



Solid Waste Rate Study Report and Public Involvement Summary

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Every two years, the City contracts with a third-party financial consultant to assist staff in conducting a cost of service rate study to determine what, if any, adjustments are needed to recover the costs of providing solid waste services to the Tempe community. Periodic review of cost-based rates and charges is an important component of a well-managed solid waste utility. As utility costs throughout the country continue to rise, Municipal Utilities staff is committed to managing costs and staying efficient, while upholding the City's commitment to a sustainable future. Rate studies are guided by Tempe City Council priorities and strategies.

The 2021 Solid Waste Rate Study (Study) may be accessed or downloaded at www.tempe.gov/UtilityRateStudy. This report explains the methodology and processes followed and details the results and recommendations of the Study.

The Study recommends changes to cost recovery and cost allocation, by customer classification, to more accurately and proportionally align costs for each function within each solid waste service provided. Specifically, the Study recommends:

- A 3.0 percent overall revenue increase;
- Addition of a two-person crew to the Uncontained Collection Function;
- A new fee for an additional residential recycling container;
- The end of pilot compost pricing and adoption of cost of service pricing, per cubic yard and cubic foot quantities, as a maximum price point;
- Volume-based pricing for commercial front load recycling services;
- Reduction of the commercial front load garbage multiple container discount;
- Revision of the methodology and solid waste fees for special events;
- Addition of ancillary fees for re-inspections, front load container bar-locks and residential container replacements.

The City values public input and believes community members should be informed about decisions that affect them. As part of the Study process, Neighborhood Services developed a Public Involvement Plan (PIP) to create an open and transparent process by which residents and other customers can learn about, understand and provide input into the process of determining solid waste rates, fees and charges. The PIP serves to provide objective information that aids the public in understanding the rate study process and opportunities for the public to share their input and provide feedback throughout all phases. It also provides timely information regarding rate design and any proposed rate adjustments, the process of

implementing rate adjustments, if necessary, seeks and encourages the involvement of community members and ensures access to the process by all interested parties.

Municipal Utilities has compiled all input received from the public during the Study process into the Public Involvement Summary, Phase 2, attached.

2021 Solid Waste Rate Study

Public Involvement Summary, Phase 2
September 14, 2021

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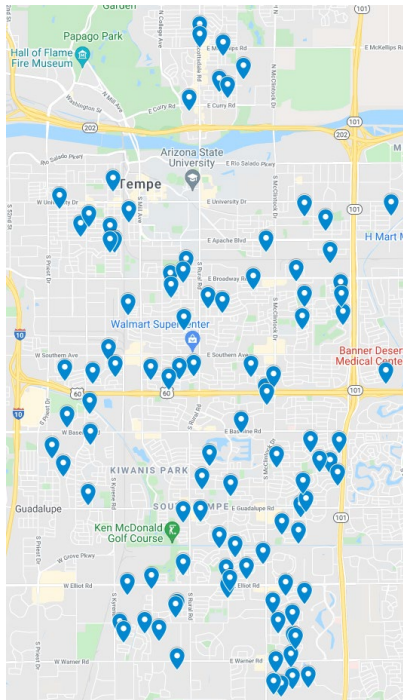
For the 2021 Solid Waste Rate Study (Study), Municipal Utilities, Neighborhood Services, Communication and Media Relations and Strategic Management and Diversity developed a public input plan that consisted of two phases; the first to collect input to be considered in the rate study process and the second to gather feedback on the recommendations of the Study. The Phase I Public Involvement Summary is available as part of the August 12, 2021, Tempe City Council Work Study Session packet, and on the rate study webpage at tempe.gov/UtilityRateStudy.

This is a summary of all public input received during the second phase of outreach on the results and recommendations of the Study from August 12, 2021, to date. Summaries and transcripts may not be word for word. Available recordings are posted on the rate study webpage.

Public Comment Survey

The second public comment survey for the 2021 Solid Waste Rate Study was available from August 12, 2021, through September 12, 2021. The public comment survey could be accessed from the Utility Rate Study webpage at tempe.gov/UtilityRateStudy or by accessing the Tempe Forum webpage at tempe.gov/forum.




Over the period that the survey was open, there were 189 visitors to the survey and 139 unique responses. Assuming three minutes per response, the survey accounted for a total of 6.9 hours of public comment.



Responses: 139.












Survey responses below.

Question 1: What type of customer best describes you?

		%	Count
Residential home		94.9%	132
Commercial – multifamily (apartment, townhome, condominium) – TENANT/LESSEE		2.2%	3
Commercial – multifamily (apartment, townhome, condominium) – OWNER/LESSOR		2.9%	4

Responses: 139

Question 2: What solid waste services or programs do you currently use? (Check all that apply)

		%	Count
Residential garbage collection		97.9%	137
Residential recycling collection		93.6%	132
Volume-based container size program (you have a 48-gallon or 65-gallon garbage container instead of the 96-gallon) (Previously known as SMART program)		14.9%	21
Green organics collection		29.1%	41
Uncontained “bulk” garbage and green organics collection		55.3%	78
Self-haul to transfer station		17.0%	24
Household Products Collection Center		37.6%	53
Zero Waste Day Events (at least once in the past 12 months)		25.5%	36
Compost/Inert Yard compost pick up or purchase		14.2%	20
Commercial garbage collection		1.4%	2
Commercial recycling collection		2.1%	3

Question 3: Did you provide input in the first rate study public outreach process, April 8 – May 8, 2021?

		%	Count
Yes		3.59%	5
No		57.5%	80
Do not recall		38.8%	54

Responses: 139

Questions 4-7 pertain to residential and commercial customers adjacent to an alley as part of updates to Chapter 28 of the code. Please skip to question 8 if this does not apply.

Question 4: Have you had, or do you currently have concerns about garbage, overgrown vegetation, etc. in your alley?

		%	Count
Yes		47.7%	52
No		52.3%	57

Responses: 109

Question 5: Are you aware that it is your responsibility to maintain the alley up to the centerline? This includes removing overgrown vegetation, removing garbage or debris, etc.

		%	Count
Yes		76.4%	83
No		23.6%	25

Responses: 108

Question 6: Would you support greater enforcement of alley-related City Code violations such as illegal dumping, overgrown weeds and trees/vegetation overhanging into the alley?

		%	Count
Yes		71.6%	77
No		28.4%	30

Responses: 107

Question 7: Please share why or why not?

Of the 77 “Yes” responses, 65 shared why they would support greater enforcement:

1. There is presently only one large container in alley. There use to be a green and black one. They did away with one so all grass cuttings go into with household trash. So the one container overfills with contractors dumping their yard waste and overflowing the one container
2. I don't really have a problem with overgrown vegetation in the alley, but I think the illegal dumping should be brought to attention that it's not allowed especially since the large items tend to stay for many months.
3. Illegal dumping makes it harder for residents who use the alley to keep alley clean and to access garbage cans.
4. I'm getting tired of illegal dumping of couches, mattresses, paint cans by people that do not live in the neighborhood as an elderly person I do not have the strength to clean up illegal dumping. Can't we close the alleys to traffic? Gate them? I should not be responsible fir cleaning up on illegal stuff signs are not working as they were put up on my neighbor alley and the same day broken concrete and palm fronts dumped by her fence. Can't we go back to month my bulk pickup?
5. We reach are garages by dlrving through are paved alleys. Very much reflects our neighborhood onot how it is kepthe up.
6. some residents just let the weeds grow and die in the sun then it's a fire hazard. some landscapers dump their cuttings in the alley. some people throw bags of dog feces in the alley.
7. It keeps our city looking good, only takes a little regular maintenance
8. Yes I support more enforcement of current City Code. I also support paving the alleys as I thought was planned years ago. Many Tempe alleys are in awful condition, mostly due to residents not taking any pride in the condition of the alleys. People illegally dump a lot, people throw their trash over the wall instead of putting it in the cans, people put bulk collection items out all the time. Renters in Tempe is a fact of life, but with so many college renters, they tend to not care as much. Educating them about City Code and then enforcing it, I believe could make a difference. The alley behind my house was improved and the City staff did a great job. One week later it already had loose garbage on the ground and now has weeds/grass above the allowable height as well as bulk items placed out too early.
9. being an end property of an alley, we get illegal dumping occasionally and I don't believe many other neighbors report it.
10. The alley wraps my property on the south and west back walls. Contractors have placed the scrap from their construction products along my wall in the past. Also, there are numerous rental properties in Hughes Acres. The alley is filled with scrap mattresses and broken furniture at the end of each month and most heavily at the end of each college semester. City should have a surcharge for these multi member rental homes. Bulk cleanup has to be very expensive and the clutter looks terrible and can be unhealthy.

11. Behind my elderly Tempe mother's home is a dumping area for a variety of homes and, I believe, landscaping companies. Additionally, right around the alley corner is the canal, up against which there always seems to be living 1-3 homeless people who accumulate large discarded items for their daily use.
12. Keeps the neighbors accountable
13. Some residents of my neighborhood treat their alley like it is a dumpster with numerous items and trash.
14. The homes that have multiple renters (especially students) tend to fill up the trash cans then leave more trash around them, don't close them tightly and wind blows trash out.
15. People dump their large trash items in the alleys and it sits there for months which is unsightly and can result in items falling apart and creating more litter
16. Illegal dumping is a consistent problem in my area and weed management is highly inconsistent.
17. do the job taxes pay for. stop delaying.
18. If people are dumping into my alley area and i get fined for it that's not fair, there is no way the city can tell if it was a resident of a total stranger. There should be a website, or if there is one let the public know more about it, where we can report illegal dumping so the resident doesn't get fined.
19. Yes. Better would be good. But, more frequent bulk pick up in the alley would solve some of the problem. Also, Ann easier to understand pick up schedule would help. Knowing the exact date for my address for pick up is better than trying to understand the master schedule for all areas.
20. We live near 13th Street and Hardy, and there is constant dumping. It always looks trashy, never nice. Because we still have those huge trashcans, it's ideal for contractors to swing by and dump their leftovers. But also for students there is enough room in our dumpsters and the alleys to throw out all their furniture after each semester, or the landlords dump it in the alley for them, when they clear out the houses after the students went back home.
21. If the city uses it, and has the power to cite violators on the property they use, then they should pay for the upkeep and monitor violators.
22. If not enforced alleys become weed patches and dumping grounds. Must be kept clean for health and aesthetic reasons.
23. The many property owners who do not maintain the weeds in their portion of the alleys allow the weeds to go to seed and spread to other properties.
24. I've heard lots of complaints of illegal dumping and poor care in the neighborhood.
25. I support keeping our alleys clean, but it won't be fair to any resident to clean up after others, like in the case of illegal dumping or neighbors leaving their garbage behind someone else's house.
26. Weeds, especially during wet periods, get way out of control in many alleys. Residential rentals, both registered and unregistered (many), are the worst offenders, illegally dumping vegetation and junk (from tenants moving in and out all the time).
27. We need vehicle access to our alley gate and often large trash deposits block that access.
28. A clean alley is important for health and smell reasons but also discourages crime and loitering activity.
29. My experience has been that enforcement is very inconsistent and is predominantly as a result of resident complaints.
30. Residents often don't know the rules, and only way they learn the rules is getting a violation notice. And only way they start complying is to avoid fines.
31. It is important to keep the alley way clean and clear for the garbage trucks to pass, to make sure there is no where for people to hide or lurk. To keep pests under control

and to have free flow of water when it rains. Plus, it looks so much better when clean and there is no dumping or vegetation.

32. I would support additional enforcement however not sure how to stop illegal dumping as you cannot catch that "in the act" . I also would like people to use their own side of the alley - I find other dump their stuff on my side and up against my fence.
I DO NOT want to see alleys closed - its one of the reasons we bought where we did.
33. I think it's important to keep the public alleys maintained because when they appear to be neglected I think there's more likely to be crime - theft/break-ins/vandalism/indigents - that will be drawn to the area because they feel they won't be 'caught'.
34. only concern is that illegal dumping happens in alley by non residence
35. People from outside our neighborhood dump trash and brush in our alley without regard for when it will be collected or whether it is acceptable material. Sometimes their trash even blocks the alley. They tear away down Hardy Ave before I can get a plate number. Can the city help discourage this activity?
36. Keeping alleys clean help with the overall care for our neighborhoods. I believe clean alleys support better health and safety for people and for animals.
37. Because I can see the alley from my front yard if I don't keep it clean the other neighbors think it's a landfill. I live in the Pepperwood in south Tempe and most of the alleys look like landfills! It's just wrong that alleys can get so bad! Get the fine book out and start fining, so we can live in a city that everyone knows the codes! A clean city is a great city!
38. Please do better enforcement. Our alleys are a mess. People think it is okay to throw bulk trash out at any time so it can sit there for a long time. Also, people overfill the trash bins in some areas and it falls all over the ground. An effort as started around 2016 or 2017 by Dawn Ratcliffe to rework the alley process documentation to allow for petitions to close alleys and/or move bulk or allow residents to petition to move service to curbside with alleys. PLEASE PLEASE could the city finally get that way overdue task completed? Residents WANT these options and we are not understanding why this effort is not complete after all this time especially given that the issue of trashy alleys is being publicly recognized in the city council presentation. Please consider gating alleys to reduce the amount of illegal dumping (you could use the alley between Aspen/Concordia from Los Feliz to McClintock as an example; it was gated a few years ago and the amount of dumping is now insignificant -- it was terrible before gating.) ; Mesa is a fantastic example of alley gating. For bulk pickup, it is extremely important to be on schedule especially for the bulk on curbside (please prioritize that pickup); recently the bulk pickup was about 2 weeks behind. not only did it look terrible, but it blocked the street/sidewalks in some areas because it got moved and blown around.
39. Garbage containers in our alley are always over flowing as there are multiple families living in one house that generates 3 times the garbage in 2 alley garbage containers. Renters do not care about the alleys or how they look and throw garbage everywhere even when container is full. Garbage is collected on Tuesday in my area and as I write this it's Wednesday and container is full. we need additional container in our alley.
40. I walk through abutting Tempe neighborhoods 5 miles every day. I find the alleys horrifying without exception. I must enter one when I am dumping a filled and tied off dog poo bag and I'm afraid for my dog's paws -- lots of broken glass and sharp objects. They stink. They look like the city dump. I've seen furniture sit there for several months at a time. I actually fear for my safety. Once an unleashed dog came tearing out of an alley to attack my dog on the sidewalk on a leash.

41. There are areas, both HOA and non-HOA where properties are not being taken care of in terms of vegetation/weeds. It is a fire hazard when it dries out, decreases the value of neighboring properties and does not meet city code.
42. I'm tired of cleaning up stuff left in the alley
43. everyone needs to do their part
44. Our alley is pretty well taken Care of however people dump trash in the alley and then we get letters about it when we have done nothing wrong.
45. We pay for the use of the bin and when others not in our neighborhood fill it up we don't have room for our trash. The bin is on my property line so people dump stuff on my property line.
The trucks need to be able to safely navigate the alleys.
46. We need to keep our city alleyways clean and safe
47. Invasive plants and trees are spreading into the alleys and homeowners do nothing about it.
48. Keeps our community clean and wildfire proof. Also cuts down on roof rats.
49. Impose hefty fines on people who use alley ways to dump and litter. Please use the fines for wage increases for city workers and for keeping parks litter and trash free.
50. There is the area/alley along US 60/Price Road in the Dover area which is overgrown with weeds, trash and trees. Tempe owns this property. Recently we had homeless problem which started in the Ehrhardt (police called). Trees provided a place for hanging clothes and place to hide belongings. One neighbor had human waster by trash can bike hanging from tree. The weeds and trash (a lot is illegal) harbor insects/critters.
Constantly removing weeds from my side of alley due to neighbors not doing their fair share.
51. Trach causes transient traffic and rats. Plus the stench of garbage
52. It makes for a nicer & cleaner neighborhood.
53. I am very tired of stuff dumped in alley behind my home from landscapers then I have to try and clean it up but I can't always pick it all up
54. Clean alleys help prevent elimination of unwanted pests
55. We live along an alley that is shared with a condo complex, so the entire alley is our responsibility. Others (not from our next-door neighbor) are constantly using that space for their refuge. Signs don't stop them. They will dump shortly after the city has picked up and it sits for up to 5 weeks.
56. We do not have an alley.
57. Allies are potential health hazards. They can attract rats and criminals. For this reason, I do not believe alley clearance should be the responsibility of the homeowner. It's the city's responsibility to remove health hazards. Moreover, the city permitted allies in the first place. Note that my house does not have an alley behind it.
58. I don't know what illegal dumping consists of but we have some residents who put out bulk pickup well before the 10 day expectation. The other issues of 'weeds' and overhanging seem to be o.k.
59. Lots of green waste dumping from yard guys.
More information given residents that the alley overgrowth behind their house is their responsibility.
60. It will increase safety
61. With reservations. There have been several occasions in the past where someone has dropped trash behind my house and my neighbors. We live near the end of the alley that hooks up with the street and it's easy for landscapers and others to just back in a few yards and dump. Not sure how you would enforce it.
62. We have an alley about 3 houses away from us --- & because people who collect metal, etc, cruise that alley, I won't walk down it. I'd like to see alley cleanup

reinforced around the city because dumping & overgrowth make for unsafe conditions & potential problems with insects & rodents, etc.

63. I have problems behind my property with "dumpster diving" and illegal dumping. I have a large collection container and property wall that seems to have folks think it is a place to dump. I would like to limit alley traffic by removing the large, multi-property garbage collection bins and move to individual residential trash containers. This doesn't close the alley but limits traffic and the attraction to some to even enter the alleyways. I believe this would clean up some of the issues experienced in the alleyways. Adjacent cities are transitioning to this plan.
64. I have no alley, but the alley is part of our neighborhood. Keeping a neat and cleaned up area is part of our responsibility to our neighbors
65. Tempe used to have clean alleys, now it looks like south Phoenix.
The renters in my neighborhood are frat party homes, they continue to dump stuff in our alleys.

Of the 30 "No" responses, 27 shared why they would not support greater enforcement:

1. The dumping violations concern me, but because we live near the street, we often have random folks dumping stuff in the alley behind our house, and I don't think it's fair that we keep getting threatened by the city for "dumping" when we are NOT doing it. I wish y'all would ask more questions and find out what is really going on before rampaging through neighborhoods leaving nastygrams on our doors.
2. My neighbors have left materials against our wall in the past, how do we prove that the materials on our side of the alley are not ours. so I think enforcement is not practical. It severely aggravates me that the neighbors across the alley violate the rules, but I can't prove other than to stand outside for a month to film
3. The big garbage containers in the alley need to be better spaced between homes. Other than that I think the patrolling of the alley is adequate.
4. What would this 'greater enforcement' consist of?
5. Residents can call in problems. Need city to respond to those complaints but do not want "Alley Patrols" instituted on a witch hunt..
6. Our alley is frequently traveled via foot traffic causing much trash to be pulled out of the dumpsters. If the city were to check any given day, it is likely there would be some level of debris in the alley of my responsibility due to people going through the trash, even if I had cleaned it recently.
7. Not a harmful priority
8. Tempe's residential code enforcement division are poorly trained and operate above the law. I would never advise giving them more responsibility until they are subject to oversight and are trained to understand and comply with the law themselves. Currently, Tempe PD refuse to intervene if they violate your rights, even by criminally trespassing upon your property. The Tempe court disregards if they break the law (or several laws) in the process of their work. If you require evidence of these claims, I have plenty- feel free to ask.
9. Because the Alley Police will go after minor infractions
10. I can barely keep up with my front and backyard. When bulk time rolls around, they do a very nice job with the clean up
11. Sometimes I like to leave things out for bulk pickup before the allotted time. I also didn't know the alley vegetation is something for which I'm responsible.
12. I think the money can be better spent elsewhere, like cleaning the parks, dealing with homeless issues, more police in the neighborhoods getting to know neighbors and helping deter illegal dumping, etc.
13. The City should be responsible for hauling the trash and weed control in the alley. The City used to provide weed control in the alley years ago.

14. I think it should be the city's job to maintain the alleyways especially when garbage items suddenly appear along the alley. The onus should not be placed on us when it is a public space and there is no HOA. It would also be detrimental to those who may be disabled and cannot remove items/overgrown vegetation and weeds.
15. This is not fair to actual homeowner/residents who live anywhere near ASU! The amount of garbage we generate is miniscule compared to the mountains produced by the students renting houses/rooms from flippers who do not even live in the area. And since they are only going to be around for a semester or two, what do they care if their trash overflows into the alleys and streets?
There should be a rate "adjustment" (cute term you use there) or a regular surcharge for people/companies who own houses for rental purposes only!
16. The alley's are owned by the city. THE CITY should be the one maintaining them, not foisting off their responsibility on the adjacent property owner. Far too often people other than the property owner are dumping garbage and construction debris in the alley and the property owner gets stuck cleaning up the mess.
17. The city can be over zealous in enforcing ordinances. The general population that own houses are getting older and may not be able to maintain an alley. Renters and young home owners may be able to do it, but at a cost of hiring a company or having to do it instead of devoting time to the maintenance of their own property. It's time the city stepped up and did some work in the alleys instead of asking residents to do it.
18. There is already a standard set.
19. I don't have an alley
20. In my alley, it is not a big issue. There are some weeds, but they get cleaned up when they need to be.
21. The last thing we need is more bullshit fees for weeds growing in an alley way. It's fine, weeds grow. Give us a break, it's 110 degrees outside
22. I don't have an alley, so have no input on this subject.
23. You already charge for these things and do nothing why should i trust you would do more with more tax and money from me?
24. No since you're charging me for sanitation dumping in alley's and vegetation in alley's should be your concern. That is why we pay you.
25. The cost to pay to enforce at a greater level would be greater than fees collected. Doesn't sound like good common sense.
26. I do not need to be policed
27. I selected no because there are a lot of illegal dumpings that happen. And you can't enforce that because you can't tell who dumped it, if it was the home owner or another person. Because this is a University town I see a lot of rentals when they are done they just throw everything they can into the alley because the next day they are moved out, and it's not their issue anymore.

Question 8: There is a cost associated with composting. Would you consider purchasing compost from the City at market value?

		%	Count
Yes		38.8%	54
No		61.1%	85

Responses: 139

Question 9: Please share why or why not.

Of the 54 “Yes” responses, 46 shared why they would consider purchasing compost from the City at market value:

1. I love the compost yard and support it so much. It makes it more affordable to grow produce at home and ensures that nothing is going to landfill if it doesn't have to.
2. But only if it comes prepackaged or I could get it delivered if in a large bulk quantity. We don't own a truck so we haven't been able to take advantage.
3. probably would, but worry that it might be contaminated
4. It would depend on the cost. I compost a lot, and currently pay a private company to pick up my compost every week. I believe the city could do a lot more with green waste in the city.
5. It is a valuable service that is being provided by a reputable and knowledgeable entity
6. if the compost fill were able to be delivered, I would purchase. right now, I am aware I can pick it up (with a limit) at no cost.
7. I have purchased 3 truckloads of compost from the City. Quality is great and the price inexpensive.
8. I like the free option
9. I have purchased the fine material and picked up the free material. The fine material was valuable for my garden but the requirement to have a pick-up truck to purchase material was a major barrier and means I won't be getting any more. However, while the coarse material makes a great mulch, it is FULL of rocks and trash. I am still picking them out, a year after I picked up the material and I regret using it. Tempe must find a way to ensure a cleaner feedstock or to remove the rocks and trash from the material.
10. I would but I cant pick it up if you had a service in which I could pay extra to get some dropped off in my driveway thah would be great
11. The city puts some work into the compost, therefore, if I use it, then I should pay a SMALL amount to recoup my vegetation contribution into it.
12. To improve our landscaping and reduce waste.
13. I would buy compost at a discounted rate from the city. I wouldn't pay full market value, because it is not as good as what you find at the nursery or Lowe's
14. I have been using the current composting program for years and think it's great.
15. If it helps city revenue, why not?
16. We don't mind providing financial support for this environmentally important program.
17. Good value
18. We currently buy compost from Home Depot
19. Maybe - it depends on the quality of compost. The last time that I took some compost it was more like chopped up twigs.
20. I regularly use compost in me yard and believe those that use should assist in covering cost. Without this option, I would be paying for similar product at a nursery.
21. I think sourcing things locally, including compost is a good idea.
22. I would be interested depending on the rate. I enjoy the current compost options available through the City of Tempe.
23. Not in the current bulk form, that's just more than we need. But if the compost were sold in residential-type quantities we would purchase from the city.
24. already have one
25. I would consider paying for it, but it would have to competitive in quality, price, and packaging to compost or mulch available from the nurseries, Home Depot, etc. Currently I appreciate being able to shovel some compost into buckets and take it home for free. I don't care if I have to pick out a few pieces of trash, and I don't complain about the quality if it's a little chunky sometimes.

Conceptually, I'm torn as to whether residents should have to pay for bulk compost. The city charges for collection, it saves money on transport and landfill fees, and it reduces methane emissions. It ends up with mountains of compost that must be put somewhere. Should the city charge residents to haul this material back to their homes? I'm undecided on this.

26. Someone has to make sure composting happens, as well as maintaining facility for where compost happens. I have not used Tempe's compost, but would even if compost was no longer free to Tempe residents.
27. If the compost product is made out of waste food.
28. I am a subscriber of Recycled City LLC. I fill one bucket with food waste and another with compostable paper goods. They are picked up at my home and exchanged with clean ones every 2 weeks. I pay \$49 for two containers every 3 months. I absolutely love this service and would prefer to pay my city rather than a company but it is not yet available.
29. Recycling is the way to go...
30. If/when I start gardening, I would easily pay for City compost assuming the quality was reasonable.
31. If it's the same quality as at a nursery and will keep city costs down it should be charged,
32. We need to change our behaviors to do our part in order to make a lasting difference.
33. It takes resources & labor to maintain the collecting, managing & distribution of the compost.
34. Maybe, it would depend on the cost.
35. Compost is great for the garden and great for the environment
36. I do my own composting.
37. Being green is important and getting local is much better than shipping it in.
38. I have a small garden
39. I don't use city compost much and normally pick it up at the Zero Waste Day when you offer it.
40. if I decided to use compost, I would prefer to purchase from the City.
41. It should be and eventually will be subsidized, however, it benefits Tempe's resilience and sustainability, therefore I am willing to pay a reasonable amount for composting.
42. We don't compost at home (just 2 of us & when we tried it, it was a hassle). We'd buy it if the city made it available --- but probably only buy it once a year for our yard.
43. I've used the city compost before. Gone and collected it from the site myself
If you're going to charge for it, you need to filter it better and not have it such full of sticks.
44. I don't currently compost but would consider a purchase option if I necessary.
45. Would utilize if condominium accommodated community gardens to utilize compost resource.
46. I am a gardener.

Of the 85 "No" responses, 73 shared why they would not consider purchasing compost from the City at market value:

1. I already compost
2. I don't use compost. However, I usually only place my waste and recycle cans out every other week. Two seniors and we don't create much of either. It would be nice to identify and provide reduce rates for those on fixed incomes. Residential rates will increase but businesses will not. Why?
3. Don't need it.
4. Don't use compost in garden
5. Do not use

6. I think having compost is a public good as opposed to putting it in a landfill. The cost to the end user should cover the cost plus a small amount more.
7. I don't garden don't need
8. I am old and have health issues that limit the time and type of gardening I can do.
9. I make my own compost
10. I don't use compost.
11. Don't use it.
12. I have picked up compost twice and I am thankful it was available, but I generally don't have use for compost so I probably wouldn't pay whatever market value is.
13. I do not want to have to pay more money for another Ben. Also I do not have room for storage.
14. Have no need
15. We make our own.
16. I do not own a pickup truck. It is inconvenient to haul loose compost without one. This question should have had a "maybe" button, because I may attempt to when I have access to a method to transport it.
17. I have desert landscaping.
18. I don't need compost
19. cut the paint allotment for dangerous bike lanes.
20. Do not use compost
21. I do not have a need for compost
22. I compost at home
23. Not into composting
24. I would rather my money go to a local business than the city where who knows if they'll use the money properly.
25. I do not compost
26. Don't need any right now. Only need compost when planting new things.
27. We do not have a garden.
28. Limited need.
29. no need for compost
30. Don't need it.
31. Live in an apartment
32. I don't have a grass lawn.
33. Not interested at this time.
34. I make my own compost as needed.
35. If I am already giving you the green waste to compost and am paying for my green barrels, doesn't seem fair to be charged for the compost. Charge those who don't participate in green waste and give a credit to the rest of us.
36. I don't compost.
37. I don't have a garden - I live in a Brownstone and landscaping is done by the HOA - not sure they even use compost but if they did I would encourage the HOA to buy it if needed
38. Would be less convenient to go get it and if incurring cost would get it from a more convenient location.
39. The compost program costs us an extra 6% and returns very little. 100% of Tempe residents pay for it, subsidize it to be more accurate, so that a small percent of the residents can get cheap compost. If they want compost there are plenty of commercial places to get it from, Tempe doesn't need to be in the compost biz and if they got out of it, as shown in the StanTec report, we could CUT the budget by 6%.
40. I do not have a garden and do not need soil.
41. Don't garden, have a small yard with our townhome.
42. I do not use compost

43. dont use
44. The city's compost does not have a lot of fines in it. Instead it has lots of bulk sticks etc. which might be good for mulch, but is terrible for compost to be mixed into soil.
45. Commercial vendors don't generally have taxpayer funds in their budgets, so it seems like that offset should make the municipal option less expensive.
46. Don't need it.
47. I may pay but the compost has to be amended in order to use it so it shouldn't be priced as though it was amended soil. Please make sure that the people doing the rate study understand the differences between compost vs amended soil. One reason that I believe that compost should remain free or low cost for Tempe residents is because low/free cost helps with food insecurity for lower income people (that is, more people can afford to garden if inexpensive soil is available). It can be terribly expensive to garden and the availability of that low cost fine compost is important. Also, don't residents already pay for the cost of composting (does that 5% of the bill cover the cost)? Why not charge commercial and non-tempe more instead. Also, please come up with a structure that accommodates residents getting smaller volumes than a truckload (most of us don't have trucks and some of us are physically challenged so a truckload is not doable). Please do keep the compost facility ... don't replace it with development projects such as hockey arenas (also enhance it to improve it's Envision status; for example, the Phoenix compost yard)
48. I don't need compost
49. I don't need it.
50. I guess I dont know enough about it, but the one time I got free compost, it was bring your own containers. I dont have an appropriate vehicle to load up compost in that format.
51. I don't maintain my yard
52. Don't know what market value is. Would pay cost.
53. Don't need compost.
54. Wouldn't need it
55. have no need for it
56. Not paying more
57. Don't need it
58. I don't currently use compost.
59. I do not use compost
60. I should get a discount.
61. Bills are too high as it is
62. Support local nursery
63. Tempe tends to use high end market value.
64. I have no way to haul it. If it was delivered, I would pay more than market rate
65. You dont make solid waste easy for low to medium income as is so why would i buy something else from you.
66. No use
67. I compost my own.
68. No need.
69. 1. I don't need compost. 2. Why is the City generating compost?
70. I prefer organic compost.
71. I use specific compost for my yard. Worked for years and see no reason to change.
72. Don't need it.
73. Not needed in my yard.

Question 10: Did you utilize any of the rate study informational resources available on the City's website, tempe.gov/UtilityRateStudy?

		%	Count
Yes		40.8%	56
No		59.1%	81

Total: 137

Question 11: Please share any additional feedback you have regarding the proposed rates or the rate study process.

1. The charts were very blurred and you could not read them.
2. N/A I was unaware of this.
3. We are also very aggravated as a two person family that we cannot use a smaller SMART bin because we have an alley. We put perhaps one bag in the large alley bin per week, and would be much happier with everyone provided a SMART bin and the alley bins removed. We all move a blue recycle bin to the street each week, why not give us all SMART bins.
4. The study looked comprehensive and fair. The city should adopt it.
5. Thank you for are beautiful clean streets
6. it's a little too much information to draw a conclusion
7. Need to keep costs down
8. Generally I am opposed to rate increases. I know costs increase over time and those costs need to be offset, but I would rather the City consider not funding so many recurring budget supplemental requests each year. Isn't it possible to use some of the general fund from those budget requests to offset the increased costs to enterprise funds. Improve the existing services rather than continue to expand. What is the return on the investments for all the supplemental budget requests?
9. I would propose an additional rate increase in preparation of moving the fleet to an alternative fuel such as hydrogen or electric as these technologies appear to be inevitable in the near future. Having the funds ready to build the infrastructure and purchase the vehicles when one of these technologies enters this space would be prudent.
10. The proposed rates are reasonable and in line with surrounding cities. The span and scoe of services is a bargain at the price.
11. The current billing methodology is not attached in any way to each resident's actual usage of services. Stantec's work did not account for this.
A house with a single occupant that produces 16 gallons of trash a week on a barren lot pays the same as a house with 8 occupants who produce 30 gallons of trash a day, on a lot with 20 owner-pruned trees that produce literal tons of green waste.
The billing methodology is completely unfair, especially to the elderly- many of whom live on tight budgets. "
12. Please continue to set rates to ensure the financial viability of the solid waste utility.
13. drain the town mosquito pond. eliminate death trap bike lanes. fix all holes in streets.
14. If the rates are going up bulk pickup should go back to monthly pickup not just quarterly. Or ask your drivers where are the 'hot spots' and pick up there more often.
15. It seems like a lot of work has gone into the study and I support the findings
16. You mean to tell me that for \$30 a month you'll hire somebody to come to my house on Tuesday and pick up my trash and drive it to a landfill where you'll pay a fee to dispose of it for me...and then on Thursday you'll send another driver to my house to pick up my recyclables...and then when I have large bulky items I can place them in front of my house for you to pick up....and you'll dispose of my used motor oil and

antifreeze if I drop it off....and you'll let me bring my tree clippings and asundry trash to a transfer station....and you'll employ someone to answer the phone if I call with a question? SIGN ME UP!

17. While the rates are higher than other cities, I am happy to pay them to help keep Tempe clean and using recycling.
18. I am tired of paying for dumping. We are so frugal with our trash, and would rather have the smallest trashcan, hoping that would help with dumping.
19. An increase may be in order, but not every year. PLEASE consider seniors on fixed incomes. SSI does not cover all the increases working companies/people want to put on us. I have not had a pension increase in 11 years as my pension is fixed. I lose spendable income every year. I am single, no family, no investments, no inheritance, disabled so I can't work. I have paid the City money every year (and for schools) for the past 55 years. I have not had a vacation since the 1990's. You will take every penny I have to support myself. I need help by not raising my fees the same amount as all the able bodied working people. It's not fair.
20. Those of us that use the 96 gal. refuse and recycling containers pay more that those who have smaller containers. I already pay close to \$30 per month while others pay less. Want more revenue? Return to just one size of refuse container and charge everyone equally.
21. We are very much in favor of having the same options continue - that is, recycling, green organics and bulk pickup. They help us maintain our home and yard and their accessibility helps keep our city clean.
22. Tempe rates are much higher than comparably sized cities, (Gilbert and Chandler). Does Tempe offer more services or are we less efficient?
23. We have had rate increases for the last 3 years. It is unfortunate that we will now get a 3% annual increase for the next 4 years.
24. Wondering why Tempe's rate, while lower than that in Phoenix is so much higher than that in Scottsdale or even more so than in Gilbert.
25. There seems to be no incentive to reduce waste or separate recyclables. Tempe, near the University, may be a good test site for trying separated recyclables vs. co-mingled recyclables. This may be a way for the city to save money or it could deter recycling. I don't know, but in Japan and Sweden where I have lived, the separating of recyclables seems to save the cities money.
26. WE don't always use all of our barrels but need them when there are monsoons. Seems like you could count the number of barrels and only charged when used so you don't have to bring back and forth for cancellations. Otherwise give a reduced rate/ credit when they are not in use.
27. Rates are too high. Stop raising the rates.
28. I don't know what you are talking a bout - rates for electricity?
29. As described above -- There should be a rate "adjustment" (cute term you use there) or a regular surcharge for people/companies who own houses for rental purposes only!
30. As described above -- There should be a rate "adjustment" (cute term you use there) or a regular surcharge for people/companies who own houses for rental purposes only!
31. In the chart that compares our rates to other cities, it showed that we are twice the amount of Gilbert. It was not clear if that was an apple to apple comparison. IE what services are we receiving that Gilbert residences don't?
32. The study was a huge waste of money. Were they told to turn a blind eye toward how to cut costs? Tempe is the second most costly garbage operation of all the valley cities, TWICE the cost of two of our east valley neighbors. Yet there was not the slightest interest in the study for exploring why it costs Tempe TWICE what it costs

our neighbors to do a simple task like empty garbage cans and haul the garbage to a dump. This isn't rocket science... It's just garbage. The report should have explored the WHY of Tempe costing TWICE the other cities.

The report shows that we could cut the garbage budget by 6% by getting rid of the compost program, a program paid for by 100% of the residents but used by only a small percentage. There are plenty of sources for compost, Tempe need not be in the compost biz. Total cost of residential garbage collection = \$10 million Excess cost of compost Program = \$0.6 million $10/0.6 = 6\%$. It's all documented in the Stantec report.

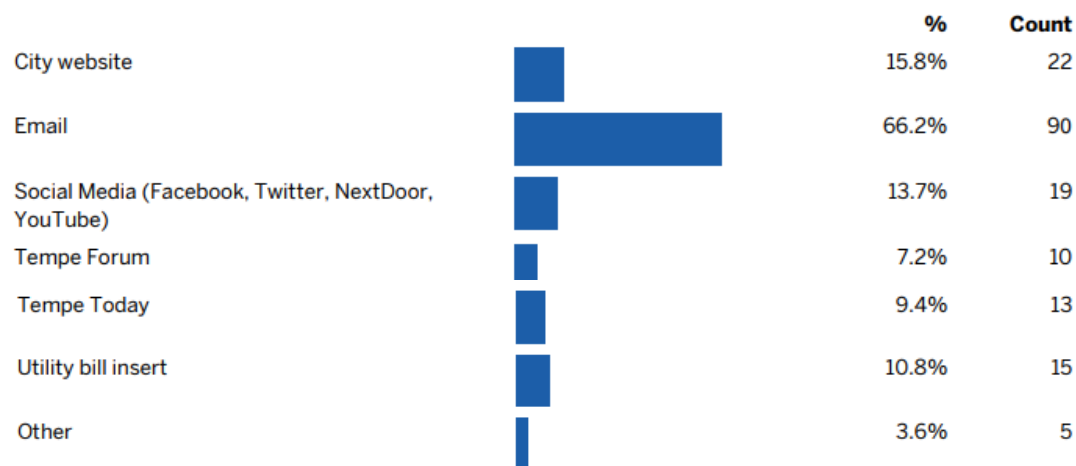
33. The increased rate seems fine. I will not notice the <1.00 rate increase as long as the city continues to develop and provide quality services.
34. The revenue sufficiency report is based on forecast, but there is no mentioning of why and how this forecast was made. I cannot agree with a forecast without seeing the historical expenditures. The cost analysis in this report is also a predicted cost. Why did this company not analyze the historical cost? Sure, a certain level of fund balance is required, but this report does not say anything about why the fund balance will be negatively affected in the near future. Why do we need a debt funding? Why can't we pay as we go? For example, special assessment for capital investment. This report just looks like fattening the funds without reasons or purposed, and I feel that this report was prepared improperly; therefore, should be disregarded. Makes me angry that City paid so much money to Stantec to have this crappy report done.
35. - Need to focus on special events and make sure they are paying for services rendered.
 - The difference in cost/revenue for green collections/composting indicates a change is needed, the city should get out of this business and as recommended in the study, move this elsewhere. From the study...""The City's current gross cost for green organics processing is approximately \$1 million. Revenue from the sale of compost, plus revenue from rates charged to drop off green organics at the Compost/Inert Facility, generates approximately \$330,000, annually. This leaves approximately \$679,000 in unrecovered cost annually, which is currently subsidized by residential solid waste customers.""
 - I don't understand why Tempe costs are double that of Gilbert (Tempe \$29.51 vs Gilbert \$14.80 or even Scottsdale \$21.47. The study indicates there are differences in services, but really, is Tempe that much different?
36. The city continually raises the rates on this, claiming that the cost of water, sewer and trash must be born by the residents. When is the city going to use some of our tax money to ameliorate these costs.
37. no rate increases. tempe is getting TOO expensive
38. Rate increases seem adequate to meet increased costs over the next few years.
39. For Bulk Trash, any of us go out of our way to not have bulk trash. I do not ever put bulk in the alley. Many residents don't. Why not charge only those people who want to pay for that service? That may encourage people to figure out how they can avoid creating garbage that has to go to the dump facility. I personally compost my yard waste in own yard, crush my cans to give to charity, and post any big items such as washers/couches/etc. for free on Facebook Marketplace. If I have non-reuseable DIY items such as a toilet, I take it straight to the dump. If I go to Costco, I tell them not to give me boxes and I often post amazon boxes on Nextdoor/Buy-Nothing Facebook for reuse. I also ensure that my alley area (and many of the neighbors too) are weed free. In general, in the case of solid waste, it might be helpful to charge based on individually used services because people might pay more attention to how much waste they generate (and try to avoid generating waste). It would be great to think about more ways to encourage waste reduction in general through policies (usually \$\$ cost for a service gets peoples attention)

40. We as the public forced to use city services live with constant rate hikes and pricing changes, not only for utilities but internet, cable, phone, and any other needed services. The only things that don't go up are wages, basic simple quality of services without waste and unnecessary endless "social programs" and continuous ways to extract extra dollars from citizens. Cut the waste, keep services simple and basic and stop hiking the prices a few dollars here a few dollars there on your citizens who can not afford it anymore.
41. I find it strange that those of us with the lowest volume garbage can will incur the highest rate increase. I will go back and try to figure out why that is the case. I am sure there is a reason. Thank you.
42. not familiar enough to comment
43. Lame. My srp bill is lower for a 1,500sq ft house!
44. Not interested in rate increases.
45. pricing is too high as it is. Prices go up and work efforts go down quite often... City defers many deeds to home owners now and still raised prices.
46. I think they are fair.
47. If increasing the rate to 3% benefits our future access to affordable living in the future, then I am all for it.
48. Your studies dont do anything to address the major issues people in the community constantly face. Get better about dumping, sick of getting charged for my bulk trash to be full when me and the neighbors that share it arent the ones constantly filling it. I dont agree with being charged for others trash. Rather you provide me my own trash bin.
49. If you are going to subject home owners to guidelines for alley clean ups, which most don't even follow, maybe you should allow citizens to hire outside venders to pick up their garbage. If that were the ability of the homeowner they might find a competitive pricing a more suitable way to go. Those on fixed incomes can afford to keep paying more for utilities thru taxes.
50. Pick up is inconsistent
51. Tempe is passing on the costs of its social programs to its residents. Social programs should be handle by the private agencies or by the state and federal governments. Cities don't have the resources for social programs unless they keep on raising the taxes and usage fees for basic services as Tempe has done for the last 10 years.
52. The money allocated for study could have gone to pay for waste collection. A study every 3 years is too frequent.
53. The rates have normally seemed reasonable to me. My concerns are about drought and heat sink building activities that the city continues to pursue unrelentingly.
54. I'm willing to pay increased prices for continued good pickup schedules. Would love "bulk" pickup to be more frequent in the heavy growing time of spring/summer & cleanup time in the fall.
I worry about the people who are low income, however, who find it difficult to pay increased prices.
55. The alleys need like a deep cleansing in my area around Broadway and McClintok. There is a lot of little trash scattered in the alley not in bins. We've seen human feces, and drug paraphernalia Not from residents, but people just walking through the alley]. The alleys smell like shit and just need a thorough walk through and cleaning. Recently the alley behind Los Feliz at Broadway, someone went through and graffited the wall.
56. I am opposed to rate hikes when the alleyway continues to be my responsibility but the City continues to use the large, multi-property collection process with the 300 gallon bins. This attracts people into the alley that should not be there and illegal

dumping. Although the City is good to respond to reports and clean up, I am tired of having to continually monitor and report.

57. "Lets do this. Recycling is important and it costs more now. The proposed changes in costs make the budget balance. The costs are what it takes to keep our infrastructure intact"

Question 12: How were you made aware of the 2021 Solid Waste Rate Study? (check all that apply)



Responses: 174

Online Public Meeting – August 20, 2021

Jana Lynn Granillo:

In my neighborhood, single resident intentionally the homes, you know, single family and of course, the neighborhood has evolved. We've had more homes that have turned into rentals, college rentals or other types of renting situations with many folks living in the home. How does that impact or was that taken into consideration for the waste study when you talk about three customers per 300-gallon trash. And I'll just go ahead and send it out to airwaves and see what kind of response I get. Thank you for this and thank you for taking my question.

Terry Piekarz (Municipal Utilities):

Thank you very much for that question. Yes, we've actually received that input on a couple of occasions, so I'll just explain the process a little bit in terms of the deployment of the 300-gallon shared containers. The Solid Waste Section of the division did perform kind of routine and regular audits to make sure that we have a proper distribution of those 300-gallon containers per residential customer and that we don't have things that are sort of moving around or not where we need them to be to make sure we're servicing everyone properly. The other part of that, which is, you didn't exactly ask, but I think what you're implying is that, you know, we do see a bit of overuse of containers at times. So, what we do is, we also look at reports of, you know, folks who will report that, for example, the container was emptied on

a Tuesday and it was full on a Wednesday, so they weren't able to use that container for their own, you know, disposal purposes. So we'll also monitor that from an inspection standpoint and sometimes there are things that need to be done from a communication or education standpoint for renters, and if not the renters, the property owners, to make sure they understand what the requirements are and how this system works. Sometimes it can go as far as enforcement. We've seen things where we've got situations that are overflow conditions or perhaps illegal dumping, something of that nature, where we have to, you know. Again, that was a lot of the purpose behind the code review of Code Chapter 28 and also some revisions so that we have some ability to enforce if necessary or take action in a timely manner so that these conditions don't occur or exist for an extended period and then other customers, who are not necessarily responsible for what's happening, are being impacted. So, I hope I answered your question sufficiently and thank you for that.

Outreach

- City calendar of events
- Email to 4,385 Tempe Forum subscribers.
- Invites to participate sent to Habitat for Humanity, Tempe Housing, Tempe's Neighborhood Advisory Commission, Tempe's Sustainability Commission, Neighborhood Association and Homeowners Association Leaders and Tempe's Chamber of Commerce.
- Facebook
Total Impressions: 2,557
Reach: 2,443
Engagement: 25
- NextDoor
Reach/Impressions: 3,415
- Twitter
Reach/Impressions: 3,530
Engagement: 43

Additional Comments

The following are various email inquiries and comments received.

August 18, 2021 - Jim Delton

Jim Delton email to Steve White (Municipal Utilities) on August 18, 2021, at 1:21 p.m.:

How much is Tempe paying the consultant for the current solid waste rate study?

Jim Delton [EMAIL ADDRESS REDACTED]

Steve White (Municipal Utilities) email response to Jim Delton on August 20, 2021, at 8:35 a.m.:

Dear, Mr. Delton,

Thank you for your question and participation in this year's Solid Waste Rate Study (Study).

The contract with Stantec Consulting Services Inc. totals \$67,125 and covers the 2021 Study and the 2022 non-rate study year financial model update. Services billed to date for the Study are \$46,987.50.

Solid waste services are funded through a self-supporting, business-like enterprise fund. This means that services are funded through rates, fees and charges paid by the customers who use those services. This structure ensures the long-term financial viability and sustainability of the solid waste utility.

Every other year, the City contracts a third-party financial consultant to assist staff in executing a comprehensive solid waste rate study. This cost of service study evaluates the rates, fees and charges associated with the solid waste services provided to the community, to ensure that revenues collected provide sufficient funding to pay for the cost of these services. The objective is to determine what, if any, adjustments are needed to ensure that costs are proportionally allocated to customers and sufficient revenues are collected to recover costs. This effort also ensures that rates, fees and charges are aligned with the organization's strategic and operational goals.

During the non-rate study year, the Utility completes a financial model update of the Solid Waste Fund to determine if revenue adjustments are necessary. This financial model update is not a comprehensive cost of service rate study. The process includes reviewing industry inflationary trends from the U.S. Consumer Price Index - Garbage and Trash Collection series, provided by the U.S. Bureau of Labor Statistics (bls.gov), and updating the financial model with revenues and expenses from the most recent fiscal year to determine revenue requirements for the next fiscal year. If revenue adjustments are necessary, staff will return to City Council, in the form of a Request for Council Action, to seek approval of the inflationary solid waste rate increase. The rate increase would apply to each solid waste service provided by the Utility and, if approved, would take effect in January of the following year.

Periodic review of rates, fees and charges is an important component of a well-managed and operated solid waste utility. As utility costs throughout the country continue to rise, the City is committed to managing costs and staying efficient, while upholding the City's commitment to a sustainable future.

Thank you, again, for your question and your engagement in our Study process. Your questions and input provide valuable insights and help us make better, more informed decisions.

Thanks,
steve

Stephen White
Municipal Utilities Business Manager
City of Tempe, Municipal Utilities Department
Email: stephen_white@tempe.gov
Office: 480-350-8847
Cell: 480-353-7386



Jim Delton's email response to Steve White (Municipal Utilities) on August 22, 2021, at 11:37 a.m.:

Thanks, Can you send me a PDF copy of the Stantec contract.

Jim Delton [EMAIL ADDRESS REDACTED]

Steve White (Municipal Utilities) email response to Jim Delton on August 26, 2021, at 3:12 p.m.:

Dear, Mr. Delton,

My apologies for the delay in responding to your most recent email. The City of Tempe Procurement Division provided me the documents you requested. Attached please find the Utility Rate Study Services Request for Proposal, Stantec's response to the request for proposal and Stantec's Contract Award.

Please let me know if you have additional questions or require additional information.

Thanks,
steve

Stephen White
Municipal Utilities Business Manager
City of Tempe, Municipal Utilities Department
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Office: 480-350-8847
Cell: 480-353-7386

