
Options for Expanding Special Needs Garbage Collection Service

Recommendation

That the report of the Acting General Manager, Corporate Performance Department dated November 6, 2017 be received as information.

Topic and Purpose

The purpose of this report is to provide information on potential options and considerations for expanding the Special Needs Garbage Collection Service.

Report Highlights

1. The Administration estimates that up to 100 households in existing neighbourhoods could be accepted into the Special Needs Garbage Collection Service by reallocating resources from other services.
2. Prior to accepting new households, an approved application process would be required, including clearly defined eligibility criteria and a follow-up process with applicants.
3. Expanding the program beyond a limited number of households would require unfunded capital and operating resources, including additional rear-loader garbage trucks and FTEs.

Strategic Goal

This report supports the Strategic Goal of Quality of Life by refocusing on services that are of high importance to citizens and by developing age-friendly initiatives to enhance quality of life as people age.

Background

City Council at its meeting held on October 23, 2017, considered the Special Needs Garbage Collection Service report and resolved, in part:

- “3. That the Administration report at 2018 budget deliberations outlining the potential for and impact of accepting new applicants to the Special Needs Garbage Collection Service for the interim term prior to the results of the Waste Utility consultation and resulting updated Waste Management and Services implementation.”

Report

Current Program Design

The Special Needs Garbage Collection Service currently has 300 households in the program. The service costs approximately five times more than curbside garbage collection. This program was originally implemented during the conversion to individual garbage bins and was designed to be phased out when eligible residents no longer

Options for Expanding Special Needs Garbage Collection Service

required the service. Since the Special Needs Garbage Collection Service was implemented, the Administration receives on average 10 requests annually from elderly and mobility-challenged residents who wish to be included in the program.

The Administration estimates that up to 100 households in the original neighbourhoods could be included into the program with the existing rear-loader truck fleet as an interim solution prior to completing the Waste Utility consultation. Redirecting resources to expand the program would result in a reduction in other levels of service currently provided by the rear-loader fleet, including clean-ups at the recycling depots and in back lanes.

Administration and Process for Accepting New Applicants

The Administration has contact information for approximately 50 households that have enquired about options for receiving this service. If the Special Needs Garbage Collection Service were to be expanded, an application process and eligibility criteria would have to be re-established. To minimize potential mis-use of these types of programs, some municipalities require medical documentation, a signed contract, a home visit conducted by a City representative and/or an annual review for eligibility.

Whether the program is opened up on a first come-first-serve basis or a needs basis would have to be determined. Additionally, the Administration recommends following up with existing households in the program to confirm if the service is still required. If the program is expanded, the process for accepting and evaluating new applications could be developed by the end of the first quarter of 2018.

Costs and Considerations to Expand the Program

If requests for Special Needs Garbage Collection Service extend beyond 100 households, additional rear-loader trucks and FTEs (one operator and one labourer for each truck) would be required. The number of households that could be serviced by each rear-loader is estimated to be between 500 and 750, depending on collection locations and unique circumstances at each household. The capital cost for a new rear-loader garbage truck is approximately \$320,000. In addition, the procurement and delivery timeframe for a new garbage truck is 8 to 10 months. Annual operating costs for each additional truck and two staff are approximately \$190,000. Administrative and processing costs are estimated at \$100 per application.

Financial Implications

The estimated costs of expanding the program within existing neighbourhoods is outlined in the table below.

Table 1 – Estimated Additional Costs for Expanding the Special Needs Program

Number of New Households	Capital Costs	Annual Operating Costs	Admin/Processing Costs
Up to 100	\$0	\$50,000	Up to \$10,000
Up to 750	\$320,000	\$190,000	Up to \$75,000
Up to 1,500	\$640,000	\$380,000	Up to \$150,000

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The Special Needs Garbage Collection Service is funded from the Garbage Collection Operating Program under the Waste Handling Service Line. The costs to operate this program are funded by property taxes.

The opportunities to expand this service to the recycling program and the financial implications are unknown at this time and would need to be investigated and negotiated with Loraas Recycle.

Other Considerations/Implications

There are no options, public and/or stakeholder involvement, communication, policy, environmental, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

The Administration will report back on engagement results and recommendations on design requirements as part of the Waste Services Utility in the second quarter of 2018.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

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