

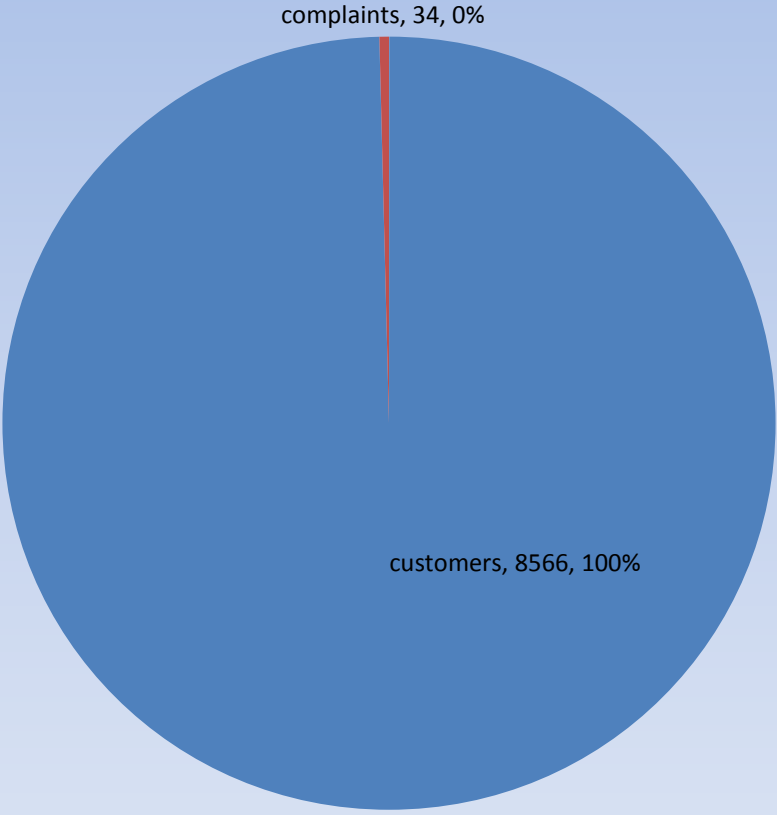
Garbage and Recycling Cart Size Workshop

Background

- What is the issue (problem, opportunity or gap in performance)?
 - The city switched to an automated garbage and recycling process, which included the distribution of 95 gallon garbage and recycling carts to 8,600 single family homes and duplexes.
 - Some customers have found the 95 gallon carts to be difficult to manage due to their size.
- Why is it important to the organization?
 - The city is responsible for delivering solid waste collection services and ensuring the service is being performed efficiently, in good quality and user friendly.

Current Conditions

- What information do we have that compels us to make changes to the current program?
 - A letter to the Messenger News Editor was written in favor of a smaller sized cart option.
 - The Public Works Administration office has received complaints about the 95 gallon container from 34 customers.
 - From the complaint list, staff conducted a survey (by phone) to determine why the 95 gallon container is causing issues.
 - Staff also received one 32 gallon and one 65 gallon demo cart and offered the customers to try out the two sizes.



Phone Survey

						No. that indicated Yes
Is the current container too big						17
Is the current container too heavy						7
Is it that you just don't fill the current 95 gallon container enough						11
Will a 65 gallon container solve your problem						5
Will a 32 gallon container solve your problem						17
Either a 65 or 32 would be better						4

Walk in Demo of 35 and 65 gallon containers

- 13 Customers came to physically test each size.
- After testing each one, the customer told us which cart was preferred.
- Out of the 13, 7 preferred the 35 and 6 preferred the 65.
- One customer wanted a 35 gallon garbage and a 65 gallon recycling container.

Comments from customers

- We never fill the cart up.
- We do not have room for the cart inside the garage.
- Health problems make the cart difficult to manage.
- Would want a smaller garbage and recycling cart.

Analysis

- Is this a symptom, a solution or the root cause?
 - The problem is the size of the cart is too large for certain individuals, the root cause is either the cart does not fit in the customers preferred location or that the customer is incapable of moving the cart.
- Two different cart size options with individual pros and cons
 - 32 gallon and 65 gallon

Cart Dimensions

	95 Gallon	65 Gallon	35 Gallon
Weight	40	35	25
Height	41 ¼"	43"	36 ¾"
Depth	33 7/8"	26 ¾"	23 3/8'
Width	29 3/8"	24 3/8"	18 3/4"

35 gallon- \$35.60

65 gallon- \$42.50

32 Gallon

- **Pro** – much smaller and requested more 17 to 5 ratio over 65 gallon.
- **Pro** – 13 pounds lighter than 95 gal
- **Con** - Tips over easier, especially on hard and frozen surfaces.
- **Con** - The plastic is the same strength as the larger size containers, however after a test of 12 pick ups from the automated truck, the cart was crushed by the grips and the lid moved off center by several inches.
 - Staff is concerned over the 35 gallon cart durability after 52 collections per year.

65 Gallon

- **Pro** – more durable than the 35 gallon container
- **Con** – only 5 pounds lighter than the 95
 - not much easier to maneuver.
- **Con** – only marginally smaller than the 95
 - 7 inches less depth. 5 inches less width.

Proposed Solutions

- Have all reasonable options been explored?
 - Yes only two smaller sizes
- Do options address true purpose?
 - Mixed, some customers have a perceived need for a smaller cart while others have an actual need.
- Are solutions economically or operationally feasible?
 - On a small scale. The City does not have an unlimited ability to purchase a large number of different size carts. Could afford 100 carts.
- Provide multiple choices for council.

Choices

1	Order 100 65 gallon (50 recycling and 50 garbage)	\$4,250
2	Order 50 65g (25 garbage & 25 recycling) and 50 35g (25 garbage and 25 recycling).	\$3,905

- Both offer a reasonable accommodation to those who can't manage the larger 95.
- Quantity is kept low to provide the carts to those who really need them.

Plan

- Have we clearly specified WHO, WHAT and WHEN for each action?
- Are the necessary resources available?
- What barriers are anticipated? How do we plan to address them?
- Document your agreements & make them visual!

Follow-Up

- Is implementation on target?
- Are the intended results occurring?
- Can countermeasures be applied elsewhere?
- Should we set a new goal? Or look elsewhere?

- Celebrate, communicate and leverage the
- accomplishment