



# SWMS Special Discussion

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Metro Council Public Works Committee  
Tuesday, July 19, 2022

# Public Health

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Improper waste management is a danger to public health.



# High-Level Projects

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- Cart Policy
- Large Item Pickup by Appointment System



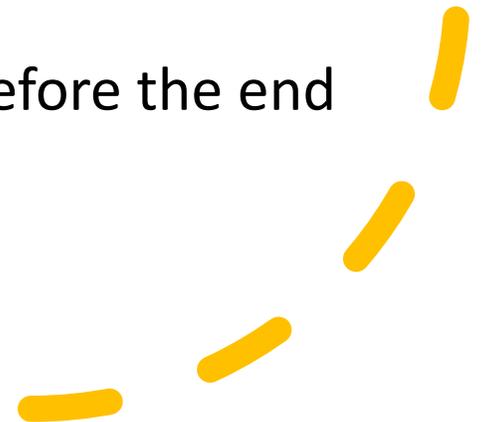
# Solid Waste Containers

## Problem

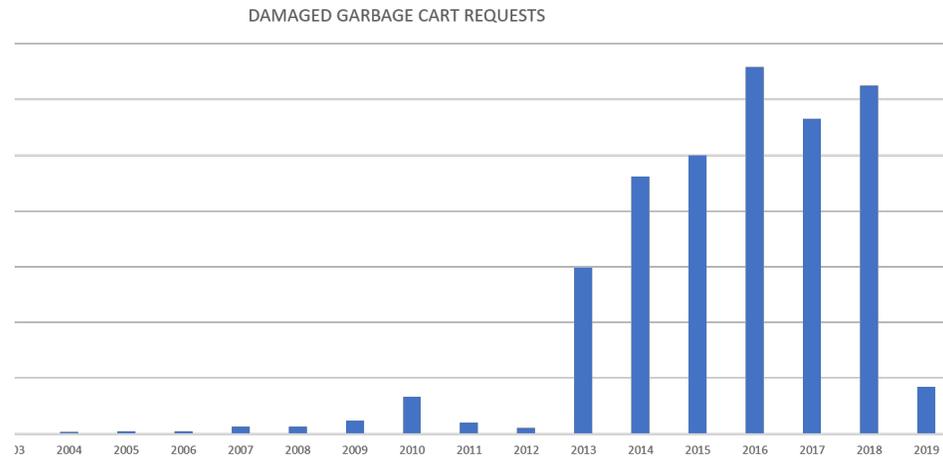
- A large majority of carts on the street were deployed in 2003 and are past their life expectancy.
- Previously high demand for recycling carts was increased by the recent mass recycling cart roll-out and move away from smaller bins.
- Citizens sometimes do not take care of their carts which increases reports of missing/stolen/damaged carts.

## Result

- We consistently run out of carts before the end of the fiscal year.



# Life Expectancy



- A large majority of carts on the street were deployed in 2003 and are past their life expectancy of 10 years.
- Ninety percent (90%) of damaged cart request are for ones deployed in 2003.

# Cart Damage & Theft

- Residents are not held responsible for taking care of their carts.
- Residents may not understand their cart care responsibilities.



# Cart Tracking

- Lack of searchable data within Accela.
  - ~ Cannot attach serial numbers to addresses.
  - ~ Cannot pull detailed information/reports
  - ~ Street inventory does not match existing data

# Peer City Cart Policies

## Columbus

- Carts are assigned to the address
- Carts replaced at homeowner's expense

## Cincinnati

- Carts are city property and assigned to the address
- Carts must be registered and have a sticker to identify

## Nashville

- Carts are government property
- Carts replaced at homeowner's expense

## St. Louis

- Carts issued by city must stay at the address
- No replacements unless cart is over 5 years old

# Goals

## Adopt a Formal Cart Policy

- Residents must sign a Cart Care & Responsibility Agreement to receive a new cart.
- Establishing limits for number of carts allowed at each occupancy type.
- Establishing a replacement policy that includes the resident paying a fee
  - Fee waiver to be included for low-income residents

## Develop Asset Management System

- Perform a Cart Audit to better understand the cart inventory on the street
  - Including quantity, age, condition, location

## Sustained Funding

- Education
- Enforcement
- Inventory



# Large Item By Appointment System

# Large Item Pickup by Appointment

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## 3 easy steps to Large Item Pickup



**Click**

to schedule a pickup.  
[LouisvilleKy.gov/Tell311](http://LouisvilleKy.gov/Tell311)



**Set Out**

confirmed items the day  
before your appointment.



**Repeat**

as needed, up to  
once per week.

Go to [Louisvilleky.gov/BulkyWaste](http://Louisvilleky.gov/BulkyWaste) for more information about the program.

# Please note:

- Language can be changed from English
- Items added to pickup list
  - Cabinet
  - Door
  - Fence panel
  - Plumbing fixture
- Up to four of these same items per day are accepted at the Waste Reduction Center for free.



# Appointment Process

## PENDING

*PENDING: Large Item Pickup at <ADDRESS>*

*Your pickup request for <ADDRESS> is pending. After your request is reviewed, you will receive a confirmation email, or a staff member will email if there is a problem with your request. If confirmed, your items will be picked up on <DATE>.*

*Do not set out items unless you have received a confirmation email. To cancel your appointment, please email [SWMD@louisvilleky.gov](mailto:SWMD@louisvilleky.gov) and include "Cancel <SR Number> as the subject.*

## REVIEW

Staff will review appointments and contact the resident if there are any issues.

## CONFIRMATION

*CONFIRMED: Large Item Pickup at <ADDRESS>*

*Your request is confirmed for <DATE> at <ADDRESS>. Set out <ITEM 1>, <ITEM 2>, <ITEM 3>, <ITEM 4> the day before your appointment in the same area as your normal garbage pickup. Only set out the approved items from your original request. Other items will not be picked up.*

*To cancel your appointment, , please email [SWMD@louisvilleky.gov](mailto:SWMD@louisvilleky.gov) and include "Cancel <SR Number> as the subject.*

IF RESIDENT  
DOES NOT  
HAVE EMAIL

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Metro311 and other agencies can make appointments over the phone for citizens.

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The resident must leave a phone number.

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Items can be verified with representatives.

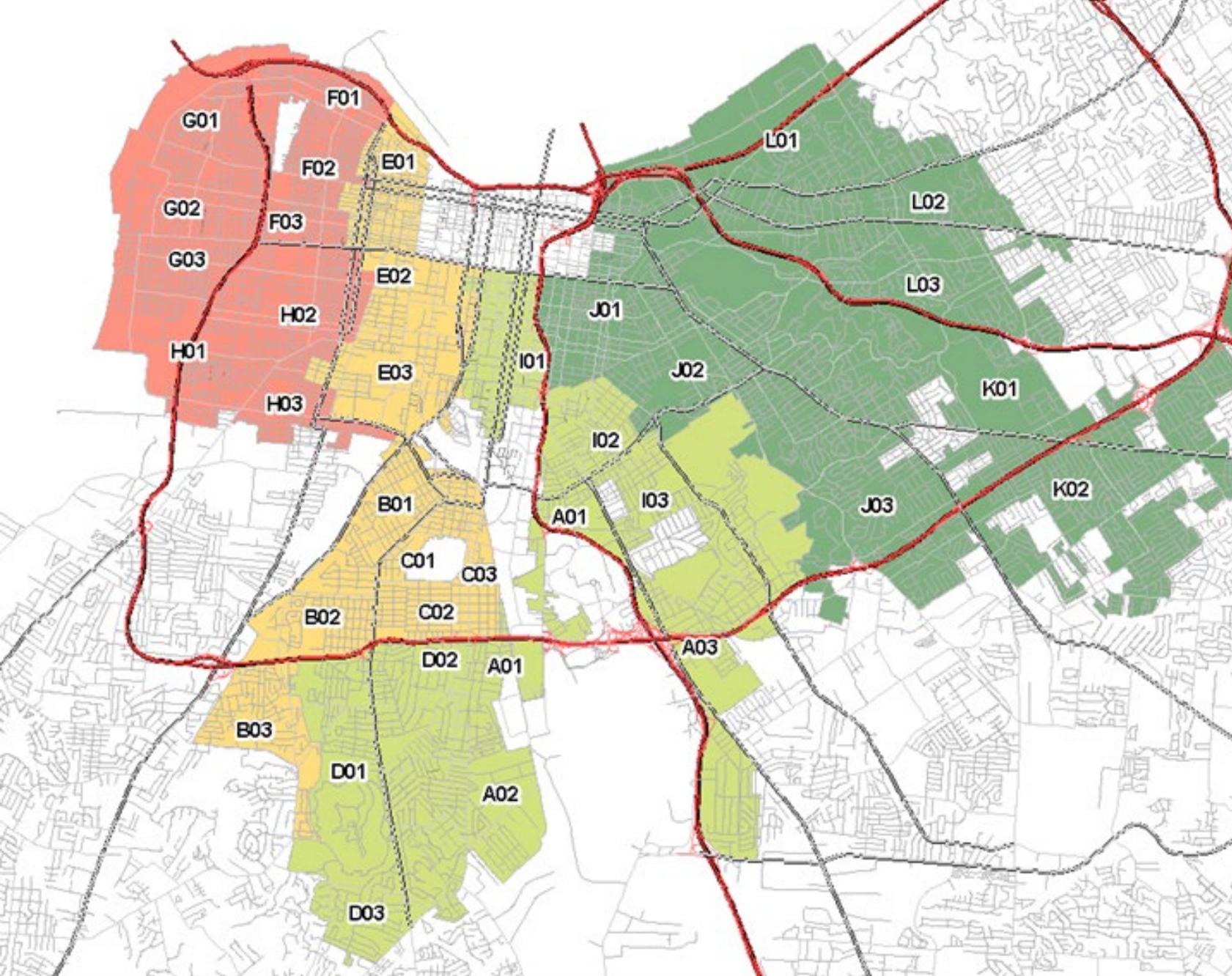
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Representatives will confirm their appointment date at the time of request.

# Implementation

- Staggered rollout begins October 31, 2022 as shown in flow charts.
- Continue through all twelve (12) bulky waste areas until full transition is complete.
- Difficulty: cleaning areas while completing appointments.
- If a resident makes an appointment before its permitted in their area, they'll receive an automatic email telling them when appointments will be available at their address.

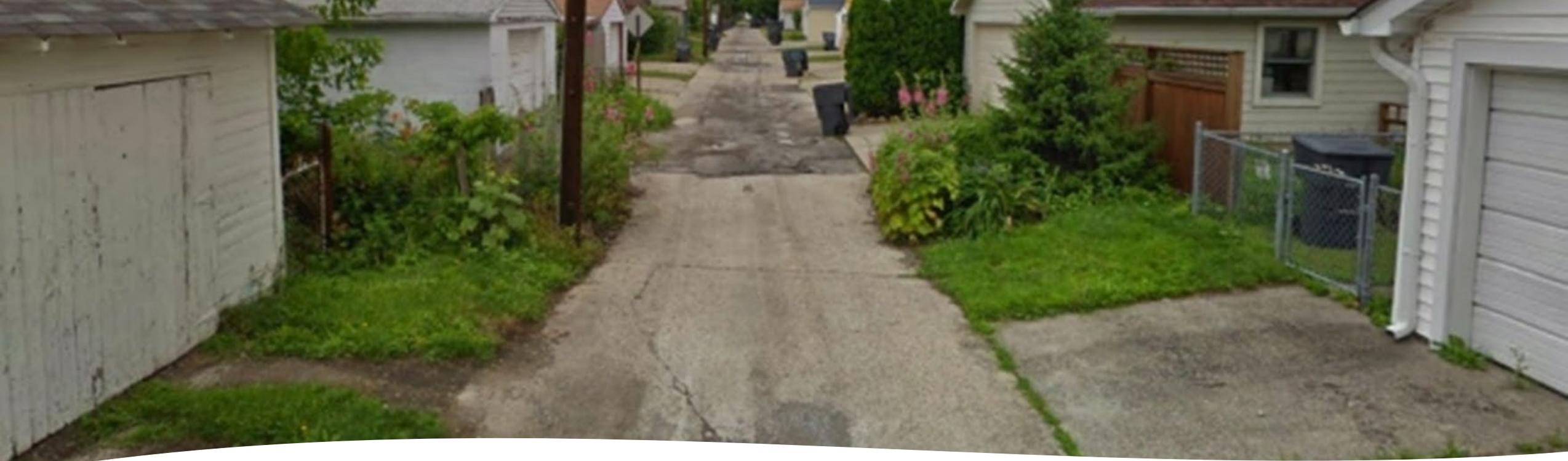




# Pickup Areas

Four new GIS areas utilizing existing “junk” route boundaries:

- A, D, I (Tuesday)
- B, C, E (Wednesday)
- F, G, H (Thursday)
- J, K, L (Friday)



## Anticipated Impacts

- Less dumping and piles of “junk” - citizens will be able to dispose of large items as they are generated instead of waiting 4 months for next collection period.
- Less litter from small debris and rummaging
- Increased efficiency
- Improved community appearance

# Community Transition Period

Behavior change takes time.

Obstacles are part of the process.

Expected 1-2 years for system to be normalized.

# Communications & Education Plan



Press release late October as the staggered rollout begins.



Residents and property owners to receive a letter and info card about the system change and how to make an appointment as the rollout progresses.



Recycle Coach messages can be sent to specific areas during the rollout.



Education will be targeted throughout the rollout to that area's Council Districts, neighborhood associations, libraries, community centers, and ministry organizations.



Questions?

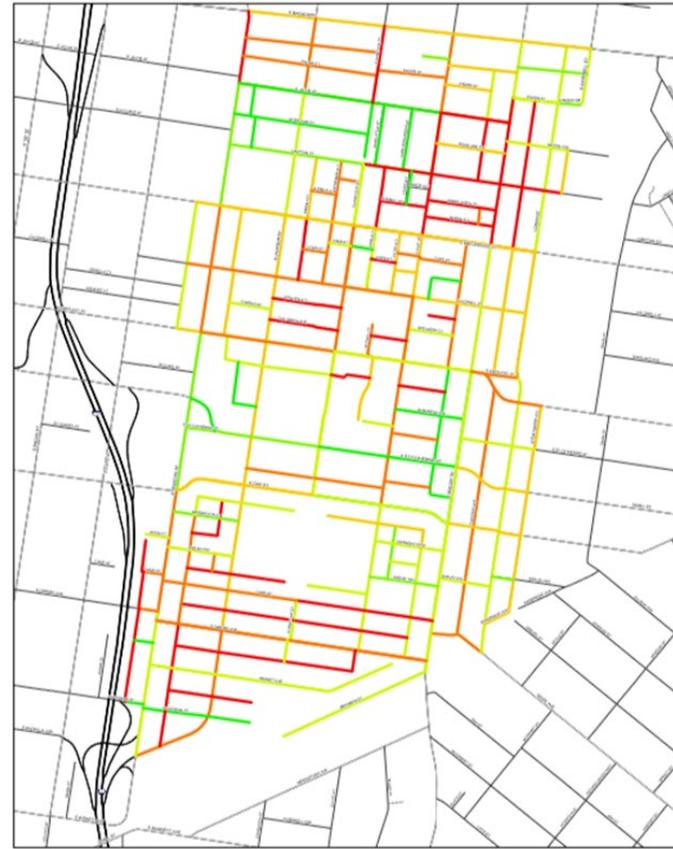
# Supplemental Slides

- Results of pilot program for large item by appointment system in Shelby Park and Smoketown.

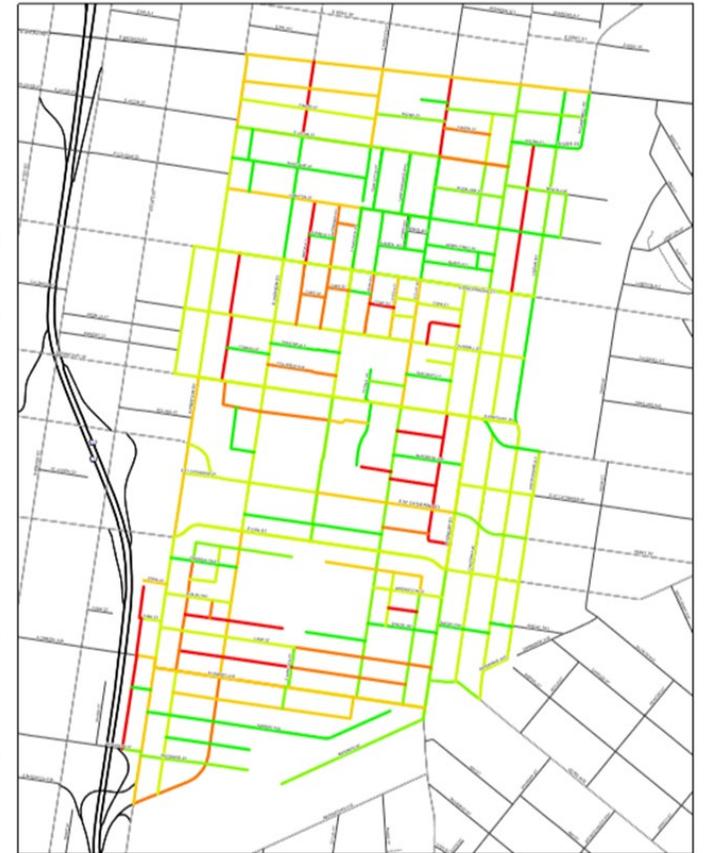
# Shelby Park & Smoketown Cleanliness Pilot

To improve the cleanliness through education and outreach, improving the solid waste collection system, and improving compliance with community standards.

- Red: Very Dirty
- Green: Very Clean



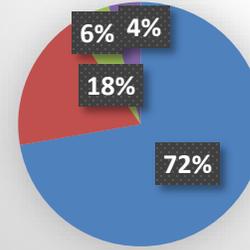
August 2018



August 2019

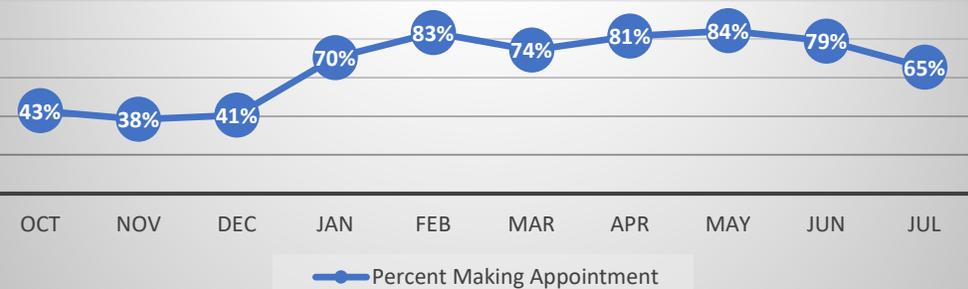
# Shelby Park and Smoketown Pilot

## System Utilization



- Once
- Twice
- Three Times
- More Than Three Times

## Percent Making Appointment



## MetroCall Solid Waste Violation Complaints (Before/After Pilot)

