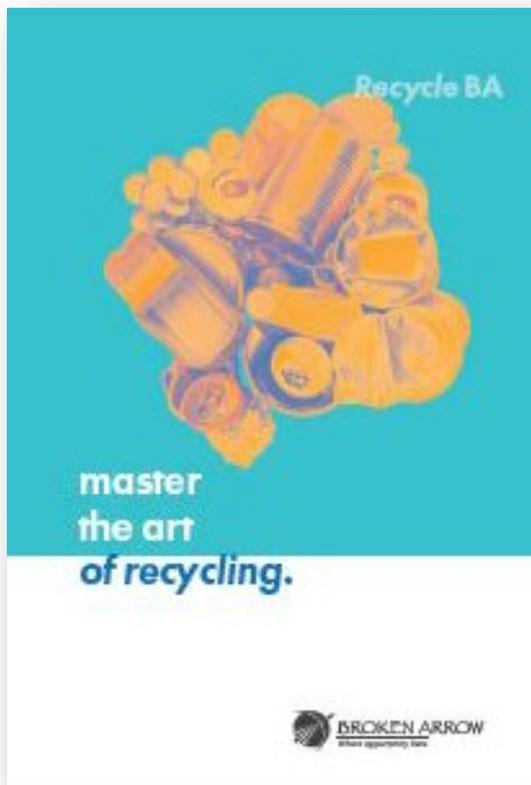


Residential Refuse Collection Plan

On January 19, 2016, the Broken Arrow Municipal Authority (BAMA) originally approved a professional services agreement with Gershman, Brickner & Bratton, Inc. (GBB) to conduct a Refuse and Recycling survey.

From November 2016 through November 2017, GBB and City staff worked with the Citizens Recycle Committee to propose action steps for City Council consideration.



On December 5, 2017, BAMA approved the Citizens Recycling Committee recommendation to conduct two concurrent recycling pilot programs encompassing 500 customers each.

The pilot programs started January 31, 2019, and concluded May 17, 2019. GBB prepared a draft pilot program report which was sent to the Recycle Committee members. The Citizens Recycle Committee met in August 2019 to review and discuss the data and the results of the pilot programs were presented to the Authority on September 17, 2019.

On November 5, 2019, the Authority adopted the recommendation of the Citizens Recycle Committee with amendments proposed by the City Manager and directed staff to proceed with implementation.

As requested, the following is an operational plan that includes general recommendations for the customer experience, a detailed

description of the basic service elements, a transition timeline, information on observing holidays in the new program, a proposed rate schedule, budget projections, a suggested organizational structure to implement a cart-based refuse and recycling system, and a draft form physically-limited customers and senior citizens could use to apply for accommodation.

For a detailed timeline for the transition period between now and implementation of the new program, please see *Attachment I: Proposed Implementation Timeline*.

General Recommendations

Service Feature	Customer Experience	Notes
Collection frequency	Once-a-week	This allows BAMA to add recycling collection without significantly growing the fleet
Pick up days	Monday, Tuesday, Wednesday, and Thursday, trash and recycling on the same day as each other. Service day will be determined by routing efficiency, not the previous/current collection day.	Based on feedback from pilot participants, moves the down-day from Wednesday to Friday so customers don't have to hold weekend trash as long.
Holidays	Collection days that fall on a holiday are made up using a "slide" method: collection days on or after holidays slide forward one day	Ensures customers get picked up every week
Rate	Base rate unchanged	For FY2020 (\$15.50) no rate change is planned
City issued bags	Eliminated immediately	The last bag vouchers will expire February 29, 2020; most customers should have sufficient bags to last until the cart service begins or can use commercially-available bags
Trash cart	96-gallon black trash cart with option to select 64-gallon size	Changing from one size to another will be free once per calendar year to account for family changes or resident turnover; changing size more than once per calendar year will incur an administrative fee
Additional trash cart	Nominal monthly fee to have an additional cart (see Attachment IV, Proposed Rate Schedule)	Must already be using the 96-gallon trash cart; cart can be added OR removed once per calendar year to account for family changes or resident turnover; changing number of carts more than once per calendar year will incur an administrative fee

Service Feature	Customer Experience	Notes
Recycling cart	96-gallon blue recycling cart	Same size for all customers
Additional recycle cart	No additional charge to have an additional cart	Maximum of 1 additional cart per customer for a total of 2
Cart use required	Yes	This is in the interest of safety, efficiency, and cleanliness.
Extra refuse bags allowed	1 extra bag of trash per week will be allowed; each additional bag will be charged according to the rate schedule.	The 96-gallon cart holds about 5 to 7 kitchen-size bags. Through outreach and fees, customers who routinely exceed the capacity of their carts will be encouraged to add a second cart rather than using extra bags.
Yard/Green waste	<p>For now, collected at the curb as trash, same allowance of 20 bag or bundles (or combination thereof) per week, but they must be readily identifiable as yard waste in clear plastic or kraft paper bags.</p> <p>Residents can self-transport green waste to the Tulsa Green Waste site to be recycled and pay no user fee.</p>	<p>The requirement for clear or paper bags will let crews identify yard waste as such and ensure that customers receive the set-out to which they are entitled. City is also studying yard waste diversion program during FY2020 and FY2021; if yard waste diversion is implemented, residents will be ready because they will already know how to use the right set-out materials.</p> <p>The 20-bag allowance will continue to be evaluated, as it could significantly impact operational efficiency during the growing season.</p>
Bulky pickups	Standard fee for all bulk pickups; Call-in for service; Collection appointments are scheduled daily on a rolling basis; no limit to number of collections per year	Current system has a schedule of fees for different items; proposal is to switch to standard fee per cubic yard of material, with a minimum charge of 1 cubic yard and a maximum size of 8 cubic yards per collection.

Service Feature	Customer Experience	Notes
Collection vehicles	Semi-Automated for trash	Existing fleet will be retrofitted; new trucks will be ordered with lifts
	Fully-Automated for recycling (to be phased-in over 3 years)	Automated trucks are safest and more efficient
Recycling cart	96-gallon blue recycling cart	Same size for all customers
Community education	Intensive education and outreach program planned to inform customers during the transition period.	Going forward, City will have a community education program about waste reduction, recycling, and green waste solutions. The community education program will be led by a new position, Recycling Outreach Coordinator, with support in the field from supervisors and customer service personnel.
Recyclable program materials	Metal cans, Plastic bottles and tubs, and Paper and Cardboard will be accepted in the new curbside program <i>Container Glass will continue to be accepted at the MET drop-off center on Elm Place</i>	Education will focus strongly on reducing contamination and other waste reduction strategies. <i>Having a separate drop-off for glass, in partnership with the MET, will result in a higher-value, more-marketable commodity and more recycling, overall.</i>
Accommodation (Physically-limited service)	Level 1: garage door pick-up using cart(s) Level 2: side-door pick-up in a bag (limit 1 bag per week) All applications will be evaluated on a case-by-case basis; all residents in the home must apply and qualify	Level 1: With a doctor’s note saying moving the cart to the curb is difficult/risky, or customers are age 72 and over Level 2: With a doctor’s note saying using the cart at all is impossible/too risky

Description of Residential Refuse Collection Plan Elements

Trash and Recycling will be collected once-weekly on the same day. In holiday weeks, Friday would be a collection day because the City will be using a “slide” method (see *Holidays* below for more detail).

Pick up days

The collection days will be Monday, Tuesday, Wednesday, and Thursday. Based on feedback from the pilot, the City is moving the “down-day” for scheduled vehicle maintenance from Wednesday to Friday, so that customers don’t have to hold weekend trash and recyclables for a week.

Implementation of recycling and the once-weekly service will involve changes to the number of routes, size of routes, and the collection day. Industry experience shows as many as three-fourths of customers will have an entirely new collection day (as opposed to simply “dropping” one of their current collection days). For this reason, messaging will refer to “your new collection day” for all customers.

Holidays

Currently, collection on City holidays is simply “skipped,” because customers have two collection days per week. With once-weekly collection, collection days falling on holidays will need to be made up. The City will use what is called a “slide” schedule. This means when a holiday falls on a collection day, that day and all the remaining collection days in the week will “slide” forward one day. A holiday on a Monday would affect all customers; a holiday on a Wednesday would “slide” Wednesday to Thursday and Thursday to Friday; etc. *Attachment II: Sanitation Holiday Schedule for 2020* and *Attachment III Sanitation-Holiday Schedule for 2021* show the proposed holiday pick up schedules for 2020 and 2021.

Rate

Most of the costs associated with the transition from twice-weekly trash to once-weekly trash and recycling are capital costs. Financially, operations are anticipated to be very similar to current, with the exception of recyclables processing costs. For this reason, BAMA intends to keep FY2020 rates the same as planned. When FY2021 budget planning begins, we will have real-world data to use.

For a proposed rate schedule for special services, please see *Attachment IV: Proposed rate schedule*. For information on operational budgets, please see *Attachment V: Budgetary Information*.

City issued bags

Because carts will be supplied, the City-issued bags have been eliminated. Residents will be instructed to bag their trash before placing it in their carts. This reduces vectors, contains odors, keeps the carts cleaner, and prevents spillage when the carts are being emptied. For bagged trash inside their carts, residents can use any bag that will contain the waste, even grocery sacks or shopping bags. For extra bags outside the cart, residents will be instructed to use commercially-

available “kitchen” trash bags or “lawn-and-leaf” bags, as they are stronger and more resistant to tearing or leaking.

Trash and Recycling Carts

The carts will be the property of the City of Broken Arrow. When a resident moves to a new home, the carts must stay at the address to which they are assigned. The amortization of the capital cost for the carts is included in the fee for trash and recycling collection, so there is no separate fee for cart rental or purchase. The trash cart will be solid black and the recycling cart will be solid blue, just as in the pilot project. The standard trash cart size will be 96 gallons and the recycling cart size will also be 96 gallons. A ready stock of refuse and recycling carts will be ordered based on the forecasted customer base for year 2022 plus extras, so that BAMA will have carts available for replacements, unanticipated growth, and customers who request additional carts.

An alternative 64-gallon trash cart is proposed. Residents could choose this in lieu of the 96-gallon cart. The footprint of the two carts is basically the same; however, the 64-gallon cart is notably lighter and shorter, therefore easier to manage. As part of the cart procurement process, the cart supplier will be required to provide a means for our refuse customers to opt for the smaller cart. Thereafter, each address (customer) can request to change their cart size once per calendar year for no fee. This is to accommodate family changes or resident turnover. No fee reduction for using the smaller cart is proposed, since there essentially are no cost savings for the City associated with a customer using the smaller cart.

Also as part of the cart bidding process, the cart supplier will be required to provide a means for our customers to opt out of the recycling cart. Thereafter, each address (customer) can request to have a recycling cart added or removed once per calendar year for no fee. This is to accommodate family changes or resident turnover. No fee reduction for opting out of the recycling cart is proposed at this time, since there essentially are no cost savings for the City associated with some customers declining participation. The carts still must be purchased for stock purposes and the trucks still have to go past every house.

Additional Carts

A second 96-gallon trash or recycling cart can be requested by customers who need more capacity. Trash carts are proposed to be serviced for an additional monthly fee which offsets the acquisition, maintenance and repair of the extra cart, along with the extra volume being disposed. A second cart would only be provided if the customer was already using a 96-gallon cart. This option would also require a 12-month term of use, meaning each address (customer) can request to add or remove a second trash cart only once per calendar year. There is an exception made to this rule if documentation is shown by the resident that they are new owners/lessees. An additional 96-gallon recycling cart can also be requested by customers. It will be provided at no additional monthly fee, but each address (customer) can request to add or remove a recycling cart only once per calendar year.

Cart use required; Extra refuse bags allowed

Customers will be required to use their trash carts in order to receive collection. They do not have to use it every week if they do not want or need to; however, use of the carts is required. Customers

will be allowed one extra bag of trash per week beyond the capacity of their cart. Each additional bag will be charged according to the rate schedule. Standard 15-gallon “Kitchen” size bags or 30-gallon brown kraft paper bags count as one bag, while large “lawn-and-leaf” bags, usually sized 39 gallons or more, count as two bags. If a customer sets out only a bag/bags and does not use the cart, every bag will be charged as an extra bag per the fee schedule. This is to encourage cart use, which is in the interest of sanitation, cleanliness, and worker safety.

The 96-gallon cart holds about five to seven kitchen-size bags of trash. Through curbside coaching and the rate schedule, customers who routinely exceed the capacity of their carts will be encouraged to add a second cart rather than using extra bags (see *Additional Carts*, above).

Cart repair or replacement

Keeping the trash and recycling carts clean will be the customer's responsibility. If a cart breaks due to normal wear-and-tear or is accidentally broken by the collection crew, the cart will be fixed or replaced for free. A new position to perform this function will be created within the Sanitation organization. No modifications should be made to the cart by the customer, including adding lid straps or painting house numbers on them. Damage to carts due to abuse, misuse, modifications or negligence by the customer may result in a replacement charge. Cart replacement cost will be established in the Manual of Fees. (See *Attachment IV: Proposed rate schedule*)

Stolen or missing carts

If a cart is reported stolen, the customer will be given the serial number of the cart/s issued to their address. The customer will then need to file a police report with the Broken Arrow Police Department and provide a copy of the police report to Operations Division in order to receive a replacement cart at no charge.

City Ordinances

In terms of refuse and carts, our current ordinance states:

- Household refuse and yard waste shall not be placed at the curb prior to 5:00 p.m. the day before collection day; and,
- In the interest of a cleaner neighborhood, all refuse containers at the curb shall be removed within 12 hours after being emptied.

The new ordinance will incorporate this standard.

The Oklahoma Solid Waste Management Act (27A OSA 2-10-101 to 2-10-1001) provides that cities can develop a plan to provide solid waste management and shall adequately provide for the collection of solid waste. The Broken Arrow Code (Sec. 12-24 (c)) provides that the City operational rules for collection of garbage and trash are to be approved by the City Manager. There are no special rules for collecting solid waste in private additions. The Council has authorized staff to pursue the use of rolling carts, as described herein. BAMA is aware that many homeowner associations (HOAs) have rules about the placement of trash and/or trash cans and carts, including where they can be stored and how long they can be out at the curb. City staff proposes to hold one or more workshops to provide support to HOAs on changing their codes and covenants with minimal difficulty so that they can achieve their organizational goals.

Yard waste/Green waste

This waste consists of bagged grass, leaves, brush, branches and other plant material. Our current practice is to allow up to 10 bags or bundles of yard waste per collection day, for a combined total of 20 bags or bundles per week. Standard 15-gallon “Kitchen” size bags or 30-gallon brown kraft paper bags count as one bag, while large “lawn-and-leaf” bags, usually sized 39 gallons or more, count as two bags. A bundle (usually made up of brush or branches) must be 4’ to 5’ in length and no more than 2’ in diameter, secured tightly with twine or string. Each additional bag or bundle of yard waste over the allowance is charged at \$1.25 per bag or bundle. For the foreseeable future, each customer will continue to be allowed 20 bags of yard waste per week at no additional charge, but they must be readily identifiable as yard waste. Any bags used for yard waste must be made of clear plastic or brown kraft paper. Fees for bags or bundles of yard waste beyond 20 will continue to be charged on the utility bill. If the contents cannot be identified as yard waste without opening the bag, they can be charged as extra bags of trash. Going forward, we will evaluate the 20-bag/bundle allowance on collection day. An alternative approach may be required, even if the allowance stays the same, due to the operational inefficiency of picking up so many bags as refuse on the regular routes. For example, set-outs larger than 10 bags or bundles might need to be scheduled similarly to a bulky pick-up, so that the trash routes don’t get bogged down collecting yard waste.

Although no separate yard waste collection is recommended at this time, it is something that will be studied for the future, particularly during the growing season and as a component of recycling. In the meantime, reduction of green waste should be part of our community education and a limit on the amount of green waste picked up with the cart can be considered to encourage green waste reduction. The proposed rate schedule does not single out green waste as separate from other waste.

Bulky pick-ups

Bulky pick-ups include items such as appliances, furniture, mattresses, bulk yard waste, construction debris, carpet, and any other heavy or bulky items not usually considered typical daily household refuse. Bulky pick-ups can also be scheduled for very large set-outs of bagged waste, such as from a household clean-out. This service is scheduled daily and customers need only to call in to be placed on an available pick up schedule. The cost for this service is applied to their utility bill. Our current rates for this service vary and pricing can be difficult for customers to figure out. It is suggested a standard charge based on cubic yards be established and applied to all items. The standard charge will be established in the Manual of Fees. (See proposed rate schedule in *Attachment IV: Proposed rate schedule*.) There would be a minimum charge, likely equivalent to 1 cubic yard. There would be a maximum allowed volume per collection of 8 cubic yards. There would not be a limit to the number of times a resident can request bulky collection. This is to encourage proper waste disposal and discourage illegal dumping.

Collection vehicles

At the beginning of the recycling program, all of the City’s truck fleet will be fitted with lifts for the carts, making them “semi-automated.” These trucks will be used to collect both recyclables and garbage. Going forward, over the next three years, the City will purchase fully-automated trucks that can be operated by one person and use a mechanical arm to lift and empty a cart. These will be used for the recyclables collection routes, making these routes optimally efficient and

prioritizing safety as much as possible. Thereafter, the truck fleet will be replenished, presumably in a similar fashion as it is now, but with two types of trucks as needed.

Re-routing

The re-routing of existing routes is a critical and key function going forward. Proposals were solicited from routing companies to provide and establish new refuse and recycling routes for the once-per-week, same day collection of cart-based refuse and recycling. This process will make the most efficient and safe use of vehicles and manpower. We are also requiring that the new routes be optimized and be in number and size to balance the workloads of the sanitation staff and fleet within the confines of a four-day, ten-hour work week.

In the final pilot project report our consultant utilized a resource estimator that calculated that Broken Arrow would need 39 collection routes per week to collect garbage in carts. It also calculated 32 routes per week to collect recyclables in a cart. The number of routes was spread out across a 4-day work week, meaning that Broken Arrow would need ten trucks per day to collect garbage in carts, and eight trucks per day to collect recyclables in carts. This analysis also assumed the recycle routes being collected by fully automated trucks. These trucks are planned to be phased in by purchasing three each year until all recycling routes are equipped with automated trucks. Our existing refuse fleet will be converted to semi-automation for cart tipping on the refuse routes.

Patio style homes and similar

These types of homes are typically designed with the front of the house facing the street and the garage facing the rear. The access to the garages is via a common driveway. In many instances, there is no side yard or passage between the houses, meaning there is no direct path from the garage door to the street. It is unreasonable to expect customers to drag carts through the home to bring the cart to the street, or around 3, 4, or 5 neighbors' houses and then back along the street again to their would-be set-out point. As a result, for these homes, a separate route utilizing a smaller refuse truck will be used to service them. Service would occur from the rear of the home, along the common driveway.

Staffing

The consultant recommended the creation or reclassification of several staff positions in the cost modeling for the transition to the cart-based recycling program. These staff changes reflect the changes to our business, which will be different when we have set routes, two waste streams, etc. The new or reassigned positions include two Field Supervisors, an Outreach Communication Coordinator, a Cart Maintainer and at least one Customer Service Representative. Currently the Recycling Outreach Coordinator position is being advertised and will be a key position in planning, organizing and education during the implementation of the new refuse and recycling services. *Attachment VI: Draft Organizational Chart for New Business* shows the proposed organizational structure. Some of these position titles do not exactly match existing City position titles. Matching them up to existing position titles will be part of the transition planning process. Existing staff will be encouraged to apply for any new positions or jobs and selections will be made prior to, and become effective at, the time of program implementation.

Community education

In the summer, when the program design is mostly complete and the customer-facing aspects are finalized, we will begin a public education and outreach effort through the use of written materials, bill inserts, web site information, press releases, the City TV channel, social media, etc. This effort will be led by a new position, the Recycling Outreach Coordinator. Their goal is to provide residents with the information they need to understand and fully participate in the new program, both during the transition and in the days going forward. Residents will need to be informed about the underlying rationale behind the recycling program and the exact structure of the new system. Specific information for the outreach and education program might include:

- A discussion of waste management goals and how recycling will help meet them;
- The container types that will be used;
- Education on proper cart placement;
- The types and costs of all services offered, including recycling, and the transition to a fully automated system;
- The schedule for collections;
- The means by which fees will be collected (i.e., billing for additional services and other charges);
- Plans, if any, for enforcement and penalties of excessive recycling contamination; and
- An aggressive community education campaign on waste reduction, recycling, and green waste solutions.

The City will continue to support and work with the MET to facilitate recycling and proper disposal of various materials beyond the curbside recycling program, and the Recycling Outreach Coordinator will work closely with the MET to further those goals.

Recyclable program materials

The recycling program will accept metal food and beverage cans (steel and aluminum); plastic bottles, jars, and tubs; and, clean paper and cardboard. Emphasis will be on minimizing contamination rather than maximizing volume. Customers will be encouraged to recycle items from the kitchen, laundry, and bath, while leaving out any items (even similar materials) from the garage, shed, or yard.

Container glass (bottles and jars) will not be included, due to the extremely low commodity value of glass that is collected commingled with other recyclables. BAMA is aware that glass is still highly recyclable, there is a relatively stable market for glass, and a keen interest from individuals to recycle glass bottles and jars. For this reason, the collection of glass at the MET drop-off center will not only continue but be promoted strongly to customers as a way they can divert as much material from landfill as possible.

Accommodation and physically limited customers

Attachment VII: Request for Physically-Limited Accommodation for Trash and Recycling Collection is the form used to establish the need for physically limited service. There will be two types of accommodation offered to customers for whom moving a rolling cart to the curb is risky, difficult, or impossible. They are:

- Level I: For customers who have documentation from a doctor stating that they are not physically able to safely move a refuse cart to and from the curb; OR, for households where all residents are age 72 and above. Sometimes called “garage door service,” Level I customers will use their refuse and recyclables cart, but they can set out the cart next to their garage door or otherwise near the front of their house, and are not required to move it to the curb for collection service.
- Level II: For customers who have documentation from a doctor that they are not physically able to safely use a refuse cart at all. Sometimes called “side door service,” Level II customers generally set out their refuse in a bag near a front or side door to their house. Recyclables can be set out in a paper bag or cardboard box.

A staff member will visit with each applicant to verify the information and establish their set out location according to location attributes. All persons living at an address must apply and qualify for accommodation. The program is focused on customer safety and reducing risk, not convenience or preferences. Customers who are concerned about using the carts safely but do not qualify for accommodation can request the smaller 64-gallon refuse cart for no charge, as described above in *Trash and Recycling Carts*.

Extra bagged yard waste and bulky pick-ups would not be part of this program.

Ordinances and code enforcement

New language in the ordinances will be necessary for this cart-based system. Many of the items in this document, as approved or modified by the Authority, will serve as a guide in the ordinance development. Ordinances will be previewed and adopted within twelve months after the start of cart-based refuse system. These ordinances will be instrumental in assisting with the duty to use cart system provided, enforce compliance with cart use rules and regulations, and for recycle inspection for purposes of maintaining low recycle contamination rates. For example, customers who repeatedly and excessively contaminate their recycling carts with trash or non-program materials could have the recycling cart removed, in the interest of reducing contamination overall.

Attachment I: Proposed Implementation Timeline

Timeframe	Activities
December 2019	Issue Routing Request for Proposal, due mid-January Work on Operational Plan and Cart procurement documents
January 2020	Work on Operational Plan Select Routing vendor to begin route development immediately Work on organizational review scope
February 2020	Work on Operational Plan Issue cart and delivery procurement bid Develop automated truck specifications Support work of routing vendor Finalize organizational review scope
March 2020	Finalize Organizational plan Present Operational Plan to Authority Select cart vendor and order carts Order and install tippers on existing trucks First draft of routes; Start testing routes Kickoff outreach effort Organizational Review Issue bids for automated trucks Install tippers on existing trucks, ongoing until implementation Negotiate contract for recycle processing
April 2020	Continue testing routes Draft outreach materials Organizational Review Order automated trucks
May 2020	Train and learn routes Finalize routes Organizational Review
June 2020	Train and learn routes Start initial outreach Finalize Organizational Review
July 2020	Train and learn routes Second round of outreach Complete outfitting of trucks with tippers
August 2020	Finalize routes Third round of outreach Contract for recycle processing approved on or before month prior to implementation
September 2020	Deliver carts Begin service

Attachment II: Sanitation Holiday Schedule for 2020

Revised from published version to reflect service change

Holiday	Observed Day and Date	Impact
New Year's Day	Wednesday January 1	No change
Martin Luther King Jr. Day	Monday January 20	Monday moves to Tuesday, Tuesday moves to Wednesday Thursday and Friday no change
Presidents' Day	Monday February 17	Monday moves to Tuesday, Tuesday moves to Wednesday Thursday and Friday no change
Good Friday	Friday, April 10	Friday pilot area: full service Twice-weekly customers: no service Friday
Memorial Day	Monday May 25	Monday moves to Tuesday, Tuesday moves to Wednesday Thursday and Friday no change
Independence Day	Saturday July 4	No change: City will observe the holiday on Friday 3 rd , but Friday pilot area will receive regularly-scheduled service
Labor Day	Monday September 7	Monday moves to Tuesday, Tuesday moves to Wednesday Thursday and Friday no change

*NEW SERVICE BEGINS IN SEPTEMBER – ONCE WEEKLY
COLLECTION OF TRASH AND RECYCLING*

Holiday	Observed Day and Date	Impact
Veterans Day	Wednesday November 11	SLIDE: Wednesday service slides to Thursday, Thursday service slides to Friday
Thanksgiving	Thursday November 26 and Friday November 27	SLIDE: Thursday service slides to Friday
Christmas Eve	Thursday December 24	No change (Sanitation crews will work Holiday OT)
Christmas Day	Friday December 25	No change (Friday is scheduled down-day)

Attachment III Sanitation Holiday Schedule for 2021

“SLIDE” means one or more collection days move to the next calendar day.

Monday service slides to Tuesday, Tuesday slides to Wednesday, Wednesday slides to Thursday, and Thursday slides to Friday.

Holiday	Observed Day and Date	Impact
New Year’s Day	Friday January 1	No change (Friday is scheduled down-day)
Martin Luther King Jr. Day	Monday January 18	SLIDE: All collection days slide forward
Presidents’ Day	Monday February 15	SLIDE: All collection days slide forward
Good Friday	Friday, April 2	No change (Friday is scheduled down-day)
Memorial Day	Monday May 31	SLIDE: All collection days slide forward
Independence Day	Monday July 5	SLIDE: All collection days slide forward
Labor Day	Monday September 6	SLIDE: All collection days slide forward
Veterans Day	Thursday November 11	SLIDE: Thursday service slides to Friday
Thanksgiving	Thursday November 25 and Friday November 26	SLIDE: Thursday service slides to Friday
Christmas Eve	Friday December 24	No change (Friday is scheduled down-day)
Christmas Day	Monday December 27	SLIDE: All collection days slide forward
New Year’s Day 2022	Friday December 31	Sanitation crews will work Holiday OT collecting the Thursday routes that slid to Friday due to Christmas Day

Attachment IV: Proposed rate schedule

The proposed rates shown below are based on the current proposed plan. Based on BAMA direction staff will update the implementation plan and rate schedule for final approval and add the changes to the Manual of Fees.

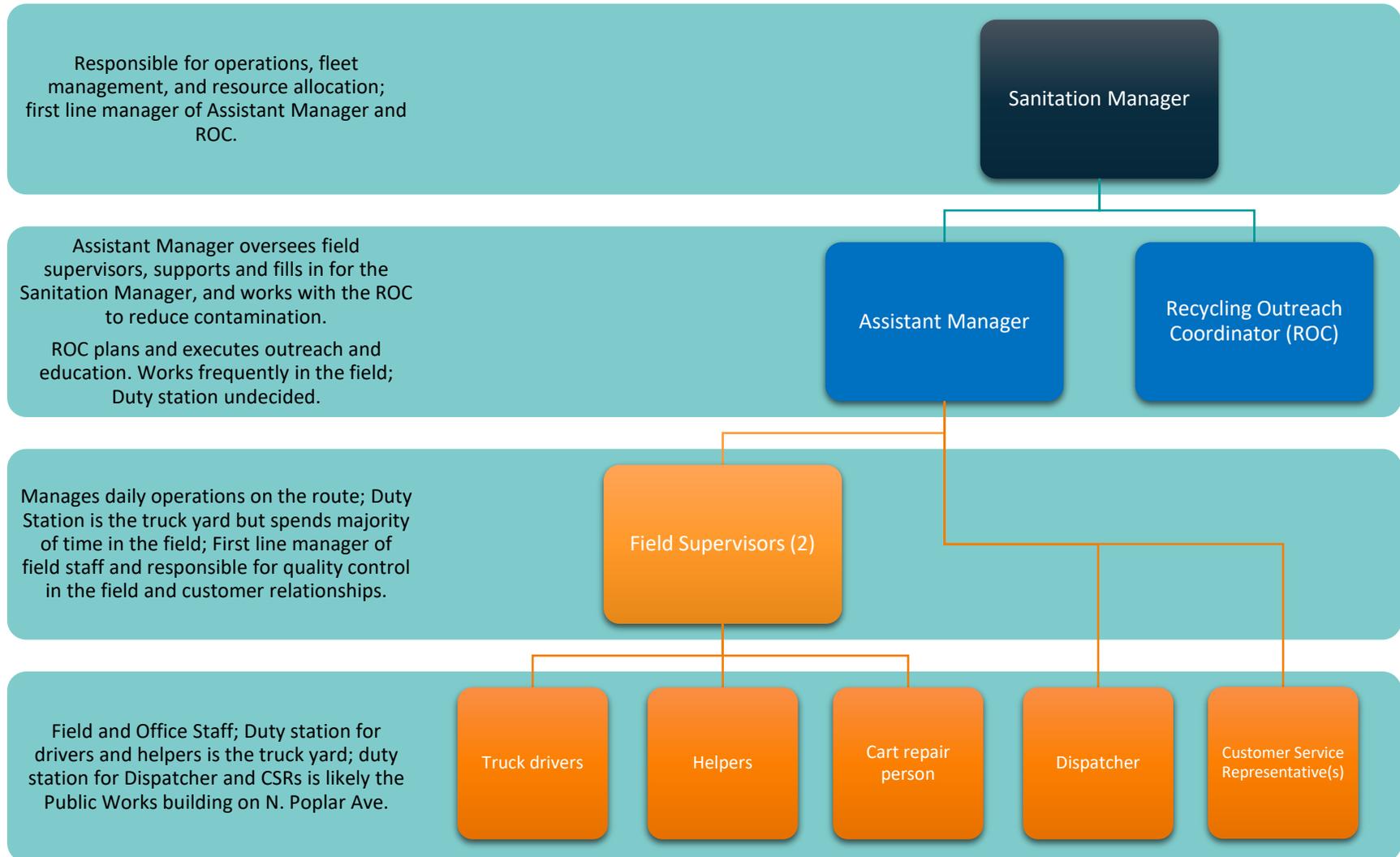
Item	Existing System	Proposed System
Monthly rate	\$15.50	\$15.50/Month regardless of cart size
Additional refuse cart	N/A	\$5.00/Month – 96-gallon size only; first cart must also be 96-gallons; one free add/remove per calendar year, \$15.00 per change thereafter
Cart size change fee	N/A	One change-out for free per calendar year, \$15.00 per change thereafter
Late set out/return service fee	N/A	\$10.50 (to collect a cart that was set out after the truck passed)
Additional recycle cart	N/A	No additional monthly fee; one free add/remove per calendar year, \$15.00 per change thereafter
Cart replacement cost	N/A	\$50.00 (when due to customer abuse, misuse, modifications or negligence)
Opt-out of recycling	N/A	No effect
Bags	Free	No bags after February 29, 2020; Cart provided for service in September 2020
Set out limits: Refuse	Unlimited	Contents of cart + 1 st extra bag at no additional charge; Fee is \$1.25/bag starting at 2 nd extra bag; bags larger than 30 gallons count as two bags.
Set out limits: Recyclables	N/A	No limit, but recyclables in a plastic bag will not be collected

Item	Existing System	Proposed System
Set out limits: Yard Waste	<p>10 bags or bundles per collection day, for a total of 20 bags or bundles per week.</p> <p>Large bags count as two bags.</p>	<p>20 bags or bundles (or combination thereof) per week at no additional charge; additional bags/bundles \$1.25 each; bags larger than 30 gallons count as two bags.</p> <p>Bagged material must be identifiable as yard waste in a clear plastic or kraft paper bag or can be charged as refuse.</p> <p>Yard waste can also be scheduled as a bulky pick-up if customers cannot/do not want to bag the material. See pricing below.</p>
Bulky Pickups	<p>Flat fees: \$5-\$15 for appliances or furniture; \$36 for 1-5 cubic yards, \$75 for 6-15 cubic yards</p>	<p>Minimum charge \$10; Price is \$10 per cubic yard; maximum volume per set-out is 8 cubic yards</p>

Attachment V: Budgetary Information

City of Broken Arrow									
Sanitation Division									
Projected Revenue									
	FISCAL YEAR	FISCAL YEAR	FISCAL	FISCAL YEAR	FISCAL YEAR				
	2018	2019	2020	2021	2022	2023	2024	2025	
	ACTUAL	ACTUAL	BUDGET	BUDGET	BUDGET	BUDGET	BUDGET	BUDGET	BUDGET
Sanitation fees	\$ 6,372,558.56	\$ 6,415,382.68	\$ 6,557,500.00	\$ 6,662,420.00	\$ 6,795,668.40	\$ 6,931,581.77	\$ 7,070,213.40	\$ 7,211,617.67	
Refuse	\$ 57,864.43	\$ 67,010.57	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00
Total Revenue	\$ 6,430,422.99	\$ 6,482,393.25	\$ 6,617,500.00	\$ 6,722,420.00	\$ 6,855,668.40	\$ 6,991,581.77	\$ 7,130,213.40	\$ 7,271,617.67	
Expenses	\$ 4,956,195.10	\$ 5,119,353.27	\$ 6,094,100.00	\$ 6,087,470.31	\$ 6,491,762.23	\$ 6,455,897.68	\$ 6,767,656.29	\$ 6,878,349.68	
Net Income (Loss)	\$ 1,474,227.89	\$ 1,363,039.98	\$ 523,400.00	\$ 634,949.70	\$ 363,906.17	\$ 535,684.09	\$ 362,557.12	\$ 393,267.99	

Attachment VI: Organizational Chart for New Business



Attachment VII: Request for Physically-Limited Accommodation for Trash and Recycling Collection (Draft Form/Application)

Information about the Physically-Limited Accommodation Program

The City of Broken Arrow offers two types of accommodation to customers for whom moving a rolling cart to the curb is risky, difficult, or impossible. They are:

- **Level I:** For customers who have documentation from a doctor stating that they are not physically able to safely move a refuse cart to and from the curb; OR, for households where all residents are age 72 and above. Sometimes called “garage door service,” Level I customers will use their refuse and recyclables carts, but they can set out the cart next to their garage door or otherwise near the front of their house, and are not required to move it to the curb for collection service.
- **Level II:** For customers who have documentation from a doctor that they are not physically able to safely use a refuse cart at all. Sometimes called “side door service,” Level II customers generally set out their refuse in a commercially-available plastic garbage bag near a front or side door to their house. Recyclables can be set out in a paper bag or cardboard box.

More information about the accommodations program:

- The foremost interest of the physically-limited accommodation is safety.
- Anyone who believes their safety could benefit from an accommodation is encouraged to apply, and all applications are reviewed on a case-by-case basis.
- EACH full-time permanent resident at an address must complete an application and ALL must meet the conditions of the accommodation.
- The availability of nonresident friends, relatives, nurses, home health aides, or other paid or volunteer caregivers shall not affect any application for accommodation.
- Accommodation can be granted on either a temporary or permanent basis; for example, a customer recovering from an injury or surgery might receive a temporary accommodation.
- Accommodations are given to the *residents* and not to the address. If new residents move in at an address and they are not eligible, the accommodation can be suspended. If the customers granted the accommodation move to a different address, their accommodation can go with them if all qualifications remain valid. If a deed of sale is recorded or the collection account otherwise becomes inactive, the accommodation will automatically be suspended.
- The exact location for setting out refuse and recycling for accommodations will be determined by the City of Broken Arrow as part of the application evaluation.
- Physically-limited accommodations are not available for yard waste or bulky pick-ups, and these items must be set-out at the curb as usual.

Section I – To be completed by customer applicant; EVERY resident at your address must complete this form

I am applying for a physically-limited accommodation because (select one option, only):

- | | |
|--------------------------|---|
| <input type="checkbox"/> | All persons living at this address are age 72 and above; OR |
| <input type="checkbox"/> | All persons living at this address have documentation from a licensed medical practitioner stating that they are not physically able to safely move a rolling refuse or recycling cart to and from the curb; OR |
| <input type="checkbox"/> | All persons living at this address have documentation from a licensed medical practitioner stating they are not physically able to move a refuse or recycling cart at all. |

By my signature, I hereby certify the following and apply for accommodation:

Applicant Name:

Street Address:

Phone number:

Email address:

Applicant Signature:

Date:

Section II – To be completed by your doctor

Physician’s Name:

Business Address:

Phone number:

Email address:

By my signature, I hereby certify that the applicant is my patient and (choose one):

- They are physically impaired or otherwise not capable of safely moving a refuse or recycling cart to and from the curb; OR,
- They are physically impaired or otherwise not capable of safely moving a refuse or recycling cart at all.

Furthermore, by my signature I confirm that I am licensed in the State of Oklahoma as a medical doctor, a Doctor of Osteopathic Medicine, or an ophthalmologist.

Physician Signature:

Section III – For City office use only

Date form received:

Customer account number:

Date application reviewed:

Application reviewed by:

Approved: **Approved Set-out location and starting date of accommodation:**

Start date of accommodation:

End date of accommodation (or state “Permanent”):

Disapproved: **Reason for disapproval:**

Signature of Solid Waste Superintendent: