



## **Memo from the City Administrator**

**To: Mayor and Board of Aldermen**

**Cc: Management Team**

**From: Jeana Woods, City Administrator**

**Date: 06/06/2018**

**Re: Waste Collection Services**

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At the March 22, 2018 Board of Aldermen meeting the Board passed resolution 2018-03 to issue notice pursuant to RSMo Section 260.247 to all entities providing commercial and residential waste collection service of the City's intent to provide contracted waste collection service within the City and to direct staff to investigate options available to the City for efficient trash collection services within the City limits. Notices were sent out as requested by March 31, 2018. This notice puts the City on a two-year timeline before contracting can take place.

In addition, staff was requested to gather information from providers, customers, and similar cities to determine the necessities, feasibilities, and mechanics of a sustainable, long-term city-wide trash collection program at an acceptable cost.

At the end of March, I created a taskforce of key employees from varied departments to assist me in the data gathering and research and over the last 2 ½ months this has been in process and continues. We have been in contact with both the current collection providers in our City and we are working with our databases and theirs to create a profile of what our customer base is, so a true evaluation of service can be determined. Determining our customer base is necessary to move forward and the evaluation will include assessing full-time and part-time service needs, recycling needs, how to handle condo/apartment complexes, commercial needs vs. residential needs, special waste needs, bulk pick up needs, logistics regarding routes as well as private and public roads, billing, and administration, etc. As important as knowing our profile, researching other cities and their best practices as been part of the research. Currently we are consolidating information on eight cities for comparisons. Our current waste collection providers have been very helpful with this information as well; however, this information is not completed to date. But, we have found that other cities have provided stable rates and increases in services to the consumers, as well as the City, across the board in their communities by providing a consist, reliable collection program customized to meet their community's needs based on their individual profile. From community to community, the programs and contracts are not necessarily created equal in all aspects.

What we do know is that currently consumers within Osage Beach pay a range of rates between both companies and recycling is not equally available to all consumers throughout the city limits. We also know that Osage Beach is unique in certain aspects in that we have a higher than average number of private roads within the City limits, a large number of complexes with high density (i.e. condos/apartments), and we are a community with many second homeowners who reside here on a seasonal basis. Although our consumer profile will define these aspects and potentially these may have solutions, but these are distinctions that aren't necessarily as prevalent in other communities.

In summary, the research continues, including work with the current providers. I am appreciative of the assistance we are getting from the current providers as well as the work from the varied employees assisting. Additional information will be reported again on the progress within the next quarter.