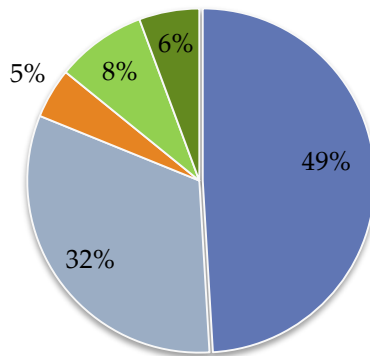
125 N Main

District 4 :

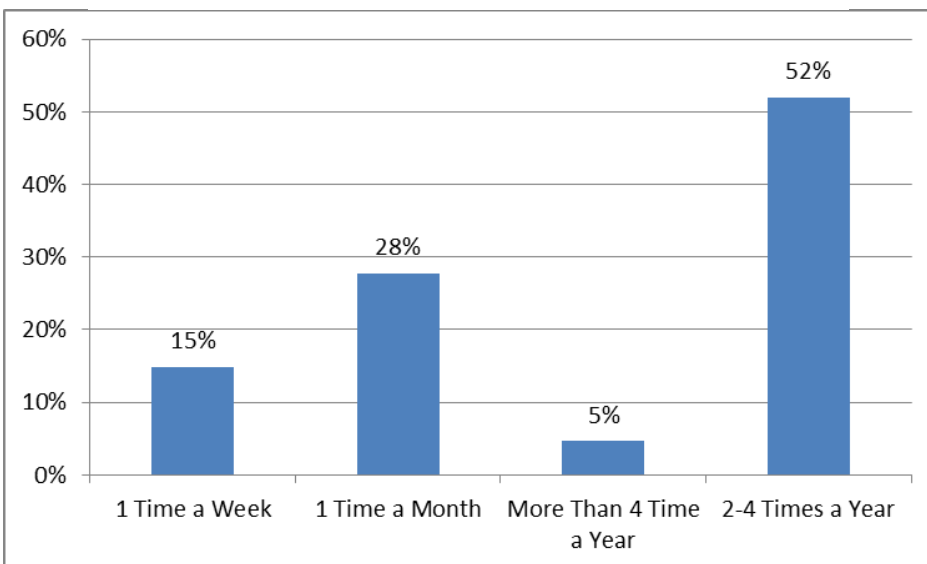
- **81%** of all customers who responded are satisfied with their solid waste collection services (rated 4 or 5).
- **24%** of respondents in District 4 are willing to pay more for timely services.
- The average number of days curbside trash is left out on the curb is **12 days**.

Satisfaction Results- District 4

- 5-Very Satisfied
- 4-Somewhat Satisfied
- 3-Neither Satisfied nor Dissatisfied
- 2-Somewhat Dissatisfied
- 1-Very Dissatisfied



Customer Utilization of Curbside Service



Comments

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"I am happy with the service and the employees who work so hard to make a living and do so politely"

"Don't mind paying if it is timely and if they could pick-up tires and paint cans"

Waste Disposal Survey

City of Memphis

Solid Waste Department

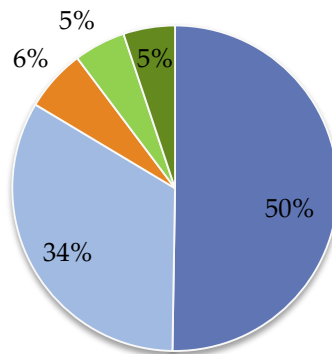
125 N Main Street

District 5:

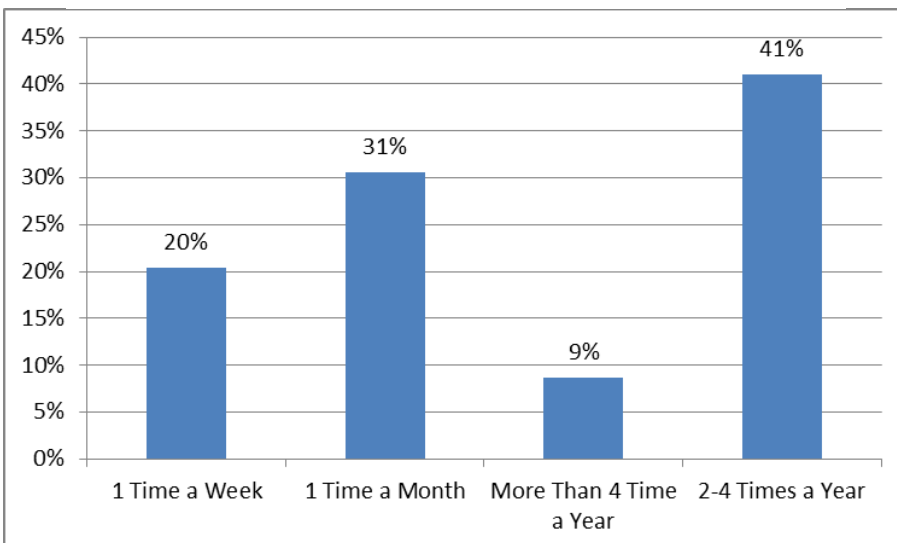
- **84%** of all customers who responded are satisfied with their solid waste collection services (rated 4 or 5).
- **36%** of respondents in District 5 are willing to pay more for timely services.
- The average number of days curbside trash is left out is **12 days**.

Satisfaction Results- District 5

- 5-Very Satisfied
- 4-Somewhat Satisfied
- 3-Neither Satisfied nor Dissatisfied
- 2-Somewhat Dissatisfied
- 1-Very Dissatisfied



Customer Utilization of Curbside Service



Comments

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"Yard waste is what is slow. Solid waste services are very good."

"Service has improved but need to make sure improvements stay in place before spending more money."

Waste Disposal Survey

City of Memphis

Solid Waste Department

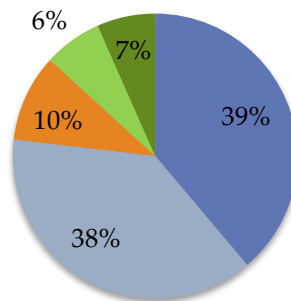
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District 6:

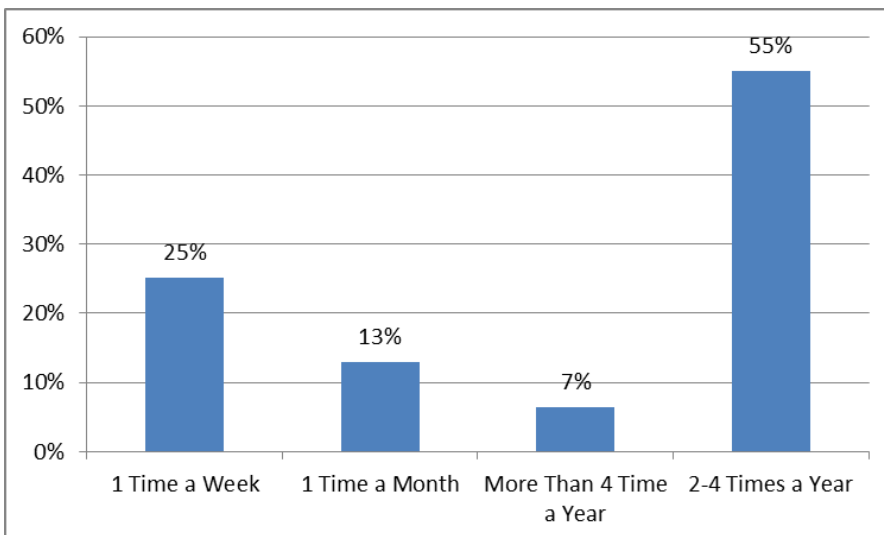
- 77% of all customers who responded are satisfied with their solid waste collection services (rated 4 or 5).
- 36% of respondents in District 6 are willing to pay more for timely services.
- The average number of days curbside trash is left out is **10 days**.

Satisfaction- District 6

- 5-Very Satisfied
- 4-Somewhat Satisfied
- 3-Neither Satisfied nor Dissatisfied
- 2-Somewhat Dissatisfied
- 1-Very Dissatisfied



Customer Utilization of Curbside Service



Comments

...

"My trash has always been picked up in a timely manner."

"I'm not asking for more timely service, just asking for it to be done right. When there is debris placed on the curb the sanitation worker always leaves a lot of sticks & stuff there looking a mess."

Waste Disposal Survey

City of Memphis

Solid Waste Department

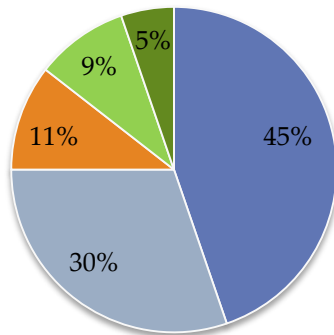
125 N Main

District 7:

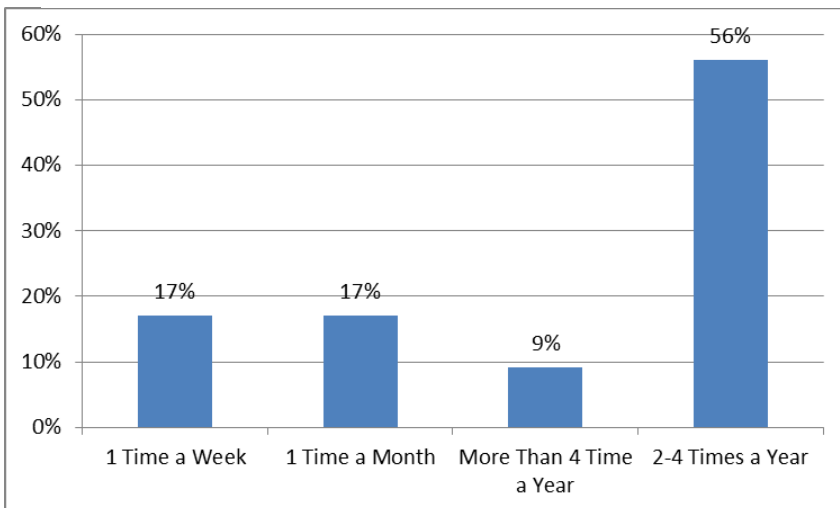
- 75% of all customers who responded are satisfied with their solid waste collection services (rated 4 or 5).
- 28% of respondents in District 7 are willing to pay more for timely services.
- The average number of days curbside trash is left out is 13 days.

Satisfaction Results- District 7

- 5-Very Satisfied
- 4-Somewhat Satisfied
- 3-Neither Satisfied nor Dissatisfied
- 2-Somewhat Dissatisfied
- 1-Very Dissatisfied



Customer Utilization of Curbside Service



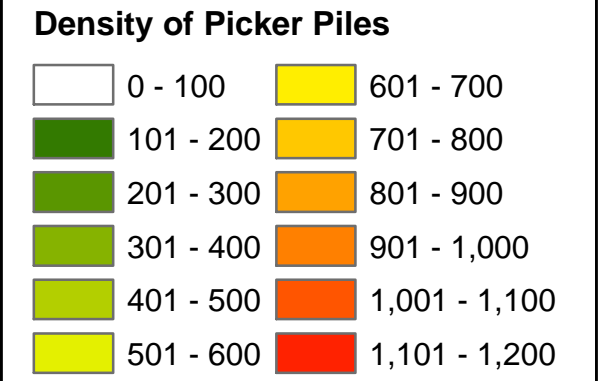
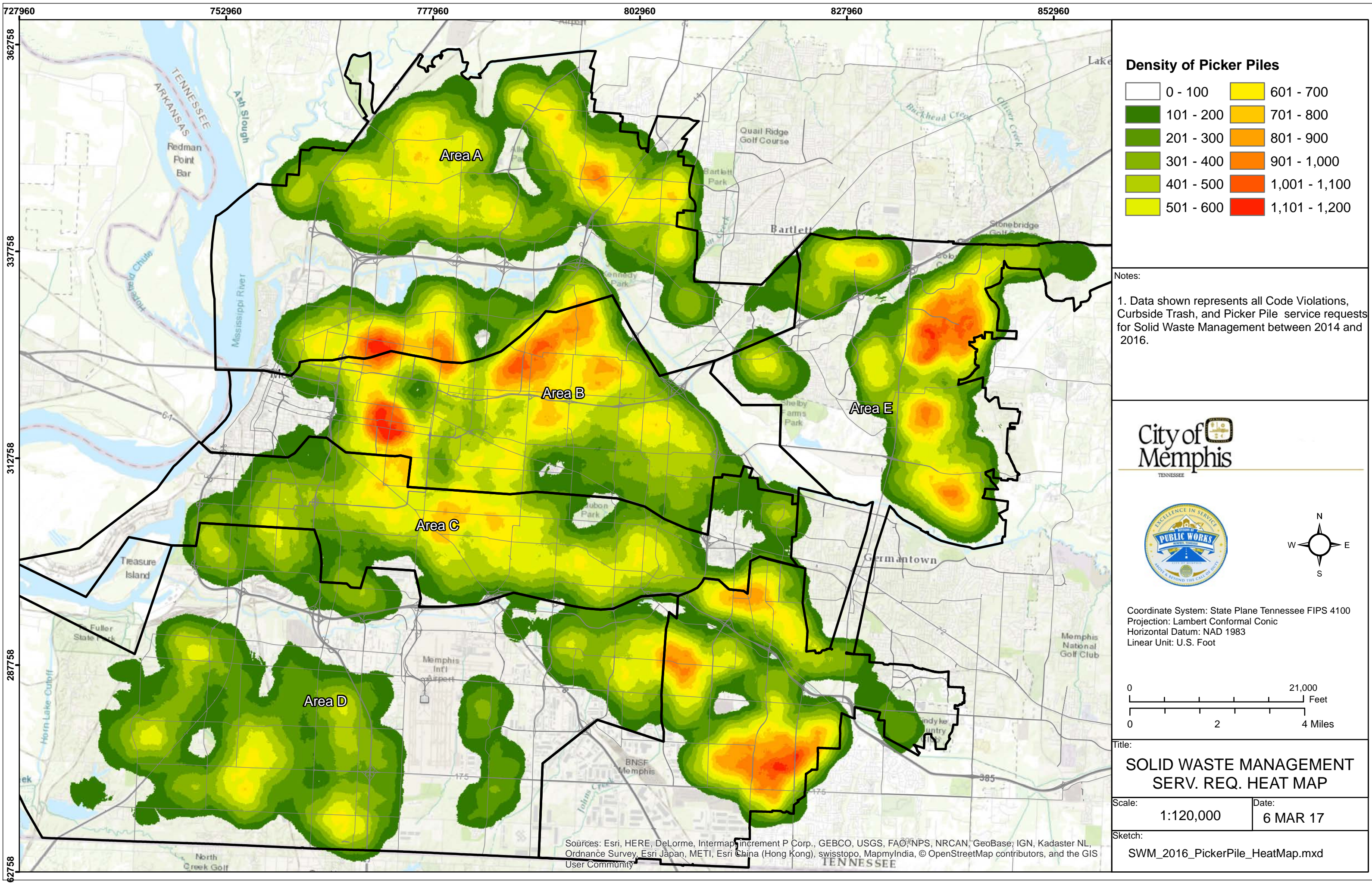
Comments

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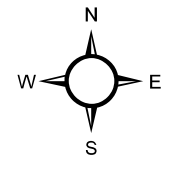
"Very pleased with current service!"

"Make those who create more waste pay for excess."

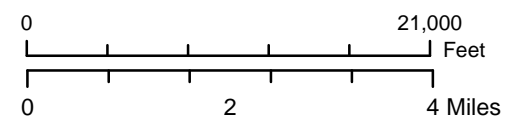
"The people who pick up my trash are the best and deserve to be paid well."



Notes:
 1. Data shown represents all Code Violations, Curbside Trash, and Picker Pile service requests for Solid Waste Management between 2014 and 2016.



Coordinate System: State Plane Tennessee FIPS 4100
 Projection: Lambert Conformal Conic
 Horizontal Datum: NAD 1983
 Linear Unit: U.S. Foot

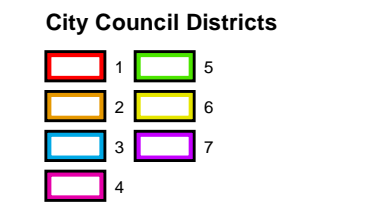
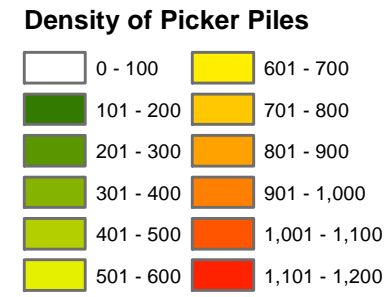
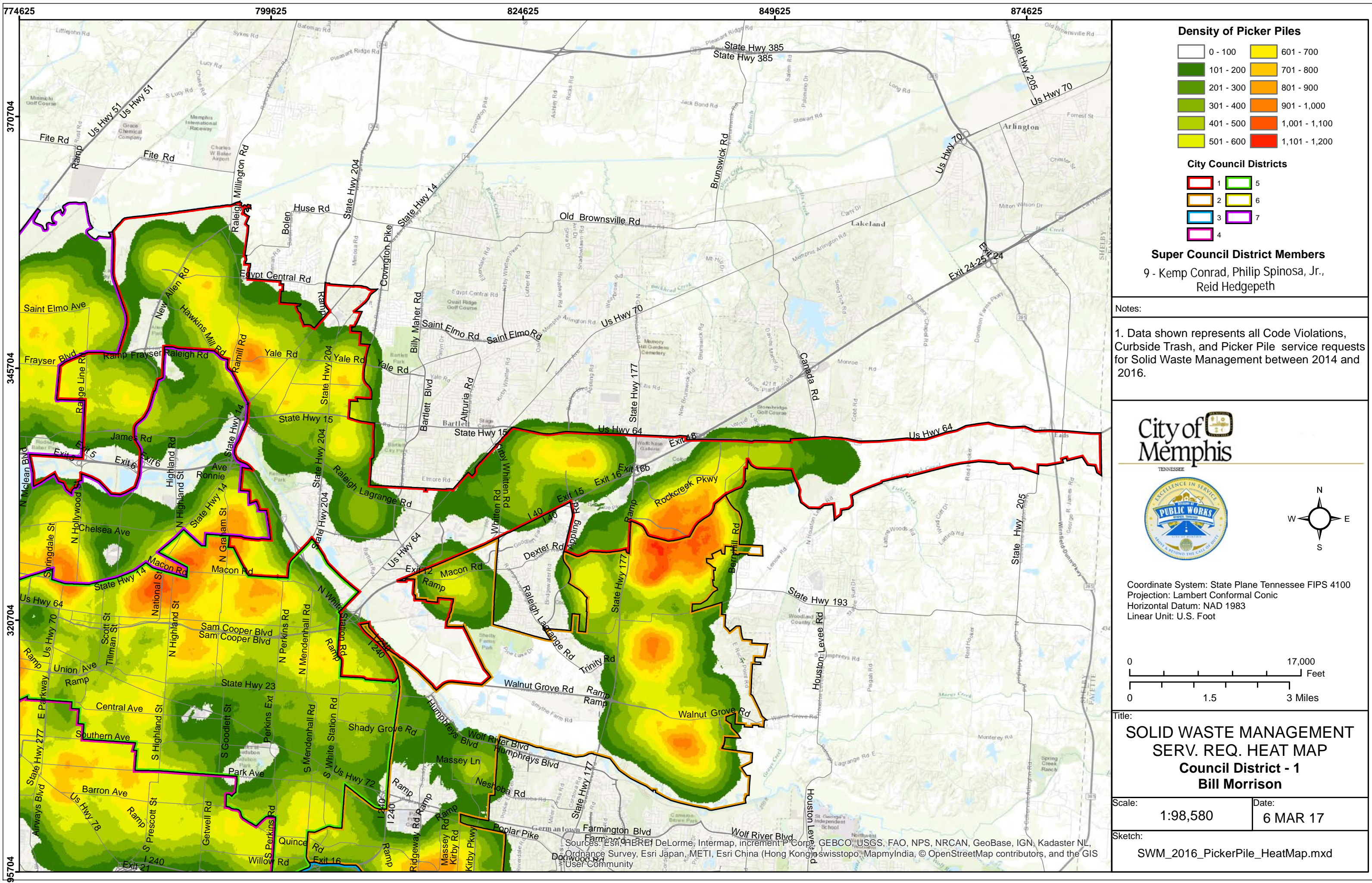


Title:
**SOLID WASTE MANAGEMENT
 SERV. REQ. HEAT MAP**

Scale: 1:120,000 Date: 6 MAR 17

Sketch:
 SWM_2016_PickerPile_HeatMap.mxd

Sources: Esri, HERE, DeLorme, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, MapmyIndia, © OpenStreetMap contributors, and the GIS User Community

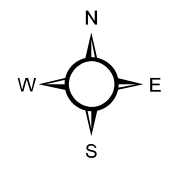


Super Council District Members

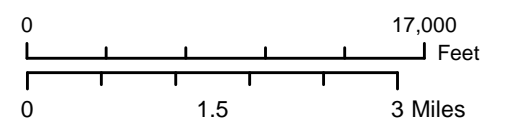
9 - Kemp Conrad, Philip Spinoso, Jr., Reid Hedgepeth

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 Linear Unit: U.S. Foot



Title:

SOLID WASTE MANAGEMENT SERV. REQ. HEAT MAP

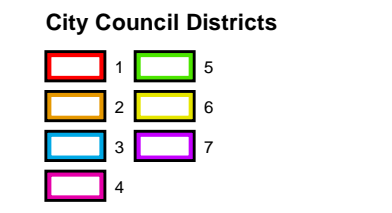
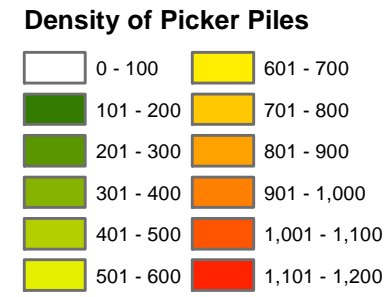
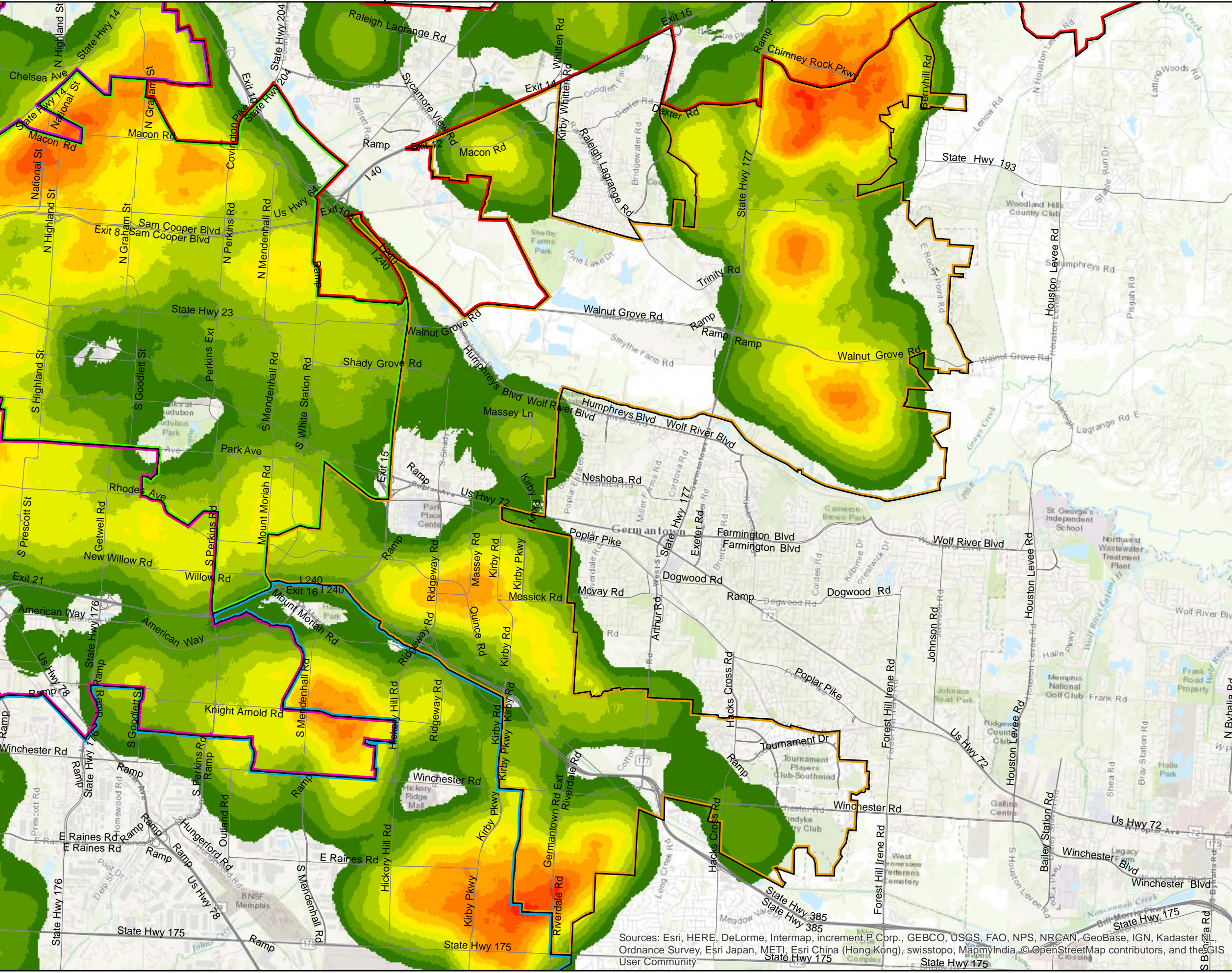
Council District - 1

Bill Morrison

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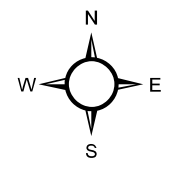
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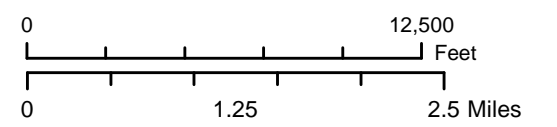


Super Council District Members
 9 - Kemp Conrad, Philip Spinoso, Jr., Reid Hedgepeth

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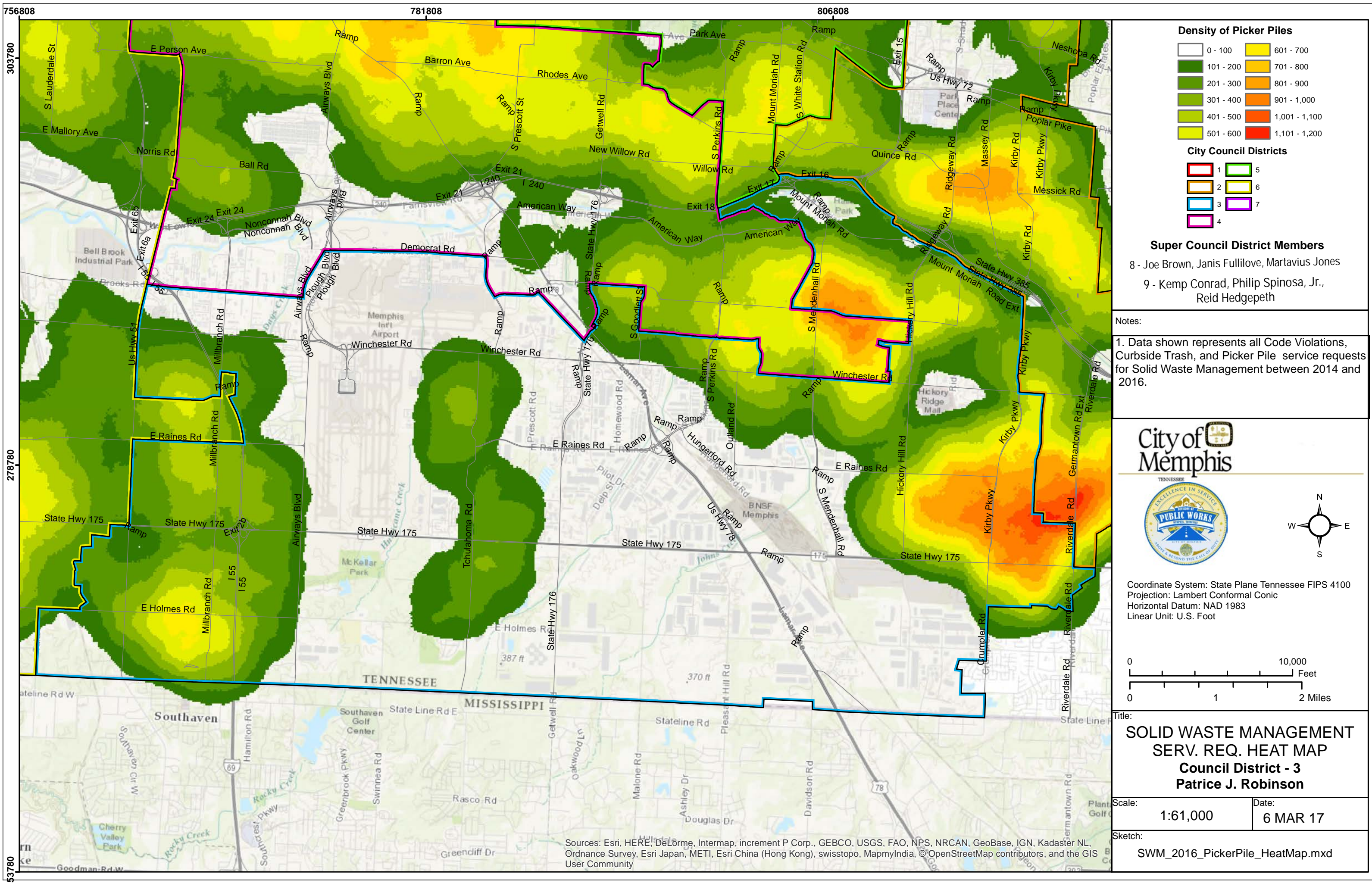


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Council District - 2
Frank H. Colvett Jr.

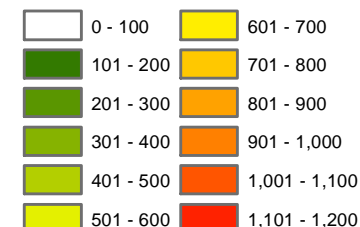
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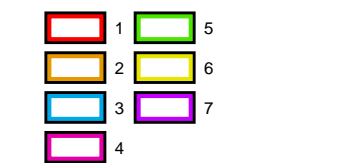
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Density of Picker Piles



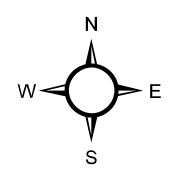
City Council Districts



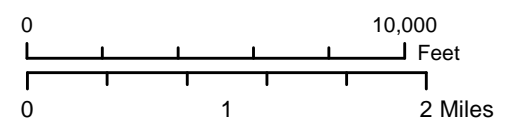
Super Council District Members

8 - Joe Brown, Janis Fullilove, Martavius Jones
 9 - Kemp Conrad, Philip Spinoso, Jr., Reid Hedgepeth

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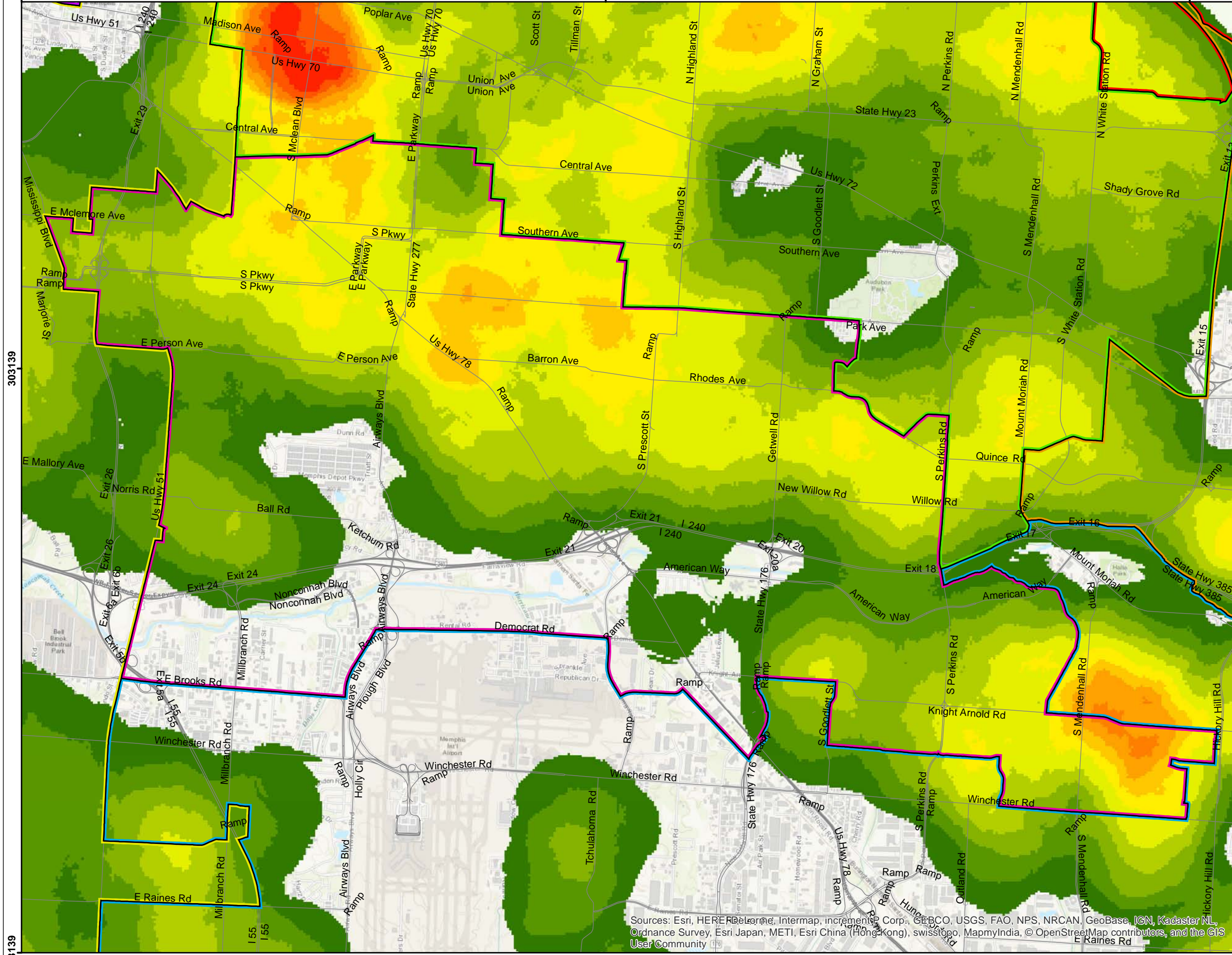


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Council District - 3
Patrice J. Robinson

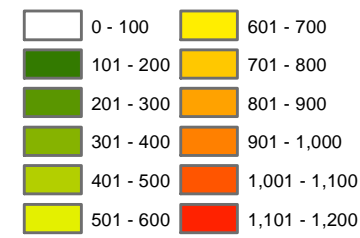
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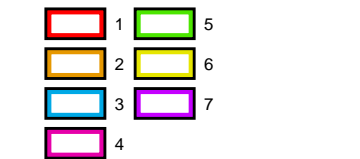
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Density of Picker Piles



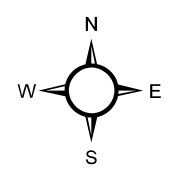
City Council Districts



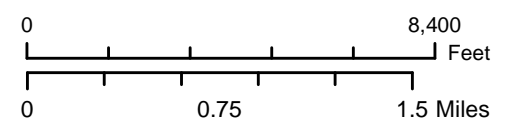
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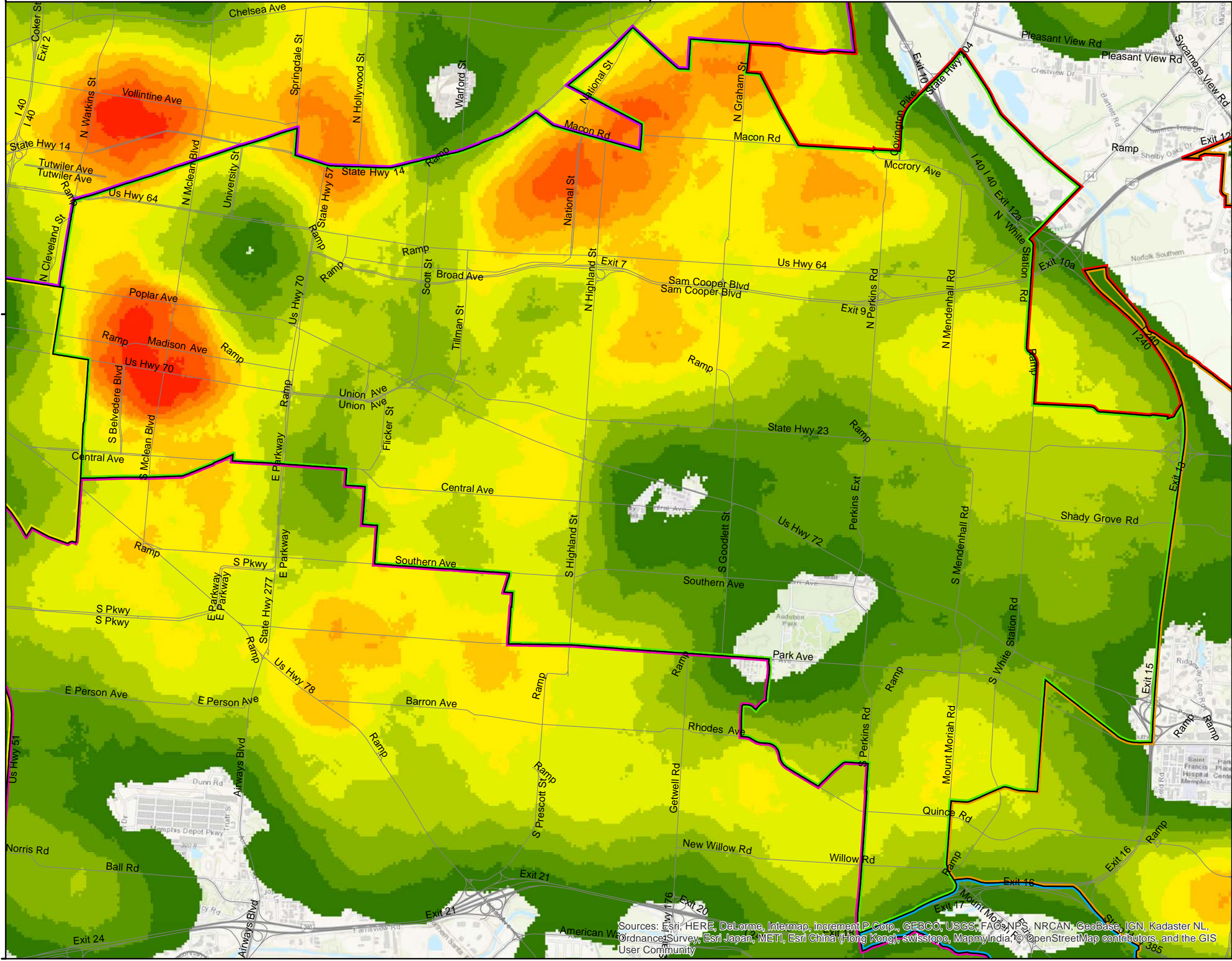


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Council District - 4
Jamita Swarengen

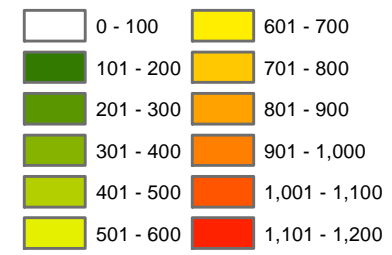
Scale: 1:47,420 Date: 6 MAR 17

Sketch:
 SWM_2016_PickerPile_HeatMap.mxd

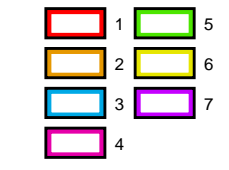
Sources: Esri, HERE, DeLorme, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, MapmyIndia, © OpenStreetMap contributors, and the GIS User Community



Density of Picker Piles



City Council Districts

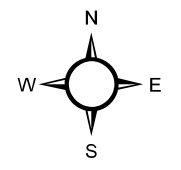


Super Council District Members

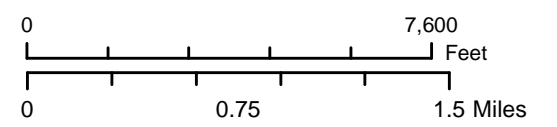
9 - Kemp Conrad, Philip Spinoso, Jr., Reid Hedgepeth

Notes:

1. Data shown represents all Code Violations, Curbside Trash, and Picker Pile service requests for Solid Waste Management between 2014 and 2016.



Coordinate System: State Plane Tennessee FIPS 4100
Projection: Lambert Conformal Conic
Horizontal Datum: NAD 1983
Linear Unit: U.S. Foot



Title:

SOLID WASTE MANAGEMENT SERV. REQ. HEAT MAP

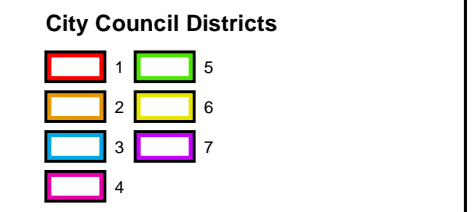
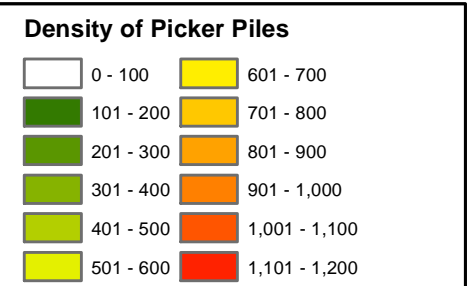
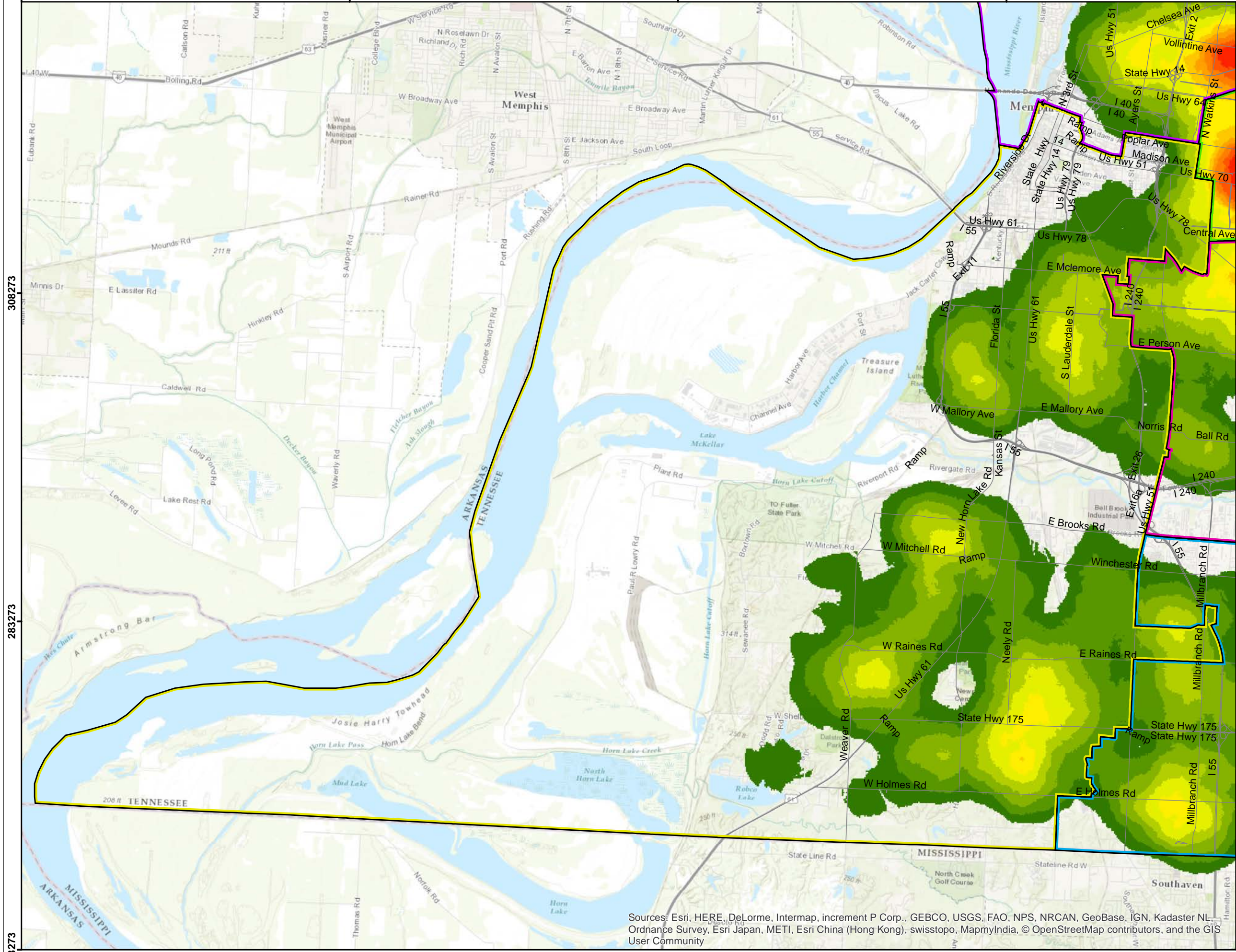
Council District - 5

Worth Morgan

Scale: 1:43,250 Date: 6 MAR 17

Sketch: SWM_2016_PickerPile_HeatMap.mxd

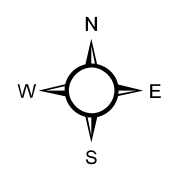
Sources: Esri, HERE, DeLorme, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, MapmyIndia, © OpenStreetMap contributors, and the GIS User Community



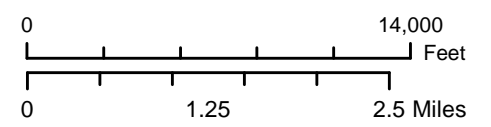
Super Council District Members

8 - Joe Brown, Janis Fullilove, Martavius Jones

Notes:
 1. Data shown represents all Code Violations, Curbside Trash, and Picker Pile service requests for Solid Waste Management between 2014 and 2016.



Coordinate System: State Plane Tennessee FIPS 4100
 Projection: Lambert Conformal Conic
 Horizontal Datum: NAD 1983
 Linear Unit: U.S. Foot

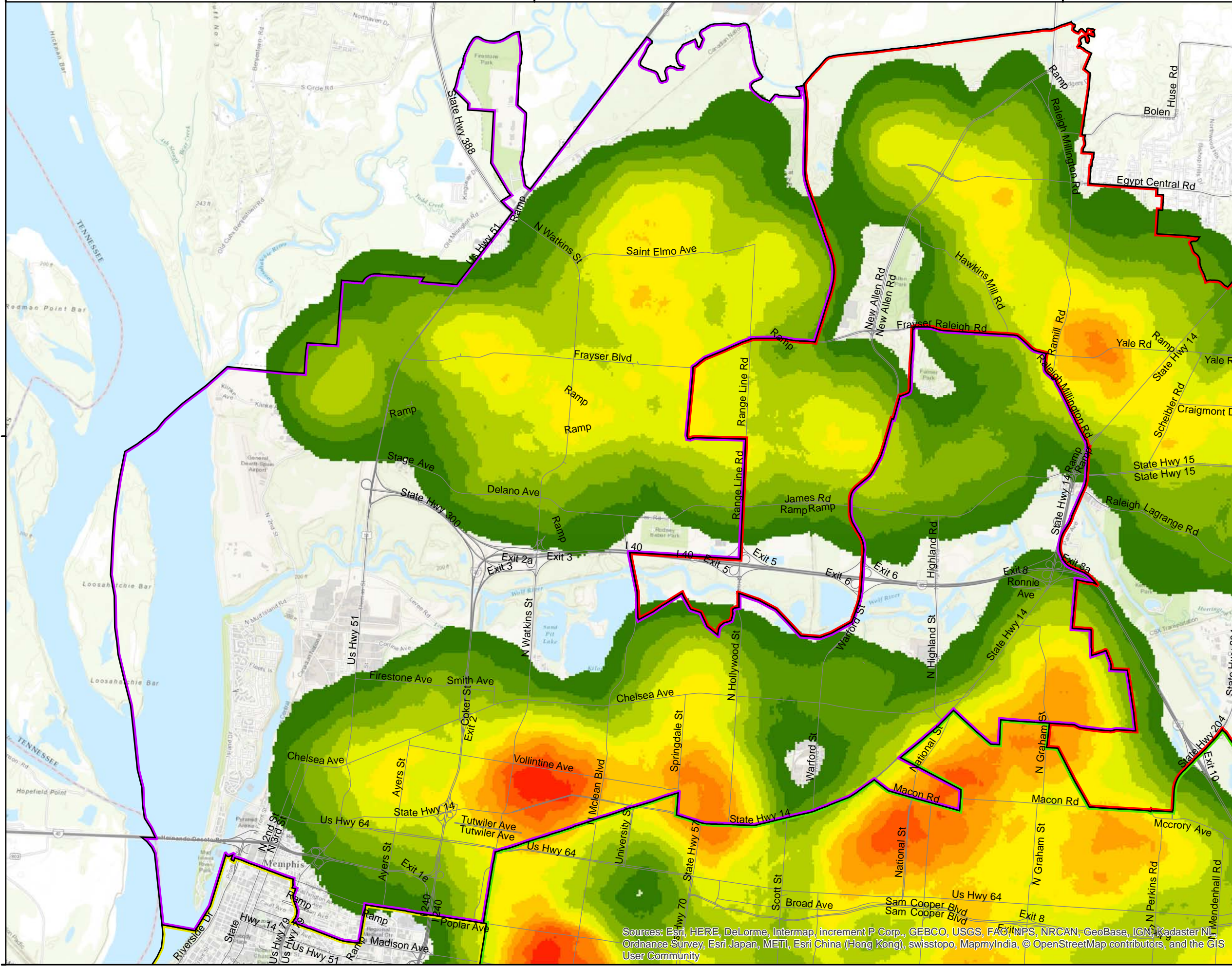


Title:
SOLID WASTE MANAGEMENT SERV. REQ. HEAT MAP
Council District - 6
Edmund Ford, Jr.

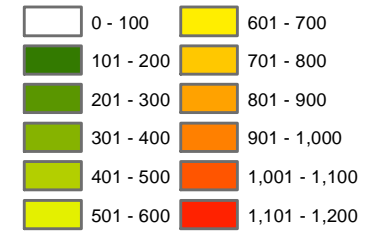
Scale: 1:84,080 Date: 6 MAR 17

Sketch: SWM_2016_PickerPile_HeatMap.mxd

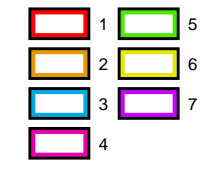
Sources: Esri, HERE, DeLorme, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, MapmyIndia, © OpenStreetMap contributors, and the GIS User Community



Density of Picker Piles



City Council Districts

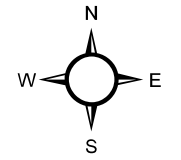


Super Council District Members

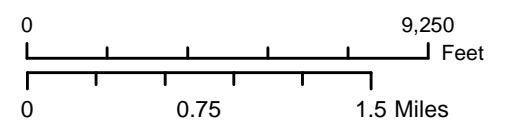
8 - Joe Brown, Janis Fullilove, Martavius Jones

Notes:

1. Data shown represents all Code Violations, Curbside Trash, and Picker Pile service requests for Solid Waste Management between 2014 and 2016.



Coordinate System: State Plane Tennessee FIPS 4100
Projection: Lambert Conformal Conic
Horizontal Datum: NAD 1983
Linear Unit: U.S. Foot



Title:
**SOLID WASTE MANAGEMENT
 SERV. REQ. HEAT MAP
 Council District - 7
 Berlin Boyd**

Scale: 1:53,080 Date: 6 MAR 17

Sketch:
 SWM_2016_PickerPile_HeatMap.mxd

Sources: Esri, HERE, DeLorme, Intermap, increment P Corp., GEBCO, USGS, FAO, INPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, MapmyIndia, © OpenStreetMap contributors, and the GIS User Community