

**PUBLIC WORKS AND SAFETY
STANDING COMMITTEE MINUTES
Monday, April 23, 2018**

The meeting of the Public Works and Safety Standing Committee was held on Monday, April 23, 2018 at 5:00 p.m., in the 5th Floor Conference Room of the Municipal Office Building. The following members were present: Commissioner Bynum, Chairman; Commissioners Philbrook, Markley, Kane, Commissioner McKiernan was present on behalf of Commissioner Johnson, and BPU Board Member Groneman. The following officials were also in attendance: Gordon Criswell and Melissa Sieben, Assistant County Administrators; Misty Brown, Deputy Chief Counsel; Ryan Haga, Assistant Counsel; Crystal Sprague, Municipal Court Administrator; Jon Stephens, Economic Development Director; Wilba Miller, Community Development Director; Robin Richardson, Director of Planning; Reginald Lindsey, Budget Director; Tim Nick, Public Works Dept.; Kathleen VonAchen, Chief Financial Officer; and Master Patrolman II David Hopkins, Sergeant-at-Arms.

Chairman Bynum called the meeting to order. Roll call was taken and all members were present as shown above.

Approval of standing committee minutes from February 26, 2018. **On motion of Commissioner Kane, seconded by Commissioner Philbrook, the minutes were approved.** Motion carried unanimously.

Committee Agenda:

Item No. 1 – 18205...PRESENTATION/IMPLEMENTATION: TRASH & RECYCLING SERVICES PILOT PROGRAM

Synopsis: Presentation on a proposed pilot program to modernize trash and recycling services, submitted by Jeff Fisher, Executive Director of Public Works. Staff requests authorization to implement the pilot program.

Chairman Bynum said the first item on our agenda tonight is a presentation from staff and Waste Management and a request to implement a pilot program for trash and recycling. We have several people here to present. I want to introduce Deputy County Administrator Melissa Sieben and Public Works Director Jeff Fisher. If you introduce everyone else and we'll launch into your presentation. I will say we have technical difficulties at the screen in front of us, but the screen in the audience area is working and we have hard copies of this presentation.

Pilot Program to Modernize Trash and Recycling Services



Melissa Sieben, Assistant County Administrator, said I am here tonight just to introduce the folks that are here sitting next to me. Then, also to kind of tee up the conversation before we go into the presentation that they're working currently to get up on the screen has in front of us. Tim Nick will be leading the presentation on behalf of the Public Works Department. John Blessing is here from Waste Management, and he will be answering questions in more detail should you have questions as we go through the presentation. Jeff, I'm sure you have a role of helping clarify anything else, correct? That's why Jeff, our Public Works Director, is here.

I just want to lay a little history of sort of where we're at and why we're before you tonight. The Unified Government has a long-term waste filling contract with—was Deffenbaugh, is now Waste Management. When I began working for the Unified Government about three years ago we started looking at what ended up becoming the SOAR initiative. Part of the track with the SOAR initiative was actually looking at why we have so much litter, debris about the county and what we can do about it.

One of the things that was identified was our system of trash removal is not up to modern standards. Because of that, we don't have some of the protections that residents in other

communities will have against debris blowing about, especially our recycling. As most of you know, if you have recycling, a lot of you are doing bins that have no lids and you have to find some method or means to actually weigh down the items so they don't blow all over your neighborhood.

On the other side, when we were going back through some issues in 2016 with Waste Management, one of the things that Jeff and his team started looking at is the contract and started asking some questions of Waste Management about some of our recycling rates. We have some of the lowest recycling rates, for certain, lowest in the metro. If we looked at ourselves nationally, we're well below national averages. These two things actually collided. The two conversations around the issue with the SOAR program and the issue with us not having higher recycling rates and the fact that we could actually be getting money back if we recycled at a higher rate.

Henceforth, after we've worked through some of the issues we had with pickups with transition to Waste Management, we're here today because we feel that it's the time to discuss a pilot program where in which moved to the cart system. I'm going to go ahead now and turn it over to Tim Nick.

Why?

- Reduce blowing trash/debris and improve appearance of the community
- Increase recycling, reduce trash volumes and streamline collection services
- Reduce the number of trucks on the streets – improving safety
- Improve overall quality of service and efficiency

Tim Nick, Public Works Department, said, Commissioners, what we have here, second slide, and a little bit of this Melissa's touched on here, the why: to reduce the blowing, the trash, debris and the overall appearance of our community to try to clean it up a bit. To increase recycling, and hopefully with the bigger bins, those that don't recycle or don't recycle as much, will be increasing their volumes to streamline the collection services.

In the long run, hopefully, to reduce trucks. Jeff talks about it all the time about the number of heavy vehicles that we have on our roads and that'll reduce that. Improve the overall quality of the service as Melissa touched on. Last couple of years have been a little tough with Waste Management. Hopefully, this will improve the overall service.

What We Are Proposing

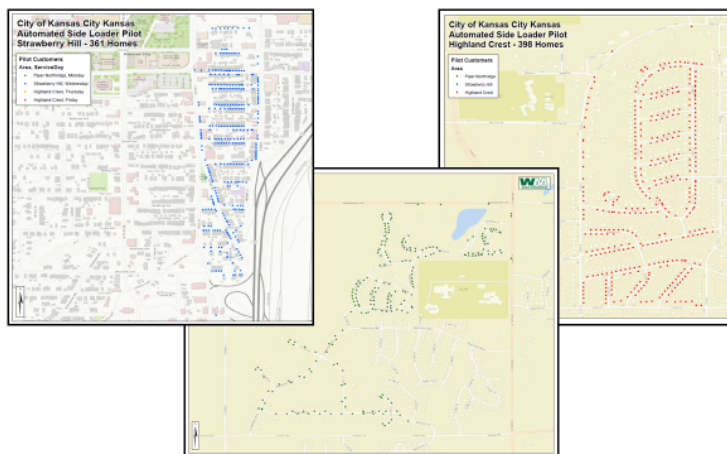
- Three selected pilot areas:
 - Strawberry Hill – 361 Homes
 - North Ridge/Piper Estates – 252 Homes
 - Highland Crest – 398 Homes
- Six month test period
- Evaluate results and make decisions
- Pilot program cost to UG – \$79,000 (negotiating)

What we're proposing—in your packets to—there are maps in there for the three areas. We tried to get—Waste Management wanted to do a thousand houses or close to a thousand houses for these areas. What we try to do is pick three different areas that lead to different challenges as far as the infrastructure. So, what we've selected, and these aren't in stone, we've got these. They could be tweaked just a little bit, but we like to say we want to keep it around a thousand houses total. We've selected an area in Strawberry Hill, an area in Northridge of Piper Estates, and an area over in Turner in the Highland Crest area.

The pilot program, if approved, would be a—we're shooting for like a six-month period. We're hoping to possibly get that kicked off around July 1st. If we ran it a six-month period until the end of the year, we want to try to—John talked about getting different seasons in there. Hopefully, you know with the fall and the winter to see what the challenges are there.

At the end of the pilot program, we would evaluate the results and make any decisions moving forward on how we—if we want to test this. If the test is right, go citywide. The cost to the UG at this point is \$79,000. However, we do have some credits with Waste Management that we believe we can use those to cover almost completely all the cost. This would be pretty much minimal if we can do that.

Pilot Areas



Again, here, the three pilot areas. In the back of your packet there's a bigger map where you'll see a little bit better.

Pilot Guidelines

- Pilot areas only will receive two 95 gallon carts
- Trash service picked up weekly
- Unlimited recycling service every other week
- No additional cost for basic service during the pilot
- Cart volume limit on trash (includes yard waste)
- Additional stickers available at a cost
- Bulky item pickup the first week of the month at no additional cost, by appointment
- Additional trash carts can be ordered for \$5/month



The pilot guidelines. What we do, the residents, in these pilot pro areas would all receive two, 95-gallon carts, both with lids. One would be a little different color for the recycling. The trash service will be picked up weekly as it is now. There would be unlimited recycling, but the recycling at this point would be picked up every other week. What Waste Management will do is they will provide a schedule at the beginning of the pilot program for all residents to have to know what weeks they put their recycling out, which weeks they don't.

There's no additional cost for the basic service during this pilot program. However, there is a cart volume limit on the trash. Which includes yard waste. If you've got a bag of grass

clippings that needs to go into you 96-gallon cart. There are additional stickers that you can buy. You can buy stickers there. They are a dollar and a quarter apiece. If you have more trash that goes in your 96-gallon thing, you just have to put the sticker on it so Waste Management knows to pick it up.

We had discussed this during some of our meetings about providing the stickers at no cost however, if we're going to get the true reading of what the pilot program is and if it's going to work we need to have it be as much as real life of how it's going to work in the end, that's why we built the stickers.

Bulky items would be—we would do a pick up the first week of each month at no additional cost. We would have to make an appointment with Deffenbaugh, they don't want to just have trucks running around the city not picking up anything because it will be an additional new truck out there for that.

Finally, if any resident thinks that they're going to have more than 96-gallons worth of stuff they can order an additional cart for \$5 a month that they're charged.

Phase One

- Develop pilot address list for pre-determined areas
- Determine Phase Two execution date
- Formulate cart delivery process and dates
- Develop joint invitation/mailer to inform residents and encourage participation
- Develop list of FAQ's for Customer Service Team
- Host Open House events in each pilot area

This will be a three-phased program in the pilot program. We picked the addresses that will be on the list. Determine the execution date which we say we're shooting for July 1st. Working with Waste Management, they would decide how they're going to deliver the carts and the dates that they'll get those carts out to the people.

They'll be providing a joint invitation mailer to all the residents within the pilot program. We did talk about also getting communications out to everyone in the city letting them know that

the pilot programs out there: Why we chose certain areas, why I'm not included, why I am included and those type of things.

We're going to develop a list of FAQs' for the Waste Management customer service team and our 311 team, to work together. Address any situations that come up during the pilot program. Then, we'll be hosting along with Waste Management Open Houses. One for each pilot area before the start of the program. Residents can come, have any questions or concerns that they are going to face, you can address those at that time.

Phase Two

- Deliver carts according to pre-determined plan
- Execute Pilot Program for participating residents (approximately six months)
- Train Customer Service Team to track resident calls to capture topic, number and resolution
- Schedule "check-in" performance calls between WM and UG for evaluation and data share
- Create reminder communication for residents regarding conclusion and cart collection
- Opportunity to include post-survey email address/link
- Door-hanger with post-survey email address during cart collection

Phase Two will be the delivery of the cards by Waste Management. The six-month program will be training their customer service team as well as Waste Management tracking—training there customer service team. Track all resident's calls, complaints that come in, tracking phone number, addresses and resolution. We'll also be having our solid waste staff, will be in the field, checking on any complaints following their staff around. We'll have scheduled check in performances we call them with Waste Management and our staff, every couple of weeks, determined how the data—share the data and evaluate how things are going on.

They will create a reminder communication for each residence regarding when the program ends and what we'll do as far as cart collection. That's going to be something on the cart collection that we don't know what we will do at the end right now because if we think that possible this program could go city wide we don't want to have the cost of having to go pick the carts up. Pick them back up and then take them back out again, that's the thing we'll work on. We'll include a post survey email address and link for those residents in the pilot program to go

online. We'll also have a door-hanger with that post survey information on it during the cart collection.

Phase Three

- Develop and open on-line post-survey for participating pilot residents
- Send joint WM/UG communication to participating residents at conclusion of pilot
- Close out on-line survey 2 weeks after communication and process results for presentation to UG staff

Finally, in Phase Three we'll develop the post-line survey for all the participating residents. Waste Management and the UG will send an end of the program communication for any questions and surveys, and then we'll give it two weeks for them to close out the survey and any communication for our staff. We use all the evaluation then and determine, come back to you guys and see how we want to move forward or if we want to stay the way we are.

Chairman Bynum said is there any member of our Standing Committee that has questions on the pilot program. **Commissioner McKiernan**, I have a couple. I'm glad to hear that there might be an alternative to having us pay for the trash cans because that was one thing that I was concerned about, where we're going to come up with \$80,000 for a pilot program. How will this reduce the number of trucks on the street?

Mr. Nick said the current vehicles in use are, let me rephrase that, the vehicles we'll be putting into use with the pilot, and possibly citywide, can collect more houses than the current trucks we have today. The current system we have today where we've got helpers on the back of the truck and they have to jump off and go get the materials and bring them in, with the automated services, we can service the houses a lot faster. We don't need as many to get the volume. I think we had 15 trucks on average that we service the UG with today. We believe we can shed three to four trucks by using the newer vehicles because they can take larger volume. You're controlling your volume to a certain degree with the carts, so it's a little bit more manageable.

Commissioner McKiernan said I have a question about that as well. You've got fewer trucks, but they're bigger trucks. **Mr. Nick** said correct. **Commissioner McKiernan** asked what's the implication of that for narrow streets. For example, right here in Strawberry Hill where we have a narrow street to begin with and cars parked on both sides of the street? Does that have any implications? **Mr. Nick** said not necessarily. The trucks are larger, but not by much. The capacity is larger in the vehicle. The rear load vehicles that we're using today, a large portion of that truck is used up with the rear load function.

With the automated truck, the way that it collects the cans with the automatic arm, allows for more capacity in the bed of the truck, if that makes sense. Yes, the trucks are a little bit larger than the current vehicles you have today, but the capacity, volume that those trucks can take is quite a bit larger than the trucks you have today. Does that clarify it?

Commissioner McKiernan asked does the automated arm come out to the side or to the back. **Mr. Nick** said there's two different kinds. There's the side and then there's also what we call a curotto, which has a bucket on the front that has a side-grabbing arm. That's a little more maneuverable.

Commissioner McKiernan said, again, I'm interested to learn how on these very narrow streets with cars parked on both sides, any side loading apparatus is going to fit. **Mr. Nick** said that's part of why we're doing the program. Part of our solution to that where we're going to start, for example, in Strawberry Hill, we're going to retrofit a rear load with a cart tipper. Although we'll be able to reduce some of the labor, we recognize that there are certain areas that although we can improve marginally, we're not going to be able to put a full auto truck in there.

We will be able to go to a rear load that has cart tipper, so we can reduce one of the guys on the back of the truck and it automatically tips the cart as long as they bring the cart to the back of the truck.

Commissioner McKiernan said this is more of a question for staff. What are we going to do about those people that live on a big, high terrace and say you know what, I choose not to haul these 96 gallon cans up and down the steps? I'm just going to leave them sitting on the sidewalk. Do you have a strategy for that?

John Blessing, Waste Management, said we're going to have to work through it, Commissioner. They've done this in other areas and that's why they are the professionals and we're going to leave it to them. We had that meeting not too long ago and talked about that.

Commissioner McKiernan said a \$1.25 for a sticker for an extra bag. I will say, as I drive around on Wednesday morning in my neighborhood, some houses put out an astonishing volume of trash. Where do they get those extra stickers? They buy them from us? **Mr. Nick** said that's to be determined. Waste Management sells them. We also partner with some of our other municipalities and they sell them through the city hall. We actually partner with some of the local grocery stores and sell them to those retail outlets, so there's a lot of options there.

Commissioner McKiernan said so what do we do when somebody either choses not to buy the extra sticker or doesn't know they have to and flings out a whole bunch of bags in addition to their can. Do you pick that up? **Ms. Sieben** said I believe they have a pretty robust communications plan. I think you can go into of how they give notice to individuals who don't follow protocol.

Mr. Nick said typically, what we would do is in reality, our driver would just take those bags and would tag the can. It would be a warning system that says hey, here's what you need to do and here is how you can get information on the sticker program. It would have a phone number probably to our customer service department, so they could call and we could educate that resident, here's what you need to do, here's the numbers that you can call or where you can go to get these stickers, and here's the purpose of the stickers.

Hopefully, as Melissa said, we would solve all of those problems without initial communication that talks about the limits and the stickers that are required. To your point, not everybody might digest that.

Commissioner McKiernan said we wouldn't necessarily have Streets going out and sweeping up after Waste Management. **Ms. Sieben** said we should never be doing that. **Commissioner McKiernan** said I totally agree. **Ms. Sieben** said that's the goal, to educate and use their systems they use elsewhere; to get exactly where they are in other communities, which is, Public Works does not go out in other communities picking up trash. **Commissioner McKiernan** said I like it.

Commissioner McKiernan said our Kansas sign per structure, or per living unit within a structure. Here's what I'm thinking. I've got a single-family home that gets two cans. I have several single-family homes that have been somewhere in the past split up into two or three living units. It's a single family and its zoned R-1, but historically, there's two living units. Does that get two cans for the structure or four cans because there are two families living in there? **Mr.**

Nick said typically we go by structure; we go by the address. That's open to debate. I guess if you got four families living in one single family home and they all want their own carts, they would be getting four separate service bills. Typically, it's per address, per structure.

Commissioner McKiernan asked what does unlimited recycling mean, glass? **Ms. Sieben** said no. **Mr. Blessing** said it doesn't include glass, Commissioner, but anything, you've got your volume limit. If you have more, if you have a second barrel, if you recycle, you can put another container out of your own if you'd like; whereas on the trash, its limited to with the sticker. If you fill your 96-gallon container in recycling, you have another barrel with more recycling, they'll take as much recycling as you want. **Commissioner McKiernan** said but not glass, still no glass. **Mr. Blessing** said glass can be taken to the recycling center. **Commissioner McKiernan** said right now we get one large item per week, per household, right? This would cut that down? **Mr. Blessing** said I believe it's three items at this point.

Commissioner McKiernan said let's just go for one, so we get one a week. Now I'm limited to one week a month where I can put out large items. **Mr. Blessing** said correct. **Ms. Sieben** said its by appointment as we're recommending. Generally, it's by appointment only anywhere else. This is still a much more generous program for disposal. One of the things that I have noticed, and I'm sure you noticed more than I notice it. **Commissioner McKiernan** said you've gotten pictures of when I noticed it. **Ms. Sieben** said yes, exactly. A lot of our rental properties that doesn't seem to be managed very well when people move out. I think that's probably where we're going to see some opportunities for us to communicate better with our landlords.

Commissioner Kane said first of all, if it's a pilot program, we're going to save them money. We shouldn't give them a dime. They're going to save manpower. We're going to give them money. I don't think so. We shouldn't have to use any of our credits either because this is for them, not for us. To piggyback Mr. McKiernan's question, my mother and father are 85 plus years old and they keep their trash around the back. They're going to have to drag it up all the way up the driveway, which is a gravel driveway, in the winter when there is snow. How's that going to happen?

Let's say this is my neighborhood, Northridge, of course, what are the people across from the high school going to say when you know that we're having a hard time getting ambulances down those roads? Now we're going to tag on a big truck. As far as the barrels go, there has

been trash going around, no doubt about it. If it's stuff like what you got here, it would be less trash blown around.

What you're going to do is when—in a pilot program, if it works, let's say, the only place it works is my neighborhood. All the other ones say it doesn't work now, they are ready to go and they say now you took it away from us. We already have issues with people from the east side of town that don't like what's going on, on the west side of town because they feel like—in fact, we know it's called the pearl.

All I want you guys to do, and I don't know what your name is, I just want you to do your job. I get a phone call at least once a week on stuff where you guys have missed where we have to call back and say hey, you missed this one again. Some of you missed two or three times. I can understand once in a while. Some of these houses are on dead end streets. I get it. They still pay their taxes. They still want their trash picked up. Deffenbaugh picked them up ,and I don't know why you guys wouldn't pick them up. I would like to have a conversation with you at a different date over these issues.

Commissioner Philbrook said yes, Mike, and yes, Commissioner, all of those things. I definitely agree with the comment about not spending and I want to say spending. You guys called them credits. They're not credits, that's what they owe us for not doing their job. No, it's okay. I'm not getting on you. I'm just saying that, that's money they owe us because they weren't doing their job. As far as I'm concerned, they probably owe us a lot more.

Another issue that I have with this whole thing goes along with the areas, Mike, like you were saying. I have had several complaints that nicer areas, if a bag bust or something they're picking up, they pick that up when there's an issue. If it's not in as nice of an area, they just let it blow. It happens all the time in Stony Point. They do that all the time in Stony Point. The people are getting really naughty and not happy there about some of that stuff that's going on through there.

The other thing is, is that I drive through Johnson County all the time because I'm working over there now. I would tell you most of the places that I see those wonderful, those wonderful containers are mostly on the flat areas. I don't see as many on the hills when I'm driving around over there. It's great for flat areas because even us old folks can get them out there, roll it out there. If you have a driveway that's down or up, and that's a lot of our areas, and

asking people to get it out there; it is not going to be as easy as what it might look. Might have to have your grandkids come over to move your trash out. That's not fair.

When you have a smaller--what they'd end up having to do, as I look at, is put the trash bin out there and then carry individually every sack out there and put it in there. No, that's not much different but then on the other hand, I don't know. I guess I kind of have an attitude about this particular thing because of the fact that kind of feels like in other things around here. We start stuff and we pay for it and then we don't finish up and initiate it or tell everybody why we're doing what we're doing.

We supposedly are to be more transparent in what we're doing. I appreciate you guys coming forward because that's a lot more transparent than what we usually do. Yes, you're seeing me with my face turning red. I'm not yelling and screaming, but I am inside. When you say that you're going to have a meeting with each group, what time of day is that meeting going to be? Is that going to be during the day when most people are working? Is that going to be in the evening? People can't always just make themselves available for us. I think that could be a problem too. Let's see, what else did I write down that I want to gripe about? I'm on the gripe mode. I am sure that we mean well. I just don't know that it's going to be well.

Commissioner Markley said I hear all of the concerns and I understand the concerns. I think what staff is saying is some of those concerns we're not going to know whether its going to work or not until we try it. That's why they are proposing we try it before we try rolling it out to the whole city and find out it doesn't work. I would rather roll it out to a small group and find out that it doesn't work than roll it out to a large group and have it be a complete failure.

This is our opportunity to have that smaller test group to see whether it is viable or what changes would have to be made before we go countywide. I think one thing we should have staff address, almost all communities are already on the system. The reality is probably that at some point in the future we're going to have to go in this direction because the other option isn't going to be available. We're sort of living in what was the old-time option and the new option is coming whether we like it or not. If its okay with Commissioner Bynum, I would just ask staff to address certain realities of where we are in terms of the rest of the world in our trash pickup.

Chairman Bynum said I would like to hold that thought to give you a chance to come back around to a number of the issues that have been brought forward by us. I think we have

BPU Board Member Groneman and Commissioner McKiernan yet with more questions and I have a couple of questions.

BPU Board Member Groneman said in our neighborhood, and in particular, at my household, my wife does a lot of yard work and gardening in the springtime. I think that there will need to be a lot of education for the residents of Wyandotte County, UG, and also for the Waste Management people. Over the last month, over a two-week period my wife set out some yard clippings and brush bagged up in bags. Waste Management drove by and picked it up. The next week she sets out another four or five bags. They drive by and they don't pick it up. She calls and they say well, we don't—it has to be in paper bags. If it's not in a paper bag, we won't pick it up.

Paper bags, as I understand in Johnson County and other places, they have to go to Home Depot and buy these paper bags and put the yard waste in the paper bags. That's not the way it's done or has been done in Wyandotte County or the Unified Government. They said that they would send the driver back out to pick it up. The driver comes back out, drives by, looks at the bags and drives off again and leaves them there. There just needs to some education if this is going to work at all. Not only educate the customers, but also your people are going to need to be educated as to what is permissible in the Unified Government, what isn't. It was quite a mess.

Ms. Sieben asked can I go ahead and address that specifically. **Chairman Bynum** said sure. **Ms. Sieben** said part of the way the pilot would work is that they'll actually have a dedicated truck that is for the pilot and a dedicated driver for that area that will not be part of the bigger route that the driver would have or drivers or the system would have typically taken in. It's a micro portion of a route; it's not a full route. That's why we're able to kind of do that more intensive education because the person or persons that are working those routes will have the time to do that. They will know this very specifically.

I do think getting back to kind of what Commissioner Markley was talking about, part of the problems we do experience here is because we do have such a unique setup that is so vastly different from everyone else in the metro. That's not to say that it's good or right that there are these issues, but it does play in. If they pull a driver off relief from another part of the city, we do have a completely different system. If we can just all recognize that and understand that creates problems for us, that doesn't mean that its right on their customer service end, but it does create

problems. **BPU Board Member Groneman** said I also think there will be a great pushback on the stickers.

Commissioner McKiernan said I totally agree with Commissioner Markley. We can't say this is the way it used to be and stay in the past. We are going to have to evolve overtime. I think that the pilot program is a great way to do it. A lot of the questions that I ask are borne out of the fact that I've taken a lot of phone calls with concerns and complaints and repeated concerns and complaints. Maybe I'm a little sensitive to the fact, wait a minute, we're not doing the base-line up to everyone's satisfaction. We're going to change it. Maybe we're going to change it for the better.

I'm going to actually possibly set up some of what Commissioner Bynum is going to ask. You all are a big company. You're in lots of communities. You're in communities that I would guess are as geographically diverse as we are. You undoubtedly encountered a lot of these challenges. I'm going to guess that you've successfully overcome them in other communities. I just want you to talk a little bit about how you've done that and the confidence that you bring to this table saying we'll have a couple of bumps and bruises, but we're confident we can make this work.

Chairman Bynum said fair enough. Just a couple of comments and then I'm going to let you sort of respond to all that you've heard. We also still have members of the public, I think, that would like to speak so just to kind of keep moving through this.

I had mentioned to a couple of you before that I went to Seattle in the year 2000, which was 18 years ago, and they were doing this. I remember thinking how unique and wonderful that was. It is not lost on me that 18years later in my hometown we are still not doing it. I want you to understand that I have a level of interest and support for starting somewhere.

This pilot program is the opportunity to start somewhere. There will be ups-and-downs and you've heard many of them from us tonight. I would like it if you could address the issue that popped right into my head when the agenda item was first put on and that is my 88-year-old mother. I would just like you to address this because I think you have some options for it. First thing that pops in my head, is that person who cannot get their 95-gallon cart to the curb.

I will also say, that truth be told, my daughter and I have been taking her trash to the curb for the last 2 ½ years already. I understand that there will be neighbors and family members who

will be part of the solution of getting a 95-gallon cart to the curb because I already do that every single Monday. I'd like you to address it.

My last actual question is, the additional trash carts ordered for \$5 a month as proposed in the program. If my cart just gets taken and it's gone, is that \$5 to get another one? Then, I'm going to let you address all that you've heard us say. Then again, we still need to allow time for the public.

Mr. Blessing said thank you. There's quite a bit to respond to. I'm going to kind of jump around here, going a little bit in reverse order. Commissioner, with the elderly or disabled, there are a lot of options, and a little bit to Commissioner McKiernan's point. We've done a lot of different things in a lot of different communities. The options that we will present would be up for city staff and the Commission to decide. Of those options, there are certain services that we've rolled out in other communities. Again, they've selected these and we rolled them out.

For the elderly, and it's called the house line service. The elderly resident, or those that might have a disability, could put their trash cart at and the garage line, we call it the house line. You don't have to bring it on down the driveway. Our driver will go up and get that. There's pros and cons to that. The pro being, you're providing a service for the elderly or the disabled so they don't have to move that cart down.

It's going to erode some of the efficiency of having an automated service because in these areas, you're going to have to have the driver get out, go on up and get the cart and bring it down. Although those options are available, they will impact ultimately your cost control, which I think is kind of what we are looking at long term. How do you control costs for the disposal in the years to come? If that's a menu option that staff decides is necessary and,, again we'll probably be able to extrapolate some of that from our pilot. Then that's certainly an option we would have available. Again, up to the Commission to ultimately decide what they want to do.

There's also smaller cart sizes. We experimented with—Let me back up. The pilot rolls out 96 gallons because just the nature of the trash in Wyandotte County today, it's a large volume. We're erring on the side of providing the largest cart. If there are residents who would prefer a smaller cart, we have a 65 gallon for both trash and recycling that are more manageable for maybe those that think they won't be able to manage the larger cart. We don't go much smaller than that because they fall into the truck, just quite honestly.

I'll touch to—kind of jumping maybe to those open house meetings that we talked about. Nine times out of ten the fears are satisfied in the open house. I've been to a couple where we even had some ramps crafted where residents could push the cart up an incline or down a decline a little bit, just to get an idea of what it is and how it works. Most of those fears are soft when they're able to get their hands on it and move it around. Not all, some will still say this cart is too big and maybe then a smaller cart is sufficient for them or a house line service should that service be chosen by city staff.

Talking a little bit about what Commissioner Markley said, and I think it's been touched on elsewhere too, is eventually this is going to come to a head for Wyandotte County. Right now, the current contract with Waste Management expires in 2032. We are content with the way it works today. We don't think it is the best system and we can see down the road where it is going to go. But again, if the decision is to remain, that's okay with us. But, we've got 15 years, to kind of the example I gave was, to slowly turn a ship because Wyandotte County's a big ship. You've got 15-years to incrementally make these changes. If you wait until the end of that contract, these options, to Commissioner Markley's point, may not even be available.

Most metropolitan areas, we're not seeing uncartered, take whatever you want services. If you do, they're three times what you're paying today simply because, as the service provider, there's no way to control our costs to provide that service. When you have the cartered system, the modern system as we're calling it with carts and limits, the biggest challenge is behavior change, right? That is the biggest challenge that you'll see with your population.

I think it was touched on, again, from a couple of different commissioners. That just takes time. People will be surprised. It's very wise for us to kind of peel the onion here and say, will some people were just never going to do it this way. In this part of town, I can just never see it changing. But honestly, we've seen the exact same situation in other communities with people that said the exact same things and ultimately it changes. People realize how much more they can recycle once they're encouraged to recycle so we watch those volumes go down.

When you manage the large item collection, you address a lot of the renters' situations, which really are the lion's share of having an entire household at the curb for collection on that day.

As you slowly kind of change the behavior, and that only comes through education—you've got to let the people know why you're doing what you're doing. This isn't some kind of, we just want to change it because we can or a money grab. Let them know that you've got 15

years to get your future cost under control because after that contract expires, these options may not be available. There's a lot of education that goes through that. I think the test pilot program is one of the ways. I'm hoping that when we get that survey feedback, we can put a lot of these fears to rest. The people at the very beginning of the program—there's no way I'm going to adhere to this. This will never satisfy my needs. You'll see the majority of those people, again, hopefully come back in the survey and say you know what, I had to change a few things. I had to manage my waste a little more responsibly. I was educated on what I could and couldn't recycle and this works.

Yes, there's going to be Christmas or somebody's birthday where I have a couple of extra bags and I have to pay the \$1.25 for an extra bag. If they're traditionally or routinely having those costs, then it's more efficient to rent an extra cart. That's only \$5. If you're using five stickers every week, that's more than \$5. There's a lot of education that comes with that.

I think I touched on most of what I was given. I was taking notes as it went. Did I miss specific concerns?

Commissioner Philbrook said the \$5 charge. **Mr. Blessing** said for the carts, right. We maintain the warranty on all of the carts. A lid breaks, a wheel pops off, a mysterious hole shows up, we would simply just need a phone call and we will come and replace that cart free of charge. That being said, if the same address has a cart that gets melted every week, we're probably going to engage in a conversation with city staff. Something needs to happen there. We see wear and tear on the carts. Our automatic arms squeeze them and ultimately, they will crack. We'll replace those carts free of charge even the one that is rented in addition to that.

Commissioner Philbrook said I guess my question would be also, for those folks who decide to usurp somebody else's cart so they have two, is it set up so every location you automatically know whether they have two or not. **Mr. Blessing** said that's correct. Right now, even, we've got an account for every address in the Unified Government. On that account, we can assign how many carts they have and vice versa. We'll ultimately get feedback from our drivers that say one house has no carts and another house has two carts. What that will lead to is a call to city staff. **Commissioner Philbrook** said I know that might appear a little picky, but what can I tell you. Things happen. I was just trying to understand to the extent that you have control over what you do. I appreciate that a lot.

Commissioner Philbrook said basic services, as you say, one cart for recycle and one cart for regular trash. Correct? Okay. **Mr. Blessing** said how that unlimited recycling goes, it's simply because we want to help the UG increase their recycling rates. As previously mentioned, there's a clause in the current contract that triggers rebates at certain volumes that the UG just has not gotten close to. If we can increase all the recycling possible—and we've got our own motivation there because everything that we can divert out of the landfill helps us. The life of that landfill is expiring, and that's going to be a change for all of the Kansas City metropolitan area.

Diversion is something that we want to support. What we often say is if you notice—and the pilot too being every other week, we may gather data that says it needs to be weekly. That's why we're doing the pilot. We may gather data that says it needs to be monthly. I doubt that. Some of this is a learning curve through the pilot. That secondary cart, most cities that go to a carted system, we just tell the residents to repurpose any cart that they currently have, that they're currently using, write recycling on it and now you can fill up two carts if need be.

Commissioner Philbrook said I have one other thing. It's a bulky item that's been pushed back on and that, of course, is mattresses. You're dealing with rental properties. A lot of times a mattress goes out by the curb and it's not the person that owns the rental property; it's the person that's moving out. They don't always let you know when they're moving out. Sometimes they just move out. Only picking up once a month, that leaves all the junk around and you want to rent your property. It's kind of a catch 22. Can you address that a little bit?

Mr. Blessing said yes, and I'll be as gentle as possible. That is really a change in how that renter and landlord need to do business. There needs to be some type of control factor there. It almost seems like addressing the symptom and not the disease. There needs to be some education there between landlord and renter. Yes, there's deposits.

Back when I rented, you had deposits that hopefully kept you from some of those “run out the door” abuses that you're referring to. There's going to be those situations. Ultimately, I think in a worst-case scenario, the landlord—that's a cost to doing business as a landlord. If you've got a renter that splits out on you and leaves a mess, hopefully you've got a deposit. Hopefully, you've got some kind of method of obtaining that. It shouldn't necessarily just be oh well, we'll just put it all out and hope the trash people figure it out. That is one of those behavior changes and learning curves that we kind of mentioned that is really kind of more of a deeper issue than just the trash collection.

Commissioner Philbrook said and we do need to figure that one out big time. I guess that probably falls into the lap of oops and SOAR. **Mr. Blessing** said if I can reference, we recently made this change to the City of Osawatomie down in Miami County. For one month, they had a problem where people just refused to listen to the rules and said, what happens if I just don't pay attention and I just put more than I'm supposed to out there. I put four or five items. We gave them a grace period. Took all the items, as an earlier example, took all the items and left them a tag and said hey, you're not supposed to do this. Here are the rules. The next time we contacted City Code Enforcement and City Code Enforcement went out and wrote a ticket. They had about a month where they wrote some tickets and then that magically started to stop. **Commissioner Philbrook** said okay. I appreciate you addressing that.

Commissioner Kane said my mother and father-in-law's garage is in the back. How are you going to address that? **Mr. Blessing** said I would say today, we're not going in the back to pick up the trash. There is some method currently in process where that trash is coming to the curb today.

Commissioner Kane said in our survey that we passed out, I don't remember this being something that everybody was going nuts about. Maybe I'm wrong. You missed the big one about if you'd been doing your job in the first place—I didn't have any complaints until you guys took over. Then it was a long time. I know it was a learning curve for you guys, but I'm still getting complaints. When we pay for this service, we want it done properly; not have to call somebody and say hey, you missed another trash thing. There's no way that we should pay for any pilot program, and like I said, and not use the credits because it's saving you money. It's not saving us money. I'm not sure that—I would rather see this at a 5:00 meeting where all the commissioners are here than just us. This is bigger than just us. That's my thought process.

Shirley Carter Ikerd, 804 S. 89th St., said I'm here because this really doesn't sound like the public has been made aware of this. I think we need to be more transparent than this. I would like to know, number one, who picked the areas where the pilot is going to be? Who picked that? **Chairman Bynum** said we'll take it down and answer it.

Ms. Ikerd said the other thing is, if we're going to pick certain areas in Wyandotte County or if we're including the Unified Government, I don't think we should be able to

handpick anything. We handpicked everything out west and nothing came east. We are still cherry-picking what we want to do. That is not what I call transparency.

I would like to know who asked this company to come in here to tell us what we needed for trash. Whose idea was that? If it wasn't brought up here, I would like to know the name of the company; why they thought they could come in and tell us what to do.

Chairman Bynum said, Ms. Ikerd, this is Waste Management, which purchased Deffenbaugh. It is the company with which we have a current trash pickup contract that is in place all the way through the year 2032. The company name has changed, but it's actually been a merger, if you will, of the company Deffenbaugh that we have had a waste contract with for as far as I know decades and decades. Mr. Nick, you may know better than anybody how long we've been doing business. But just to stop there, it's not a new company. It's just the current company that we currently use looking for solutions.

Ms. Ikerd asked how much are we paying them to do this grandiose pilot. **Chairman Bynum** said it's all negotiable at this point. If there is a cost to do it, the question will be ultimately how much will we pay them.

Ms. Ikerd said before my time runs out, I would like to say to the council people, commissioners who are here tonight, that this needs to be tabled. The public needs to have a chance for a big meeting to let every councilmen's district say what they think about this. My councilperson is here tonight. I have not heard nothing about this. To me, that's kind of embarrassing because there is no transparency when you get a group together like this that's going to tell us what they're going to do and we have nothing to say about it. I would like to ask the commissioners here tonight to table this until more thought is put into it and it comes to the public.

Sheryl Becker, 9306 Kansas Avenue, said I have rental property so I am a landlord. I have rental property at about 70th & State Avenue. My rental property is in a townhome area so it has a very high density. I've actually been involved with that rental property over the last 40 years. I've watched the way trash was handled there and at my own house, a couple of different places in the city.

The reason I'm here is that I did email Waste Management on Friday and I copied my councilman and I was notified of this meeting. My complaint did deal with trash that's not

getting picked up repeatedly in these townhome areas. It is a dense area of rental property. There is a lot of transition. I'm not here—I know that's not what this meeting is about, but that is why I'm here to listen. I know there are policies in place to address some of the problems that aren't being addressed right now.

My husband has coveted these large trash cans that you're proposing. He's wanted one for a long time. Our children live in other communities that use these. We think they're very valuable at times. We always have more recycling than we have trash at our home. I would speak to that's a great idea. I think there is an intrinsic problem with the way our trash is being handled here in the city, and it's been addressed by many of the councilmen.

Chairman Bynum said a couple of items. We had a question from the public which was how were the areas selected. If we want to address that. Then if you want to address any other aspects of what we're talking about. We're going to need to come to a decision.

I did want to say quickly, I'm not opposed to a 5:00 pm special session, but we don't vote at those. This is an action item that we're asking for a motion and a vote on so I'd like to kind of point that over to legal counsel for a moment. **Misty Brown, Deputy Chief Counsel**, said since the item is up for vote tonight, you could, of course: vote to move it forward, you could vote it down, or you could entertain a motion to send it back to staff and table it for the time being.

Chairman Bynum said if we were to bring it forward at a 5:00 session for all the commissioners to hear, we would not vote in such a session. **Ms. Brown** said that's correct, Commissioner.

Commissioner Markley said couldn't we just send it forward to full commission and request that a presentation occur at the full commission meeting. Whether it's unanimous or not, we could request that a presentation occur at the full commission meeting. I mean, we could have a 5:00, but sometimes it takes a while to get on the agenda.

Commissioner Kane said I think the idea of going out to the public—this hasn't been—I didn't pick where this was at and this is my neighborhood, which is fine. I would have picked the ones that were the hardest ones of all to see if it worked or not instead of cherry-picking some of the other ones. I just think the overall situation is not a good idea.

Chairman Bynum said I would like us to go ahead and answer the question about how we picked the neighborhoods. Then, I think we might be coming to at least an agreement to bring it forward to full commission for a presentation.

Mr. Nick said we got together with Waste Management, our Public Works staff, and we threw out ideas. To touch on Commissioner Kane, we tried to pick one area, Strawberry Hill, that's probably going to be the most challenging with the on-street parking, the terraces, and that. We tried to pick an area that was, I would say, that Northridge area, they're an easy area. The Highland Crest area is the middle ground where there's a little bit of challenge from both areas. We didn't want to go all—if we went—because that way you're not going to get a good feel for how the pilot program works. If we went all hard, hard, hard, we wouldn't go from there. It was a combination between our staff and Waste Management. Like I said, they wanted to keep it right around a thousand so that's why we had to adjust some areas.

Commissioner Philbrook asked if we move this forward, does that mean we're agreeing to pay \$79,000 for a pilot program. Is that what that means? **Chairman Bynum** said I would say that we can make any motion that we like including a motion that would require that we re-negotiate the fee and that a pilot wouldn't start until we hear from staff and Waste Management what, if any, fee would be and when a start date would occur. I think we can make any motion here that we like. Maybe we like some of what they said, but not other parts. I see people nodding.

Commissioner Philbrook said I don't—now I'm feeling almost like I'm doing cherry-picking because now I'm picking this apart, but then on the other hand, a lot of the complaints that I've gotten address some of these things like where we're going ahead and where are we stopping. I don't want to stop the whole concept. I do understand that we need to change how we do things.

My biggest concern is around taking care of, eventually, if we should adopt this across the board, about all of the communities being treated equally. That's not happening right now with Waste Management. I'm just wondering why we think that would change other than the fact that everything is in a container. You understand what I'm saying?

Ms. Sieben said, Commissioner, this is the first I've heard your concern tonight. That does trouble myself. If we can talk to John afterwards, that would be great, and anyone else who has a concern. That's why he's here tonight. We certainly want to look at that.

Containerizing isn't a perfect solution. You've heard tonight, we're trying to figure out how that's going to look and how do we address the issues from the elderly and the disabled to some of our extreme topography? One of the concerns I had, why we looked at Highland Crest was I wanted to see places that didn't have basements, that had single car garages that were smaller, how would they handle that. That's why we really looked at trying to have a good geographic representation of all the challenges we would face. Hopefully, based on the feedback we received in our resident survey that we just sent out, I believe you guys are getting the links. We finally have all the completed data now. This was very positively viewed by the community. That was across every district.

I think there are a lot of residents, as we did hear from one of them here, that finds this very interesting. I know personally, I've used these in every place I've lived but here and not had any significant challenges. I did not live in Strawberry Hill, which is my biggest concern is how we're going to handle that there. I know that Waste Management is in almost every major metropolitan area across the United States. If they've done this in Seattle, they can handle it in Kansas City, Kansas.

Commissioner Philbrook said just to express something before I vote, because I want people to understand that I do have concerns on the basic level of across-the-board care for our community. That's number one.

Number two, I want to have assurances from not Waste Management, but from our staff that we'll have more than one conversation in each area for this. I don't want just one cattle call because we need to give people a little bit more options to come in and talk. I understand a lot of times you end up with crickets; nobody shows up. I've done these things and I know, but if we don't give people the option, then we haven't done our job. If they choose not to partake, then that's their choice. I think it's our job to give them the option. Those are my two major concerns along with the additional \$79,000.

Ms. Sieben said that's why when that came back to us—I'll echo the Commission's comments, that did not make me happy either. As Waste Management John walked us through sort of the fact that this is an off, kind of a one off. It's not just taking a route and changing it so there are some initial costs. If we don't decide to go forward with it, they have some costs. That being said, I wasn't that compelled by that argument knowing that we have the money that they

owe back to us. This is an opportunity to use it for something that could ultimately drive benefit for our community. That's why we brought that forward.

Commissioner Philbrook said I'd rather see them put that money into something beyond something that makes it lucrative for them as well. I don't care if it's picking up the park. You understand what I'm saying? That's all I have to say on that.

Action: **Commissioner Markley made a motion, seconded by Commissioner McKiernan, to move this forward to full commission for presentation and a vote at that time. At that time, we would see the presentation and a negotiated fee as well. We wouldn't decide that tonight under my motion.**

BPU Board Member Groneman said I was just concerned if we approve the pilot, was it then going to go back to the full board before it was finally approved or not. **Chairman Bynum** said correct. **BPU Board Member Groneman** said this motion takes care of that.

Commissioner Kane said if staff has talked to anybody in District 5 about the trash issue, I would like the name and a contact number.

Roll call was taken on the motion and there were five "Ayes," Groneman, Philbrook, Markley, McKiernan, Bynum; and one "No," Kane.

Item No. 2 – 18209...TRANSPORTATION MANAGEMENT GUIDE

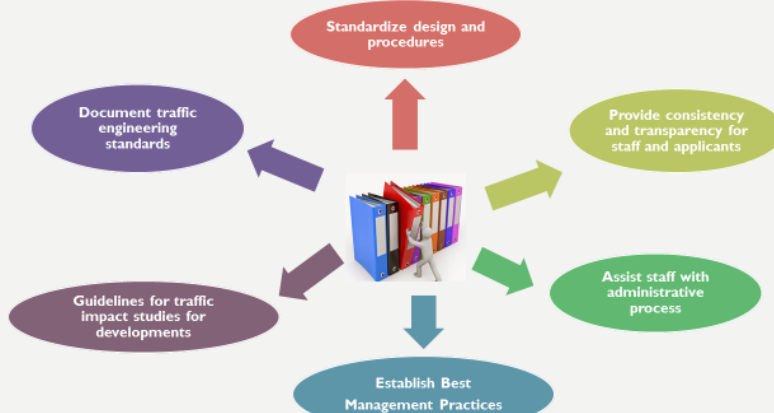
Synopsis: Discuss topics to be included in the Transportation Management Guide, submitted by Lideana Laboy, Public Works. This is the first of a three-part series to discuss the engineering guidelines.

TRANSPORTATION MANAGEMENT GUIDE



Troy Shaw, County Engineer, said what we have, and we're going to kind of keep this quick for you—a major theme of our Public Works Strategic Plan was to improve the transparency and consistency, which we've already talked about a little bit tonight. That's what this Transportation Management Guide is geared to do from the transportation perspective. Lideana is going to go over that with you and kind of what we're looking at. This is an initial kickoff meeting for what we're planning on doing. I think there was an outline of this given to you with the initial RFA that kind of has our original outline of what we're looking at. We're kind of here for your feedback and to let us know if there's anything else you want us to improve and add to that item.

PURPOSE OF THE GUIDE



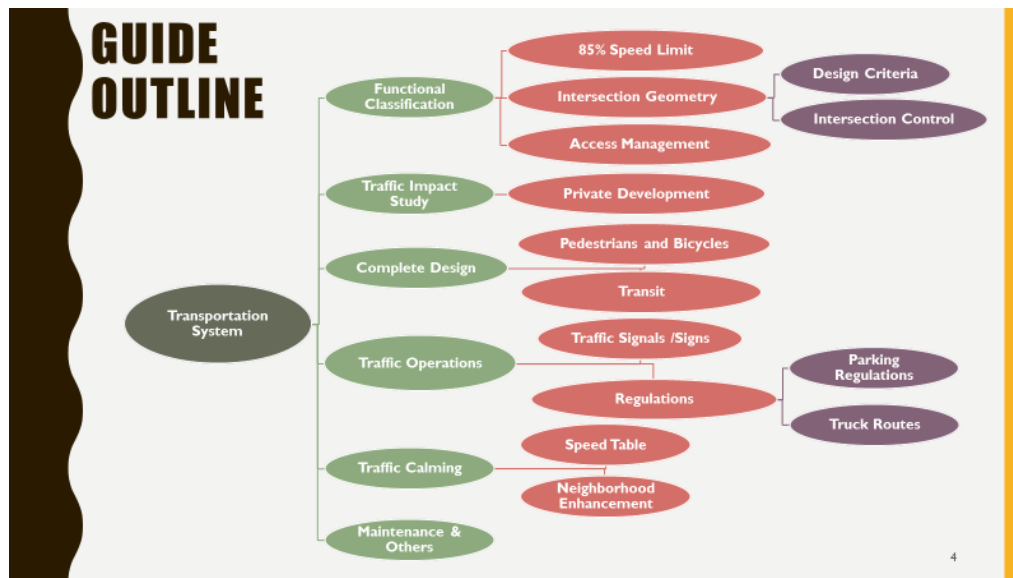
April 23, 2018

Lideana Laboy, City Traffic Engineer, said today we're going to talk about what is the purpose to bring this; just a brief introduction of what this is. What we want to do is just standardize our process and be transparent with everybody that does business with the Unified Government.

This document is going to: document our traffic standards, it's going to help and be uniformed across lines and departments, and it will help as a location tool for the general public and those that come to work with us. In essence, what we're doing is trying to establish what are our best practices to manage the transportation system.



Who will be using this guide? Everybody that does business with us will be using it from commissioners, directors, the general public, engineers, inspectors, and consultants. All of us will be using this document. It's going to be published on the website and it will be online in a way that—it will be a technical document, but it will still be easy to manage as we're going to break it out in sections so that it's easy to manage and people will be able to access it just straight to what their questions and answers are.



You'll receive an outline of the document. It's also attached to your presentation today. I just put this diagram here to kind of put it all together in contents. We're talking about our transportation system. This document will define: what is our transportation system, what is the functional classification and what is related to that and how we establish speed limits, how do we define geometry, and risk management. Those are kind of engineering aspects of this.

We are also addressing private development, traffic impact study. We're going to have a big section there and define when do we need a traffic study, how do we use it, who's going to need or required to do so.

Complete street design—how do we address pedestrians, bicycles, and transit. Also, we're going to have a section about how we operate our system: traffic operations, how we do our traffic signals, signs, and how we set up regulations, how we change regulations. We'll also have common practice; common things people are concerned about like traffic calming. How do I get a speed bump? How do I enhance my neighborhood? These are things that concern me. All those questions that we deal with on a daily basis, we would like to address them in this document to help answer questions and improve transparency.

Mr. Shaw said I just want to add a couple of things real quick. We also provided you an 85% document that I think is from the Louisiana Highway Patrol. Those are the type of questions that this document is going to help answer. That's just an example out there for how you do certain things. We're going to be able to use the document such as that and have sections of this. It will have that. Very easy answers to questions that we hear all the time or that you may have, the

public has to provide those answers so they're out there. That's just an example of kind of what we're looking to do here.

OPEN DISCUSSION

- **What additional transportation related topics would you like to see included in the document?**
- **Which of these topics concern you or the citizens in your districts the most?**




Ms. Laboy said the purpose of the meeting today is to try to let you know what we're doing and a first glance of what is coming, and also to gather information from you. We, in general, have put two questions together, but we are open for any comments that you have.

What additional transportation related topics would you like to see in this document?

Which of these topics are you concerned with or you have more concerns about that are related to the public?

Chairman Bynum said if I could say back to you what I think we're doing is, part of Public Works' overall planning process, part of it is transportation management. The items that you brought forward here are some of, but perhaps not all, the topics that could be included in almost a user guide, if you will, that is going to be a part of your final document when you're done with the entire strategic plan. Is that a fair way to say what you're doing? **Mr. Shaw** said that's correct.

Commissioner Markley said I would just say, and you addressed this in the outline format, the most common questions I get from constituents are: How do I get a speed limit sign? How do I get a stop sign? How do I get a speed bump? Those are the common ones that I receive. Having a format and a system for how those questions get answered would be fabulous.

Ms. Laboy said that was our purpose. It's going to be a full document that is a technical document, and we'll publish the entire document. On the website, it is our intention that we will set it up, break it down in simple questions that people have commonly.

Commissioner Kane said I've had extremely good luck with the speed bumps and stuff like that. They bring out the documentation, set the stuff down, check the speed, and they've done it really good. Now, I didn't get them everywhere I wanted, but the test showed we didn't need it. I've had really good luck with these folks, and I appreciate the work they've done.

Chairman Bynum said I appreciate hearing that very much. I would say to that comment, it might be helpful for, as part of the document, folks to understand that when we request something as a citizen, there are things we do ahead of that to prepare for and analyze and track data and whatnot. That may or may not be helpful in a document like this. I think when we explain to the public why something might be taking longer than they think it should, but we explain to them that there are technical and engineering reasons why, they're willing to accept that. That could be helpful.

Commissioner McKiernan said I really appreciate this. All of the topics that we've talked about in the past are really all included in your guide outline, like traffic calming and parking regulations. Really, it looks like everything that I hear about most frequently is already in your outline.

Chairman Bynum said this won't be the last time we see them. We know you'll be back. We really appreciate the information that you're bringing us. We'll wait for round 2.

Action: **Information only.**

Chairman Bynum adjourned the meeting at 6:18 p.m.

mbb/cg