

1. PROJECT DESCRIPTION/BACKGROUND

The Solid Waste team is responsible for several important city functions including waste and recycling collection and reuse, bulk trash, improving alley conditions, and managing the city's Green Organics program. These services work to provide a better quality of life and long-term cost savings for residents. Every two years, Solid Waste Services works with a third party to conduct a rate adjustment study to help determine if changes are needed to balance the operational investments of these services and to maximize ratepayer value.

The City Council will be considering a Solid Waste rate adjustment to begin in January 2020. Changes in the Solid Waste Industry over the past few years have contributed to rising costs associated with recycling. These market realities resulted in the city's Solid Waste Management Team taking a proactive approach to finding ways to reducing costs and creating value for residents. The SMART program, (Save Money and Recycle Tempe) is an example of a program that has been designed to give you choices on managing your household waste to save money. We would like your input in determining what programs and services are the most important as we work towards making additional operational improvements and efficiencies as they relate to the rates you pay for those services.

Tempe is committed to remaining operationally efficient and managing costs while keeping the city's commitment to delivering superior services. Since city sales and property taxes do not fund Solid Waste Services, the costs must be balanced through monthly user service fees.

2. PUBLIC INVOLVEMENT OBJECTIVES

The City of Tempe values public input and believes that community members should be informed about decisions that affect them. The purpose of the Public Involvement Plan (PIP) is to create an open and transparent process to inform residents as to how utility rates are determined.

The scope of the PIP is to:

1. Provide objective information to assist the public in understanding the process for determining solid waste rates.
2. Provide solid waste customers with the opportunity to share input with staff regarding how to structure rate adjustments.
3. Provide timely information as to the process for how rate adjustments will be implemented.
4. Seek and encourage the involvement of all community members.
5. Provide a variety of opportunities for the public to contribute ideas and provide feedback through all phases of the process.
6. Make the process accessible and engaging to interested community members.

3. STAKEHOLDER ANALYSIS

An early step in the Public Involvement Program is to identify the internal and external community members that have an interest in the process.

Internal

Mayor and Council
City Departments
Neighborhood Advisory Commission
Sustainability Commission

External

Residents
Property Owners
Businesses
Neighborhood and Homeowners Association Chairs
Past participants in rate study
Commercial solid waste customers

4. INVOLVEMENT TECHNIQUES & COMMUNICATION APPROACH

Public involvement and communication techniques will vary depending on the phase of the rate study effort. The approach will be to facilitate working directly with the public and stakeholders throughout the process to ensure that public issues and concerns are consistently noted, understood and considered.

While traditional methods (meetings, presentations, etc.) still play an important role in public engagement, new participation and communication tools will also be extensively used to disseminate information and broaden outreach.

The following dedicated websites and online URLs will be used to share information and to collect feedback throughout the process:

Website	http://www.tempe.gov/solidwasteratestudy
E-mail	neighborhoods@tempe.gov
Facebook	http://www.facebook.com/Cityoftempe
Twitter	@tempegov
Nextdoor	www.nextdoor.com
Newsroom	http://www.tempe.gov/newsroom
Comments	www.tempe.gov/forum

The following methods will also be used to achieve broad and continuous public participation:

1. Public meetings will be held to inform residents and existing Solid Waste commercial businesses about the overall intent of the process, scope and timing.
2. Documents will be posted on the project website.
3. Information will be distributed at the meetings.
4. Presentations to stakeholder Boards and Commissions

The communication methods used will include:

1. Direct email to city staff contacts for boards and commissions to forward to members with meeting and public input information
2. Direct email to past participants in previous public meetings and top commercial solid waste customers with meeting and public input information
3. Direct email to all Neighborhood and Homeowners' Associations with meeting and public input information
4. Press releases
5. E-news distribution
6. Social media posts on city's Twitter, Facebook, Instagram and Nextdoor accounts
7. Tempe Today article
8. Tempe 11 slides with meeting and public input information
9. Digital screens at city community centers
10. Public meeting dates posted on City online calendar
11. Project website regularly updated
12. Handouts at other city events and meetings
13. Handouts at neighborhood meetings
14. Brief articles/ads in local media and online - Warner Wrangler, My Local News
15. Project web site

5. PROJECT TIMELINE

The following information provides an overview of the public engagement time line.

August 21, 2019	Meeting with ASU stakeholders
August 27, 2019	Council Work Study Session
September 4, 2019	Targeted outreach to alley, curbside and commercial users
September 4, 2019	Neighborhood Advisory Commission Meeting
September 16, 2019	Tempe Sustainability Commission Meeting
September 19, 2019	Council Work Study Session presentation

Sept. 23-Oct. 7, 2019	Public Comment Period
October 3, 2019	Public meeting to present rate study results and proposed adjustments
October 5, 2019	Public meeting to present rate study results and proposed adjustments
October 11, 2019	Publish notice for rate adjustments
November 27, 2019	Post Notice of Intent on website. Distribute via social media.
December 12, 2019	City Council Meeting - Adopt Rate Adjustments
January 1, 2020	Effective date of rate adjustments (at least 30 days after the rate resolution is adopted)

6. PUBLIC and STAKEHOLDER MEETING SCHEDULING, LOCATION & ACCESS

There will be two public meetings held to present the results of the rate study and what adjustments are proposed.

Public meetings will be scheduled at times that help maximize attendance. Meetings will be held in locations accessible to persons with disabilities and will be held as near as possible to transit routes when possible. With 48 hours advance notice, special assistance will be provided for persons with sight and/or hearing impairments; a Spanish translator can also be made available for the meeting.

Public meetings include:

1. Thursday, Oct. 3, 2019 at 5:30 p.m. at the Tempe History Museum, 809 E. Southern Avenue
2. Saturday, Oct. 5, 2019 at 9:30 a.m. at the Tempe Public Library, 3500 S. Rural Road

Board and Commission meetings include:

- Neighborhood Advisory Commission: September 4, 2019
- Sustainability Commission: September 16, 2019

Council meetings include:

1. Thursday, Aug. 27, 2019 at 4 p.m.
City Council Work Study Session, Tempe History Museum, 809 E. Southern Avenue
2. Thursday, Sept. 19, 2019 at 4 p.m.
City Council Work Study Session, Tempe History Museum, 809 E. Southern Avenue
3. Thursday, Dec. 12, 2019 at 6 p.m.
City Council Meeting, Tempe History Museum, 809 E. Southern Avenue

7. RESPONSIBLE DOCUMENTATION

Documentation of all phases of the process will occur for future use and understanding of how the program worked, what comments were received and how the results of the public involvement were used in the Solid Waste Rate Study Project.

Documentation will include:

- The Public Involvement Plan
- List and samples of outreach and communication documents
- Database of participant contact information
- All public comments made

8. PROCESS EVALUATION & CONCLUSION

The City of Tempe seeks continual improvement of all of its activities. An evaluation will be performed throughout the public involvement process to ensure the PIP is meeting participation requirements mandated by state law. Feedback opportunities related to public involvement techniques will be provided through the website and meetings and continuously reviewed.

This Public Involvement Plan may change as conditions change or additional resources become available. The most current information about upcoming meetings and comment opportunities will be available on the dedicated website.



For further information about the process, please contact the following City of Tempe staff:

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