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Proposed Amendment One Review

Bulky Item Collection; Abandoned Waste Collection; Pilot Voucher Program

SBWMA Board Meeting: Agenda Item 6A

April 23, 2020

Introduction

1. **Process Overview**
2. **Bulky Item (BIC) & Abandoned Waste (AW) Collection**
3. **Proposed Pilot: Voucher program**
4. **Cost Allocation**
5. **Deleted from this discussion:**
 1. Litter Abatement/Stormwater (to be handled locally)



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Overview

- **Resolution 2018-20** (May 24, 2018)
- **Recology negotiations** (9+ months)
- **Stakeholder input:** BOD/Alternates; TAC
- **Amendment One implementation Options:**
 - Coincides w/restated and amended F/A term (January 1, 2021 – December 31, 2035), or by mutual agreement(sooner).



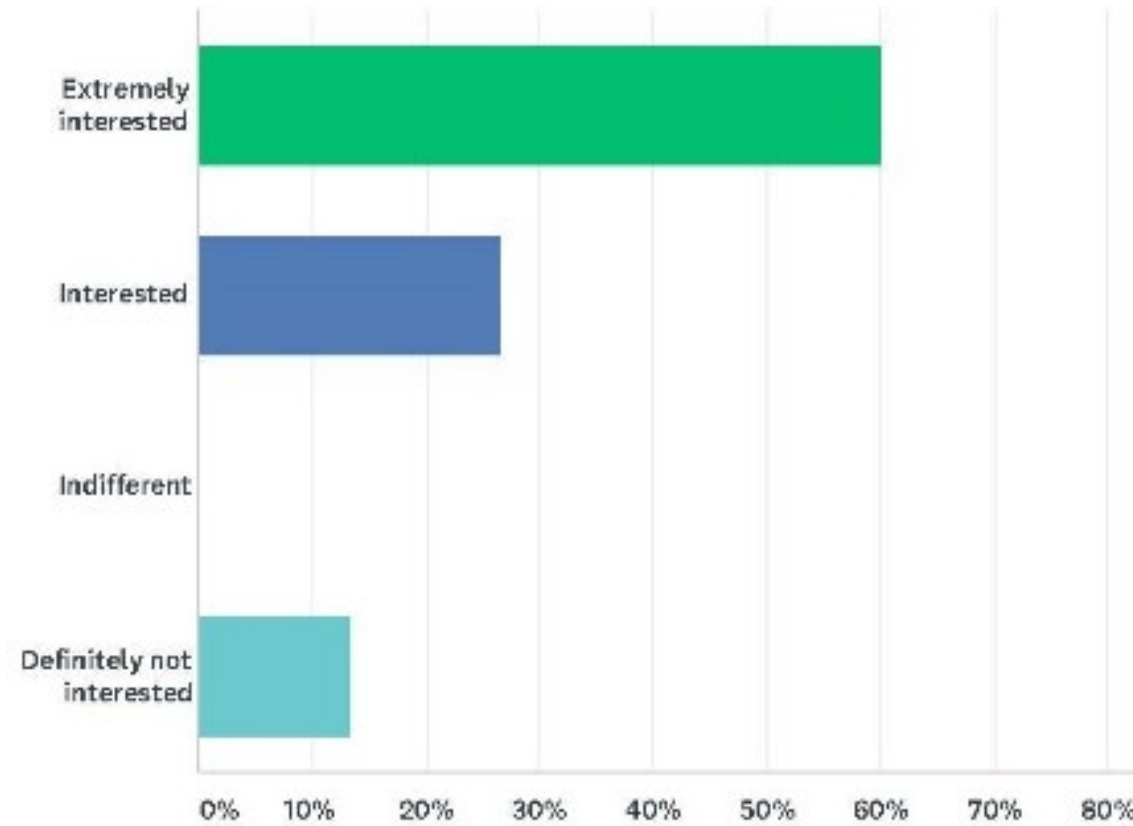
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BIC and Abandoned Waste Options

- **Option 1:** Extend Scheduling Timeframe for Extra Week
- **Option 2:** Add BIC/AW Collection Route
- **Option 3:** Shoreway Voucher Program for Bulky Item Drop-Off
- **Option 4:** Corporation Yards--Bulky Item Drop-Off Program
- **Option 5:** Public Education to Promote Alternative BIC Option
- **Option 6:** Expand BIC Program to Include Reuse

Option 3. Add a voucher system to the BIC program

ANSWER CHOICES	RESPONSES
Extremely interested	60.00%
Interested	26.67%
Indifferent	0.00%
Definitely not interested	13.33%
TOTAL	



BIC Voucher Process



Request

Customer requests a BIC voucher via email/call through Customer Service

Creation

Voucher ticket created in AS400 and assigned to customer in Voucher Management System (VMS)

Distribution

Voucher distributed to customer via regular mail or email for printout

Redemption

Customer brings bulky items and voucher to South Bay Recycling (SBR) and SBR weighmaster validates voucher

Closing

Weighmaster closes voucher in VMS, PC Scales records franchise and yardage, and CSR closes voucher ticket in AS400

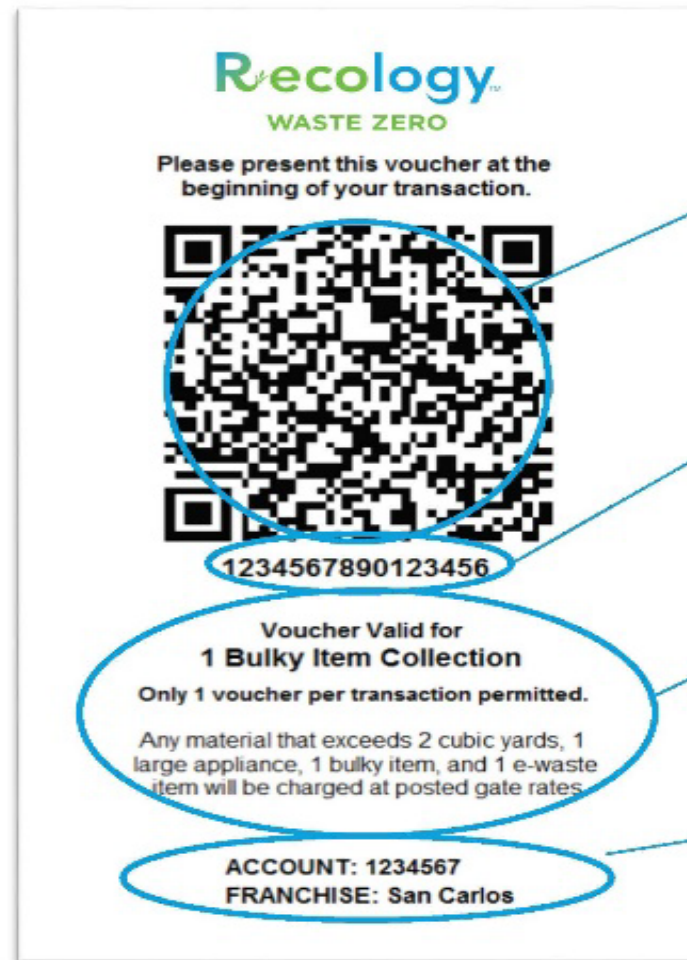
Reporting

Customer service reconciles BIC vouchers daily and yardage is included in the monthly report for the SBWMA

The Voucher

Portable Document Format (PDF)

- Easily retrievable from vendor and delivered to customer
- Data encrypted QR code ensures data security
- Voucher access requires user authentication for:
 - CSR
 - Weighmaster
 - Administrator



QR code contains ticket ID and URL for weighmaster validation

16- or 32-digit ticket ID printed in case of required manual entry

Notifies RSMC customer of voucher rules and limitations

Displayed info includes:

- Account #
- Franchise

Voucher Program Cost Estimate

- **Up-Front Costs:** \$125k
- **Est. Annual Operating Costs:** \$233k
- **Recology's Operating Ratio (Profit):** 90.5%
- **Total Voucher Cost/Compensation:** \$258,000**

(NOTE: A pilot program would be the same cost)

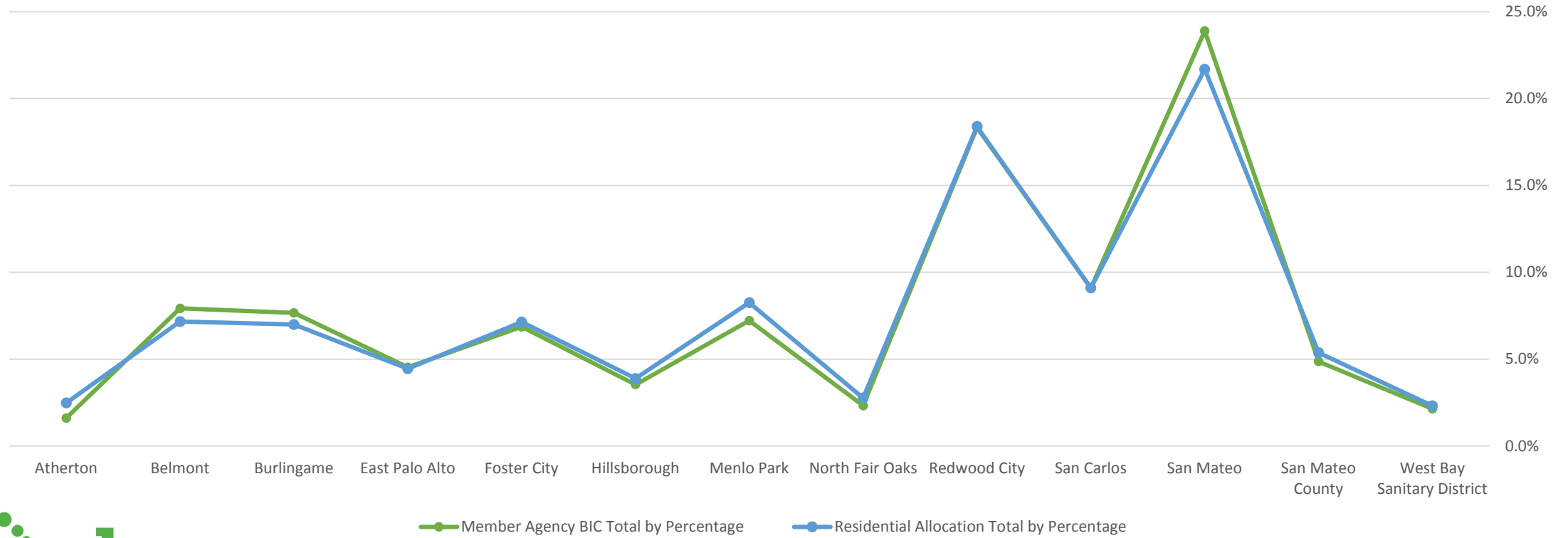
- **Recommendation:** Proceed w/Pilot test voucher system

Pilot costs would be the same as an agency-wide implementation due to the initial infrastructure cost.



Allocation Methodology

BIC Usage Compared to Residential Allocation Totals



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Questions?