

Service Level for Waste Handling

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 Handling service line. This service is delivered solely by the Water and Waste Stream Division.

Service Overview: *what we do*

The Water & Waste Stream division, Transportation & Utilities Department provides waste collection and disposal services for residents and a portion of the commercial sector of Saskatoon.

The Waste Stream section performs Landfill operations, curbside waste collection for single-family homes (black carts), waste collection for some multi-family properties and commercial businesses (metal bins), curbside food & yard waste collections (green carts), compost depot operations, community recycling depot collections and maintenance, collection cart asset management (excludes recycling carts and metal bins), the Landfill gas collection system operation, and Waste Bylaw education and enforcement.

The Waste Handling service Line includes Waste Collection Operations, Landfill Operations, and Landfill Gas Operations. The Service Levels documented herein are exclusive to landfill operations, curbside waste collection, along with waste collection for multi-family properties and the commercial sector.

Purpose: *why we do it*

Waste Handling services are provided to manage waste in ways that protect both human and environmental health while staying affordable and convenient.



Programs within Service Line	Service Attributes or Values	Service Level Outcomes	Customer Performance Measures
<p>Public health and safety</p>	<p>Reliable, Responsible, Safety</p>	<p>Waste handling programs and services offered by the City of Saskatoon align with public health and safety.</p> <p>Our goal is to minimize the potential for pest infestation and other waste-related health concerns by providing regularly scheduled waste collection and disposal.</p> <p>Convenient and easy to use carts are provided to residents to store waste in a safe and sanitary manner until the next scheduled collection date.</p> <p>Waste collection is provided to single family households, multi-unit dwellings and residents included in the special services collections program.</p> <p>Commercial customers can choose to contract with the City.</p> <p>Collections are offered to urbanized areas of the City. Acreage owners, for example, within annexed City limits do not receive the collection services until urban development occurs.</p>	<p>A curbside collection calendar is mailed to all single-family households in the last quarter of the year. The collections schedule can also be viewed on the City of Saskatoon website.</p> <ul style="list-style-type: none"> ➤ Weekly collections occur from May to September. ➤ Bi-weekly collections occur from October to April. ➤ In the event of a missed collection due to operational error, the City will return to empty the waste cart within 2 business days. <p>Curbside garbage collection consistently has a 99.9% success rate.</p> <p>Multi-Unit collection service occurs on a weekly basis, year round.</p> <p>Commercial collections are provided under contract with the City.</p> <p>Damaged carts requiring minor repairs are completed within 3 weeks.</p> <p>Carts for new homes and replacements for unusable carts will be delivered to residents within 3 business days.</p>

Programs within Service Line	Service Attributes or Values	Service Level Outcomes	Customer Performance Measures
Environmental Protection	Environmental Stewardship	<p>As stewards of the environment, we are committed to minimizing the long-term impacts of waste on the environment.</p> <p>The Landfill has engineered systems to responsibly manage Landfill gas emissions, and to protect surface water and groundwater from potential impacts.</p> <p>Recyclable waste is diverted from the Landfill through a variety of programs including scrap metal, used oil and antifreeze collection locations.</p> <p>Landfill Gas is collected and sold to SaskPower thereby reducing greenhouse gas emissions from the landfill and generating a source of revenue for the City.</p>	<p>The Landfill operates within the requirements of Provincial Regulations and the Permit to Operate.</p> <p>Waste diversion options are made available to residents.</p> <p>As stewards of the river, there are no negative impacts from the Landfill.</p>
Fiscal Responsibility	Asset preservation, Accountability	<p>Programs and services are designed to provide efficient and financially sustainable service.</p> <p>Continuous Improvement and cost reduction initiatives reduce the operating impacts of delivering programs and services.</p> <p>Resources are managed to increase the Landfill life and maintain the existing levels of service.</p> <p>Commercial garbage collection and Landfill tipping fees provide an alternate revenue source which reduces the mill rate impact to citizens. Other revenues include those from the sale of scrap metal, white goods (appliances), used oil, and batteries.</p>	<p>The City's financial reports provide detailed information on the Waste Handling Service Line. The 'Preliminary Detailed Operating & Capital Budget Report' and the 'Annual Report' can be viewed on the City of Saskatoon website and accessed here.</p>

Programs within Service Line	Service Attributes or Values	Service Level Outcomes	Customer Performance Measures
<p>Customer Service</p>	<p>Reliable, Aesthetics, Accessibility</p>	<p>Services offered are convenient, easy to use and responsive to citizen demands.</p> <p>The Landfill is open every day of the year except for Christmas Day and New Year's Day. Summer Landfill hours of operation are 7:30am – 5:30pm, while Winter hours are from 7:30am – 5:00pm.</p> <p>Programs such as the Post-Christmas, Special Services and Special Events Garbage Collections provide citizens with convenient, easy to use and accessible service.</p> <p>Back lane illegal dumping clean-ups help maintain public quality of life and an aesthetically pleasing City.</p> <p>Special service garbage collection is provided to elderly and mobility challenged residents in households that were converted from shared 300 gallon containers to roll-out carts during the container conversion process. Approximately 340 households remain on this program and no new applicants are being accepted. Administration does continue to receive requests from residents to join this program.</p>	<p>A dedicated customer service call center is available 24/7 to assist citizens with their enquiries.</p> <p>All emails are acknowledged within 2 business days.</p> <p>Containers are delivered and retrieved before and after each special event. The containers are emptied as required.</p> <p>Illegally dumped materials in back lanes are removed in a timely manner. The Parks and Roadways & Operations Division conduct illegal dumping clean-ups in other public spaces.</p>

Resource Allocation: *what does it cost*

All costing information presented is estimated based on available data.

Cost to provide these service levels broken down by activity in the previous year are:

Program Activity	Description of Program Activities		2016 Budgeted	2016 Actual	Variance
Collections Operations	Total collection and container costs for single-family, multi-family, commercial and special services garbage collection	Program Cost	\$6,736,000	\$7,032,000	-\$296,000 <i>Unfavorable</i>
		Revenue	\$640,000	\$602,000	-\$38,000 <i>Unfavorable</i>
		Property Tax Portion	\$6,096,000	\$6,430,000	-\$334,000 <i>Unfavorable</i>
Landfill Operations	Total Landfill operating costs	Program Cost	\$6,447,000	\$6,206,000	\$241,000 <i>Favorable</i>
		Revenue	\$5,730,000	\$3,764,000	-\$1,996,000 <i>Unfavorable</i>
		Property Tax Portion	\$717,000	\$2,442,000	-\$1,725,000 <i>Unfavorable</i>
Waste Handling Service Line Total		Property Tax Portion	\$6,813,000	\$8,872,000	-\$2,059,000 <i>Unfavorable</i>

Financial Assumptions:

- The total cost of the collections program increases annually due to the growth of the city.
- The Garbage Collection Operating Budget (GL 01-772) continues to fund the Automated Garbage Container Replacement Reserve.
- The Landfill Operating Budget (GL 01-774) continues to fund the Landfill replacement reserve (LRR).

Supporting Information:

There are two related service lines that provide complementary services to Waste Handling Services. They are outlined below:

Waste Services Utility Service Line

- Curbside recycling program operated under contract through Loraas Recycle.
- Multi-Unit Residential Recycling (MURR) program operated under contract through Cosmopolitan Industries.

- The curbside food & yard waste collection (Green Cart) program.
- The compost depot program.

The Waste Reduction and Resource Recovery Service Line

- Community recycling depot operations.
- Environmental protection and waste bylaw enforcement.
- Christmas tree program.
- Household hazardous waste (HHW) program.

Constraints:

- Inclement weather can impact the ability to deliver these services. Collections and Landfill operations can be suspended during periods of extreme cold, lightning storms or high winds.
- Fleet requirements and availability. The number of trucks in the City's collections fleet has not increased in more than eight years, even though the number of collection locations has increased due to growth (by approximately 40,000 residents during that time period). Equipment downtime for repairs and maintenance negatively impacts the ability to operate as scheduled.
- Restricted size of back lanes increase hazards associated with waste collections. Significant safety concerns with back-lane collections have been highlighted in recent years. These include overhead lines, foliage/trees, and increased incidents due to contact with other vehicles and private property, when compared to front street collections. In addition, some lanes are so narrow that an operator could not be extricated in the case of emergency (i.e. the lane is too narrow at certain locations to allow the doors to open). These are in addition to the increased lane maintenance required as a result of wear-and-tear from collections vehicles. Collection truck sizes continue to increase, resulting in an inability to collect with newer automated trucks in some areas.
- Limited resources to address illegal dumping occurrences in back lanes.
- Increased Landfill competition in the region, resulting in declining revenues.

Supporting References:



- The waste handling service line is regulated by the City Waste Bylaw No. 8310.
- With regards to Landfill operations, the City holds a Permit to Operate a Waste Disposal Ground, which is regulated by the Saskatchewan Ministry of Environment; specifically the Municipal Refuse Management Regulations under the Environmental Management and Protection Act. The City also holds Ministry of Environment approval (pursuant to the Hazardous Substances and Waste Dangerous Goods Regulations) to store waste antifreeze, used oil, and used batteries at the Landfill Eco-Centre.
- The City holds a Permit to Operate the Landfill Gas Collection System and compressor/flare station. This operation is regulated by the Clean Air Regulations, under the Clean Air Act.

Recommended Optional Service Levels: *what else is possible*

The table below provides service level options and associated costs should there be a need or desire to adjust the service level.

No.	Service Level Option	Description of Change in Service Level Outcome	Overall Funding Result
1	Stop printing and mailing the collection calendars and instead direct residents to the online option	Eliminating paper collection calendars will result in savings and efficiencies from reduced reliance on paper, administration, printing and distribution costs. The calendar would be available online.	Estimated total savings of \$85,000. Of that, the Waste Handling Service Line would realize approximately \$25,000 in savings.
2	Discontinue post-Christmas garbage collection	Requires the use of overtime for collections and Landfill staff. With the curbside recycling program total waste volumes have decreased.	\$25,000 in reduced overtime and equipment costs.