



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** December 17, 2020

Staff Contact: Darren Schulz, Public Works Director

Agenda Title: For Discussion Only: Discussion and presentation regarding the first year of waste collection services provided by Waste Management under the Collection Services Franchise Agreement that went into effect on July 1, 2019. (Darren Schulz, Dschulz@carson.org; Rick Cooley, Rcooley@carson.org).

Staff Summary: On December 20, 2018, the Board of Supervisors approved a new Collection Services Franchise Agreement with Waste Management for a period of 15 years for the term of July 1, 2019 through June 30, 2034. On July 1, 2020, after the first year of service, a scheduled rate increase for waste collection services took effect due to an increase in the Consumer Price Index ("CPI"), as well as an increase for the collection of recyclable materials due to a drop in commodity prices and additional processing due to contamination. Both of these increases were within the allowable increases specified in the contract. Waste Management will give a presentation about the first 17 months of service under the franchise agreement.

Agenda Action: Other / Presentation **Time Requested:** 30 minutes

Proposed Motion

N/A

Board's Strategic Goal

Efficient Government

Previous Action

On December 20, 2018, the Board of Supervisors approved a new Collection Service Franchise Agreement with Waste Management for a period of 15 years for the term of July 1, 2019 thru June 30, 2034.

Background/Issues & Analysis

In November 2017, the City hired the consulting firm of Sloan Vazquez McAfee (SVM) to assist in the development of a request for proposals for solid waste and recyclable materials franchise agreement. With SVM, the City developed a questionnaire that was made available to all potential residential and commercial customers in Carson City and held a series of five meetings in February and March 2018 to solicit feedback from the public regarding solid waste and recyclable materials disposal. The RFP was issued on June 26, 2018, and on December 20, 2018, the Board of Supervisors approved a new Collection Service Franchise Agreement with Waste Management for a period of 15 years for the term of July 1, 2019 through June 30, 2034. The new franchise agreement took affect July 1, 2019 and has been in place for 17 months.

On July 1, 2020, after the first year of service, a scheduled rate increase for waste collection services took effect due to an increase in the CPI, as well as an increase for the collection of recyclable materials due to a

drop in commodity prices and additional processing due to contamination. Both of these increases were within the allowable increases specified in the contract.

Waste Management will give a presentation regarding the first 17 months of service under the franchise agreement.

Applicable Statute, Code, Policy, Rule or Regulation

NRS 244.187(3), 244.188(1)(b), 268.081(3) and 268.083(2)

Financial Information

Is there a fiscal impact? No

If yes, account name/number: N/A

Is it currently budgeted? No

Explanation of Fiscal Impact: N/A

Alternatives

N/A

Attachments:

[Carson_City_BOS_Update_December_2020.pptx](#)

Board Action Taken:

Motion: _____

1) _____

2) _____

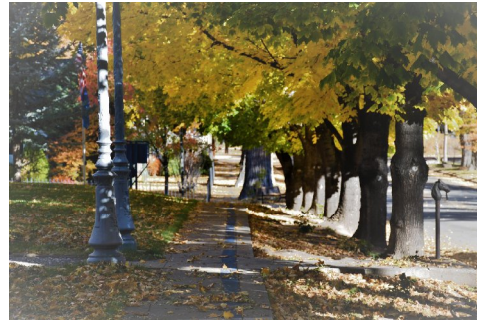
Aye/Nay

(Vote Recorded By)

Carson City

Waste Collection Program Check-In

Residential and Commercial Collection Service



Introduction – New Staff

- Rich Spediacci District Manager
rspediac@wm.com
- Lorrie Meeler Recycling Coordinator
(775) 343-7596 lmeeler@wm.com
- Kendra Kostelecky Contract Manger
(775) 326-2330 kkostele@wm.com



Service Implementation Challenges

- Mandatory Service/Service Exemption Applications
- Senior Rate
- Multiple Cart Delivery - Up to 5 Containers per Home
- Right Size Commercial Customers
- Commercial Recycling – Container Location
- Convert to Approved Rates



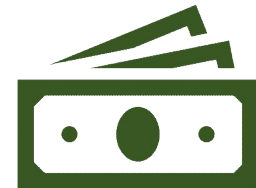
2020 Customer Concerns



Walk-In Desk Closed Due to COVID-19 Protocols



Proactively Adjust Commercial Service Levels to Help Customers Closed Due to the Pandemic Response



First Price Adjustment Based on the Consumer Price Index and Disposal Rate Changes



Call Center Stats Q1 – Q3 2020

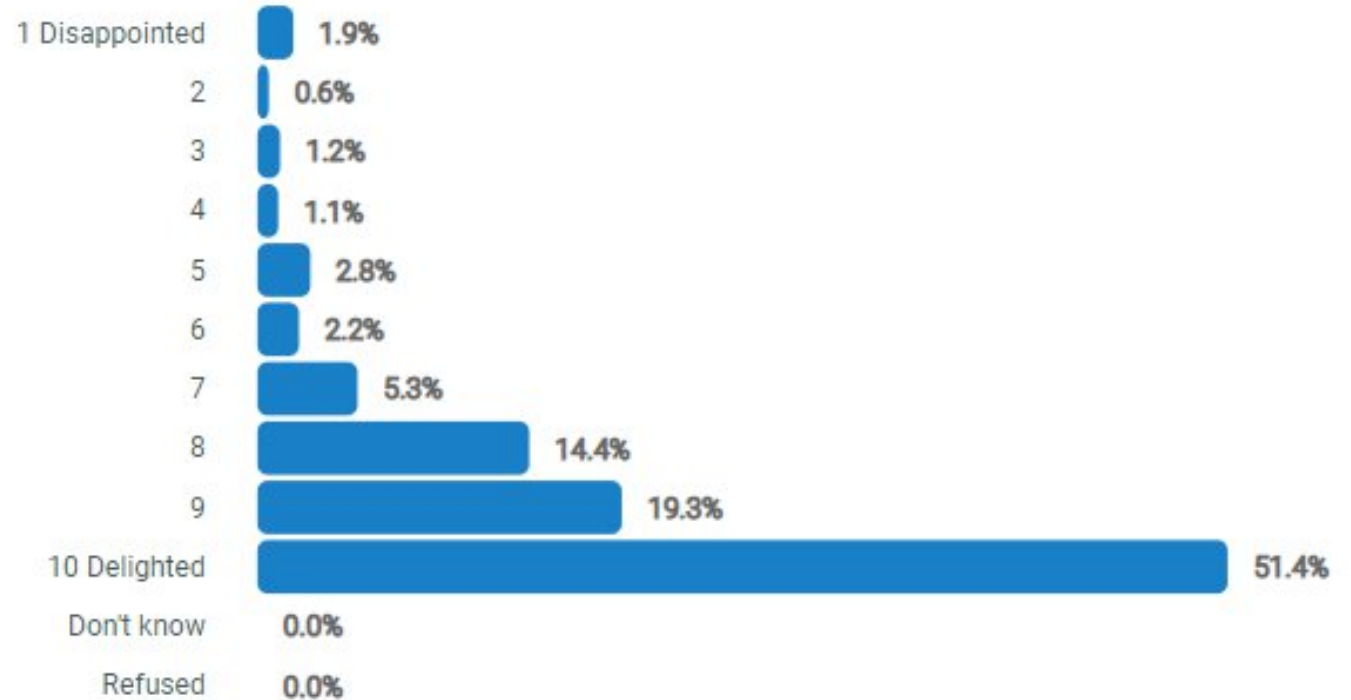
| | Calls Received | Calls Answered | Abandoned % | AVG Speed of Answer (seconds) | AVG call length in seconds |
|-----------|----------------|----------------|-------------|-------------------------------|----------------------------|
| January | 1170 | 1086 | 10.76% | 0.08 | 162 |
| February | 798 | 778 | 10.27% | 0.07 | 125 |
| March | 1122 | 1078 | 7.94% | 0.06 | 166 |
| April | 1314 | 1206 | 11.13% | 0.09 | 172 |
| May | 1117 | 1020 | 12.45% | 0.08 | 174 |
| June | 1424 | 1303 | 12.20% | 0.09 | 162 |
| July | 1283 | 1190 | 13.58% | 0.09 | 173 |
| August | 1231 | 1180 | 12.92% | 0.09 | 169 |
| September | 1155 | 1099 | 17.31% | 0.09 | 154 |
| October | 1569 | 1386 | 17.15% | 0.11 | 169 |



Customer Satisfaction Survey

Mean
8.77

1890 Surveys



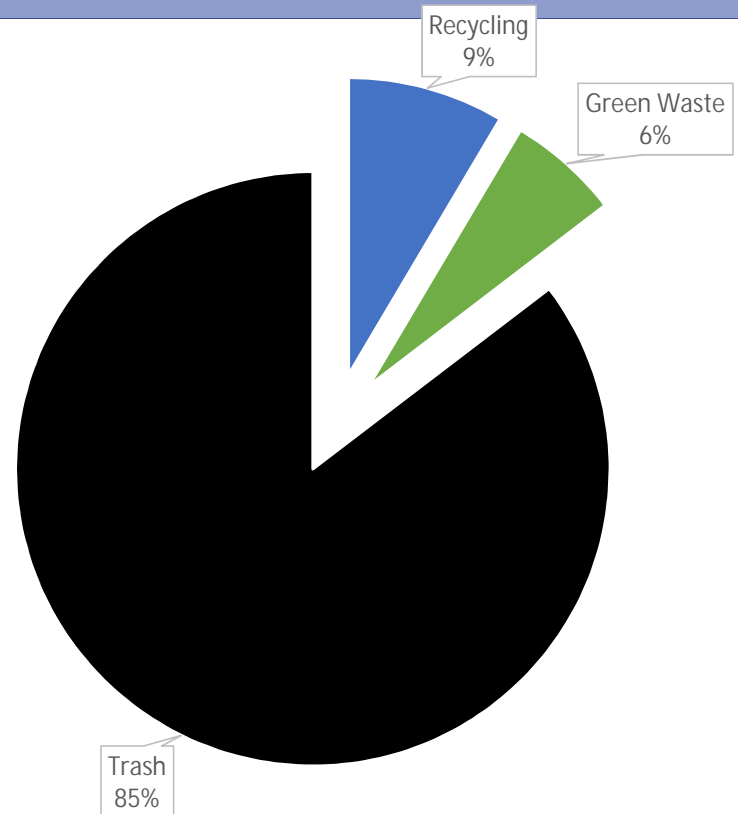
Waste Disposal in Tons

43,272.42 tons
Trash

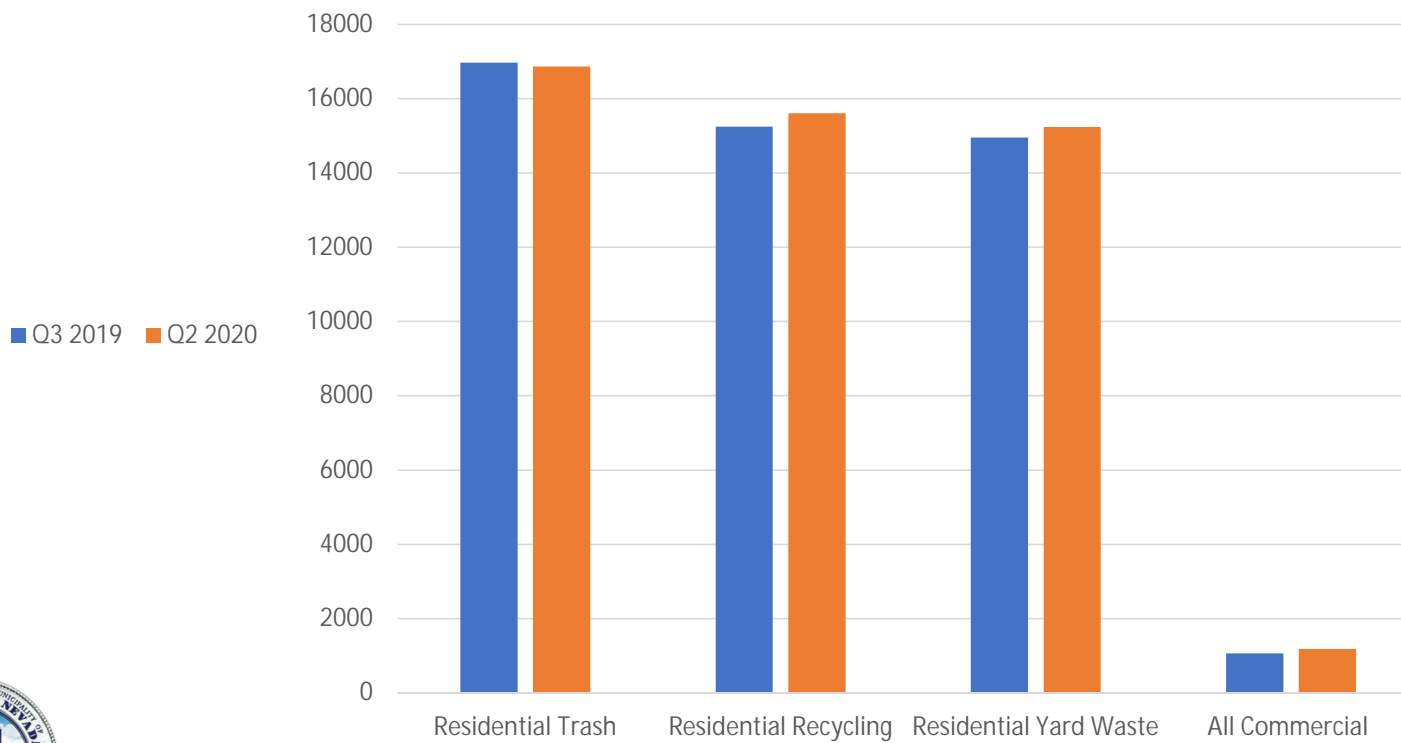
4,313.60 tons
Recycling



3,100
Green Waste



Container Counts



Local Office Contact Information

By Phone



(775) 343-7596

By Email



CarsonCity@WM.com

In Person



5560 Sheep Drive



Thank you!

Residential and Commercial Collection Service

