

“Pay As You Throw – The City of Fort Worth Experience”

Presented at:
**The Southeast Recycling
Conference & Trade Show**

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What Is PAYT?

- PAYT is a fee-for-service payment program for MSW
- PAYT provides direct economic incentive that encourages residents to:
 - Reduce the amount of waste they generate
 - Recycle more
- PAYT is also known as:
 - Unit-based Pricing
 - Variable Rate Pricing



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PAYT Concept


Ensures that citizens/businesses see and feel the cost of waste disposal services.

Traditional System

- No separate payment; costs paid from property taxes through the General Fund
- All pay the same flat fee for all services

PAYT:

- Based on amount of waste thrown away - NOT fixed fee
- Similar to electricity/gas/utilities






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Concept

PAYT Price to Customer:

- **Volume**
Pay for each bag or can of waste set out
Pay for size of container selected
- **Weight**
Less common due to cost of equipment and billing infrastructure



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Commercial PAYT



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Advantages

- Fairness among customers
- Provides tool for control over costs
- Incentive / motivation to recycle more and be creative to prevent waste
 - Lower disposal costs
 - Revenues from recyclables





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Advantages



- 25% - 35% waste reductions reported
- Behavioral changes:
 - Purchase in bulk
 - Choose product with less packaging
 - Look for ways to reuse
- Reduce greenhouse gas emissions
 - Fewer natural resources used
 - Less energy consumed
 - Less pollution created



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Advantages

- Landfill space used at slower rate
- Long run – Incentive for manufacturers to redesign products
- Increases public awareness of environmental issues
- Increases participation in composting and recycling programs



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Disadvantages

- Potential increase of illegal dumping
- Requires capital investment:
fee collection system, containers, etc
- Concerns from lower-income residents about
amount to pay



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Disadvantages

- Potential for rate shortfall
- Gearing up for customer service
- Container, particularly cart planning and
delivery
- Transition planning will take staff time from
other duties
- Effort and costs increase when the MSW
collection system is substantially changed
along with PAYT: new trucks, routes,
policies and procedures, etc.

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City of Fort Worth, TX Pay As You Throw – Single Stream



- 661,850 residents/172,000 Households (as of 1/1/06)
- Implemented Citywide in July 2003
- Preceded by 7-Year Pilot Program in 8 routes of approximately 10,000 households
- Operations contracted to private firm


Recycle more, pay less
The more you recycle, the less garbage you have.
The less garbage you have, the smaller cart you need.
The smaller the garbage cart, the less you pay per month.



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Part of Comprehensive System Change/ Privatization Procurement by City


- Municipal Solid Waste Collection (Residential and certain small commercial)
- Single-stream Recyclables Collection
- Brush, Yard Waste and Bulky Waste Collection
- Disposal Services for Waste and C&D/Large Bulky
- Processing Services for Collected Yard Waste and Brush
- Processing Services for Collected Single-stream Recyclables
- Processing Services for Type IV Construction and Demolition Waste and Large Bulky Items
- Transport Services for Selected Waste and Recyclables from City Convenience Centers and Special Events
- Lease and Operation of the City's Southeast Landfill and Development of a "future" Transfer Station



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New Adjustments for Residents


- Weekly collection of recyclables, single-stream, in wheeled carts
- Expanded list of recyclables
- Once/week garbage collection vs. twice/week
- Garbage collection in wheeled carts vs. bags; all garbage must be in cart
- Determine which size cart fits family needs



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Carts Distribution for Waste

	<u>Expected Based on Benchmark Data</u>	<u>Actual Initial Resident Orders</u>
32-gal. cart	11%	25% (\$8/month)
64-gal. cart	52%	67% (\$13/month)
96-gal. cart	37%	8% (\$18/month)



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New Adjustments for Residents (Continued)

- Weekly collection of yard waste in kraft bags purchased by residents vs. no yard waste collection
- Brush cut and bundled; no more than 40lbs.
- On-demand call-in system for large brush and large bulky waste vs. 1/ month area sweep
- Now 1/month for up to 10 cu. yds. of bulky or C&D
- Call center operated by City vs. contractor
- Convenience centers for excess garbage and recycling
- Change of day and time of pick-up for most residents



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City of Fort Worth, TX

- Current fees:
 - Recycling 64-gallon cart = No charge
 - Garbage cart monthly collection fee:
 - 32-gallon = \$11.45
 - 64-gallon = \$16.45
 - 96-gallon = \$21.45
 - Additional carts = same price as above
 - Bags for excess garbage = \$15.00 for 5
 - Optional yard trimmings cart fee:
 - 96-gallon = \$50.00
 - Disposal fee \$12.94 per ton (in collection fee)
 - Fees invoiced monthly on water bill



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Public Education Piece (English)

Garbage is about to get EASIER!

Begin using cart THE WEEK OF JUNE 30.
The more you recycle, the less garbage you have. Lower your monthly bill by recycling more.

HOW TO USE YOUR GARBAGE CART

- Bag garbage and place in cart.
- Use only city-owned carts; no other carts or bins will be accepted.
- To move the cart, make sure the lid is closed. Hold the cart handle and tip the cart back on its wheels before attempting to push or roll.
- Do not drag cart or roll cart with lid open.
- On slopes, push cart when going downhill; pull cart when going uphill.
- To clean cart, use a garden hose to rinse. Cleanliness of the cart is the resident's responsibility.
- Cart maintenance is covered by the city. For service call 817-392-EASY (3279) or visit: www.fortworth.gov/dem

HOW TO PUT OUT YOUR GARBAGE

- Place garbage cart at the curb no later than 7 a.m. on your pickup day.
- Set out cart no earlier than 6 p.m. the night before your pickup day.
- Garbage must be in brown bags inside cart.
- Important: All bags must fit inside the cart with the lid closed. Sagged or loose garbage placed inside cart will not be collected.
- Place cart so that the handle is facing away from the street.
- Place cart at least two feet from utility poles, trees, gas or water meters, fire hydrants, cars, sprinkler heads or other items that collection equipment could damage.
- Remove cart from curb no later than midnight on your pickup day.
- Share cart out of public view.
- No hazardous chemicals such as oil, paint and antifreeze can be placed in cart or collected with regular garbage. Dispose of hazardous household chemicals for free at the Environmental Collection Center, 6400 Bridge St. Call 817-871-5257 for hours of operation, directions and a complete list of materials accepted or visit: www.fortworth.gov/dem/evocag.htm

HOLIDAY COLLECTION

You may place up to 2 extra bags or boxes of garbage outside your cart on your first pickup day after Thanksgiving and Christmas.

There is no garbage or recycling on New Year's Day, Thanksgiving or Christmas.

If your regular pickup day falls on a holiday, garbage and recycling will be moved up the next day.

For the rest of the year, ALL pickup days after the holiday shift one day.

Example:

Regular collection:	Holiday shift one day:	Holiday collection:
Wednesday	Thursday	No change
Thursday	Thursday	Friday
Friday	Friday	Saturday

Bad weather may slow or cancel service. If canceled, the holiday collection schedule will apply.

CUSTOMER SERVICE
817-392-EASY (3279)

For garbage cart exchange, cart maintenance, bag loans and trash information or missed service call 817-392-EASY (3279) from 7 a.m. to 7 p.m., Monday-Friday or visit: www.fortworth.gov/dem

If you are physically unable to take care of the cart and would like to apply for assistance, call 817-392-EASY (3279) or print the form online at: www.fortworth.gov/dem

RECYCLE OR SAVE THIS BROCHURE

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817-392-EASY (3279)

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Public Education Piece (Spanish)

Basura idesecharia va a ser más FÁCIL!

Comience a usar el bote de basura LA SEMANA DEL 30 DE JUNIO.
Mientras más recicle, menos basura tendrá. Reduzca su pago mensual reciclando más.

CÓMO USAR EL BOTE DE BASURA

- Ponga su basura en bolsas de plástico antes de meterla al bote.
- Sólomente use los botes de la ciudad; no será aceptado ningún otro bote ni recipiente.
- Antes de mover el bote asegúrese de que la tapa esté hacia abajo. Levante el bote de la parte de la tapa e inclínalo hacia usted antes de tratar de empujarlo o rodarlo.
- No arrastre ni cuete el bote con la tapa hacia arriba.
- En veredas y rampas empuje el bote en cualquier dirección.
- Utilice una manguera para enjuagar el bote. Es responsabilidad del residente limpiar el bote.
- El mantenimiento del bote es responsabilidad de la ciudad. Para solicitar servicio llame al 817-392-EASY (3279) o visite nuestra página: www.fortworth.gov/dem

CÓMO COLOCAR EL BOTE CON RUEDAS

- Póngalo al borde de la calle a más tardar a las 7 a.m. en su día de recolección.
- No lo saque antes de las 6 p.m. el día anterior a su día de recolección.
- La basura debe ir en bolsas de plástico dentro del bote.
- Importante: Todos los botes deben caer bien dentro del bote con la tapa hacia abajo. No se recogerá ninguna bolsa ni caja que esté fuera del bote.
- Coloque el bote a manera que la parte de la tapa apunte en dirección contraria a la calle.
- Colóquelo por lo menos a dos pies del borde de su acera, evitando de que se quede cerca de riego para incendios, automóvil, escalador del jardín o otro objeto que el equipo de recolección pueda dañar.
- No lo deje al borde de la calle después de medianoche en su día de recolección.
- Guarde el bote en un sitio que no sea visible desde la calle.
- Sustancias químicas como aceite del motor, pintura y anticongelante no pueden ser recolectadas con la basura regular. Deséchelas gratis de cualquier sustancia que tenga de sustancias químicas del hogar en el Centro de Recolección Ambiental, 6400 Bridge St. Llame al 817-871-5257 para las horas de operación, direcciones y una lista completa de los materiales que se aceptan o visite nuestra página: www.fortworth.gov/dem/evocag.htm

RECOLECCIÓN EN DÍAS FERIADOS

Puede colocar hasta 2 bolsas o cajas adicionales de basura fuera del bote en su primer día de recolección después del Día de Acción de Gracias y Navidad.

No hay servicio de recolección de basura ni reciclaje en Año Nuevo, Día de Acción de Gracias ni en Navidad.

Si su día regular de recolección cae en un día feriado, la basura y el reciclaje serán recogidos el próximo día.

En esa semana, 1000s de días de recolección después del día feriado, caen el día siguiente.

Ejemplo:

Día regular de recolección:	Día feriado cae en:	Día de recolección cambia a:
miércoles	jueves	No cambia
jueves	jueves	viernes
viernes	viernes	sábado

Condiciones climatológicas pueden impedir hacer que se retrase o cancele el servicio. Si se cancela, entonces se aplicará el mismo horario que en los días feriados.

SERVICIO AL CLIENTE
817-392-EASY (3279)

Si desea más información sobre cualquiera de los servicios o tiene alguna pregunta, por favor llame al 817-392-EASY (3279) de 7 a.m. a 7 p.m., de lunes a viernes o visite nuestra página www.fortworth.gov/dem

Si usted está físicamente incapacitado para mover el bote hasta el borde de la calle o desea tener una solicitud de asistencia, llame al 817-392-3279 o puede bajar el formulario del internet de nuestra página: www.fortworth.gov/dem

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- Enforcement:
 - Enforced by solid waste staff and code officers
 - Team of 6 recycling police called “the Blue Crew”
 - Audit carts/setouts in teams of two
 - Sticker on a garbage bag outside of the cart that is not an approved pre-paid bag
 - Water account charged \$10 for collection and disposal fee for each excess bag
 - Repeat offenders issued tickets, which can include \$315 fines



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City of Fort Worth, TX

- Enforcement advice:
 - Ramp up slow
 - Educate first
 - However, recognize that enforcement actions must come to bear eventually
 - Code officers are not garbage-oriented staff, but they have to be involved in this process
 - Consider using other municipal staff to assist if necessary
 - Work the bad areas first
 - Have the backing of the municipal officials
 - “Political will” to follow through must be there



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City of Fort Worth, TX

Results:

- Recycling diversion: before PAYT 6%, now 21%*
- Households that recycle: from 21% to 85%
- 92% of residents pay less than before
- Costs for disposal decreased
- Sales of recyclables generated revenue (\$540k in 1st year; more as program evolved)

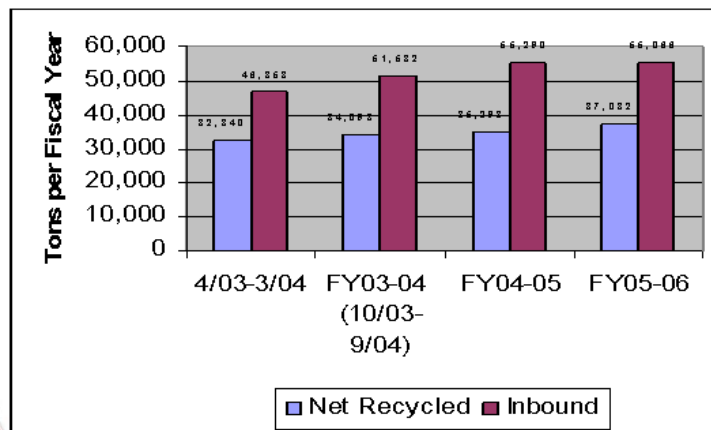
* Residue: not included in diversion %; generally runs 30% in recyclables.



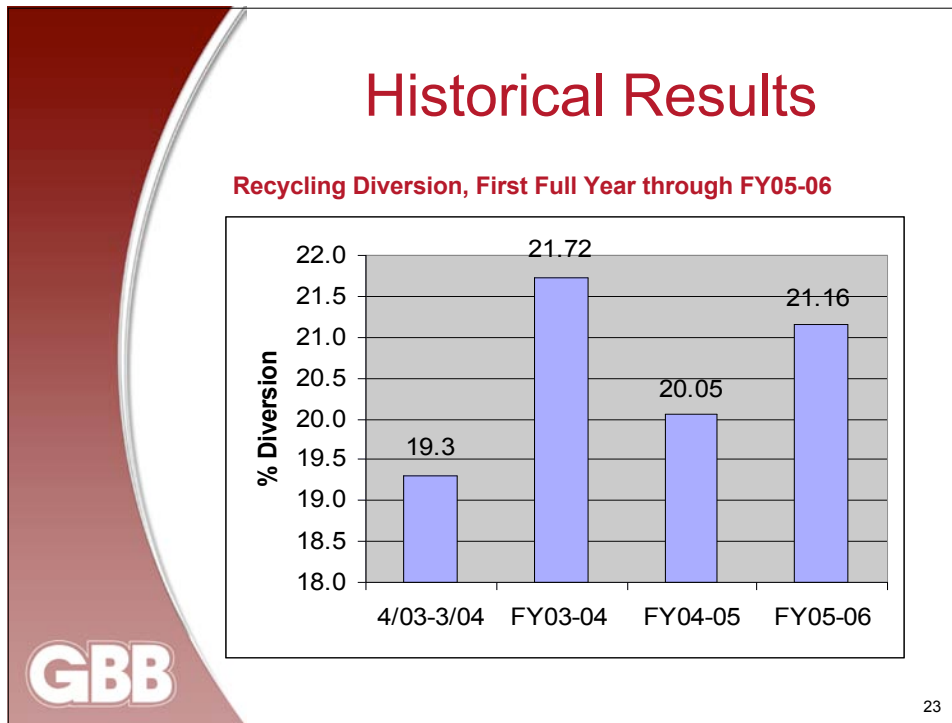
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Historical Results

Inbound Single-stream Tons and Net Recycled, First Full Year through FY05-06



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- ### Example of Acceptable Single-stream Recyclables Set-Outs City of Fort Worth, TX with 64 gal. carts
- Newspaper
 - Boxboard
 - Chipboard (e.g., tissue and cereal boxes with plastic liners removed, paper towel/toilet paper cones and similar)
 - Home-office paper
 - Magazines and catalogs
 - Envelopes and discarded mail
 - Paperboard
 - Paper grocery bags
 - Soda and beer cartons
 - Old phone directories
 - Paperback books
 - Shopping bags
 - Lunch bags
 - Carbonless forms paper
 - Aluminum food and beverage containers
 - Aluminum baking pans
 - Ferrous metal containers
 - Clean metallic lids
 - Empty aerosol cans
 - Glass bottles and jars
 - Rigid plastic (resins #1-#7)
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Commodity Spread for the Single-Stream Program¹

Commodity	Average Component
ONP	37.25%
OCC	6.27%
Chip Board	0.58%
RMP	8.83%
Aluminum	1.00%
Steel	1.54%
PETE	2.21%
HDPE- Natural	1.11%
HDPE- Colored	0.83%
Mixed Plastic	0.87%
Mixed Glass	8.58%
Residue	30.94%
Total	100.00%


[1] Based on composite samples from regular audits and assessment of materials rejected by Abitibi over the 44 months since program inception.



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City of Fort Worth Recycling Diversion in FY 05-06

- City supplements recyclables collection with two convenience centers (two more are planned) that include:
 - Swap shop (very popular)
 - E-waste drop-off (through Goodwill)
 - Single-stream recyclables drop-off
 - Scrap metal drop-off
 - Yard waste drop-off
 - Received 15,000 tons from 156,000 individual customer visits
- City's net revenues from recyclables processing, after adjustments for non-program materials/contaminants, were \$927,204



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Implementation Improvements

- Collection contractor has made route changes, intensified driver education, installed new technology in trucks, expanded route audits, added staff, added trucks, replaced subcontractor
- City has intensified education, code enforcement, and customer service monitoring
- Right sizing of carts being applied as residents make appropriate waste reductions
- Greater coordination between City and contractors
- Additional convenience centers to be implemented
- City is working the problem of high residue/unacceptable materials in single-stream set outs
- Further improvements being planned

Expect and plan for such transition needs/resources when making dramatic system changes!



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Key to success

- Education / outreach
 - Direct Mail
 - Local media
 - Community group meetings (neighborhood associations, etc.)
 - Yard signs
 - Cart hang tags
 - English / Spanish
 - Door-to-door in problem areas
- Took their time
- Patience, Patience, Patience
 - Residents' attitudes will not change overnight even though the service does.
- Stay on your game plan



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