



## 1. PROJECT DESCRIPTION/BACKGROUND

Effective sanitation services are vital to protecting public and community health and safety by collecting refuse, recycling and bulk items and transporting this material for proper disposal, re-use or re-purposing. These essential services provide a higher quality of life and long-term savings for residents and commercial customers.

Every two years, Tempe's Municipal Utilities Department retains a third-party financial consulting firm to assist staff in conducting a cost of service or "rate" study for the solid waste services utility. Rate studies help the utility determine the financial viability of the Solid Waste Enterprise Fund and determine if changes are necessary to proportional cost allocation or revenue requirements to ensure cost recovery and the long-term financial health of the utility.

Tempe City Council will be considering the recommendations of the Solid Waste Rate Study and any adjustment to solid waste rates, fees or charges, which would take effect in January 2022. The City is seeking input from the Tempe community to determine what programs and services are most important to them.

Tempe Municipal Utilities is committed to ensuring the fiscal health and viability of the solid waste services utility and remaining operationally efficient by managing and controlling costs, while delivering superior services. Since City sales and property taxes do not fund Solid Waste Services, operational and other costs must be collected through monthly user service fees.

## 2. PUBLIC INVOLVEMENT OBJECTIVES

Tempe values public input and believes that all 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 about how utility rates, fees and charges are determined.

**The scope of the 2021 Solid Waste Rate Study PIP is to:**

1. Provide objective information to assist the public in understanding the process for determining solid waste rates, fees and charges.
2. Provide solid waste customers with the opportunity to share input with staff regarding the City's provision of solid waste services.
3. Provide timely information regarding the rate study process, how revenue requirements and rates, fees and charges are determined and how adjustments to rates, fees and charges are implemented.
4. Seek and encourage the involvement of community members by many methods including suggestions from the City's Equity in Action Coalition Equitable Engagement Framework.
5. Provide a variety of opportunities and means for the public to contribute ideas and provide feedback throughout all phases of the process.
6. Ensure accessibility and engagement of interested community members, and those not typically involved in local government activities, during execution of the rate study process.



### 3. STAKEHOLDER ANALYSIS

An early step in the Public Involvement Plan 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, including the underrepresented  
Businesses  
Nonprofits  
Commercial solid waste customers  
Green Organics customers  
Neighborhood and Homeowners Association Chairs

### 4. INVOLVEMENT TECHNIQUES & COMMUNICATION APPROACH

Public involvement and communication techniques will vary depending on the phase of the rate study. The approach will be to work directly with the public and stakeholders throughout the process to ensure that public input and ideas 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 used to disseminate information accessibly and broaden outreach to meet people where they are and to include underrepresented communities. In-person engagement may be modified due to Covid-19 restrictions.

**The following sites will be used to share information and to collect feedback:**

Website	<a href="https://tempe.gov/utilityratestudy">tempe.gov/utilityratestudy</a>
E-mail	<a href="mailto:neighborhoods@tempe.gov">neighborhoods@tempe.gov</a>
Facebook	<a href="https://facebook.com/cityoftempe">facebook.com/cityoftempe</a>
Twitter	<a href="https://twitter.com/tempegov">@tempegov</a>
Nextdoor	<a href="https://nextdoor.com">nextdoor.com</a>
Newsroom	<a href="https://tempe.gov/newsroom">tempe.gov/newsroom</a>
Comments	<a href="https://tempe.gov/forum">tempe.gov/forum</a>

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

1. Virtual public meetings will be held to inform residents and existing Solid Waste commercial customers about rate study process, scope and timing of potential adjustments to rate, fees and charges.
2. Documents will be posted on the project website.
3. Information will be distributed at meetings.
4. Presentations to stakeholder Boards and Commissions.



5. Handouts will be directly distributed at recreation centers.
6. Socially distanced pop-ups to share information with community partners in areas around the City.

The communication methods 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
6. Water bill inserts
7. Social media posts on City's Twitter, Facebook, Instagram and Nextdoor accounts
8. Tempe Today articles
9. Tempe 11 slides with meeting and public input information
10. Digital screens at City community centers
11. Public meeting dates posted on City online calendar
12. Project website regularly updated
13. Digital handouts shared at other City events and meetings
14. Digital handouts shared at neighborhood meetings
15. Handouts and posters at City community centers
16. Brief articles/ads in local media and online - Warner Wrangler, My Local News
17. Project website
18. Video with captions
19. Outreach with trusted community partners

## 5. PROJECT TIMELINE

The following is an overview of the public engagement timeline.

April 8, 2021	City Council Work Study Session Presentation: Introduction to the Rate Study
April 8-May 8, 2021	Public Comment Period
April 9, 2021	Outreach at Escalante Community Center and Garden
April 12, 2021	Outreach at Kiwanis Community Center
April 12, 2021	Outreach at Tempe Public Library
April 13, 2021	Outreach in Partnership with Tempe Community Action Agency and Tempe Housing
April 17, 2021	Outreach at State of the Neighborhoods
April 19, 2021	Sustainability Commission Meeting
April 20, 2021, noon	Public Meeting #1: Introduce Rate Study
April 20, 2021, 6 p.m.	Public Meeting #1: Introduce Rate Study
April 21, 2021	Outreach at Habitat for Humanity
April 22, 2021	Outreach at North Tempe Multi-Generational Center
April 23, 2021	Outreach at Tempe Westside Multigenerational Center
May 5, 2021	Neighborhood Advisory Commission Meeting
May 15, 2021	Presentation to Escalante Neighborhood Association



August 12, 2021	City Council Work Study Session Presentation: Recommendations of the Rate Study
August 12, 2021	Notice of Intent on website; distribute via social media.
Aug. 12- Sep. 12, 2021	Public Comment Period
August 18, 2021, noon	Public Meeting #2: Rate study results and proposed adjustments
August 18, 2021, 6 p.m.	Tentative Public Meeting #2: Rate study results and proposed adjustments
October 14, 2021	City Council Meeting – Consider rate adoption
January 1, 2022	Effective date of rate adjustments (at least 30 days after the rate resolution is adopted)

## 6. PUBLIC AND STAKEHOLDER MEETING SCHEDULING, LOCATION & ACCESS

Three public meetings will be held during the rate study. The first two will introduce the rate study process and provide an opportunity for public involvement. The third public meeting will present and review the findings and recommendations of the rate study and provide an opportunity for public involvement. Outreach activities will take place throughout the rate study process, as indicated in the project timeline.

Public meetings and events will be scheduled to maximize attendance. Meetings will be held online and will be accessible to persons with disabilities. With 48 hours advance notice, special assistance will be provided for persons with sight and/or hearing impairments; a Spanish translator will be made available for the meeting. Meeting materials will be translated into Easy English and Spanish.

### Public meetings include:

1. Tuesday, April 20, 2021, at 12:00 p.m., via WebEx
2. Tuesday, April 20, 2021, at 6:00 p.m., via WebEx
3. Wednesday, August 18, 2021, at 12:00 p.m., via WebEx
4. Tentative - Wednesday, August 18, 2021, at 6:00 p.m., via WebEx

### Board and Commission meetings include:

1. Sustainability Commission: April 19, 2021
2. Neighborhood Advisory Commission: May 5, 2021

### Council meetings include:

1. Thursday, April 8, 2021, at 4:00 p.m., City Council Work Study Session, via WebEx
2. Thursday, August 12, 2021, at 4:00 p.m., City Council Work Study Session, via WebEx or Tempe City Council Chambers
3. Thursday, October 14, 2021, at 6:00 p.m., City Council Meeting, via WebEx or Tempe City Council Chambers



## 7. RESPONSIBLE DOCUMENTATION

Documentation of all phases of the rate study process will be summarized and memorialized for future reference and understanding, including public input and comments received.

### Documentation will include:

1. The Public Involvement Plan
2. List and samples of outreach and communication documents
3. Database of participant contact information
4. All public comments made
5. Final rate study report
6. Public Involvement Summary

## 8. PROCESS EVALUATION & CONCLUSION

The City of Tempe seeks continual improvement to all its activities. Evaluation will be performed throughout the public involvement process to ensure the PIP is meeting participation goals and Notice of Intent requirements mandated by Arizona Revised Statute Section 9-499.15. Feedback opportunities related to public involvement techniques will be provided through the rate study website and meetings, and continuously reviewed.

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

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

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2021 SOLID WASTE RATE STUDY  
PUBLIC INVOLVEMENT PLAN  
MARCH 2021

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