



**STREAMLINE  
RESIDENTIAL CONTAINER SERVICE**

DS-23-001

January 3, 2023

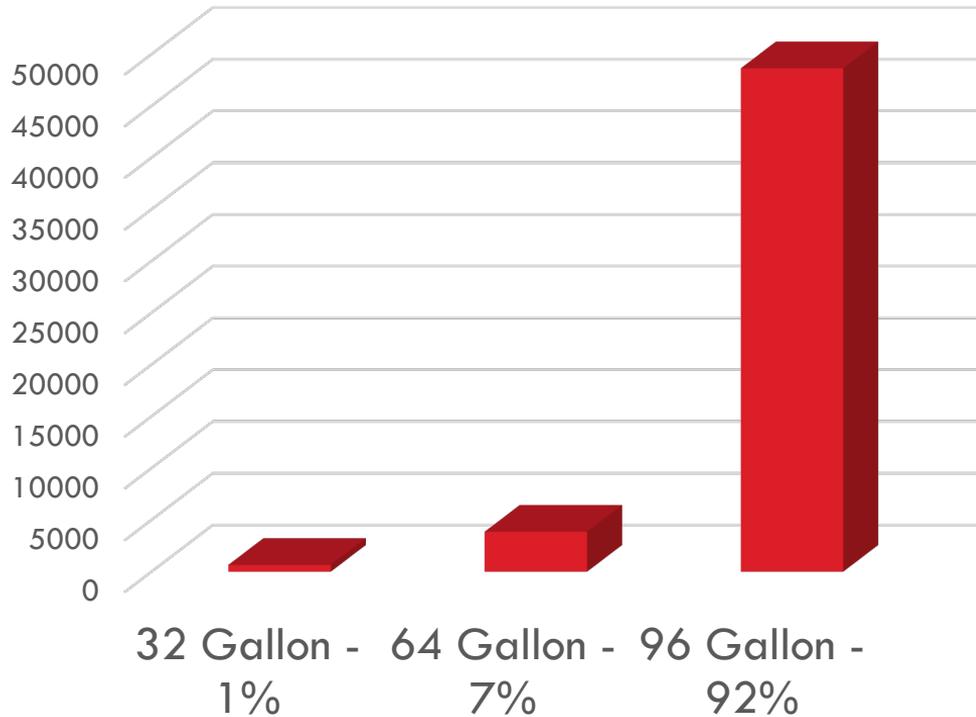
# Background

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- During the May 17, 2022, meeting City Council requested that staff explore single size container service for Solid Waste residential customers.
- The monthly garbage fee is based on the size of container
  - ▣ “You pay for what you throw away”
- As of now, there are 53,150 residential customers
- Smaller containers are used by 8% of residential customers

# Current Customers

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- 32 gallon - 654
- 64 gallon - 3,858
- 96 gallon - 48,638

# Survey

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- Solid Waste staff surveyed 11% of customers who use 32-gallon and 64-gallon containers

<b>Number of Customers Surveyed</b>	<b>491</b>	<b>32G – 103 64G - 388</b>
Have Extra Bags Often	111	23%
Willing to Switch	266	54%
<b>Concerns</b>		
Size of Container (mobility)	215	44%
Increase in Price	73	15%

# Advantages

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- ❑ Life span of containers
  - ▣ Eliminate gripper damage
  - ▣ 96G Containers are historically more durable
- ❑ Streamline ordering
  - ▣ Only having to order one size container
- ❑ Effective customer billing process
  - ▣ Eliminating charge errors for different sizes

# Phase Out Plan

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- Follow up with surveyed customers
  - ▣ Customers ready to switch; will be upgraded with no exchange fee
  - ▣ Customers not ready to switch; will continue to use current size container
    - Once account is closed, containers will be upgraded to 96G