

**IDENTIFICATION OF OPPORTUNITIES FOR EFFICIENCIES IN THE BUDGET  
FY 10 AND FY 11 BUDGET  
(BF004)**

<b>Department:</b>	<b>Solid Waste Management Department</b>		
<b>Program:</b>	<b>Procedures to Improve Customer Services at the County's Community Collection Centers and Yard Waste Processing Facilities</b>		
<b>Identified Savings from FY 10 and FY 11 Continuation Level Budget</b>		<b>FY10</b>	<b>FY11</b>
<b>Fund:</b>	<b>Total:</b>	<b>350,000</b>	<b>300,000</b>
<b>Number of Positions to be Cut (if any):</b>			

**DESCRIPTION (use additional pages, as necessary):**

**Background**

As part of their annual residential assessment, County residential customers can opt to drop-off bulky items and yard waste at County owned Community Collection Centers and Yard Waste Processing Sites. There is no additional charge for this service. To utilize these services, they must present a copy of their tax bill.

These services are not available free of charge to businesses and other commercial establishments. These customers must pay the applicable tipping fees for the proper handling of these materials.

The amount of material that residents are allowed to deliver to these facilities at no additional charge is based on the average annual quantity of bulky items or yard waste that is produced by a household.

Based on the frequency and tonnage of historical deliveries, staff now suspects that some customers may be abusing the system to avoid paying disposal charges for waste that is not generated at their residence.

Specifically, County residents who operate commercial businesses such as debris removal services or lawn maintenance services may be utilizing these facilities to avoid paying tipping fees for the disposal of these materials.

This annual revenue loss to the County is estimated at over \$300,000.

**Proposed New Procedure**

To address this problem, the Solid Waste Management Department is proposing a new procedure to track potential abuse at the County's Community Collection Centers and Yard Waste Processing Facilities.

Prior to implementation, users of these facilities will be reminded that access at no additional charge is available only to County residents who are delivering waste generated from their own property; and who have paid their annual residential assessment.

They will also be informed that a new tracking procedure will be implemented to ensure compliance. This procedure will include monitoring the amount of material a customer delivers to the facility. Customers delivering excessive amounts of material may be denied free access to the facility.

Specifically, each time a resident arrives at a Community Collection Center or Yard Waste Processing Site, County staff will electronically record the folio number from the customer's tax bill. When the resident reaches an established annual (January to December) threshold of waste deliveries, the system will no longer allow that resident to dispose of waste free of charge.

If the customer wishes to challenge this decision, they can request an investigation by the Solid Waste Department to determine if their materials do indeed come from their residence. If it is established that the customer is delivering waste generated as a result of a commercial activity, they will have to pay the appropriate tipping fee for each delivery.

Shifts costs to another department/agency: Yes  No  Explain:

Revenue impact: Yes  No  How much? \$350,000

Recurring  / One-time  impact

Explain any service impact:

The proposed procedure would lessen or eliminate improper use of the County's Community Collection Centers and Yard Waste Processing Facilities.