



CITY COUNCIL AGENDA REPORT



DEPARTMENT: Public Works

MEETING DATE: July 18 , 2006

PREPARED BY: David Fike, Director of Public Works *DF*

AGENDA LOCATION: I-4

TITLE: Receive and File; Athens Services Annual Performance Review for Calendar Year 2005.

OBJECTIVE: To inform the City Council of staff's evaluation of Athens Services' performance during the year 2005.

BACKGROUND: According to the Residential Franchise Agreement, Athens Services is required to submit an Annual Report giving a comprehensive overview of their operations in the City during the prior calendar year. City staff analyzes the Annual Report, along with any surveys undertaken by the City, complaint logs, or other relevant information, to assess their performance during the covered period and to determine if Athens Services satisfied the requirements of the Agreement. The Annual Report was received by the Public Works Department on March 6, 2006.

ANALYSIS:

Residential Service Issues

According to Athens' Annual Report, 102 inquiries were classified as valid concerns and were remedied in a timely manner. The City received 73 complaints/service requests from residents during this same time period, reflecting an average of 6 calls per month, this is down from 8 calls per month in 2004. The breakdown of complaints received by the City is as follows:

<u>2004</u>		<u>2005</u>	
<u>Issue</u>	<u>No. of Calls</u>	<u>Issue</u>	<u>No. of Calls</u>
Billing	21	Billing	6
Missed Pickup	51	Missed Pickup	34
Broke Equipment	12	Broke Equipment	3
Customer Service	3	Customer Service	7
Other	27	Noise	1
		Other	22
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TOTAL CALLS	117	TOTAL CALLS	73

Athens has been responsive to issues as they are identified and has worked with City staff to address issues within 24-hours, as required per the Residential Franchise Agreement. They contact residents via phone calls, letters, and personal visits to ensure residents' concerns are resolved. Overall, Athens met the Customer Service Standards required within the Residential Agreement.

Collection and Diversion

According to Athens' 2005 Annual Report, the diversion rate was 30.99% for all residential units and city facilities covered under the Residential Franchise Agreement

Single Family

The single-family diversion rate was 36.42% in 2005. The 2005 single-family recycling set-out rate is 67.51%, up from 62.00% in 2004. In last year's report, Athens was asked "...to increase recycling participation by single-family residents to increase the diversion rate in this sector of the waste stream." Athens successfully increased recycling participation by 5.51%.

Athens sent out a supplemental flier on green waste recycling to all residents. Green waste education is not required in the Residential Agreement and was added by Athens as a courtesy to our residents. City staff will continue to work in conjunction with Athens Services to encourage residents to recycle by developing new recycling programs and educating residents on the benefits of recycling.

Multi-Family

The City requires Athens to divert multi-family waste through a program to take waste to the Commerce Refuse-to-Energy facility. Athens achieved 21.2% diversion in 2005. Lower diversion numbers in 2005 are due to limited capacity at the Commerce site. Limited capacity has caused the site to close early, limiting the number of loads each company may dispose of at the facility. As early closure has become a recurrent issue at the Commerce Facility, staff is working with Athens to develop a plan to ensure 50% diversion of multi-family tonnage.

Good Faith Effort

Pursuant to Section 4.2 (E) of the residential franchise, the "collector shall sustain a good faith effort during the term of this Residential Agreement to divert not less than 50% of the City's residential waste stream from 'disposal'." A "good faith effort" is defined in section as meeting the following components:

- Diligent implementation of all provisions of this Residential agreement;
- Marketing of recyclable and green waste programs;
- Advising and assisting the City in the development of new diversion programs;
- In general, cooperating with the City in its efforts to achieve and maintain the diversion goals.

Based on the City's 2005 Annual Report to the Integrated Waste Management Board, Monrovia's overall diversion rate (inclusive of commercial waste) for 2005 was 58%. Since overall City diversion is over the rate necessary for State compliance and Athens Services has shown diligent implementation of the above components of a "good faith effort," Athens Services has satisfied the elements required to demonstrate a "good faith effort" in the Residential Contract.

CONCLUSION & RECOMMENDATION: Athens has done a satisfactory job solving customer service issues quickly and effectively, Staff will be working with Athens to develop plans to increase diversion rates for all areas of the Residential Contract.

It is staff's conclusion that Athens Services has fulfilled the obligations set out in Sections 4.3 of the Residential Franchise Agreement for a satisfactory performance review for calendar year 2005, and recommends this report be received and filed.

FISCAL IMPACT: There are no costs associated with filing of this report. However, a passing performance evaluation deems Athens Services eligible for a standard rate adjustment per the Residential Franchise Agreement.

COUNCIL ACTION REQUIRED: If the City Council concurs with this recommendation, the appropriate action would be a motion to receive and file Athens Services' Annual Performance Review for Calendar Year 2005.