

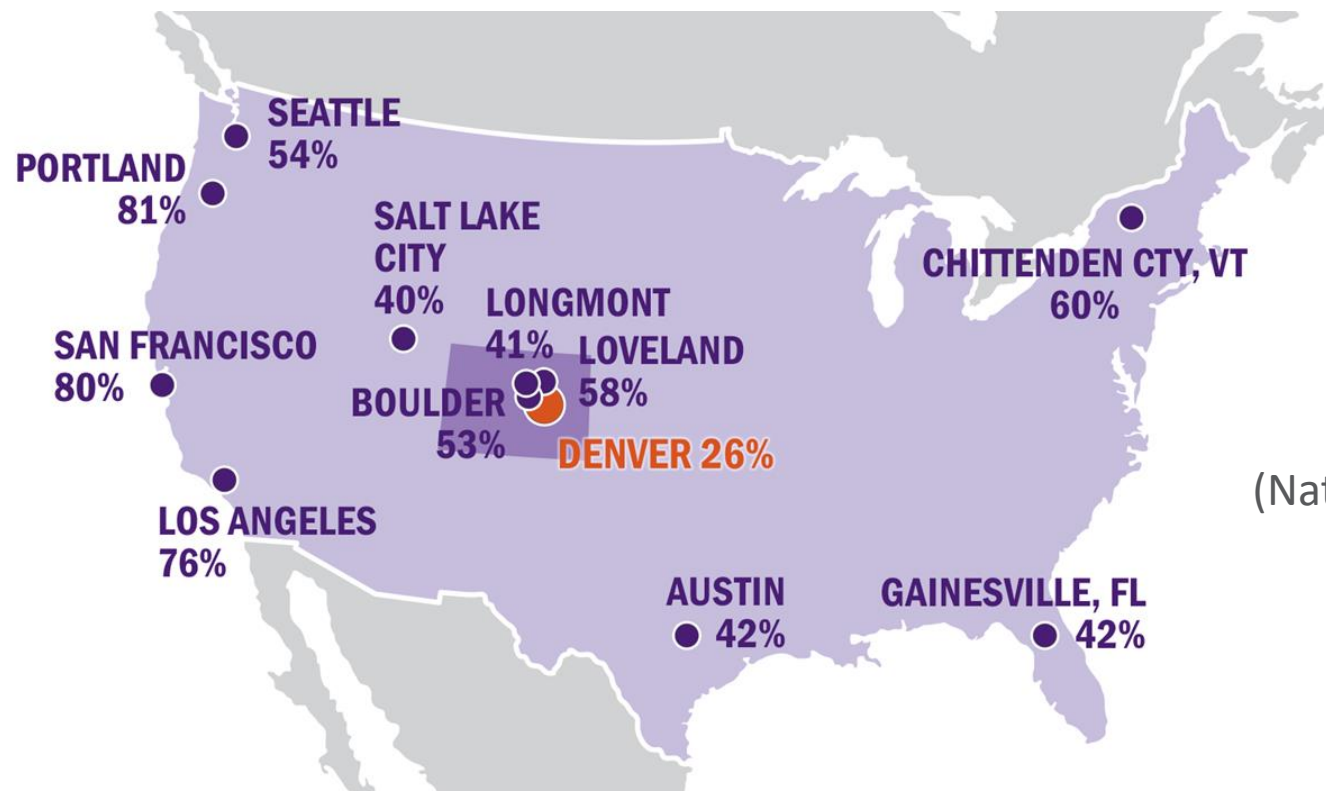


# Volume-based Trash Pricing

## *A joint effort by CASR, DOTI & DHS*

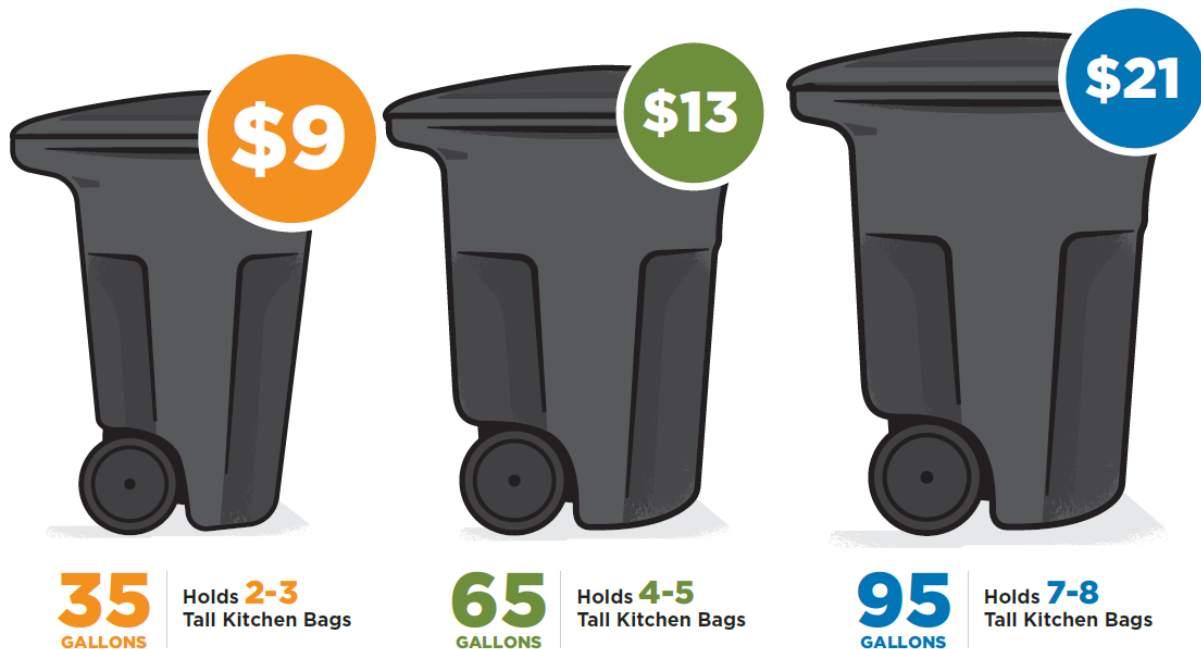
LUTI – May 10, 2022

# Denver's waste diversion rates are well behind equivalent cities



(National Average = 34%)

# Trash Cart Sizes & Proposed Monthly Rates



*Recycle and compost carts included at no additional cost.*

# Affordability Program – Instant Rebate

- Partnership with DHS.
- Eligibility = **income + number of people in the house** (Area Median Income):
  - 30% AMI = 100% instant rebate.
  - 50% AMI = 75% instant rebate.
  - 60% AMI = 50% instant rebate.
- Applications available prior to roll-out.
- Auto-enrollment across local DHS programs

# Fees vs. Fines

Fines for contamination or illegal dumping are last resort, but when issued, not associated with property or lien process

Fees for Service	Fines for Contamination
Issued to property	Issued to a person
Invoiced quarterly	Issued rarely, one-time incidents.
DOTI negotiates payment plans, non-payment enforced through 4-year long service/tax lien process pursuant to state law.	Enforced through Administrative Citation process
No late fees, legal fees applied to outstanding balances, only interest charged is 1% once service lien is triggered.	

# DOTI Works with Customers

- Billing reminders:
  - Quarterly invoices mailed/e-mailed.
  - Quarterly late payment reminders mailed/e-mailed - **NO LATE FEES.**
  - Bi-annual Instant Rebate postcards mailed (multi-lingual).
- Payment plans developed with customers for overdue invoices, flexibility to work with customer.
- Goal is rebates up front – but if residents fall behind, we are exploring one-time utility assistance options.

# Liens are Rare:

## After extended period of non-payment:

1. DOTI collection period (after \$200 and 90 days past due) – intent to lien letter mailed, 30 days to pay.
  2. Treasury collection (“Service Lien”) period – up to 1 year to pay, 1% interest/month
  3. After 1 year, Tax Lien can be sold – 3 years to pay, 1% interest/month
    - No legal fees or penalties.
- **No late/legal fees. Full payment of overdue trash fees and applicable interest stops the process.**
  - Treasury only issues 1-5 Treasurers Deeds per year for unpaid taxes and fees. Have never issued Deed based only on fees like Wastewater charges (many are vacant properties).

# Education and Outreach



# Print and Direct Mail

- Newsletter 1 – Announcement.
- Instant rebate postcard.
- DHA-specific flyers.
- Letters to property owners and current compost customers.
- Newsletter 2 – Compost roll-out.

## A Greener, Cleaner Denver! ¡Un Denver más verde y más limpio!

### Denver is expanding its Solid Waste services to WEEKLY recycling and compost collection for every customer!

City Council voted in June to approve a fee covering expanded services for all 180,000 households we serve, moving Denver closer to our climate action goals. Residents have been clear — they want weekly recycling and they want the city to act on climate change.

#### Why are we doing this?

- 74% of Denver's waste is sent to the landfill, more than the national average.
- Recycling carts are overflowing — weekly collection keeps bottles, cans and cardboard in the carts and out of the streets.
- Adding food and yard waste collection to every household would divert 50% or more of our waste away from the landfill, creating valuable compost. Landfills generate methane, a dangerous greenhouse gas that causes climate change.

Your service fee will be based on the size of your trash cart. The smallest trash cart has the **LOWEST MONTHLY FEE.**



**SMALL TRASH CART**  
+ RECYCLING & COMPOST  
Carro de basura pequeño  
+ RECICLAJE y COMPO



**MEDIUM TRASH CART**  
+ RECYCLING & COMPOST  
Carro de basura mediano  
+ RECICLAJE y COMPO



**LARGE TRASH CART**  
+ RECYCLING & COMPOST  
Carro de basura grande  
+ RECICLAJE y COMPO

### ¡Denver está ampliando sus servicios de Residuos Sólidos a reciclaje SEMANAL y recolección de compost para cada cliente!

El Consejo Municipal votó en junio para aprobar una tarifa que cubra los servicios ampliados para los 180,000 hogares a los que servimos, acercando a Denver a nuestras metas de acción climática. Los residentes han sido claros: quieren reciclar semanalmente y quieren que la ciudad actúe sobre el cambio climático.

#### ¿Por qué estamos haciendo esto?

- El 74% de los desechos de Denver se envía al vertedero, más que el promedio nacional.
- Los carros de reciclaje están desbordados: la recolección semanal mantiene botellas, latas y cartón en los carros y fuera de las calles.
- Agregar la recolección de alimentos y desechos de jardín a cada hogar desviaría el 50% o más de nuestros desechos del vertedero, creando un valioso abono. Los vertederos generan metano, un peligroso gas de efecto invernadero que provoca el cambio climático.

Su tarifa de servicio se basará en el tamaño de su bote de basura. El bote de basura más pequeño tiene la **TARIFA MENSUAL MÁS BAJA.**

### What's next?

Weekly Recycling begins in October!

**Look for your first invoice in late 2022.** Before the first billing cycle, property owners will also receive information about managing services at non-owner-occupied addresses.

**Compost service starts in 2023.** Carts and collection routes will begin in phases. Current compost customers will not see a change to service.

### ¿Que sigue?

¡El reciclaje semanal comienza en octubre!

**Busque su primera factura a finales de 2022.** Antes del primer ciclo de facturación, los propietarios también recibirán información sobre la gestión de servicios en direcciones no ocupadas por propietarios.

**El servicio de compost comienza en 2023.** Los carros y las rutas de recolección comenzarán por fases. Los clientes actuales de compost no verán un cambio en el servicio.

# Community Partners

May

- DHS Community Network Meeting.
- Spanish speakers presentation in Montbello.
- Contact all CBOs to gauge level of participation.
- CBO Focus group.

June

- Confirm final CBO scopes and contracts.
- Kick-off / initial training sessions.
- Begin planning with DPS for fall.



# Operations

# Benefits of Weekly Recycling

- High demand from customers and City Council.
- Reduces recycling overflow into trash and Large Item Pick-up.
- Increased recycling saves resources:
  - Cost of raw material extraction.
  - Cost of raw material transportation.
  - Cost of raw material production.
- **Environmental benefits of increased recycling outweigh the environmental impact of more trucks on the road.**



# Compost Service Roll-out

1. Weekly recycling provided day 1.
2. Education and outreach for compost.
3. Trucks delivered January – July 2023.
4. Customers awaiting compost cart receive temporary \$3 inconvenience credit until their compost service begins.



# Cart Assistance

- DOTI already helps residents calling 311 problem solve cart rollout for seniors, disabled.
- Supervisor site visit to explore options (family, neighbors, putting cart out less often etc.).
- If no viable alternative, drivers assist with cart set-out during their route.
- Past and future communication with Office of Aging to continue this assistance.





# Cart Management

- Supervisors assist with cart set-out location changes.
- SWM recommends sharing compost and recycle carts when possible.
- Weekly recycling will reduce need for 2<sup>nd</sup> recycle cart.
- Residents are not required to set out all 3 carts weekly.



# Questions?

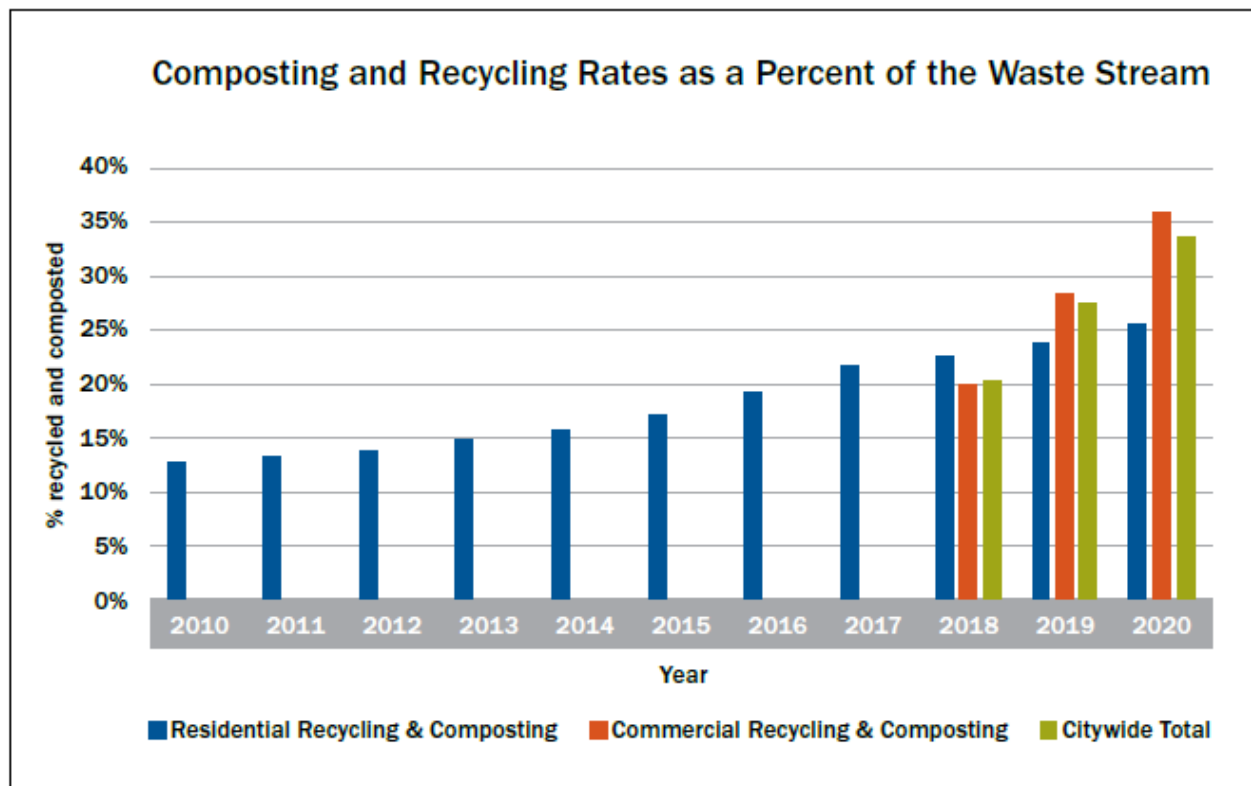


# APPENDIX

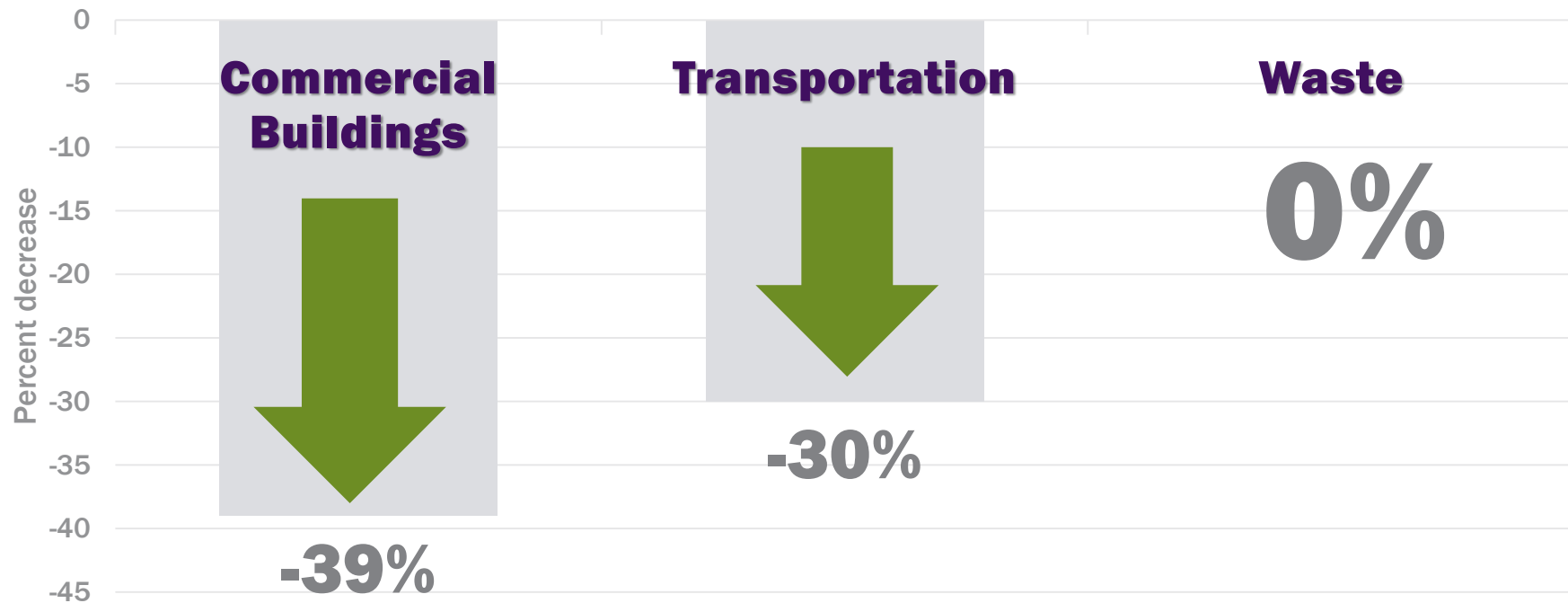
# Commercial Waste

**2020 Diversion  
= 37%**

(compared to  
26% residential)



# Change in Emissions Since 2005



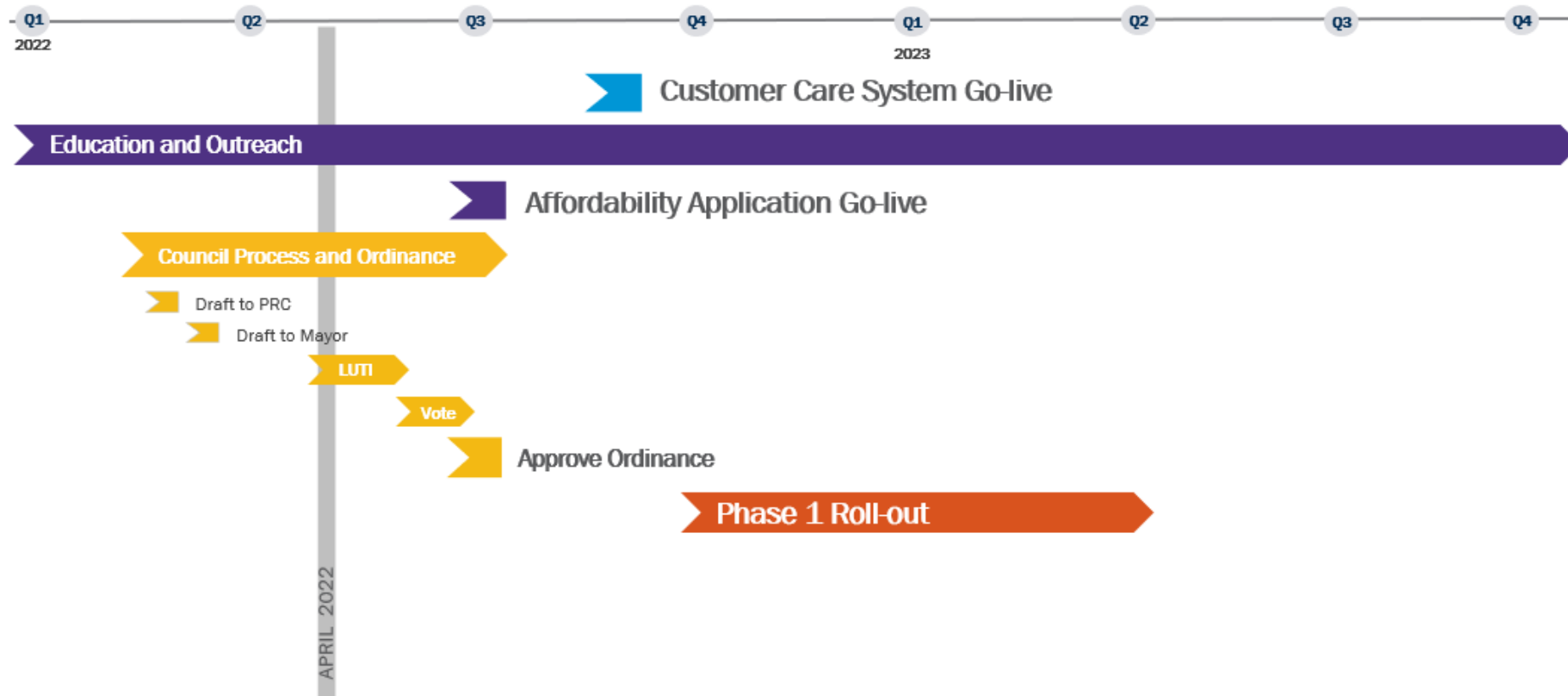
## 2021 Income Limits

% AMI	HOUSEHOLD SIZE					
	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons
<b>30%</b>	\$22,050	\$25,200	\$28,350	\$31,450	\$34,000	\$36,500
<b>50%</b>	\$36,700	\$41,950	\$47,200	\$52,400	\$56,600	\$60,800
<b>60%</b>	\$44,016	\$50,304	\$56,592	\$62,880	\$67,910	\$72,941
<b>65%</b>	\$47,684	\$54,496	\$61,308	\$68,120	\$73,570	\$79,019
<b>80%</b>	\$55,950	\$63,950	\$71,950	\$79,900	\$86,300	\$92,700
<b>90%</b>	\$66,024	\$75,456	\$84,888	\$94,320	\$101,866	\$109,411
<b>95%</b>	\$69,692	\$79,648	\$89,604	\$99,560	\$107,525	\$115,490
<b>100%</b>	\$73,360	\$83,840	\$94,320	\$104,800	\$113,184	\$121,568
<b>110%</b>	\$80,696	\$92,224	\$103,752	\$115,280	\$124,502	\$133,725
<b>115%</b>	\$84,364	\$96,416	\$108,468	\$120,520	\$130,162	\$139,803
<b>120%</b>	\$88,032	\$100,608	\$113,184	\$125,760	\$135,821	\$145,882

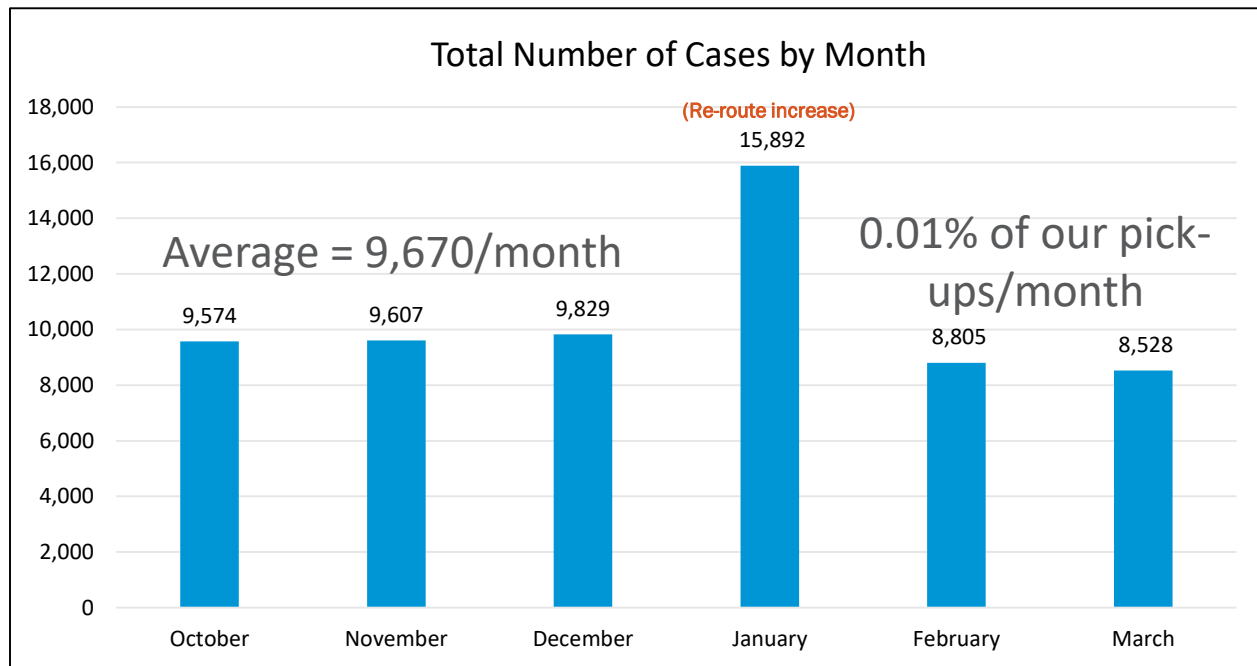
# Denver Metro Trash Service Rates

	Monthly Cost for Weekly Trash, Recycling, and Compost		
	Small Trash Cart	Medium Trash Cart	Large Trash Cart
Hauler 1	\$21.15	\$27.55	\$33.95
Hauler 2	\$22.40	\$28.80	\$35.20
Hauler 3	\$23.85	\$31.20	\$38.55
Hauler 4	\$34.70	\$44.45	\$54.20

*No other cities or haulers offer a rebate program for low-income households.*



# SWM is Reducing Cases



SWM has 788k trash, 394k recycle, and 130k compost pick-ups **per month = 1,312,000 total.**

Cases include; questions, service requests, compliments, and complaints.

# Illegal dumping

- **Concern that residents will use neighbors' carts for trash.**
- Inspectors for all three areas (3 districts/area) – weekly area inspections.
- District Supervisors conduct weekly district inspections.





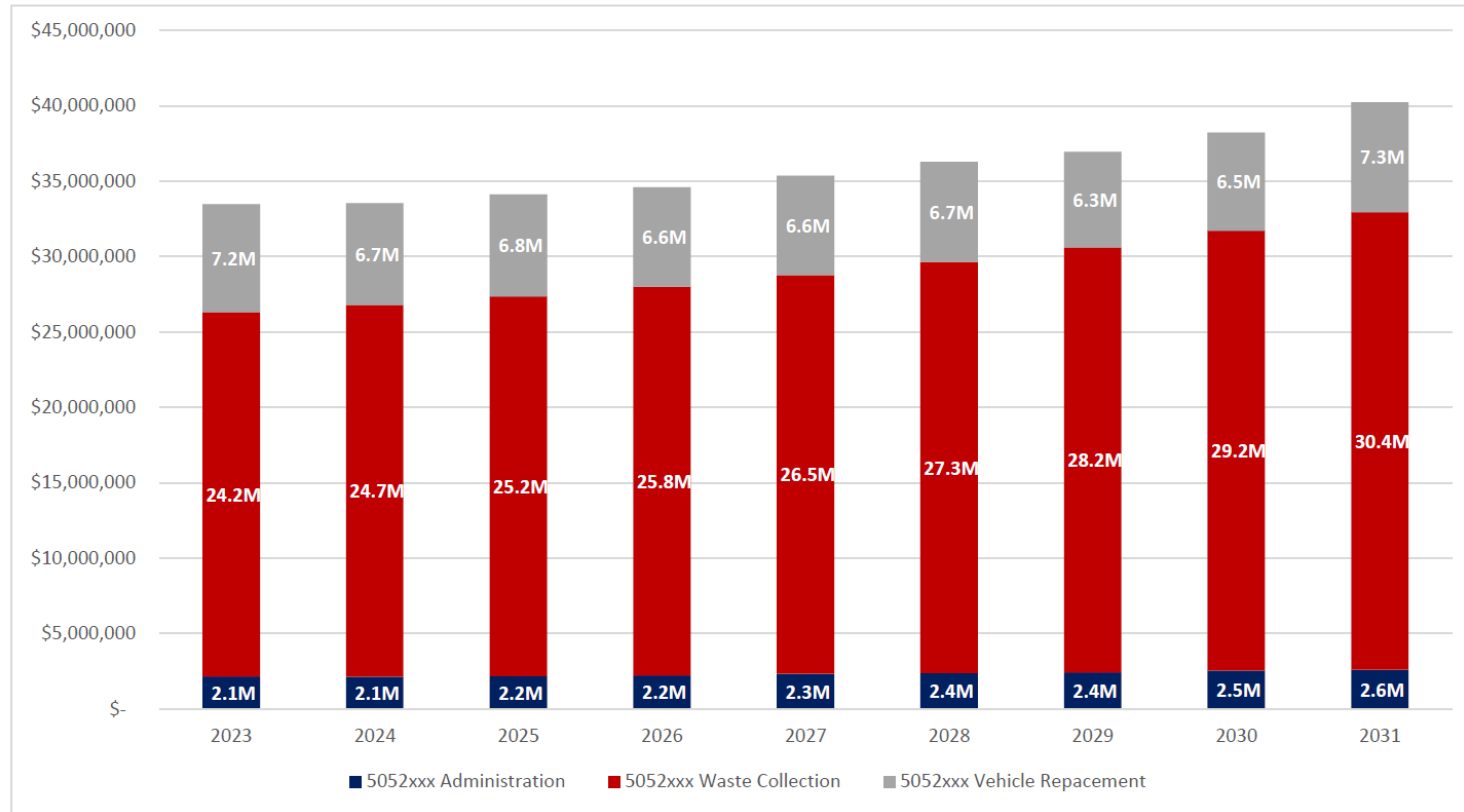
# Cost of Service Study

- No more than every year, no less than every five years.
- Cost of service study ensures that fee stays in line with actual cost to provide service.
- Annual expenditure increases due to: increased tonnage. increased disposal costs. expected staff

Out-Year Financials and Cost of Service Table 2: Projected Expenditures

	2023	2024	2025	2026	2027	2028	2029	2030
Administration	\$ 2,148,524	\$ 2,145,930	\$ 2,162,243	\$ 2,214,137	\$ 2,328,519	\$ 2,376,086	\$ 2,419,427	\$ 2,545,326
Waste Collection	\$ 24,180,327	\$ 24,656,841	\$ 25,203,386	\$ 25,808,267	\$ 26,450,490	\$ 27,266,293	\$ 28,201,151	\$ 29,177,593
Vehicles	\$ 7,154,752	\$ 6,741,512	\$ 6,764,892	\$ 6,570,492	\$ 6,594,642	\$ 6,653,862	\$ 6,327,802	\$ 6,509,232
Total	\$ 33,483,604	\$ 33,544,283	\$ 34,130,521	\$ 34,592,896	\$ 35,373,651	\$ 36,296,242	\$ 36,948,380	\$ 38,232,151

## Out-Year Financials and Cost of Service Chart 1: Projected Expenditures



# Implementation Costs – Q4 2022

Expense Increases		Total Cost
Equipment Operator II	\$	850,834.40
Inspector	\$	62,067.20
ASA IV	\$	29,276.00
Compost Cart	\$	8,448,000.00
Education Campaign	\$	950,000.00
Billing System	\$	3,200,000.00
Tonnage Increase	\$	424,590.50
	\$	13,964,768.10

# Implementation Costs: Sources and Uses

Sources		
Q4 Revenue	\$	8,847,408.00
FRWD Grant	\$	2,300,000.00
Excess GF	\$	8,311,391.56
<b>Total Sources</b>	<b>\$</b>	<b>19,458,799.56</b>
Uses		
Implementation Costs	\$	13,964,768.10
Affordability Program	\$	1,600,000.00
<b>Total Uses</b>	<b>\$</b>	<b>15,564,768.10</b>
Fund Balance		
<b>Credit/(Debit)</b>	<b>\$</b>	<b>3,894,031.46</b>