

# ICMA Benchmarking Project FY 2007 Data Report

Refuse and Recycling  
Sanitation Services  
Sep. 25, 2008



# WHAT ARE THE KEY MEASURES?

- Type of service:
  - Frequency of collections  
(twice weekly garbage and weekly recycling)
  - Style of service: automated / manual mix
  - Number of customers served (over 200k)
- Tons collected per account
- O&M costs “per account” and “per ton”



FIRST,  
Comparing Dallas to Dallas:  
a four-year review ...



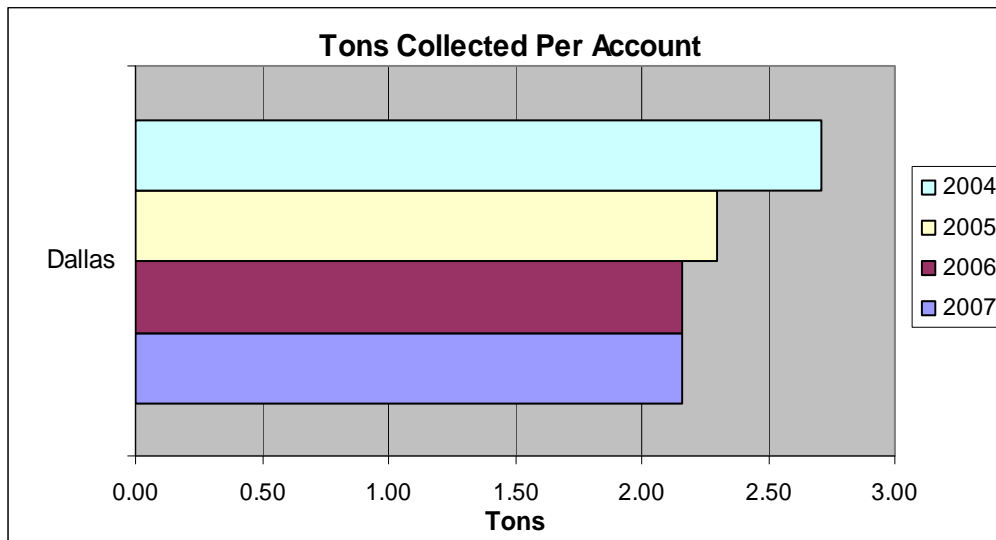
# Garbage Service

## 4-Year Trend (2004 – 2007)

### *Dallas-to-Dallas*

“Tons per account” has decreased by 20% since 2004

- Recycling bolsters diversion
- Other possible causes:
  - Aging population?
  - Smaller households?



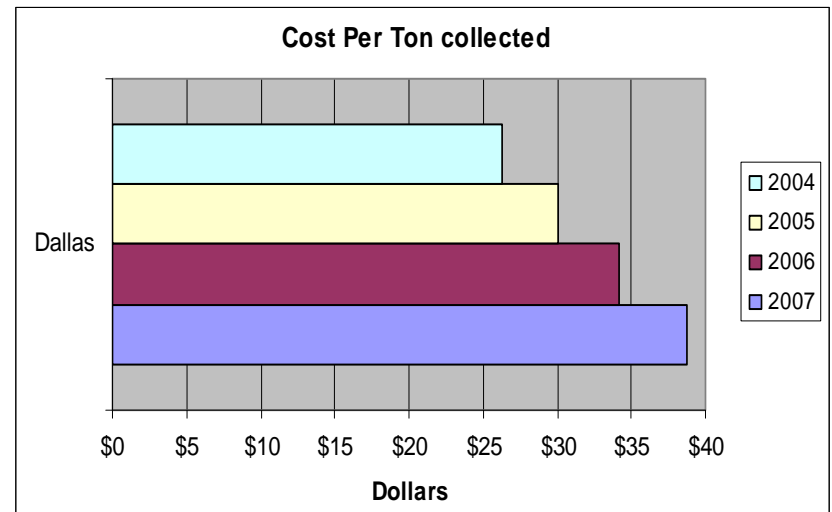
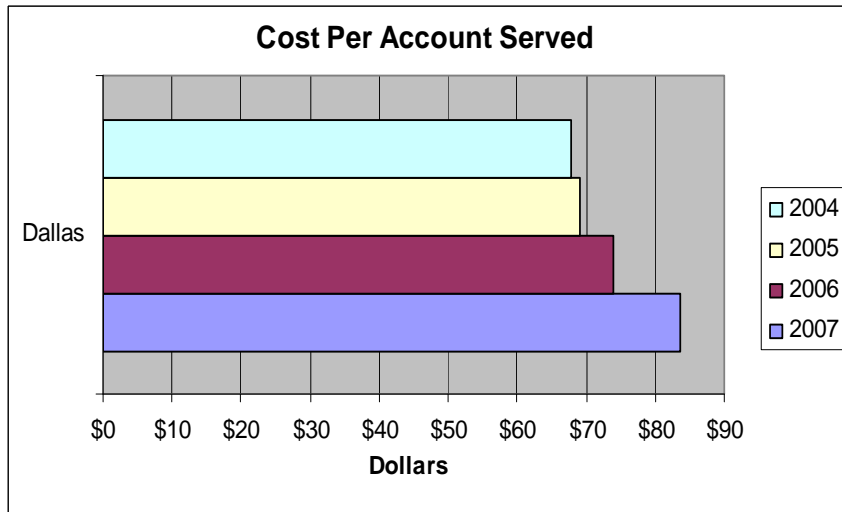
# Garbage Service

## 4-Year Trend (2004 – 2007)

### *Dallas-to-Dallas*

“Cost per account” is increasing annually (labor, fuel and equipment costs)

- Number of accounts decreasing slightly
- Cost of service is increasing with *labor, fuel* and *equipment* costs



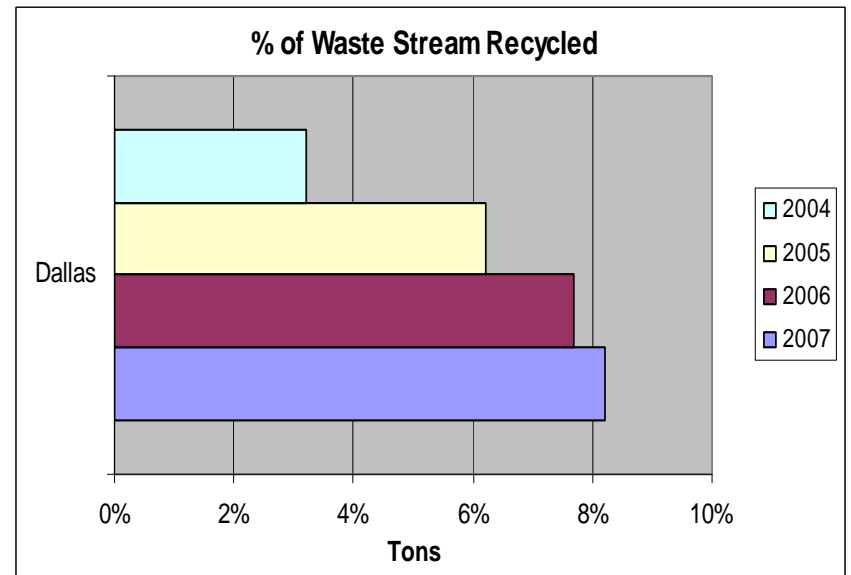
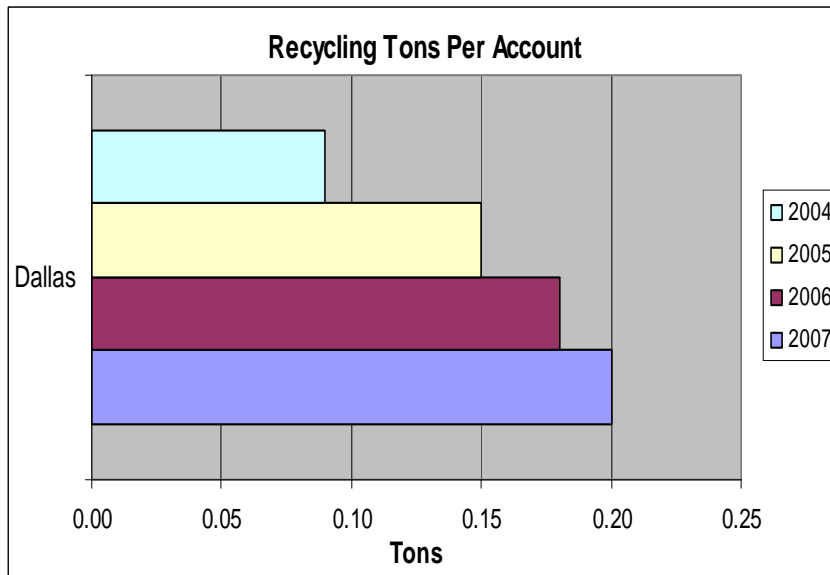
# Recycling Service

## 4-Year Trend (2004 – 2007)

### *Dallas-to-Dallas*

“Tons per account” doubled since 2004

- *Too Good to Throw Away*
- Continued public education is effective



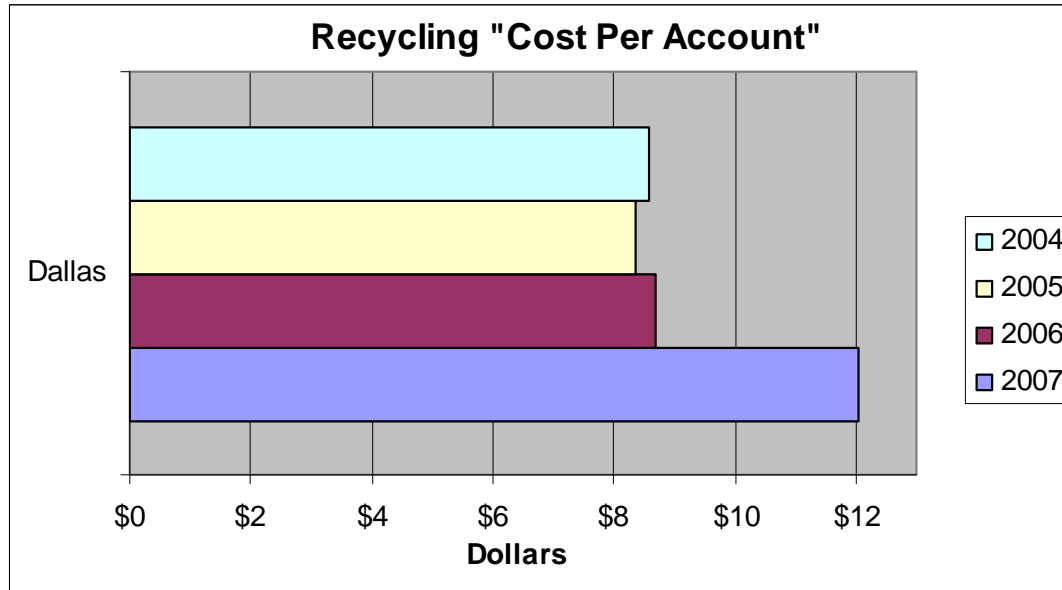
# Recycling Service

## 4-Year Trend (2004 – 2007)

### *Dallas-to-Dallas*

Between 2004 and 2006, “cost per account” remained relatively flat, while “cost per ton” decreased 49%

- This was during “blue bag” period, prior to “*Too Good To Throw Away*”
- In Jan 2007, “*Too Good To Throw Away*” increased service cost, as budgeted – with a corresponding increase in diversion



# SECOND, Comparing Dallas to Benchmark Cities ...

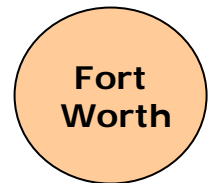
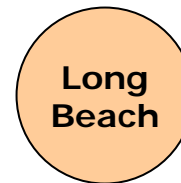
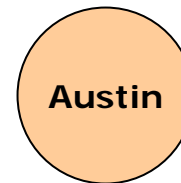
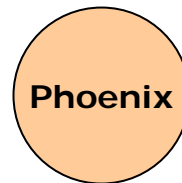
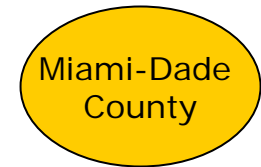


# BENCHMARKED JURISDICTIONS

- SAN found only **2** comparable jurisdictions: San Antonio & Miami

Note: Prior to 2007, there were 3 comparable jurisdictions. But Phoenix changed to “once weekly” in 2007.

- Common thread:
  - 200,000 or more accounts
  - Collection frequency of twice-weekly
  - Mix of automated / manual service
- So ... we also considered several “once-weekly” cities:



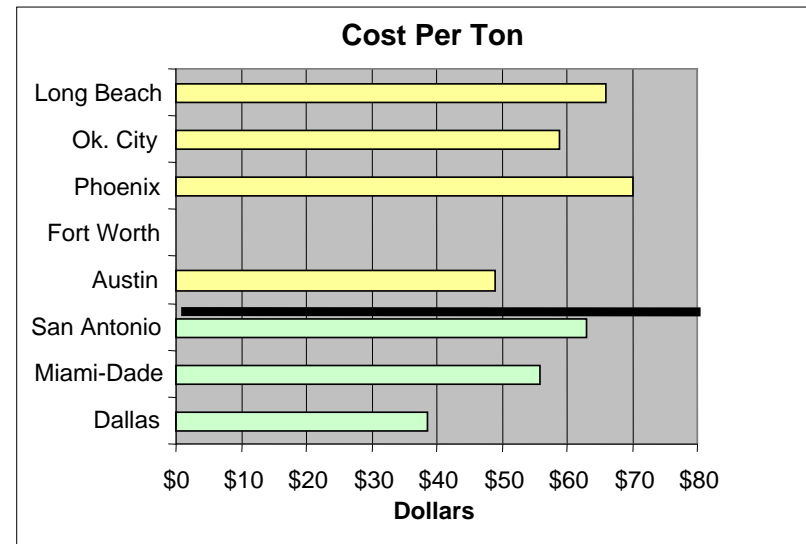
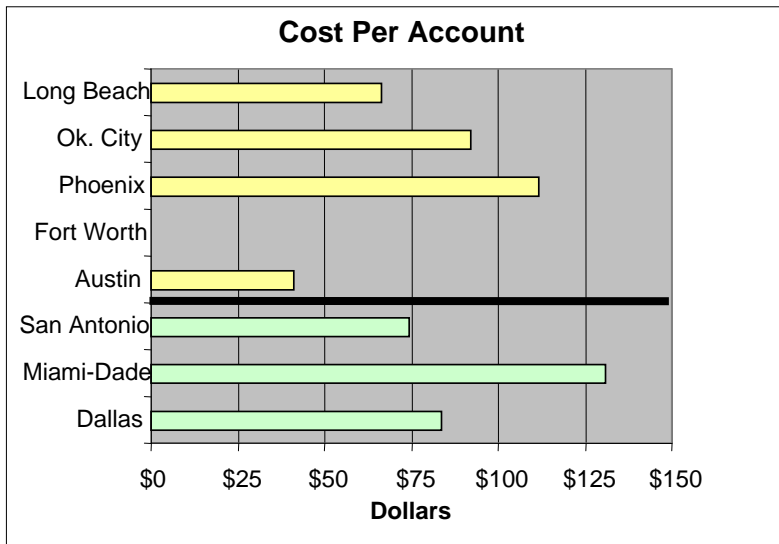
# Garbage Service - what's it cost?

## *Dallas-to-Benchmark Cities*

Dallas remains most cost effective (per ton)

... and is better than or closely comparable in “cost per account”

AND provides more frequent collection of bulk/brush waste (at least 3 times that of the other two comparable cities)



Note: Fort Worth's cost information was not provided in survey

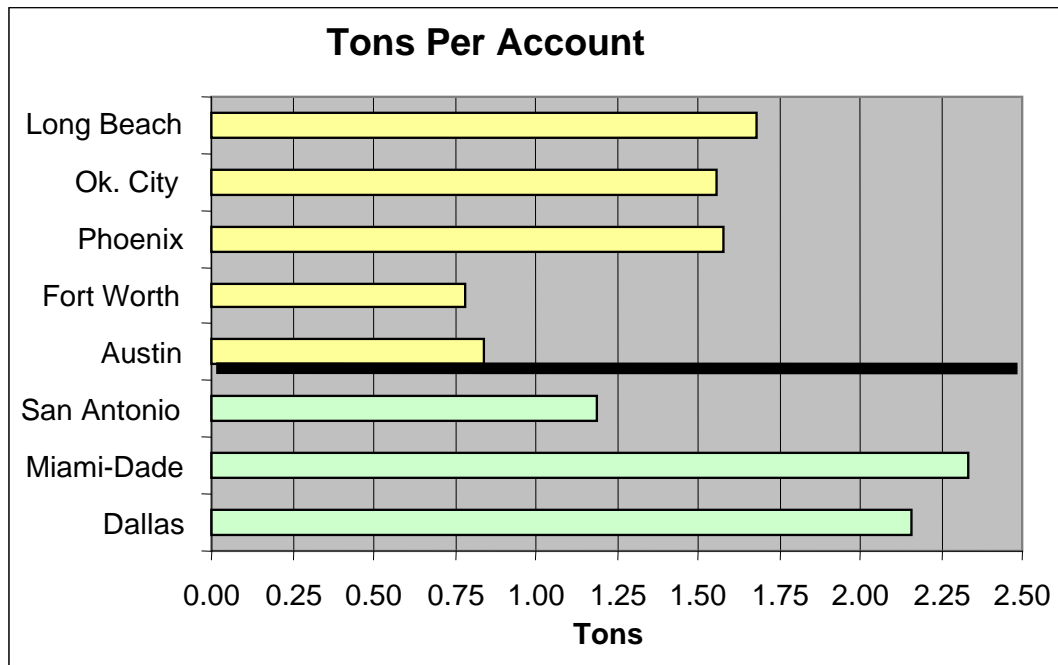


# Garbage Service – how much waste?

## *Dallas-to-Benchmark Cities*

Dallas residents are decreasing the amount of waste they set out (see slide 6) – as recycling set outs increase

“Once-Weekly” cities have lower waste output per account



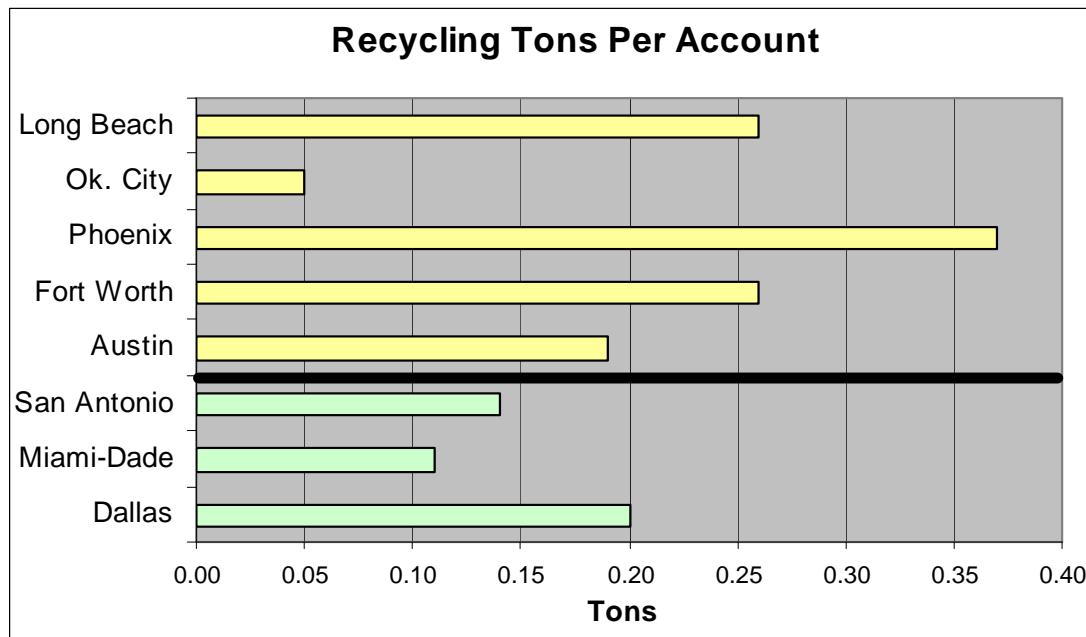
# Recycling Service – how much recycled?

## *Dallas-to-Benchmark Cities*

For “twice-weekly” cities:

Dallas jumped to first place in “tons diverted per account”  
- was in second (of four) in 2006

Dallas is better than most of the “once-weekly” cities for this measure !

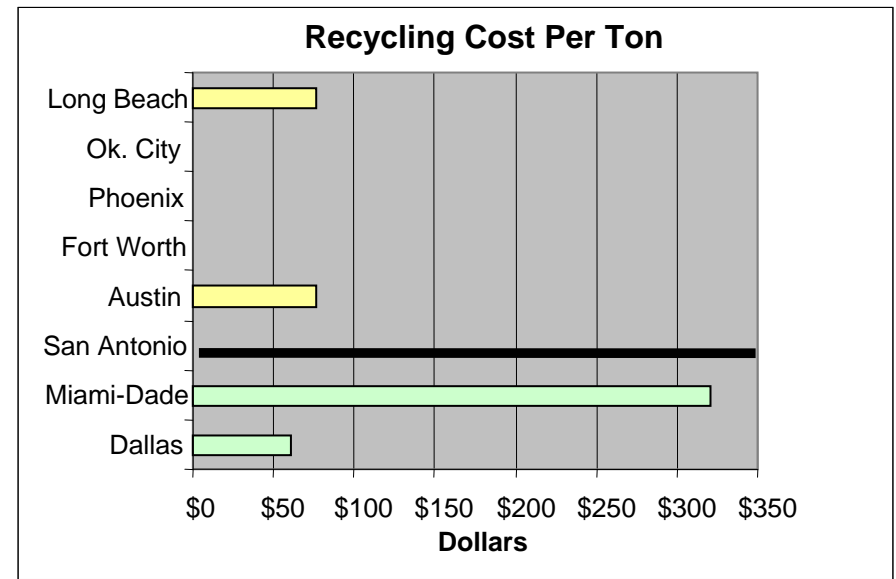
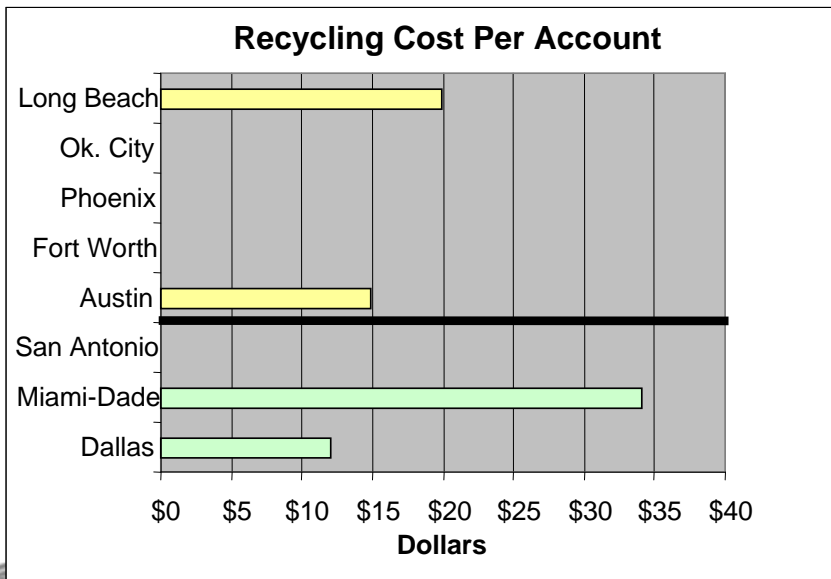


# Recycling Service – what’s it cost ?

## *Dallas-to-Benchmark Cities*

Only 3 of the 7 benchmark jurisdictions provided cost data

- Dallas is the most cost-effective when compared to both “once-weekly” AND “twice-weekly cities
- Dallas’ costs include start-up efforts for “Too Good To Throw Away” - but service for only 9 months of the FY (*program was expanded in January 2007*)



# What are our customers saying ?

- **CRMS calls:**

- “Missed garbage” occurs at a very low frequency. The rate is 0.05% – or *5 hundredths of 1 percent* of all collection opportunities
- “Missed garbage” in *Top 20 Requested Services*, yet maintains a 93% on-time response rating (same as previous year - 2006)
- “Missed recycling” had a on-time response rating of 100%; an improvement of 3% from 2006 – despite jump in calls (3x the 2006 amount) with “*Too Good To Throw Away*”



# What are our customers saying ?

- **Surveys and correspondence:**
  - Citizen survey not yet released
  - Residents emailed and called in with strong approvals for “*Too Good To Throw Away;*” very pleased with Big Blue and its convenience



# Looking Forward

- Proceed with phase-in of “once-weekly service”
  - Reduces overall service costs – and offsets rate increases
  - Increases recycling figures and revenues
  - Implement Phase 2 in 2009, and Phase 3 in 2010
- Continue comparisons for benchmark cities:
  - 200,000+ accounts ... though look at larger and smaller
  - Compare with “once-weekly” cities
  - Add in-house survey of non-ICMA cities



# Appendix

- Summary Table of ICMA Comparable Cities
- In-House survey results of non-ICMA cities



# Appendix A

## Summary of Comparable City Data

FY 2007 ICMA Survey - Refuse & Recycling

DEMOGRAPHIC & SERVICE LEVELS									REFUSE COLLECTION			RECYCLING				
Jurisdiction		Population	Accounts Serviced	Frequency of Service	Customer Monthly Fee	Total Tons Collected	Total Tons Disposed	Tipping Fee Per Ton	Avg. Tons Per Account	O&M Per Account (includes landfill cost)	O&M Per Ton (includes landfill cost)	Avg. Tons Collected Per Account	O&M Per Account (Net \$)	O&M Per Ton of Collected Material (Net \$)	Tons Collected as % of All Refuse & Recycling (combined)	
ICMA Question		Q2	Q12	Q17	N/A	Q22	Q28	Q30	Q25	Q27	Q26	Q51	Q54	Q56	Q46	
Mean (over 100,000)			98,409	Refuse: 1.1x wk Recycle: 0.5x wk Bulk: 12x year		162,846	242,912	\$34.98	1.61	\$88.17	\$67.14	0.23	\$15.36	\$107.87	13.2%	
2x Weekly Collection	Dallas	TX	1,280,500	232,171	Refuse: 2x wk Recycle: 0.5x wk Bulk: 12x year	\$18.85 (FY2007)	502,398	1,997,171	\$6.15 (ICMA=\$1.25)	2.16	\$83.72	\$38.69	0.20	\$12.06	\$61.08	8.2%
	Miami-Dade County	FL	1,454,848	326,292	Refuse: 2x wk Recycle: 1x wk Bulk: 2x yr	\$36.58	759,823	764,582	\$62.28	2.33	\$130.75	\$56.15	0.11	\$34.08	\$320.30	4.6%
	San Antonio	TX	1,312,286	340,261	Refuse: 2x wk Recycle: 1x wk Bulk: 2/year	\$17.99	404,269	399,079	\$18.99	1.19	\$74.27	\$62.51	0.14	Data Not Provided	Data Not Provided	10.4%
1x Week Collection	Austin	TX	724,117	166,064	Refuse: 1x wk Recycle: 1x wk Bulk: 2x year	\$19.85	138,801	138,801	18.35	0.84	\$41.04	\$49.10	0.19	\$14.86	\$76.92	18.7%
	Fort Worth	TX	661,850	188,263	Refuse: 1x wk Recycle: 1x wk Bulk: 12x year	\$22.75	147,339	147,339	13.84	0.78	Data Not Provided	Data Not Provided	0.26	Data Not Provided	Data Not Provided	25.0%
	Phoenix	AZ	1,514,369	378,292	Refuse: 1x wk Recycle: 1x wk Bulk: 4x year	\$24.45	599,367	1,142,425	\$36.25	1.58	\$111.50	\$70.38	0.37	Data Not Provided	Data Not Provided	17.4%
	Oklahoma City	OK	555,000	174,898	Refuse: 1x wk Recycle: 1x wk Bulk: 12x year	\$14.41	273,643	273,643	\$14.43	1.56	\$92.06	\$58.84	0.05	Data Not Provided	Data Not Provided	3.1%
	Long Beach	CA	492,912	122,691	Refuse: 1x wk Recycle: 1x wk Bulk: 2x year	\$20.84	205,564	205,564	\$37.20	1.68	\$66.18	\$39.50	0.26	\$19.96	\$76.54	13.0%

DEMOGRAPHIC & SERVICE LEVELS									REFUSE COLLECTION			RECYCLING			
Dallas		Population	Accounts Serviced	Frequency of Service		Total Tons Collected	Total Tons Disposed	Tipping Fee Per Ton	Avg. Tons Per Account	O&M Per Account	O&M Per Ton	Avg. Tons Collected Per Account	O&M Per Account (Net \$)	O&M Per Ton of Collected Material (Net \$)	Tons Collected as % of All Refuse & Recycling (combined)
ICMA Question		Q2	Q12	Q17		Q22	Q28	Q30	Q25	Q27	Q26	Q51	Q54	Q56	Q46
2007 Mean			98,409	Refuse: 1.1x wk Recycle: 0.5x wk Bulk: 12x year		162,846	242,912	\$34.98	1.61	\$88.17	\$67.14	0.23	\$15.36	\$107.87	13.2%
2007	TX	1,280,500	232,171	Refuse: 2x wk Recycle: 0.5x wk Bulk: 12x year		502,398	1,997,171	\$1.25 (~ \$6.15)	2.16	\$83.72	\$38.69	0.20	\$12.06	\$61.08	8.2%
2006	TX	1,260,950	232,450	Refuse: 2x wk Recycle: 1x wk Bulk: 12x year		502,900	1,736,173	\$1.25 (~ \$8.48)	2.16	\$73.96	\$34.19	0.18	\$8.69	\$47.64	7.7%
2005	TX	1,224,000	233,857	Refuse: 2x wk Recycle: 1x wk Bulk: 12x year		537,909	1,700,298	\$1.25 (~ \$11.00)	2.30	\$69.00	\$30.00	0.15	\$8.36	\$54.96	6.2%
2004	TX	1,206,667	235,209	Refuse: 2x wk Recycle: 1x wk Bulk: 12x year		638,247	1,843,045	1.25 (~ \$11.00)	2.71	\$67.71	\$26.32	0.09	\$8.57	\$93.91	3.20%
2006 to 2007 - %Comparative		1.6%	-0.1%			-0.1%	15.0%		0.0%	13.2%	13.2%	11.1%	38.8%	28.2%	6.5%
2005 to 2006 - %Comparative		3.0%	-0.6%			-6.5%	2.1%		-6.1%	7.2%	14.0%	20.0%	3.9%	-13.3%	24.2%
2004 to 2007 - %Comparative		6.1%	-1.3%			-21.3%	8.4%		-20.3%	23.6%	47.0%	122.2%	40.7%	-35.0%	156.3%
2004 to 2006 - %Comparative		4.5%	-1.2%			-21.2%	-5.8%		-20.3%	9.2%	29.9%	100.0%	1.4%	-49.3%	140.6%
2004 to 2005 - %Comparative		1.4%	-0.6%			-15.7%	-7.7%		-15.1%	1.9%	14.0%	66.7%	-2.5%	-41.5%	93.8%

# Appendix B

## Summary of Comparable City Data FY 2007-08 non-ICMA Surveyed Cities

	Jurisdiction	Population	Accounts Served	Frequency of Service	Customer Monthly Fee	FY 09 Proposed Fee	Total Tons	Bag/Cart	Tipping Fee Per Ton
	<b>Mean (over 100,000)</b>		<b>98,408</b>	<b>Refuse: 1.1x wk</b>	<b>N/A</b>	<b>N/A</b>	<b>242,912</b>	<b>N/A</b>	<b>\$34.98</b>
2x Weekly Collection	Dallas (2007) *	1,280,500	232,171	Refuse: 2x wk Recycle: 0.5x wk Bulk: 12x yr	\$18.85	\$20.98	502,398	cart	\$6.15
	Grand Prairie	167,902	41,795	Refuse: 2x wk Recycle: 1x wk	\$11.51	\$13.89	71,000	bag	\$32.00
	Irving	201,927	39,187	Refuse: 2x wk Recycle: 1x wk	\$18.25	\$18.25	54,333	bag	\$40.00
	Laredo	235,000	54,000	Refuse: 2x wk Recycle: 1x wk	\$13.25	\$13.25	365,434	cart	\$30.00
1x Week Collection	Corpus Christi			Refuse: 1x wk	\$18.53	\$19.53		cart	\$41.94
	Denton	109,895	24,989	Refuse: 1x wk	\$21.75 - 90 gal. \$20.60 - 60 gal. \$19.00 - 30 gal. (includes \$4 for HHW & Recycling)	\$22.95 - 90 gal. \$21.50 - 60 gal. \$19.55 - 30 gal. (includes \$4.30 for HHW & Recycling)	128,644	cart	\$41.00
	Garland	215,768		Refuse: 1x wk Recycle: 1x wk	\$16.25	\$18.25		cart	\$30.00
	Houston	2,200,000	350,000	Refuse: 1x wk Recycle: 0.5x wk	\$18.29		800,000	cart	\$30.20
	San Jose	973,672	204,000	Refuse: 1x wk	\$77.40 - 96 gal. \$24.30 - 20 gal. \$25.80 - 32 gal. \$51.60 - 64 gal. \$6.25 for sticker	no info	218,200	cart	\$39.92
Seattle			Refuse: 1x wk Recycle: 0.5x wk	\$52.95 - 96 gal. \$11.05 - 12 gal. \$13.55 - 20 gal. \$17.65 - 32 gal. \$17.65 for add'l cart Add \$5.35 for yard waste	expected to be > 10% increase		bin or cart		

\* FY 06-07 data for Dallas from ICMA