

Purpose

This report is an update to the Collection of Large Furniture and Appliances report presented to the Operation's Committee on July 9, 2018. As requested by the Committee, this report provides various alternative service delivery options for the roadside collection of large furniture, appliances and electronics.

Background

Residents in low density residential properties (6 residential units or less) receive unlimited weekly roadside collection of large furniture, appliances and electronics.

Many large furniture items are collected on the regular collection day along with the garbage bags. Extremely large furniture items that are unable to fit in the waste collection packer or items that are segregated for recycling (appliances and electronics) are noted and collected by a separate collection vehicle within four business days.

Residents are encouraged to schedule a pick-up request via the Waste Wise App, the City's website or by calling 3-1-1. Pick-up requests are compiled and submitted to the waste collection service provider the day following the request at which time they are scheduled for collection within four (4) business days.

Pick-up requests will:

- promote reuse and encourage donation of large items;
- only allow requests for an eligible item;
- provide specific collection instructions (how and where to place the items);
- create a record of the request; and
- enable the City to easily transition the handling of large items once the Minister of the Environment, Conservations and Parks designates additional material under a producer responsibility system.

Steps to gradually transition residents from a collection day roadside placement program to a pick-up request program are already underway. As part of this transition strategy, advertisements focus exclusively on the pick-up request program and residents are no longer encouraged to place large furniture, appliances and electronics out on their regular collection day.

Staff recognize that change takes time to achieve. Therefore, the maintenance of the existing large furniture, appliances and electronics collection service in the upcoming waste collection tender requires the service provider to manage and collect for both programs. It should be noted that some of the alternative service options described later in this report are inclusive of both collection programs while others are not.

Alternative Service Levels:

Staff has developed and received pricing for the following six alternative service delivery options as part of the next waste collection tender scheduled to commence in February 2021:

1. Directly Scheduled Appointments
2. Collection within Two (2) Business Days
3. Collection within One (1) Business Day
4. Collection on Wednesdays and Fridays Only
5. Collection by Service Delivery Area
6. Collection on Mondays Only

Analysis

Option 1 - Collection within Two (2) Business Days

In this option, the existing large furniture, appliances and electronics collection program would remain unchanged with the exception that the service provider must complete collection within two (2) business days after the regularly scheduled collection day or the pick-up request has been received.

Staff recommend selection of this option because:

- it is an enhancement to the current service level;
- it will result in reduced length of time items are at the roadside;
- it requires no change from residents;
- it supports a gradual transition to a pick-up request program; and
- it reduces collection costs by approximately \$2,400 per year.

Option 2 - Collection within One (1) Business Day

In this option, the existing large furniture, appliances and electronics collection program would remain unchanged with the exception that the service provider must complete collection within one (1) business day after the regularly scheduled collection day or the pick-up request has been received.

Selection of this option:

- is an enhancement to the current service level;
- will result in reduced length of time items are at the roadside;
- requires no change from residents;
- supports a gradual transition to a pick-up request program; and
- increases collection costs by approximately \$6,705 per year.

Option 3 - Directly Scheduled Appointments

In this option, residents will be required to book an appointment directly with the waste collection service provider in order to have large furniture, appliances and electronics collected.

Selecting this option has the potential to result in reduced time at the roadside if:

- residents comply with the new program requirements;
- items are not placed at the roadside without making an appointment for collection; and

- items are not placed at the roadside in advance of the scheduled collection appointment

This option may not result in the desired outcome because:

- it requires a complete program change for residents;
- pick-up requests via the City's Waste Wise App, online website and 3-1-1 will be discontinued;
- items will not be permitted to be placed at the roadside without making an appointment; and
- the majority of non-compliances will be complaint driven.

During a complete program change, it is typical for residents to continue to use the old program for a number of years. Staff anticipates that compliance with this program change will be low for a number of years after implementation.

In order to gain the highest level of compliance, a large scale promotion and education campaign would be required prior to and immediately after program launch.

Staff does not recommend this option at this time. Instead, it is recommended that the term of this next waste collection tender be used to gradually transition to requesting these items via pick-up request rather than placement at the roadside on collection day. Such a significant change will be more successful in the future if a larger proportion of residents are already accustomed to a pick-up request service.

If this option is of interest to the Committee, Staff could include it again as a provisional item in the next waste collection tender and report back with financial impacts after award.

Option 4 - Collection on Wednesdays and Fridays Only

In this option, the service provider will collect all large furniture, appliances and electronics noted at the roadside during the regularly scheduled collection day as well as pick-up request submissions in accordance with the following schedule:

Service Delivery Area Sudbury North West: collected on Wednesdays

Service Delivery Area Sudbury Central: collected on Wednesdays

Service Delivery Area Sudbury North East: collected on Fridays

Service Delivery Area Sudbury South: collected on Fridays

Refer to Appendix A- Service Delivery Areas to view a map of the four service delivery areas.

While this option does not require any change from residents, this option may not result in the desired outcome because:

- the length of time items remain at the roadside will be dependent on when items are placed out for collection or the pick-up request is submitted (refer to Appendix B);

- residents who have to wait longer for items to be collected may perceive this program as an inequitable service distribution;
- it does not support the transition from placement at roadside on waste collection day to exclusive use of a pick-up request program; and
- it increases collection costs by approximately \$12,780 per year.

Option 5 - Collection by Service Delivery Area

In this option, the service provider will collect large furniture, appliances and electronics Tuesday to Friday. Each of the four service delivery areas (refer to Appendix A - Service Delivery Areas) will be assigned one day of the week for collection.

Positive returns for this option include:

- no program changes for residents; and
- greater control over the program from a contract management perspective.

This option may not result in the desired outcome because:

- the length of time items remain at the roadside will be dependent on when items are placed out for collection or the pick-up request is submitted;
- residents who have to wait longer for items to be collected may perceive this program as an inequitable service distribution;
- it does not support the transition from placement at roadside on waste collection day to exclusive use of a pick-up request program; and
- it increases collection costs by approximately \$3,670 per year.

Option 6 - Collection on Mondays Only

In this option, the service provider will collect all large furniture, appliances and electronics noted at the roadside on the regular collection day as well as pick-up request submissions on Mondays only.

Positive returns for this option include:

- no program changes for residents; and
- greater control over the program from a contract management perspective.

This option may not result in the desired outcome because:

- the length of time items remain at the roadside will be dependent on when items are placed out for collection or the pick-up request is submitted (refer to Appendix C);
- residents who have to wait longer for items to be collected may perceive this program as an inequitable service distribution;
- it does not support the transition from placement at roadside on waste collection day to exclusive use of a pick-up request program; and
- it increases collection costs by approximately \$12,780 per year.

Conclusion/Next Steps

As requested by the Committee, Staff has provided a variety of alternate service delivery options for the collection of large furniture, appliances and electronics. These options are available for implementation in February 2021.

Staff recommend the implementation of Option 1 – Collection within Two (2) Business Days. This option enhances the current service level, requires no change from residents, supports the gradual transition to a pick-up request program and results in a small operating budget decrease.

Resources Cited

City of Greater Sudbury, Operations Committee – Item R-1, July 9, 2018

Accessed online:

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1257&itemid=14336&lang=en>