



INFORMATIONAL MEMORANDUM

TO: **Transportation and Infrastructure Committee**
FROM: **Hari Ponnekanti, Interim Public Works Director**
BY: **Han Kirkland, Public Works Analyst**
CC: **Mayor Allan Ekberg**
DATE: **August 14, 2020**
SUBJECT: **2020 Waste Management Annual Curbside Collection Event**

ISSUE

A few Tukwila residents approached City Council members and a public comment letter was sent to the July 27th City Council meeting with questions about Waste Management (WM) communication related to the City of Tukwila's Annual Curbside Collection Clean-Up Day conducted on August 1, 2020. Staff researched these comments and developed this memo to provide a report on the collection clean-up day.

BACKGROUND

In 2012, the City signed a seven-year contract with Waste Management (WM), effective November 1, 2012 to October 31, 2019. In 2019, the City Council reviewed the costs and benefits of the contract, discussed market conditions, and determined that a four-year extension of the contract was warranted. The contract's current expiration date is October 31, 2023. The new contract included a couple changes. Commercial rates were increased by five percent (5%), effective November 1, 2019, to reflect increased costs in recyclable processing and marketing. This recyclable surcharge is effective for a two-year period, from November 1, 2019 through October 31, 2021. However, WM may request to extend the surcharge by providing justification of the need. Any request must be made no later than 90 days prior to the end of the two-year surcharge period and must be approved by both parties. WM, in return, agreed to commence twice weekly collection and disposal service for twenty (20) city-owned garbage containers at locations chosen by City staff for the duration of the Agreement.

The Public Works Department administers the City's contract with WM. The department routinely reviews and responds to citizen complaints about WM service in Tukwila. Public Works monitors Tukwila Talk for discussion on solid waste collection issues, such as missed collections; the department maintains contact with the WM account manager to resolve issues.

As part of the contract, Waste Management is obligated to provide two, free clean-up events: one in the spring where residential WM customers may dispose of bulky household items curbside and one in the fall, when residents may dispose of extra yard waste, metals, and electronics at two locations. There is also a recycling event, coordinated by the Department of Community Development, scheduled this year for August 22, 2020 at the Tukwila Community Center.

ANALYSIS

Public comments received at the Council meeting on July 27, 2020 asserted that WM's communication regarding the annual curbside clean-up day were incomplete and not timely.

The spring curbside clean-up event was originally scheduled for June 6, 2020, but due to COVID-19 restrictions, had to be rescheduled to August 1, 2020. The City and WM worked together to revise a notification postcard to reflect the new August 1 date; however, the bulky collection RSVP deadline date on the back side of the postcard was missed. The postcard with the irrelevant RSVP date was mailed to residents 3-4 weeks prior to the event. WM acknowledged and apologized for the misprint and immediately updated its website with the correct deadline and sent a corrected copy to Public Works on July 14, 2020. The City's Communication Department posted this information on the City FB page. As the incorrect RSVP date had already passed when residents received the postcard and as all residents were required to RSVP for a bulky item pick-up, any resident who called prior to the collection day was able to arrange a pick-up.

A suggestion was made that WM communicate with customers via email regarding important information such as RSVP deadlines. WM responded to PW staff that it was not its regular practice to send mass emails to all its customers and does not wish to appear as engaging in direct solicitation. The City’s current contract is silent on email communication with residents. This is an item that can be addressed during the next contract negotiation.

Despite the postcard misprint, this year’s collection day went well. As is always the case in Tukwila and in all jurisdictions where annual collection days are held, WM and the City observed and received calls regarding curbside waste that had not been scheduled for pick-up. This year, approximately 10% of the collections were unscheduled (see table below).

On Saturday, August 1 2020, WM collected 312 scheduled pickups and 33 unscheduled pickups of bulky household items. Residents called the City and WM to report missed or unscheduled pickups throughout the following week.

Scheduled/non-scheduled collections for the past three years were as follows.

Date	Bulky Pickups	Regular MSW Route	Extra Curbside Tons
August 1, 2020	Scheduled 312 Unscheduled 33 Total Stops 345	*TBD (should have numbers by 8/17/20 TIC meeting)	*TBD (should have numbers by 8/17/20 TIC meeting)
June 7, 2019	Scheduled 328 Unscheduled 57 Total Stops 385	Total from 6/7/19 – 55.24 tons Total from 6/14/19 – 59.86 tons	17.28 tons
June 8, 2018	Scheduled 183 Unscheduled 81 Total Stops 264	Total from 6/8/18 – 43.32 tons	23.78 tons

NEXT STEPS

For the duration of current WM contract, PW staff will continue to review all WM communication for accuracy, correctness, and clarity. PW staff will ask WM to review their communication protocol and encourage the provider to make improvements. In addition, Staff will ask WM to provide a phone line for Tukwila customers to report issues after clean-up events.

Prior to the next contract negotiations, City staff will research best practices for bulky item collection and maintaining effective customer communication for contracted waste management services. These learning will inform the next Solid Waste, Recyclables, and Yard Collection contract language.

FISCAL IMPACT

None.

RECOMMENDATION

Discussion only. PW staff recommends beginning the process of procuring the Solid Waste, Recyclables, and Yard Collection contract in early 2022 in order to have the next service provider in place by October 2023. Extensive customer input, using a variety of methods, will be sought prior to the Request for Proposals being issued, the provider being chosen, and the contract being finalized.

Attachment: Annual Clean Up Day Postcard

CITY OF TUKWILA ANNUAL CLEAN UP



Don't miss Tukwila's Annual Curbside Clean Up Day Saturday, August 1, 2020

What:

The Annual Clean Up Day is designed to help Tukwila residents dispose of bulky household items. Residents must be a Waste Management customer to participate.

Where:

Please place all your materials curbside by 7:00 a.m., Saturday morning



Regular curbside collection of garbage and recycling will still take place on Friday, July 31. For further details on the event, please visit wmnorthwest.com/tukwila



1-855-TUKWILA (885-9452)
www.wmnorthwest.com/tukwila



720 4th Avenue, Suite 400
Kirkland, WA 98033

1-855-TUKWILA (885-9452), M-F 7am-7pm, Sat 9am-1pm
Información en español / Multi-language materials available

PRSRST STD
U.S. POSTAGE
PAID
SEATTLE, WA
PERMIT #963

Accepted:

✓ **BROKEN HOUSEHOLD ITEMS:** (No need to call ahead)

All items must be less than 3 ft. by 3 ft.
and weigh less than 65 lbs.

✓ **BULKY ITEMS** **You must call ahead for pickup by** **July 29 for the below items:**

- **Large Appliances**
Stoves, washers, dryers, dishwashers,
freezers, refrigerators, air conditioners
and water heaters.
- **Furniture**
Chairs, loveseats, sofas (NO sofa beds),
dressers, patio furniture, other large
furniture.
- **Lawn mowers** (must be free of fuel and oil)
- **Small Appliances**
Microwaves and toaster ovens.
- **Mattresses, box springs** (all sizes)

*Please remove doors off all large
appliances. Limit 3 each per item.

Please call Waste Management by July 29
to schedule collection of your items,
1-855-TUKWILA (885-9452)

Not Accepted:

✗ **AUTOMOTIVE AND HOUSEHOLD HAZARDOUS WASTE**

All automotive fluids, car batteries,
running gears, and automotive body
parts. Products containing mercury,
thermometers, thermostats, fluorescent
bulbs and tubes, paint or cooking oil.

Accepted at:
South Seattle Household Hazardous
Waste Collection Facility
8105 5th Ave S, Seattle WA 98108

✗ **CONSTRUCTION AND DEMOLITION MATERIAL**

Concrete, asphalt, dry wall, masonry,
roofing, siding, insulation, clean wood
or lumber.

Accepted at:
Eastmont Recycling Center
7201W Marginal Way, Seattle, WA
98106

✗ **CURBSIDE ITEMS**

- Yard waste, leaves or
land clearing debris.
- Recyclables including bottles,
cans, paper or cardboard

For recycling and disposal
information for these items visit:
kingcounty.gov/whatdoidowith.