



Moving a Community to a Single Hauler

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THE SCENARIO



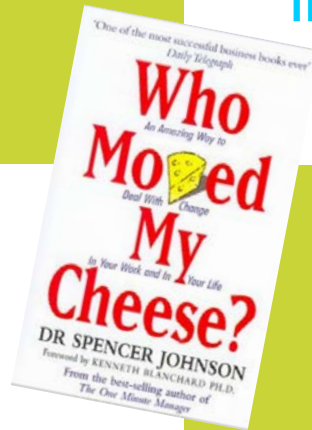
60,000 Residents
in Novi, MI



4-5 Haulers servicing the
community through
independent and separate
contracts



Sale of prominent
provider results in a lot
of **unhappy** people



Election year

PUBLIC INPUT WAS SOUGHT



Photo Credit -
<https://www.outsidethebeltway.com/democrats-avoid-angry-constituents-by-avoiding-constituents/>

For \$159.00 Residents Receive

96 gallons



and/or



64 gallons



YARD WASTE



BULK WASTE

Weekly

Photo Credit -
<http://www.augustaga.gov/2577/Yard-Waste-Collection>

ALL ABOARD THE VICTORY TRAIN

TIMELINE

JULY 2015

Council approves ordinance to move to a single-hauler trash system.

NOVEMBER 2015

Public hearing is held on RFP. Goal to start program in Apr. 2016.

APRIL 2016

Mailed postcard survey to learn about current service and cost.

MAY 2016

Council awards contract to Waste Management on May 23.

JULY 2016

Service begins July 1 for 10,000 plus residents.

NO TIME TO WASTE



How were we going to let residents know their trash service is **changing** ?



How well do we know who exactly is going to be **coming on** to the new program?



Who is going to be the City's **point person** for questions/concerns from residents?



When are residents going to get their new carts from Waste Management?

Trash Update



On May 23, the Novi City Council approved a contract with Waste Management as the sole provider of curbside trash/recycling collection services.

Waste Management of Michigan, Inc. will begin providing City-wide trash, recycling, yard waste and bulk collection services on **July 1** for all residents who receive curbside pick-up and **do not have** a current contract with a trash provider.

For additional information, please visit cityofnovi.org/trash.

What's included?

When the program is fully implemented, residents will be provided a 64-gallon recycling cart and a 96-gallon trash cart. You may also use trash bags or your own trash container no larger than 35 gallons in size and no more than 60 pounds when full. During the initial phase, **residents will be asked to use their current carts for recycling and trash**, which will be eventually replaced with new Waste Management carts when the roll out is complete in August/September.

Cost?

The \$159 annual cost will be collected as a fee on your tax bill and includes trash, recycling, yard waste and bulk item collection upon request. Since summer tax bills have already been processed, your initial trash collection fee will be included with winter taxes and will cover service for an entire year. Moving forward, your fee will reflect half the yearly payment on each tax bill.

Detailed Information

A mailing including your trash collection day and additional program details will be sent to ALL residents impacted by this change, and more information about the new trash collection process will be released in the coming weeks.

Questions? 866.797.9018

A dedicated Waste Management Customer Service line is staffed Monday-Friday, 7:30am-5:30pm to answer your questions and is designed to assist you through this transition.

For additional information, please visit cityofnovi.org/trash.



OBSTACLES TO SUCCESS

Short time frame to educate residents on new program

Residents **did not have** carts from WM when service started

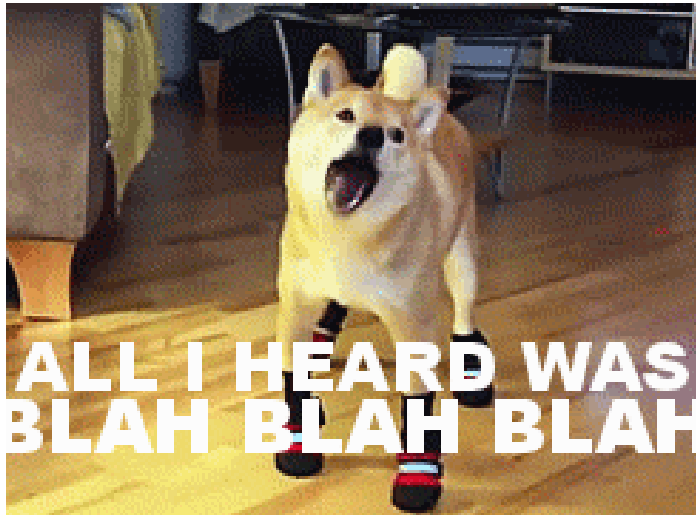
Had to **negotiate** an agreement with other trash providers to allow residents to keep carts until new ones arrived

Four days before transition, one provider pulled carts from large subdivision – **impacting 340+ residents.**

Service started on the week of July 4th



COMMUNICATION PLAN



You can never
communicate too much!

- Flyers in backpacks at schools
- Social media (Twitter, Facebook, Nextdoor)
- Dedicated webpage for trash
- E-Newsletters
- Catchy videos
- Mailed postcards
- Airplane pulling flag

 City of Novi
Trash Rollout
New trash & recycling service for
most residents starts **Friday, July 1**



THE WHISTLER



SEARCH YOUR ADDRESS

[Back to Field Operations Division](#)

[Trash Collection Services](#)

[Search Your Address](#)

[Route Map](#)

[Recycling](#)

[Yard Waste](#)

[Bulk Collection](#)

[Carts](#)

[Frequently Asked Questions](#)

[Government](#) > [City Services](#) > [Public Services](#) > [Field Operations Division](#) > [Trash Collection Services](#) > [Search Your Address](#)

Search Your Address

On July 1, 2016, Waste Management began providing City-wide trash, recycling, yard waste and bulk collection services for all residents who receive curbside pick-up and **do not have** a current contract with a trash provider.

Use this form to see your collection day or to see your current provider/contract expiration.

Directions to look up your address

1. Type in your Street Number
2. Click [Tab]
3. Select your Street Name from the Drop Down
4. Click Submit

Street Number (*):

Street Name (*):



TRASH ROLLOUT MAILER



City of Novi
45175 Ten Mile Road
Novi, MI 48375



City of Novi Trash Rollout

The City of Novi has selected Waste Management of Michigan Inc. to be the sole provider of curbside trash and recycling collection services.

Starting **Friday, July 1, 2016**, Waste Management will begin providing city-wide trash, recycling and yard waste services for most residents in the City of Novi.

For most residents, this means your trash and recycling service day will change.

(Those under contract with another provider will continue that service until contract expires).

Note: The July 4th holiday will affect service the week of July 4. Service will be one day behind (Monday service will happen on Tuesday, July 5, Tuesday service on Wednesday, July 6, Thursday service on Friday, July 8, and Friday service on Saturday, July 9). Service will resume as usual on Monday, July 11.

City begins new trash/recycling service

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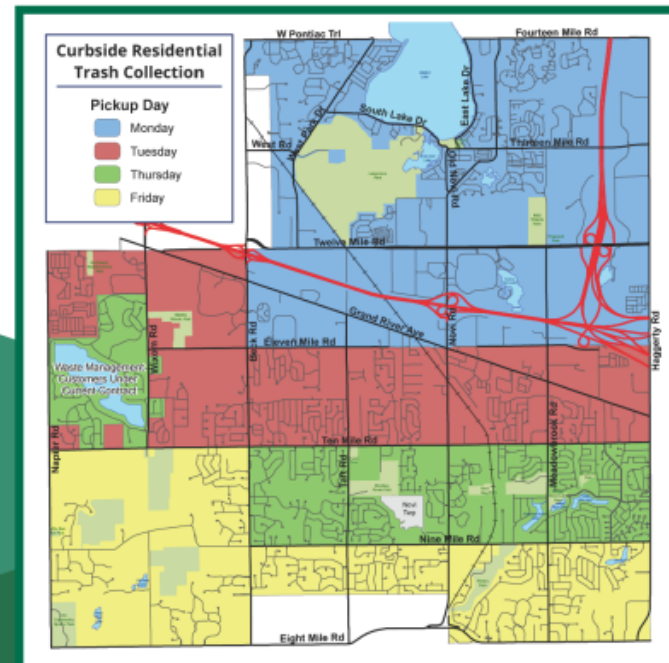
Starting **Friday, July 1, 2016**, Waste Management will begin providing city-wide trash, recycling and yard waste services for most residents in the City of Novi.

See inside for details.



cityofnovi.org/trash
866-797-9018

Collection Days



TRASH ROLLOUT MAILER

About the Transition

The change to Waste Management will be a phased approach. During this first phase, residents will be asked to use their current waste cart they have at home, even if it is not a Waste Management cart. This may be your existing cart from Advanced Disposal, Republic or Duncan, or your own 35-gallon container and trash bags you use currently.

The distribution of Waste Management carts will be in the early fall, and we will notify you when the cart rollout begins.

The \$159 annual cost will be collected as a fee on your tax bill and includes trash, recycling, yard waste and bulk item collection upon request. Since summer tax bills have been processed, your initial trash collection fee will all be included with winter taxes and will cover service for the entire year. Moving forward, your fee will be split between summer and winter tax bills.

On Your Service Day

Please have your waste and recycling at the curb no later than 7 a.m. on your scheduled service day. Waste and recycling is collected on your service day once per week.

Yard waste is collected once per week from the first Monday in April through the Friday of the last week in November. Trash and recycling will be collected by 6 p.m.



Recycling

Waste Management will also be collecting recyclables at the same time. You may already have a separate recycling bin or cart. Keep using that for now. If you don't have a recycling bin or cart, please use a 32-35 gallon container clearly marked "Recycling" and it will be collected.



Yard Waste

Yard waste, including grass clippings, will also be collected. Yard waste cannot be mixed with trash for disposal. Put yard waste into a paper yard waste sack or clearly marked container with handles, no more than 35 gallons in capacity and no heavier than 60 pounds.



Bulk Items

Household furniture, a mattress and box spring or a refrigerator are examples of bulk items that will be picked up at no additional cost. Call Waste Management at 866-797-9018 (7:30 a.m. to 5:30 p.m. Monday through Friday) for more details.

More information is available at cityofnovi.org/trash



Frequently Asked Questions

When will I receive new carts?

In early fall, Waste Management will provide residents with a 64-gallon recycling cart and a 96-gallon trash cart. You may also use trash bags or your own trash container no larger than 35 gallons in size and no more than 60 pounds when full. You will receive additional communication prior to the new cart rollout in early fall, including the plan for pickup of your existing carts.

Will I have the option of moving to a smaller trash bin?

Yes, residents will be given the opportunity to exchange the 96-gallon cart for a smaller 64-gallon cart via a returned postcard, which will be included when Waste Management delivers your new cart later this year. If you would like a smaller cart, simply fill out the postcard mail it in, and Waste Management will handle the exchange.

When can I put out my trash, recycling, and yard waste?

Per city ordinance, you should not put out waste or recycling bins earlier than 24 hours prior to the scheduled collection day. It is the responsibility of both the property owner and the property occupant to place refuse at the designated collection site within a refuse bin, sealed container or plastic bag to prevent objectionable odors, or spillage of refuse upon any public or private site. All receptacles must be removed from such areas no later than 12 hours following the actual collection.

Do I have to cancel my current service?

No, if your service (a subscription, quarterly or month-to-month) ends on June 30, you do not need to do anything. Your current provider knows that the City of Novi assumes responsibility as of July 1.

I have a contract with my current provider. What do I do?

The City of Novi will honor contracts but we need a hard/digital version of the contract in order to verify that a subdivision is under contract. Please contact the City of Novi's Department of Public Services Customer Service Team at 248-745-5640 with any questions about billing.

Have more questions?

More information is available at cityofnovi.org/trash or by calling Waste Management's Customer Service line at 866-797-9018 (7:30 a.m. to 5:30 p.m. Monday through Friday).

CART DELIVERY

WM
WASTE MANAGEMENT

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CARTS ARE COMING!
(mid to late September)

MEANWHILE IN CUSTOMER SERVICE...



IT ACTUALLY WASN'T THAT BAD

- ✓ Dedicated Waste Management rep on site at City Hall quickly handled any issues/concerns
- ✓ Very few missed pickups considering the size and scope of rollout
- ✓ Provided better service at a cheaper rate for vast majority of our residents
- ✓ Recycling carts were extremely popular with our residents
- ✓ Residents appreciated flexibility of carts and cart usage



Then again, maybe it was...





LIVE!

MEAN TWEETS

6



#MEANTWEETS





@BoyScoutBob

What a JOKE this is...boot out a local company like Duncan who does community service work with the Boy Scouts to teach them about recycling. Another fine job by the City of Novi! Why don't you guys fix our roads!!



@MadMark24

They leave our cart in the street making it hard for mail delivery & the lid open so it fills up with rain & snow. This poor level of service is what you get when the people have no connection with the service provider.



@Frustrated_Fred

I am gone from Nov. to May in Fla. I only want to pay for trash service I use. Contact me to discuss options. I am NOT paying for services I don't want & didn't ask for. I will short pay my taxes and take it to court if I have to.

OK, it really wasn't so bad after all..





@Satisfied_Sarah6

Thank you, Novi! I am so happy about the change. I currently have 5 different trash and recycling trucks that come down my street. I will be happy when it's down to 2.



@PositivePeter

Thank you for doing this! This is soooo much better than what we had before! Looking forward to the change!!

Where are we now?

 **11,697** Single-Family Homes

 **1,798** Condo Units

 **13,495** Total on City Contact

Where are we going?

2018 **208** units

2019 **560** units

2020 **103** units

2022 **108** units



THE NUMBERS DON'T LIE

5,005.33 Tons of Materials Recycled

2,992.25 Tons of Yard Waste

40.7% Total Recycling Rate

19,775.48 Tons of Total Solid Waste

57.75 Tons of Household Hazardous Waste

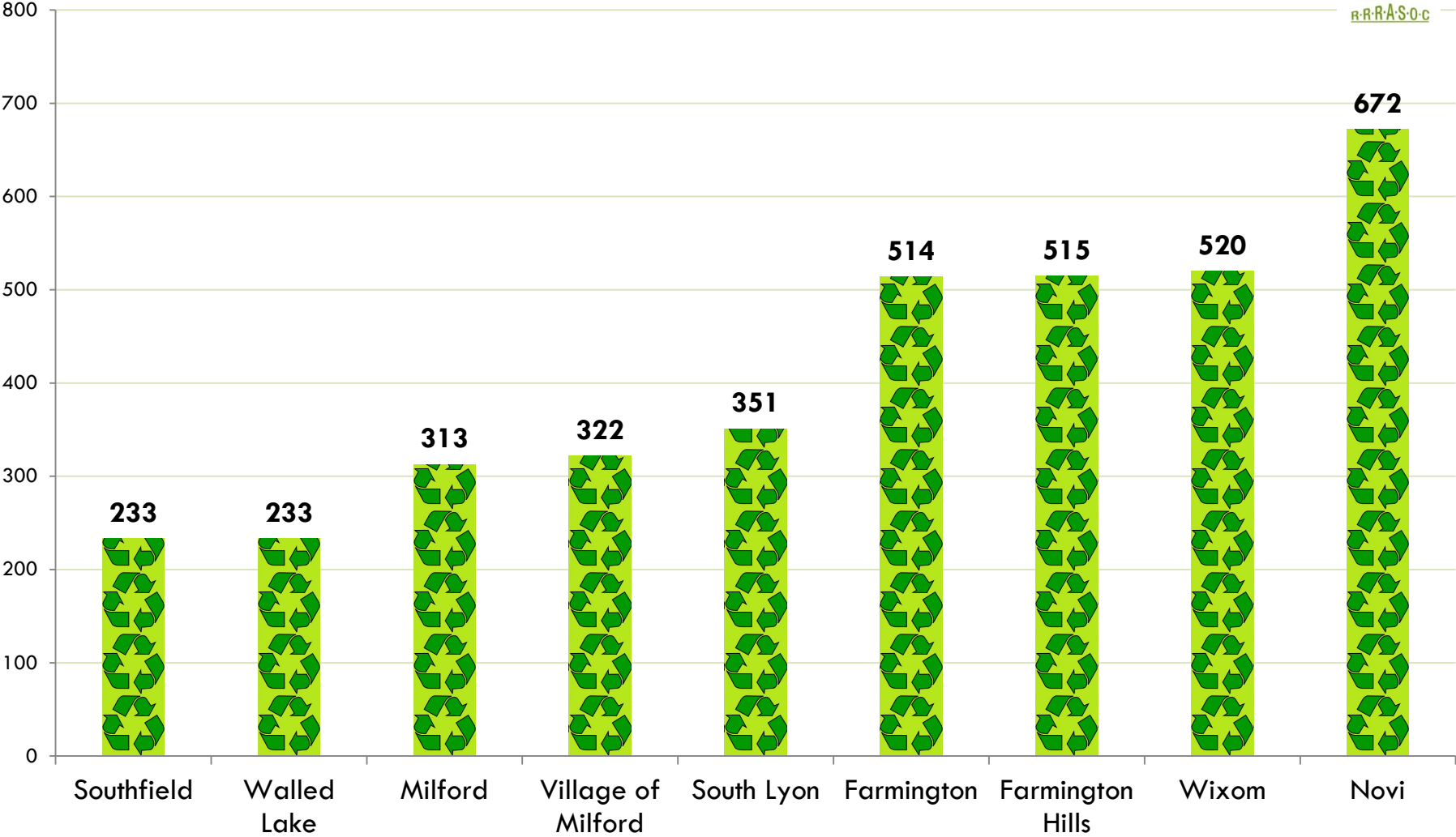
8,055.33 Total Tons Utilized

11,720.15 Tons Landfilled



HOW DO WE STACK UP

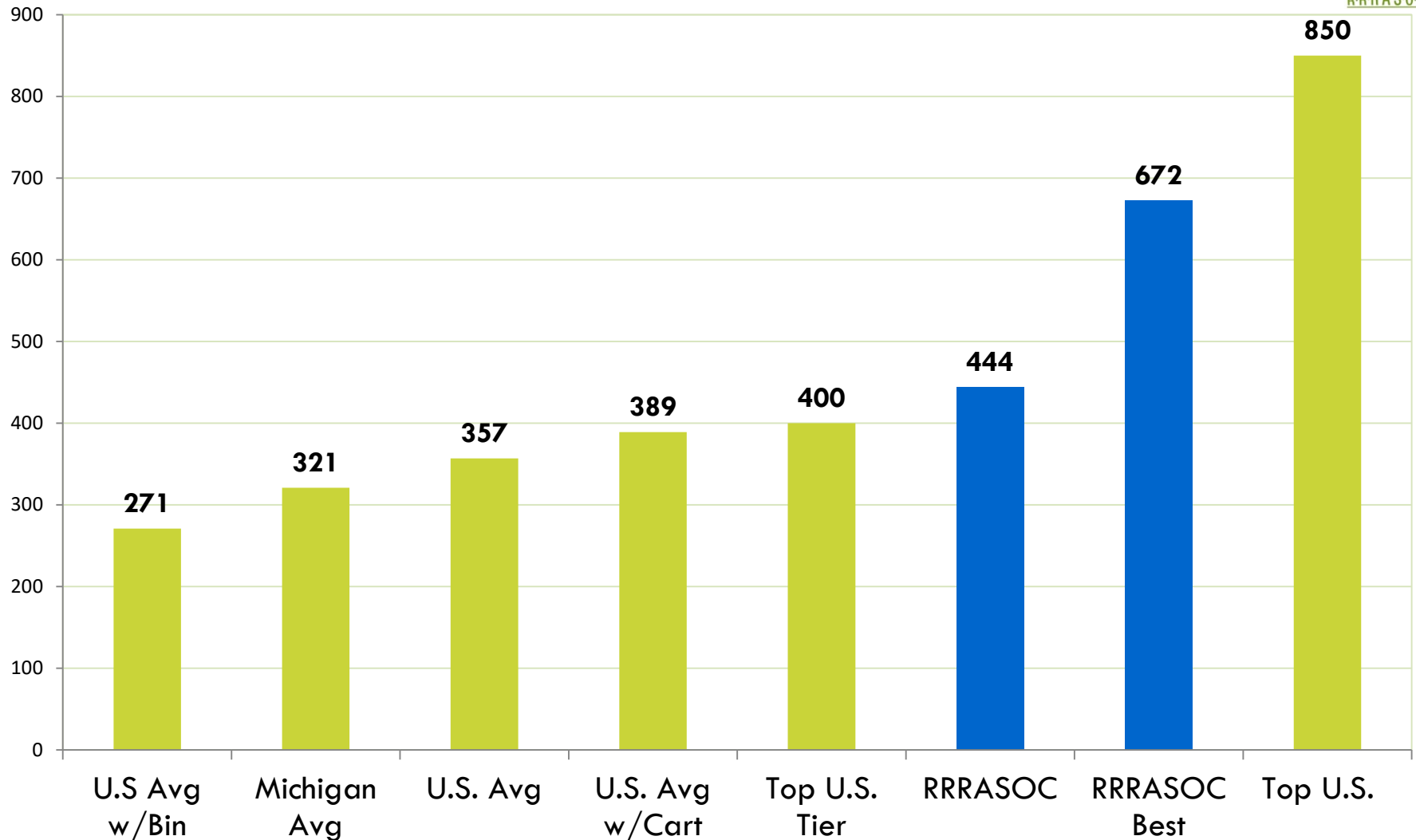
Curbside Recycling (Pounds per Household)



HOW DO WE STACK UP



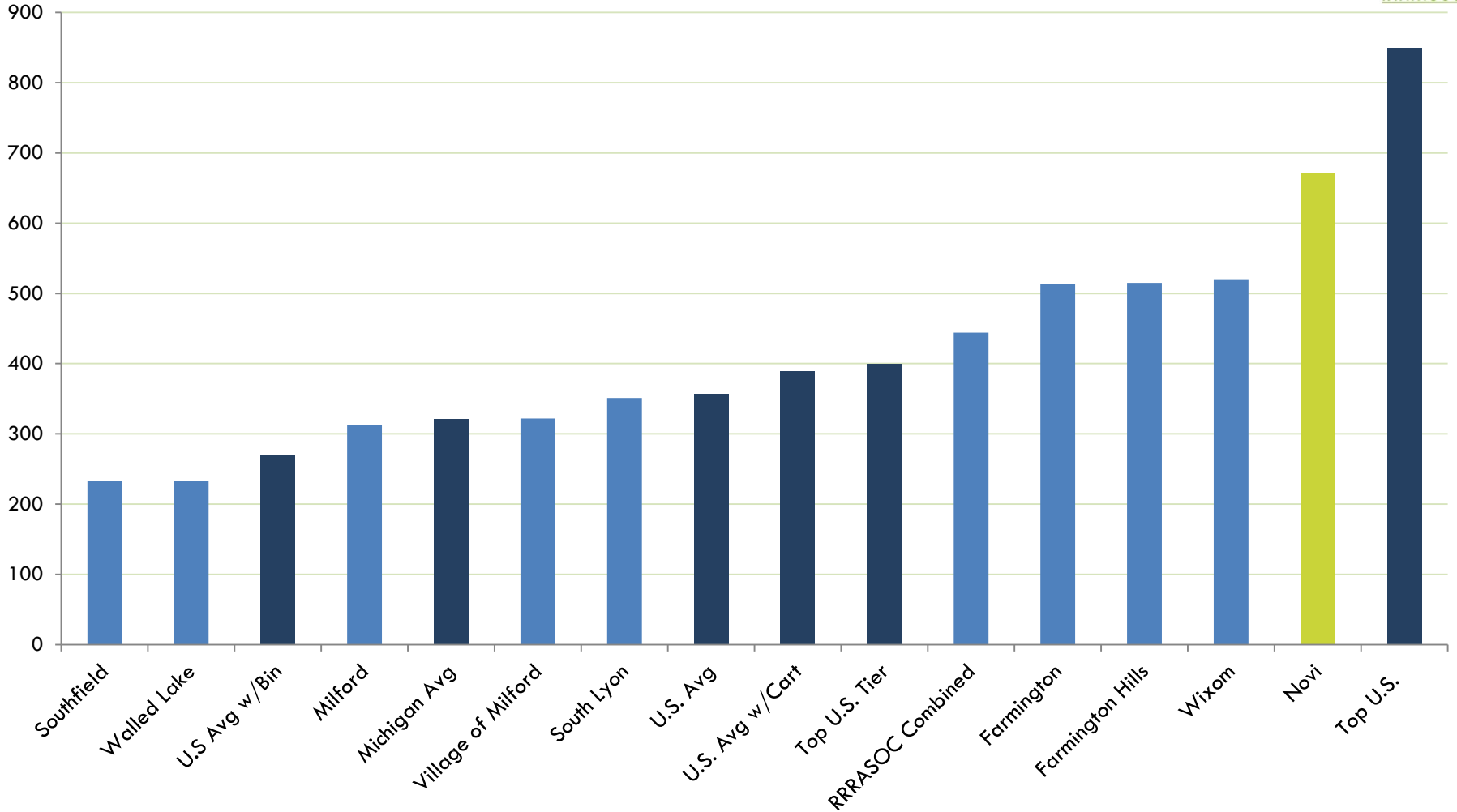
Curbside Recycling (Pounds per Household)



HOW DO WE STACK UP



Curbside Recycling (Pounds per Household)





THANK YOU

Questions?

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