

## Organics Collection Level of Service

### Organics Collections

The following describes the service level for Organics Collection, more commonly known as the Green Cart Program.

#### Scope

Service Level (SL) documents are prepared to allow customers of the City of Saskatoon (City) to review and understand the services currently provided. This document includes activities completed under the Waste Services Utility service line. This service may be completed by various departments in the City.

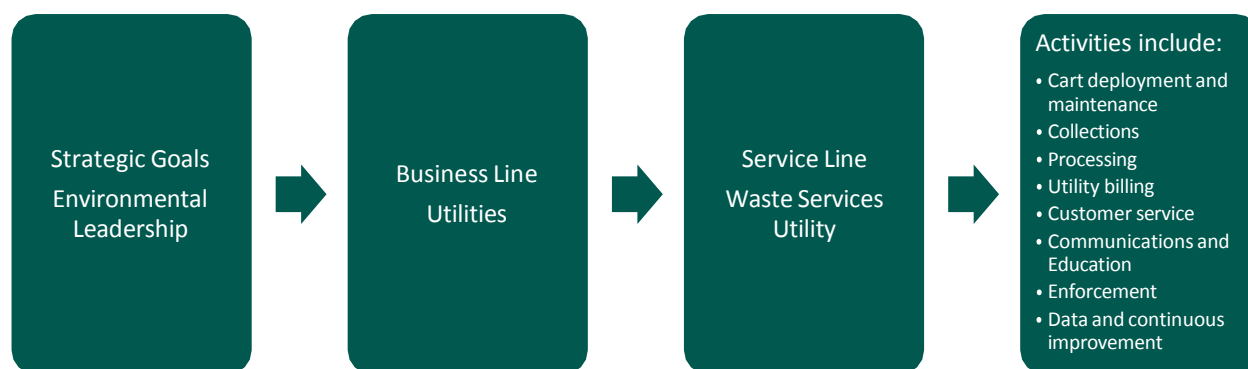
#### Service Overview – what we do

The organics collections service provides curbside residential customer collection of food and yard waste. The services include the provision of containers, collections, processing of collected materials, customer service, utility billing, education, and enforcement.

This is an expanded level of service from the subscription green cart program that operated previously.

#### Purpose – why we do it

Saskatoon has a waste diversion target of 70%. The curbside organics program has already reduced the amount of waste that was previously going to the landfill.



Programs within Service Line	Service Attributes and Customer Values	Service Level Outcomes	Customer Performance Measures
Cart deployment and maintenance	Responsiveness, Quality, Fiscal Responsibility	More than 75,000 carts are in service. Damaged carts are repaired if possible instead of	Cart Deployment: <ul style="list-style-type: none"> <li>Eligible townhouses are provided a 240L cart as default;</li> <li>All other curbside residential customers are provided a 360L cart.</li> </ul>

		replaced and carts removed from service are inspected for reuse.	
			<p>Cart Maintenance:</p> <ul style="list-style-type: none"> <li>• New carts delivered within 1-2 business days.</li> <li>• Usable cart but in need of repair or replacement in 2-6 weeks.</li> </ul>
Collections	Health and Safety, Fiscal Responsibility, Customer Service, Quality	<p>Organics are collected bi-weekly year-round.</p> <p>The collection location matches blue and black cart.</p>	<p>99.9% of collections are made successfully.</p> <p>24% of collections are made in back lanes</p>
Material Processing	Health and Safety, Fiscal Responsibility, Customer Service, Quality.	Collected materials are processed into a beneficial product (composted) year-round.	Material is made into Grade-A compost material for resale.
Utility Billing	Fiscal Responsibility, Customer Service	<p>Residents are charged a monthly utility fee for organics collection.</p> <p>Corporate Revenue provides support on billing inquires at normal business hours through phone and e-mails.</p>	Utility bills are accurate.
Customer Service	Responsiveness, Quality	The Customer Service Centre provides centralized 24-hour customer service through phone or email.	<p>24/7 dedicated customer service call centre used to take inquiries, book service requests and dispatch City enforcement staff.</p> <p>Emails acknowledged within two business days.</p>

			Up to date knowledge base and customer relationship management software.
Communications and Education	Environmental Responsibility, Quality of Life, Reliability	The communications and education program raises awareness about the program and operates programs to encourage waste reduction and diversion behaviours.	Annual Education and Communications Plan <ul style="list-style-type: none"> <li>- Waste Wizard apps and online tools</li> <li>- Annual awareness campaign</li> <li>- Green cart tagging program</li> <li>- Waste Reduction Wagon program</li> <li>- School-based education programs</li> </ul>
Bylaw Compliance	Safety, Responsive, Quality, Efficiency	Bylaw compliance ensures that the Waste Bylaw is being followed by curbside residential properties	Complaint follow-ups of non-compliance received through the 24-hour customer service centre.  Site-visits for issues. Provide expertise on concerns such as space or odors.  Education blitz's – site-visits to certain areas of the City or to certain sectors, providing education first with the potential of issuing tickets if compliance is not achieved.
Data and Continuous Improvement	Quality, Efficiency, Reliability	Provide open and accessible information to the public. Ensure continuous improvement is built into regular operations.	Biannual engagement – survey.  Prepare data for annual reporting (Integrated Waste Management Annual Report and National Solid Waste Benchmarking Initiative).

### Resource Allocation: What does it cost?

All costing information presented is estimated based on available data.

Service Line	Activities within Service Line	Budget
Waste Services Utility	Organics Collection <ul style="list-style-type: none"> <li>• Cart deployment and maintenance</li> <li>• Collections</li> <li>• Processing</li> <li>• Utility billing</li> <li>• Customer service</li> <li>• Communications and Education</li> <li>• Enforcement</li> <li>• Data and continuous improvement</li> </ul>	2023 budgeted costs were \$3.94M and actual costs were \$2.69M.

### Supporting information

These services are delivered in collaboration between Water and Waste Operations, Corporate Revenue, Service Saskatoon, the Sustainability Department and Corporate Communications.