



Staff Report

PRESENTATION OF ALLIED WASTE/BFI NEW ROUTE COLLECTION SCHEDULE

Honorable Mayor and Council Members:

Summary

Stacey Wagner, Allied Waste Customer Relations Manager, will present the new residential garbage and recycling collection schedule. On February 6, 2006, Allied Waste will change to a new schedule for residential garbage and recycling collection. Allied has divided the City into five collection routes and will service these routes over the five-day work week. Allied believes that this new routing will improve its efficiency and customer service.

Background

The City of Belmont contracts with Allied Waste, formerly known as BFI, for collection of garbage and recyclables from residential and commercial customers. This exclusive franchise agreement runs through December 31, 2010 at which time it will be replaced with a new competitively-procured contract.

The franchise agreement requires Allied Waste to collect residential garbage once per week and collect recyclables and yard waste every two weeks during the weekday hours of 6 am and 6 pm. The agreement allows Allied to change the scheduled day of service provided that it notifies the City at least 30 days and the residential customers at least 14 days in advance of the change.

Discussion

Allied Waste first described its planned re-routing schedule at the September 22, 2005 SBWMA Board Meeting. Allied notified City of Belmont by letter of its intent to change the routing schedule on October 14, 2005 and so has satisfied the 30-day notice requirement. Allied will describe its actions to notify Belmont's residential customer by mail, press release, and web site to meet the 14 day customer notice requirement.

Fiscal Impact

There is no fiscal impact to the City's budget from this action.

Public Contact

Allied Waste will describe its public notification and outreach activities which include direct mail, a press release, automated telephone voice mail message to residential customers, and web site information.

Recommendation

Staff recommends that Council accept this report and presentation.

Alternatives

1. Take no action.
2. Refer back to staff for further information.

Attachments

- A. Allied Powerpoint Presentation (Council Only)
- B. Summary Map of Route Schedule (Council Only)
- C. Example of Allied Direct Mail Postcard with Schedule (Council Only)
- D. Allied 30 Second Automated Voice Mail Message (Council Only)
- E. Allied Press Release (Council Only)
- F. Allied Residential Garbage Collection Change Q&A

Respectfully submitted,

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Residential Garbage Collection Day Change Q&A

What service change is Allied Waste making?

Allied Waste has changed the day we provide garbage collection to our residential customers. Most residential customers will have a *different* garbage service day; however the recycling and yard trimmings will still be collected every other week on the same day as your *new* garbage service day. This day change begins the week of Monday, February 6, 2006. Even customers who reside in the same city will likely have different garbage service days. Also, your pick up times for all three routes – garbage, recycling and yard trimmings may change.

When does this new collection day change go into effect?

This collection day change is effective the week of Monday, February 6, 2006.

Why is Allied Waste making this service change?

Allied Waste is changing the way we provide collection service to our residential customers in order to provide them with better customer service. By organizing collection routes in this manner, we can provide a faster response time to our customers for extra, missed or special pick-ups, etc. because we will be providing collection service within most cities or in neighboring cities Monday through Friday.

Will the recycling and yard trimmings service change?

No, residential recycling and yard trimmings service will still be collected every other week on the same day as your *new* garbage service day; however, your pick up times may change.

Will this service change affect my rates?

No, this service change will not affect your rates. Rates are primarily adjusted each year due to increased operating costs, which are attributed to the increase in the costs of insurance, fuel costs, etc.

What if I have extra garbage when the new day change goes into effect?

Only during the week of Monday, February 6, 2006, you may set out up to double the normal level of garbage. Allied will pick up the extra garbage at no additional charge. No bulky items or electronics will be picked up during this transition period. Please schedule an on-call clean up for bulky items with us.

Can I keep my old service day?

No – due to efficiency and operating costs, all neighborhoods will be collected on the new schedule.

Who will be affected by this service change?

This service change affects only Allied Waste residential customers who live in Atherton, Belmont, Burlingame, East Palo Alto, Emerald Hills, Foster City, Hillsborough, Menlo Park, North Fair Oaks, Redwood City, San Carlos, San Mateo, and Unincorporated San Mateo County.

Who won't be affected by this service change?

This service change won't affect Allied Waste residential customers who live in Broadmoor, Colma, Daly City, Half Moon Bay, Ladera, La Honda, Pescadero and the Skyline area.

How will Allied Waste Services notify customers of this service day change?

Residential customers will be notified of the service day change in several ways:

1. Direct mail pieces will be distributed over the course of several weeks
2. Two automated voice messages will be sent to your service address
3. The new collection schedule will be listed by day, and alphabetical by city and street address on Allied's website at www.alliedwastesanmateocounty.com
4. Information will be included in our automated phone system

We have also linked our website to all of the affected communities listed above under the section "Who will be affected by this service change?"