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**MEMORANDUM**

DATE: January 29, 2016

TO: Mayor Wade Troxell and City Councilmembers

THROUGH: Darin Atteberry, City Manager *J.M. for D.A.*  
Kelly DiMartino, Assistant City Manager *KD*  
Amanda King, Communications Director

FROM: Annie Bierbower, Civic Engagement Liaison

RE: **Work Session Summary – January 26, 2016 re: 2015 Citizen Survey Results**

**Councilmembers present:**

All City Councilmembers were present for this discussion.

**Summary:**

Laurie Urban and Morgan Adams from the National Research Center presented the results of the 2015 Citizen Survey. Every two years, since 2001, the City of Fort Collins has surveyed its citizens to better understand satisfaction rates, learn about the priorities of the community and identify opportunities for improvement. The National Research Center (NRC) conducts the statistically valid survey and compares the results with their benchmark database which includes over 500 jurisdictions. While there were some areas that saw slight declines from 2013, Fort Collins continues to exceed local and national benchmarks and leads the Front Range and Nation as an example of "best practices."

**Discussion:**

City Council indicated that the survey provides high level perceptions, but expressed concern that it does not provide information on "why" with regards to results and encouraged staff to use this as a starting point for further research and exploration rather than as a sole decision point. Council provided feedback that they desire to see additional analysis and correlation research. Council raised questions regarding the decreasing response rate, which NRC representatives indicated is a national trend. Additionally, Councilmembers asked that staff explore additional questions in future surveys related to wage growth as it relates to the affordability of housing and the frequency which people go downtown to better understand safety perceptions.

**Next Steps:**

Staff will utilize this information as a component of the strategic plan update and 2017-2018 BFO process and will work with NRC on additional correlation research, as well as adding clarifying questions and improving response rates in future surveys.



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## MEMORANDUM

**Date:** January 29, 2016

**To:** Mayor and City Councilmembers

**Thru:** Darin Atteberry, City Manager *DA*  
Jeff Mihelich, Deputy City Manager *J.M.*  
Jacqueline Kozak Thiel, Chief Sustainability Officer  
Lucinda Smith, Environmental Services Director  
Susie Gordon, Sr. Environmental Planner

**From:** Caroline Mitchell, Environmental Planner

**Re:** **Work Session Summary – Jan. 26, 2016 re: Community Recycling Ordinance**

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Jeff Mihelich and Caroline Mitchell presented options for a Community Recycling Ordinance. All City Councilmembers were present.

### DISCUSSION

#### **Item 1: Changes to the price difference between trash can sizes (a.k.a. incline rate) for single-family homes (Pay-As-You-Throw (PAYT) ordinance)**

- General support expressed for continuation of the PAYT structure for single-family homes
- Concern exists regarding the volatility of the tip fee for recyclables in the last 12 months
- Interest in collaborating with the Larimer County Commissioners to explore options for the Larimer County Recycling Center
- Councilmembers made a number of requests for more information, including:
  - How much of the haulers' costs consist of the tip fees they pay for trash or recyclables
  - Cost / benefit analysis for the community regarding this topic
  - Waste stream analysis and life-cycle analysis to better understand what is being thrown away and what the best use of those materials can be
  - Further information regarding the frequency with which the 95% of single family homes that subscribe to recycling service place their recycling bin out for service (a.k.a. a set out survey)
  - The confidence interval for the recycling impacts expected from the incline rate options
- Some Council members suggested 80% incline rate and a separate fee, not bundled, to show recycling tip fee. Talk again with haulers to seek consensus. Come back again with a proposal.
- Discussion confirmed that the City does not set the rates for the haulers, nor limit their ability to adjust their rates, as long as their rates follow the PAYT parameters. Haulers have the ability to show the costs they incur for recycling service or other components on the overall bill. Under PAYT, residents must still pay the entire bill.
- Interest in further education efforts, including shorter videos with simplified messaging to prevent contamination

### **Item 2: Options for organics collection from residents of single-family homes**

- Several Councilmembers indicated they don't think the City should move forward with food scraps collection at this time
- Some Councilmembers expressed interest in seasonal weekly yard trimmings collection
- Councilmembers made a number of requests for more information, including:
  - Cost-benefit analysis that can be shared with the public to better demonstrate why this addition to the basic residential service will be beneficial
  - Greenhouse gas reductions and their relationship to overall greenhouse gas reduction goals
  - Clarification of the transportation-related impacts (miles traveled, greenhouse gases) of alternatives
  - The percentage of homes serviced by landscaping companies The amount of yard trimmings currently being landfilled by the community is requested
  - Capital costs for the haulers to provide organics service

### **Item 3: Phase-in options for elements of Community Recycling Ordinance**

- Support was expressed for an 18-month phase-in period for multi-family recycling
  - Assuming the City provides assistance with implementation to properties
- Some Councilmembers expressed support for phase-in timelines for organics recycling at restaurants and grocers, and seasonal single family yard waste
- Some Councilmembers would like staff to meet with haulers again to reach a consensus on phase-in timelines for business recycling, residential organics, and food scraps collection from restaurants and grocers

### **FOLLOW UP**

- Staff has verified that the recyclables from the City's Recycling Drop-off Center (a.k.a. Rivendell) are delivered to the Larimer County Recycling Center, taken to the Franklin Street Materials Recovery Facility in Denver to be processed, and then marketed by Waste Management / Recycle America.
- Staff verified that glass currently deposited in the single-stream recycling is used for drainage projects at the Denver Area Disposal Site and is not brought back to Larimer County. Once a glass beneficiation facility opens in Broomfield (anticipated Q3 2016), glass is anticipated to be sent there for cleaning and then recycled into new bottles.
- Staff verified that capital costs, equipment costs and staffing costs to implement programs were included in the estimates provided to staff in the agenda materials.
- Regarding the request for staff to follow up with Transfort regarding recycling on Max busses: Environmental Services staff had spoken to Transfort staff on this topic prior to the Max being in operation. They were informed that Transfort's policy is to provide minimal disposal containers on the bus in order to discourage riders from bringing disposables on board. The design of the bus does not accommodate bins other than a small bin near the driver. Environmental Services staff also recommended the addition of recycling bins to Max bus stops and will follow up again with Transfort staff.

### **NEXT STEPS**

#### **Short-term Actions**

- Explore options for including a fee separate from the combined trash / recycling (PAYT) charge for single-family residents with counsel from the City Attorney's Office
- Conduct research listed above, as directed by City Manager. Seek additional technical expertise and resources as needed to accomplish studies.
- Continue to actively seek consensus with the haulers.

- City Manager will meet with trash haulers to understand if they support the Road to Zero Waste goals and seek their suggestions regarding best ways to accomplish the goals.
- Staff will check again with Transfort regarding options for offering recycling on the Max bus
- Continue seeking opportunities to provide recycling education, including videos and public service announcements.
- Share WARM model with Council

**Longer-Term Actions**

- Explore collaboration with Larimer County regarding options for the Larimer County Recycling Center
- Staff will explore opportunities for conducting a set out survey in 2016
- Conduct a waste stream analysis and consider life-cycle analysis.