

# Managing the Unlimited Setout Nightmare

July 11, 2023

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# Introduction

2

- Independent Consultants Specializing in the **Municipal Waste Management Sector**
- Industry-Leading **Solid Waste Operational Evaluation & Performance Modeling**
- Specialization in **Solid Waste Utility Cost-of-Service & Rate Analysis**
- National Leader in **Waste Characterization Studies**
- Wide Knowledge of **National Waste Management Best Practices**



# The Challenge!

3



# Considerations for Managing Bulk/Extra Setouts

4

- Collection Technology
- Setout Limitations
- Fee Structure
- Administrative & Management Resources/Demand

# Municipal Examples

5

# Grand Rapids, MI



6

- **PAYT \$35 per item**
  - Pre-pay online & schedule OR
  - Buy sticker at participating stores or city hall
  - Items are picked up 3 days within regularly scheduled service day



# Fayetteville, AR



7

- 8 bulky waste cleanups per year (4 in spring, 4 in fall)
  - 2 **drop-off** locations per event (not curbside)
- 1 free pickup per year per single-family and duplexes
  - Curbside – one category (Bulk household, Metal or Brush) OR
  - Bring 5 items of any category for free to the Transfer Station (utility bill and license required)
- Additional pick-ups of up to 5 items from 1 category can be scheduled for \$60.53+tax

# Sevierville, TN (unique regional MSW facility)

8

- Every other week collection, published as “at least once per month”
- Code - “not more than one truck load”

“regularly observed amounts” at house

Several minutes later...





# Kingsport, TN

9

- Bulk/Brush collected together every other week



- Carpet \$25/pickup
- Building Materials \$82/ton
- Move out pile \$100

**Very small pickups, too**

# Chatham County GA

10

- Once/month Bulk collection curbside plus “free” self-haul to drop-off



# Columbia, MO



11

## Before 11/2/2020

- Unlimited setouts at curb
- Manual collection with rearloader

## Since 11/2/2020

- Call in and schedule
  - One free item per year
  - \$21.50 first additional item + \$5/each additional item per scheduled pickup
- Manual collection with rearloader



# WHY CHANGE?!?!?!?!?





## Columbia Recycle & Trash

15h · 🌐



The COMO Recycle and Trash app makes it easy to schedule pickup for bulky items and major appliances.

The app is available on the Solid Waste web page: [como.gov/utilities/columbias-solid-waste-utility/](http://como.gov/utilities/columbias-solid-waste-utility/)

Through Google Play: [play.google.com/store/apps/details?id=net.recollect.columbiamo](https://play.google.com/store/apps/details?id=net.recollect.columbiamo)

Or through the Apple App Store: [apps.apple.com/app/id1126840859](https://apps.apple.com/app/id1126840859)

Or customers can call 573.874.CITY



## Columbia Recycle & Trash

11h · 🌐



The COMO Recycle and Trash app makes it easy to schedule pickup for bulky items and major appliances.... See more

*How to:*

## Schedule pickups for bulky items & major appliances

Make your collection request through one of the following:

- CoMo Recycling and Trash app
- CoMo.gov/Utilities/SolidWaste
- or call 573.874.CITY



[CoMo.gov/Utilities/SolidWaste](http://CoMo.gov/Utilities/SolidWaste)  
573.874.CITY (2489)

**Schedule your bulky item pickup**

CoMo.gov  
573.874.CITY (2489)

**Schedule pickups for bulky items & major appliances**

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573.874.CITY (2489)



# 2022 Bulky Collections-Columbia

14

City of Columbia > Solid Waste > Metrics > Bulky Item Pickup

## Bulky Item Pickup

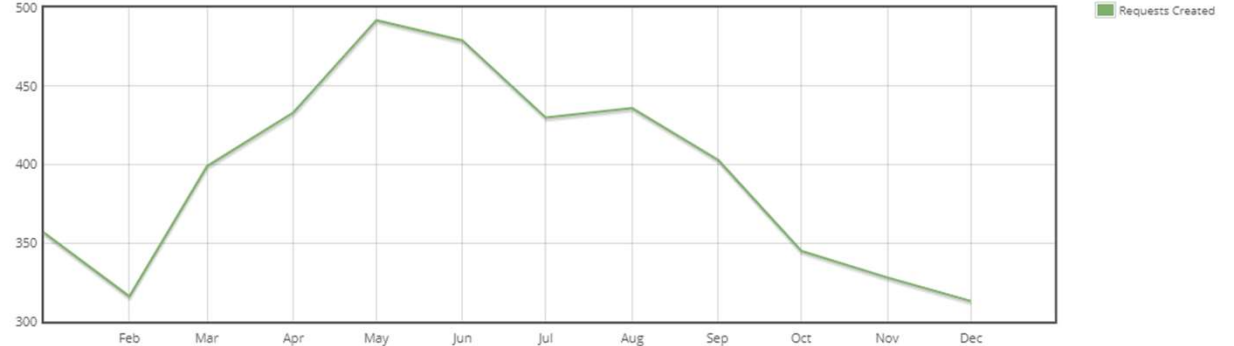
Jan 01, 2022 - Dec 31, 2022

Metrics

About Analytics Data

Chart

+	4,731	Requests Created	<input checked="" type="checkbox"/>
✓	4,222	Confirmed Requests	<input type="checkbox"/>
-	517	Cancelled Requests	<input type="checkbox"/>
📄	10,256	Requested Items	<input type="checkbox"/>
🏠	6,234	Addresses With Requests	<input type="checkbox"/>



Top Requested Items

Top Cancelled Items

1. Other ( 1970 )
2. Couch ( 1598 )
3. Mattress ( 1406 )
4. Chairs ( 1372 )
5. Box Spring ( 844 )
6. Bed Frame ( 552 )
7. Table ( 411 )
8. Television ( 374 )
9. Grill ( 342 )
10. Patio Furniture ( 321 )

Requests by Zone

Requests by Day

**Out of ~35-40,000  
single-family  
households serviced  
weekly**

# Guiding Principles

15

# Select Collection Technology

16





# Determine Collection Frequency

17

- Scheduled within regular services – Weekly, bi-monthly, quarterly, semi-annually, etc.
- On-call, scheduled by citizen – Phone, online, app, etc.
- Combination of baseline + options for additional items

**“X item(s)/Yr”**

**“Every Other Week”**

**“X cleanups/Yr”**

**“Bring to Drop-off”**

**“Monthly”**

# Establish Setout Limitations

18

- Per item count
- Per volume
- Per amount of time
- Number of grabs

**“Up to X cubic yards”**

**“Up to 2 minutes”**

**“Up to half a pickup bed”**

**“Up to 2 grapple buckets”**

# Set Fee Structure

19

- **Based on established setout limits**
  - Part of base service fee
  - Pre-pay – purchase tags or pay when scheduled
  - Cost per item(s), minutes, knuckleboom grabs, etc.



# Administrative & Management Considerations

20

- Can call-in center support added calls?
- Can customer bills be adjusted easily for variable rate pricing?
- Do you have software to support/automate as much of the scheduling and billing as possible?

## Large item collection

Collection of large items will be provided for residential customers receiving curbside collection.

To arrange a pickup of bulky items or major appliances, complete the online request form through the [CoMo Recycle and Trash app](#). For more information, call [573.874.2489](tel:573.874.2489) or visit the [Large Item Collection page](#).

Before putting your items on the curb, please call the Recycling and Trash Collection Division by phone at 479-575-8398 to schedule a pick-up. The schedule may be two or more weeks out.

1

### Purchasing a Bulk Collection Request

- The cost per item is \$35.
- Request and pay for a collection online – Use the Online Request Form ([link below](#)). You will need to pay the fee prior to completing the request. Make sure to have a credit card handy.

4

### Request pickup online

Use our online form to request bulk item and appliance pickup.

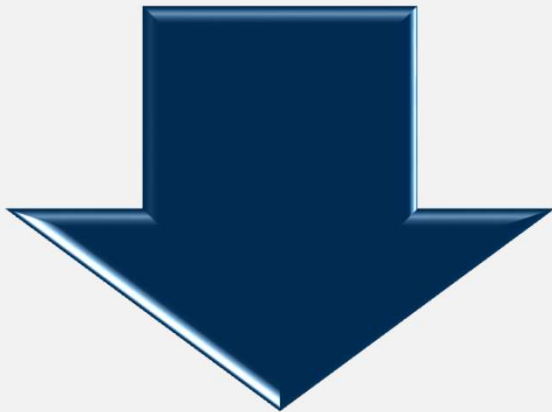
[Order Online](#)

# Best Management of Bulky Collections

21

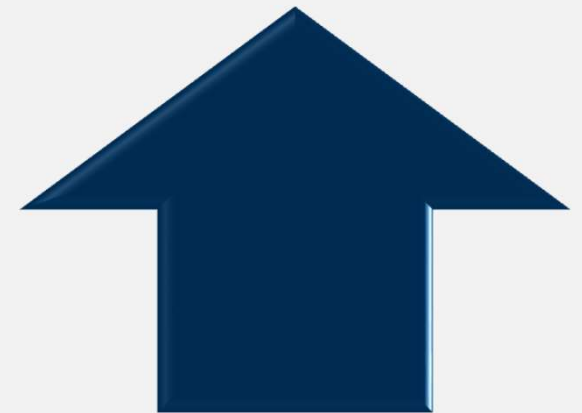
## Reduce Collections Demand

- Clearly define limitations
- Offer alternatives for self-haul
- Publicize alternate outlets/local reuse options



## Improve Materials Management

- Charge proportionate to use – most equitable
- Use supportive software to manage requests, scheduling, and fee collection



# Examples - Avg. Pounds by Program Type

22

	Lbs. per Setout	Lbs. per Total HH/Yr.	Program Limits
Fayetteville AR (2017)	N/A	8	PAYT
Grand Rapids MI (2019)	N/A	16	PAYT
Kingsport TN (2022)	199	580*	Large or No Limits
Sevierville TN (2022)	216	585	Large or No Limits
Chatham Co. GA (2023) (unincorporated)	121	58	Large or No Limits

*\*staff estimated share of co-collected bulk/brush*

# Questions

23



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