

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE: CleanScapes Update
DEPARTMENT: Public Works
PRESENTED BY: Jesus Sanchez, Operations Manager; Rika Cecil, Environmental Programs Coordinator

PROBLEM/ISSUE STATEMENT:

On October 22, 2007, when Council approved the CleanScapes contract for solid waste collection in Shoreline, Council requested periodic service updates during the first year of implementation. The previous update to Council was on March 17, 2008.

DISCUSSION:

CleanScapes' PowerPoint presentation reviews the status of on-going services and milestones in their implementation process:

1. Performance

- The number of curbside solid waste customers has increased by 600, and food scraps and yard debris service has increased by 631
- Customers are moving to smaller garbage cart sizes and recycling more
- Contract performance standards are being met

2. Equipment

- More carts and containers have been purchased for the additional customers
- Phone system upgrades are underway

3. Labor

- Negotiations with the International Association of Machinists (IAM) Union have been completed
- Negotiations with Teamster Unions for recycling and garbage drivers are nearing completion
- More drivers and call center agents have been hired to accommodate the increase in Shoreline customers with curbside service

Staff has monitored CleanScapes' on-going performance, and staff's assessment is that CleanScapes is meeting the City's expectations.

RECOMMENDATION

No action is required by Council.

Approved By: City Manager  City Attorney ____

City of Shoreline

First Six Months of CleanScapes Service in Shoreline

March 1 to August 31, 2008



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CleanScapes Since Shoreline Service Began

- Contract for service in half of the City of Seattle
- Mechanics labor negotiations have been completed
- Drivers labor negotiations nearing completion
- Added more drivers (2) to the collection program
- Added another agent to our Call Center
- The amount of recycling has increased
- The number of Shoreline customers has increased



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Changes in Residential Service Levels

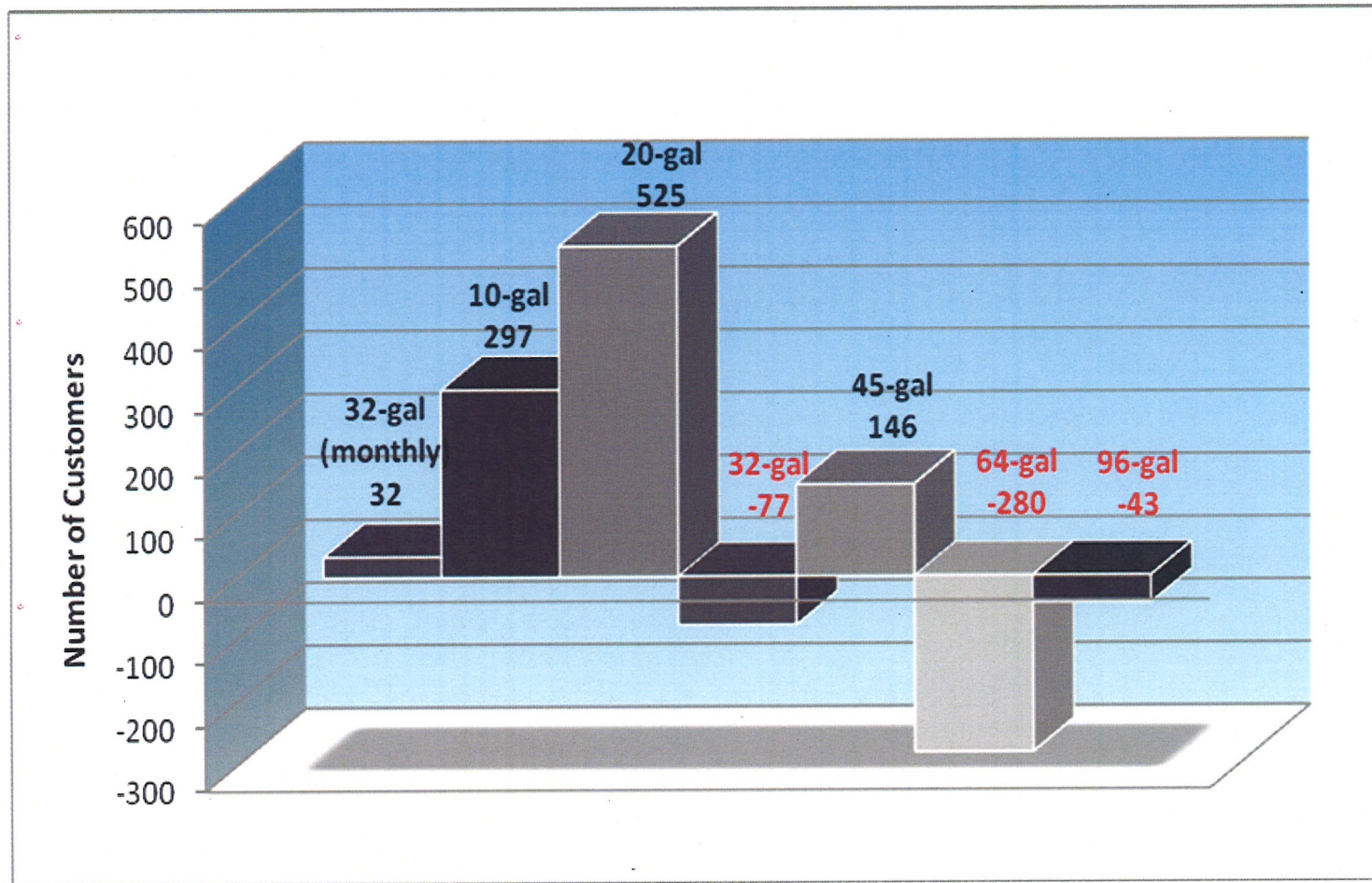
Garbage	Feb	Aug	Diff.
32-gal Cart (1/mo)	242	274	32
10-gal Can (1/wk)	80	377	297
20-gal Cart (1/wk)	1142	1667	525
32-gal Cart (1/wk)	8621	8544	-77
45-gal Cart (1/wk)	0	146	146
64-gal Cart (1/wk)	2737	2457	-280
96-gal Cart (1/wk)	603	560	-43
Totals	13425	14025	600

Food Scraps/Yard Debris	Feb	Aug	Diff.
32-gal Cart (EOW)	1088	1126	38
64-gal Cart (EOW)	971	1124	153
96-gal Cart (EOW)	6857	7297	440
Totals	8916	9547	631



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Changes in Residential Garbage Cart Service Levels



5



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Call Center Performance

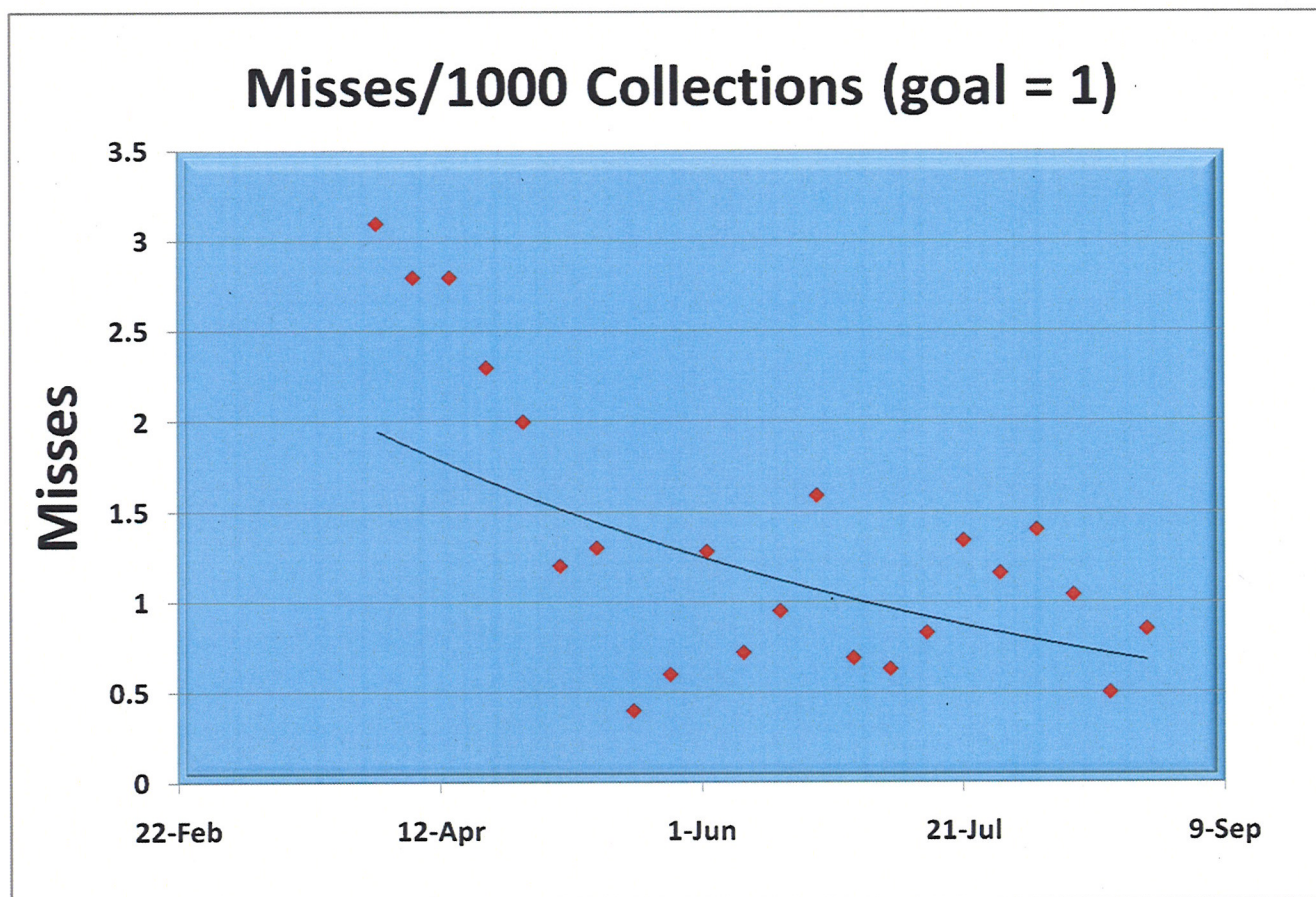
The average time to answer inbound phone calls helps to determine the performance of the call center.



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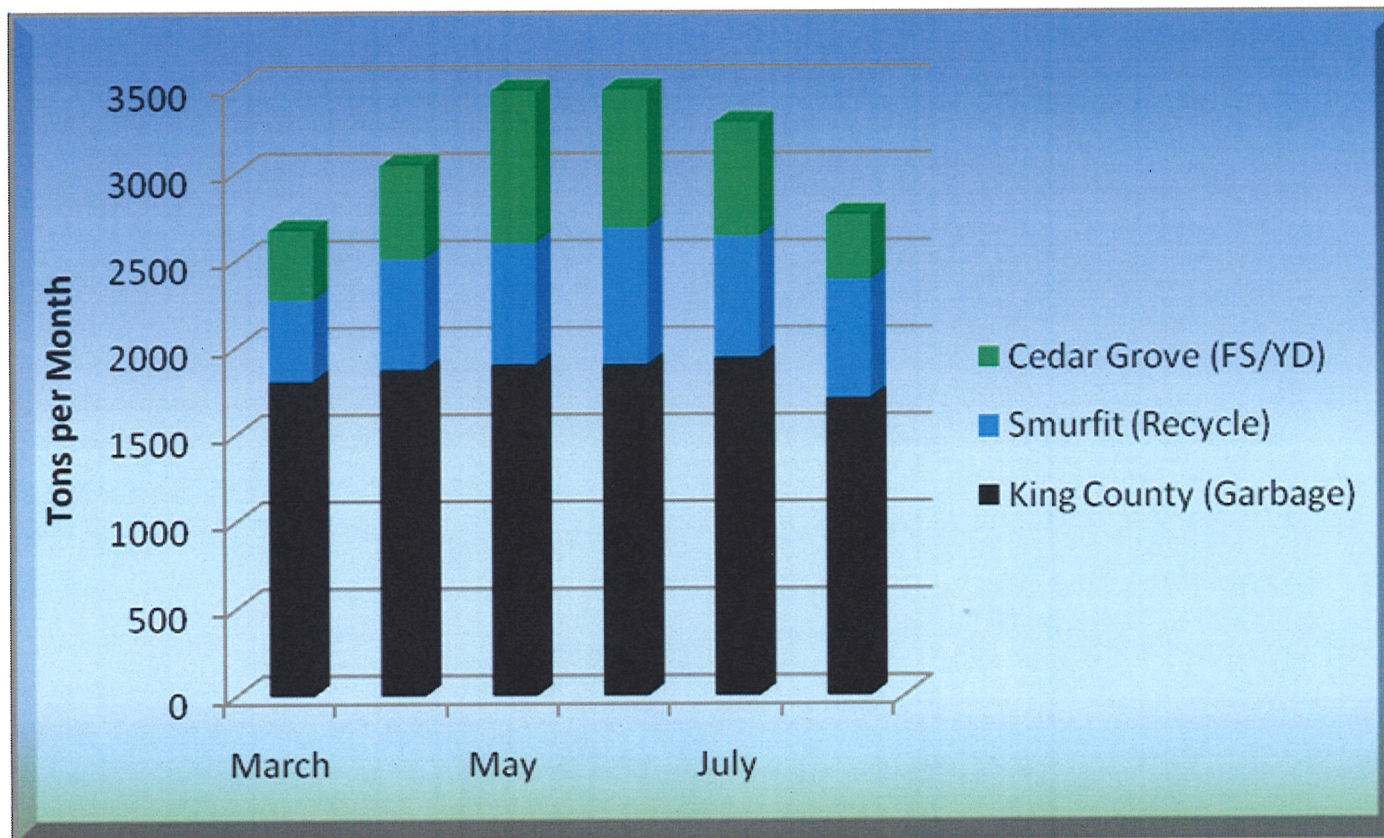
Collection Performance

The number of missed collections (service not performed) per thousand services helps determine the performance of the collection operations.



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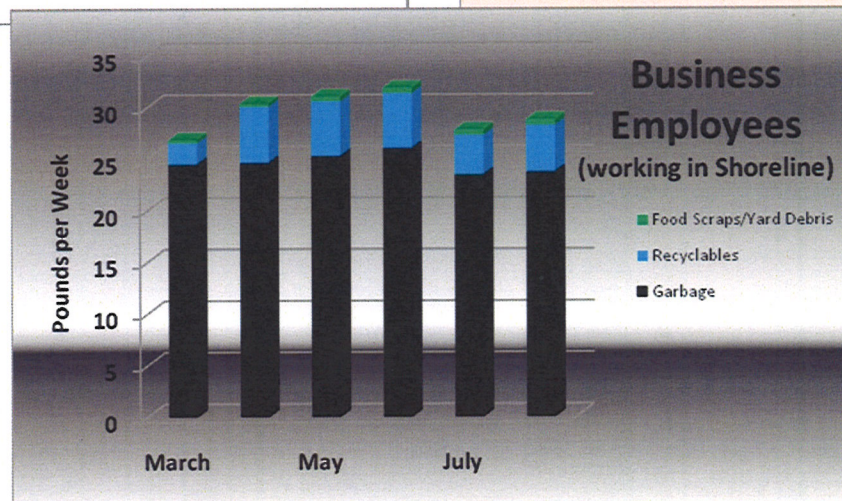
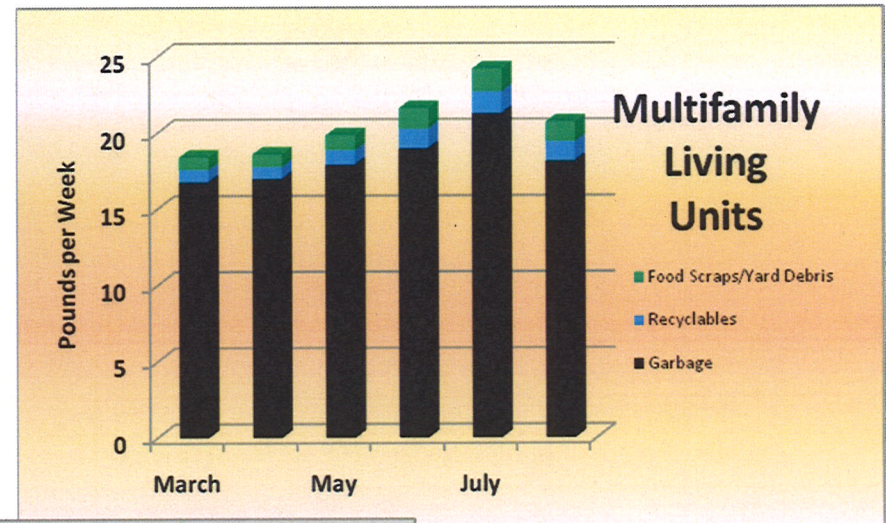
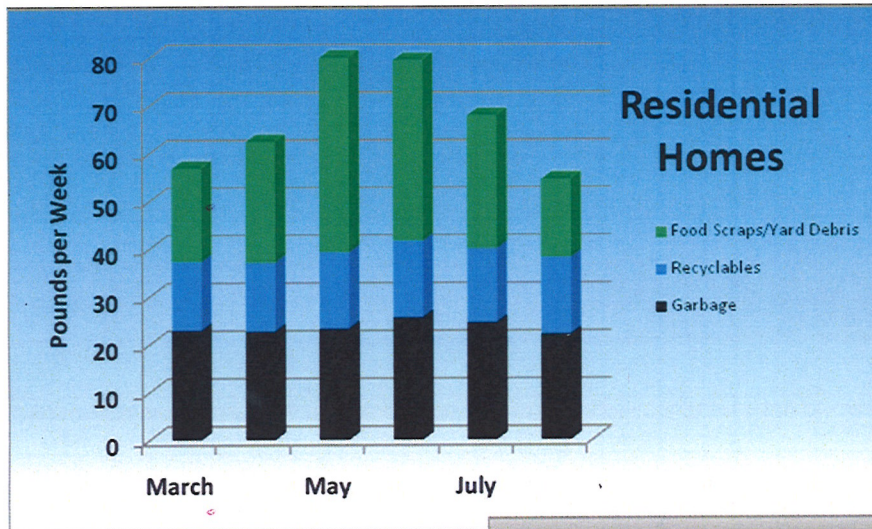
Final Recycling or Disposal of Materials Collected



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Pounds per Week

6

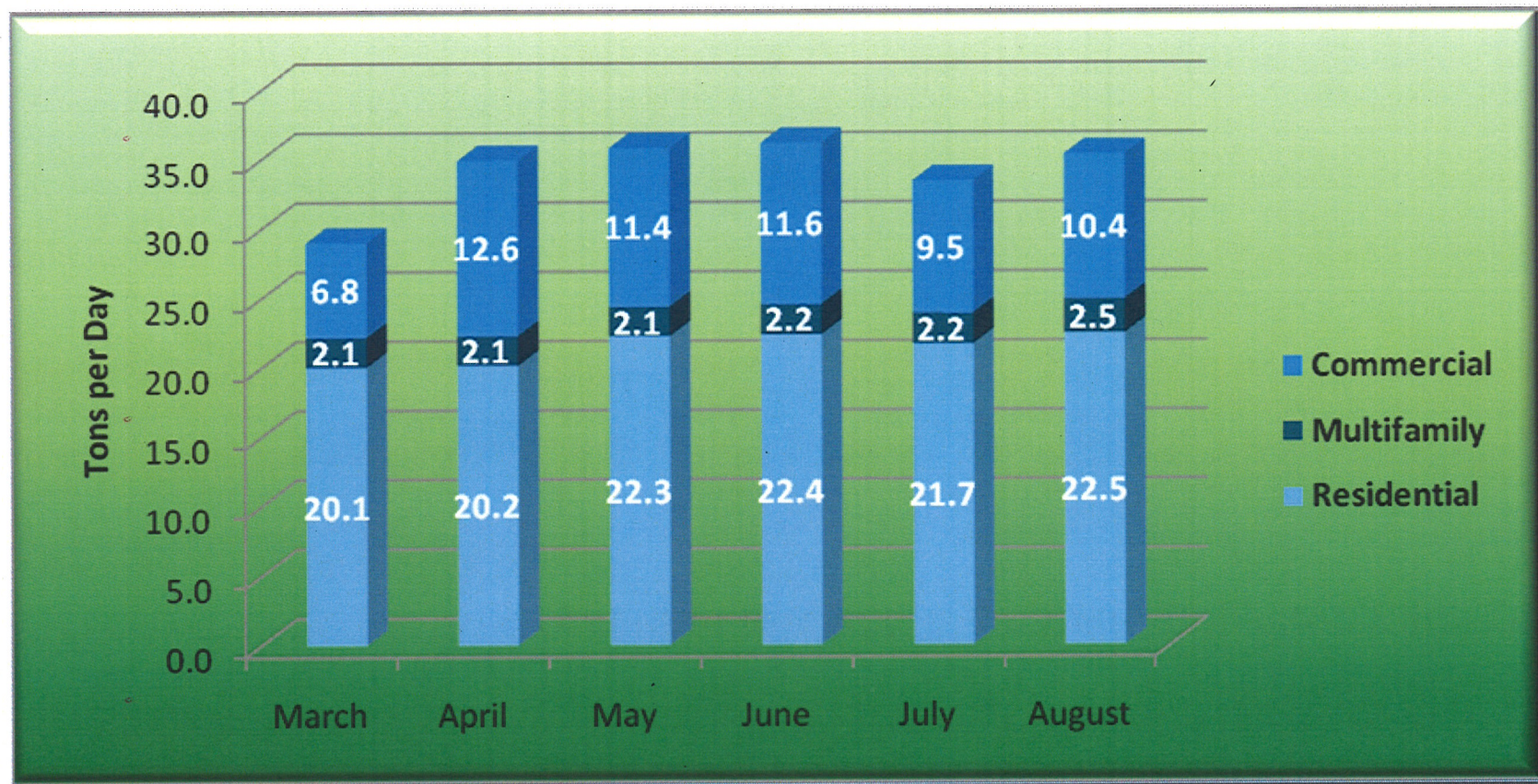


Employee counts from WA State Employment Security Dept



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Average Recycling Tonnage Collected Each Day



10



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CleanScapes' Community Involvement



At the Shoreline Arts Festival, Katie explains how to recycle more materials



Rodney meeting with Crista residents to share how our trucks work and what happens to the food scraps they recycle



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Thank you from all of us at CleanScapes!

*Shoreline is doing
a great job at
becoming a more
sustainable
community.*

