

What Would Change and What Would Remain the Same in Fort Collins' Proposed Contracted Residential Solid Waste Collection Program

Materials Collected		
Element	What would change	What would remain the same
Trash collection service	Residents have the additional option of an XS cart (~16 gallons) and XL cart service (2 x 95-gallon carts)	Provided weekly Residents may choose from small, medium and large cart service for trash
Recycling collection service	If City Council selects weekly recycling collection, recycling carts would be serviced every week (weekly recycling is \$1.25 more / month for the small trash cart service) Residents would receive a large (95 gallon) recycling cart (if City Council selects weekly recycling collection) or up to two large (95 gallon) recycling carts (if City Council selects every-other-week recycling collection). Residents could request a medium (65 gallon) cart instead if they prefer	If City Council selects every-other-week service, the recycling carts would continue to be serviced every other week
Yard trimmings collection service	Would be automatically included in residents' bills unless the resident declines service (in which case the resident would receive a \$5/month reduction in their bill) Yard trimmings included in bill year-round – bill totals wouldn't change every April and November	Weekly collection from April 1 – November 30 Same yard trimmings material would be collected
Bulky waste collection (Items too large to fit in a cart)	Each household could call to request collection of up to two bulky items per year for no charge	Residents would pay the hauler an extra fee (~\$40 per item, depending on the item) for additional bulky item collections
Food scraps collection		Would not be included in contracted curbside collection at this time due to a lack of nearby compost facilities; contract could be amended when a facility is available

Service Elements

Element	What would change	What would remain the same
Customer Service	<p>The contract includes strict customer service requirements such as returning calls within one business day, a maximum three-minute hold time, and missed pickups being collected the following day. The contract requires dedicated customer service representatives focused on the Fort Collins program</p> <p>Residents who have experienced a missed pickup or carts not delivered within five business days would receive a one-month service credit</p> <p>The hauler would have to pay fines if these requirements were not met. If they happened consistently, the City could exit the contract. The City would devote resources specifically to enforcing the contract requirements</p>	Customer service would be provided by the hauler
Service price	<p>Customers would all have access to the same cost-effective, consistent pricing with low, predictable price increases communicated well in advance</p> <p>Prices would include yard trimmings collection and bulky item collection for no additional charge</p> <ul style="list-style-type: none"> • Residents could decline yard trimmings service and receive a \$5/month discount on their bill <p>Monthly pricing for trash, yard trimmings, bulky item and every-other-week recycling (including admin fee):</p> <ul style="list-style-type: none"> • XS trash cart (16 gallons): \$11.10 • S cart (35 gallons): \$17.85 • M cart (65 gallons): \$34.60 • L cart (95 gallons): \$51.35 • XL cart (2 x 95 gallon carts): \$101.60 	Service pricing would continue to be based on the size of a customer's trash cart. Pricing would continue to include recycling collection for no additional charge.
Billing	<p>Bills would no longer include a "materials recovery fee"</p> <p>An administrative fee of \$1.35 / month would be included in bills to fund the City's role in the contracted program</p>	Billing would be quarterly, and bills would come directly from the hauler

Service Details

Element	What would change	What would remain the same
Service provider	Those preferring a different hauler or to self-haul material to the landfill would pay an \$11.10 / month opt-out fee	Those with the selected provider would retain their current hauler.
Service start date	Contracted collection would begin 9/30/24 and would continue for 5 years. At the end of the 5 years, the City would undertake another competitive purchasing process to determine the next service provider (which could be the same or a different service provider)	
Homeowner's Associations (HOAs)	Residents in HOAs that don't contract for trash and recycling service now would join the City's contract HOAs that contract for collection service now would need to offer yard trimmings similar to the City's program by 9/30/23 (in which yard trimmings is included in residents' service but residents may decline service)	HOAs that contract for trash and recycling collection prior to March 17, 2023 and whose contracts meet City requirements would have the option to continue their existing contracts or join the City's program
Carts	Households would receive new, city-owned carts for trash, recycling and yard trimmings. All haulers would collect their existing carts for no charge to the customer The new carts would remain at residents' homes even if the City chooses a different vendor after the 5-year contract	
Transition period	In the first half of 2024, households would select their trash, recycling and yard trimmings cart sizes for the new program and set up for billing with the new hauler in preparation for the new service starting on 9/30/24	Households would keep their choice of hauler until the new service start date of 9/30/24
Alley service		Would continue to be provided where alleys are the primary service option
Door to door collection		Would continue to be provided to handicap residents upon request for no extra charge
Collection vehicles	One electric collection vehicle would be utilized on a pilot basis All new vehicles purchased to service the contract would run on natural gas generated from landfill capture etc. (rather than new extraction)	