

# Every Other Week Garbage Program Challenges and Alternatives

City Council SPUN Committee

*February 24, 2014*

# Every-Other Week Garbage: Summary of Down Side

- Moderate overall savings may not justify perceived service drop
- Significant resistance
- Dissatisfaction disproportionately higher for traditionally underserved communities
- Potential for unintended consequences
- Higher garbage rates for some

# Customer Satisfaction

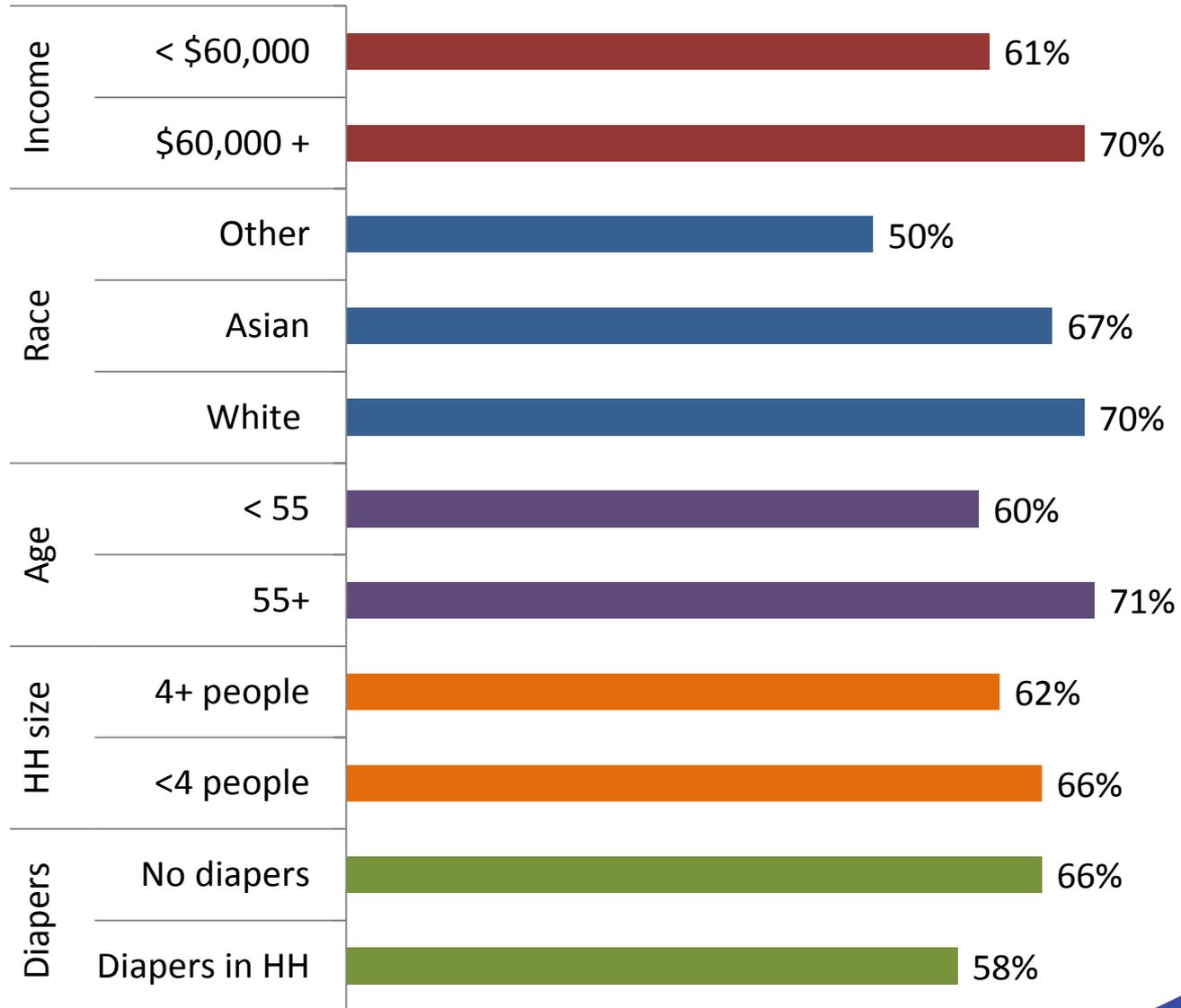
- Only 33% satisfaction in 2011 citywide survey
- Only 63% of pilot program participants satisfied
- Satisfaction much lower than with present weekly service (89%)

# Dissatisfaction by Key Demographics

## Lower satisfaction reported by:

- Ethnic groups other than White or Asian-American
- Lower income
- Younger and larger households
- Households with diaper use

# Satisfaction Chart



# Top Reasons for Dissatisfaction

## Of those not satisfied:

- 76% did not like having garbage on their property for that long.
- 72% felt the change increased smells and odors.
- 66% had to work harder to get garbage to fit in the can.
- 62% reported an increase in rodents and pests.
- 62% didn't like having to wait two weeks to have their garbage collected if they missed a collection.

# Participants Recommendation for citywide adoption or not

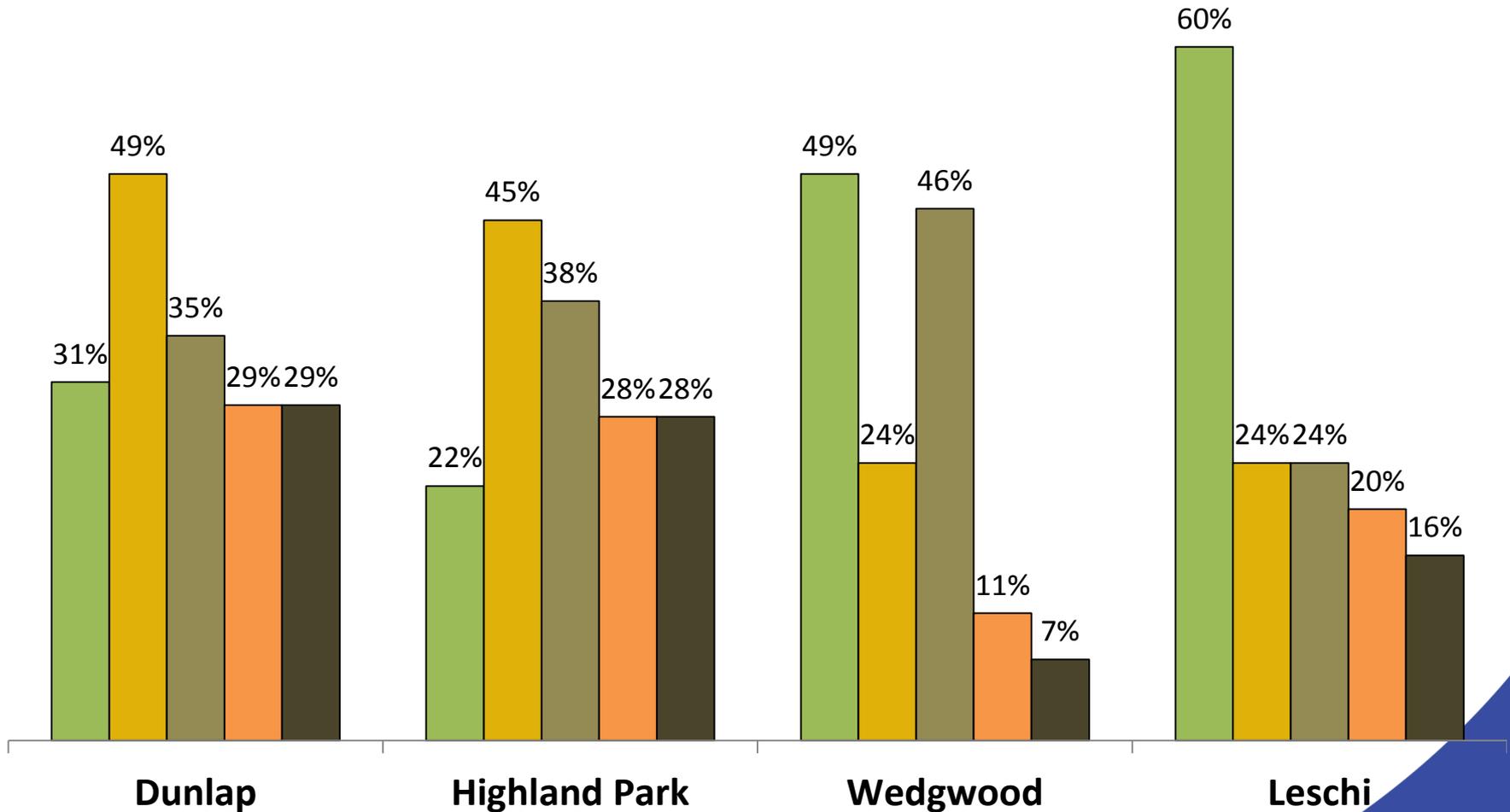
- 33% opposed citywide implementation (88% of those dissatisfied recommended against citywide implementation)
- Demographic responses aligned with satisfaction feedback

# Pilot Program's Negative Neighborhood Impacts

- 36% said there were more overflowing garbage and recycling containers
- 20% said their neighborhood look messier
- Potential for contamination

# Differences in Neighborhoods

None Overflow Fewer trucks Cans at Curb Messier



# Financial Impacts

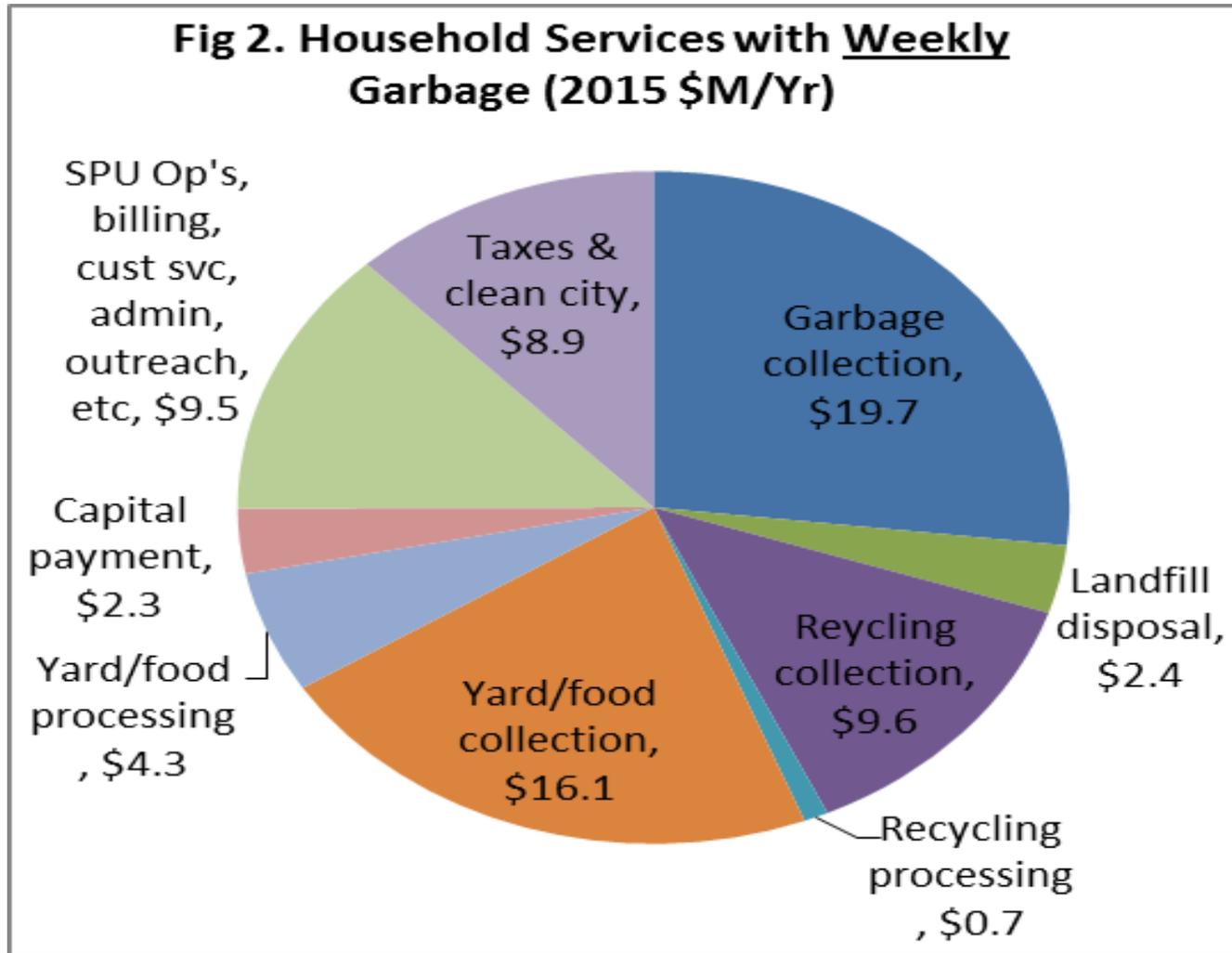
## Solid waste fund impacts:

- Only 3% savings on all customer bills
- Only 8% savings on SF customer bills

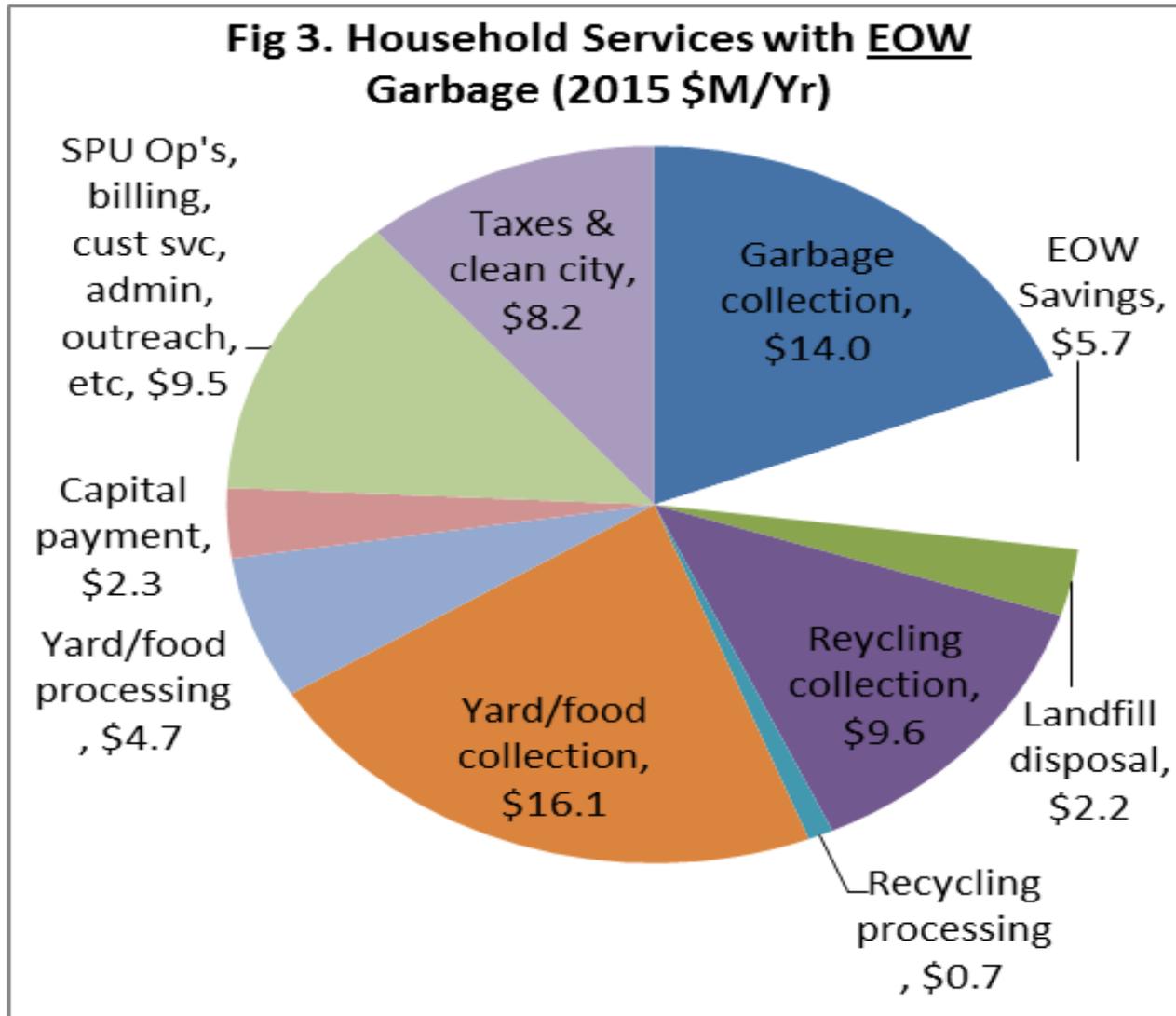
## Household customer impacts:

- “Can upsizers” (10-30%) likely to pay more
- “Can keepers” (70-90%) likely to have only moderate savings (approx \$3.30/ mo)

# Weekly Garbage Service Expenditures



# EOW Garbage Expenditures



# SPU Customer Review Panel

- SPU Customer Panel reviewed program and recommended against citywide implementation

# Some Alternative Options to Increase Recycling

- Requirement to compost in quick serve restaurants
- Carpet recycling
- Sort transfer station loads with significant amount of recyclable C&D materials
- Ban the disposal of food waste
- Textile recycling
- New recycling set up at new transfer stations
- SPU will make recommendation in 6/30/14 Annual Recycling Report