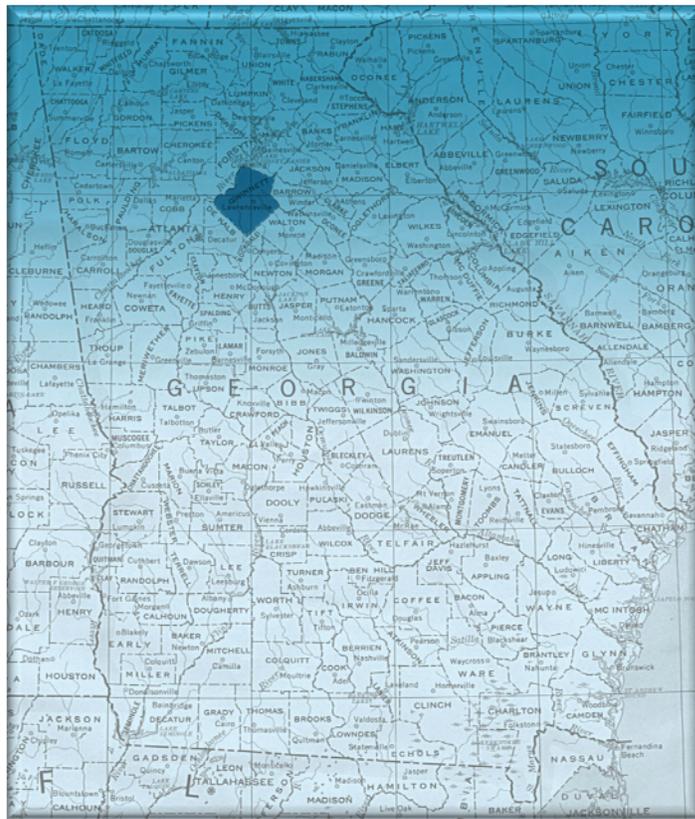


Final Report

Solid Waste Program Assessment

Gwinnett County Board of Commissioners



November 2009



An SAIC Company

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This report has been prepared for the use of the client for the specific purposes identified in the report. The conclusions, observations and recommendations contained herein attributed to R. W. Beck, Inc. (R. W. Beck) constitute the opinions of R. W. Beck. To the extent that statements, information and opinions provided by the client or others have been used in the preparation of this report, R. W. Beck has relied upon the same to be accurate, and for which no assurances are intended and no representations or warranties are made. R. W. Beck makes no certification and gives no assurances except as explicitly set forth in this report.

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Solid Waste Program Assessment

Gwinnett County Board of Commissioners

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EXECUTIVE SUMMARY

Background

In unincorporated Gwinnett County, Georgia solid waste collection services are currently provided to approximately 180,000 households via an open collection system, meaning it is the responsibility of each resident to select a hauler or otherwise arrange for collection of their solid waste. In 2008, the County took steps to change its solid waste system. The County entered into an operating agreement with Gwinnett Clean and Beautiful (GC&B) to divide the unincorporated County into districts and select one exclusive franchisee to collect solid waste in each district. Under the plan, the County would bill all residents of the unincorporated County on the property tax bill for this service and pay the franchised haulers. The plan was for the franchised haulers to also collect recyclables and deliver them to a new recycling facility which would be operated by GC&B. GC&B issued a Request for Proposals for franchisees and awarded two haulers exclusive franchise agreements to collect solid waste, recyclables, and bulky items weekly from residents in the unincorporated area of the County starting January 2009.

In December 2008, shortly before the new system was to go into effect, a Gwinnett County Superior Court, in response to a challenge brought by a group of private haulers that were not selected as franchisees, enjoined the County from enforcing the exclusive franchise collection. As a result of the court's decision, the Gwinnett County Board of Commissioners retained R. W. Beck, Inc. (R. W. Beck) to conduct this Solid Waste Program Assessment to help determine how the County should proceed from here.

Public Input

R. W. Beck with its community relations partner, Full Circle Communications, Inc. (Full Circle), gathered public input through internet and telephone surveys, public forums, and meetings with haulers.

Citizen Surveys

Of the 2,600 citizens contacted to participate in the citizen survey, R. W. Beck received 328 responses from citizens of unincorporated Gwinnett County. Regarding their current solid waste collection service, these respondents reported the following:

- Just over 93 percent reported that they had their garbage collected at their curb in bags or cans while nearly five percent reported that they self-hauled their garbage to a disposal facility.

- Approximately 80 percent have collection of recyclables, 45.9 percent have collection of yard waste, and 38.2 percent have collection of bulky items at their residence.
- The average cost for solid waste service in unincorporated Gwinnett County was \$15.27 per month.

As shown in Figure ES-1, the cost of service was the most common response when survey respondents were asked about their top priority regarding their solid waste and recycling service

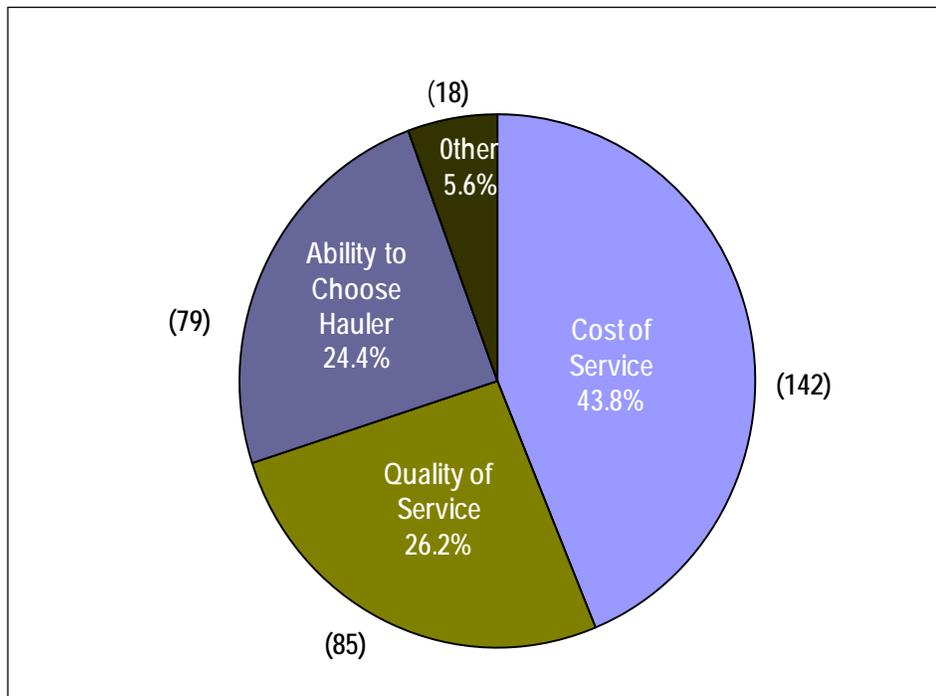


Figure ES-1. Which of the following is your number one priority when it comes to your garbage and recycling services?

Figure ES-2 shows residents' responses to a question about conditions under which they would support change. Most responded that they would support change that decreased illegal disposal or reduced their cost while more would not support change if it meant the County chose their hauler. When asked how supportive respondents would be of having the County select and regulate their garbage and recycling collection services, just over half were unsupportive or very unsupportive while 35.2 percent would be supportive or very supportive.

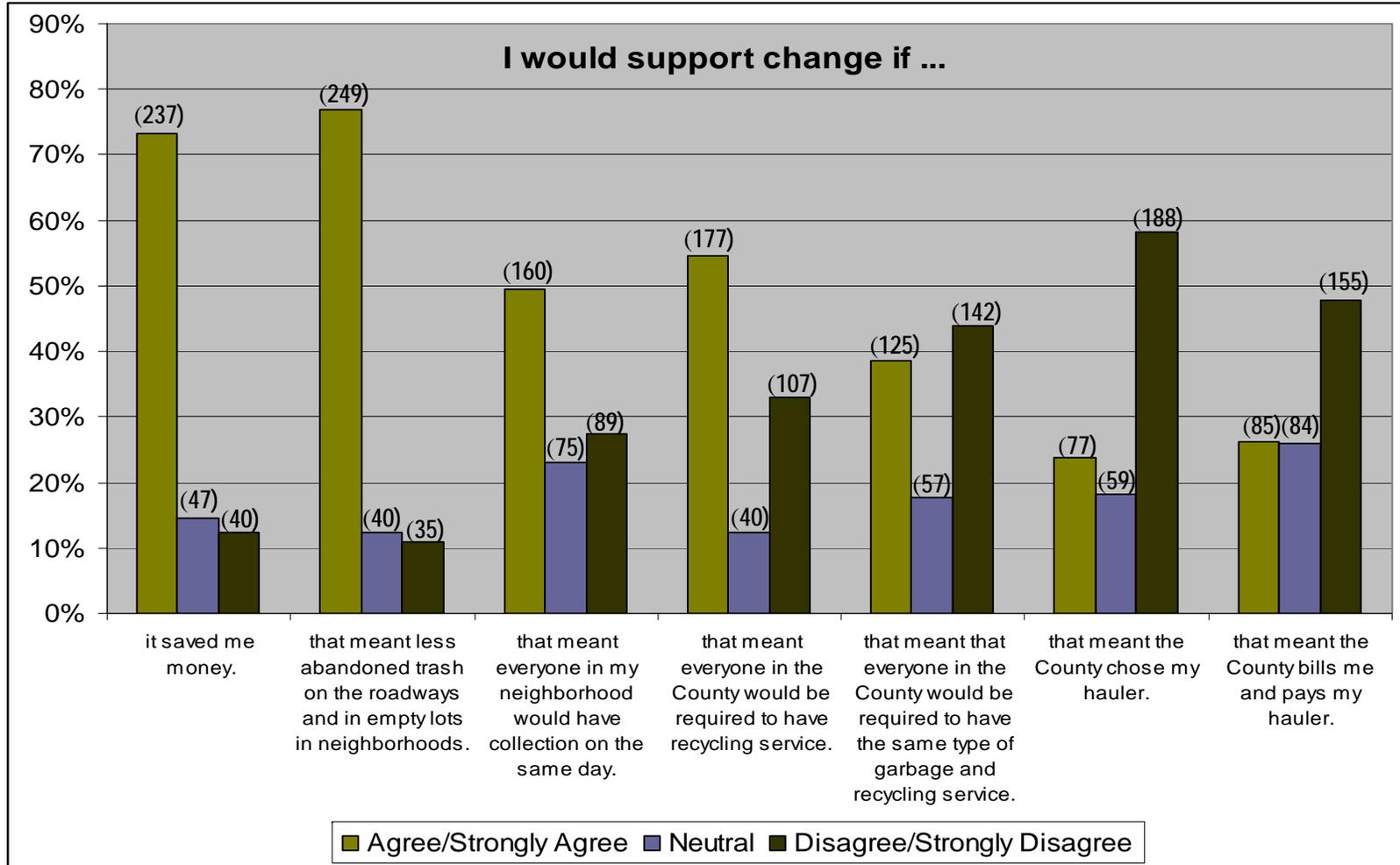


Figure ES-2. Conditions under which Respondents Would Support Change

Public Forums

Eight public forums were conducted during the months of June and July of 2009 to gather input on the future of the solid waste management system in Gwinnett County. A total of 330 people signed in at the public forums, with those attending more than one forum counted each time they attended. Attendees included unincorporated County citizens, hauler representatives, and other interested parties. The results of polling exercises at the public forums differed from the results of the citizen surveys on some topics, illustrating the difference in opinions expressed by randomly selected citizens in the unincorporated County and those that attended the public forums. According to the polling exercises, the majority of forum participants preferred that the County play a minimal role in solid waste management and preferred that residents choose and pay their own hauler and select their level of service. This is in contrast to randomly selected survey respondents that stated that a low cost of service was more important than selecting one's haulers or the quality of service.

Hauler Meetings

R. W. Beck met with haulers currently operating in the County to get their input on solid waste management and recycling in the County. In these meetings, haulers indicated the following:

- Their business development is on hold until the County decides what direction they intend to go with solid waste collection.
- Haulers had different understandings of what the current requirements are to provide recycling service and whether they could charge extra for that service.
- Haulers reported that they deliver recyclables to the Gwinnett Recycling Bank, SP Recycling in Lawrenceville, and other privately owned and operated facilities. None reported that they had difficulty finding a place to take their recyclables.
- To get the lowest cost for residents, the haulers opined that the County should be very specific about the level of service required and make the level of service consistent for all residents.
- The haulers expressed their opinion that the procurement process should be transparent. Key parameters such as the minimum number of haulers and districts should not be changed without a new procurement process.
- Haulers stated that certain provisions in the 2008 franchise agreements increased risk for hauler and thus increased cost proposed.
- County should give haulers sufficient notice before franchising.
- Many haulers expressed the opinion that carts for recycling should be less than 95 gallons. Some thought 95-gallon recycling containers would be acceptable if collection was less frequent than weekly.
- Haulers indicated County should have more control over solid waste services than under the current system given the population.

Benchmark Analysis

R. W. Beck evaluated the solid waste management systems in 14 counties to evaluate potential approaches that may be relevant to Gwinnett County. The counties were selected to demonstrate a wide range of approaches, especially with regard to collection from residents. Table ES-1 identifies the counties that were considered in this benchmark analysis and provides an overview of their residential solid waste collection system.

In most of the benchmark counties that offer collection services using their own forces or through a contract or franchise agreement with a private hauler, all residents are required to pay for the service (which essentially makes collection mandatory). The exceptions are Lexington County, SC, Catawba County, NC, and Charleston County, SC where residents are not obligated to pay for (or participate in) the franchised collection program.

Most of the benchmark counties require weekly collection of solid waste, however, four of the counties offer twice weekly collection (another offers the option of weekly or twice weekly collection). One county does not specify the frequency that residential solid waste collection must be provided. Most of the counties require yard waste collection as part of the base level of service. All Georgia communities except Cobb County require collection of bulky items such as furniture or appliances as part of weekly collection service or on an on-call basis.

Twelve of the fourteen counties require weekly collection of recyclables, one requires every other week collection, and one requires monthly collection. The three counties that issue permits to haulers typically require that these haulers offer recycling to their customers; however, the guidelines are often not specific nor are they often enforced. Thus, in areas where residents subscribe directly with private haulers, collection of recyclables may not be offered in a consistent way among households.

In communities with subscription collection systems or non-exclusive franchises, haulers are typically allowed to deliver recyclables to facilities of their choosing. Where exclusive franchise agreements or contracts are in place, some local governments require that recyclables be delivered to a designated recycling facility, often owned by the County, while others allow the hauler to choose.

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Table ES-1
Description of Counties and Collection Type

County	Population	Community Description	General System Type	# Households
Athens-Clarke Co., GA	114,737	Suburban/Rural	USD ¹ : County collection GSD ² : Subscription/Non-Exclusive Franchise (8 haulers)	USD: 9,800 GSD: 21,000
Augusta-Richmond Co., GA	199,486	Urban/Suburban	Contract/Exclusive Franchise (3 contractors)	60,000
Camden Co., GA	47,641	Suburban/Rural	Contract/Exclusive Franchise (1 contractor)	12,000 ³
Cobb Co., GA	700,000 ⁴	Urban/Suburban metro Atlanta	Subscription/Non-Exclusive Franchise (50 haulers)	unknown
Dekalb Co., GA	739,956	Urban/Suburban metro Atlanta	County collection	171,500
Fulton Co., GA	1,014,932	Urban/Suburban/Rural metro Atlanta	Subscription/Non-Exclusive Franchise (6 haulers)	25,000
Charleston Co., SC	348,046	Suburban/Rural	Contract/Exclusive Franchise (1 hauler)	4,040 ⁵
Catawba Co., NC	157,079	Rural	Contract/Exclusive Franchise (1 hauler)	13,500 ⁶
Lexington Co., SC	248,518	Small Urban, mostly Suburban and Rural	Contract/Semi-Exclusive Franchise (2 haulers)	20,935 ⁶
Hillsborough Co., FL	1,180,784	75% Suburban and 25% Rural	Contract/Exclusive Franchise (3 haulers)	245,000
Seminole Co., FL	410,854	Suburban/Rural	Contract/Exclusive Franchise (3 haulers)	65,298
Palm Beach Co., FL	1,265,293	Suburban/Rural	Contract/Exclusive Franchise (3 haulers)	191,490
Montgomery Co., MD	950,680	Urban/Suburban/Rural	Contract/Exclusive Franchise (4 haulers, 2 subcontractors)	SW: 90,000 Recyc: 210,000
Los Angeles Co., CA	9,862,049	Suburban/Rural	In process of franchising	95,000

1 Urban Services District.

2 General Services District.

3 Includes unincorporated county and two cities.

4 From interview with Judy Skeel on June 10, 2009, with 75% in unincorporated county.

5 By subscription in certain central areas of the unincorporated county only.

6 By subscription in unincorporated county.

Table ES-2 indicates the costs paid for service and the method of collecting fees in the benchmark counties. In Georgia, monthly fees for residents range from \$14.00 to \$28.83, excluding Camden County, which subsidizes residential solid waste management costs. Outside of Georgia, fees range from \$14.17 to \$42.25 per household per month. Although the monthly cost has been calculated for all communities except Cobb and Fulton, where the County has no oversight of fees charged, these monthly costs cannot be directly compared since they each cover a different level of service. Residents in these counties are billed these fees on the County property tax bill (Augusta-Richmond County and DeKalb County), on a monthly utility bill (Athens-Clarke County), or on a separate solid waste bill (Camden County). In those counties where residents subscribe for service directly with a private hauler, residents pay their selected hauler directly.

**Table ES-2
Fees and Billing**

County	Monthly Cost Paid by Household ¹	Billing Mechanism
Athens-Clarke (GA)	USD: \$14-\$22 (depending on can size) GSD: \$18-\$20 (depending on can size)	USD: Monthly water bill GSD: Private hauler bill
Augusta-Richmond (GA)	\$28.83	County annual assessment
Camden (GA)	\$9.97 ²	Quarterly solid waste bill from County
Catawba (NC)	\$22.50 for non-recyclers \$19.60 for recyclers	Hauler bills quarterly
Charleston (SC)	\$18.75	Hauler bills quarterly for collection County annual assessment for disposal
Cobb (GA)	Negotiated between hauler and customer	Hauler bills customer
DeKalb (GA)	\$22.08 + \$30 recycling subscription fee	County annual assessment
Fulton (GA)	Negotiated between hauler and customer	Hauler bills customer
Hillsborough (FL)	\$17.42	County annual assessment
Lexington (SC)	\$15.89 to \$23.50	Hauler bills quarterly
Los Angeles (CA)	\$16 to \$25	Hauler bills
Montgomery (MD)	\$22.98 if in collection district \$16.89 if not in collection district	County annual assessment
Palm Beach (FL)	\$21.33 to \$42.25	County annual assessment
Seminole (FL)	\$14.17- \$15.92	County annual assessment

¹ Cost calculated on a monthly basis for comparison purposes. Citizens may be charged annually or quarterly as indicated in funding mechanism.

² Additional cost of collection and all disposal costs paid through other sources.

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Each one of these counties has a solid waste management division or department. If solid waste is not in its own department, it may be housed within a Public Works or similar department. Some local governments have chosen to create a Solid Waste Management Authority, typically to expand their financing and contracting capabilities.

The relationship between the County and the KAB affiliate, if one exists, varies. In Georgia, there are nearly eighty KAB affiliates. The Keep Georgia Beautiful Executive Director estimates that 60 to 75 percent of the affiliates get some or all of their funding from the city or county they serve. Some are a part of their solid waste, or public works agency while others operate under a contract with their local government to provide specified services, most commonly public education related services.

Counties that have contracts or franchises for residential collection have from one (Camden County) to 28 (Los Angeles County) districts. The typical district size is between 10,000 to 25,000 households, but a few counties have much smaller districts (Lexington County, Charleston County, Los Angeles County, and Palm Beach County) and one (Hillsborough County) has much larger districts (68,000 to 94,000 households per district). Los Angeles County, Palm Beach County, and Lexington County have fairly wide ranges in the number of households per district. Some of the counties limit the number of total customers an individual franchisee can have. For example, in Augusta-Richmond County, no contractor can have more than 50 percent of the total customers, and in Palm Beach County, no single franchisee can serve more than 55 percent of the customer base.

Most of the counties with contractors or exclusive franchisees perform the billing functions using county staff and pay the franchisee or contractor based on the reported number of customers or setouts. The exceptions are in Catawba, Lexington, and Los Angeles counties where haulers bill customers directly. In Charleston County, the hauler bills for collection services and the County bills for disposal and other solid waste management services. Three of the benchmark counties report that they charge haulers a franchise fee to cover solid waste management functions that the County retains or to offset the cost the County may incur from franchisees operating in the County (for example, the impact on roads). These fees are based on number of customers or a percent of gross revenues.

Recyclables Processing Options

Under current conditions, the haulers collect an estimated 17,700 tons per year (or 3.8 pounds per household per week) of recyclables from unincorporated Gwinnett County residents and deliver them to area recycling facilities for processing. As part of this study, R. W. Beck evaluated options for processing an increased amount of recyclables. The three options evaluated include:

- Continuing to process at existing RMPFs in the metro Atlanta area;

- Continuing to process the County's recyclables at the Gwinnett Recycling Bank, a recycling collection and processing facility operated by GC&B on Satellite Boulevard; and
- Processing recyclables at a new single stream Recovered Materials Processing Facility (RMPF) that would be owned by the County and operated by a contractor.

These options were evaluated at two tonnages:

1. A low tonnage scenario in which the current quantities of residential recyclables collected is approximately doubled, to 7.5 pounds per household per week on average. To reach this level, it is assumed that:
 - the County significantly increases the number of homes participating in the recycling program;
 - that an expanded list of recyclables is accepted (consistent with recent program changes); and
 - that the County is able to direct where collection service providers deliver the collected recyclables through appropriate franchise agreement language.
2. A high tonnage scenario where the collection rate increases to 12.4 pounds per household per week on average by 2014 (starting at 9.8 pounds per household per week in 2010). This tonnage is likely to be achieved only through more aggressive recycling programs, including required participation by citizens, as presented in the RMPF Feasibility Study. The tons managed in this scenario are lower than those assumed in that study principally because only unincorporated households are considered in this analysis.

Existing Processors

Currently, much of the recyclables collected in Gwinnett County are delivered to privately owned and operated RMPFs in the region, including (but not limited to) SP Recycling, Waste Pro, and Pratt Industries. Each of the RMPF operators interviewed indicated that they are interested in accepting additional tons. Based on these interviews, it appears that adequate capacity exists in the metro Atlanta area to handle Gwinnett County's recovered materials under the low tonnage scenario. It is not clear that any single facility could currently handle all of the material produced under the high tonnage scenario. The high tonnage scenario could require the construction of a new RMPF in the Metro Atlanta area (ideally in Gwinnett County), the expansion of an existing facility, or splitting Gwinnett County's tons among a number of processing facilities. The County may want to consider issuing a Request for Letters of Interest as a means of gauging the true capacity and potential revenue arrangements available for recyclable processing in the County area.

Recycling Bank of Gwinnett

Historically, much of the tonnage collected by haulers in the County has been delivered to the Recycling Bank of Gwinnett (Recycling Bank) which is located on land owned by Gwinnett Recreation Authority and is leased to GC&B. Because detailed cost data for the Recycling Bank were not available for consideration in this study, R. W. Beck estimated the net cost of operating this facility based on typical factors derived from other facilities. Assuming all capital costs for the existing facility have been expended (e.g., no repayment of debt is required); operating costs¹ of \$50 per incoming ton in 2010 (assuming paid labor, rather than inmate labor currently used); and revenues of \$100 per ton in 2010, it is estimated that the Recycling Bank, at the low tonnage scenario, could operate with a net revenue of more than \$1.7 million per year in 2010 if the County were to make program changes that would result in 34,800 tons per year of curbside-collected single stream recyclables being delivered to the facility (as shown in Table ES-3).

Table ES-3
Low Tonnage Scenario, Gwinnett Recycling Bank

Assumptions ¹	
Operating cost/ton	\$50
Revenue/ton	\$100
Tons processed	34,800
Revenues	\$3,480,000
Operating Cost	\$1,740,000
Capital Costs	\$0
Operating Revenue	\$1,740,000

¹ Actual cost information for the Gwinnett Recycling Bank was not available for this analysis.

Based on the data available, it appears that the Recycling Bank could process the tonnage anticipated in 2010 under the low tonnage scenario if two shifts per day were operated and if line speeds and sorter productivity were increased. It does not appear that the facility is capable of processing the quantities assumed under the high tonnage scenario. Under the high tonnage scenario, a processing facility other than (or in addition to) the existing Recycling Bank would be required.

Business Case for a New RMPF

Based on the recommendations of a Feasibility Study for a new RMPF, issued in September 2008, Gwinnett County planned to build a single-stream facility to process an estimated 111,000 tons of recyclables per year to be collected in the County. R. W.

¹ Includes the cost of labor, insurance, utilities, rolling stock fuel, maintenance, consumables, and disposal of residue.

Beck conducted a business case analysis for this 30 ton per hour facility. The business case also considered a 20 ton per hour facility based on the assumption that less tonnage than anticipated in the original study would be delivered. Table ES-4 shows that in the low tonnage scenario, the business case analysis suggests that a new facility could be sized at 20 tons per hour to minimize net costs; however, if the high tonnage is achieved, a 30 ton per hour facility may make more sense from a financial perspective.

Table ES-4
Business Case for New RMPF

	2010	2014	2019	2024	2029
Low Tonnage Scenario					
30 TPH capacity	(\$46.69)	(\$35.03)	\$23.32	\$28.38	\$47.03
20 TPH capacity	(\$35.75)	(\$23.46)	\$31.94	\$34.63	\$50.86
High Tonnage Scenario					
30 TPH capacity	(\$19.08)	\$7.28	\$44.38	\$49.96	\$64.45
20 TPH capacity	(\$17.24)	(\$0.03)	\$39.83	\$47.60	\$62.36

Conclusions and Potential Approaches

Many approaches to solid waste collection and recycling have proven to be effective in communities around the country, however, each approach meets different goals and objectives. Based on the goals and objectives established by the County in prior plans and studies, public input gathered for this study, a benchmark analysis of programs elsewhere, and business case of recycling processing options, the County should consider the following approaches to solid waste management in the future.

1. Require all residents to have solid waste collection, providing for exemptions for those that pay for collection elsewhere in the County.
2. Move toward an exclusive franchise system for each solid waste district, especially if fees can be reduced from what most citizens have paid in the past. To mitigate some of the concerns about franchised collection, the County may want to consider the following:
 - Phase in collection by district and tailor the level of service to the citizens' needs in each district by meeting with representatives, explaining options, and gathering input as to the level of service desired;
 - Encourage large and small haulers already operating in the County to team on franchise proposals and give points in the evaluation of proposals for this;

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- Review the provisions of franchise agreements and, where feasible, adjust to reduce costs as suggested by the haulers in meetings conducted for this study;
 - Allow 12 to 18 months for transition;
 - Let residents opt out and specify the conditions under which this can be done; and
 - If exclusive franchise proposals do not meet the County criteria (with regard to fees or other key issues), the County may want to do the following:
 - Require residents to demonstrate they have collection at their home,
 - Enforce requirement for haulers to promote recycling by reviewing reports and quantifying the pounds per household per month diverted and promoting with customers, and
 - Revisit every year or two.
3. If exclusive franchise proposals do meet County criteria, contract with existing single-stream facilities to process materials collected. Monitor monthly to make sure that capacity is sufficient and pricing is appropriate. Proceed with development of single-stream RMPF if tonnage increases beyond local capacity or prices can be reduced with single-stream facility.
 4. If the County enters into exclusive franchise agreements, bill separate solid waste fee on property tax. The benefits of billing once per year and increasing payment rates offsets public objection. Alternatively, the County could contract with the franchisee to bill their customers and charge the franchisee a franchise fee to cover the cost of County oversight.
 5. Assign staff within an existing department to do solid waste planning, oversight of haulers, and contract management. This organization could include (or contract with) GC&B to assist in public education, beautification, and recycling.
 6. Educate citizens about the County's decisions in every possible forum, in a consistent way that identifies the reasons these choices were made.
 7. Allow transition period, possibly entering into contracts with all existing haulers to serve their existing customers for the year 2010 at the rates proposed.

1.1 Background

In unincorporated Gwinnett County, Georgia solid waste collection services are currently provided to approximately 180,000 households via an open collection system, meaning it is the responsibility of each resident to select a hauler or otherwise arrange for collection of their solid waste. In the past several years, the County has been taking steps to update its solid waste management system to make sure that despite tremendous growth, the quality of life of Gwinnett County citizens is maintained.

In April 2008, the County adopted a Solid Waste Management Plan Update (Plan Update), as required by the State of Georgia Comprehensive Solid Waste Management Act. The original plan was prepared in 1991 and amended in 1993 and 1994. The Plan Update concluded that the “current system of non-exclusive franchise, voluntary resident participation and residential solid waste and recycling collection has served the needs in the past” but that “The current system now is inefficient, not cost-effective and limits the services the County can provide.” The Implementation Strategy of the Plan Update called for a “modified residential waste and recyclable collection system in unincorporated Gwinnett County” that includes exclusive franchised collection. Under this system, the County would enter in franchise agreements with providers to collect solid waste and recyclables from all residents in the unincorporated County. The County would specify the service level that all residents would receive, procure and pay the franchisees, and collect the fees from residents.

The County does not have a solid waste management department. The Department of Financial Services issues permits to non-exclusive franchised haulers in the County. However, the County had counteracted with Gwinnett Clean and Beautiful (GC&B) for many years to lead public education and involvement programs with regard to solid waste and recycling and to operate the Gwinnett Recycling Bank, a collection and processing center owned by the County. Thus, the County entered into an operating agreement with GC&B in August 2008 to oversee the exclusive franchise collection system.

In October 2008, the County passed a new solid waste ordinance that divided the County into eight collection districts and directed GC&B to procure solid waste and recyclable collection services, through a competitive procurement process, for each of these districts. Under the solid waste and recyclable collection program procured by GC&B, all residents in the County would be required to pay the County for this service through a fee on the property tax bill and the County, again through GC&B, would pay the selected haulers. During the procurement process, the eight districts were reduced to six districts by GC&B, which selected two haulers to serve the entire

unincorporated area of the County. When challenged by some of the haulers that were not selected, the County was enjoined from enforcing the exclusive franchised collection by a Gwinnett County Superior Court in December 2008. The Court ruled that GC&B, not being a County agency, did not have the authority to implement and enforce the system. The County thus terminated the operating agreement with GC&B in January 2009 and reverted to a December 2007 solid waste ordinance that allows any hauler with a non-exclusive franchise (service) agreement with the County to collect residential and/or commercial waste in any of the six designated service districts. The County entered into non-exclusive franchises with the existing haulers through December 2009.

1.2 Scope of Program Assessment

As a result of the court's decision, the Gwinnett County Board of Commissioners retained R. W. Beck, Inc. (R. W. Beck) to conduct a Solid Waste Program Assessment. The scope of services requested by the County included 1) reviewing existing data and information regarding the County's solid waste management system and plans for the future, 2) gathering public input through public forums, telephone and internet surveys, and interviews with stakeholders, and 3) analyzing service delivery options including benchmarking collection in other communities and conducting a business case analysis for a processing facility for recyclables. The approach to these tasks is described below with more detail contained in the subsequent Sections.

1.2.1 Review Existing Information and Data

R. W. Beck reviewed the following documents related to solid waste management in Gwinnett County:

- Solid Waste Management Plan (SWMP) Update adopted by the Board of Commissioners on April 22, 2008;
- Results of the studies leading to the SWMP Update;
- Current and past solid waste ordinances;
- Citizen's Solid Waste Committee recommendations (March 2009);
- Grand Jury Panel B presentments (September 2008);
- Operations and management agreement between Gwinnett County and GC&B;
- Other related records maintained by the Treasury Division's Licensing and Revenue Office regarding existing haulers;
- Solid Waste Annual Reports submitted to the Georgia Department of Community Affairs; and
- Quarterly Landfill Reports submitted to the Georgia Environmental Protection Division.

1.2.2 Gather Public Input

R. W. Beck with its community relations partner, Full Circle Communications, Inc. (Full Circle), gathered public input through eight public forums, internet surveys, telephone surveys, and meetings with haulers. We also reviewed the extensive public input that had been gathered on the solid waste management system to date including the results from surveys, forums, and other avenues in preparation of the County's Solid Waste Management Plan and by the Citizen's Solid Waste Committee. The public input plan and the telephone and internet surveys used are included as Appendix A.

1.2.3 Benchmark Analysis

R. W. Beck compared (benchmarked) the solid waste collection systems in 14 counties to evaluate other approaches that may be relevant to Gwinnett County. The communities were selected, in cooperation with Gwinnett County, in an effort to offer the broadest perspective on options for Gwinnett County. Geographically, some counties were located in metro Atlanta, some in Georgia but outside metro Atlanta, and some from across the country.

The research included data collection and analysis regarding the services provided to residents, who provides the services, and the cost and fee structures of such programs. We also researched which agencies oversaw solid waste management for the county and the counties' relationship with the Keep America Beautiful if one existed.

1.2.4 Business Case of Recycling Options

The Plan Update envisioned a new single-stream Recovered Materials Processing Facility (RMPF) to be owned by the County and operated by a private firm under contract to GC&B. All recyclables collected by the franchised haulers were to be delivered to the RMPF. Part of the scope of services for this study included an evaluation of the business case for developing this facility as well as the business case for other options for processing recyclables. This analysis was performed assuming two tonnage scenarios to determine the financial impact of different processing options based on tonnage.

2.1 Approach

For this study, input was gathered in three ways:

- Telephone and internet surveys of citizens;
- Public forums; and
- Meetings with existing haulers in the County.

Each of approaches solicited input from different stakeholders. The telephone and internet survey gathered input from randomly selected Gwinnett County citizens, the public forums gathered input from citizens that were sufficiently interested and concerned to attend, and the meetings with existing haulers from gathered input from those that currently have a business interest in solid waste collection in the County.

2.2 Citizen Survey

R. W. Beck conducted a citizen survey designed to obtain information about current solid waste management services and opinions about changes to solid waste management services. Specifically, residents were asked for their opinions about:

- The current subscription based system versus the County selecting haulers for each area;
- An expanded recycling program;
- Mandatory solid waste and recyclable collection; and
- Billing for services on the property tax versus other billing systems.

To maximize the response rate, the citizen survey was conducted both by internet and by telephone. The same questions were asked of citizens participating in both and the survey protocol and surveyor training ensured that the surveys were consistently conducted.

2.2.1 Methodology

Citizens to be surveyed were randomly select from unincorporated Gwinnett County using a customer list provided by the County's Water Resources Department. All residents on the customer list were assigned to the appropriate commission district and out-of-county owners were excluded. Next, R. W. Beck used a computerized software program to randomly assign a unique identification number to each potential participant. The resulting list was sorted by identification number in descending order. The first 650 residents from each district were selected to participate in the

citizen survey: 500 per district for the internet survey and 150 per district for the telephone survey. In this way, a total of 2,600 residents from unincorporated Gwinnett County were selected to be contacted for the survey.

For the internet surveys, each selected participant was mailed a postcard. The postcard contained the following information:

- A description of the purpose of the survey;
- The website to participate in the survey;
- A unique survey identification number;
- The deadline for submitting a response; and
- The Gwinnett County Call Center contact information.

Participants were required to provide the unique survey identification number and the address printed on the postcard in order to participate in the survey to ensure that each participant only participated once and only randomly selected residents participated. Those without internet access were invited to contact the Gwinnett County Call Center where staff would obtain the citizen’s contact information and provide the information to surveyors who would contact the citizen and conduct the survey by telephone.

For the telephone survey, telephone numbers for each selected person were obtained via the internet. Up to three attempts were made to contact each resident selected to participate in the telephone survey. To participate in the telephone survey, citizens were first required to verify their address to confirm that they were indeed residents of unincorporated Gwinnett County. Once the citizen verified the address, surveyors proceeded with the survey questions.

2.2.2 Results

Of the 2,600 citizens contacted to participate in the survey. R. W. Beck received 328 responses from citizens of unincorporated Gwinnett County, 233 responded to the internet survey while 95 responded to the telephone survey.² Table 2-1 shows that this represents an 11.7 percent response rate to the internet survey and a 15.8 percent response rate to the telephone survey, for an average 12.6 percent response rate.

Table 2-1
Response Rate for Surveys

	Number Contacted	Responses	Response Rate
Internet	2,000	233	11.7%
Telephone	600	95	15.8%
Total	2,600	328	12.6%

² A minimum of 271 responses were needed to achieve a margin of error of 5 percent and a 90 percent confidence level.

The participants were relatively evenly distributed among the four Commission Districts as shown in Table 2-2. Of the total respondents, 324 reported to be a residential location receiving non-dumpster solid waste collection services. These are the respondents that were included in the remainder of the analysis.

Table 2-2
Number of Survey Respondents, by Commission District

Commission District	Number of Respondents
1	78
2	88
3	85
4	77
TOTAL	328

Current Level and Cost of Service

Just over 93 percent of the respondents reported that they had their garbage collected at their curb in bags or cans while nearly five percent reported that they self-hauled their garbage to a disposal facility. The remaining 2 percent responded that they used a centralized container in their community or that they disposed of their household garbage at work. Approximately 2.2 percent of the respondents said their garbage collection service was arranged through their homeowner association. Based on the responses to the survey, approximately 80 percent have collection of recyclables, 45.9 percent have collection of yard waste, and 38.2 percent have collection of bulky items at their residence.

A total of 193 respondents provided their monthly solid waste collection costs when asked. Among these, the average cost for solid waste service in unincorporated Gwinnett County was \$15.27 per month. Figure 2-1 shows that 62.2 percent of respondents reported that they paid \$10 to \$15 per month for the collection services that they received. However, it should be noted that the level of service provided for this monthly fee varies (frequency of collection, items collected, provision of containers, etc.).

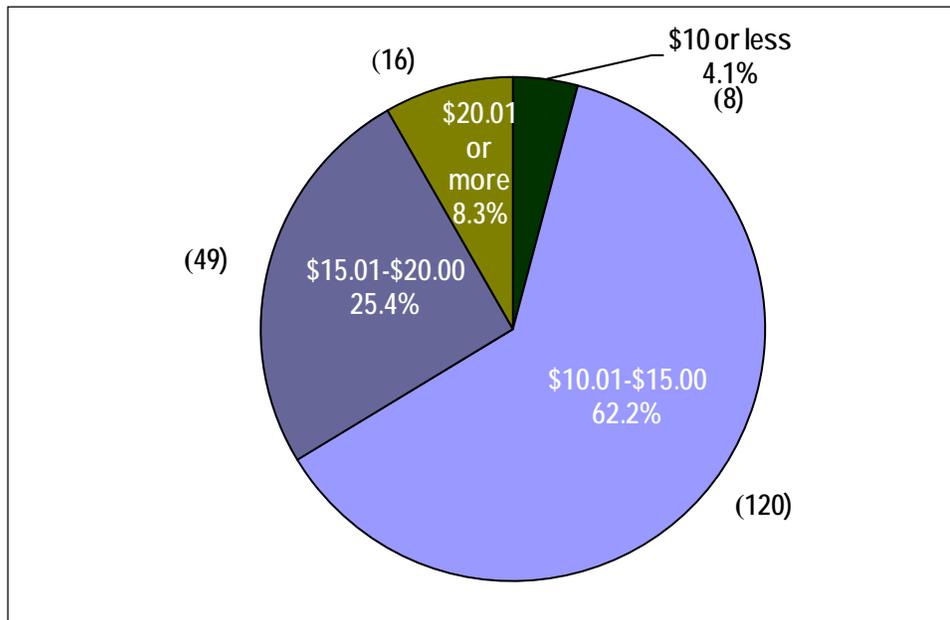


Figure 2-1. Average Monthly Fee for Residential Solid Waste Services

Respondent Priorities and Opinions

Survey respondents were asked to identify their number one priority with regard to solid waste and recycling services. The survey offered respondents the choices of 1) cost of service, 2) quality of service (defined as pickups as scheduled, containers returned to the proper location, etc.), 3) the ability to choose their own hauler, or 4) “other” (and were asked to define “other”). The results, shown in Figure 2-2, show that nearly 43.8 percent of respondents said that cost of service was their top priority, 26.2 percent said the quality of service was their top priority, and 24.4 percent said the ability to choose their own hauler was their top priority. The 5.6 percent of the respondents that reported that “other” issues were their top priority identified the following as their priority:

- All the priorities listed are equally important (4 participants);
- Balance between cost and quality (2 participants);
- All of the above with less emphasis on choosing hauler;
- Day of pickup;
- “Choosing one’s own hauler leads to lower cost and higher quality”;
- Convenience;
- Hauler must recycle the maximum amount of recyclables (including cardboard and Styrofoam);
- More than one pick-up per week;
- Cost and safety (“reduction of large truck traffic”);

- Types and number of services provided;
- Weekend pick-up;
- Hauling it myself (to save money);
- Quality of service and ability to choose hauler; and
- Picking up large items or multiple bags.

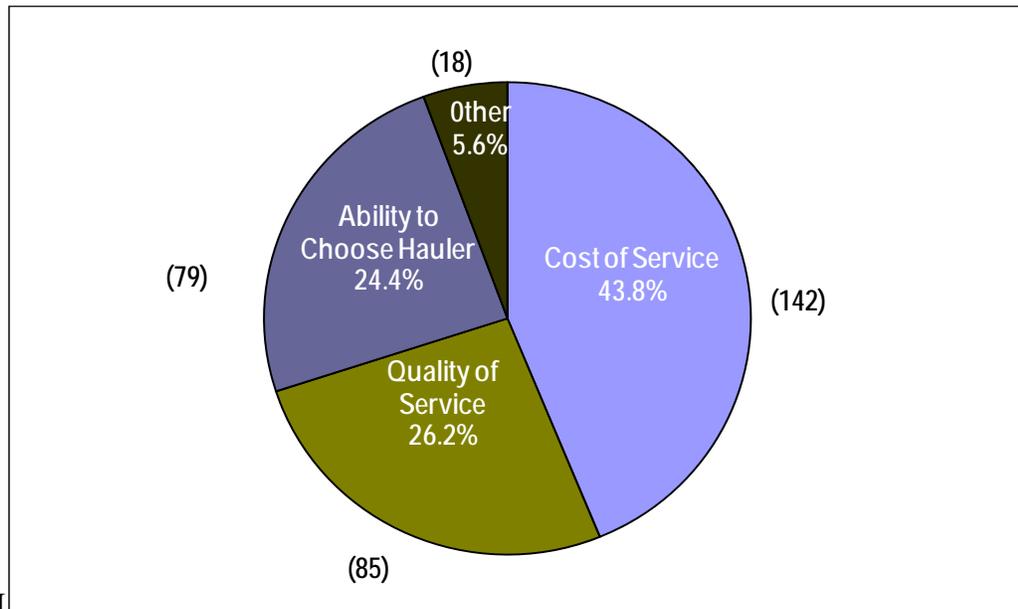


Figure 2-2. Which of the following is your number one priority when it comes to your garbage and recycling services?

It is important to consider these priorities in light of those identified as key reasons to change the solid waste management system in past studies in Gwinnett County. The Plan Update states that “resident concerns were focused on growing threats to their quality of life, including increased litter and illegal dumping, 20,000 homes without collection service and excessive truck traffic; inefficiencies in the current collection system in unincorporated Gwinnett and the associated impacts on meeting reduction goals.” Also according to the Plan Update, two-thirds of residents indicated they would trade the choice of a collection company for the ability to recycle more. To determine the importance of these issues to survey participants for this study, participants were asked about these priorities in several ways. First, participants were asked whether they agreed with the three statements shown in Figure 2-3. The statement that respondents agreed with most strongly, was “The County and community should do more to encourage and increase recycling”, with 80 percent agreeing or strongly agreeing with this statement and less than 9 percent disagreeing or strongly disagreeing. There was less consensus on the other objectives. Just over 43 percent agreed or strongly agreed that “The County should try to reduce the number of garbage trucks in residential neighborhoods” while 28 percent disagreed or strongly disagreed. The remainder, 29 percent, was neutral on this issue. Similarly,

46 percent agreed or strongly agreed that “It is a serious problem that many households in Gwinnett currently have no garbage collection service at all” while 24 percent disagreed or strongly disagreed. Again, a large portion of respondents, nearly 30 percent, was neutral on this issue.

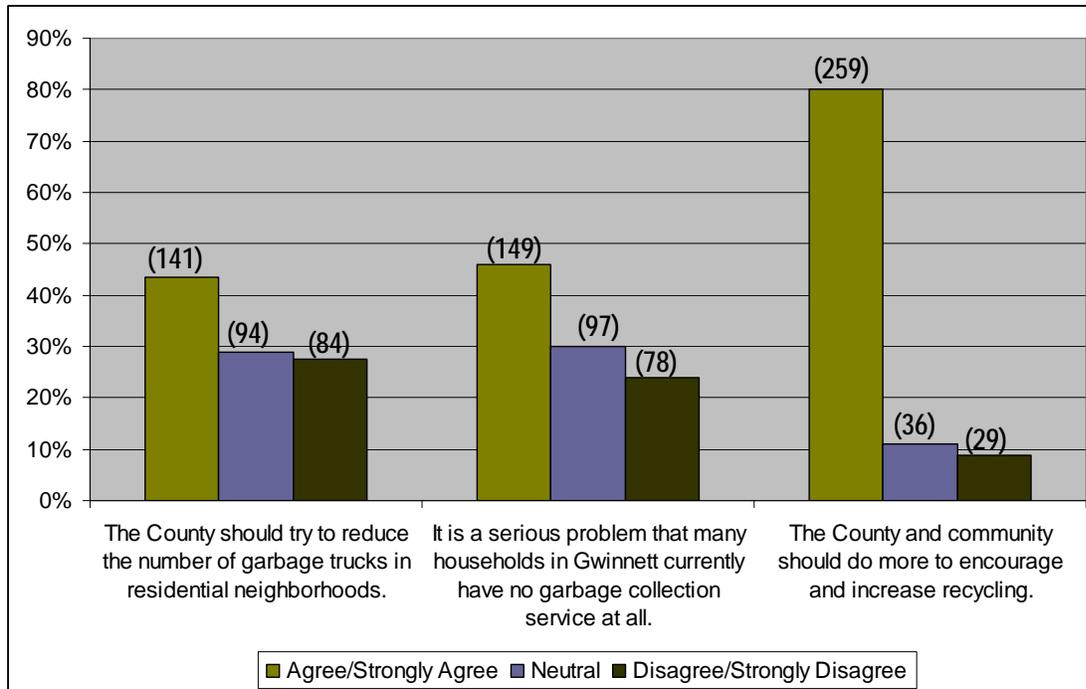


Figure 2-3. Opinions on Objectives

To understand better what citizens want out of a solid waste management system, the survey included seven questions to determine under what conditions citizens would support changes to the current system (in which every household has the choice to contract with any hauler that has a non-exclusive franchise to operate in their area). Figure 2-4 shows that more residents would support change if it saved them money or if it resulted in less litter than for any other reason. A total of 73.2 percent agreed or strongly agreed that they would support change if it would save them money. This is consistent with the findings shown in Figure 2-2 that indicates that the cost of service is the top priority for respondents, significantly more important than the quality of service or choosing their own hauler. Even more respondents, a total of 76.9 percent, replied that they would support a change if it meant less abandoned trash on roadways and empty lots, although a lower percentage “strongly agreed” with this statement.

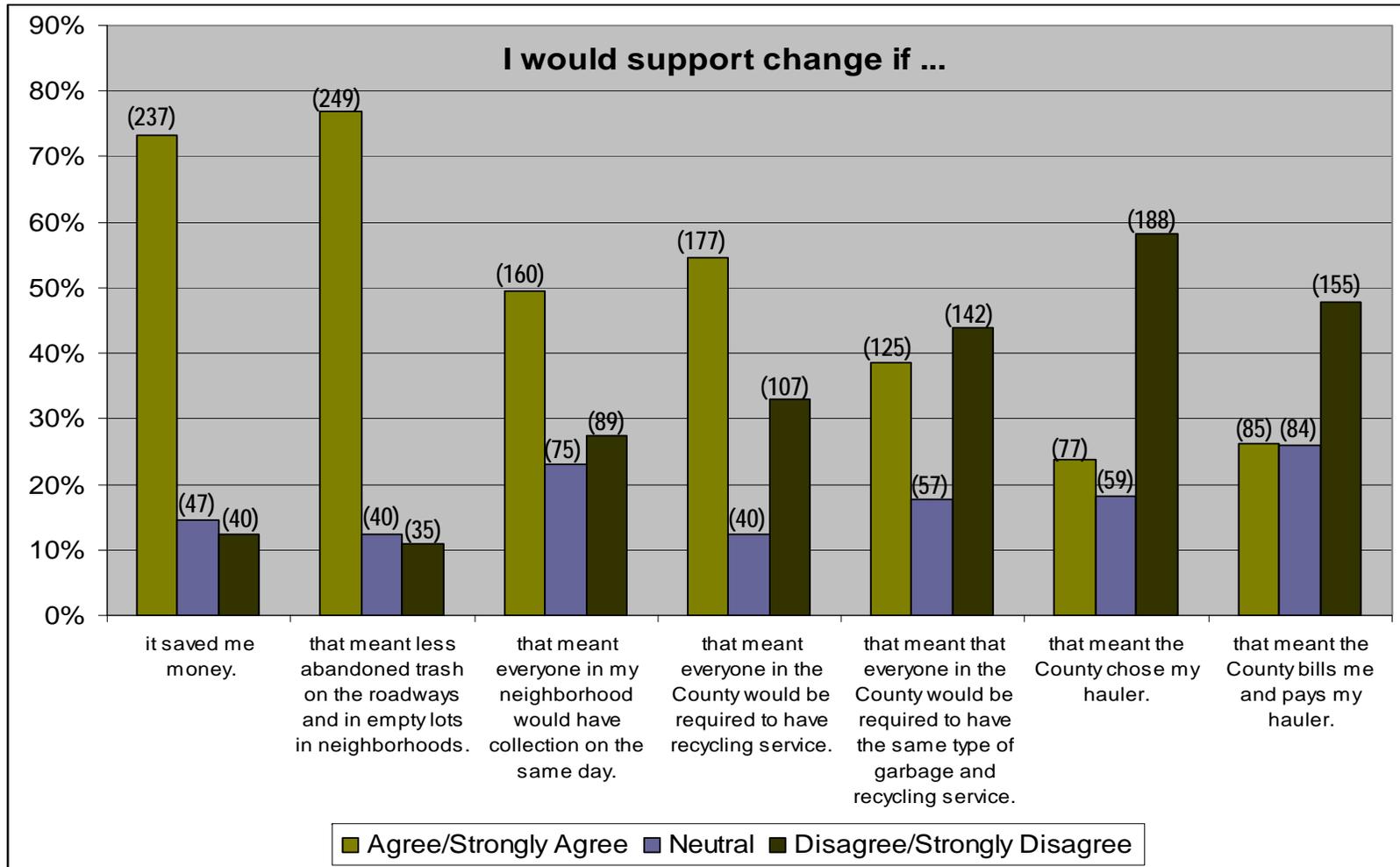


Figure 2-4. Conditions under which Respondents Would Support Change

The majority of respondents, 54.6 percent, agreed or strongly agreed that they would support change if it meant everyone would be required to have recycling service. A total of 49.4 percent agreed or strongly agreed that they would support change if it meant everyone in their neighborhood would have collection on the same day; 23.1 percent were neutral on this issue.

The statement with which the largest percentage of respondents disagreed was that they would support change if it meant the County would choose their hauler, with 23.7 percent agreeing or strongly agreeing and 58.1 percent disagreeing or strongly disagreeing. More respondents also disagreed or strongly disagreed that they would support change if it meant the County would bill them and pay the hauler than agreed or strongly agreed. However, over one-fourth were neutral on this billing issue. Finally, a slight majority disagreed or strongly disagreed that they would support change if it required everyone to have the same type of garbage and recycling service. In summary, it appears that the majority of respondents would support changes to their solid waste collection system if it saved them money and reduced litter while they would not support change if it involved the County choosing their hauler.

To confirm respondents' opinions on one of the issues that has gotten the most attention throughout the solid waste planning process, the survey included a question that specifically asked how supportive respondents would be of having the County select and regulate their garbage and recycling collection services. The responses, shown in Figure 2-5 indicate that just over half of the respondents would be unsupportive or very unsupportive while 35.2 percent would be supportive or very supportive. Just under 15 percent were neutral on this issue. However, this question does not take into account whether support would be different if the County oversight would reduce their costs, a top priority of respondents.

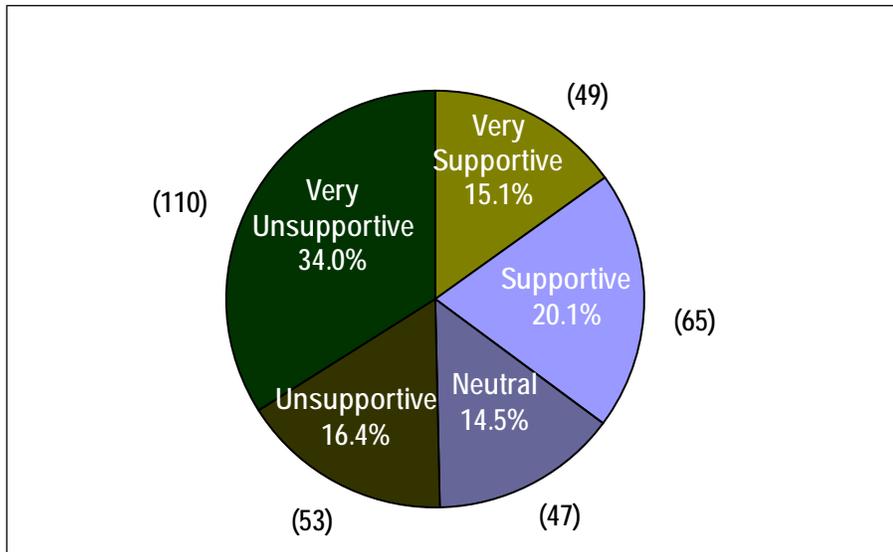


Figure 2-5. How supportive would you be of having the County select and regulate your garbage and recycling collection services?

The survey also asked respondents how they would prefer to be billed if the County billed for solid waste management services. Figure 2-6 indicates that the majority of respondents, 55.8 percent, preferred to be billed on a monthly utility bill while 20.4 percent responded that they prefer a line item on their property tax bill. Nearly one-quarter of respondents said they would prefer other billing options, mainly quarterly billing and/or billing directly from hauler.

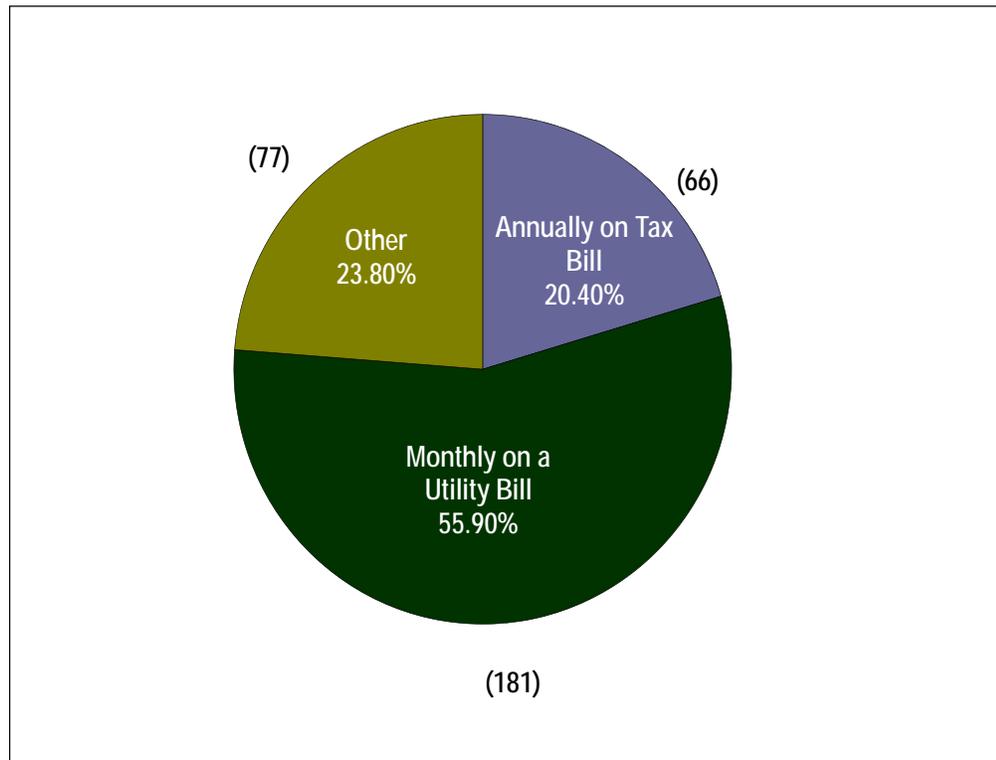


Figure 2-6. If the County selected and regulated your garbage and recycling collection services, how would you prefer for the cost of collection services to be billed?

2.3 Public Forums

The public forums afforded all citizens the opportunity to share their thoughts on the solid waste issues in their community. Since the public forums were open to everyone, participants in the public forums were self-selected, rather than randomly selected, and were not necessarily residents of unincorporated Gwinnett County. Participants were likely to care deeply about the solid waste decisions made by the County and thus, may present a different viewpoint than the randomly selected citizens participating in the survey.

2.3.1 Methodology

A total of eight public forums were conducted during the months of June and July of 2009. To encourage participation from all areas of unincorporated Gwinnett County,

Section 2

R. W. Beck facilitated a weekday and a weekend forum in each of the four Commission districts. The schedule for and locations of the public forums is presented in Table 2-3.

**Table 2-3
Schedule for Public Forums**

Date and Time [1]	Location
Monday, June 15, 2009 6:30 pm to 8:00 pm	Pinckneyville Park Community Center, Norcross
Saturday, June 20, 2009 10 am -11:30 am	Lenora Park Community Center, Snellville
Thursday, June 25, 2009 6:30 pm to 8:00 pm	Gwinnett Justice and Administration Center, Lawrenceville
Thursday July 9, 2009 6:30 pm to 8:00 pm	George Pierce Park Community Recreation Center, Suwanee
Saturday, July 11, 2009 10:00 am -11:30 am	Pinckneyville Park Community Center, Norcross
Wednesday, July 15, 2009 6:30 pm to 8:00 pm	Dacula Park, Dacula
Saturday, July 18, 2009 10:00 am -11:30 am	Gwinnett Justice and Administration Center, Lawrenceville
Saturday, July 25, 2009 10:00 am -11:30 am	George Pierce Park Community Recreation Center, Suwanee

¹ The above schedule was the final schedule for the public forums. Note the schedule in the public input plan located in Appendix A was modified due to availability of sites and other reasons.

The public forums were promoted by the County through the following means:

- Press release;
- Newspaper advertisements;
- Home page article on www.gwinnettcounty.com;
- Bulletin announcement on TVgwinnett; and
- E-mails to Home Owner Association representatives registered through www.gwinnettcounty.com.

Upon arrival at the public forum, attendees were requested to sign in. The agenda for the public forums was as follows:

- Welcome and introductions to Gwinnett County and R. W. Beck representatives;
- Presentation on history and issues regarding solid waste management in unincorporated Gwinnett County (Appendix B);
- Open forum for public comment on solid waste issues; and
- Solid waste management polling exercise.

In addition to the public comment session and the polling exercise, attendees were offered the opportunity to complete a public comment form and evaluation form for the public forum.

2.3.2 Public Comments

A total of 330 people signed in at the public forums, with those attending more than one forum counted each time they attended. Attendees included unincorporated County citizens, hauler representatives, and other interested parties, including media representatives.

Public forum participants could express their opinion by speaking during the open forum or submitting a comment form, in addition to participating in the exercises. Citizens were able to comment on any aspect of the solid waste management system but were requested to provide input specifically on the following topics:

- Mandatory collection;
- Service level;
- Collection districts;
- Billing on property tax;
- Management structure; and
- Other ideas for achieving objectives.

The comments on these topics are summarized below. A complete transcription of the public comments is included as Appendix C.

Mandatory Collection

Mandatory collection requires every household to participate in a solid waste collection program. Some forum speakers opposed or were neutral regarding whether collection should be mandatory but most favored some form of mandatory collection. Some in favor of mandatory collection supported a requirement that all households provide proof that they subscribed for solid waste services while others supported mandatory collection service provided by the County. Some of the benefits identified by participants in support of mandatory collection included those listed below.

- Reduction in the burning of solid waste.
- Reduction in the burying of solid waste.
- Reduction in littering due to self-hauling.
- Reduction in illegal dumping.
- Reduction in accumulation and health issues due to accumulation of garbage on properties.
- Reduction of unauthorized use of dumpsters or other solid waste receptacles.

Some public forum participants in favor of mandatory collection stated a need for exemptions. Specifically, these attendees identified the need for exemptions for those

that pay for collection service at their business or another address and dispose of their household waste at that location.

The leading reason stated by public forum participants opposed to mandatory collection was their concern that this would lead to a limitation on their ability to choose their hauler. In addition, some opposed to mandatory collection believed that a County run mandatory collection program would mean that those living in areas where collection costs less (typically the more densely populated areas) would be subsidizing those where collection costs more (typically the less densely populated areas).

Service Level

As part of the public comment, R. W. Beck solicited the opinion of the forum attendees about the base service level for solid waste program. The predominant opinion presented was that the solid waste program should offer the residents choice as to the level of service. However, some participants expressed that the service level should be consistent countywide.

Public forum participants consistently stated that yard waste collection should be an optional service not included in the base service level. However, the input of attendees differed as to whether the base level of service should include recycling and bulky items (furniture, appliances, etc.). Some felt that recycling should be available by subscription (individuals could choose to pay and receive service) while others felt that all residents should be required to pay their hauler for recycling and all haulers should have to promote and provide the service. Although several participants suggested that recycling should be mandatory for residents, no one spoke in favor of fining residents that do not participate. Some felt that bulky items should be collected on a weekly basis while others felt that this service should only be provided on an on-call basis. Some indicated this service should be part of the base service while others thought residents should pay for this on an as needed basis.

Attendees also had different opinions about what size and type of containers were best for garbage and recyclables. For garbage, some expressed a preference for 32-gallon bags or carts (primarily those in town homes of with fewer people in their household) and others preferred up to a 96-gallon cart. With recycling too, some preferred an 18-gallon bin; some preferred a 96-gallon roll cart while several suggested a cart between these two sizes.

As to the fees for the solid waste collection, public forum attendees were divided as to whether the rate structure should be based on the amount of solid waste generated. However, there was consensus among attendees was that fees should be adjusted for the following:

- Senior citizens;
- Town homes;
- Condominiums; and
- Unoccupied homes.

Collection Districts

The number of collection districts impacts the number of haulers serving the unincorporated County, the cost of service, and other factors related to the solid waste program. Some of the suggestions regarding the number, size, and number of haulers in collection districts are described below.

- Number of districts
 - Divide unincorporated county into districts and award each current hauler a district;
 - Divide the unincorporated area into a minimum of three districts;
 - Divide the unincorporated area into a eight districts; and
 - Divide the unincorporated area into larger districts to reduce the cost of service per household.
- Maximum haulers per district
 - The County should select one hauler per district;
 - The County should select two or three haulers per district;
 - The County should select multiple haulers per district; and
 - The County should not limit the number of haulers per district.
- Maximum haulers per district and varying collection days
 - The County should require all haulers within a district to provide services on different days therefore permitting residents an opportunity to have a choice of collection days;
 - The County should require all haulers within a district to provide service on the same day to minimize the number of days that vehicles will be in the neighborhood and containers are on the road; and
 - The County should limit the number of haulers per district but allow residents to choose collection days and haulers.

Billing on Property Tax

The prior plan was for the County to collect solid waste program fees via property tax bill and pay the franchised haulers. Other means for collection of solid waste fees include a utility bill, a separate solid waste bill sent by the County, and a separate bill directly from the hauler. The predominant opinion of public forum attendees was for billing via a means other than a property tax bill. The majority of attendees supported billing for the solid waste program on a utility bill from the County or separate bill from the hauler.

Management Structure

Currently, the Financial Services Department is responsible for the solid waste program in unincorporated Gwinnett County. Public forum participants' opinion as to

the management of the solid waste program was varied. For participants who supported the County's management of the program, the participants stated an existing County Department should oversee the solid waste program rather than create a new Department. For participants who were opposed to the County's management of the program, the participants stated a citizen advisory board or a professional/management company should oversee the program.

As to the role of GC&B in the future solid waste program, some participants stated since the organization provided significant benefit to the County in the areas of education and public involvement and recycling, they should be involved in these aspects of the solid waste program in the future. Other participants expressed concern about GC&B's involvement given their role in the development of a solid waste management system that many forum attendees did not support and the court ruling regarding limits on the purview of a non-government agency.

Other Ideas for Achieving Objectives

Gwinnett County sought citizens input on other ways to achieve the following objectives:

- Reduce garbage truck traffic;
- Reduce littering and illegal dumping;
- Ensure consistent service County-wide; and
- Increase recycling.

Some residents did not perceive these to be appropriate objectives for Gwinnett County's solid waste management system. For example, some participants expressed the opinion that garbage truck traffic was not a problem in their neighborhood. Residents who supported these objectives provided the following suggestions to achieve them.

- Utilize existing enforcement agencies, such as Gwinnett County Code Enforcement Unit/Gwinnett County Quality of Life Unit to reduce littering and illegal dumping.
- Utilize community service workers to clean up litter and illegal dumping.
- Enforce existing laws to reduce littering and illegal dumping.
- Require haulers to provide service to all households to ensure consistent service countywide.
- Require haulers to educate customers on recycling opportunities to increase recycling.
- Increase general recycling education to increase recycling.

2.3.3 Polling Exercises

Upon signing in, attendees were provided with materials to participate in two polling exercises. The first polling exercise required attendees to select one of two options

presented for each of four issues: mandatory collection, hauler choice, billing approach, and mandatory recycling services. The results of this exercise are presented in the chart in Figure 2.7.

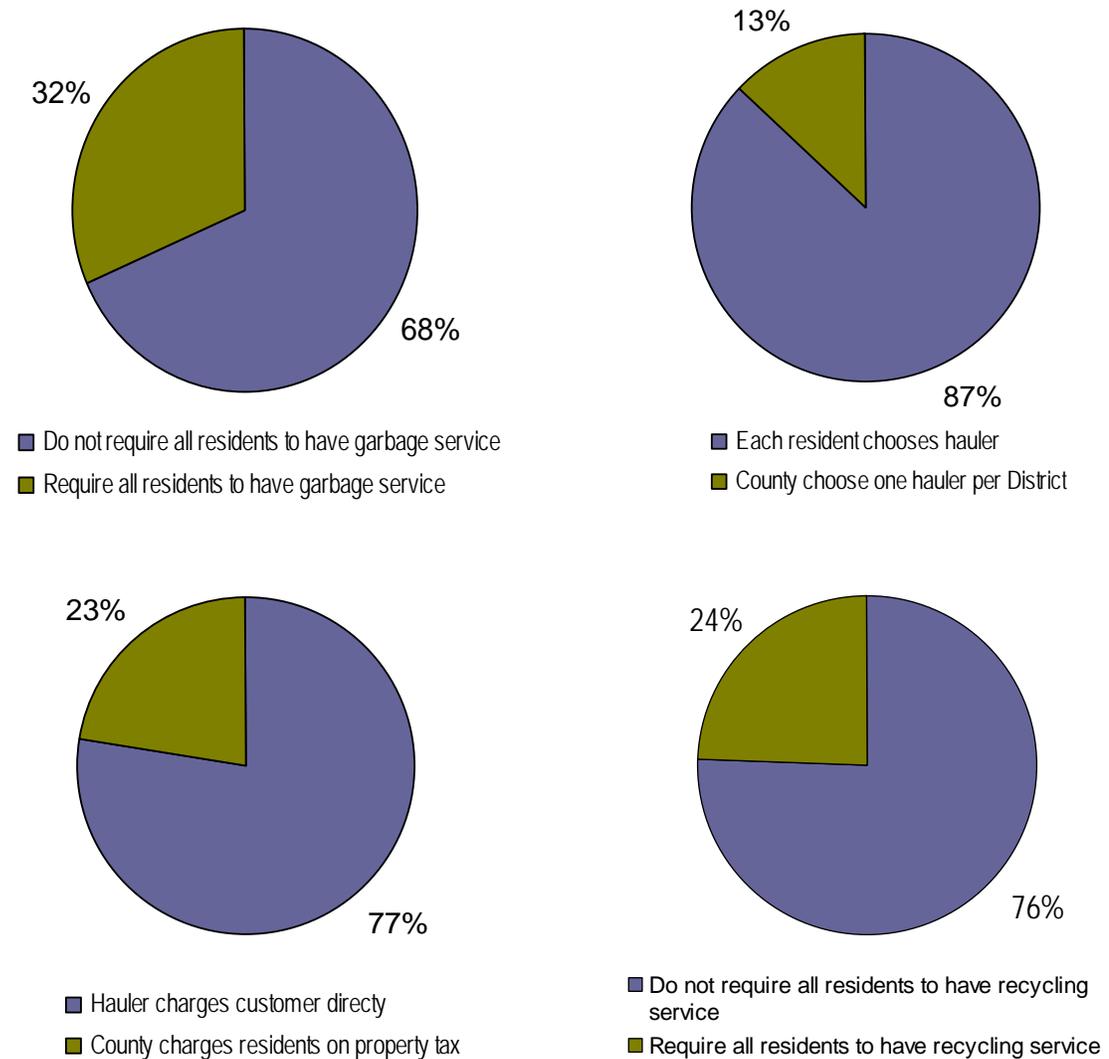


Figure 2-7. Responses to “Either-Or” Questions at Forum

The results indicate that forum attendees felt most strongly that residents should be able to select their own hauler rather than the County choosing one hauler per district. Participants felt almost as strongly that haulers should charge their customer directly, rather than the County charging residents on the property tax bill. Forum participants also felt that residents should not be required to have recycling service or garbage service.

The second exercise at each of the forums allowed participants to indicate not only what was most important to them but also how important each issue was compared to the others. Each participant was given eight votes, represented by eight stickers. The participants were then asked to distribute these stickers among eight statements about what was most important to them in a future solid waste management system. For example, if one statement was much more important to them than the rest, a participant could allocate all of their votes to that one statement. Table 2-4 shows how the votes were allocated among the offered statements about a future solid waste management system.

**Table 2-4
Results of Objective Weighting Exercise**

Statement	Average Percentage of Votes at Forums
Ability to Choose Hauler	59.1%
Lowest Cost for My Household	11.9%
Increase Recycling	10.5%
Less Litter and Illegal Dumping	8.4%
Service Same Day	5.3%
Fewer Garbage Trucks in Neighborhood	3.5%
Same Cost for All Residents	0.8%
Everyone my Neighborhood Same Type Service	0.5%

These results indicate that the ability to choose a hauler received the highest weight among participants. Lowest cost and increasing recycling came in second and third, respectively. Forum participants did not weight consistency of service or same cost for all participants high in this exercise.

One interesting outcome of the forums is that there appear to be trends in the opinions over time, with more votes for the ability to choose a hauler in the forums that were scheduled later. Figure 2-8 shows that in the later forums, the ability to choose a hauler received more votes while all other objectives received less votes. In fact, by the last couple of forums, few, if any votes were received for the following objectives: fewer garbage trucks in a neighborhood, everyone receiving the same type of service, and everyone paying the same cost.

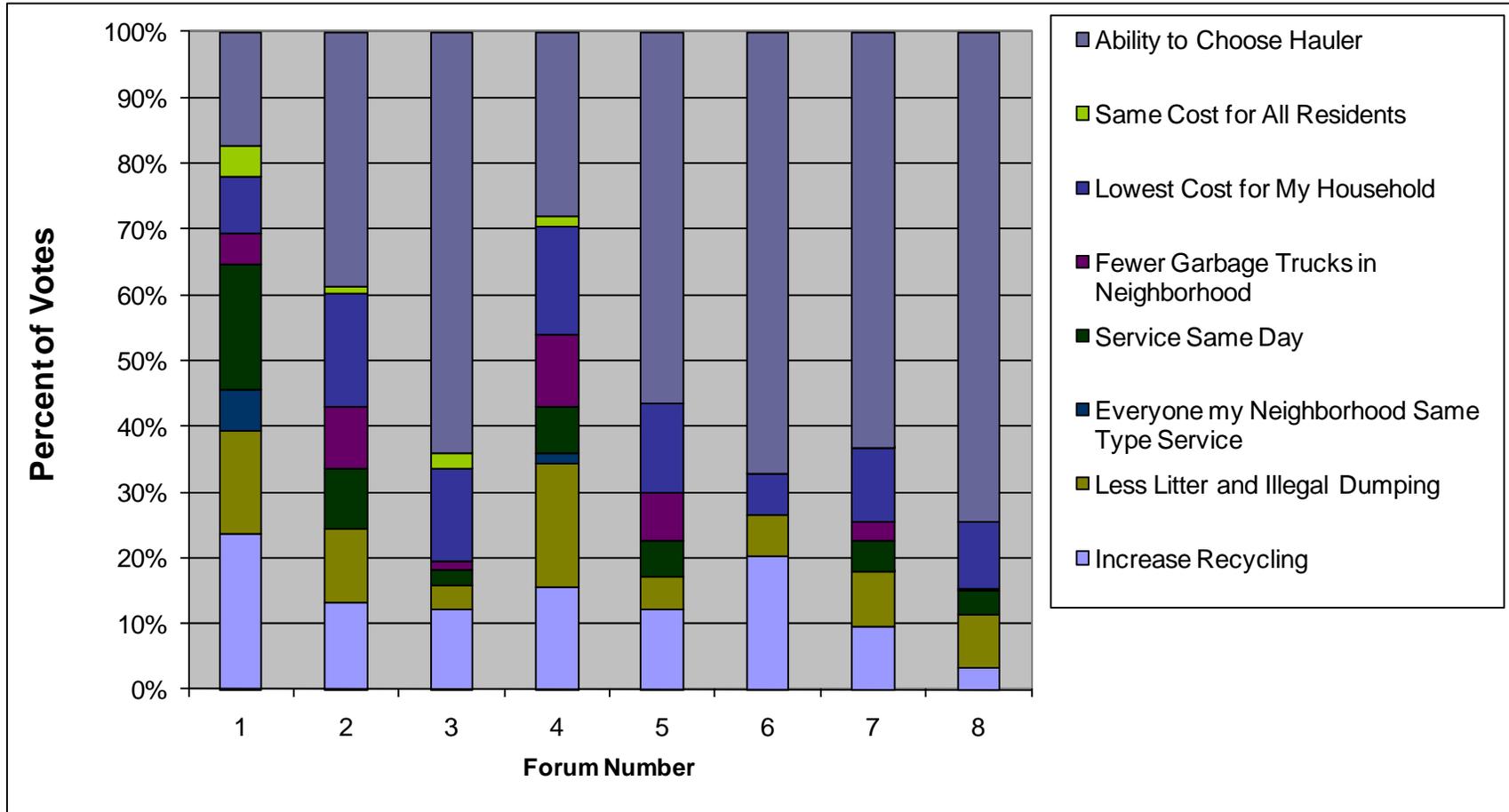


Figure 2-8. Importance of Objectives to Forum Participants over Time

The results of the public forums differed from the results of the citizen surveys on some topics, illustrating the difference in opinions expressed by randomly selected citizens in the unincorporated County and the people that attended the public forums. According to the polling exercise, the majority of forum participants preferred that the County play a minimal role in solid waste management and those residents choose and pay their own hauler and select their level of service. This is in contrast to randomly selected survey respondents that stated that a low cost of service was more important than selecting one's haulers or the quality of service. However, like the forum participants, when survey participants were asked specifically whether they supported the County selecting their hauler and regulating garbage service, 34 percent were very unsupportive and 16.4 percent were unsupportive.

2.4 Hauler Meetings

2.4.1 Methodology

R. W. Beck staff invited all haulers that currently have non-exclusive franchises to collect solid waste in one or more of the solid waste districts of unincorporated Gwinnett County to meet to discuss the future solid waste management system in the County. To encourage an open discussion, we met with representatives from each firm individually. Six out of the eight invited firms chose to participate. Appendix D shows the questions that were the basis of discussion with the haulers.

2.4.2 Results

Although specific questions were prepared for the haulers, the discussions were wide-ranging and representatives from each firm that chose to participate had different topics that they wanted to discuss. Some of the main points that emerged from these discussions are identified below.

Priorities of Customers

- Haulers confirmed that in their experience, low cost is the top priority for many of their customers. They report that their customers will switch haulers for a lower rate, even as minimal as \$1 per month.
- Haulers stated that the County needs to communicate clearly where it is going as soon as possible. Several haulers reported that they are no longer pursuing new business in Gwinnett County until future solid waste management plans are clear. Haulers report they raised rates to cover fixed costs with fewer households (they lost households to the selected franchisees who had already put out their carts).

Recycling

- Haulers had different understandings of what the current requirements are for them to provide recycling service. Some haulers charge fees to any customer that wants

to participate in a recycling program while others believe that charging an additional fee is prohibited by the County.

- Some haulers reported that they deliver recyclables to the Gwinnett Recycling Bank, some reported that they deliver recyclables to SP Recycling in Lawrenceville, while others report that they deliver recyclables to other privately owned and operated facilities.
- Most haulers believed that the County should not charge recycling fines for non-participants.

Factors that Increase Cost of Service

- Haulers expressed that if low price is a goal, the County cannot look for “Cadillac” service or many options. For example, requiring collection of bulky items on the same day as garbage collection increases cost compared to allowing on-call collection of bulky items on a given day in all areas served by the hauler.
- County has to clearly define what services it wants and haulers will respond accordingly. The broader the scope of services and the more uncertainty in the level of service to be provided, the more proposers will have to cushion their costs. To get the lowest cost for a level of service, the County should be very specific about what that level of service entails and make it consistent for all residents.
- If a hauler is not guaranteed a given number of customers, they will have to increase cost per household to cover fixed costs.
- Non-standard service increases cost. The more choices a hauler is required to offer to customers (material collected, container sizes, collection days, etc.), the higher the cost.
- Designating a collection day rather than letting the hauler choose the day that is convenient for them in a given area will increase prices.

Recommendations for Future Procurement Process

- The procurement process should be transparent. Key parameters such as the minimum number of haulers and districts should not be allowed to change without a new procurement process.
- Offer meaningful opportunities for input by haulers.
- Ensure that qualification requirements do not exclude small regional firms.
- Changing the billing process six months into new system increased cost and was confusing for citizens.
- Need 120-150 days after award to start.
- One hauler suggested that the County use a bid process rather than a Request for Proposal, suggesting this would reduce the subjective nature of evaluations.
- Provisions in previous franchise agreement increased risk for hauler and thus increased cost proposed. Some of those mentioned included:

- No rate increase for first two years and then requirement to petition for increase with CPI;
- No fuel surcharge allowed if fuel prices increased;
- Cancellation provisions;
- Lack of appeals process and ability of GC&B to retain penalties;
- Indemnification requirements;
- Requirement to use new carts and equipments;
- Lack of recourse if customers did not pay them in first six months; and
- Ability of GC&B could change fees independently (no consulting with Gwinnett County Commission).
- County needs to share risks of unknowns including markets for materials and fuel costs. At least put in contract that the two parties will negotiate when changes occur.
- County should give multiple years notice before taking away business through franchising so existing haulers can prepare.
- January 1st is not a good start date since haulers just made it through holiday garbage collection and then would have to deliver carts.
- Seven-year contracts are required to recoup capital.

Recommendations for System Structure

- Many haulers expressed the opinion that carts for recycling should be less than 95 gallons. Some thought 95-gallon recycling containers would be acceptable if collection was less frequent than weekly.
- One hauler indicated that in a city in Gwinnett County that they serve, when residents had a choice of 90 gallon or 18-gallon bin for recyclable collection, only a handful chose 90-gallon carts while thousands chose 18-gallon bin.
- One hauler indicated a preference for the County to do the billing and suggested that the County would face less opposition if they put the fees on a water bill than property tax.
- Other haulers indicated a preference for the franchisee do billing. If County needs funds to support program, County should raise the funds through franchise fees with an understanding that this will increase costs to residents.
- Some haulers indicated that residents should communicate directly with hauler about service problem.
- One hauler suggested the County negotiate for disposal capacity separately so that all collectors could bid on level playing field, whether or not they own landfill.
- Haulers indicated County should have more control than under the current system given the population.

In summary, there was no clear consensus among haulers about the direction the County should go.

3.1 Approach

R. W. Beck proposed counties to Gwinnett County that should be included in the benchmark analysis. For each community, a description of the community, the type of collection system and details about service and cost were provided. R. W. Beck and the County then selected the 14 counties to be included in the benchmark analysis. The counties were selected to meet at least several of the following criteria:

- Geographic diversity;
- Offer a diversity of approaches to organizing collection;
- Offer a diversity of approaches to billing for solid waste services (i.e., property tax, utility bill, billing by franchisee, etc.);
- Offer a diversity of management structures (i.e., solid waste authorities, solid waste departments, enterprise funds, etc.);
- In the process of or recently changed its solid waste collection system; and
- At least some counties with similar demographics (population size, a suburban area of a large city, etc.) as Gwinnett County.

The counties selected include:

- Athens-Clarke Co., Georgia;
- Augusta-Richmond Co, Georgia;
- Camden County, Georgia;
- Cobb County, Georgia;
- Dekalb Co, Georgia;
- Fulton Co., Georgia;
- Charleston Co., South Carolina;
- Catawba Co., North Carolina;
- Lexington Co., South Carolina;
- Hillsborough Co. Florida;
- Seminole Co., Florida;
- Palm Beach Co., Florida;
- Montgomery Co., Maryland; and
- Los Angeles County, California.

Data and information for each County was gathered through internet research, review of contracts and ordinances, and interviews with local government staff.

3.2 Results

3.2.1 Role of the Counties in Solid Waste Management

The counties included in this benchmark analysis were selected to demonstrate a wide range of County involvement in the solid waste management system, especially with regard to collection from residents. At opposite ends of the spectrum are Dekalb County and Cobb County, Georgia, two other counties in the metro-Atlanta area. Dekalb County operates most elements of its solid waste system itself. The County owns and operates a landfill and several transfer stations, collects residential and commercial solid waste in the unincorporated County and in some of the cities, and collects residential recyclables at the curb.

Although Cobb County has operated a municipal solid waste composting facility in recent years, which is currently being converted to a recycling center, the County plays a limited role in solid waste collection. The County issues annual permits to solid waste haulers but has few requirements as to the level of service that must be provided by these haulers.

The other counties included in this analysis fall somewhere in between the level of involvement that Dekalb and Cobb County play in solid waste collection. Athens-Clarke County serves nearly one-third of single-family residents in the County (in an area referred to as the “Urban Service District” or USD) with its own staff and vehicles and issues non-exclusive franchise agreements to eight private haulers for the collection from the remainder of the residents. These franchise agreements contain requirements that are intended to make collection by the franchisees as consistent as possible with the service that the County provides in the USD. For example, the County requires that the franchisees offer collection of recyclables and offer variable rates consistent with the County’s variable rate structure (at least three levels of fees, higher fee for larger containers).

Charleston County, South Carolina contracts with a private hauler to collect garbage but collects and processes recyclables using its own staff. The County provides bi-weekly curbside collection of recyclables to approximately 140,000 households in the more densely populated part of the County (including those in municipalities). In the more rural areas, the County provides drop-off recycling services. All recyclables are delivered to the County-owned and operated recycling facility.

Lexington County, South Carolina has a non-mandatory franchise system in which approximately 28 percent of residents participate. The remaining households self-haul their waste to convenience centers or burn their waste. Haulers bill customers directly.

Table 3-1 describes the counties that were considered in this benchmark analysis and an overview of their residential solid waste collection system.

**Table 3-1
Description of Counties and Collection Type**

	Population	Community Description	General System Type	Number of Households
Athens-Clarke Co., GA	114,737	Suburban/Rural	USD ¹ : County collection GSD ² : Subscription/Non-Exclusive Franchise (8 haulers)	USD: 9,800 GSD: 21,000
Augusta-Richmond Co., GA	199,486	Urban/Suburban	Contract/Exclusive Franchise (3 contractors)	60,000 (unincorporated county only)
Camden Co., GA	47,641	Suburban/Rural	Contract/Exclusive Franchise (1 contractor)	12,000 ³
Cobb Co., GA	700,000 ⁴	Urban and Suburban metro Atlanta County	Subscription/Non-Exclusive Franchise (approx. 50 haulers)	unknown
Dekalb Co., GA	739,956	Urban and Suburban metro Atlanta County	County collection	171,500 (includes an additional 8,500 commercial accounts)
Fulton Co., GA	1,014,932	Urban, Suburban, and some Rural in metro Atlanta	Subscription/Non-Exclusive Franchise (6 haulers)	25,000 (unincorporated county only)
Charleston Co., SC	348,046	Suburban/Rural	Contract/Exclusive Franchise (1 hauler)	4,040 ⁵
Catawba Co., NC	157,079	Rural	Contract/Exclusive Franchise (1 hauler)	13,500 ⁶
Lexington Co., SC	248,518	Small Urban area, mostly Suburban and Rural	Contract/Semi-Exclusive Franchise (2 haulers)	20,935 ⁶
Hillsborough Co., FL	1,180,784	75% Suburban and 25% Rural	Contract/Exclusive Franchise (3 haulers)	245,000 (unincorporated county only)
Seminole Co., FL	410,854	Suburban and Rural	Contract/Exclusive Franchise (3 haulers)	65,298 (unincorporated county only)

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	Population	Community Description	General System Type	Number of Households
Palm Beach Co., FL	1,265,293	Most collection areas are primarily Suburban with some Rural, however 2 areas are primarily Rural with some Suburban	Contract/Exclusive Franchise (3 haulers)	191,490 (includes an additional 86,134 multi-family accounts with carts)
Montgomery Co., MD	950,680	Some Urban, Suburban and Rural	Contract/Exclusive Franchise (4 haulers plus 2 subcontractors)	210,000 for recycling (all of uninc. area) 90,000 for solid waste (County contracts for southern section of uninc. area only)
Los Angeles Co., CA	9,862,049	Suburban/Rural	In process of franchising. So far 8 haulers serving 13 districts. Fifteen additional districts in more rural areas are planned for future franchises.	95,000 (portion of unincorporated county only)

1 Urban Services District.

2 General Services District.

3 Includes unincorporated county and two cities.

4 From interview with Judy Skeel on June 10, 2009, with 75% in unincorporated county.

5 By subscription in certain central areas of the unincorporated county only.

6 By subscription in unincorporated county.

3.2.2 Level of Service

Table 3-2 indicates the level of service for collection of residential solid waste and recyclables in the 14 counties included in this analysis. It describes whether the service is mandatory or voluntary for residents (if residents are required to pay for the service, it is considered mandatory), who provides the service, how often the service is provided, and for recyclables, how and where recyclables are delivered.

Most communities require weekly collection of solid waste. However, Augusta-Richmond County, Dekalb County, Hillsborough County and Palm Beach County offer twice-weekly solid waste collection service. Seminole County, Florida has a “menu-style” program where residents can select their level of service, which provides for a choice between once or twice weekly solid waste collections, and once weekly or no yard waste collection.

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**Table 3-2
Level of Service - Solid Waste and Recyclable Collection**

County	Solid Waste Collection			Recyclables Collection				Recyclables Delivered to:
	Mandatory for Residents?	Service Provider	Frequency	Mandatory Provision of Service?	Service Provider	Method	Frequency	
Athens-Clarke Co., GA	USD: Yes GSD: No	USD: County GSD: Subscription/ Non-Exclusive Franchise	Weekly	USD: Yes GSD: Yes ¹	USD: County GSD: Subscription/ Non-Exclusive Franchise	USD: Dual stream GSD: Single or dual stream	Weekly	USD: County RMPF GSD: County RMPF or private RMPF
Augusta-Richmond Co., GA	Yes	Contract/Exclusive Franchise	Twice weekly	Yes	Contract/Exclusive Franchise	Single stream	Weekly	County transfers to private RMPF
Camden Co., GA	Yes	Contract/Exclusive Franchise	Weekly	Yes	Contract/Exclusive Franchise	Single stream	Weekly	Private RMPF under agreement with hauler
Cobb Co., GA	No	Subscription/ Non-Exclusive Franchise	Not specified	Yes ¹	Subscription/ Non-Exclusive Franchise	Not specified	At least monthly	Hauler choice
Dekalb Co., GA	Yes	County	Twice weekly	Yes ²	County	Single stream	Weekly	County transfers to private RMPF
Fulton Co., GA	No	Subscription/ Non-Exclusive Franchise	Weekly	Yes ³	Subscription/ Non-Exclusive Franchise	Not specified	Weekly	Hauler choice
Charleston Co., SC	No	Contract/Exclusive Franchise	Weekly	No	County	Dual stream	Bi-weekly	County RMPF
Catawba Co., NC	No	Contract/Exclusive Franchise	Weekly	No	Contract/Exclusive Franchise	Curb sort (Hauler sorts at curb, residents set out in two streams)	Weekly	Private RMPF
Lexington Co., SC	No	Contract/Semi-Exclusive Franchise	Weekly	Yes	Contract/Semi-Exclusive Franchise	Modified single stream	Weekly	Hauler choice

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County	Solid Waste Collection			Recyclables Collection				Recyclables Delivered to:
	Mandatory for Residents?	Service Provider	Frequency	Mandatory Provision of Service?	Service Provider	Method	Frequency	
Hillsborough Co. FL	Yes	Contract/Exclusive Franchise	2x weekly	Yes	Contract/Exclusive Franchise	Single stream (with glass separate)	Weekly	County designated RMPF
Seminole Co., FL	Yes	Contract/Exclusive Franchise	1 or 2x weekly, depending on service level selected.	Yes	Contract/Exclusive Franchise	Dual stream	Weekly	County designated RMPF
Palm Beach Co., FL	Yes	Contract/Exclusive Franchise	2x weekly	Yes	Contract/Exclusive Franchise	Dual stream	Weekly	County RMPF
Montgomery Co., MD	Yes	Contract/Exclusive Franchise	Weekly	Yes	Contracted haulers, separate contract than garbage	Dual stream	Weekly	Commingled containers to County RMPF Mixed paper to County RMPF then private RMPF
Los Angeles Co., CA	No ⁴	In process of franchising. So far 8 haulers serving 13 districts. Fifteen additional districts in more rural areas are planned for future franchises.	Weekly	No	Eight franchised haulers	Single stream,	Weekly	Hauler choice

1 Mandatory for service provider to offer collection to subscribers to garbage collection service.

2 County offers service to all residents that subscribe and pay for it.

3 Mandatory provision of service for anyone to whom they provide garbage collection.

4 Residents can "opt out" but need to show they are disposing trash legally.

3.2.3 Mandatory and Voluntary Use of Collection Services

In most of the benchmark counties that offer collection services using their own forces or through a contract or franchise agreement with a private hauler, all residents are required to pay for the service (which essentially makes collection mandatory). The exceptions are Lexington County, SC, Catawba County, NC, and Charleston County, SC where residents are not obligated to pay for (or participate in) the franchised collection program. In these three counties, the franchise agreement gives the hauler the exclusive right to provide the specified services within that area but residents have the choice whether to subscribe with the franchised hauler. These counties report that they created the exclusive franchise agreements primarily to gain better rates for residents and to limit vehicular traffic by limiting the number of haulers in an area. In Lexington County, only about 28 percent of households participate in franchised collection. In Charleston County, which has a franchised collection system for certain portions of the unincorporated areas (those that are more densely populated and located in relative close proximity to the City of Charleston), just under half of the households in the area participate. In Catawba County, it is estimated that 37 percent of households participate.

In Los Angeles County, where the County is in the process of franchising collection on a district-by-district basis, households can “opt out” of the program if they can prove that they are disposing of their trash in a legal fashion. However so far, with 13 of 28 districts franchised, less than 1 percent of households opt out of the service. The remaining areas yet to be franchised are more rural and may have a higher level of residents that choose to opt out when the franchises are put in place.

In Montgomery County, Maryland, solid waste collection services are provided through a County contractor in the southern section of the unincorporated area but elsewhere in the County, solid waste is collected by subscription or through a contract between a private hauler and homeowner associations. Contracted recycling services are provided to all homes in the unincorporated area – 191,490 curbside and 86,134 containerized (shared/multi-family) – for a total of 277,624 accounts. The County reports that recently, neighborhoods have been requesting to “petition into” the solid waste collection district, which requires signatures from at least 25 percent of households in a given geographic area, with a minimum of 450 households. In a similar manner, neighborhoods can petition to be removed from the solid waste collection district; however, this has not yet occurred.

In the communities where the county has not established franchised or contracted service, residents subscribe directly for service with a hauler of their choice. In Fulton and Cobb County, residents are not required to subscribe for collection service at all nor are haulers required to offer it to all residents. Thus, residents may not have solid waste collection at their home for one of two reasons: either they choose not to subscribe and pay for this service or a hauler may not offer the service in their area.

3.2.4 Collection of Recyclables

The counties that issue permits to haulers typically require that these haulers offer recycling to their customers; however, the guidelines are often not specific nor are they often enforced. In Fulton County, haulers are required to offer curbside recycling weekly, with no specific materials required to be collected. Cobb County recently reduced the required level of recycling service to monthly collection of newspaper and aluminum cans. In its General Service District, Athens-Clarke County has a list of materials it requires its private haulers to collect. All three of these counties report that compliance and enforcement of the recycling requirements included in their hauler permits (and the non-exclusive franchise agreements) is not strong. Thus, in areas where residents subscribe directly with private haulers, collection of recyclables may not be offered in a consistent way amongst households.

One benchmark community, Charleston County South Carolina, provides collection of recyclables using county crews to the entire county (e.g., both incorporated and unincorporated areas). However, the remote areas are serviced with drop-off recycling, while the more densely populated areas receive curbside service. The County provides bi-weekly curbside collection of recyclables to approximately 140,000 households. Collection is manual, dual-stream, using a split-body recycling vehicle.

Franchised haulers in Lexington County and Hillsborough County collect recyclables single-stream, with glass collected separately. In Lexington County, collection of recyclables is manual, while it is automated in Hillsborough County. Seminole County, Palm Beach County, and Charleston County all have dual-stream, manual collection. Catawba County has a curb sort program where residents set materials out in two streams and the hauler sorts the materials at the curb.

3.2.5 Processing of Recyclables

In communities with subscription collection systems or non-exclusive franchises, haulers typically deliver recyclables to facilities of their choosing. Where exclusive franchise agreements or contracts are in place, some local governments require that recyclables be delivered to a designated recycling facility, often owned by the County, while others allow the hauler to choose. Athens-Clarke County, Palm Beach County, and Montgomery County all own Material Recovery Facilities (or Recovered Material Processing Facilities, as they are called in some states) and recyclables are delivered to these facilities (in Palm Beach County, they go through a transfer station first). Montgomery County processes the containers but sends the mixed paper to a private processor. In Catawba County, the franchise agreement states that recyclables will be delivered to the franchised hauler's RMPF while the contract in Hillsborough County specifies various privately owned RMPFs where recyclables should be delivered based upon proximity to the collection area. Seminole County, too, directs all three of their franchised haulers to deliver their recyclables to a specific privately owned and operated RMPF.

Both Charleston County and Dekalb County, who collect their own recyclables, deliver them to their publicly-owned facilities. For Dekalb County, this is a transfer station where they then transfer the recyclables to a private processor. Lexington County and Los Angeles County allow the franchised haulers to deliver recyclables to a processing facility of their own choosing.

3.2.6 Collection of Yard Waste and Bulky Items

Yard waste collection is more commonly available to residents with service provided by the local government, through its own forces or through a contractor. Neither Cobb nor Fulton County requires yard waste collection as part of their permit requirements although haulers may provide this service to their customers and charge an additional fee. Camden County, which is one of the more rural counties included in the analysis, only requires its contractor to collect yard waste in the more densely populated areas of the County included in its contracted service area. All other counties in Georgia required collection of yard waste through their contractor or provide the service themselves. Among the out-of-state benchmark communities, all communities except Catawba County require haulers to provide the service on a weekly basis as part of their franchise agreement or contract. In Seminole County, residents can elect not to have yard waste service. In Catawba County, the hauler must make the service available on an “on call” basis for an additional fee, as shown in Table 3-3.

All Georgia communities except Cobb County require collection of bulky items such as furniture or appliances. This service was provided as part of weekly collection service or on an on-call basis. In Lexington County, South Carolina, this service is to be provided monthly by the franchised hauler for an extra fee. In some counties (Catawba County, NC, Hillsborough County FL, and Los Angeles County, CA), bulky waste collection is provided twice annually per household for no extra fee, and for an additional charge if the household requires bulky waste collection service beyond that level.

**Table 3-3
Level of Service - Yard Waste and Bulky Waste Collection**

	Yard Waste Collection			Bulky Waste Collection		
	Mandatory Provision of Service?	Service Provider	Frequency	Mandatory Provision of Service?	Service Provider	Frequency
Athens-Clarke Co., GA	Yes	USD: County GSD: Subscription/ Non-Exclusive Franchise	Once every eight weeks	Yes, for an additional fee	USD: County GSD: Subscription/ Non-Exclusive Franchise	On-call for additional fee
Augusta-Richmond Co., GA	Yes	Contract/Exclusive Franchise	Weekly	Yes	Contract/Exclusive Franchise	Weekly
Camden Co., GA	In City of St. Mary's only	Contract/Exclusive Franchise	Weekly	Yes	Contract/Exclusive Franchise	On-call for white goods, weekly for other bulky
Cobb Co., GA	No	Subscription/ Non-Exclusive Franchise	Not specified	Not required	Subscription/ Non-Exclusive Franchise	Not specified
Dekalb Co, GA	Yes	County	Weekly	Yes	County	Weekly
Fulton Co., GA	No	Subscription/ Non-Exclusive Franchise	N/A	Yes	Subscription/ Non-Exclusive Franchise	Weekly
Charleston Co., SC	Yes	Contract/Exclusive Franchise	Weekly	Yes	Contract/Exclusive Franchise	Bi-weekly bulk by request
Catawba Co., NC	Yes, for an additional fee.	Contract/Exclusive Franchise	Upon request for extra fee of \$1.50 per bag, minimum of 10 bags	Yes	Contract/Exclusive Franchise	Twice per year at no extra charge, for a fee beyond additional collections
Lexington Co., SC	Yes	Contract/Semi-Exclusive Franchise	Weekly	Yes, for an additional fee	Contract/Semi-Exclusive Franchise	Monthly on-call
Hillsborough Co. FL	Yes	Contract/Exclusive Franchise	Weekly		Contract/Exclusive Franchise	Twice per year at no extra charge and on-call for additional

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	Yard Waste Collection			Bulky Waste Collection		
	Mandatory Provision of Service?	Service Provider	Frequency	Mandatory Provision of Service?	Service Provider	Frequency
						collections for extra fee
Seminole Co., FL	Yes	Contract/Exclusive Franchise	Weekly	Yes	Contract/Exclusive Franchise	Once or twice weekly depending on level of service.
Palm Beach Co., FL	Yes	Contract/Exclusive Franchise	Weekly	Yes	Contract/Exclusive Franchise	Twice weekly
Montgomery Co., MD	Yes	Contract/Exclusive Franchise	Weekly	Yes	Contract/Exclusive Franchise	On-call, 5x per year
Los Angeles Co., CA	No	In process of franchising. So far 8 haulers serving 13 districts. Fifteen additional districts in more rural areas are planned for future franchises.	Weekly	Yes	In process of franchising. So far 8 haulers serving 13 districts. Fifteen additional districts in more rural areas are planned for future franchises.	Twice per year at no extra charge and on-call for additional collections for extra fee

3.2.7 Financing and Billing

Table 3-4 indicates the costs paid for service and the method of collecting fees in the benchmark counties. Although the monthly cost has been calculated for all communities except Cobb and Fulton, where the County has no oversight of fees charged, these monthly costs cannot be directly compared since they each cover a different level of service. In addition, some of the counties do not cover the full solid waste management costs in the fee charged to residents; some use other sources of funds to cover some costs. For example, the Camden County fee, which is at the low end of the benchmarked communities at \$9.97 per month, does not include the full cost of paying the collection contractor, nor does it cover the cost of disposal; these costs are covered through an insurance premium fee. Cobb County subsidizes its solid waste management operations from the general fund. Collection of yard waste in Athens-Clarke County is funded through the general fund so that cost is not included in the monthly fee charged to residents. On the other hand, Dekalb County funds a \$71 million budget that covers the costs of residential and commercial collection, transfer stations and a landfill, public education programs, and other components of an integrated solid waste management system with revenues from solid waste collection and disposal fees as well as other sources of funds associated with the solid waste management system.

Residents in these counties are billed these fees in a myriad of ways including on the County property tax bill (Augusta-Richmond County and Dekalb County), on a monthly utility bill (Athens-Clarke County), or on a separate solid waste bill (Camden County). In those counties where residents subscribe for service directly with a private hauler, residents pay their selected hauler directly. The reported collection rates of these fees suggest that the percent of customers paying their fee is highest when the solid waste fee is included on a property tax bill, second highest when billed with another utility and lowest when the bill is for solid waste services only. Dekalb County reports that their collection rate hovered closer to 90 percent when solid waste fees were billed quarterly on a separate bill and increased to an estimated 99 percent when placed on the property tax bill as a (non-deductible) separate fee. Only Dekalb County reported that it collected fees in advance of providing service.

With regard to whether property owners are billed when property is vacant, Augusta-Richmond and Camden County bill the solid waste fee if the property has utility service. Dekalb County bills the property owner for solid waste services starting when a building permit is issued.

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**Table 3-4
Fees and Billing Mechanism**

	Cost Paid by Household	Billing Frequency and Entity	When Billed?	Payment Rate
Athens-Clarke Co., GA	USD:\$168/year - \$264/year (\$14/month - \$22/month) depending on size of can GSD:\$216/year - \$240/year (\$18/month - \$20/month) depending on size of can	USD: Monthly water bill GSD: Private hauler bill	In arrears	USD: 95% GSD: Unknown
Augusta-Richmond Co., GA	\$286/year (\$28.83/month)	Annually on County property tax	In arrears	97-98%
Camden Co., GA	\$119.60/year (\$9.97/month) ¹	Quarterly solid waste bill	In arrears but requires a deposit of one-half year of service	90%
Cobb Co., GA	Negotiated between hauler and customer	Hauler bills customer	N/A	N/A
Dekalb Co., GA	\$265/year (\$22.08/month) plus \$30 subscription fee for recycling	Annually on County property tax bill as separate fee	In advance	99%
Fulton Co., GA	Negotiated between hauler and customer	Hauler bills customer	N/A	N/A
Charleston Co., SC	\$225/year (\$18.75/month) Includes \$10.50 per month to hauler for collection; user fee of \$99 per year on tax bill funds disposal and other SWM programs (HHW, recycling, etc).	Quarterly by hauler on bill to resident Annually by County on bill to resident	In advance	N/A
Catawba Co., NC	\$270/year (\$22.50/month) for non-recyclers \$235.20/year (\$19.60/month) for recyclers, Includes rental fee of \$2.50 per month for one garbage can.	Quarterly by hauler	In advance	80%
Lexington Co., SC	\$190.68/year - \$282.00/year (\$15.89/month - \$23.50/month) depending on the service area.	Quarterly by hauler	In advance	97% or better
Hillsborough Co. FL	\$209.07/year (\$17.42/month) Includes \$118.44 per year for collection and \$90.63 per year for disposal	Annually by County via non ad-valorem assessment	In advance	Nearly 100%

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	Cost Paid by Household	Billing Frequency and Entity	When Billed?	Payment Rate
Seminole Co., FL	\$170.04/year - \$190.04/year (\$14.17/month - \$15.92/month) depending on level of service	Annually by County, via non ad-valorem assessment	In advance	Nearly 100%
Palm Beach Co., FL	\$256/year - \$507/year (\$21.33/month - \$42.25/month) Includes non ad-valorem assessment for collection and disposal. Collection varies from \$100 to \$351 per year for single-family hh, disposal is \$156 per year.	Annually by County, via non ad-valorem assessment	In advance	100%
Montgomery Co., MD	\$275.72/year (\$22.98/month) if in solid waste collection district \$202.72/year (\$16.89/month) if not in solid waste collection district.	Annually by County via non ad-valorem assessment	In advance	Virtually 100%
Los Angeles Co., CA	\$192/year - \$300/year (\$16/month to \$25/month)	Hauler bills customer	Hauler's discretion	NA

1 Does not include the cost of disposal or the full cost of the collection contract since this is subsidized.

3.2.8 Organizational Structure

Each one of benchmarked counties has a solid waste management division or department (that may be called Sanitation) no matter what type of solid waste management system they have, as shown in Table 3-5. If solid waste is not in a freestanding Department, it may be located within a Public Works or similar Department. In Cobb County, however, the Solid Waste Department falls within the County's Manager's office. Some local governments have chosen to create a Solid Waste Management Authority, typically to expand their financing and contracting capabilities. These authorities typically own facilities that required significant capital investment. Other local governments form solid waste management authorities when they want to join with other local governments to manage solid waste. These authorities allow for an independent board with representatives from all participating communities. We did not identify any single-county authorities that did not own a landfill, transfer station, waste-to-energy facility, or some other solid waste management facility although they may exist.

**Table 3-5
Organizational Structure**

	Solid Waste Organization	Relationship between County and KAB Affiliate
Athens-Clarke Co., GA	Solid Waste Department	Part of Solid Waste Department
Augusta-Richmond Co., GA	Solid Waste Department	Currently no relationship
Camden Co., GA	Solid Waste Authority	Not affiliated with or funded by County
Cobb Co., GA	Solid Waste Division within County Manager's Office	Staff fully funded by Solid Waste Division. Board raises additional funds for projects
Dekalb Co., GA	Sanitation Division within Public Works Department	Part of Sanitation Division
Fulton Co., GA	Solid Waste in Public Works Dept.	Currently no relationship
Charleston Co., SC	Environmental Management Department	Palmetto Pride – no funds or board membership shared, but help promote events and provide volunteers
Catawba Co., NC	Solid Waste Management Division, within the Utilities and Engineering Dept.	Keep Catawba County Beautiful – County provides with funding and County's assistant manager serves on KCCB Board
Lexington Co., SC	Solid Waste Management Department	Keep the Midlands Beautiful – county provides funds and receives grants for code enforcement (police). Used to have county staff on KMB Board, but not currently
Hillsborough Co. FL	Solid Waste Management Department	Keep Hillsborough County Beautiful (KHCB) is local KAB affiliate, which receives 80% of its funding from the County. County commissioner serves on board
Seminole Co., FL	Environmental Services Department, Solid Waste Division	No, no affiliate exists
Palm Beach Co., FL	Solid Waste Authority of Palm Beach County	Keep Palm Beach County Beautiful, SWA is a partner, largest financial contributor, provide non-voting Board member, have contract with KPBCB, partner on many projects
Montgomery Co., MD	Department of Environmental Protection, Division of Solid Waste Services	No, there is a task force called Keep Montgomery County Beautiful, which is NOT a KAB affiliate – internal program – mostly comprised of citizen task force members with county DOT oversight and funded via County funds and grants
Los Angeles Co., CA	Environmental Programs Division, which is under the Department of Public Works.	Not a KAB-affiliated program. Litter cleanup is through the Department of Public Works

The relationship between the County and the KAB affiliate, if one exists, varies. In Athens-Clarke County, Cobb County, and DeKalb County, the local KAB affiliate is a part of the solid waste agency. In these counties, funds for operation come from the County however; an independent Board may raise funds for special projects as a 501 (c)(3) organization. On the other hand, the affiliates that operate in Fulton County, Camden County, and Augusta-Richmond County are not a part of the County solid waste agencies though they may work with them. Although some of these affiliates operated collection programs for recyclables, we did not identify any affiliate in the benchmark communities that had the primary responsibility for solid waste management as a whole.

Statewide, there are nearly eighty KAB affiliates. The Keep Georgia Beautiful Executive Director estimates that 60 to 75 percent of the affiliates get some or all of their funding from the city or county they serve. Some are a part of their recycling, solid waste, or public works agency, while others operate under a contract with their local government to provide specified services, most commonly public education related services.

3.2.9 Contract/Franchise Term Details

The benchmark counties that have contracts or franchises for residential collection had from one (Camden County) to 28 (Los Angeles County) districts. The typical district size is between 10,000 to 25,000 households, as shown in Table 3-6, but some have much smaller districts (Lexington County, Charleston County, Los Angeles County, and Palm Beach County) and one, Hillsborough County has much larger districts (68,000 to 94,000 households per district). Los Angeles County, Palm Beach County, and Lexington County have fairly wide ranges in the number of households per district.

Some of the counties limit the number of total customers an individual franchisee can have. For example, in Augusta-Richmond County, no contractor can have more than 50 percent of the total customers, which means no franchisee can serve more than one of the three districts given the way that the districts are drawn. In Palm Beach County, no single franchisee can serve more than 55 percent of the customer base. Representatives of both Hillsborough County and Lexington County indicated that although there is no “written rule” regarding the portion of households one hauler can serve, one hauler would not be allowed to serve the entire county. In Charleston County, the winning bidder wins the right to service all three districts. These districts, however, are very small.

All of the benchmark communities that have contracts and franchise agreements for collection services stipulate the level of service required in their franchise agreements/contracts. However, some communities have specific terms in their contracts or franchise agreements (e.g., administrative fees or liquidated damages) which place the county in a better position to ensure that the haulers adhere to those requirements. Such communities include Athens-Clarke County, Augusta-Richmond County, Hillsborough County, Seminole County, Montgomery County, and Los

Angeles County. Montgomery County's agreement allows the county to confiscate the hauler's equipment if they do not perform adequately.

Section 3

**Table 3-6
Terms of Contracts and Exclusive Franchise Agreements**

	Number of Districts	Households per District	Limitations on Number of Customers?	Required Service Level	Term	Who Provides Carts?
Augusta-Richmond Co., GA	3	17,000 – 25,000	No more than 50% of total units	Weekly SW, R, YT, and BW	5 years with 2 1-year options	County
Camden Co., GA	1	12,000	No, but only one district per hauler.	Weekly SW, R, and BW (non white-goods)	5 years with 2 5-year options	
Charleston Co., SC	3	958-2,079	No. Winning hauler serves all 3 districts.	Weekly SW, limited BW, and YT County collects recyclables	1 year with 5 1-year options	SW: Hauler R : County provides recyc. bins
Catawba Co., NC	1	13,500 about 37% in unincorporated area	No	Weekly SW 2/year BW Commercial SW Ownership and operation of RMPF Convenience centers	10 years	SW: Hauler R: Residents purchase at cost
Lexington Co., SC	7	584 – 6,642 per district (districts ranges from 4,082 – 18,505)	No, but would not let one hauler serve all districts.	Weekly SW, R, and YT	3 years with 2 1-year options	Hauler
Hillsborough Co. FL	3	68,000 - 94,000	No, but would not let one hauler serve all districts.	2x week SW and YT Weekly R, BW for fee	7 years with 3-year options	SW: none R: Hauler
Seminole Co., FL	3	22,000	No	1-2x per week SW and YT Weekly R, on-call BW	5 years	SW: none R: Hauler
Palm Beach Co., FL	11	1,222 to 33,985 curbside per route; 2,147 to 47,003 total.	No hauler can have more than 55% of customer base.	2x week SW Weekly R and YT	5 years	SW: none R: County

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	Number of Districts	Households per District	Limitations on Number of Customers?	Required Service Level	Term	Who Provides Carts?
Montgomery Co., MD	13	15,000 - 20,000	No	Weekly SW, R, YT, scrap metal BW up to 5/year.	Old: 5 years with 2 1-year options New: 7 year with 2 1-year options	SW: Residents R: County
Los Angeles Co., CA	28 (13 districts franchised to date)	Varies from 600 to 16,000 per district	No	Weekly SW, R, YT, and BW	7 years	Hauler

SW: solid waste, R: recyclables, BW: bulky waste, YT: yard trimmings

Table 3-7 shows the financial details of the franchise agreements and contracts in the benchmark counties that have franchise or contract haulers. Most of these counties perform the billing functions using county staff and pay the franchisee or contractor based on the reported number of customers or setouts. The exceptions are in Catawba, Lexington, and Los Angeles County where haulers bill customers directly. In Charleston County, the hauler bills for collection services and the County bills for disposal and other solid waste management services. Some communities (such as Palm Beach County, Los Angeles County and Montgomery County) have relatively wide swings in fees paid to haulers. This is because some collection districts are comprised primarily of relatively dense areas while others are relatively rural. Seminole County's pricing also varies somewhat widely, but is due not only to differences in housing density, but also service level selected. In most of these communities haulers do not have to pay disposal costs if they deliver waste to the designated facility, so these fees paid by the County to the hauler, for example in Camden County, exclude disposal fees.

Three of the benchmark counties report that they charge haulers a franchise fee to cover solid waste management functions that the County retains or to offset the cost the County may incur from franchisees operating in the County (for example, the impact on roads). Lexington County charges franchisees a fee of \$1.25 per customer per quarter, which is estimated to total approximately \$130,844 per year. Palm Beach County charges 3 percent of gross revenues, which they estimate will sum to approximately \$1,525,245 annually. Los Angeles County charges 10 percent of gross revenues, which sums to about \$2 million per year, currently which will increase once all of the unincorporated areas are franchised.

Most of the counties with franchise agreements or contracts have performance bond requirements which provide them with additional protection should the hauler fail to meet contractual requirements. The structure and amount of bond requirements varies, most typically either a specified amount or a portion of annual revenues (or gross revenues). Montgomery County has a performance bond requirement of \$50,000 per contractor, Camden County a required performance bond for \$1 million, and Seminole County a required bond for \$1.16 million. When the amount of the performance bond is based on revenues, the amount ranges from 20 percent of annual revenue (in Los Angeles County) to 100 percent (Charleston County, Palm Beach County, and Augusta-Richmond County). Some of the contracts and franchise agreements also have other means to ensure performance including liquidated damages and penalty payments.

**Table 3-7
Financial Terms in Contracts/Franchise Agreements**

	Who bills customer?	Monthly Payment to Hauler	Franchise Fees	Performance Assurance
Augusta-Richmond Co., GA	County	\$14.00 - \$15.01/household/month	No	Bond for 100% of annual contract value
Camden Co., GA	County	\$10.99/household/month Does not include cost of disposal	No	Bond for \$1 million
Charleston Co., SC	Hauler County bills add. user fee	\$10.50/household/month	No	Bond for 100% of annual contract value
Catawba Co., NC	Hauler	\$19.60/household/month if they recycle \$25.20/household/month if they do not recycle	No	No
Lexington Co., SC	Haulers	\$15.89/household/month - \$23..50/household/month	\$1.25 per customer per quarter	Bond for 6 months anticipated revenue per formula in agreement
Hillsborough Co., FL	County	\$9.37/household/month - \$9.83//household/month depending on area and hauler	None	Bond plus liquidated damages
Seminole Co., FL	County	\$7.54/household/month - \$15.92/household/month depending on area and level of service	None	Bond for \$1.16 million and administrative fines
Palm Beach Co., FL	County	\$8.33/household/month to \$29.25/household/month, depending on district.	3% of gross revenues	Bond equal to gross revenues less disposal fees
Montgomery Co., MD	County	\$10/household/month - \$11.50/household/month	NA	Bond for \$50,000 plus liquidated damages and county can take equipment
Los Angeles Co., CA	Haulers	\$16/household/month - \$25/household/month depending on district.	10% of gross revenues	Bond for 20% of gross revenues and liquidated damages

3.3 Cities in Gwinnett County

Although this benchmark analysis describes solid waste management approaches in other counties in metro Atlanta, in Georgia, and across the country, solid waste management arrangements for the cities within Gwinnett County are also relevant to this study. Nearly 20 percent of the County's population lives in the incorporated areas of Gwinnett County; most of them have solid waste collection services that are arranged by their City. In all cities except Braselton, Rest Haven, and Suwanee, solid waste services are arranged by the City and provided through their own forces or by a contractor. The provision of solid waste collection for each City is shown in Table 3-8.

Table 3-8
Solid Waste Service Arrangements in Gwinnett County Incorporated Areas

City	Arrangement
Auburn	City Contracts with Private Hauler
Berkeley Lake	City Contracts with Private Hauler
Braselton	Residents Contract with Hauler
Buford	City Provides Collection
Dacula	City Provides Collection
Duluth	City Contracts with Private Hauler
Grayson	City Contracts with Private Hauler
Lawrenceville	City Provides Collection
Lilburn	City Contracts with Private Hauler
Loganville	City Contracts with Private Hauler
Norcross	City Contracts with Private Hauler
Rest Haven	Residents Contract with Hauler
Snellville	City Contracts with Private Hauler
Sugar Hill	City Contracts with Private Hauler
Suwanee	Residents Contract with Hauler

Section 4

RECYCLING PROCESSING OPTIONS

4.1 Background

As part of this study, Gwinnett County asked R. W. Beck to look at the options for processing of recyclables collected in the unincorporated County.. The State of Georgia set statewide per capita waste reduction targets, by commodity, based on 2004 disposal quantities. These targets are shown in Table 4-1. Local governments are required to identify their strategy to reduce waste in their Solid Waste Management Plan and Updates. However, local governments are not required to commit to achieving the State’s waste reduction targets.

Table 4-1
Statewide Per Capita Waste Reduction Targets Based on 2004 Disposal Rates

Commodity	2012 Projected Reduction	2017 Project Reduction
Glass	8%	8%
Paper	15%	28%
Metal	13%	18%
Plastic	16%	20%
TOTAL	11%	23%

Under current conditions, the haulers that collect recycled materials in the County make independent arrangements for delivering materials to area RMPFs for processing. Facilities in the area (including the Recycling Bank of Gwinnett) have historically accepted and processed all recyclables collected in the County. If no changes are made to the recycling program, then it is expected that the current capacity will continue to meet the County’s needs.

The Gwinnett County Solid Waste Management Plan Update adopted in April 2008 included the following strategy for increasing recycling in the unincorporated portion of the County.

- Recyclables, or recovered materials, would be collected weekly at the curb by the selected service provider in that area. A container or cart would be provided to each resident by the service provider.
- Residents would be required to place all recyclables mixed together (single-stream) in a container provided by their service provider.
- The service provider would collect and deliver the recyclables to a designated facility.

- The County would design and construct a new single-stream residential and commercial recyclables processing facility where the collected materials would eventually be processed and marketed.

The recommendation to design and construct a new single-stream RMPF was the result of a feasibility study prepared for GC&B in 2008 (RMPF Feasibility Study).³

4.2 Approach

The evaluation presented in this Section examines the business case for three processing options for recyclable materials collected in the unincorporated County under several tonnage scenarios. The three options, which are not mutually exclusive, are:

- Continuing to process recyclables at privately owned and operated RMPFs in the Metro Atlanta area;
- Continuing to process some of the County's recyclables at the Gwinnett Recycling Bank, a recycling collection and processing facility operated by GC&B on Satellite Boulevard; and
- Developing a new single stream RMPF that would be owned by the County and operated by a contractor to process recyclables collected in Gwinnett County.

4.3 Tonnage Assumptions

In 2005, approximately 17,000 tons of residential recyclables are estimated to have been collected from single-family households in unincorporated Gwinnett County according to the County's solid waste management plan,⁴ or approximately 3.8 pounds per household per week on average. Curbside recyclables are collected from households that subscribe to voluntary residential recyclables collection service – the number of households that participate in recycling is not known. Currently, it is estimated that 20,000 households do not have residential collection service and self-haul their solid waste, and possibly their recyclables, to other collection points.

The RMPF Feasibility Study estimated that up to 111,000 tons per year of residential single stream recyclables from Gwinnett County could require processing in the year 2029.⁵ These figures assume that County population will continue to grow and the County government will take a number of steps to increase participation in recycling programs so that the amount of recyclables collected from participating households will increase to 13 pounds per week on average (note that this study assumed that 95 percent of households would participate each week, for an effective average weekly collection rate of 12.4 pounds per household per week). To increase recycling in the

³ *Feasibility Study of a New Single-Stream Recovered Materials Processing Facility to Serve Gwinnett County, Georgia*, Gershman, Brickner & Bratton Inc. (GBB Solid Waste Management Consultants), April 21, 2008.

⁴ *Solid Waste Management Plan*, prepared by TD King Consultants under contract to Gwinnett Clean & Beautiful, April 22, 2008.

County, the RMPF Feasibility Study assumed that the County would take the following steps:

- Expand recycling collection through franchised refuse collection haulers;
- Require participation in the recycling program by residents;
- Significantly increase public education efforts by the County;
- Provide all households with larger recycling containers; and
- Require franchised haulers to deliver recyclables to a designated County-owned facility.

Additionally, the study assumed that a new County RMPF would process almost 15,000 tons per year (in 2011) of recyclables collected by programs sponsored by municipalities in the County.

For comparison’s sake, Table 4-2 shows the average tons per household collected from several other communities across the country. Of these communities, only Rockville, Maryland, with a mandatory recycling program and Seattle, Washington, with a Pay-As-You-Throw rate structure have achieved the average tons per household per week projected for Gwinnett County in the RMPF Feasibility Study.

Table 4-2
Recycling Program Types and Average Tons Per Household from Select Communities

Municipality	Collection Method	Program Type	Average Pounds/ Household/ Week
Atlanta, GA	Single stream	Voluntary	3.1
Gwinnett County, current	Single stream	Voluntary	3.8
Charlotte, NC	Two-sort	Voluntary	7.7
Austin, TX	Two-sort	Voluntary	8.0
Minneapolis, MN	Source separated	Voluntary	10.4
Phoenix, AZ	Single stream	Voluntary	10.4
Rockville, MD	Two-sort	Mandatory	13.8
Seattle, WA	Single stream	Voluntary	16.9

Source: R. W. Beck, "Solid Waste Collection Efficiency and Benchmarking Analysis, City of Atlanta," November 2005

The RMPF Feasibility Study projected that recyclables to be managed by the County at such a facility could range from the current levels of almost 18,000 tons per year, up to 111,000 tons per year. Such a wide range makes it extremely challenging to evaluate the best recyclables processing option for Gwinnett County. Thus, for purposes of this analysis, we evaluate two tonnage scenarios.

1. *A low tonnage scenario in which the current quantities of residential recyclables collected is approximately doubled, to 7.5 pounds per household per week on average.*

To reach this level, it is assumed that:

- the County significantly increases the number of homes participating in the recycling program;
 - that an expanded list of recyclables is accepted (consistent with recent program changes); and
 - that the County is able to direct where collection service providers deliver the collected recyclables through appropriate franchise agreement language.
2. *A high tonnage scenario where the collection rate increases to 12.4 pounds per household per week on average by 2014 (starting at 9.8 pounds per household per week in 2010).*

The high scenario anticipates that more aggressive recycling programs, including mandatory participation by citizens, as presented in the RMPF Feasibility Study, are implemented. The tons managed in this scenario are lower than those assumed in the RMPF Feasibility Study principally because only unincorporated households are considered in this analysis.

Table 4-3 below, presents the average amount of recyclable materials projected under current conditions and the two alternative scenarios over time.

**Table 4-3
Recycling Collection Scenarios**

	2010	2014	2019	2024	2029
Unincorporated County Households (1)	178,700	191,300	207,300	219,300	230,500
Current Conditions					
Lb./HH/week	3.8	3.8	3.8	3.8	3.8
Tons/year	17,700	18,900	20,500	21,700	22,800
Scenario 1 – Low Scenario					
Lb./HH/week	7.5	7.5	7.5	7.5	7.5
Tons/year	34,800	37,300	40,400	42,800	44,900
Scenario 2 – High Scenario					
Lb./HH/week	9.8	12.4	12.4	12.4	12.4
Tons/year	45,300	61,400	66,600	70,400	74,300

4.4 Contract with Existing RMPFs

One processing option available to Gwinnett County is to contract with one or more privately owned and operated RMPFs to process the materials collected in the unincorporated County. Three large privately owned single-stream RMPFs in the metro Atlanta area are:

- SP Recycling, located in Forest Park;
- Waste Pro, located on Fulton Industrial (this facility is currently being constructed at the former Dreamsans location); and

■ Pratt Industries Recycling Division, located in East Point.

Currently, SP Recycling's Forest Park facility is processing a significant amount of recyclable materials collected in the Atlanta area. Most of these materials are delivered to SP's Lawrenceville facility where they are transferred to Forest Park for processing. However, SP has reported an interest in expanding its Lawrenceville facility to process single stream recyclables. SP Recycling indicated that it is currently accepting approximately 1,200 to 1,400 tons per month (or about 15,000 tons per year) from Gwinnett County.⁶ SP indicated in some cases that it provides a positive payment for this material, but it would not disclose the prices it pays in the arrangements.⁷

DeKalb County transports single stream recyclable materials from its transfer station to SP Recycling's RMPF in Forest Park, GA. SP Recycling pays DeKalb County for every ton delivered based on a floor price and a percentage of the commodity price for the materials. The minimum price paid to DeKalb is \$15 per ton for containers, \$25 per ton for old newspaper, and \$20 per ton for mixed paper.⁸ The City of Atlanta also has a contractual arrangement with SP Recycling for the firm to process the City's single stream recycling. Under the agreement, SP pays Atlanta \$1 per ton for each ton of single stream material the City delivers to the Forest Park facility.⁹

Waste Pro is in the process of upgrading its facility on Fulton Industrial Blvd. in Atlanta and indicates that it will have excess capacity for processing residential single stream recyclables. Waste Pro stated that if a contract was competitively procured, possible contract terms could range from a charge of a few dollars per ton to a modest payment for recyclables, depending on recycled commodity prices at the time of the bid.¹⁰

Pratt Industries indicates that it is completing an upgrade to its East Point facility and that it has excess capacity at this facility. Pratt did not offer a price estimate for external tonnages, but did indicate that it has contractual arrangements with other municipalities throughout Georgia and the United States and that most of these contracts provide positive revenues to the local governments.¹¹ Again, Pratt indicated that a contract's financial arrangements would depend on the state of recycling markets at the time of competitive procurement.

These three facilities are located to the south of Atlanta. Because of the distance from Gwinnett County to south Atlanta, it may be cost prohibitive for collectors to deliver recyclables directly from the route to these facilities. Thus, it may be necessary for the County or the processor to provide a transfer point in the County to deliver single-stream recyclables collected in the County. An existing location, either a private facility or the Gwinnett Recycling Bank, may serve this purpose well. However, it is important to note that whether the County or the processor operates such a transfer

⁶ Information provided to R. W. Beck by Luann Chambers of SP Recycling, August 2009.

⁷ Information provided to R. W. Beck by Luann Chambers, SP Recycling, August 2009.

⁸ Information provided to R. W. Beck by DeKalb County, GA, August 2009.

⁹ Information provided to R. W. Beck by Mary Harrington, City of Atlanta, August 2009.

¹⁰ Information provided to R. W. Beck by Adam Glasgow, Waste Pro, August 2009.

¹¹ Information provided to R. W. Beck by Frank Killoran, Pratt Industries, August 2009.

operation, it is likely to increase processing fees or reduce revenues for the recyclables.

Market conditions will significantly affect the fee charged or the payment made by processors for recyclables. In the past, Georgia local governments that deliver single stream recyclables to privately owned and operated RMPFs have been offered from \$10.00 to \$29.50 per ton.¹² Often, higher prices are paid when more tons can be committed and longer contract terms are agreed to. However, since recovered material prices declined dramatically starting in the Fall of 2008, as shown in Table 4-4, and were only beginning to recover slowly by mid-2009, the County may be able to negotiate a processing agreement that charged or paid a minimal amount but approximated no net cost or revenue. This could change rapidly because of uncertainty in the markets for recyclable material. One common pricing option is for the County to negotiate fees and payments that are tied to a published index. This may result in net payments under weak market conditions, but would allow for higher payments to the County under good market conditions.

Table 4-4
Composite Recyclable Commodity Prices, \$/ton

Year	Southeast Pricing¹
2005	\$145.77
2006	\$131.37
2007	\$173.18
2008	\$184.19
2009 ²	\$70.46
Average	\$140.99

¹ Average pricing as reported in "Waste News" and "Official Board Markets" for a basket of goods including newspaper and a mix of commingled containers (aluminum cans, steel cans, glass containers, and plastic containers).

² Data for January through June 2009.

Each of the existing single stream RMPF operators interviewed indicated that they are interested in accepting additional tons. From the interviews with private RMPF operators, it appears that adequate RMPF capacity exists in the metro Atlanta area to handle Gwinnett County's recovered materials under the low tonnage scenario and even under the high tonnage scenario at multiple facilities. It is not clear that any single facility could currently handle all of the material produced under the high scenario. The high tonnage scenario could possibly require the construction of a new RMPF in the metro Atlanta area (ideally in Gwinnett County), the expansion of an existing facility, or splitting Gwinnett County's tons of recyclables among a number of processing facilities. The County may want to consider issuing a Request for Letters of Interest as a means of gauging the true capacity and potential revenue arrangements available for recyclable processing in the area.

¹² Mr. Randy Hartmann, Director, Office of Environmental Management, Georgia Department of Environmental Affairs, comments made before Savannah City Council on July 31, 2008.

4.5 Recycling Bank of Gwinnett

The Recycling Bank of Gwinnett (Recycling Bank) is located on land owned by the Gwinnett Recreation Authority and is leased to GC&B under a long-term lease arrangement. The facility experienced severe damage from a fire in 2008 and was rebuilt using the proceeds of insurance carried on the facility by the County. The County has financially supported the facility over a number of years. GC&B has also funded the facility, in part, it is assumed, using revenues from the sale of materials from the facility.

Based on the data available, R. W. Beck believes that the Recycling Bank could potentially process up to 35,000 tons if two shifts per day were operated and if line speeds and sorter productivity were increased. We do not believe that the facility is capable of processing the quantities assumed under the high tonnage scenario. If the 70,000 tons assumed in the high tonnage scenario were indeed collected, then a processing arrangement other than, or in addition to, the existing Recycling Bank would be required.

Accounting for the full cost and revenues associated with processing of residential recyclables at the Recycling Bank is difficult because detailed actual operational and cost data for the Recycling Bank was not available for consideration in this study. Therefore, R. W. Beck estimated cost and operating data using typical factors derived from other facilities. For this analysis, we also assumed the following.

- Capital costs for the existing facility, installed equipment, and rolling stock are fully paid and no future payments are required.
- Operating costs¹³ would be \$50 per incoming ton in 2010. Although the facility has relied on inmate labor in the past, this analysis assumes paid labor since it is unclear whether inmate labor will always be available to the facility and the intent is to conservatively estimate operating costs in a way that is comparable to other options.
- Revenues from the sale of material average \$100 per ton in 2010. Although it is challenging to predict revenues from recycling commodities over the long-term, especially since historical information on the composition and pricing of materials processed by the Gwinnett Recycling Bank is not available, this estimate is based on historical prices shown in Table 4-4.

Using the assumptions provided above, we estimate that the Recycling Bank could provide net operating revenue of \$50 per ton in 2010, resulting in net revenue of more than \$1.7 million per year, as shown in Table 4-5, at the 34,800 tons per year of curbside-collected single stream recyclables assumed in the low tonnage scenario. Because the facility is newly reconstructed, we assume that no major infusions of

¹³ Includes the cost of labor, insurance, utilities, rolling stock fuel, maintenance, consumables, and disposal of residue.

capital will be required for up to ten years, although a major equipment retrofit should be planned for at that time.

Table 4-5
Low Tonnage Scenario, Gwinnett Recycling Bank

Assumptions ¹	
Operating cost/ton	\$50
Revenue/ton	\$100
Tons processed	34,800
Revenues	\$3,480,000
Operating Cost	\$1,740,000
Capital Costs	\$0
Operating Revenue	\$1,740,000

¹ Actual cost information for the Gwinnett Recycling Bank was not available for this analysis.

4.6 Business Case for a New County-Owned RMPF

Based on the recommendations of the RMPF Feasibility Study, Gwinnett County issued revenue bonds to construct a new single-stream RMPF in September 2008. The principal amount was \$14.495 million; however, R. W. Beck estimates a capital cost closer to \$17 million. We assume that any difference between bond proceeds and the total capital cost for a new RMPF will be covered by Gwinnett County's Solid Waste Renewal and Extension Fund. The payment schedule on the bonds was projected at \$1.8 million per year in the RMPF Feasibility Study (varying slightly from year to year) for ten years that were to begin in 2009 with complete payment of the debt by 2018. This payment schedule could be extended to twenty years for the building capital costs as the RMPF construction type being proposed is typically depreciated over twenty years (the ten-year schedule is appropriate for the processing equipment).

4.6.1 Cost and Revenue Assessment for Operating the RMPF at Maximum Throughput

High-technology single stream RMPFs are designed with specific sorting and quality control stations that must be staffed regardless of the quantity of recyclables being processed per hour. Only in pre-sort or fiber quality control areas is it usually possible to scale back labor when there is less material that requires sorting. For this reason, single stream RMPF's are most efficient when operating at or near their design capacity.

If a 30 ton per hour RMPF operated at or near its design capacity, it is projected to require three shifts per week to process the tonnage anticipated under the low tonnage scenario and seven shifts per week to process the tonnage anticipated under the high tonnage scenario. To project the costs and revenues for a 30 ton per hour facility operating at maximum capacity, we assumed the following:

- Capital costs are considered to be the debt service schedule for the Series 2008 revenue bonds, which are fixed at approximately \$1.8 million per year over a ten year term. For 2010, this would equal \$51.42 per ton if 35,000 tons were processed and \$25.71 per ton if 70,000 tons were to be processed;
- Operating costs¹⁴ would be \$50.13 per incoming ton in 2010;
- Revenues would average \$100 per ton in 2010 and grow at least as fast as the rate of inflation; and
- Other operating assumptions are as indicated in the RMPF Feasibility Report.

At an operating cost¹⁵ of \$50.13 per incoming ton in 2010, and operating three shifts per week, the net operating cost under the low tonnage scenario (35,000 tons per year) would be \$1.55 per ton in 2010 (a net cost of approximately \$51,000). At the high tonnage scenario (70,000 tons per year) and operating seven shifts per week, the net operating revenue would be \$24.16 per ton in 2010, or \$1.7 million per year. Both the inflation rate and the revenue increase are projected at 3 percent per year. As stated earlier, the capital cost of the building is accelerated under the current bond payment schedule. Recognizing the cost of that debt over a longer term, for instance, the 20 year projected life of the building, would make the per ton costs more favorable.

4.6.2 Cost and Revenue Assessment for Operating the RMPF Five Days per Week

As an alternative to modeling the RMPF at maximum throughput, which can be problematic from a labor standpoint, R. W. Beck developed four pro forma for operating the RMPF five shifts per week. The pro forma present scenarios for two different sized RMPFs. The first RMPF considered is capable of processing 30 tons per hour as originally presented in the RMPF Feasibility Study. The second RMPF considered is a smaller facility capable of processing 20 tons per hour. Each of these facilities is modeled operating at the high and low tonnage estimates shown in Tables 4-6, 4-7, 4-8 and 4-9. These pro forma are constructed using the cost estimates presented in the RMPF Feasibility Study but the tonnages to be processed have been adjusted downward to only reflect material quantities that are expected to be collected in unincorporated Gwinnett County. The four cases presented are:

- Table 4-6: 30 ton per hour RMPF processing the low tonnage estimate.
- Table 4-7: 30 ton per hour RMPF processing the high tonnage estimate.
- Table 4-8: 20 ton per hour RMPF processing the low tonnage estimate.
- Table 4-9: 20 ton per hour RMPF processing the high tonnage estimate.

¹⁴ Includes \$32.57 per ton for three versus five shifts per week of labor cost, plus \$11.56 per ton for other miscellaneous operating and maintenance expenses, plus \$6 per incoming ton for residue disposal.

¹⁵ Includes \$32.57 per ton for three versus five shifts per week of labor cost, plus \$11.56 per ton for other miscellaneous operating and maintenance expenses, plus \$6 per incoming ton for residue disposal.

30 Ton per Hour RMPF

The pro forma results demonstrate the cost sensitivity of operating the facility at lower tonnages than those projected in the RMPF Feasibility Study. Because a higher debt service is projected for the new RMPF than that contained in the RMPF Feasibility Study, costs are expected to exceed revenues the first several years of operation, and possibly over the full initial ten-year term, depending on the amount of recyclables processed.¹⁶ For example, Table 4-6 shows a net loss of \$1.6 million in 2010 (or \$46.69 per ton) decreasing to a net loss of \$1.3 million, or \$35.03 per ton in 2014. By 2019, even under the low tonnage scenario, the RMPF is projected to operate with positive net income. Under the high tonnage scenario, the RMPF is projected to operate at an \$864,000 loss in 2010 (or \$19.08 per ton) but by 2014, it is expected to generate a positive net income of nearly \$447,000 per year (or \$7.28 per ton).

It is important to note that these pro forma do not include profit, which a private operator would expect. This could increase RMPF operating costs by as much as 20 to 40 percent. Often private companies operate a facility for a fixed per ton operating cost and share some percentage of the revenues from the sale of recycled materials with the County.

R. W. Beck used information from the RMPF Feasibility Study as the best available cost information for the planned RMPF. Our scope of work did not allow us to develop a completely new cost analysis for the facility and equipment, rather we reviewed the available information for reasonableness and used it to estimate the relative costs the County could face in operating the planned facility. It should be further noted that the RMPF Feasibility Study assumes the establishment of an Equipment Replacement Fund by which a portion of annual revenues are set aside to pay for future capital renewal and replacement. This is a conservative financial approach that has higher costs over the initial 10-year period compared to financing future renewal and replacement by borrowing money in future periods to fund capital renewal and replacement.

¹⁶ The RMPF Feasibility Study did not include capital cost allocation for land and site/building.

Table 4-6
Pro Forma, Low Tonnage Scenario, 30 Ton per Hour RMPF

	2010	2014	2019	2024	2029
RMPF Design	55,000	55,000	55,000	55,000	55,000
	34,800	37,300	40,400	42,800	44,900
Capacity Used	63%	68%	73%	78%	82%
Debt Service	\$1,800,000	\$1,800,000			
Equipment Replacement Fund	\$562,000	\$540,000	\$549,000	\$777,000	\$464,000
Labor Requirements	\$1,218,000	\$1,370,870	\$1,589,214	\$1,842,334	\$2,135,770
Labor Fringe Benefit @ 45%	\$548,100	\$616,891	\$715,146	\$829,050	\$961,097
Overtime Factor	1%	1%	1%	1%	1%
Overtime	\$17,661	\$19,878	\$23,044	\$26,714	\$30,969
Total Labor	\$1,783,761	\$2,007,639	\$2,327,404	\$2,698,099	\$3,127,836
Other Operating (\$11.56 \$/ton)	\$402,288	\$485,306	\$609,360	\$748,381	\$910,147
Residue Disposal (10% @ \$60/ton))	\$208,800	\$251,889	\$316,277	\$388,433	\$472,395
Total RMPF Costs	\$4,756,849	\$5,084,833	\$3,802,041	\$4,611,913	\$4,974,377
Revenue Tons	31,320	33,570	36,360	38,520	40,410
Revenue (\$100/ton)	\$3,132,000	\$3,778,333	\$4,744,155	\$5,826,496	\$7,085,918
Net Income (Cost)	(\$1,624,849)	(\$1,306,500)	\$942,114	\$1,214,583	\$2,111,541
Net Income (Cost)/Ton	(\$46.69)	(\$35.03)	\$23.32	\$28.38	\$47.03

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Table 4-7
Pro Forma, High Tonnage Scenario, 30 Ton per Hour RMPF

	2010	2014	2019	2024	2029
RMPF Design	55,000	55,000	55,000	55,000	55,000
	45,300	61,400	66,600	70,400	74,000
Capacity Used	82%	112%	121%	128%	135%
Debt Service	\$1,800,000	\$1,800,000			
Equipment Replacement Fund	\$562,000	\$540,000	\$549,000	\$777,000	\$464,000
Labor Requirements	\$1,218,000	\$1,370,870	\$1,589,214	\$1,842,334	\$2,135,770
Labor Fringe Benefit @ 45%	\$548,100	\$616,891	\$715,146	\$829,050	\$961,097
Overtime Factor	1%	12%	21%	28%	35%
Overtime	\$17,661	\$231,303	\$486,010	\$747,988	\$1,069,827
Total Labor	\$1,783,761	\$2,219,064	\$2,790,371	\$3,419,373	\$4,166,694
Other Operating (\$11.56 \$/ton)	\$523,668	\$798,868	\$1,004,540	\$1,230,982	\$1,500,019
Residue Disposal (10% @ \$60/ton)	\$271,800	\$414,637	\$521,387	\$638,918	\$778,557
Total RMPF Costs	\$4,941,229	\$5,772,570	\$4,865,298	\$6,066,272	\$6,909,270
Revenue Tons	40,770	55,260	59,940	63,360	66,600
Revenue (\$100/ton)	\$4,077,000	\$6,219,562	\$7,820,810	\$9,583,768	\$11,678,350
Net Income (Cost)	(\$864,229.01)	\$446,991.76	\$2,955,512.86	\$3,517,496.06	\$4,769,080.23
Net Income (Cost)/Ton	(\$19.08)	\$7.28	\$44.38	\$49.96	\$64.45

20 Ton per Hour RMPF

It is possible to reduce the capital and operating costs of a new County-owned RMPF if a lower capacity facility were to be specified, for example, one with a capacity to process 20 tons per hour rather than the 30 tons per hour. At this lower throughput, the RMPF would operate fully at one shift per day, five days per week at the low tonnage scenario and two shifts per day at the high tonnage scenario.

The pro forma for the throughput capacity of 20 tons per hour is shown in Tables 4-8 and 4-9. The difference in the capital cost for a 20 and 30 ton per hour RMPF is estimated at approximately \$1 million (6 percent). To keep the pro forma conservative, no reduction in annual debt payment is assumed. An estimated seven sorter positions could be eliminated with the 20 ton per hour throughput design, which would result in an estimated labor cost savings of \$260,000 per shift per year. The result is that the net operating cost in 2010 is projected at \$1.2 million or \$35.75 per ton and \$23.46 in 2014 in the low tonnage scenario. In the high tonnage scenario, the net loss is \$781,177 in 2010 (or \$17.24 per ton) and the facility is just about break-even in 2014.

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**Table 4-8
Pro Forma, Low Tonnage Scenario, 20 Ton per Hour RMPF**

	2010	2014	2019	2024	2029
RMPF Design	37,000	37,000	37,000	37,000	37,000
Throughput	34,800	37,300	40,400	42,800	44,900
Capacity	94%	101%	109%	116%	121%
Debt Service	\$1,800,000	\$1,800,000			
Equipment Replacement Fund	\$562,000	\$540,000	\$549,000	\$777,000	\$464,000
Labor Requirements	\$958,000	\$1,078,237	\$1,249,973	\$1,449,061	\$1,679,859
Labor Fringe Benefit @ 45%	\$431,100	\$485,207	\$562,488	\$652,077	\$755,936
Overtime Factor	1%	1%	9%	16%	21%
Overtime	\$13,891	\$12,677	\$166,550	\$329,368	\$520,075
Total Labor	\$1,402,991	\$1,576,121	\$1,979,011	\$2,430,506	\$2,955,871
Other Operating (\$11.56/ton)	\$402,288	\$485,306	\$609,360	\$748,381	\$910,147
Residue Disposal (10% @ \$60/ton)	\$208,800	\$251,889	\$316,277	\$388,433	\$472,395
Total RMPF Costs	\$4,376,079	\$4,653,316	\$3,453,648	\$4,344,320	\$4,802,412
Revenue Tons	31,320	33,570	36,360	38,520	40,410
Revenue (\$100/ton)	\$3,132,000	\$3,778,333	\$4,744,155	\$5,826,496	\$7,085,918
Net Income (Cost)	(\$1,244,079)	(\$874,983)	\$1,290,507	\$1,482,175	\$2,283,506
Net Income (Cost)/Ton	(\$35.75)	(\$23.46)	\$31.94	\$34.63	\$50.86

**Table 4-9
Pro Forma, High Tonnage Scenario, 20 Ton per Hour RMPF**

	2010	2014	2019	2024	2029
RMPF Design	37,000	37,000	37,000	37,000	37,000
Throughput	45,300	61,400	66,600	70,400	74,000
Capacity	122%	166%	180%	190%	200%
Debt Service	\$1,800,000	\$1,800,000			
Equipment Replacement Fund	\$562,000	\$540,000	\$549,000	\$777,000	\$464,000
	One Shift	Two Shifts	Two Shifts	Two Shifts	Two Shifts
Labor Requirements	\$958,000	\$2,156,475	\$2,499,945	\$2,898,122	\$3,359,718
Labor Fringe Benefit @ 45%	\$431,100	\$485,207	\$562,488	\$652,077	\$755,936
Overtime Factor	22%	1%	1%	1%	5%
Overtime	\$311,609	\$26,417	\$30,624	\$35,502	\$205,783
Total Labor	\$1,700,709	\$2,668,099	\$3,093,057	\$3,585,701	\$4,321,437
Other Operating (\$11.56/ton)	\$523,668	\$798,868	\$1,004,540	\$1,230,982	\$1,500,019
Residue Disposal (10%@\$60/ton)	\$271,800	\$414,637	\$521,387	\$638,918	\$778,557
Total RMPF Costs	\$4,858,177	\$6,221,604	\$5,167,985	\$6,232,601	\$7,064,013
Revenue Tons	40,770.0	55,260.0	59,940.0	63,360.0	66,600.0
Revenue \$100/ton	\$4,077,000	\$6,219,562	\$7,820,810	\$9,583,768	\$11,678,350
Net Income (Cost)	(\$781,177)	(\$2,042)	\$2,652,826	\$3,351,167	\$4,614,338
Net Income (Cost)/Ton	(\$17.24)	(\$0.03)	\$39.83	\$47.60	\$62.36

Section 5

CONCLUSIONS AND POTENTIAL APPROACHES

5.1 Introduction

This Section provides conclusions and potential approaches for solid waste management in unincorporated Gwinnett County. These are based on a review of past work done on the issue, public input collected for this study, a benchmark analysis of solid waste management in other counties, and a business case analysis of recyclable processing options as discussed in Sections 2 through 4 of this report.

This Section presents recommendations and offers approaches for the County to consider as to the following:

- Requiring collection;
- Structure of the solid waste collection system;
- Billing;
- Processing of recyclables; and
- Management structure.

5.2 Requiring Collection

As communities grow and become more densely populated, they often move toward a solid waste collection system that requires all residents to have solid waste collection service. Illegal disposal by littering, dumping, and burning of garbage becomes more visible and objectionable as the population grows and some research has shown a correlation between the locations of illegal dumpsites and the locations of communities that do not require citizens to have solid waste collection services. Table 5-1 summarizes the advantages and disadvantages of requiring citizens to have solid waste collection.

Table 5-1
Summary of Advantages and Disadvantages of Requiring Collection

Advantages	Disadvantages
Likely reduction in illegal dumping and the associated costs of clean-up	Eliminate residents choice
Reduction in use of commercial dumpsters by residents that can result in costs to business owner	Increases cost to those residents that currently do not have (or pay for) service
Lower average fees should result from economies of scale	Cost associated with County oversight and enforcement
County in position to dictate minimum level of service	

Despite the disadvantages, R. W. Beck recommends the County require solid waste collection in the unincorporated area within the next 12 to 18 months. One of the few unanimous recommendations of the Citizens Solid Waste Committee (see Appendix E) was to require all citizens in unincorporated Gwinnett County to have solid waste collection. The Committee's conclusion was that "mandating residents pay for curbside pick-up outweighs the cost to the community of having to pay to clean up illegal dumping." This conclusion was supported by the results of the citizen survey in which nearly 80 percent of survey respondents agreed or strongly agreed that they would support change to the current solid waste management system if it led to less abandoned trash on roadways and empty lots. Even though some counties in metro Atlanta such as Fulton and Cobb County do not require residents to have solid waste collection services (although they both report this has been considered), Georgia counties as varied as Augusta-Richmond, Baldwin, Bibb, Camden, DeKalb and Lamar do require residents to have collection.

In the public forums, several people commented that they did not want to participate in, or pay for, solid waste collection service because they disposed of their residential waste legally at another location where they already paid for the service (a business that they owned, a second home, etc.). To mitigate the negative impact of requiring collection to those who are indeed disposing of their solid waste legally, the County could allow citizens to "opt out" of having mandatory collection at their residence by demonstrating that they pay for garbage collection at another location in the County. Los Angeles County, where the County is in the process of franchising collection on a district-by-district basis, has addressed this issue by allowing households to "opt out" of the program if they can prove that they are disposing of their solid waste elsewhere in a legal fashion. So far, with 13 of 28 districts franchised, less than one percent of households have chosen to opt out of the service. The remaining areas yet to be franchised, however, are more rural, and may have a higher level of residents opt out when the franchises are put in place.

5.3 Structure of the Solid Waste Collection System

One of the ways local governments effectively implement mandatory collection is by establishing districts and choosing a limited number of franchisees per district. Two key advantages of this approach include a reduction in the number of vehicles operating on neighborhood roads and more consistency in the level of service and the way haulers operate in the County, as shown in Table 5-2. The primary disadvantages are that some residents of the County oppose having the County choose their garbage collector and express concern that their service will decline. Another disadvantage is that exclusive franchising could reduce or eliminate the business of some private haulers that currently operate in the County.

**Table 5-2
Summary of Advantages and Disadvantages of Limiting Franchisees per District**

Advantages	Disadvantages
Fewer trucks operating in neighborhood; can reduce the days that carts are on street	Eliminate or reduces residents choice of who collects their garbage and ability to "fire" hauler
Haulers more likely to comply with County requirements for operating requirements, level of service, etc.	Likely to reduce or eliminate the current business of some haulers operating in the County
Easier to promote waste reduction and increase recycling	Cost associated with County management
Theoretically, lower average fees should result from economies of scale	

5.3.1 Number of Franchisees

Three approaches to the provision of collection services are described and evaluated below. Each of these three options assumes that the County has required all residents to have solid waste collection at their residence.

- *Option 1 - One Franchisee:*¹⁷ The County contracts with one exclusive franchisee per District as envisioned in the Solid Waste Management Plan Update and County Ordinance of 2008.¹⁷ The County may want to re-solicit proposals and choose to proceed if the cost to citizens is acceptable, which may mean comparable or less than the average rate currently paid. The County may also want to allow those that currently receive service through a contract between a single hauler and their homeowner association to opt out.
- *Option 2 - Up to Three Franchisees:*¹⁷ The County mandates collection, establishes a service level, and accepts proposals for non-exclusive franchises in each district, limiting the number of non-exclusive franchisees to two or three per district. This would offer citizens a choice of hauler, would provide more opportunities for multiple haulers to operate in the County, and reduce illegal disposal and open burning as a results of mandatory collection. On the other hand, this approach would not significantly limit the number of vehicles in neighborhoods or, reduce costs to haulers (and theoretically, to citizens, as a result of serving all households in the district).
- *Option 3 - Unlimited Franchisees:* The County mandates that residents have collection, establishes a service level and continues to issue an unlimited number of non-exclusive franchises with service requirements. The County collects a franchise fee that is used for the County to cover the costs of ensuring all residents have collection; ensuring haulers are providing stipulated service level, including

¹⁷ The County should be aware that state legislation has been proposed, and will likely be proposed again, that if passed, may make it more difficult to franchise solid waste collection in the future. Such proposed legislation, typically supported by private solid waste companies, may include provisions that require a local government give several years notice before franchising and/or require that existing haulers be compensated. Similar legislation has passed in other States.

offering and promoting a high level of recycling; assisting with markets for recyclables, if needed; and enforcing illegal disposal ordinances.

All three approaches have been successfully implemented in other counties and each one achieves different County objectives, as summarized in Table 5-3.

CONCLUSIONS AND POTENTIAL APPROACHES

Table 5-3
Potential for Collection Service Options to Meet Specific Objectives

Potential to:

Number of Franchisees [1]	Reduce cost per Household	Reduce illegal dumping	Increase Recycling	Provide consistent level of service	Reduce truck traffic in neighborhoods	Reduce days garbage is set out	Offer resident choice of hauler	Provide business opportunity for all haulers
One franchisee per district	High ²	High	High	High	High	High	Low	Low
Limited, multiple franchisees per district	Medium	Medium	Medium	High	Medium	Low	Medium	Medium
Unlimited franchisees per district	Low	Low	Medium	Low	Low	Low	High	High

1 All of these alternatives assume mandatory collection is in place

2 Costs should be lower as a result of economies of scale (e.g., hauler assured to get certain number of customers of given route) but based on data gathered, the costs for exclusive franchising as proposed were not always lower than current rates.

To achieve the goals and objectives that the County has stated in the past, it should move towards a solid waste collection system with a limited number of franchisees per district. Although some citizens objected to any limitation on a choice of hauler, responses to the citizen survey also suggested that this approach would be much more palatable if the cost per household under such a system is less than their current costs. In the citizen survey, 43.8 percent of citizens stated that the cost of service was their top priority for solid waste and recycling service compared to 24.4 percent that said the ability to choose their own hauler was their top priority. Given that the advantages of limiting haulers in a district are likely to be greater with a single franchisee, the most effective way to reduce truck traffic, reduce illegal dumping and increase recycling would be for the County to select one franchisee per district. However, there are some ways to mitigate concerns that have been raised about this approach.

The first way to mitigate concerns about limiting choice would be to phase in exclusive franchises over time and tailor each franchise agreement to meet the needs of a particular district. This approach has been taken in Los Angeles County where the County meets with citizens in each district to determine the level of service that they need; for example, the more urban areas may want yard waste collection in the base level of service while the rural areas do not. Although this approach is more time-consuming for the County, it does give citizens more say in their solid waste services for which they are willing to pay.

The County may want to take an active role in encouraging all haulers currently operating in the County to propose together. One of the concerns about exclusive franchising, especially when moving from a subscription-based system where many haulers compete for business, is the impact on existing haulers that are not granted a franchise. Augusta-Richmond County addressed this issue by encouraging smaller haulers and larger haulers to work together in the proposal process to ensure that at least for the first term of the three collection contracts, existing haulers that maintained at least some of the market share in the community if they so desired. Subcontracting to existing haulers was considered favorably in the evaluation of proposals for County contracts. This issue was addressed with haulers in interviews conducted for this study and the response was varied. Some of the haulers reported that they would not rule out subcontracting if it made good business sense. Others were concerned about the liability of using subcontractors that may not meet their safety and service standards. It is likely that if the County made it a part of the evaluation criteria, then those proposing would develop ways to collaborate to meet these objectives. However, it is possible that “giving everyone a piece of the pie” could increase costs and low cost was the top priority of survey respondents.

Another approach to mitigating concerns is to exclude households that pay for solid waste services elsewhere in the County. The County may also want to temporarily exempt households that are currently served by an existing contract through a homeowner’s association, at least until that contract expires. Although exempting some households in a district from the exclusive franchise agreement seems like it could increase costs for those remaining, experience indicates that this is likely to be a small proportion of unincorporated County residents. In Los Angeles County, where households are permitted to “opt-out” of the franchised service, less than one percent

has chosen to do so. At the public forums, although several citizens reported they were paying low fees because of the service agreement negotiated by their homeowner's association, only 2.2 percent of the survey respondents reported that they had solid waste services provided by their homeowner association.

If the County is not prepared to select one franchisee per district, it may want to select two or three through a procurement process, allow citizens to choose among these haulers, and have the haulers bill their customers directly. Although this approach does not achieve some of the County's previously established goals and objectives, it is more likely to reduce illegal disposal and littering, increase recycling, and reduce truck traffic in neighborhoods than the current system. It should be noted that the General Presentments of the September 2008 Grand Jury Panel B recommended that citizens be able to choose among at least three haulers to allow for competition and keep costs low. With any options that involve a change in the current system, the County should allow 12 to 18 months to resolve issues of concern and to explain to the public why these choices were made.

5.3.2 Number of Districts

A minimum number of households must be included in a district to realize the economies of scale offered by exclusive franchising. There are fixed costs, such as a customer service line, which may be the same whether 500 households or 20,000 households are being served. Thus, when these costs can be allocated over more households, the cost per household is likely to be lower with more households in a service area. The number of households in the districts in the benchmark communities range from 600 to 94,000, with most falling between 12,000 and 25,000.

The initial eight districts established for Gwinnett County appear to be a reasonable. As an alternative, the County may consider establishing some smaller districts that would enable the existing smaller haulers to compete to serve the entire district. Los Angeles County, which has tailored the franchised arrangements to each neighborhood based on numerous individual community meetings and input, has established districts that range in size from 600 to 16,000 households. In Gwinnett County, a more cost effective way to offer an opportunity for the smaller haulers may be to encourage subcontracting by the small haulers, as described above.

5.4 Billing

In an exclusive franchise system, billing for solid waste services can be the responsibility of the franchisee(s), the County, or some combination. In the 2008 franchise agreements, the County was to begin billing residents on the property tax bill starting in July 2009. Other billing options for the County include putting the solid waste fee on a utility bill or sending a separate solid waste bill. Table 5-4 shows the advantages and disadvantages of each of these approaches.

Table 5-4
Summary of Advantages and Disadvantages of County Billing Options

	Advantages	Disadvantages
Franchisee Bills	No billing burden on County Hauler can include franchise fee	Haulers will charge more to cover billing costs and non-payment County cannot use payment to ensure all have collection
County Bills on Property Tax	Likely to have highest payment rate Bill always goes to property owner One billing per year Fee may be tax deductible	Some public objection - perceived as tax increase - concern about lien on property
County Bills on Another Utility Bill	Billing mechanism already in place Automatically stop charging if house is vacant Non-payment likely to be higher than separate solid waste bill if water can be shut off	More frequent billing and collection than tax bill Likely higher non-payment than tax bill
County bills separate solid waste bill	Cost clear to residents	Requires new billing mechanism Non-payment likely to be higher because little recourse

Two key advantages of billing the solid waste fee on a property tax bill are that billing costs are lower (since they are only billed annually and they are included with an existing mailing) and payment rates tend to be higher than for the other options. Dekalb County reports that collection rate of fees increased from 90 to 99 percent when solid waste fees were moved from a quarterly solid waste bill to the property tax bill. However, for the very same reasons people are more likely to pay when the solid waste fee is on their tax bill (that is, concern about the repercussions if they do not pay), many people did not favor this approach during the public input. Only 22.4 percent of survey respondents stated that if the County did the billing, they would like to see this fee on a property tax bill while 55.8 percent preferred the fee be billed on a utility bill.

The Citizens Solid Waste Committee realized the advantages when it recommended (in a 9 to 5 vote) that solid waste fees be billed on the tax bill, at the same time acknowledging that many of the citizens that attended their forums were opposed to this approach. On the other hand, as a result of the public input received, the General Presentments of the Grand Jury Panel B of September 2008 recommended that the County “Do not include trash bills in homeowner property tax.”

If the County proceeds with up to three franchisees or unlimited franchisees, rather than a single franchisee per district, R. W. Beck recommends the franchisees be responsible for the collection of the fees. In this case, the County can collect franchise fees from the haulers to cover their administrative costs but should understand that the haulers will increase the fees to their customers accordingly. If the County elects to establish a franchise fee that will be passed along to customers, R. W. Beck recommends that the County (1) establish the franchise fee to be as low as possible but

sufficient for covering the solid waste oversight role played by the County; (2) require the franchise fee be directed to solid waste management purposes only rather than used for general revenue, and (3) educate the public on what the costs cover and how they will be collected.

5.5 Recycling

5.5.1 Increase Recycling

One of the top priorities of citizens offering public input in this study was to increase recycling. Eighty percent of survey respondents agreed or strongly agreed that the County and community should do more to promote recycling. Over 50 percent said they would support change if it meant that everyone was required to have recycling service. Similarly, the Citizens Solid Waste Committee was unanimously in favor of weekly recycling and almost all (one abstention) favored the expanded list of recyclables.

Despite this support, there was vocal opposition to requiring citizens to participate in the recycling program (though there was support as well) from some participants at the public forums. Although mandatory recycling has proven to be an effective tool to increase recycling rates in other locations, many people object to the potential of being fined for putting recyclables in solid waste containers. Thus, in the near term, it is recommended that the County take other approaches to increase recycling. The list below indicates what some local governments have done to encourage residents and haulers to increase recycling.

To encourage residents to recycle more:

- Increase the impact of public education efforts;
- Increase the number of materials collected;
- Collecting materials single-stream to increase participation;
- Provide appropriately-sized containers;
- Do not charge additional fees for recycling;¹⁸
- Charge less to customers that recycle (see Catawba County, NC example in Section 3); and
- Offer incentives to citizens for participation (Atlanta is about to test a pilot program whereby individuals or neighborhoods that recycle the most get coupons to be used at local businesses).

¹⁸ Some haulers charge customers monthly fee for recycling while others charge a fee to provide a recycling container. To maximize recycling, it is recommended that the recycling fee be incorporated in all customer solid waste fees so that no one pays more if they recycle.

To encourage the haulers to recycle more:

- Require haulers operating in County to offer and promote a certain level of recycling service (and enforce this requirement);
- Offer incentives to haulers for increasing participation in recycling on their route (i.e., paying more per household to franchised haulers when they exceed a certain level of diversion); and
- Provide a free and close location(s) for haulers to deliver collected recyclables.

Gwinnett County, with the involvement of GC&B has taken many of these steps in the past, including an aggressive public education campaign, increasing the number of materials collected, allowing for collection of single-stream materials, and requiring haulers to offer recycling service. The County could increase the commitment of some of the existing haulers to encourage their customers to recycle by penalizing those that do not reach certain targets (of participation or tons) and/or by offering incentives (lower franchise fees, promotion of results, etc.) to those that exceed them.

5.5.2 Recycling Processing

Section 4 evaluates processing options for recyclables collected in the unincorporated County. The option with the strongest business case depends on the quantity of single stream recyclables that may be collected in the future and Gwinnett County's ability to direct the flow of collected materials to a specific facility. Ultimately, the quantity of recyclables to be collected will likely be determined by decisions made by the Gwinnett County Board of Commissioners about how collection services will be provided.

If the tonnage of recyclables collected in the unincorporated County doubles (to 7.5 pounds per household per week as assumed in the low tonnage scenario), then capacity at existing processing facilities appears to be sufficient, according to hauler meetings and conversations with existing processors. Because some of this capacity may be too distant for haulers to access in a cost-effective manner, it may be necessary to transfer recyclables in Gwinnett County to more distant facilities. This will increase costs, and the final cost to transfer (if necessary), process, and market recyclables at existing facilities should be the final determinant of whether Gwinnett County needs to invest in a new facility.

Depending on the degree of involvement by the County in franchising, either the haulers can continue to arrange for processing of the recyclables that they collect (which, according to meetings with haulers for this study, they are able to do at current tonnages) or the County can contract with existing facilities. If the County can negotiate a better arrangement than individual haulers by committing all material collected in the unincorporated County to specific facilities, the County may want to enter into an agreement on behalf of the haulers. It is important to note, however, that the County may only be able to direct where recyclables can be delivered under a contract or franchise agreement with the collectors (rather than pass an ordinance dictating where these materials will go).

If tonnage increased to the high tonnage scenario of 12.4 pounds per household per week, it may be more likely that the County needs a new facility to process this increased quantity. However, the County still should investigate the possibility of entering into a contractual arrangement to use one or more existing facilities before undertaking the construction of a new RMPF. The availability of facilities and the tipping fees and revenues associated with using these facilities change regularly. If the County is not able to reach a satisfactory arrangement with an existing facility, then the County should consider contracting for the design, construction, and operation of a new County-owned RMPF.

5.6 Management Structure

For any of the options selected by the County, it will be necessary to have an entity responsible for planning, implementing, evaluating and generally overseeing solid waste management activities for the County. However, the County has no solid waste management division, department or other type of agency. In the past, the Department of Financial Services has been responsible for permitting non-exclusive franchisees and collecting related fees. GC&B has played a leadership role in public education and involvement, recycling, and solid waste planning activities and, with the August 2008 operating and management agreement with the County, had additional responsibility for managing solid waste collection in the unincorporated County. However, the court decision of December 2008 limited the role that GC&B, as a non-County government entity, could play in some aspects of solid waste. As a result, the County is in a position where it needs to reconsider solid waste management assignments among County agencies.

As shown in Section 3, all of the benchmark counties have some sort of agency dedicated to managing solid waste. This may be a solid waste authority, a department, or a division within another department. Even those counties that have minimal involvement in solid waste management, such as Fulton County, have solid waste staff in a public works department. Gwinnett County needs a home for solid waste management where staff have the responsibility to update solid waste management plans, manage contracts, oversee services and facilities operating in the County and, if needed based on the option chosen, collects fees. Because the County is not considering collecting solid waste itself nor is it currently planning to develop or operate a disposal facility at this time, all labor-intensive activities, the staff and other resources dedicated to solid waste management can be kept to a minimum. Thus, the County may want to consider assigning the necessary staff in an existing Department to this function. The County would have to determine the most appropriate place to house the solid waste function.

The County also could continue to draw on the extensive expertise and resources of GC&B to the degree allowed by the Court decision. GC&B has established extensive volunteer resources, educational materials, recycling expertise, and relationships from which the County could continue to benefit. However, there are limits to the role that GC&B can play under their current status. R. W. Beck recommends that the County take one of two approaches to work with GC&B. Once the County has assigned the

responsibility for solid waste management to an existing department, this entity could contract with GC&B for activities that are consistent with the court ruling. In other counties, and historically in Gwinnett County, this included public education, organizing volunteers for beautification purposes, and operating a recycling center. Alternatively, the County could consider integrating GC&B into the department managing solid waste, an approach taken by several counties throughout Georgia and the country.

5.7 Summary of Implementation Options

In conclusion, the findings of this study lead to the following conclusions and implementation approaches for Gwinnett County's future solid waste management.

1. Require all residents to have solid waste collection, providing for exemptions for those that pay for collection elsewhere in the County.
2. Move toward an exclusive franchise system for each solid waste district, especially if fees can be reduced from the amount most citizens have paid in the past. To mitigate some of the concerns about franchised collection, the County may want to consider the following:
 - Phase in collection by district and tailor the level of service to the citizens' needs in each district by meeting with representatives, explaining options, and gathering input as to the level of service desired;
 - Encourage large and small haulers already operating in the County to team on franchise proposals and give points in the evaluation of proposals for this;
 - Review the provisions of franchise agreements and, where feasible, adjust to reduce costs as suggested by the haulers in meetings conducted for this study;
 - Allow 12 to 18 months for transition;
 - Let residents opt out and specify the conditions under which this can be done; and
 - If exclusive franchise proposals do not meet the County criteria (with regard to fees or other key issues), the County may want to do the following:
 - Require residents to demonstrate they have collection at their home;
 - Enforce requirement for haulers to promote recycling by reviewing reports and quantifying the pounds per household per month diverted and promoting with customers, and
 - Revisit every year or two.
3. If exclusive franchise proposals do meet County criteria, contract with existing single-stream facilities to process materials collected. Monitor monthly to make sure that capacity is sufficient and pricing is appropriate. Proceed with development of single-stream RMPF if tonnage increase beyond local capacity or prices can be reduced with single-stream facility.

4. If the County enters into exclusive franchise agreements, bill separate solid waste fee on property tax. The benefits of billing once per year and increasing payment rates offsets public objection. Alternatively, the County could contract with the franchisee to bill their customers and charge the franchisee a franchise fee to cover the cost of County oversight.
5. Assign staff within an existing department to do solid waste planning, oversight of haulers, and contract management. This organization could include (or contract with) GC&B to assist in public education, beautification, and recycling.
6. Educate citizens about the County's decisions in every possible forum, in a consistent way that identifies the reasons these choices were made.
7. Allow transition period, possibly entering into contracts with all existing haulers to serve their existing customers for the 2010 at the rates proposed.

Appendix A
PUBLIC INPUT PLAN, CITIZEN SURVEY PLAN, AND
TELEPHONE/INTERNET SURVEY



An SAIC Company

MEMORANDUM



To: Chuck Huckleberry, Gwinnett County

From: Abby Goldsmith, R. W. Beck, Inc.
Veronica Roof, R. W. Beck, Inc.
Heather Fatzinger, Full Circle Communications, Inc.

Subject: **Public Involvement Plan: Gwinnett County Solid Waste Program Assessment**

Date: May 13, 2009

Plan Overview

Our team, R. W. Beck, Inc. and Full Circle Communications, Inc., is committed to supporting Gwinnett County's efforts to maximize public input regarding Solid Waste services. We understand the importance of engaging the stakeholders of Gwinnett County for input regarding future solid waste operations to implement an effective plan. We also recognize that the communications being conveyed to the public must be clear, consistent, and easy for all citizens to comprehend. As this plan was developed, careful consideration has been taken to account for stakeholder input that has previously been shared through various vehicles such as the County call center, the Citizen's Solid Waste Committee, prior public meetings held by Commissioners and other correspondence from stakeholders to County staff. Following are some of the key elements of our Public Involvement plan.

- Our team will plan a series of public forums designed to allow citizens and other stakeholders to provide input on how they would like to see solid waste services provided in Gwinnett County, which will assist the County in making informed decisions on solid waste operations. A total of eight forums will be hosted (two in each of the four Commission districts), at locations and times that are convenient to the citizenry.
- In addition to gathering feedback at public forums, our team will conduct internet and telephone surveys of citizens to evaluate their current solid waste service level and their attitudes about future services. The results will be evaluated and reported back to the County.
- Haulers will be invited to meet with the Project Team to provide input on such issues as limiting truck traffic, multiple pick-up days, performance bond and insurance requirements, and other issues – information that will also aid the County in its decision making processes.
- All of the feedback collected from the public forums, the haulers' meetings, and the survey will be documented and tabulated. A workshop will then be conducted for the Board of Commissioners that will convey the essential information gathered from these engagement processes, as well as results of the SWMP assessment.

The components of the public involvement plan are intended to provide a well-defined public involvement foundation with measurable goals and objectives, consistent messaging, and extensive citizen input efforts. The plan also incorporates necessary elements as expressed by Gwinnett County staff.



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Project Start-up and Administration

Our team has met with the client to discuss the history of solid waste to this point in Gwinnett County. We also discussed their vision and gained a good understanding of their needs and expectations. We will follow a protocol through direction of the County for review and approval of tasks and materials. Throughout the project, our team will be in constant communication with the County staff, making adjustments to the plan as needed.

Goals and Objectives

1. Effectively implement ongoing communication with citizens regarding solid waste services, ensuring that the messages from the County are consistent, reaching all citizens in a clear, concise, “citizen-friendly” manner. The plan will also incorporate briefing/training sessions with call center staff as needed to ensure they have the information needed to provide information to citizens.
2. Establish an effective Public Involvement plan evaluation process that establishes accurate benchmarks, measurable goals and objectives, and analyzes both qualitative and quantitative input.
3. Effectively capture public input, including citizen survey results and hauler feedback, and compile and deliver the information in a manner that is easily utilized by the County.
4. Ensure that Gwinnett Department of Financial Services staff, the Board of Commissioners, and other County staff are as informed by encouraging internal communications efforts.
5. To clearly demonstrate to citizens that their issues and concerns have been heard and taken into account.

Status Updates

Our team will provide regular status reports on our efforts, confirm that our efforts are in line with the goals and tasks identified, and revise the plan as new developments arise. The team will regularly confer with Financial Services staff to ensure that the public input plan continues to address the client’s vision, and is continuing to accomplish the identified goals and objectives.



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Audiences

Stakeholder Database

Our team will ensure that key stakeholders and citizens that have previously shown interest in the issues surrounding solid waste services are included in the database, as well as citizen who may not yet be engaged. We will help create a contact list to promote public forums and the solid waste survey by identifying demographic information from County databases, such as Parks & Recreation, the Commissioners' offices, the Communications Dept, and from the County webmaster who reportedly has contact information from citizens who have requested to be kept abreast of new developments in Gwinnett County. All of these efforts will be coordinated with the approval of or through the Gwinnett County Department of Financial Services staff.

Messaging and Public Relations

Message Development

One of the most important aspects of any successful public involvement plan is the development of clear, consistent messaging. The messages in this plan will be direct, easily comprehended, and will effectively convey the vision of Gwinnett County. The messages will provide pertinent information to address key issues that have been voiced by citizens to this point regarding solid waste services. Some possible key messages include:

- Gwinnett County cares about the opinions and needs of its citizens regarding solid waste services.
- Gwinnett County has a comprehensive, long-term solid waste plan that looks at managing solid waste for future generations, provides options for environmental awareness, and accounts for the growth and healthy development of the County.
- Public input is critical to ensuring that solid waste services in Gwinnett County effectively address the needs and concerns of the citizens and businesses.

Informational Materials

Our team will develop an informational Fact Sheet and will develop a general presentation to be utilized at the public forums. The Fact Sheet will provide information to citizens on ways they can stay involved and provide input on solid waste services, as well as explain public outreach efforts of the County (past and present).

Direct Mailers

A digital file of a direct mailer postcard will be provided to the County to be mailed to stakeholders who have expressed interest in solid waste issues, and other stakeholders identified



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through coordination with County staff to provide notification of public forums. The County will reproduce and mail the postcards to a stakeholder list that our team will assist in compiling.

Public Outreach

Public Forums

Our team will plan a series of public forums designed to allow citizens and other stakeholders to provide input on what is most important regarding solid waste services provided in Gwinnett County, which will assist the County in making informed decisions on solid waste operations. A total of eight forums will be hosted (two in each of the four commission districts), at locations and times that are convenient to the citizenry.

A proposed forum schedule is as follows:

*(*dates and locations are still being confirmed)*

<i>Date & Time</i>	<i>District</i>	<i>Location</i>
Thursday, June 18, 2009 6:30 pm to 8:00 pm	4	TBA
Saturday, June 20, 2009 10 am -11:30 am	3	TBA
Thursday, June 25, 2009 6:30 pm to 8:00 pm	2	TBA
Thursday July 9, 2009 6:30 pm to 8:00 pm	1	TBA
Saturday, July 11, 2009 Sat. 10 am -11:30 am	4	TBA
Thursday, July 16, 2009 6:30 pm to 8:00 pm	3	TBA
Saturday, July 18, 2009 Sat. 10 am -11:30 am	2	Pinckneyville Community Center
Thursday, July 25, 2009 6:30 pm to 8:00 pm	1	TBA

The forums will be hosted with the following agenda:

- Sign-up for public comment/pre-forum mixing.....10 mins
- Welcome and introductions10 mins
- Presentation: Brief overview of SWMP, purpose, benefits, & “where are we now” .20 mins
- Facilitated discussion on 5 to 6 topics regarding priorities for solid waste services
.....45 mins



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- Forum closes (reference other forums that citizens can attend, resource materials such as the website and survey) 5 mins
- Materials at the forum will include: Fact Sheets, comment cards, citizen surveys (hard copies), and additional materials as requested by Gwinnett County Financial Services staff.
- The forums will be promoted via direct mail and e-mail to the compiled stakeholder database, as well as through public notices, PSAs, and via list-serves of various community, business, and civic organizations.

We will consider wheelchair accessibility and provisions for the disabled when planning and public forums.

Hauler's Meeting

Each hauler will be invited to a one-hour meeting to provide input on such issues as limiting truck traffic, multiple pick-up days, performance bond and insurance requirements, and other issues.

Commissioners' Workshop

A workshop will be conducted for the Board of Commissioners that will present the essential information gathered from all of the public input processes (public forums, hauler meetings, surveys, call center), as well as an assessment of the Solid Waste Program from the technical study team.

Citizen Survey

Our team will conduct a hybrid telephone/internet survey. The team has developed a detailed Citizen Survey Plan discussing the protocol and procedure for the citizen survey.

County Call Center

Our team will work closely with the County call center to ensure that they are kept abreast of any mailings done to promote public forums, as well as any other communications with the public so they can be prepared for a possible influx of calls. They will be briefed with any new developments, and will be provided scripts when necessary on certain issues or communication efforts.

Results and Benefits

Our team is prepared to work with the Department of Financial Services to implement a plan that meets the public input goals of the department, and that uses a variety of the communications tools to gather the necessary input from the broadest contingent of Gwinnett's citizens.



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The implementation of this plan will benefit Gwinnett County's relationships with Gwinnett County citizens and businesses by:

- Increasing the public's understanding of the solid waste plan and available options for improvement;
- Presenting the County as a positive, proactive organization invested in serving and educating the community; and
- Improving public perception as being a leader and executor of an organized solid waste services plan that has effectively incorporated and addressed the needs of the community.

Proposed Public Input Schedule, 2009

Task	Date
Submit Public Input Plan for Review by County	May 13
Receive Comments/Revisions back from County on proposed PI plan	May 20 (monthly mtg.)
Deliver final Public Input Plan to County	May 26
Submit any materials to be used for public forums to County for review (meeting mailer/notices, newspaper ad, presentation materials, Fact Sheet)	May 26
Send reminder to County to contact Commissioner's offices and other depts. regarding coordination of sending e-blasts to stakeholder lists promoting forums	May 26
Receive confirmation on stakeholders contact coordination	May 29
Get feedback from County on public forum materials	May 28
Finalize materials	May 29
Production time on materials	June 1, 2
Place newspaper notices, mail meeting notices promote upcoming forum series, County send press release	June 3
Second notice on public forums goes out	June 18
Conduct public forums	June 18 – July 31
Invite haulers to hauler meetings	June 29
Scheduling of hauler meetings	July 6 – 10
Hauler meetings	July 15 – July 31, 2009
Coordinate & schedule Commissioners' Workshop	Week of July 27
Submit Commissioners' Workshop materials/report to the County for review	July 27
Incorporate input from County on Commissioners' Workshop materials	August 4
Submit finalized material for Commissioners' Workshop	August 6
Host Commissioners' Workshops	Week of August 10, 2009, (<i>depending on what works best for the Commissioners</i>)



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Conclusion

Our team requests the County provides comments on public input plan at our monthly meeting, currently scheduled for May 20th. If you have any questions, please contact Abby Goldsmith at 404-870-9098.



Citizen Survey Plan

MEMORANDUM



To: Chuck Huckleberry, Gwinnett County

From: Abby Goldsmith, R. W. Beck, Inc.
Veronica Roof, R. W. Beck, Inc.
Heather Fatzinger, Full Circle Communications

Subject: **Proposed Citizen Survey Plan: Gwinnett Solid Waste Program Assessment**

Date: May 13, 2009

In an effort to obtain input from the citizens of Gwinnett County, R. W. Beck has developed this citizen survey plan. The proposed survey plan discusses the following:

- Citizen Survey Protocol; and
- Proposed Schedule for Citizen Survey.

Citizen Survey Protocol

This section discusses the proposed protocol for conducted the citizen survey. Included in this section are the following:

- Citizen Survey Vehicle;
- Citizen Survey Instrument; and
- Citizen Survey Procedure.

Citizen Survey Vehicle

Generally, there were two survey vehicles considered for conducting the citizen survey, a telephone survey and an internet survey. Both the exclusive telephone and the exclusive internet survey have the potential to limit the type of citizen reached. A telephone survey may eliminate citizens without home phone lines. The internet survey may eliminate citizens without e-mail accounts. Therefore, after considering both a telephone survey and an internet survey, R. W. Beck and Gwinnett County agreed to conduct a combination telephone and internet survey to maximize the type of participants.

Citizen Survey Instrument

R. W. Beck has developed a proposed customer survey to elicit unincorporated County residents opinion on the following:

- A subscription-based system versus a designated hauler for a designated area;
- An expanded recycling program;
- Mandatory recycling and garbage program; and
- Property tax billed-based system versus other fee system.



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R. W. Beck has incorporated questions from previous telephone and internet surveys conducted on behalf of Gwinnett County into the proposed customer survey. The proposed telephone survey is included in Attachment A to this memorandum. The telephone survey instrument will be modified for purposes of the internet survey (i.e. introduction, exclusion of the option to refuse). However, both surveys instruments shall present the same questions.

Citizen Survey Procedure

The survey procedure for the telephone and the internet survey assumes that Gwinnett County will provide a list, including the name, address, and home phone number, for residents in unincorporated area. If available, R. W. Beck requests the list be divided into Commission districts to help ensure representation from each district. From the list provided, R. W. Beck will randomly select a total of 1,250 residents for participation in the Citizen Survey, either by telephone or online. Survey responses from the telephone survey and the internet survey will be combined for purposes of presenting results of the Citizen Survey. The remainder of this section discusses the procedure for telephone and internet surveys respectively.

Telephone Survey Procedure

Of the total residents randomly selected, R. W. Beck will randomly select 250 residents to be contacted for the telephone survey. Telephone surveys will be performed Monday through Friday from 4:30 PM to 8:30 PM. Surveyors will make a maximum of three attempts to contact each resident selected to participate in the telephone survey. Surveyors will enter telephone survey information into a database created by R. W. Beck for purposes of this study.

Internet Survey Procedure

Of the 1,250 residents randomly selected, 1,000 will be contacted for the internet survey. They will be mailed a postcard with a unique identification number and the internet address for the survey. The postcard will inform residents that only survey responses which the unique identification number and the address match shall be included in the results Citizen Survey. In addition, the postcard will provide residents with a deadline for submitting responses. After the deadline for responses, R. W. Beck will perform quality control to exclude surveys that either (i) do not match the identification code and the address or (ii) are submitted after the deadline.

Schedule

The proposed schedule for the citizen survey is outlined in Table 1 below. The proposed schedule was developed based on the completion of the citizen survey by July 31, 2009.



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Table 1
Proposed Schedule for Citizen Survey

Milestone	Completion Date [1]
Deliver Proposed Citizen Survey Plan	May 13, 2009
Receive comments to Proposed Citizen Survey Plan from County at Monthly Meeting	May 20, 2009
Deliver Final Citizen Survey Plan	May 22, 2009
Implementation of Citizen Survey Plan[2]	May 22 – June 12, 2009
Mail Citizen Internet Survey	June 5, 2009
Conduct Citizen Telephone Survey	June 15, 2009 – July 10, 2009
Conduct Citizen Internet Survey	June 15, 2009 – July 10, 2009
Analysis of Citizen Surveys	July 13, 2009- July 31, 2009

^[1] The completion dates for a milestone are dependent on the completion of previous milestones on or before the identified completion date for the respective milestone.

^[2] The implementation of the citizen survey includes such items as development of the database for the telephone survey, development of the internet survey website, printing and mailing of the internet survey postcards, and other actions requires to commence.

Conclusion

R. W. Beck requests the County provides comments on the protocol, procedure, and survey form at our monthly meeting, currently scheduled for May 20th. If you have any questions, please contact Veronica Roof at 404-870-9091.



Internet/Telephone Survey

Gwinnett County, GA

Citizen Survey

Hello, may I speak with _____. Mr./ Ms. _____?

This is [insert name] and I am with the consulting firm of R.W. Beck. We are calling you on behalf of the Gwinnett County Board of Commissioners. Gwinnett County is considering several alternative methods of providing residential garbage and recycling collection for the unincorporated areas of the County. As part of that effort, we are conducting citizen surveys to help the Commissioners find out what things about solid waste services are most important to County residents. Your responses to the following dozen questions will help the County better understand what you like and don't like about the current system, the system that was stopped by court order last year, and what features of both plans best fit your priorities.

If you would be willing to spend a few minutes with me while we go through the questions, you would be doing a great service to the County and your fellow residents. Would this be a good time to proceed, or would you prefer that I call back at a more convenient time?

1. Just to confirm; we have you listed as the owner or resident of the property at:

2. Is this property a:

- House Town home Duplex
 Condo Apartment Other: (please specify)_____

3. Is your garbage collected from bags/cans at the curb, dumpsters in your community, or do you self haul your garbage to a disposal facility?

- Bags/Cans at the curb
 Dumpsters in community (If Dumpster in community, go to conclusion of survey)
 Self haul to disposal facility
 Other: (please specify) _____

4. Which of the following is your number 1 priority when it comes to your garbage and recycling services?

- Cost of service
- Quality of service (pickups not missed, containers not lost or left in street, etc.)
- Ability to choose own hauler
- Other: (please specify) _____
- Don't know
- Declined

5. Please rate your agreement with each of the following on a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree". How much do you agree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
a. The County should try to reduce the number of garbage trucks in residential neighborhoods.	5	4	3	2	1	DK
b. It is a serious problem that many households in Gwinnett currently have no garbage collection service at all.	5	4	3	2	1	DK
c. The County and community should do more to encourage and increase recycling.	5	4	3	2	1	DK

6. Gwinnett County is considering changes to residential garbage and recycling collection services. Please rate your agreement with each of the following on a scale of 1 to 5, where 5 means “strongly agree” and 1 means “strongly disagree”. How much do you agree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
a. I would support change if it saved me money.	5	4	3	2	1	DK
b. I would support change if that meant everyone in the County would be required to have the same type of garbage and recycling service.	5	4	3	2	1	DK
c. I would support change if that meant less abandoned trash on the roadways and in empty lots in neighborhoods.	5	4	3	2	1	DK
d. I would support change if that meant everyone in the County would be required to have recycling service.	5	4	3	2	1	DK
e. I would support change if that meant everyone in my neighborhood would have collection on the same day.	5	4	3	2	1	DK
f. I would support change if that meant the County chose my hauler.	5	4	3	2	1	DK
g. I would support change if that meant the County bills me and pays my hauler.	5	4	3	2	1	DK

7. How supportive would you be of having the County select and regulate your garbage and recycling collection services?

- Very supportive
- Somewhat supportive
- Neutral
- Somewhat unsupportive
- Very unsupportive

8. If the County selected and regulated your garbage and recycling collection services, how would you prefer for the cost of collection services be billed?

- Monthly on a utility bill
- Annually on a tax bill
- Other: (please specify) _____
- Don't know

9. Do you or your homeowners association contract for garbage, recycling, yard waste, and or bulk waste collection services?

- Yes
- No (If No, go to question 21)

10. Which of the following garbage, recycling, yard waste and bulk waste services do you or your homeowner's association currently contract with a hauler for?

	Garbage	Recycling	Yard Waste	Bulk Waste
I contract directly for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Homeowner's Association contracts for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neither myself nor my Homeowner's Association contracts for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Do you know how often you are currently billed for garbage and recycling services?

- Yes
- No (If No, go to question 13)

12. How often you are currently billed for garbage and recycling services?

- Monthly
- Quarterly (once every 3 months)
- Semi-annually (once every 6 months)
- Annually
- Other: (please specify) _____

13. Do you know the approximate fee you currently pay for garbage and recycling services per billing period?

- Yes
- No (If No, go to question 15)

14. For each billing period, please state the approximate fee for garbage and recycling services?

- \$ _____

15. Do you currently pay extra for yard waste collection services?

- Yes
- No (If No, go to question 20)

16. Do you know how often you are currently billed for yard waste collection services?

- Yes
- No (If No, go to question 18)

17. How often you are currently billed for yard waste collection services?

- Monthly
- Quarterly (once every 3 months)
- Semi-annually (once every 6 months)
- Annually
- Other: (please specify) _____

18. Do you know the approximate fee you currently pay for yard waste collection services per billing period?

- Yes
- No (If No, go to question 20)

19. For each billing period, please state the approximate fee you pay for yard waste collection services.

- \$ _____

20. If you or your homeowner’s association contract for garbage and recycling services, please specify which hauler you or your homeowner’s association contracts with for garbage and recycling services.

- | | |
|--|--|
| <input type="checkbox"/> A to Z | <input type="checkbox"/> Advanced Disposal Service Atlanta LLC |
| <input type="checkbox"/> Allied Waste Industries | <input type="checkbox"/> Red Oak Sanitation, Inc. |
| <input type="checkbox"/> Robertson Sanitation | <input type="checkbox"/> Sanitation Solutions, Inc. |
| <input type="checkbox"/> Southern Sanitation | <input type="checkbox"/> Waste Industries |
| <input type="checkbox"/> Waste Management of Atlanta | <input type="checkbox"/> Waste Pro of Georgia, Inc. |
| <input type="checkbox"/> Other: (please specify) _____ | |
| <input type="checkbox"/> Don’t know | |
| <input type="checkbox"/> Declined | |

21. Of the services neither you nor your homeowner’s association currently contract for, please indicate the reason why.

	Garbage	Recycling	Yard Waste	Bulk Waste
Service unavailable:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of service:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not generate enough of these items:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not generate these items:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer to deliver items directly to disposal facility:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: (please specify):	_____	_____	_____	_____
Currently contract for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don’t know:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For statistical purposes, please answer the following:

22. Would you say your total annual household income is:

- Under \$15,000
- \$15,001 to \$30,000
- \$30,001 to \$50,000
- \$50,001 to \$75,000
- \$75,001 or more
- Declined

23. How long have you lived in Gwinnett County

- 1 day to 5 years
- 6 years to 10 years
- 11 years to 20 years
- 21 years or more
- Declined

24. What is your age?

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- Over 65
- Declined

25. For statistical purposes, what is your race?

- African/ African American
- Asian
- Caucasian
- Hispanic, Latino, Mexican-American
- Japanese
- Korean
- Other: (please specify) _____
- Declined

26. Gender (by observation)

- Male
- Female

Thank you for taking the time to participate in the citizen survey. If you have any questions regarding the survey, please contact Gwinnett County Call Center at (770) 822-7141 Please give us your email address if you would like to receive future updates and announcements regarding upcoming forums on this topic. Thank you.

Appendix B FORUM PRESENTATION



An SAIC Company



Public Forums

Gwinnett County Solid Waste Program Assessment

June and July 2009



Mind Powered: Insight with Impact.

Agenda



- Sign-in
- Welcome and introductions
- Presentation on history and issues
- Public comment on issues
- Polling exercise
- Forum close

Schedule for Public Forums



Date & Time	Location
Monday, June 15, 2009 6:30 pm to 8:00 pm	Pinckneyville Park Community Center, Norcross
Saturday, June 20, 2009 10 am -11:30 am	Lenora Park Community Center, Snellville
Thursday, June 25, 2009 6:30 pm to 8:00 pm	Gwinnett Justice and Administration Center, Lawrenceville
Thursday July 9, 2009 6:30 pm to 8:00 pm	George Pierce Park Community Recreation Center, Suwanee
Saturday, July 11, 2009 10:00 am -11:30 am	Pinckneyville Park Community Center, Norcross
Thursday, July 16, 2009 6:30 pm to 8:00 pm	Dacula Park, Dacula
Saturday, July 18, 2009 10:00 am -11:30 am	Gwinnett Justice and Administration Center, Lawrenceville
Saturday, July 25, 2009 10:00 am -11:30 am	George Pierce Park Community Recreation Center, Suwanee

Solid Waste History in Gwinnett County



- 1973: Ordinance establishes exclusive franchise for collection and disposal in four districts. Fees set by County but service not mandatory.
- 1989: Ordinance requires all residents to use franchised private haulers and allows County to collect unpaid fees through levy.
- 1990: Gwinnett County Superior Court rules the 1989 ordinance unconstitutional and void.

Solid Waste History in Gwinnett County (cont')



- 1990: State of Georgia passes Comprehensive Solid Waste Management Act requiring every local government to prepare a SWM Plan.
- 1991: County adopts SWM Plan and passes ordinance requiring non-exclusive franchise collection system in six service zones.
- 2007: County begins study and public input process to evaluate options for new system.



Public Input to Date



- Community Forums
- Key Stakeholders Work Group Meetings
- Public Opinion Surveys
- Citizen Telephone Surveys
- Web-Based Community Attitude Surveys
- Citizen Comments
- Public Hearings
- Solid Waste Citizen Advisory Board Meetings
- Grand Jury Presentments

Issues Identified



- Multiple garbage trucks in neighborhoods
- Varying level of service available
- Litter and illegal dumping
- Need to increase recycling
- Reduce average cost per household



Changes to Residential Collection System



- County adopts SWM Plan Update and passes new ordinance requiring exclusive franchises.
 - Residents required to have weekly collection of garbage and recyclables with (some exceptions)
 - No more than 8 service districts
 - Selection of one hauler per district through competitive bid process
 - No more than three districts per hauler
- County bills residents on property tax bill and pays haulers directly.

Residential Collection in Gwinnett Cities



City	Arrangement
Auburn	Contract
Berkeley Lake	Contract
Braselton	Subscription
Buford	City
Dacula	City
Duluth	Contract
Grayson	Contract
Lawrenceville	City

Residential Collection in Gwinnett Cities (con't)



City	Arrangement
Lilburn	Contract
Loganville	Contract
Norcross	Contract
Rest Haven	Subscription
Snellville	Contract
Sugar Hill	Contract
Suwanee	Subscription

Outcome



- Two haulers met financial criteria and were selected to serve all residents.
 - \$20.45 per month for first six months then \$17.86 per month plus \$10 for yard waste
- Several other haulers challenged franchise awards.
- On December 18, 2008, Gwinnett Superior Court enjoins County to stop implementing exclusive franchises, ruling that Gwinnett Clean & Beautiful did not have the authority to administer.

Current Status



- Currently reverted to non-mandatory, non-exclusive franchises.
- Oversight of the County's SWM Plan has reverted to the County, primarily the Department of Financial Services.
- County opened a call center that takes citizen complaints.



Summary of Advantages and Objections to Proposed System



Advantages	Objections
Reduce illegal dumping and litter	Everyone must have service
Consistent service level county-wide	No choice of hauler
Increase recycling opportunity	No choice of service level
Consistent fees county-wide	County collects fees on property tax
Lower average fees	Some pay higher fees

Topics for Input: Mandatory Collection



- Issues:
 - Reduce litter and illegal dumping
 - All residents must be provided service
 - Costs spread across all residents
 - Some don't want to pay for or have collection
 - Exemptions

Topics for Input: Service Level



- Should base service include:
 - recyclables?
 - yard waste?
 - bulky items?
- Should residents that throw more away pay more?

Topics for Input: Collection Districts



- Issues:
 - Larger districts reduce per household cost
 - Smaller districts offer more haulers a chance to compete

Topics for Input: Billing on Property Tax



- Issues:
 - Perceived as tax increase
 - Concern about potential lien on property
 - Lowest non-payments
- Options:
 - Pay haulers directly
 - Utility bill
 - Separate solid waste bill

Topics for Input: Management Structure



- Issues:
 - County has no solid waste agency
 - Court enjoined not-for-profit from administering
- Options:
 - New County solid waste department
 - Financial Services Dept continues to manage
 - Solid Waste Authority with independent Board
 - Private program manager selected through procurement
- Role of Gwinnett Clean and Beautiful

We need input on ...



- Mandatory Collection
- Service Level
- Collection Districts
- Billing on Property Tax
- Management Structure



Other ideas for ways to ...



- Reduce garbage truck traffic
- Reduce littering and illegal dumping
- Ensure consistent service County-wide
- Increase recycling



Next Steps



- Citizen Surveys
 - Randomly selected
 - Internet and telephone
- Meetings with Haulers
- Benchmark Analysis
- Report

For more input and information ...



- For completion at this forum
 - Public comment form
 - Forum evaluation form
- Fact sheet
- Other public forums
- www.gwinnettcounty.com
- Citizen call center: 770-822-7141
 - Representatives attending

Guidelines for Public Comment



■ Guidelines

- Comments from impacted residents only
- Please limit comment to two minutes
- State name, address, affiliation
- Speak into microphone for recording

■ Issues

- Mandatory Collection
- Service Level
- Collection Districts
- Billing on Property Tax
- Management Structure
- Other ideas for achieving objectives

Appendix C
TRANSCRIPT OF PUBLIC FORUMS AND
PUBLIC COMMENTS



An SAIC Company

PUBLIC FORUM – 6/15/2009
(First Forum – Norcross, 6:30PM – 8:00PM)

Resident #1

I'm part of the Amberfield Homeowner's association and I was one of the people that spoke against the plan in the past. While I commend you on the issues that you have listed here I think the approach that was considered in that past was flawed completely and to address your point, there were a couple of points you made, it seems like that is still going to go on regardless. That the more populated areas will be covering the cost for people that are sitting in the rural which is, to me, an unfair practice. After all, those people chose to be in those areas, they were not forced to be in those areas number one. As far as mandatory collection, I do not believe that the county has the right to put it on the taxes. They can find out if the resident has a yard waste or garbage waste service through their annual tax bill by requiring to have a certificate of service.

As for service level, I can say that our Amberfield neighborhood of 450 homes plus our sister neighborhood we have been able to contact several vendors and provide the uniform the service to all of our residents at their choice and we have 90 plus percent of our residents that are in that service. And it falls upon the HOA's to enforce that and we are willing to expand our plan and we have actually offered it to the entire Peachtree Corners area if they want to go to with that vendor and the vendor has agreed to support it. So while I am supportive of this plan, at the same time I do not believe the county has to push it.

Plus the other thing that you were talking about, who will manage this? Gwinnett County has already a water and utilities division. Why can't they do it? They already manage the water service so they know who the residents are, where the homes are, they have records so they can collect the information on garbage that way too. That's my input. Thank you.

Resident #2

We have a homeowner's association but it's not an HOA it's just a loose group. If you want to join fine but there's no rules. Mandatory collection in our neighborhood I'm for because there are two neighbors that I know of specifically that would burn their garbage and I think some of them still do I smell smoke at night but it's really hard to tell where the smoke is coming from at night. During the day I can track it but not at night. So in that regard I'm sort of for it because of the issues we've had in our neighborhood. I do think, when we were having, when Connie Wiggins came around to our group to talk about this about a year ago or so my understanding was that the 8 haulers would each have a district and when I heard it was down to two I don't think it was fair. I don't think that cutting these people out of their jobs out of their businesses was the right approach.

And the other thing in here, in this slide show, the new 2008 ordinance states unless I missed something that there were 8 districts. But then the next slide said that they could have but three so you got 2 districts that don't have anybody doing anything anyway so

how did they pick 2? That would give you six and you got two extra districts. That, I'm sorry, but that's a flaw.

As far as the property tax bill, I have a question on that. Is that going to be a deductible tax then? If it is part of the property tax and I'm paying it as a property tax, is that deductible on a tax return? I think that would have to be spelled out I think. I think that's it for me.

Resident #3

I have a question. My question is, because it kind of impacts my position on recycling issue and other things, what is the overarching goal of the waste management plan? Is it a landfill issue; is it a frequency of truck issue? What really does the county want to get out of the solid waste plan?

So will a solid waste plan be put in place in regardless in 2010? In other words, is the point of the forums to determine kind of how it's going to look or could we possibly going to float another year without. I mean, the landfill issue, can you satisfy the ten year landfill issue without a definitive solid waste plan in place?

And just one last comment. I just got information about this meeting just from a random email. Whatever else ya'll can do to publicize the meeting and the forums you should probably take advantage of that. What about UPCCA?

Resident #4

I guess there are two areas that I have commented for. And it's more my impression, the first thing is what problem are we trying to solve? When the change to the multiple, my wife and I wondered what's the problem trying to be fixed? We didn't perceive a problem. And now again with the change was about to happen, my comment again what is the problem? I just don't perceive a problem. Maybe I'm just a happy homeowner that just likes things not to change and simplicity.

I did have one provider that had an optional service which was instead of doing curbside they would come down the drive way and pick it up. It's those little convenience options that would be nice. Because I have a fear that if we decide on something that is going to be global for all the residents and its going to be one size fits everybody. It's those little choices that would be kind of nice.

The other area, I guess this is more for the professional experiences. When you solicit input it's important with the majority, you need to verify and you need to measure that what they are saying is actually reality. Often people have subjective views; I just encourage you to do measuring, although what I'm hearing is that you have been doing some of that.

Resident #5

I live at the Hickory Ridge Subdivision. Essentially for myself I've lived in Gwinnett County for just a little over 20 years and what I've seen in the 20 the county get a lot dirtier and the quality of life in this county, in my opinion, has decreased significantly. My feeling is that there should be mandatory collection.

In our subdivision we have a total of 84 houses and in those 84 houses approximately 10 do not have any type of collection whatsoever so what happens is, I mean, it's an unbelievable amount. I've lived by myself and you would think there are 10 people living in my house because of all the garbage that I generate. You have all these houses with 5-6, however many people in there; and what they do is they just bag this garbage up. It just accumulates, it's in the front yard, garages, all over the place and what happens is we have an unbelievable amount of a rat problem. I'm just using this as bench mark example. You have 10 houses that were just overrun with rats, you can simply makes this where how many people are not having any type of collection? I'm thinking it's the same problem except that it is compounded a thousand times over. My feeling is that it should be a mandatory collection.

Right now I know that the county is involved in a lawsuit to resolve this. Essentially I think it could be that every existing current garbage collection carrier simply, they create zones 8 or 10 however many carriers there are. Just block it out including the rural areas to that many zones. Just simply have a blind lottery, just take it or leave it. They will continue to have coverage in the county, hey if you have more rural area or commercial area or residential area then that's just the luck of the draw. So again I think it should be mandatory collection.

Plus I don't really feel it's so much of a problem on having property taxes paid for this. People are talking about rental property and empty houses, how fair it should be. The thing is you're talking about potentially a logistic nightmare. People are going to try to weasel out of paying; they're not interested in doing this and that. My house is empty... It should be everybody pay, just by having the mandatory collection it'll mean this county will be cleaner because what happens is the people that have so much accumulated garbage, what they do is they take this load it up in trucks haul it down satellite Boulevard, haul it to all these apartments between pleasant hill road and beaver ruin road and half of it either makes it to these apartments. They don't burn their garbage, they don't bury the garbage. What they do is they either illegally dump it or take it to these apartments buildings, to their dumpsters. And half of it, like I said, ends up on satellite Boulevard just garbage strewn all over the road. I get to see this everyday, and I'm thinking this is exactly how it is across the county and this is why this place is basically a pig sty.

Resident #6

I represent Overlook Place town home owners association and I have lived in unincorporated Gwinnett County for over 20 years and I would like to first answer just a few of the questions that you have asked and express my 3 major concerns which are none of your major concerns.

Mandatory collection of trash and recyclables? Absolutely yes.

Put it on the tax bill? Absolutely yes.

One hauler per district? Absolutely yes.

My concerns that are not your top concerns;

Trash containers. I believe that homeowners should be allowed to simply place their trash at the curb side in securely tied, heavy duty trash bags. I emphasis 'continue'. We've been doing this for twenty. In addition for those homeowner that use trash cans, trash bins, trash containers that there be flexibility as to the size and that size flexibility should be the size of the trash container that suits the homeowners' needs.

Recyclable containers; continue to allow the homeowners to use the size recyclable containers that suit their needs; 18 gallons or larger.

Retrieve empty containers; continue to require homeowners to remove their empty trash and recycling containers from curbside by midnight on the day of collection, not 24 hours later. Thank you.

Hauler #1

First, as far as recycling goes all of the haulers accepted after the cross went through all the haulers expanded their recycling so that was resolved. Secondly as far as littering goes, the city of Atlanta has mandatory garbage collection and I can show you tons of littering that goes on in the city of Atlanta. Just because you have a mandatory trash program in place, it is not necessarily going to stop littering.

Finally question on this is, a lot of these issues stand from a 2007 survey done by the county is that correct? My problem with that is that the county hired Gwinnet Clean & Beautiful to do the study who in turn was given a contract for it without a bid process. And that just raises the question, did that anyhow skew any of the numbers or the results because they were going to benefit solely from the results and that been a problem of ours since forever. Lastly to stir it up a little bit more, my other concern is that being one of the haulers, is that 6 of the 8 haulers are suing the county, two in excess of 90 millions dollars collectively. The concern is that the new bid process comes out and that will not become any kind of to help those people towards the bids. It's an open bid and that wont impact the decision process of it because we are not suing the county.

Resident #2

I have a question, on the goal of the solid waste, is that separate from the goal of recycling or is it all lumped together? In other words, one neighbor has maybe 15 people living there, they have 3 huge garbage containers every week but they have no recycling.

All that is garbage whether it's glass or plastic, that is recyclable. So that's what my question is here, is it a separate goal for garbage versus recycling?

And I think we need to be requiring recycling because I've seen so much piled up and bottles and everything else.

And I would like to say something to you, one of the homes that was burning was also burying garbage and code enforcement will come out and do something about that because it does cause rats. Code enforcement came out and stopped that so you should be able to do something about that with Gwinnett County.

Resident #7

There was one additional point I wanted to make and it is concerning the proposed waste transferred station which is proposed near the intersection of I-85 and Beaver Ruin. Our subdivision is the closest subdivision that will be the closest to the transfer station. Myself, I was also on the committee for the proposed Beaver Ruin Park which is adjacent to our subdivision and this is between Satellite Boulevard, 85, Beaver Ruin and where Harry's Farmers Market is. The idea that the county is ultimately going to be investing millions of dollars into this park which is a wetland area and the park is basically going to be a lot like at least when it does get built is going to be like the Chattahoochee nature center. The idea that having trucks essentially adjacent to this proposed park which is, again, a wetland area; dumping and transferring garbage; that in itself is a travesty. I know that the commissioners approved this and this is another lawsuit that the county is involved in but the idea that if for some reason this transfer station moves forward, is just horrendous because again you have a very vast area which is almost 100 acres of wetland area and my thought is having this wet garbage leaking from trucks coming down satellite boulevard and beaver ruin and 85 adjacent from this proposed park is just horrible. That's my other objection that I wanted to make a point.

Resident #1

A couple of questions, you mentioned 8 zones and the writing was there were 8 zones that were defined. No hauler was supposed to have more than 3 zones so the way the set it up, with two haulers they opposed their own ruling, number one. Number two, in regards to having a single hauler in each zone, I think then you are falling into a monopoly and then you will be at the mercy of the hauler how they want to set their rate so having at least a choice where you can at least get the market fair rate in the zone, will probably make more sense than having a single hauler. And the other thing that I wanted to mentioned has slipped my mind but again as far as the number of services that they offer I know within our neighborhood with our contractor we agreed on all three types of waste every week and they pick them up on Mondays and its been a non stop service, it has been a great service for the past I want to say for five, six years for us and we've reduced the number of trucks by how effectively homeowners association get engaged. With regards to homes that don't have service as you mentioned, there are codes; there are Gwinnett County Code Enforcement, Gwinnett County Quality of Life that can enforce the homes that do not have waste and any additional waste. This needs to be called up on and they will act upon it. Thank you.

Resident #4

In my previous comment I guess I was inferring and I'd rather come out with the question I want to ask. Somebody was talking about that there is a lot of traffic congestion. Was there any measurement done on the traffic through put? Because again the question I had is, is this just people's perception because they're cranky in the morning trying to get to work and get behind a garbage truck and so they blame it on multiple providers when the problem really does not exist? So my question is, is there really that much congestion if you have two providers providing one area? And that's my real question.

* * *

PUBLIC FORUM – 6/20/2009
(Second Forum – Snellville, 10:00AM – 11:30AM)

Resident #1:

I just want to say that you should be revealing to the public that you were being paid approximately \$300,000.00 to do this survey, how much were you being paid. I think you need to make that public the last information that we had was around \$300,000.00. Ok what also needs to be clear to the residents that the initial plan that was purposed by Gwinnett Clean & Beautiful had no county oversight in other words county legal never looked at that, and as a result it has created an abyss that I don't know we will ever get out of and the county is going to end up spending, and they have already spent a ton of money on law suits. When one law suit is settled there is going to be another one in the bushes that is going to come out, so its not a good time for the county to be throwing away money like that because of incompetence on the account of the Board of Commissioners not having the county look at the legal aspects of that. Most of the information that we are paying you to gather was actually gone over by the Citizens Committee and I want to make a statement for all of you to know that they asked us to do this within a traveling road show in a lot of places and the county never told us that they put out a request for proposals to do exactly what is happening now so a lot of people including us spent a lot of time last year attending meetings and putting input into it only to be told well we don't know how much of your information we are going to take. These surveys are all worded and I don't like the way they are worded because they limit your choices. So anyway I think if the county had done a little more oversight before then we would not be in the trouble we are in now. Gwinnett Clean & Beautiful had created an empire and at the beginning of this process I said the road to hell is paved with good intentions. That's what the county had good intentions but they had their head someplace else and I am not going to say where it is ok we can not afford to open fire stations if we are booked by Splost money but we through a million and a half dollars at Gwinnett Clean & Beautiful to come up with a plan that the county legal department never looked at. We are going to pay a couple of million dollars already in fees just to win or lose this lawsuit which is going to be followed by another lawsuit. Anyhow that's in the past and most of the information is already there people just want maybe a little choice one or two haulers possibly, it wouldn't make sense to have a hauler on the same day so two different days. Recycling what's this idiotic idea about paying more if you have more trash. I mean we're paying you \$150,000.00 or whatever you said to come up with an idiotic idea that if you got a big garbage can you pay less than a small one. I can't believe you even came up with that and then you don't even have enough common sense to put up a sign that people can find this place. Mack Perry homes deals in real estate, when they sell a house, they put up a sign that gives people direction. I drove in two different places in this park and it's just another example of where our Commissioners have gone wild. Where's the planning? We've got people here that are paid by the County, ya'll should have figured out, put up another sign so we could find the place. I think there's a lot of work to be done by I think that the sad thing about this is that we're not in a state and time that we need to be throwing more money away. Politicians, okay, their solution is throw money at a problem not common sense. If we had used a little more common sense in the beginning I don't think we'd even need this

money and we wouldn't be paying your company \$175,000.00. That's all I got to say, now there's other people here, they know we're going to talk, and one thing I wanted to say is there's, this is the lowest attendance I've ever seen, I mean we had more people at our meetings so you must not be doing something right.

R. W. Beck:

Thank you, can you please state your name and...

Resident #1:

I live in Unincorporated Gwinnett, I've lived here since 1984. And I see County management kind of slipping down here, if we're not careful we're going to be another Clayton or Fulton, I mean it's coming, I've told my Commissioner to look out for that

Resident #2:

I live in Snellville, which is unincorporated Gwinnett and I also served on the Citizen Advisory Committee. I want to talk about three things, first is mandatory collection, I think all the statistics say when the collection is mandatory we end up with less litter and less illegal dumping. So that to me seems to be a no brainer. The primary thing we heard in the Citizen Advisory Committee was this issue of choice. That's what people said. But when we studied, when I asked questions about why they wanted choice, the two issues were to get the best price and to get the appropriate service level so I don't think the choice is as important as the most competitive price to ensure that happens and the appropriate service level. The third point I would like to make is how you pay for this, you just quoted some statistics that when it's on the property tax you get a 99% payment rate. If that payment rate falls back then everyone who is paying pays a higher price for those who don't pay. I think that's crazy and I don't see any problem with it being on the property tax. Thank You.

Resident #3:

I live in Snellville in Unincorporated Gwinnett. I attended one of the Mike Beaudreau had in his commission and my biggest complaint is I want fewer trucks in my neighborhood, currently we have 12 trucks a week in my neighborhood and that is ridiculous. Also I think that mandatory collection should be implemented and it will reduce litter and for those that have businesses and take their trash to their business and have to have to pay for trash at their household that's fine. There are those people who choose not to send their kids to public school and they pay the taxes so I think that you cant please everybody but something needs to be done in that way. I think also that the most fair way is to bill it on the property taxes I know one of the things that came up in Mr. Beaudreau meetings was people who have rental properties and they were concerned about that but they will just have to add the trash service into part of collecting their rent. As far as management structure goes I would hate to see Gwinnett County start another department I'm not really sure what the best way is to go there. To me private companies tend to manage things better and don't get the same info structure that the government would which would be more cost effective. As far as exemptions go for the trash service

I think at some point you might have to consider an age breakdown for senior citizens and I also think that people who have handicapped parking permits should have pick up at their door. Thank You

Resident #4:

I live Snellville in Unincorporated Gwinnett County. Mandatory collection does not matter to me one way or another I don't take it to my work garage I don't share with my neighbor cause I don't have much trash I have a big family. So that part I am not concerned with and as far as the service level there was something about the bulky items and I don't think that should be every week and I think it should be as requested that's what I think it should be and what we have right now is fine for me I have had the same hauler for several years and actually I have gone away from them and I have been here since 1987 so I was here before and now you want to go back to what it was before that's crazy cause you didn't have a choice you were assigned that one hauler and that was it. I would rather have a choice of hauler and I don't want just one day I want to have a choice of days and my hauler has been coming on Mondays and I guess I will have to deal with it but if I didn't get a choice of Monday but it works well for us cause the kids set the trash out on Sunday night and that works for us and right now in my street we had 2 haulers and now we have 3 haulers which is not that much to me. You can limit that with the way the county is now the county can just limit it to I don't know it is ridiculous to have 12 in a neighborhood. So then as far as it being on the property tax it would be better on the water bill so if you have water service that will take care of the rental properties cause if you don't have water service then you wont be paying for trash. You shouldn't be paying for trash if you don't have anyone living there and if someone is living there a rental owner would have the water turned on to have the person living there. Regarding recycling I don't think Gwinnett Clean & Beautiful did a very good job educating the public or even working with the haulers to get more people to recycle. Because until these recent citizen meetings were held I didn't even that I could recycling a lot of things like paper cause I recycle a lot of paper now and like I said I have been here since 1987 way back then we could only recycle a few items apparently that's all that Gwinnett Clean & Beautiful will take at their center. Robertson is my carrier and they can recycle a bunch of things and we have started to recycle more than we have ever done now people on my street don't and I think that it could be just an awareness thing and I think that the haulers even would inform the people and ask if they want to recycle certain things then I don't know it people will do it or not but a lot of people like me who have been here forever do not realize that they can recycle so many things. I think that's about it. I just don't like the one hauler thing when I was reading it in the paper I wasn't really concerned I had always heard that there was going to be two or more and then it just came down to one and that's it so that's it.

Resident #5:

I live in Unincorporated Gwinnett. I am going to take a little different approach to this subject. This has nothing to do with trash it has nothing to do with how many people go up and down the street this has to do with money and the way to get around taxes. That's

all this is about. 6.4 million in revenue to the county no accountability for it and a possibility for 1 to 10 million in recyclable fees not coming back to us its going in to the budget and as far as mandatory pickup I can see it as long as the government is not involved. If there is involved then it should be for recordkeeping to coordinate everybody in trash collection. Service level yeah that's my main word cause I have fired trash collectors and have gotten others and if we put it through the county to make sure there is good collection services its going to be just like a roach parking out very bad. Collection districts keep them small you need at least 3 for competition purposes. I would have them collect the money than for the county. If you want to reduce your traffic there is something that the county commission could have done yesterday six months ago would have taken care of the whole thing or at least a good bit of it. Just tell the main people who are supplying the service to eliminate their sub companies there is one company that runs in my neighborhood 3 trucks 6 trucks if you take the recycling on 3 different days and it's all the same company under different names.

Resident #1:

I just want to say that I had noticed this thing about bulky items being eliminated. Bulky items can not be eliminated I see it all the time you're going to have sofas and all kinds of things in the back of shopping centers along Rockbridge Road I see it all the time. Its ridiculous to even put that choice up there to eliminate bulk, I can't believe that we are paying what 130 or 170,000 dollars to have somebody even give people the option to say well if we are moving out today or we're throwing this couch away today then we will find some dead end street and just toss it out there, I can't even believe you thought about that. Ok one of the other things that I want to bring up a question that does not have so much to do with this but its connected and that is there is money trails that god knows where they are and just like fees anyhow I'm just wondering about some of these questionable waste transfer station approvals by the Board of Commissioners I think that they may be connected by some other motive by the solid waste plan.

Resident #6:

I live in Unincorporated Gwinnett in Loganville just below Snellville. I have a little experience in this field but I am going to keep it limited because I am here as a resident and not as a professional individual. I have 2 concerns obviously we are going to have to go to some organizational level with this but my concerns are safety and aging equipment. Number one with these companies how are you guys going to address with these companies older equipment that is leaking and hydraulic hoses that are breaking leaving messes all over the neighborhood, what kind of safety personal training are they receiving? Second item is levels of services now you see these big rear load trucks out there with three men on it do you realize that's 45 dollars and hour but there's automated trucks out there that pick up a can and dumped it at one drivers wage so with that in mind and looking at all the city contracts like the Norcross and Duluth you guys can really sit down and take a look at what they designed and incorporate that into your design. The city of Norcross for example no equipment less than five years of age, city of Duluth bag system people may got over the trash current level make them buy a bag from the county

other than that limit it to 90 gallons a household. Now I am a single and I only have one bag every two weeks and I take my stuff to work but just thought I would bring up my concerns about the issue and my main factor is your kids are out running around the neighborhoods we want good quality professional people not just some subsidiary or private entrepreneur that can't handle a lawsuit don't want unsafe people on the streets either and that's all I have to say thanks.

Resident #3:

One comment I wanted to make one comment whoever you go with there is one requirement I would like to see I whatever the final thing is and that is these particular issues and that is this make them close the lid on the can when they empty the can and turn it perpendicular to the curb to alert the homeowner that the can has been picked up as a walker there is nothing more obnoxious than to walk around smelling everybody's empty garbage can that's been left open and more frustrating then being gone all day and its been raining and water has collected in that can which is a mosquito breeding and that's a very simple thing that can be implemented and it can be a health hazard that can be taken away. Thank You.

Resident #7:

I live in Bethlehem, GA. I was on Commissioner Beaudreau so called solid waste committee and there are 5 of us here. Just a couple of things real quick because I am going to attend a two more of these things, I got a copy of the Gwinnett Clean & Beautiful comprehensive study that they did and there is absolutely nothing wrong with their comprehensive study. In looking over Judge Clarks injunction I don't think he had a problem with it what Judge Clark had a problem with was the request for proposals and changing the bid process in mid stream and that Gwinnett Clean and Beautiful was a nonprofit entity that had no constitutional authority to enforce the trash plan and another thing and we did hold 6 public hearings and I don't remember you and I remember you and I don't forget a face and I remember both of you and we had good attendance we had a good turnout. I couldn't find this place but at the end of our 6th meeting we made recommendations to the Board of Commissioners and Pat correct me if I am wrong but I believe you were the one that gave the presentation and then at a duly authorized Board of Commissioners meeting these recommendations are now a matter of public record. Now what I would like to see these people do I know that you are a professional I urge you to look at these recommendations because each member of the committee on the last night we met gave them and up and down vote just like mandatory trash service we had 14 yes and I'm not going to go over all of them but there are there for your use and I would like to see you use those recommendations cause a lot of thought went into them and they will battle back and forth and I think anybody that was a member of that committee would tell you that a lot of thought went into this and it is a matter of public record and please use it thank you. Oh and also we did not get paid for our work it was all volunteer work that we did.

Resident #3:

I have a comment about the location this is not a good location for Snellville Residents it is out of the way and all of your meetings are scheduled during the summer while people are on vacation I think it was very poor planning to schedule that way I know sometimes there is another county entity that schedules meetings in the summer as a way of get things passed without the public finding out about it I'm not saying that about ya'll. But if you want your attendance to improve I would greatly suggest that you hold at least one or two of these meetings after school begins on August 10th also move them to a Gwinnett County Library which are in more communities than these parks are. Five Forks Library is in the middle of a huge residential area so is Mountain Park and I didn't see anything about a meeting being held in Mountain Park.

Resident #7:

Can I say one more thing, Gwinnett Clean & Beautiful did this county a good service especially with the education process and as far as I'm concerned they got a bum rat the Gwinnett County Board of Commissioners through them off the back of the trolley in my opinion I can not believe it and I was there at that meeting the day that Connie Wiggins presented this plan and it was going to be 8 pickup zones and no bidder can have more than 3 zones and I can not believe that Gwinnett County particularly those people with 6 figure incomes were not smart enough to advise the Board of Commissioners that hey this is a nonprofit organization and we need to put the checks and balances in place to make sure that its making them pass the smell test to pass the test of time. I just really think that Clean & Beautiful got a bum rat.

Resident #1:

Gwinnett Clean & Beautiful was had been divided up into 2 parts a nonprofit part and then the administrator of the trash hauler but the fault lies really not as much with Gwinnett Clean & Beautiful the fault goes back with the county commissioners if not turning it over what do we have county lawyers on staff for and had they looked at it ok they would have said this is not going to fly. You got to remember folks we are going to be paying a couple of million dollars in defensive lawsuit settlements at least. There are no way those lawsuits are going to come out in our favor and I'm telling you there is more than one of them in the bushes. It might be more of them if Advanced Disposal gets their way which by the way has problems in outlined counties.

PUBLIC FORUM – 6/20/2009
(Third Forum – Lawrenceville, 6:30PM – 8:00PM)

Resident #1:

Several questions have come to mind since I've listened to the presentation and the first question that comes to mind is we had something going since 1991 and all of a sudden in 2007 we decided to over haul everything. First question; why? 91 to 2007, I thought you were doing a great job, I'm a happy camper. Question number two, although I'm a citizen and appreciate my chance for input, why aren't we talking to the private haulers? They've been here for 30 years, who knows more about what's going on in the trash pick up than they do? Couldn't they be part of a program to compromise where you see needs that may not be met? And what occurred in 2007 to make this whole issue come to the fore.

My question was, we have private trash haulers that have been handling our trash for thirty years in Gwinnett County, why are they not part of the plan to work with you guys for any compromises that you see that they are not already doing? I appreciate being a citizen but I am not a garbage chick.

Resident #2:

First question, how do we get a copy of that management plan that the board of commissioners passed?

Number two, do you have any preliminary plans or anything being done now? Do you have an outline of what you are going to do besides what you have here?

What is this corporation that you paid a 133,000 to do a survey of this and give a state plan according to the daily post?

I was told that you had a contract with a private management firm, 133,000 to do a study

Resident #3:

I thought I heard you say that we do have an approved plan.

Is that plan expired? Are we in compliance with that plan?

Then tell me why we are going through all these machinations?

Let's take this one at a time. How do we expect anything we have come up with during the past, or we expect to during the future to address that issue? I mean, so we have two garbage collection companies or three or the county takes it on, how is that going to reduce the waste stream.

That recycling thing is the biggest hogwash. That was a pipe dream from Gwinnett Clean and Beautiful. We have been recycling everything on that list as far back as I can remember and the items that are recycled are a function of the recycling point, not the garbage collection. There were recycling facilities in the county which were not used by the county. We were using Gwinnett Clean and Beautiful which only recycled like 6 items. I still do not know, and I am very aggravated because we don't have anything yet we've identified why we are going off and pursuing any of these avenues. Why do we need mandatory service? What's wrong with the service level? Tell me one thing, other

than perhaps billing on property taxes or management structure that we cannot do through the franchise of the companies that are currently collecting garbage in Gwinnett. That's a waste of time. I've attended these things before. It's a waste of money to hire a consulting company. We have not determined yet what it is we expect to achieve by changing the current system. And I would ask you sir, to please try to put that in some sort of form for me.

I thought so; the county commissioners want to do it. You know garbage collection in Chicago is a big source of corruption. Now you know that Blagojevich is looking for a job, we can probably get him down here. He could run for county commissioner.

Unknown:

The first thing I have to say following up on this, it is my understanding that we had a citizen's advisory board for free. What happened to that? The next thing that I want to ask, which I think is very important, is I've heard nothing about single stream recycling being used and I want to know why? Why we are not using a single stream recycling situation. To the best of my knowledge we do not have one in Gwinnett but we have plenty in greater Atlanta area. The other thing is, there is a company called Recycle Bank and Recycle Bank will weigh your recyclables and will give you up to thirty-five dollars worth of points every month for your recyclables you can then use those points to select things that you want; discounts, free merchandise, money off of your grocery bill etc. What I want to know is why has Gwinnett County turned them down? They have communicated with Gwinnett County and I was told that Gwinnett was not interested. That is money back in the taxpayer's pocket. As far as oversight by the county, these companies should be able to administer the programs, for the most part, by themselves. If you have, and I will say, if you use no matter how many haulers, if they have certain areas that they have bid for and they're selected in those areas then you know exactly where the buck stops if there's a problem. Again, you use the word input, are these companies that have been here for years going to be able to bid? Is another bid going out? Or are we talking about just their opinion? The other thing is seniors and being a senior and unfortunately I see a lot of you here. Fortunately or un, and what I would like to know is, there is a ten percent discount to a seniors. We produce much less garbage than a large family. And so, we need a much bigger discount than that. And I will let it go with that. Would you have a chance to answer something about Recycle Bank and single stream?

Resident #5:

I'm going to make just a very quick comment. I just want to make this company's compare; Fulton County, Cobb County, Forsyth County. They've all got multiple providers there that is not required by the county or issued by the county. Everyone there gets their choices. Everyone gets what they want and they pay for the service they get. Thank you.

Resident #6:

I have three things that I'm concerned about. I did live in Pleasant Hill, I mean on Club Drive and people chose to throw their garbage on the turn lane and it ended up in my yard. I didn't like that. So I am concerned that folks have some kind of major incentive regarding mandatory collection that they just can't decide that they'll just take it to work or throw it on the street because their culture decides that it's not needed. I think it's needed. The second thing is, billing on the property tax. I think that that is outrageous. Absolutely outrageous because you can put a lean on my house; utility bill, other means, direct billing, that's fine. But property tax is not okay. The management structure, I understand that Gwinnett County has selected garbage as one of their seven mandatory services. Gwinnett Clean and Beautiful was not okay, it was not a county agency. In terms of management structure, frankly I don't care, but as you can tell from the people that are here, they want choice. I like choice and when you start to narrow it down by collection districts or the number of haulers that are available, you get people's dander up.

Resident #7:

In looking at these, it just doesn't fit what I experienced. At Knowlwood Lakes we have over 400 homes and we chose a provider who was willing to work with us. So we had nice garbage cans with our name on the side, they all looked the same and we were charged thirty-seven dollars a quarter. These people were awesome, it was Quality Waste and they were on time, they didn't spill stuff, they didn't break glass in our front yard and they were great and it was heaven. And then this big mess happened and now it's different providers because nobody likes who took over which was Waste Pro. Which leaks garbage and broken glass and isn't on time and argues about the billing and was supposed to work with us and it's just awful. So anyway, when I look at the disadvantages about the illegal dumping I agree the woman before me, some people are slobs. And it doesn't matter if they have trash pick up if you gave it to them for free; they're going to throw their garbage out. So I don't see that that's an issue. I think that that's a community service issue which was being addressed because community service was utilized in this county in an excellent way that was picking up that trash so I don't see that it was an issue except they need to send them over to the woman's yard that was before me. So as far as the fees being lower, absolutely not, it's almost double. We had excellent service, because we had a choice. And they knew that if they didn't do well, we would go with somebody else. So we had nice garbage cans and now all we have is a mess. Thank you.

Resident #8:

I participated in the forums we had previous to this and I gave my input and put my input. My question is I live on a cul-de-sac, there are three houses on the cul-de-sac, and we have three different garbage services. They all do an excellent job, ours is Robertson and I even have emailed them and told them; you do an excellent job and I appreciate it. However, it would make, especially when gasoline was 4 dollars a gallon, which they could not have continued to be in business at that rate. Something would've had to

happen if the price of gasoline had not come down to a more manageable level. I was disappointed to see that the county had only selected only two carriers. That was very disappointing to me because a primary concern I have, and I disagree with all of you who disagree against recycling. I think that, I know the state of California doesn't have any money, but they recycle almost everything. You put it all in the same container. They come along; they have one for road stuff like leaves and stuff. They have one for recyclables and you put all three of them out on the very same day and they pick it all up, one after the other. Also, as far as the problem with the lien, I do have a problem with that because I have a, there is a house next door to me. The owners live in California and they would have no way of knowing what was happening as far as the garbage service which is a concern. And also, the same guy that rents that house that lives in there is the biggest slob I'd ever seen. The county has been out two or three times trying to force him to get the old water heater and other stuff out of his yard and all the tree limbs and all this stuff. So, we do need a better garbage service.

Resident #9:

My biggest point with all this is that your whole presentation you've said; well hey we've got these great new ideas but the status quo is no good and its out. Now I hear you say that the current way we do things is an acceptable alternative. I think you guys need to tell that in future meetings that the old plan is an alternative. If you are going to go with this kind of new ideas, you need many zones and you need more than one provider per zone so that people have a choice. Everybody wants a choice and requiring us to have one is not good. Allow people to hire either of those providers or maybe there's three or hire none. I don't think you should require that, some people don't want trash service and they have their reasons. They can get rid of their trash for free because the work with a garbage company. You should encourage subdivision to negotiate with hauling companies like that other woman said. In my subdivision it's mostly Robertson but we have other carriers. That would solve some of your issues with too many trucks on the street and all that. A real big point with me is that I don't see a need for government to solve a non problem. You guys want to create this huge structure with some management where we're paying somebody or a whole staff to do what right now happens for free. So why are we wasting all this time discussing this when what we have works, doesn't cost us a lot of money and we can negotiate with providers. Problems, lack meeting notice. It's very a hard to see that you guys are having 8 meetings; I know you're trying to publish it but you need to get the word out better. Look how few people are here; this is a hot topic with Gwinnett. I don't want this on my property tax bill for all of the reasons listed. I think it should be utility. Reduce illegal dumping; you have code enforcement use them to do that. And talk to the haulers about a recyclable way to recycle better. They're going to have some ideas, a lot better then we will.

Resident #10:

We're very happy with our provider; we have more problems with school buses than we do garbage collectors and including speeding on our cul-de-sac. I think that like everybody else, I do taxes for a living; I don't want it on my property tax bill. The county

takes enough from me as it is. And if everyone looks around the country right now, every government and everything that everybody's doing to us, nobody is running it better than we were doing it all by ourselves. If you go back 50 years and when we had more control of our money and people listened to us, we're held accountable. We didn't have these problems; the county is not the solution, the federal is not the solution. You need to leave us alone let us have our choice and pay our own bills and stay out of our private lives.

Resident #11:

I like the trash hauler that I have, they do a great job. I do not want the county to abridge that right. If I lived in Snellville, I would not have a choice of hauler because the city pays for it. Now if the county wants to pay for my trash haul, then they have right to select who it is, until they do that, I do not want my freedom of choice and my right that if I am not satisfied with my hauler to change it, taken away from me. Secondly, what the county has been pushing is in essence creating government created monopolies. When I moved to Georgia twenty some odd years ago I moved from an area where I could select from several cable TV companies. I came down to Georgia and I had no choice, it was a mandated monopoly. And what did I find? Increased rates and every six months the fees went up; customer service went down the tubes. It was customer no service. What the county is proposing is taking away my rights, is taking away the rights of free enterprise and in this economy you're going to drive some haulers out of business. That to me is despicable to deliberately drive people out of business and increase the rate of unemployment when in the metro area it is already significantly higher than the rest of the country. That to me is wrong and I do not want any bill for trash service coming on my property bill.

Resident #12:

One year ago I was paying 45 dollars quarterly for garbage pick up and for those 45 dollars my hauler showed up on time, picked up large items like sofas and things like that and on top of that they contributed to my neighborhood association. The plan that was supposed to start in January was 61 dollars and 35 % increase and with less privileges to me and I find that absurd. The other financial thing I wanted to talk about is the 500 dollar recycling fine that just got passed and I don't know if that's specifically for this forum but it needs to be mentioned the fact that somebody who is jogging past my garbage can could throw an aluminum can in my garbage can and I can get a 500 dollar fine, that's outrageous so if you guys want to continue with 500 dollar recycling fine then you need to provide locked garbage cans. Also I want to point out the traffic with the garbage trucks. I have a small neighborhood and I estimated about 1,200 cars per week drive through my neighborhood and adding one more garbage trucks is not going to make that much of a difference. Another thing that I wanted to point out that was a huge flaw was the change of plans due to the bond requirements for the haulers and I think that something reasonable needs to be come up with there because it was several million dollars that these guys needed to put up and I think that was a little absurd for someone that just had to haul garbage. That's all I needed to say.

Resident #13:

I just had a couple of questions since they started this trash, honestly, what was wrong with the old plan? But since they tried to change the old plan it's just cost tax payers a lot of money and the county are getting sued left and right and all it is about money. From changing something that nothing wasn't wrong at all and it's like what? Waste Pro is suing ya'll for 40 million dollars now. Advanced is suing ya'll for 40 million. Every body is suing the county, who going to end up paying it? The taxpayers and its going to raise the garbage prices up, if the county take over ya'll going to raise the price up so regardless. Since day one, it ain't nothing been solved but ya'll getting sued, hiring a new company and the taxpayers just paying all these bills for what? And ya'll have solved nothing.

Resident #14:

I have been in unincorporated Lawrenceville for thirty-two years. The biggest part of the time we've been here we've had the same garbage collection. In fact, a mailer came from another company and we picked up the phone and called our company and they were more than happy to meet. We pay 44 dollars a quarter, we have Waste Industries. If I have something that needs to be picked up all you have to do is call them and they come out and get it at no charge. I don't want anything to be added to my tax bill and I have been to, I don't know how many of these meeting and we're going over and over and over the same things and we're not getting anywhere. We don't want the government in our business, we want choice. We want to pay our trash people directly, work with our trash people directly and I think if we are going to have 5 more meetings, why aren't these trash haulers here to hear what we the customers have to say.

Resident #15:

My concerns; I'm an old lady, I live alone and weekly my garbage is about this much and I shouldn't have to pay for my neighbors next door that have kids and have overflowing garbage cans. I think seniors should get a break especially us that are old and single who live alone. On yard waste, a couple times a year I have some yard waste or some leaves maybe or some pruning's and I should pay an extra 10 dollars every months because a couple of times a year I have yard waste? These are my concerns. I am old, I live on a limited income with paying the monthly fees I can pay for it out of my social security but put it on my property tax once a year, that's a hardship for me. It really is. I budget and if I can budget so much a month I can handle it. I can't handle a hundred or two hundred dollars at the end of the year.

Resident #16:

I only have a few statements, I would like less government involved in our lives. We don't live in Washington DC thank God but I don't want Gwinnett County to end up like Washington. I like to control my money not have the government, Gwinnett County, pay the haulers. I like the service that I get; I like to pay my own bills. And I also want the

freedom to choose my own hauler. When you made this mess last year and we had to pay 23.50 to have our service transferred to the company that you were going to pick for us, it took me 3 months with our old company because we decided we didn't want them because of the service we were having. It took me 3 months just to get 10 dollars back. They said that they had to transfer my service to another company and I told them it was a bunch of crap. Because I don't know why the county allowed them to charge us for that but it was wrong. And, so less government for all of us, the better.

Resident #2:

It was on the board something about exemptions. I don't know that this was considered an exemption but it is what I would call it a consideration. I'm overlook green town home owner's association. I've been told that they are over a 100 town home owners associations in Gwinnett County. I can't say how many in unincorporated Gwinnett County because no one seems to be able to tell me that number. Needless to say, they are quite a few. The program that we have written up now took no consideration whatsoever to reflect the fact that town homeowners associations with their peculiar problems was recognized at all. I won't waste your time since we're limited to two minutes in going over what they will be but I have to furnish Mr. Huckleberry and I will furnish R.W. Beck what those special needs are in case this consulting company has not pursued that exemption or consideration. I would say one thing, our homeowners association where I live at the Greentown homeowners association we have a contracted fee of eleven dollars and 44 cents. Again I ask for special consideration is provided in the ordinance concerning the special needs of fee simple owned townhome owners association.

Recycling Company:

I really just wanted to clarify for people who had questions. Just so you know there is single stream recycling all over the county. All the hauler have that ability, so if your hauler has not expressed that information to you then you just have to get with them and they all do because we do the processing for everybody and every hauler has that ability in Gwinnett County at this time. They're all delivering material that looks like single stream they might have just not gotten that information out the information out to everyone. If they come to us, which most of them do deliver to us they have that ability to use single stream. So, just wanted to clarify that.

Resident #17:

We did have a very nice collection service and we were forced to change because when the county deemed that there would only be two haulers, our hauler that we had for a long time bailed out, sold out their company to one of the two services that was deemed by the county. Now my wife and I own two businesses. We pay for trash collection out of a dumpster at each of our businesses individually. If we wanted to haul our trash one, one week and one the next week to our businesses and dispose of it there, that's okay. I do think that we need to make sure that every residence in this county has some form of collection service because I believe the figure is 20,000 residences do not have any trash

pick up but I think we do need a choice. And if you have 2 haulers or 3 haulers for each district it's going to keep the competition to a point where it will be much easier to get something done and if you don't like the hauler we can change. Thank you.

Resident #18:

To give you the benefit of those six meetings, two things came about time and time and time again. Citizens of Gwinnett County want choice and they don't want it on the tax bill. Enough said.

Unknown:

Going back to the situation with our economy yes those 20,000 residents who don't have service are probably dumping it on my property and on my corner every week and I pick up trash bags and people are just dumping trash over my banks where I have 6 acres and how are you going to monitor that. How do you plan to monitor something like that? Not on the tax bill but everyone should have to prove that they are on a system. Or you have to have exceptions like I know a lot of widows that are in my category that take their trash to their sons and daughters cause they just cant afford it you know and when I call that hotline information number there was no oh well everyone is going to pay a flat rate when it was first instituted and I said that that was unacceptable. You have to have a tier system within that rate that people pay cause you cant average it that's not right cause you have senior citizens who are on fixed incomes who take it honestly and if they can have a letter notarized by an attorney and take it to the county and say this is my proof that I take it to my daughter you have to consider these exemptions. You got to have a heart.

Unknown:

I just one to clarify one thing about the Recycling Bank, they are not a hauler and they just weigh the recyclables and they give you points that you can use and I have no association with them and I just found them on the internet and I did call them and ask for information and I thought well if we are going to do this then why not get something back for it.

Resident #19:

I would just like to clarify a few things. You talked about state mandates and it sounds like the state is telling you what to do. All the state asks is that you have a plan and they don't stipulate what it has to be. The plan asks that you decrease solid waste for one and you noted that there were only 2 haulers that were financially acceptable in the program. There were 2 that were selected and they were others that were financially sound enough that they bid. This may be a little controversial and I hate to do it but I think that the people would be interested to know that the group before that did the initial plan they had 4 options and the county selected option 4. The county was going to go into full fledged along with Gwinnett Clean & Beautiful to get customer service and everything which

was going to give them 1 million dollars a month and out of that fee that you showed only about 5.50 was going to Connie and or Gwinnett Clean & Beautiful. That's a whole lot of money and they were going to build a bureaucracy that was going to run a little over a million a year and that is just more money going into their pocket so I prefer what everybody said I really don't want the county to be running it. The haulers have their own people and their own customer service groups and their own operations group and they can handle it and you're just doubling up. If I called the county with a complaint all they do is call the hauler so I can call the hauler myself. I have to agree that we sat through 6 meetings and it was absolutely not a question at all that a vast majority of those people wanted free choice and at the end I don't think that was clarified down to the point that it got to the commissioners. Thank you very much.

Resident #20:

I will just be real quick and I had the unique experience to have worked with Gwinnett County for some time and I also served as an appointed member of an authority. I have heard that they do not have a preconceived idea of what they want to do but I would tell the citizens of Gwinnett County to watch them close because I don't buy that for one minute.

Resident #21:

I live in Duluth and I also served on the Citizens Committee earlier this year. While I did hear the same type of things that we are hearing tonight is that people don't really like the plan I personally feel that the plan was fine but the executions stinks but now that we are sitting in the middle of these lawsuits. I guess my other concern is that we have these big lawsuits with Waste Pro and Advanced Disposal now what's going to happen is you are doing all this studying and the lawsuit hasn't been settled it would seem to me that the most logical way to settle the lawsuit is that lets get back to the 8 districts that were proposed and give Waste Pro and Advanced Disposal their 3 districts and make their lawsuits go away and which leaves 2 districts which means that we are back to square one. Why are we wasting the tax payer money on this study when we are probably up against the wall anyway and there was nothing wrong with the study that was done last year? Absolutely nothing wrong the execution just stinks and were all going to pay the penalty for it.

Resident #22:

Very quickly I live in Unincorporated Lilburn and I too was on the committee. Clearly choice, not on the tax bill, we heard it over and over again. Another thing is competition it was more than competition people saw competition as the competitive bid process and let the county take care of the competition through the competitive bidding process at the lowest price. That was what some people interpreted but not what we heard. We heard choice and let me hire and fire my garbage company if I don't like them and then I will go where I want to go. So when it comes to competition there is a lot more than just the price, service and the ability to take your service elsewhere.

PUBLIC FORUM – 7/9/2009
(Fourth Forum – Suwanee, 6:30PM – 8:00PM)

Resident #1

How many haulers do we have currently?

How is it taken into account that we have four haulers that now became one hauler as of two weeks ago?

How many bids? Maybe two?

What wiped out all the others?

What were the variations to the bids; those kinds of things?

Resident #2

I noticed that you wanted to keep recycling. Under the new plan are you going to keep or expand recycling? We were lead to believe by Gwinnett Clean & Beautiful that we had required by the State mandated that we had to go to a recycling program; that it was not an option. Is that not the case?

Resident #3

This group is so small that I think it should be an open forum for questions & answers.

Second I feel like you missed an opportunity to educate us because of the format here, where you could just have an overhead projector where you could have photos of the landfill & showing us what you want to fix like dumping in the creek; with landfills and everything by displaying pictures of dumping and landfills.

Also, you assume that we know what happened with Gwinnett Clean & Beautiful, which we don't.

Also, there's a lot we don't know about paying for recycling. Like if recycling is mandated does that mean that you're going to just put a can at the curb, or does it mean if you don't recycle is there going to be a fine?

And then what kind of recycling are you going to offer? Right now my guy (hauler) doesn't pickup cardboard and whatever. And they never tell us what the rules are either. You call and ask. But it's like there's no information.

For this contract; what's the length of this contract? Is it going to be renewed in 5 years?

Do you get to complain?

I've lived in several places where there was a contract and it worked just fine. It just depends.

Also the notices about this change. For me and the people in my neighborhood; the only way they knew there was a change is when they received a notice saying "you have to pay us \$25 dollars".

Where and when do we get notices about this? In the future could we get notices about on our bills. Just don't assume that we watch the news or read the paper. I guess you could put it on the courthouse door.

It's not being run well. I think we just need more information. I think you need to assume we don't know anything.

Unknown:

Can you address the situation with Gwinnett Clean & Beautiful? What led you to appoint a non-profit organization the contract for a government project?

So it sounds like they were authorized and then their authorization was not recognized by the judge. I don't understand that.

Unknown

GCB is a non-profit organization. So what do they have to do with this new solid waste plant in the Lawrenceville area. (The transfer station)?

Resident #4

I sense that we are talking about history then about future. So I'm hoping that this group can refocus on the future.

In a county our size we really do need a better structure then we've had in the past. Although from a competitive point of view I do like the fact that we can choose our own hauler.

Our sub-division of 101 homes two years ago went with one hauler instead of 4 or 5. We enjoy it. We appreciate it. We have a lot of the benefits discussed here. We also are paying a lot less than the proposed rate.

So my primary grief is with the fee.

I would expect, going back to the comment about some paying more and some, less. That might happen.

But, I think the difference in our case if substantial. We are going from less than \$14 dollars a month to over \$17 a month.

So, there may be some economies of scale that are not being properly exploited or taken advantage of. And maybe that's the area where we need to focus some change.

But, getting better haulers, getting more pickup, getting more things in the recycle stream instead of the waste stream, are all good things that we should be striving for.

Resident #5

In our 23 home development we were able to negotiate a 25% discount over what the county has for the whole county. I just think that is pitiful negotiating by the county; which tells me that GCB built in a lot of margin for their Call Center and for their own

profit. I understand that in these tough times that they're trying to maintain their viability. But it just doesn't work in this environment.

I also strongly support standard waste and recycling. We're out there every week with one or two buckets of recycling. But again it just does not add up when we're talking about 23 homes. And you're talking about thousands of homes. That just don't fly.

We too, for 23 homes we had four different haulers coming in different days of the week. Again, it all makes sense for what you're trying to do.

My biggest thing was that the misinformation out there in the newspaper, and that fact that there was no official notification that I saw from the county saying 'this is what to expect'. I truly don't know if the facts were that this was going to go on the taxes and if this was going to be a 'lienable' offence. If so, then I strongly object to that. Either make it a separate entry that says 'solid waste' and has nothing to do with your house bill. Or give me a separate solid waste bill; through it on the water bill so that there will be no further tremendous cost to the county to do that. While I support what GCB does I don't think they have any business running this.

The other problem I had was, and I don't know if this information was true or not, that they (GCB) would have had trash inspectors and some people who don't work for the county or law enforcement, who could give me a fine for \$50 or \$70 or whatever type fine. If you're not associated with the government, I just saw this as a profit center for Gwinnett Clean & Beautiful.

Resident #6

We have over 200 homes in our sub-division. We had an issue with too many garbage trucks in our sub-division. So we went out on our own, got bids from companies and got a very good rate with a hauler. We now enjoy good service at a very good rate. We have a contract with that hauler. The county coming in a mandate a certain hauler, it violates the contract we have in place. That needs to be considered. I don't think anything should be mandated. I understand the issues. I just think there's got to be a better way to do this. This should definitely not be on our property taxes in any way, shape or form.

I do not believe anything should be mandated, particularly recycling. I have a very strong opinion about that. I do it myself. I think we should really think about all of these issues. I do not favor mandating.

Resident #7

My comments are about the future.

What's wrong with the county, between citizens and the haulers? People don't want to keep their trash. They want to get rid of it. We had haulers doing it. Each one had subscription contracts. What required such a total change in the system?

Presumably, from your presentation there are issues. Issues like some people don't get rid of their trash or illegally dump their trash. These are a law enforcement issues. Why because of that, and I am sure this is a tiny minority of people who prefer to live with their trash or do illegal dumping. Deal with it as a law enforcement issue. Even if you

want to go so far as to make subscription mandatory. You can do it by requiring everyone to have service subscription like auto insurance, if this is such a big problem. All other issues like the one with multiple trucks making noise. This is easily resolved. If it concerns the citizens living in a neighborhood that has many trucks; practically everyone has a home owners association. The HOA can limit the number of trucks. We don't need the county in between. Nothing good comes out of county or government in general inserting itself between citizens and services.

Here's an example;

The rate, even before the service started with the historical proposal from GCB was already higher than we were paying. And the current rate with Robertson, They've already hiked the price. They charge \$45 dollars for three months which is now \$15 dollars per month. This is more than it was half a year, or a year ago. And the new proposal already has a higher rate than that.

And I'm sure once the county steps in and tries to control it, it will all go up. And it will definitely become like a tax. If you include it in our property tax; this is the worse. But, it doesn't matter how you hide it. Even if you bill it as a separate item, it's all the same.

We don't need government. We need less government. The county has enough issues to deal with without this one. I really don't understand all the hoopla. Trash is really a small issue. Nobody was bothered by it. I am suspicious that something is driving it besides the general desire to control everything.

Resident #8

Some independent studies have shown that almost 20,000 people are living in the county without paying for waste pickup at their homes. And I think it is making its way into our streams, our ditches, our fields and different areas in our county. And I think without there being teeth in some type of plan, I think when you relayed in the history of the solid waste plan in our county that at one point, home waste pickup became mandatory.

But, clearly, not everybody is paying for it. Not everybody has an alternate way of having their waste picked up, whether it's at their place of business or whatever.

Frequently, at the church my husband and I used to attend, on Sunday there would be cars come in and people would start to just get out of their cars and unload trash out of their trunks into the church's dumpster. I don't think this is the solid waste plan the county had in mind. It's obvious we need to do something about that.

I think if the trash bill is not part of the tax bill on our properties, then we have no teeth in the plan and some people will not have trash service.

Clearly, you say to people now that they must have auto insurance. There's teeth in it. You will go to jail if you don't. And so people have it. So there really needs to be a way to force people to have this type of service.

Collection districts: You mentioned that larger districts actually results in lower fees for the homeowners. In the same conversation, someone stated that the haulers are also stakeholders. Haulers are business people. I believe that the homeowners are the stakeholders who need the most consideration. If a larger district results in a lower solid waste bill, then my vote would be for a larger district.

Service level: I think that regardless of the size of the property or if you put out 2 bags or six bags, the level of service ought to be the same, except in special circumstances, for example the elderly. Some type of consideration needs to be available.

Management Structure: I tend to agree somewhat that Gwinnett County does not need to be in the solid waste business. I think that there are businesses, like Gwinnett Clean & Beautiful or others, who are knowledgeable about this business and could manage this plan and this business. I would hate to see sections of the county become a solid waste business.

Resident #9

I was a member of Commissioner Beaudreau's Solid Waste Committee. And once again I want to reiterate that we had literally hundreds of people who stood up and said 'give me a choice in my hauler and keep the bill off of my taxes'.

Second, the time of year that you are having these meetings; summer is not the time for this. We had a meeting in this very room and it was close to standing room only. We had hundreds attending. I've been to three of your meetings and this is the largest group I've seen, and I've counted 27 people. We were averaging 70 plus and that's not counting the meeting where all the drivers came.

Third, I've heard about less trucks in the neighborhoods. HOAs don't have to be the only ones negotiating these deals. We had people come in groups of home owners where there was no HOA. The groups got together, negotiated with companies and thereby lowered the number of trucks on the streets.

Safety Issues: The streets are there for vehicles. The playgrounds are there for kids. Keep the kids off the streets and the trucks off the playgrounds.

Recycling: Clearly Gwinnett Clean & Beautiful did not do their job of recycling. We had people come to the meetings who did not know the meaning of Single Stream. Somebody's got to do recycling education and let people know that it's much easier than it used to be.

I think that in today's climate Gwinnett County needs concentrate it's efforts in managing what they have instead of managing what it's citizens have, negotiating prices and taking care of how much you are going to pay for what.

Mandatory Collections: There were not allot of people who had a problem with mandatory service. There should be a variance for exceptions. I've never seen a government policy that did not have a variance for exceptions.

Service level: Yard waste should be extra. I live on four acres and don't need anyone to take my yard waste away. So I don't want to pay for someone else's yard waste to be collected.

Collection districts: I say keep it at eight, like there were originally before GCB changed it to six.

We've heard over and over, 'do not put it on my property bill'. You're messing with people's escrow.

Management structure; you could do an advisory board. It does not need to be county employees. It could be a think-tank.

Something I have not heard addressed in these meetings I've been to is the size of the bins.

This is a very important situation for Condos and town homes. If you live mid-way in a row of town homes, you have to roll the bin either through your home or around the building.

In one case the town home and condo owners had worked a deal out with a particular hauler where at a certain time of the week, they would set their trash bags out at the curb and the hauler would pick them up. They did not use the big bins. And that was a very important issue with many of them.

As far as the 20,000 homes that do not have service; if I'm not mistaken, I believe that that at least some of those homes were vacant at the time those numbers were provided.

Resident #10

I don't see the county government as the enemy. And I don't know Clean & Beautiful's whole background, but I think they've been kind of been getting a bum rap on this thing. I think that the county works for us. We're the client. So this is an opportunity to tell you what we think.

The quality of our life is streets being cleaned, water being cleaned. All these are huge issues. And this is not just a county issue, but a state issue. The Clean Water campaign has been doing a lot of work with this and the county needs to network with them. They've put allot of money into advertising and putting the word out and educating people as to why we need to do all this stuff.

If people don't have garbage service, where do they put their trash? I don't know. The county could, regardless of what happens here, could have cheap days to dump your garbage, etc. Getting rid of waste is a county job. Whether you do it yourself or hire somebody, or let us hire somebody. Ultimately it is a county job. So when a rental place dumps peoples' things out on the street because they didn't pay their bill, someone needs to clean that up.

Something else that is not addressed is what to do with things that should not be just thrown away, like pesticides, old paint & other hazardous materials. This has been on the news. We could put it in a bag and stick it in the garbage. But if everyone does that, it's not a good thing. The county needs to make sure this is properly taken care of as we move forward.

As far as how we are billed for this, that seems to be part of the county's job to organize that and make it happen.

PUBLIC FORUM – 7/11/2009
(Fifth Forum – Norcross, 10:00AM – 11:00AM)

Resident #1

My understanding that if, let just say I own a house and I rent it out that if they dump oil or paint or something that I would be fined \$500.00 and I don't think that's fair for me to be a trash inspector, inspecting my tenants trash that one reason that I objected to from being on the property tax bill. Most people put language in the lease that prohibits; Prohibited, but people do what they want to any way.

Resident #2

I think I live in an unincorporated area. My comments is that I think that I will deal with each of the issues, I do believe that ought to be mandatory collection, simply because of the, to me there is no such thing as illegal dumping, if you don't have anywhere to put your trash, you going to put it someplace where someone has to pay for its removal, so you are stealing from someone unless you are actually hauling it to a dump, most people in residential areas that I have encountered don't go to the dump, they just store it their neighbor's bin at midnight or go to their church which is sad or they go to a restaurant and dump their stuff there and someone else has to pay the freight for them, so I think everyone should have to pay their way, the service levels I agree , there needs to be a common service level of 8 service and then if there extra things that are particular to you, you should have to pay for them, like we use yard waste, but we don't use twenty bags every week, we might have 4 or 5 bags every week, and maybe sometimes , when the fall when it comes extraordinary use either the limit goes up or we pay extra for that service. Recycling, I believe it need to be improved recycling.

Specifically addressing the lady who had the problem with the oil and stuff like that, why should anyone be fined for stuff like that, if we got improved recycling, then things could be put in there right place and then there is no fine and brain thing, it means more managing on each person but, I think that we can all handle that.

Billing, I have a problem of it being on the tax bill because, despite it says that it is not a tax, it is because they buried future plans in the fee, if you start putting infrastructure in future plans that is a tax they decide what they are going to do with that money, that amount of money is going to a service, oh well out of time.

Resident #3

My only objection is that the plan says that we were going to pick three providers and we only picked 2, I think at that point it should have been re-advertised the parameters, decided that what will make more people eligible, a lot of the other vendors eligible, and then re-advertised and then pick the best three.

Resident #4

Now when this plan of yours was initially brought forward we called the county and ask them about our particular situation, we have the main road that comes down through the association, and there are 6 buildings on 8.4 acres of land and very narrow roads that goes behind these building,

and right now people takes their garbage and we provide a garbage can for everybody, they fill it up and we have a man come around in a pickup truck with sides on it and he picks it up and takes it to the dump for us and we pay him now, the reason, we had a large truck that tried to come in and service us at one time but he get stuck in the back road and they run over bushes and at one point they ran over a drain we had and broke it , so we can't use big trucks there, so we use this small truck, so we called the county and they said we don't have any small trucks but you can take your garbage and wheel it around in front of the building and we will come down with that big truck and take it away. Well, you know we worked this plan out by living them, we don't have a government coming to say that we have to do it this way, and the county says listen all you have to do is take around the building put it up front, well these people are seventy and eighty years old and one man is ninety you think he going to walk around these big building, a building bigger than this? It doesn't make any sense it just isn't right, leave us alone. That's my comment for the dealings. Personally, let people work things out. I'm getting sick to death of government, from Obama to government of county in general. That's my comment. If you would like to ask me questions that will be fine.

Resident #5

I resonate the comments with the previous speaker, just looking at my family versus the next door neighbors, she is a single woman living in a house the same size as mines she travels frequently she all by herself generates as much traffic in a month as do in a week with my wife and my new baby.

Several of the other issues deal with enforcement conditions, this young problems with a tenant, its ridiculous to expect us to enforce rules and I don't care what the lawyers say, language is only as good as what happens in court when you take it there. If we don't have a professional management organization in Gwinnett county which I finds amazing all the places I lived. To turn that over to a non-elected , non –government organization and I like those people and I do recycle and a whole bunch of other good things. But that's not the right decision in this economy. You have to take some responsibility in terms of enforcement. Its not my responsibility. That's what my taxes pays for unless we all want to strap 45 on our hips and go out and deal with those enforcement issues. We should have decent enforcement as well. I got several I don't care. But you know, the ideal that I might or not have control over what could eventually present a lien potential on my property; yeah that's when the 45 will come out. So the role for GCB; they do a great job in what they are doing in recycling and public education. I know Connie Wiggins and I have talked to her. There are allot of good people there. That's what they need to be doing. We need to have a professional oversight of municipal solid waste.

Resident #6

Just 2 things that I want to add to those comments number one you talked about level service, well level service does not necessary equate to good service. And I believe that anything that is mandated by the government, level service moves from being good service to becoming mediocre service. The only way to keep service good is to keep competitive private service.

Secondly you talk about controlling cost, once the cost has moved out of the hands of the public who chooses the which service they want it become government control cost. We have no way of knowing what kind of hidden cost is going to be in there.

You talked about a whole agency and talked about a call service back here we are paying for that the private companies has their own call services that's incorporate into the cost.

Personally we don't want any change, we do not want any more government interventions into our lives its enough already we are happy with our service, we are a part of the neighborhood association. We have negotiated lower services in our neighborhood directly with the private carrier and it works quite well thank you, and if we don't get the service we want we actually change service. We don't have to put up with a low bid company that may provide less effective service so we do not want a change thank you.

Resident #7

I actually mirror her comments as for as the trash collection only being by one company, if we don't like the service who do we go to, we cant go to anybody else so the competition there for companies to provide better service for a lower cost is there if you have more companies competing for service.

Also for as billing on the property tax I am against that, we for as our homeowners association dues that is included in our dues and that is what we use to pay for our trash service.

Resident #8

I have lived all over the country and familiar with trash pickup services, the last county I lived in before Gwinnett was DeKalb and they had mandatory service paid for through the county.

One of the things I dislike about Gwinnett county is the fact that we have 9 hauler trucks come through our small subdivision 2 days every week , I think that this is really bad, not only for the street, the small children that plays on the streets, people that out walking in the streets have all of these trucks. Also big on recycling been doing this for about forty years, I'm older than what you think I am. I've done this in California , I've done this in Georgia. I've hauled stuff myself. I would like more stuff picked up at the street.

To me we need the increased ability to recycle as much stuff we can. We are running out of land use to put stuff in the landfills that's no doubt about that, I don't have any problem paying it through property tax, right now I am having tom write separate checks myself to the haulers that will be one four less checks a year I have to write, the more you catch people paying than saying that they are not going to pay that's what I am for let have something that is good for everybody certainly there's some exceptions that can be done such as condominiums associations and other groups to let them do what they want but the vast majority of us lets us have a better service.

Resident #9

We have a homeowners association, I'm great that we have 56 units on 10.5 acres, we look long and hard every year for small haulers, we put the bid out and it gets harder and harder. The large trucks damage our streets, our streets are proud fifty six people have to maintain those, who's going to maintain those when your mandated county trucks damage our streets? So I think the condominiums should have the right to pick and choose as to who the haulers are.

Plus we pay for it in our monthly association dues so we know we get good and constant service, we can call our collector even on times when they change drivers and say that it is not picked up they send somebody out special to make sure that it is pick up on the day that it say it should be picked up.

Resident #10

I am the President of a Homeowner association, I represent 135 homeowners, basically we have a company that we are very happy with, I think one solution to this problem is to allow homeowners association to designate the hauler that they would like, again we have 135 homes, we have a great relationship with our hauler. Again, no problem with mandatory but let us pick it.

I am a big fan of recycling. Remember, if you are not recycling you are creating trash somewhere. It just doesn't disappear or go away.

Another thing is regarding the tax bill or so on I personally have a problem with that we do pay trash fee through our HOA if we decide to we just take it off we don't have to keep paying them the board decide what we do if you don't like it just take it off.

Another thing is regarding the managing structure clearly something has to be decided I'm not smart enough to figure that out though you guys have to figure that out.

Regarding collection districts again if you allow organized HOA who has negotiated vary attractive arrangement to select their hauler, I think does add a element of competition. Our hauler wanted to make some changes recently. We told them if you make some changes you are out of here. They of course re-accommodated us and we are very happy. Again that's a issue there.

Regarding the issue that was brought up about tenants throwing paint or oil, I think they should be fined a 1000.00 dollars if they find it in there. I don't think that that is a problem at all. If your tenant dumps oil and you are fined. You fine your tenants. That's what we do. We fine them and add another fine on top of that. It's a very simple system. If they get fined a couple of times they will figure out real fast that they shouldn't do this. I don't really see that this is an issue at all.

Regarding trucks rolling through the property: Where people have special arrangements that they have made, I think that's an ideal situation and something that should be accommodated in some way along with the county thanks very much.

Resident #11

I am a PTA board member from 1992. I also do voluntary work in the Gwinnett County cleaning up all this stuff. But my question is like a private sector competing all these garbage systems. When we look at this country right now, where we are, in the name of the Gwinnett beautiful things, if Gwinnett county is going to take over, you know lots of people is going to bankrupt. Because Gwinnett county don't have the jobs and I have a neighbors that has lose the jobs you know he has a problem paying Gwinnet county right now the garbage system you know so take up like a family we brings the family together those who we are to conversate the ones who lost their jobs and the economy gone so bad we are on the basic on the dates so if you are putting on that one what is going to happen likes those who is out of a job who cannot pay the garbage later on they have to foreclose their house.

So I will appreciate like to consider my point , just leave the competition open what ever they would like to choose it to choose it and I am very satisfied with my private system I will

appreciate the if you leave like the open system and don't bankrupt the people and thank you very much.

Resident #12

One of my concerns is, if you have a house and its not occupied and you don't have anyone in there, you should be exempt from having to pay this because no one is generating any trash at all.

Another thing is when the government is managing this, I'm sorry but you guys are like a foot fungus. You guys just grow and take over and you start throwing in little fees into things like processing fees, managing fees; 'well we have to take care of this or managing that' for the trash. You guys, I'm sorry but that's the truth you guys grow.

Another thing is concerning the paint and people throwing trash in there if its going to be like that, you are going to fine the homeowners for something that the tenant did and the homeowner doesn't have and the tenants just walk away leave the homeowner standing with the bill with the fine and that's not fair. That's going to bring up rent prices because they have to compensate for that, and that going to bring up negative to the housing market and that's what I have to say thank you.

Resident #13

I think that we should have some kind of Management Company overseeing the haulers that are allowed to come in and take care of our citizens and our solid waste. I do believe that competition is good I think that it keeps a level of service higher. I think that not all of us is created equal not all of our trash is created equal not what we want out of our trash service is created equal so to try to put something mandatory all across all of us in such a large county and such a very large state is not going to make anyone happy, you can never make all the people happy all the time but you are never going to make anyone happy by trying to put one system in place for every single person. We currently have about 9 different trucks coming through our neighborhood and I don't like that, but that's something that I have to take up with my homeowners association in a different kind of organization to try to come together on an agreement with a company like some of these other associations have to come up with a solution to that particular problem that's it.

Resident #14

I just think any kind of mandatory system is penalizing everyone for the infractions of a few , and it seems like a enforcement issue. We already have laws against illegal dumping and those need to be enforced. And if illegal dumping is the issue, we need to provide a way that the people can resolve that; a dump location so they can have a place to go. There also a number of other reasons that people has brought up why people don't need mandatory collections and I think vacant properties is the one that really affects me.

The other issue that I have if we are going to go this route cost is not working for me and I cannot be alone in this. I pay forty five dollars a quarter and that include lawn services. That's fifteen dollars a month. You guys are proposing something that's almost double that and I am looking for the economy scale and I am not seeing that you already mentioned that you were unable to control the varies service level even though you franchised and licensed these companies and there is no reason that these service levels is going to be controlled with a new system , so like

everybody else has said we need competition , we need to keep these decisions at a personal level and evolve our homeowners associations when ever it is necessary and we need to enforce the laws that are already in place rather than punishing everybody for what a few people are doing.

Resident #15

I am part of homeowner association. I have been here before I was part of the initial hearing that you held here and I mentioned some of the ideals back then I think again for as mandatory collection it is nice to have it and stated. The county already has a record of county citizens in the form of tax records so they know who has it. So if you want to enforce a mandatory collection you can say on your annual tax bill you have to provide a proof of trash collection at your tax bill not the county that has to come in and say here is the service that you have to have to provide a proof of garbage collection and then you are done.

There is management in place. You don't need to create a different infrastructure and the government a different expense people are there all that is another proof that needs to go on their records that's all that needs to be done , so this additional work that you are doing as you have heard from multiple people leave the system alone the operators are working find with our HOA and another HOA in our area has been working with a single hauler for the past I want to say 8 or 9 years and we are extremely happy with them they are providing excellent grade of service and they are willing to expand that operations at the same low cost for the entire Peachtree Corners area. Thank you.

Resident #16

I am sorry that I missed so much of your presentation; I want to tell you that it was excellent and you did a good job for county. We notice that we got a hundred and thirty one thousand or so in your fees, we don't know how many millions have already been spent on legal fees and law suits we have a county that is desperate for money we cant help as citizens to feel that somehow a profit center for the county, there is no way that we need this. I think that one of the reason there is so much concern in our area , we don't see bags of trash a round the streets we are fortunate to live in a section of county that is well maintained we have a great county commissioner and he does a good job . we recently sent out some forms regarding county services and things and our county commissioner is the only one who answered anyone request for information , so that you know this is not something that is a problem in our area we have good management at the county level and we are very pleased with that and I would say on thing about one of my neighbors he only lives in his house about four or five months out of a year he goes to Florida for the rest of the months, he would be mandated to have trash service while he is out of the states and that's just another inconvenience for us but to think that you are getting so much back-lash to this is that we don't want it thank you.

Resident #17

I really like the other proposed plan , there was a discussion about a greatly expanded recycling plan and I like competition but none of the carrier is really expanding recycling but I feel that if it was mandatory , that if they was mandated to get a franchise you would have to have a expanded recycling program, also they have also talked about in the first round of meeting a recycling bin

that had wheels and handle and a lid which means that newspaper and stuff is not blowing all over the street in the little bins . It would encourage people to recycle it will be easy to get to the street, it wouldn't trash the neighborhood. Also I know some areas have 5,6,7, possible franchises how about competition that limit 2to 3 hauler per district so that you don't have some neighborhoods that doesn't have an organized association that cant all make everybody go with one. Doesn't have 12, 15, 18 trucks every week coming through their neighborhoods, if you have the choice of two you have competition you know for price and all but you don't as many trucks if you cant get everybody to agree our neighborhood is 440 homes and I can honestly tell you that I cannot get everyone to go to one hauler thank you.

Resident #18

My neighborhood sits in the middle of about fifteen apartment complexes and I have picked up numerous bags of trash from the side of the countless dirty baby diapers on the side of the road , I have seen many, many, many, many vehicles put their bags of trash leaving their apartment complex on their trunks or on the top of their vehicles intending, I assume that they was going to stop at their dumpster as provided for them as part of their services. Maybe they forget or they fail to stop for some reason and the next thing that I know I am fifteen miles away picking up their trash from the side of the road . To me the litter that created is primary from situations like that not from residential neighborhoods. So until you can address and enforce people in apartment complexes actually using the services provided for them, I'm absolutely oppose to mandatory collections for residential people.

Unknown

I hope its ok to repeat something or to agree with something that someone has already said. For one thing I'm with this lady; We also have a very good rate that we have negotiated within our subdivision. And the proposal actually because I had a lot of yard waste ,I actually was going to nearly double my trash expenses. So as , as that when you head up here is one of the reasons one of the problems we had we wanted to reduce the cost I would say that wasn't very well address another issue is this big deal about recycling and one of the things when this came out was that we was going to have this wonderful new program , was all these wonderful new things that we was going to be able to recycle and they listed maybe thirty five or thirty six and if you look at that very closely at least thirty one of them was just a matter of being cardboard , some was saying pop cans , boxes and shoe boxes and cereal boxes , its cardboard ok if we can somehow get some of our people say that they will recycle cardboard which is actually one of the most recyclable and most used product to recycle, but I think that there is no reason to say that the county is the only one that can do that, there is certainly private people that is we ask them to recycle cardboard, the other thing that you need to look at ok once you are recycling is there actually a market for this or are we actually burying our waste somewhere , which I have heard this is actually happening , we are burying recyclable materials , in such a time as it is can be sold on the market so that my thought and the other thing is if your paper is blowing around in your recyable can you put a rock on the top of them ok.

Resident #18

Let me just clarify that 45 dollars that I was talking about is not a homeowner association negotiated rate that's just the standard that I called up companies and got so, just to clarify that's not a special rate that's what we should be comparing to.

Resident #2

I agree with everything, but too many trucks one of the things that I was concerned about was the limiting of the competition the ideal of placing a certain number of franchises per service areas well if anyone has ever been in the military they know that the military covers twenty four seven, there is a lot of folks that is in that environment who like day shift or there is some guys that like swing shift or mid shift and in the various sights that I have been at on of the ways that they dealt with that kind so segregation was to cycle and so day shift crew might have to then pull a mid shift crew or they might have to pull a swing shift crew so everyone had to go through that whole cycle so no given group you know was given preference to anything so in case of the competition I think it ought to be open to everybody and they have to service all the areas and you might have three up in one service area for two months they might have to cycle down to another area two months later that way you get the competition to all of the Gwinnet, so you are not handling a area that has fifty thousand homes and another that only got two thousand homes and the sixteen forums thanks.

Resident #5

Guys I'm just a poor telecommunication engineer who lately been working in municipal solid waste and energy areas, I've got a pretty weird sense of humor and I apologize for that but as an engineer I'm pretty much stuck with things that work. Having one provider or couple provider covering an area the size of Gwinnett county there are economy scales to kick in there also a lot of windshield time that kicks in for those one or two guys depending on where they are going, the biggest problem I'm worried about frankly is we are not dealing with what happening to the waste once its collected, I got a problem with the trucks in the neighborhood sure but I rather have the choice, My neighborhood is more like hurting a kitten to make decisions so we are going to deal with that but I'm real real concern with what we are doing with our solid waste once it has been picked up and the recyclables if we can do that I mean if we can recycle a hundred percent I will be real happy if we do something with the materials once we collected it a lot of it is being land filled and the hopes of we think of something to make a buck or make economic sense later there are ways of dealing with that ok we haven't looked at them in the county but we got (unintelligible) in our landfills, we got landfill facility that we are talking about expanding and or creating new altogether and this is going and I have spoken around the world literally and we are not solving the bigger problem which is land filling too much stuff ok there are ways around it, I would like somebody at the county level is open to looking into some into some of those issues they actually make money and a lot of cases private money is available and the county doesn't even have to flow the bond or raise taxes, so any way that my big hobby horse.

One thing I am also concerned about is having just one provider and it is chosen by I guess the county I don't want it to end up in a burg ravish type of deal pay to play to be able to get that contract I don't want to be hearing the recordings and stuff like that after like five years and when

that happens the community pays for it, when that company has to bribe somebody for that they are going to pass that on to us and that's one of my other concerns.

Resident #19

You guys have a hard job and I appreciate what you are trying to do, mandatory collections in my job in my day job I deal with government and compliance issues for a large corporation which sponge an incredible amount of exceptions process tracking for the problem that you are trying to tackle, I think forcing mandatory collections is going to create such an incredible exemption and exception process that is going to become incredible burdensome at the county level. Good government is small government creating such a mandatory process that will sponge such labor intense and exception , exemption tracking processing just is not meeting the larger goal that I thinks you are trying to get to so that's my comment to mandatory collections. Service level, managed care of services we can apply this concept to a lot of different areas of our lives, the spirit of managed care is trying to create a level playing field but I think that some other people has commented and these are not just comments managed care services creates lower quality of services not better and to try to implement a restricted level of haulers is not going to create a higher quality of service but a lesser quality of service thank you.

PUBLIC FORUM – 7/15/2009
(Sixth Forum – Dacula, 6:30PM – 8:00PM)

Resident #1

My first problem is I don't know why Gwinnett county government should be involved with trash problems at all. I was a Police Officer with this county and I'm retired. And in the 16 years I was here, litter and illegal dumping was the probably the smallest problem this county faced.

My Second problem is that Gwinnett Clean & Beautiful really didn't have any authority and never has. And the ability to have an authority to arrest people or cite them is a real problem.

Third, it happened exactly like I thought it would happen. There were two haulers given the whole county; as we all assumed would happen. Every city that I'm aware of in Gwinnett, and I have friends in all of them, are not overly pleased with the hauling system that they have now. It's more restrictive. It's less beneficial to them. My In-Laws, my Mother and Father live inside of a city that requires it. And they do a worse job. Same company. And they do a worse job than when they were in Unincorporated Gwinnett.

We've spent a tremendous amount of money on this. We're in a fiscal crisis, is what I'm reading in the newspaper where services are going to be cut. They now have consultants for this trash. They have spent; I don't know how much money to fight this injunction. And it's never been released how much money they've spent. But if we are in a financial crisis, I think trash is probably the least concern.

My other concern is that I live in a Dacula neighborhood that is way out. And everyday UPS, US Mail and FedEx are in the area three or four times a day. Are we going to assume that Gwinnett County is now going to take that service over because of the level of traffic? I would hope not. Because I do not believe that Gwinnett County is going to do a better job than what we currently have. I think it's going to breed inefficiency like most government agencies do. And it's going to be filled with a bureaucratic mess.

I'm really am just very disappointed at the amount of money and time that's been spent on something that really wasn't broken. It was only broken by some people.

I own two businesses in this county. I have trash service at both of them. Now I have trash service at my house because I thought it was going to be mandated. So, not only do I have trash service at one location, I have it at three.

To insinuate that the 20,000 of us who do not have trash service are going to dump illegally, is just incredible, and I think it should be looked over.

Resident #2

About mandatory collection; I went to the Citizens Advisory Committee meetings that Commissioner Beaudreau delegated for citizens like ourselves. I made a good point that a couple of guys agreed with me. If they've got a problem with not everybody having garbage pickup;

It's just like; we all know who pay taxes. You can go to the county and see who's paying taxes. Then you call the databases of the trash haulers that are available at this time. And

you ask if they have garbage service. And if I'm not on there, then I'm the one who should be signed up if I can't prove, like this last gentleman that I have a business.

So there's ways to get rid of these so called 20 to 30 thousand people. They can stop that if they want to. In other words, all you've got to do is see who owns a home.

There's a guy I work with who brings his garbage in everyday to the county schools and puts it in the dumpster. He could get garbage pickup.

So that could have been handled through the local Citizens Advisory Committee. That should be nipped in the bud. Then whatever else needs to be dealt with could have been dealt with. It really didn't need you guys.

As far a service level, I agree with the last Gentleman. Everybody got jacked up in the past. Whoever had a certain garbage collector, they were charged a fee to disconnect, and this and that. And they (the haulers) were upset; and I see their plight. Because they felt like 'we lost this business so we're going to stick it to someone somewhere and we're going to recoup some money'.

If the County gets it, I just fee like, who am I going to call? I know you say you've got a call center. But now if you want to call, and I'm not saying I've had to call 911, knock on wood. But I've heard reports of it being delayed with the budget cuts. And if you think they're going to answer the phone for "hey, they didn't get my garbage today".

And there's a lot of people who abuse it and forget to put there garbage out. But there have been times that they've passed by my house. And I'll call them and they'll send somebody out there late that night. That's with a private person you're paying, who wants your business. But if it goes to the county then they might get out there in the next day or two, 3 or 4 days after the dogs have tore into it and cars have run into it.

As far as billing on the property taxes: I really don't like that. I can manage my finances; thank goodness I still have a job. But I'd rather pay it separately because of the issue that there could be a lien. Even though I pay on time I just don't like that.

I read in the paper, originally when Clean & Beautiful was with this, as well as the county, they had figures, and I wish I could find that paper. The reason these two companies wanted it was they, Gwinnett Clean & Beautiful was going to go up from 50 cents to a dollar or something, their take each month. And also Gwinnett County was going to go up from a dollar to about four dollars per month. So basically it is in essence a tax increase issue.

I wish I could get those figures. I'm not just mouthing off. It was in the Gwinnett Daily Post that basically these haulers were going to give up 5 or 6 dollars; it may have been 6.50 per month from each customer. And when you tack on those new customers that you say don't have service, that's allot of money going to come in to the county. And if they're not going to manage it, and it's going to be the garbage people then it is in essence a small tax increase. And I just don't think that would be managing in the right structural way. Thank you.

Resident #3

I have one comment here. You seem to be creating a one-size-fits-all approach here. And that's what I saw from your presentation. "This is what everybody needs. And everybody needs the same thing." I think that approach is not working. An example is a family of six is going to have much more garbage than, say a widower. But if we all

paying the same costs, somebody is subsidizing somebody else. And I just don't think that's a reasonable approach to this.

Another area which the last gentleman touched on and you didn't touch on at all, is how much does it cost the county now to administer garbage collection. I don't think it's that much. And what is it going to cost under the new plan? The county right now is crying the blues over money and telling me how bad the budget is, how much they can't afford. The brand new fire station down the street from me will not open. And you're telling me you need to create a whole bureaucracy to manage garbage now. And somehow they can afford that but I can't afford a fire station down the street? What's more important here? And I'm very disappointed you didn't touch on that in your presentation.

The other one is the service I get. Right now I am very, very satisfied with my garbage collection. About three weeks ago, the gentlemen came through and missed my recycle bin. I called and they said leave it out and tomorrow we'll be by to get it. And sure enough, the next day they came by and emptied that can. Am I going to get that same level of service under your plan, or am I not? I want choice.

With my garbage hauler doesn't perform I get a new garbage hauler. Under your plan, I'm pretty much stuck. And I don't see me getting the same level of service. So, that's another issue.

I'm not happy with the billing on the property tax. I think it should come as a separate bill. And right now if a private hauler bills a customer and they don't pay, the county's out no money. But if the county pays a private hauler and then they don't get reimbursed by a citizen, somebody's got to make up that money. Right now I think the county's out of that game. And you're telling me it needs to get into it. So, I'm not sure why we're going down this road and creating a huge bureaucracy.

And I'd really like to know the cost of this new plan. Because right now cost is a huge issue in this county. And I'm really disappointed that you didn't touch on that. I would assume that the county has cost projections. I can't believe they just don't have any idea of the cost if they go down this road. I can't believe they're blind to that.

Resident #4

I live in a subdivision of 10 houses. And as an association of good neighbors we can't even agree about what garbage hauler to have come down our one street. But, I want to say amen to everybody who's spoken before. I don't disagree with anything they've said. It seems to me that this thing boils down to two issues. Responsibility and accountability.

I accept that I am responsible for the solid waste that's generated in my household. I accept that there are certain provisions that I can't go out and burn it all in my back yard and bury it as I did when I was a kid living in rural North Carolina.

And I accept that the county has a responsibility and the state has a responsibility and the national government has imposed responsibilities that basically work for the environment. I hold two state licenses, so I'm aware of those things and I accept that responsibility.

The responsibility I think of the Board of Commissioners has totally abdicated when they selected Gwinnett Clean & Beautify, a self anointed, self appointed special interest group

staffed by people who have personal interests in these things, and then imposed that on us.

The responsibility I have, I get to acknowledge by having my own garbage hauler. And I pay them and then that gets to accountability. The County is certainly accountable because the Board of Commissioners was hauled before the court. I paid money to support that injunction, to get Governor Barnes to do that because I thought there should be some accountability.

I can go to my Commissioners. Twice the Commission has helped us with issues in our subdivision. That's accountability.

Gwinnett Clean & Beautiful; where is their accountability? I don't see their accountability and I don't accept that they are responsible.

I for one want to continue selecting my own vendor. I don't want to pay the county to pay my vendor. And when they craft this plan, they ought to leave out Gwinnett Clean & Beautiful. Don't put them in a position where they have authority.

Lastly, I'm totally dismayed at the Sherriff's position to deputize garbage haulers. What's he going to do, give them hats and guns and ticket books? As a retired lawman I'm ashamed at what he did. And as an accountability issue I will not vote for him next time.

Resident #5

Mandatory collection - I think any responsible citizen is going to have garbage collection.

Service level - I will decide my service level. Right now, I want garbage pickup. I have a 95 gal container. I don't fill it up. But I want the ability to fill it up if I want to.

Recycling - I want recycling. The 35 items are on the Gwinnett county web site that the approved trash haulers are supposed to pickup.

Yard waste I mulch my lawn waste.

Bulky items - If I have something I want to dispose of, like if I buy a new refrigerator, whoever I buy it from that's part of the deal. They bring me the new refrigerator and they haul off the old one. But should I have a bulky item, I would want to negotiate that with my trash collector.

Billing on the property tax - I'd rather be billed like I am now, quarterly by my vendor.

That brings up another thing; if I'm not satisfied with my hauler I can fire them and hire another one.

Management structure - I could care less how they're structured. I don't want to put another layer of beauracracyn in Gwinnett County government. In fact I think Gwinnett County government is probably over-inflated at staff level. But that's just my personal opinion.

Other ideals to achieve an objective; Gwinnett Clean & Beautiful - I still contend they got a bum rap. Number one is that they jumped into something they had no business jumping into. That was one of Judge Clark's rulings in the injunction. And that is, they did not have any constitutional authority to enforce mandatory garbage collection and recycling. As far as their role in this thing; they have done a good job over the years in the education process. And I think they should continue to do so. Thank you.

Resident #3

I would like to see expanded recycle service. I don't know if that's done through the county. But, my trash can is this big (large), my recycle bin is this big (small). Which do you think gets more?

1PUBLIC FORUM – 7/18/2009
(Seventh Forum – Lawrenceville, 10:00AM – 11:30AM)

Unknown

We live in a town home community. The 95 gal cans are too large. We have no place to put them. We are not all able to haul them to the street. And that is something that you have just completely forgotten.

Plus, we own our own roads, which you do not maintain. We have to maintain them ourselves. And these huge garbage trucks are a problem coming on our private roads. I'm not sure they can even get around them. And I just feel you have completely ignored the senior citizens having to haul these humungous garbage cans. I don't fill up a 30 gallon can a week. Thank you

Resident #1

My main complaint about the proposed plan to have mandatory recycling is a philosophical one. If there's no competition and there's a monopolistic provider for a particular district, there's absolutely zero incentive for that garbage hauler to provide excellent service.

With competition, we have several garbage haulers coming through my neighborhood every week. That doesn't bother me at all. Some collect on Monday, some on Friday. That's ok with me. I personally prefer to have my garbage collected on Monday.

There may be a hauler, if we're forced to have a monopolistic hauler who might want to pick up on a different day. Again, with the county paying the hauler directly there's no incentive for good customer service. With the competitive system we have now, I shop my hauler every couple of years. There may be a hauler who wants to jack up their price. I say I'll just find another hauler who will do it cheaper.

I understand that in rural areas there might be a problem because there may be fewer haulers connected to rural districts. But that could be handled through an assignment program where there might be one hauler connected to that district. But if it costs more to collect a person's garbage in that area, it's only fair that they pay for the service they receive.

Billing on property tax; really bothers me. Again, there's no incentive for the hauler to provide excellent customer service.

As far as management structure goes, I think the county should do it. It's up to them. That's their bailiwick and they should decide who they need to do it or what they need to do.

I think collection should be mandatory because I don't want people just throwing their garbage in the woods either. So, everybody should be required to have garbage service just like everyone is required to have auto insurance.

Same thing as we don't have a state auto insurance company. But everyone is required to have it.

Resident #2

With this mandatory collection and recycling, I was wondering if you're going to have 'Garbage Police'. We don't exactly do recycling correctly. Are you going to have somebody and are there going to be sanctions for people who don't recycle correctly?

Level of service: Being that it's going to be mandatory; the input/output of complaints; how is that going to be handled?

And what about sanctions for transients going through the county? I live on Simpson circle and the majority of my time is spent cleaning up the garbage people throw out of their cars windows. It's really not a home owner problem for me. It's people that drive by and throw their beer bottles and everything else out. I want to know what kind of law enforcement's going to take over and get rid of the people that are throwing stuff out of their cars. I keep my garbage inside me car until I get home.

Those are just a few of the things I was wondering about.

I know this is mandatory for you guys to do this. And mandatory requires some responsibility on your part too.

Resident #3

One of the things that I have found out is that at one time, we had at one point in time, six different carriers in our district. I've been with each of them. And one I finally became accustomed to using had one thing in common. And one of the things I have discovered is that each hauler had charge of \$10 per quarter. So if you put out one bag for that quarter, they charged you \$10. And if you put out 3 bags, it's still \$10. If you didn't put out any, it's still \$10. They never changed it.

The vendor that I have now is Southern out of Loganville. And Southern does not charge so much a quarter. They charge \$1 per bag. And that's all they charge. So if you put out three bags, they just charge \$3 dollars. This is the best way I've found. And also their service is very economical.

I agree with the trash pickup issue. We have trucks going through all through the week. They do have a lot of trucks coming through. A being on the board of Directors, we tried to go with one hauler. But it doesn't work. So, we have just used an open system.

Also, if the government takes over this that means another department that we'll have to pay for; which will also increase our taxes.

Resident #4

I have voted in every election since I was eighteen years old. I voted for the Gwinnett County Board of Commissioners. I did not vote for Gwinnett Clean & Beautiful. They are a non-profit organization and have no business advising the county on anything. I would like to see them disbanded or barred from further interaction with the county.

Secondly, as far as the management of the waste process, I'm sure Mr. Huckleberry is a very adequate individual. But having this in the Finance Department is probably the worse place you can have it. It needs to be managed under the Gwinnett County Public Utilities, if you're going to have it under a government office. My preference however is to see the government stay out of it. They are in our lives enough.

Resident #5

As ex-Chief Accountant for the Public Service Commission, my first question is who is going to regulate the fees. The fee that you're talking about is about twenty plus dollars. I'm currently paying more than twice that. Now, who is going to determine the validity of the fees that are going to be charged? Or are you just going to let them run wild?

Second is, I think there should be various service levels for those that create various sizes of waste disposal. The average household may take one big container. And businesses may take twenty. So, there should be some differentiations in level of service provided.

Collection districts; I don't understand that item.

Billing should not be on Property taxes. It should be billed separately.

Management structure: I don't understand the depth of that item.

I do believe there should be different charges for waste disposal and separate charges for yard waste; cut grass & things like that.

Resident #6

First of all in the meeting I didn't hear what the legal issue is that's being addressed by this effort. If I recall, the State mandated to the county that something had to be done about litter. And if that's the case then I would assume there are ordinances that address littering issues. Rather than coming up with a whole new, different scheme, lets just enforce the laws that are already on the books.

No choice of haulers; means there's no competition; which potentially gives us issues of poor service.

Property tax fees; as was said in the presentation, it is perceived to be an additional property tax. If it is included in the property tax, it is a property tax.

Since last year when the county attempted to put this program in place, my hauler has increased their fees by more than \$10. So, I've had a direct negative impact already financially because of what the county tried to do that the court stopped. My hauler was one of the two that took the county to court to get it stopped.

Recycling; would there be penalties for those who don't do it properly? And would there be some way to lock your recycling container or your trash container so that people passing by couldn't throw something in it that would cause you to get in trouble?

Resident #7

Our little enclave of about 250 houses, in the 17 years that I've lived there, has evolved into its own little tight-knit community, for purposes of self-preservation. We had some prank issues there. We'd get together and managed to get the support of the Gwinnett County Police. As a result of bringing all that together, we've learned to solve our own problems. Most of the community meets twice a year to discuss issues. It's a bunch of very active people that are on an e-mail list to solve all of these things.

We've got some elderly residents in the area who would find it financially burdensome to have mandatory collection. Some of these are widows, retired women who are on a very, very tight budget. So they take their weekly small bag of garbage and add it to neighbors' trash cans, with our blessing. So we manage that situation ourselves.

As far as the service level; we got a number of different companies come into the area. But because of the involvement in the community, we share with each other which ones are performing and which ones aren't, and tend to weed them out.

Collection districts: We probably got too many people collecting. We could do with less.

I am dead-set on putting this on our taxes. I see that as yet another invasion of another one of our freedoms.

As far as the management structure; I'm dead set against more government involvement. I think Mr. Huckleberry is probably doing a fine job.

On the Recycling; I believe there's money to be made on recycling. If we can encourage the collectors to recycle, by all rights that ought to cut their fees. So, I don't see why the county needs to get that involved in it, other than to ensure that they have a program to deal with recycling, and perhaps some advertising on the part of the recyclers to encourage the citizenry to recycle. Thank you.

Resident #8

The first issue I have is the mandatory nature of your hauler. I've had to change haulers once because of service issues. They would leave the can in the middle of the street. They would not pick it up for weeks at a time. I live on a dead end street, so that's an issue. They wouldn't pick up the recycling. Then it would rain and it would get wet. So it's not fun to carry it down and back a lot of times. So one day when I couldn't take it anymore I found someone else and called them and fired them. So, I don't like the part that I wouldn't be able to do that, that it would be limited to one.

The other thing is about recycling. I know it's obviously understood. But I was listening to a radio report which said that 'every piece of plastic that was ever created is still on the earth'. So, I when into a Costco and watched the people coming out with pallets and pallets of bottled water. This was ten minutes in one Costco, on one day. And multiply that times all these things. And that really changed me.

So, we started to recycle. We thought it would be very painful. It is not. We recycle now, so much. We put the things the hauler will take in one bin. All the other things we keep in a separate bin in our garage. And once a month I take them to the recycle bank. We're now to the point where our garbage most weeks, is one bag. Our recycling now fits in our garbage bin and our garbage fits in our recycling bin. So, I just hope recycling is part of the solution.

Resident #9

I do think that Gwinnett needs an updated plan. I think that the idea of total coverage and broad recycling was good. I think that the problem was that the bidding process was flawed. It does need to be transparent and wide open. I think that any kind of false representation by bidders should be swiftly and severely punished with fines. So that we can quickly weed out the people who either cant ramp up fast enough, or will never have a prayer of having the resources to do the job.

I like very much the expanded recycling opportunities. And I think there needs to be some kind of sliding scale of recycling to garbage disposal, landfills to recycling. I think that would be an important part of any kind of contract that you come up with.

I do think though that dropping a draconian penalty immediately onto people regarding recycling would be a mistake. And I think that it needs to be phased in for people who don't recycle recyclable items. It's a learning process and it's a learning curve. And I think we need to recognize that.

I think that bulk waste pickup does need to be included a couple or three times a year.

I also think that there needs to be at least twice a year and maybe more often than that, convenient drop off locations for electronic equipment. I live on a thousand feet of road frontage. And I know that we're not going to solve the litter problem. But I live on a creek also. And I've seen people throw tires in the creek; computers, desks, all that kind of stuff. So let's make sure that we can take care of that illegal dumping problem. Thank you.

Resident #10

As a side note: I think it's ironic that I looked for a seat back here. And it was taken up by a plastic bottle that no one claimed to own. This is typical of what happens in our own communities.

The comments I have has to do with, what is the time schedule for establishing a waste system? What will you do? Will you have Two weeks, a month? And what say will we, the citizens be able to say about the process of establishing haulers? Thank you.

Resident #11

One of the biggest problems in my neighborhood is trash. People do not have trash service. And it stacks up, and stacks up at their house. Then they haul it away somewhere, who knows where. Also, the dumping. We have a creek and it's full of trash. So, I'd like to see mandatory pickup.

I would like to see the billing on the utility bill.

I would also like to see a sliding fee. If I recycle more, I have less garbage. And if I have only one bag I'd like to pay less than someone who has six. It just makes sense.

Management structure; I guess it should be managed by the county. They're going to be doing the bidding process.

Also; I see that recycling has increased now to 35 items. Apparently, that whole thing last year scared our garbage haulers. They're much more responsive and their prices are down right now. And they're recycling more which is great.

The other issue in our neighborhood is having all those trucks coming through. And it's not so much the trucks. We have trash cans setting out on the curb every single day. And then trash seems to escape from there. Thank you.

Resident #12

I'm against the mandatory collection. I would suggest that maybe the county put out more dumpsters for people to dump in incase that's what they need to do. Sometimes you have things that you don't want to set by the curb. So, you could take them to these dumpsters

I agree that we need separate billing. I would think that the Waste Management would bill us directly.

I'm for more competition in garbage pickup. That will give you lower prices and better service.

And what do we do for the homes that are setting around vacant in Gwinnett County. Will they get charged for garbage pickup when there's no one there to have any garbage? Also on yard waste control: I read somewhere that grass is a better producer of ethanol for our cars than corn. So, we might be looking into recycling that as well. Money made on the recycling could lower our garbage costs. Traffic levels through the neighborhoods don't bother me as much as if it saves us money on garbage collection, then that would be better. Customers with less garbage should pay less.

Resident #13

We live in a relatively compact subdivision of 34 homes. We have double garages. And right now, it is a struggle to get a regular trash can in and out of the garage when you have two cars. And these large containers would be absolutely impossible. As well as the point that most of us are senior citizens. And just pulling a full container out would be a problem. Secondly, we are a private street. And we have a situation where the street structure would probably have a problem with large collection vehicles. Because we have negotiated our own deal with a hauler, we make a point of them using undersized, smaller vehicles to do our hauling, to mitigate potential problems. Because we are a smaller community, Because we have a 34 home compact community, we like to feel we are in a position to negotiate a better price for the hauling and to be able to demand better service out of the hauler. As far as dumping is concerned, if there's nothing on the books right now, there should be to be able to go after people who dump. The last point I'd like to make is somebody ought to start making regulations limiting the use of water bottles. Or possibly make the inventors of these things responsible for being collections points for them, for bringing them back to these neighborhood Publix or Krogers. Thank you.

Resident #14

Thank you for this opportunity to address you this morning. I'm sorry there are no elected officials here. I am retired and I have never held elective office. Therefore I do not understand what happens to an person when he is elected to public office. Apparently, there is a mind change that takes place when a previously ordinary citizen becomes more intelligent then ordinary citizens and knows better how to run their lives than they do. Elected officials now want to tell me how to make medical decisions, how much carbon dioxide I can exhale, what I must burn in my car to make it go, and now you guys want to take over the decision making for my garbage disposal. For the past 20 years I have had garbage collected from my home each week, with no assistance from an elected official. I am strongly in favor of recycling and have had that removed from my home each week, again with no assistance from an elected official. The first trash company I had did not perform to my satisfaction and I fired them. The new company is doing a great job. But I will fire them as well if they do not perform. I think you people have come up with a solution in search of a problem.

Trash is currently being collected from thousands of homes and businesses in Gwinnett County. If there are people who are not having their trash collected, find them, arrest them. But don't solve the problem by giving a one-size-fits-all solution for the rest of us. Private companies are getting the job done. And the marketplace keeps them efficient and competitive. I cannot remotely envision any scenario where a government agency can be a better job. What I see happening is you will create a new agency. You will have a Director, Assistant Directors, a bunch of employees. And you will ask for tax payer money to pay for all that. You say that it's going to ultimately cost less. But, there's never been a government program that has cost less.

I'd like to ask you to do three things:

Let private enterprise solve this problem. Don't expand government to do it. Focus on the people who are not doing what you want them to do and figure out how to make them do it. Don't inflict the solution on the rest of us. And don't do anything to increase our taxes.

Resident #15

I've gone through gyrations with the trash system within Gwinnett. There's a couple of things that people in this building, if they didn't attend the original Trash Committee meetings held a few months ago with the private group, may have overlooked. First, Gwinnett Clean & Beautiful did an unbelievable job in assisting and representing our Commissioners for what they unanimously voted for, and was found to be illegal in 30 minutes in front of a Judge. That's the second strike.

And with the firm that has now been hired, please be aware of the background. What you've presented up here is nice. But it's not quite completely true.

The problem that we had with the number of haulers; their regulations in how they were handling our recycling was restricted by Gwinnett County and their affiliation through Gwinnett Clean & Beautiful running a reclamation center. The limiting of recycling was held by the county, not by private firms in business right now that could have handled far greater number of recyclables than what Gwinnett Clean & Beautiful pushed off on our haulers. That is by far one of the biggest misrepresentations we've seen.

First off, putting it to the tax bill. That's a negative as far as the County's concerned. That's a misrepresentation. Let private firms collect their own bills. As far as other ideas. We don't have a problem. What we do have, if you wish to go so far, is to find out who is using your current compliance through franchising. Restrict when trucks can enter certain areas. Allow us to have competition so that we can fire haulers.

And, by the way you haven't saved me any money. The last two rounds have driven up my price. And I know you know this because Gwinnett County has the records.

So, keeping in mind, I want to show you something. Because I think everyone in this audience wants to make sure our representatives know this. This is a standard (news) paper that we get. Notice the thickness. And this is the Thursday addition that comes out. The Legal Notices you'll see is fifteen-fold thicker. The first section is all legal notices. Foreclosures, foreclosures, foreclosures. We can't afford any more assistance. Please keep this in mind. Everyone in this room is financially strapped. We've had enough.

Resident #16

I was a member of the Citizen's Advisory Committee on Garbage. And I think it's important for everyone here to know, because I've never heard it come out in any of these meetings, that the state has mandated that Gwinnett County have a Solid Waste plan. And Gwinnett County is in compliance right now. We haven't been out of compliance. And there have to be no changes made to be in compliance with the state mandate. Recycling has not been mandated. None of these issues have been mandated by the state to Gwinnett County. We've been in compliance all along.

My understanding through the process of the Citizens Committee is this issue was brought up by a former Commissioner. And that's how all this got started.

As far as the billing on the property tax; I've brought that up in previous meetings, we've heard from a couple of people who are in favor. But we mostly had 'do not put this on my property taxes'. And, I think Mr. Huckleberry would agree that Gwinnett County has it's hands full. And I don't think Gwinnett County needs to be in the bill collecting business for private enterprise right now.

One other thing; Gwinnett Clean & Beautiful; their day is now over. Let somebody else take this over. The education process has not been done by Gwinnett Clean & Beautiful. If it had been we wouldn't be here right now. Number one; recycling would be a normal thing for most households. They have not educated.

Resident #17

I would like to thank Carla and that citizen's panel for coming to the conclusion months ago that Gwinnett County does not need to be in the trash business.

I would like to thank Veronica and the rest of the representatives and employees of R.W. Beck for coming out here today. I knew it took a lot for them to get here. You've got to realize that it took a \$130,000 contract for them to come out here; tax payer money. We just spent \$130,000 to go through this again when a panel of citizens has already determined that it's not going to work. Here we go again, wasting money.

And Gwinnett County also has in effect the Quality of Life department. They are fully capable and organized to solve any problem with Litter, waste, trash. They're already getting paid. They're already hired, trained, and they're really good at it. We don't need to add anything else to our tax burden here.

Resident #17

I'd just like to remind all of you here, of two quotes of our founding fathers. One of them, Thomas Jefferson said, 'the power to tax is the power to destroy'.

And another one said, 'the government that can give you everything you want has the power to take everything you have'.

Unknown

The mandatory collection issue is one more situation where government wants to provide everything that we have, everything that we do, and to disallow us from making our own decisions. And then, to create bureaucracy on top of it which we will then pay for. So that in fact, they can tell us other things that we need to do. And trash is just one of them. And it is trash.

Billing it on property tax is just another way to hide it, to eliminate the transparency. The county Finance Department which is now taking care of it; I really feel sorry for you guys. You're in a bad position on this one. Because it's not your job to deal with this. It's been trust on you. And the only way out of this is to create another bureaucracy which again costs us more money.

Management structure: The County is not in a position to manage anything for me over which I should have the freedom to decide.

The fact is the basic things which I have done to live in Gwinnett County for the last 25 years have been my decisions; who is going to provide what services and when they're going to provide them. I don't want anybody doing that for me. That takes away the basic freedoms for which we have had people dying to preserve for 200 years.

Thank you.

Resident #18

I've lived in Gwinnett County for 17 years. Basically in that time I have negotiated with and fired two vendors. Gotten the pricing and service that I want. I can take care of that myself perfectly well. Competition takes care of these things. It's all about that. When I see and hear the trucks rumbling down the road, yeah it's noisy and a little inconvenient. But it's also the sound of freedom. My freedom to choose. Your freedom to choose. Our freedom to do it the way we want to do it.

Shouldn't we all be throwing our trash out and getting it collected one way or another? Yes. Now for people who can't haul it up to the curb, we should provide ways, find ways to help them. And it sounds to me here like people are finding ways to do that. The communities are banding together. Let's support them and help them, and not put burdens on them and not put burdens on the communities of this county.

Second, service level: I've negotiated the service level I want. If I want extra I pay for it, or I go find something or somebody else to haul off the additional garbage that I've generated. I'll take care of it. I'll negotiate it. I'll pay for it. That's my job, my responsibility as a citizen and as a private person.

Collection districts: I hadn't even thought about that. I say you let me negotiate with who I want to negotiate with. I don't care about your collection districts. Do not put it on my property taxes. I will come after Mr. Bannister and everybody else with everything I have.

Management structure: No. We don't need extra management structure. Stop it, now. We've got enough. We have already got the structures and laws in place to deal with people that don't comply. If there's an inadequate law for dumping or something, then let's see that that gets done and let's start policing that. Don't make me a criminal because somebody else doesn't throw their trash out. Cause that's what you're doing with this consolidated plan.

Resident #19

I'm going to rubber stamp what all the previous speakers have said here today. I totally agree with them. But as I look up here (facing the Commissioners chairs), I see all those empty chairs. Where are those people? As are they going to see the video of what all of my fellow citizens have talked about today? I'm really, really disappointed. Empty chairs everywhere.

Resident #20

I agree with everything I've heard here. But just as a side comment concerning the presentation. You've done an admirable job. But it would have been good if we'd had all of the talking points as a handout. There's allot of things you had up on the screen that I've never heard about. The same thing for the polling questions on the wall. We could leave here and not remember what those were.

Like I said I agree with everything I've heard here. This is Gwinnett County. And they (the residents) have done an admirable job here. The only thing wrong is the Commissioners are not here to hear about it.

Resident #21

The comments today have been very interesting, particularly the comments about the lack of the elected officials.

I'm not sure that all our complaints are going to be heard and that we're not going to end up with mandatory service anyway. But, I'd like to make a couple of comments:

Billing: The billing process does not belong on the taxes. If you're going to do it, it should be on the utilities.

Management structure: I'm sure there's enough people sitting around this beautiful building that you don't need to hire more people.

Third, we talked about the Commissioners and that they're not here and that they don't care. But yet we elect them every time they come up for a vote. It's time the people stopped voting for people that don't do what they want done. It's time on a local basis, on a state basis, and on a national basis. If we continue to elect the status quo in our elected officials, we are going to have this problem until we're totally broke. And Gwinnett County is going to be broke directly. If we're worried about trash, why don't we look into burning trash and building a power plant that burns trash, instead of worrying about somebody who doesn't collect the trash? Let's look at what we really need to look at. And that's our elected officials.

Resident #22

I've lived in Gwinnett County for 30 years. I've lived in the United States of America all my life, and that guarantees me certain freedoms and certain rights. Please do not take those rights away from me. I have intelligence like all the people in this room. I have a right to make a choice. We are some of us, older. And we don't have as much trash as a six person family would have. Use common sense.

And as far as what that gentleman said about voting; my husband will not vote for anybody that has the word "incumbent" next to their name. Because that means they've been in there, and as far as he can see they have done nothing. Thank you.

Resident #23

I live in a subdivision that has 275 homes. I've been on the board for five years. So I'm represent my community and my board. We do have and probably will continue to have mandatory collection. We've got large families in there. My big thing is I drive out of the lower end of the sub-division. So, not only do I weave around the cars parked on the

street, but then you've got the trash cans. Because people have trash pickup on Monday, Tuesday, Wednesday and Thursday. Why can't the county be divided into quadrants. So anybody can have a choice of who they want for their pickup. But those pickups can only be done on one day. So if you divide Gwinnett County into four, six, eight sections. And you've got ten people doing pickups. Then you say, all of you can work. But this is your day to work this quadrant.

Another thing: I do not want it on my taxes. Right now I've got liens on people in my sub-division because of assessments that have not been paid. They could care less. So if the trash companies want to do their own billing, let them put their own liens on also. I'm just tired of dealing with trash pickups everyday.

Resident #24

Private enterprise can do a whole lot better than government can at anything.

Anytime you get government involved, prices start going up. You have to setup a new department. And what does a new department cost? It starts off small, and grows larger all the time. It's not as efficient. With private enterprise, if you don't like the vender that's doing your pickup, you can get one that will do a better job. Competition is always better than government.

As far as putting it on your property tax, that is irresponsible. It should be left up to the one that's doing the business to collect. Let each individual select the one that's doing the best job for him. Thank you.

Resident #4

I have never been more proud of the residents of Gwinnett County as I am sitting here today. And (to the lady who spoke earlier), ma'am, don't take this as an offense, but don't beg for your rights. Demand them.

To the Chairman Bannister, Commissioner Beaudreau; if you've had the opportunity to listen to this, you've heard all the comments here. You've wasted hundreds upon thousands of our tax dollars on the first go around of this garbage collection business. You've spend hundreds of thousands in court costs defending it and getting beaten down in court. I assure you that if you keep messing with us you're going to have to pay more in court costs and waste more of our tax dollars. And that's just going to get us more frustrated.

I appreciate what you ladies and gentlemen have done in your, hopefully last session here. But, leave us alone. Let us have our choices. And keep Gwinnett Clean & Beautiful out of it.

Unknown

About the spending of tax payer money: We got a new ballpark. I don't think we needed that. We could have spent that on Gwinnett Clean & Beautiful. I know it's nice to have one. But, there's other things that Gwinnett County could be doing with its money besides ball parks and other things we actually don't need.

I guess we need sidewalks and things like that. Also you could collect money from bicyclists that want to share the road with us. That could get you extra money for this garbage collections.

Also, if the police are following one of these yard work trucks, they don't have covers or bags around that trash in their trucks. And that stuff blows out. They need to be fined. And those people who throw cigarette butts out their windows, they need to be fined. And not a little \$25 fine. They need to be heavily fined. That would probably do allot of good.

You've all done a nice job. But you probably need to leave it alone like everybody said. It's just getting too expensive.

Unknown

First off, thank you for being here.

Second, recommendations I'd like to make:

Your original proposals of the actions you will be taking are exactly what occurred before.

I would suggest that if you look at what was done with the internet surveys, telephone surveys, the public community meetings, that you take a look at the voter roles and look at the percentages. The last program talked to less than 2% of the population to make that original proposal, and the subsequent legal fees.

I would suggest that you take no less than 25%. Believe us, we are out there.

I speak for thousands who can't make it today because we work at night and can't get to the night meetings. We work on Saturdays. We can't make the Saturday meetings. I'm not alone. There's thousands of me out there. And I pay your bills. So please hear.

Unknown

I know that Commissioner Beaudreau appointed a Citizens Advisory Committee. I believe the lady who spoke earlier was on that. That's something else that we as citizens didn't get to see. It would be good, since we were in this process, if we had gotten that information.

Resident #16

I'll address that.

It was presented to the Board of Commissioners, I believe by the chairman of the committee and one or two other members. The rest of us were not informed on when it was going to be done. But I believe that it was made a part of the public record and presented to the Board of Commissioners at the end of March, their last meeting. And I think you can go online and find the report there.

But the report, when you see it, and if you were at the public hearings, is not going to be what you heard there. There were members of the committee who were very disappointed in the way the final outcome showed on that. Because there were members of the committee who voted what they thought, rather than what they heard.

I'll state that is my opinion. But, it's very evident if you were involved in all the e-mail wars between us, etc., etc. They voted what they thought, rather than what they heard

from the citizens at the meetings. That's why I was asked about it by the other representative from Beck the other day. She was puzzled at the way the vote turned out. I'll say this here. In one e-mail there was actually a member who stated that 'sometimes the citizens don't always know what's good for themselves'.

PUBLIC FORUM – 7/25/2009
(Eighth Forum – Suwanee, 10:00AM – 11:00AM)

Resident #1

Principally I have a question I would like answered. Does the County own or operate landfills? If so, how many does the County have and what cost does it incur? And are there private landfills operated within the County and how many are there and where are they located? And what is the zoning restriction on landfills, private landfills, within the County?

Resident #2

First thing I would like to point out is you don't want this on your property taxes. While it may be convenient for some people, an easy way to take care of paying the bill, it's an immoral tax because they can take your property away with property tax. It's like if you have an unsecured loan, like a credit card, you don't take a mortgage out to pay something like that because they can take your property away. And this is foolish to put it on the property tax. What's next? Lawn care? Are you going to require us all to pay a lawn care service? It is not the purpose of government. If they want you to do something, when I was young and coming up, if politicians thought we needed to do something they would educate us. They would use their bully pulpits to educate us. They didn't demand that we do stuff and it seems like every time we turn around now there is another law, another infringement on our rights as citizens and they keep overstepping their bounds. The thing that the judge threw out, that was a three dollar extra fee that the County tacked on each resident. It amounted to 42 million dollars over 6 years for a customer service hotline. Hey, give me that contract. In 6 years, if I can make 42 million dollars, I would be glad to take that contract, just to do a telephone call center. How to handle illegal dumping? Fines and judges that will enforce the fines. If someone is caught illegally dumping, they say that there are problems with people dumping at the same site over and over again, I have seen ads in magazines for hunters where it will document on a time and day stamp when a deer comes up and eats food out of a hopper. If they can do that for deer hunters and if they can put up cameras on our intersections to record things like that, if they have a site where there is a problem, they can put up a camera and find out who is doing it. There is technology that is available; they can do something like that, if they want to, without infringing on the rights of every property owner in Gwinnett County.

Resident #3

My big concern is the County taking away my freedom to choose who I want to do business with. It is not the government's business to tell me who I can do business with. If I don't like my hauler, I pick up the phone and I fire them, and then I get one that will do it for cheaper. The simple fact of the matter is that right now, the way it is, I get to negotiate with my hauler. When they were charging me too much, I called them up and they reduced my rates by 30% to keep my business. That's the way it should be.

Resident #1

I will speak again because I only asked a question earlier. But it would seem to me that if the County does not own or operate any landfills, and is not in the business of handling solid waste, why are they getting involved in a commercial operation they have no business in, only charging additional fees? They have no business or need to be in the business that they can't.

Resident #4

Good morning. Thanks for putting the hearing on but I wanted to be sure to clarify everything here. I just wanted everybody to give a round of applause if you want to be able to keep the right choose your own hauler. I want to make sure that the County Commissioners understand through these notes that we want to keep our own haulers. (Applause). I think you can note that as overwhelming. I think that has been seen the entire process these hearings have gone on. Gwinnett County citizens are opposed to any mandates in trash collection. They are opposed; we are opposed, to being billed on our property taxes. We are opposed to the County choosing for us whether we want our trash collected or if we want to take it to the dump ourselves. And, we want to be able to choose who picks up our garbage. There are a lot of ways that we can solve a lot of issues discussed up here that do not include county, government mandates. We can fix the problem having too many trucks in subdivisions, without mandates. We can fix the problem with illegal dumping if people would just enforce laws that are currently on the books. That is all I have to say, but once again, let's stop this thing.

Resident #5

We have a total of three properties in Gwinnett County. I truly would not want to pay for their sanitation. As it is, it's hard to make money on single family homes and when you are going to put the sanitation price that you had negotiated on to my property taxes. I do not think that is right, I want my residents that are living there and paying their rent to take the responsibility of their own sanitation. I manage an apartment complex and if someone leaves a trash bag, this does not cost anyone anything besides (inaudible) picking up the trash. I open the trash bag, I find a piece of mail, most likely there is always something that is gong to have their address. You go to those individuals and you fine them. That costs nothing. That is really it and I do want to have a decision. I choose not to have sanitation. I take it to work and I choose to same that money. I want to keep that right. Thank you.

Resident #6

I am probably the only Hispanic, but I am American, and sometimes more than you. I have been in this country for 48 years. I came from Cuba because I want to have this right to speak. My house is beautiful and I cannot sell it even if I would like to get out of the place that I am because I have neighbors that choose not to do the right thing. I don't like too many haulers coming around but I know that I have the right to decide who will pick up my garbage. Because I am 70 years old and I have a rare illness in my right arm, I cannot haul that thing to the corner, the street. My hauler picks it up from the back; they give me a discount, because I don't have the means. But also, we as citizens are not

doing what we are supposed to do. I am saying this because my sister did the same thing two days ago. She said she saw someone take a bag and toss it in the middle of the street at Jimmy Carter. I said, "what did you do?" And she said "nothing, I was hysterical to see that". I said, "you didn't follow the person and write down the license and call the police? Shame on you!" We need to do that. We, it's not just me, it's not just his, it is us. If we continue to allow what is going on around [us], that is bad. I have picked up garbage in my neighborhood and I can almost faint the day I did it. I am proud to say that I am trying to keep my neighborhood good. Thank you.

Resident #7

I just heard last week in the news that Gwinnett County is laying off some of their police officers, firefighters. Why is Gwinnett County Government so concerned about taking over and making it mandatory that people have garbage pick up when they can't even afford to have the services that we desperately need like police officers and firefighters. And also, I would like to know why did Gwinnett County, how Gwinnett County is going to tax me? I have a couple of residences that I rent, am I going to be responsible for the garbage pick up of those residences when sometimes I have vacancies for two to three months out of the year? No I don't think so. Thank you.

Resident #8

What I see taking place here, at the local level, is kind of what our federal government is doing, is increasing taxes and spending more. And I am about as enthused about Gwinnett County taking over trash for me as I am about taking a long walk on a short pier.

Resident #9

I came from India, like the lady back there; I came from a land of bureaucracy. The reason I came here was it gave me the freedom for me to pick what I want, what I can pay for, and what I can afford. I think I came to Gwinnett County because it was becoming beautiful; there were a lot of opportunities for them. Now Gwinnett County is coming into becoming a mafia. They first introduced, the Gwinnett County Commission, they first introduced a property tax increase which we all opposed and were all successful in getting it off the way. Second thing, now you are trying to introduce the second mafia aspect which is getting, forcing us, to pick up something that we don't like. I'll pay, if I have to pay \$100. If I like the service that much I will pay \$100. It is not your responsibility to come and tell me what I have to pick up. Second thing is the introduction of bureaucracy, it starts off with one property manager who comes and becomes the garbage collection CIO of the world or the CEO of the world. I don't want that bureaucracy. It starts off with one officer and then you build 100 officers below that. No more bureaucracy, please. It's a waste of everybody's money. Third thing is how do you keep Gwinnett beautiful? Just allow us to do our own act in our local communities. That's what makes Gwinnett beautiful. Work with local subdivisions so that you can make Gwinnett beautiful. Allow them the capability to take care of their own roads. For example, I live on Peachtree Industrial Boulevard in Suwanee; I don't know where I live because I live between Duluth and Suwanee. Allow me to take care of that block of road and make the subdivision responsible for that block of road. Leave us to take care of our

own roads; don't get in to our business of keeping Gwinnett beautiful. You have bigger problems, illegal immigration; you have crime that's taking over Gwinnett County. It gets reported every day that Gwinnett County is number one. So, come on, take care of those things. Don't get into this act here. Thank you.

Resident #10

I would just like to add to a couple of things that have been said this morning. One is that in our current situation we should not be creating a whole new County bureaucracy and all the expenses that go with it. We cannot pay for the services that are now provided and we're going to add more on top of that. Number two, government is not formed in order to compete with private business (inaudible – applause). I'm not in the trash hauling business but I do want to business with the people I want to do business with and I don't want the government competing. I want them serving me, not competing to take it away and control what it is I can do. Thank you.

Resident #11

I went to the last meeting over in Lawrenceville and I can't believe I came to a second one because I really don't get into these things all that much, but I did. I thought about this the last time I was here, there are three types of freedoms. There is the true freedom before property taxes, that was when there were mountain men and you made your own law and you did your own things. There's indentured freedom, and we're in there right now. We indentured ourselves to pay property taxes for police, for fire, and for roads. We indentured ourselves by the referendum process and we did that freely. Now what people are asking us to do, and why these people were hired, were to bypass that indenturing process you put yourself in servitude to pay property taxes because you really don't own your houses unless you pay those property taxes, that's right. So these people were hired to subvert that process and infer what we wanted rather than going through the referendum process. Statistical analysis is exactly what it is, its inference. It's not very good, but it's inference. Sometimes you can be accurate, sometimes you can't. But I am not going to that next process to true financial slavery where it's vis upon you, pay it or we'll take your property. It's not a very good thing, that's why you're here, and that's why you'll do it. Gwinnett County is changing and it shouldn't.

Resident #12

I really am going to have to repeat some of the things but just wanted to have it on record. First of all, I have no idea how much money has been spent over the last 2 years to get us to the same point that we are at right now. But that is taxpayer money that needs to be used for police, and firemen, and for the essential services. So obviously I would be fully against any new department being born. The last thing we need is that next level of, as many people have already said, of bureaucracy. The second thing is I don't understand why we have gotten to the point where private competition isn't what we really want. We need private not public. It hasn't done anything efficiently; it will not do anything efficiently. The next thing is anybody who is still under the illusion that we can pass more laws to stop illegal activity is ridiculous. We have plenty of laws; we need to enforce the laws that we have in the County. And the last thing is just the idea that our County, right now, isn't even able to do what it's supposed to be doing so why would you

ever think that we can handle another plan. So all of those are items that have already been spoken, I just wanted to make sure that I was on their record also. Thank you very much.

Resident #13

I represent the homeowners of Aberdeen Forest in Unincorporated Gwinnett County, we have no homeowner's association, we are neighbors. I am here to ask one question, that these people have. Did I miss somewhere back in 1990, when the court made this mandatory collection unconstitutional, does that mean it is now not unconstitutional? Second, I said we are neighbors. What we did for our truck traffic is we got together, just like we do for a neighborhood watch. We decided we would, as neighbors, determine who we wanted in our neighborhood. We offered companies to visit our meetings; the neighborhoods get to do a subscription. If they want to join us, because we have a good deal with one company, for basic trash pick up Gwinnett County, at least as of today, still allows me to take my lawn refuse, my trees that drop and burn those things during a period of time. I don't need that service; I don't want other people telling me I have to pay for. So, our neighbors get to subscribe to this service if they want to and if those that have subscribed, they can get out. As far as the role of Gwinnett Clean and Beautiful, they can be a private entity as far as I'm concerned. If they want to develop locations for additional recycling and charge for those services, all be it, but they don't need to be an entity, a money grabbing entity, of Gwinnett county. We also need to make sure that, yes, this is not on our property tax just as everybody else has said because again this would just be another tentacle that Gwinnett County owns in our property and we need to start backing off on these things. Thank you.

Resident #14

I believe very strongly in a small government, please don't put this on my taxes. As far as dealing with the trash problems. Why are we spending so much money on education and healthcare for illegal immigrants when everybody in this room, if we go back five or six generations, were all of immigrants. Our grandparents went through all the right hoops and we are all here legal but we are spending millions of dollars educating, healthcare, and law enforcement on illegal immigrants when we can spend that money just on law enforcement and we can solve that problem and the trash dumping problem. Thank you.

Resident #15

I sure like all the comments so far, I just want to kind of restate something that I've heard in a different way. Competition is what ensures quality in service, it seems to me, and that's one of the big things I dislike about this whole plan is that we're going to have one mandated hauler per district. I like the fact now that if you get more than one hauler competing for your business they provide the services like this lady said over here. They might go the extra mile to make their customers happy. What kind of accountability will we have if there is only one hauler in your district? If they forget to pick up the garbage one day or if they break the bag and leave it dumped out on the street and drive away, what do you do? You're going to call up and complain, but how many complaints will

they take before they do anything about it? Or do you have to vote the Board of Commissioners out, what do you do? That's why we need competition. Thanks.

Resident #16

First I want to thank everybody's comments before me. I want to make a couple of points because I'm only looking to get a couple of things done here. One, there are a couple of assumptions. First we all generate garbage; the garbage has to go somewhere. If everybody did what they were supposed to do the police, the judges, and us as the individual citizens, we wouldn't be here, we wouldn't have the costs we have and I think things would be terrific. That's the problem with being general in the country today, nobody does what they are supposed to do to a large extent and everybody is looking for problems to cover them. So as it relates specifically to trash, and if you make those assumptions, then everybody generates trash and the trash needs to go somewhere. And if you also make the assumption that I don't want to pay for your trash and you don't want to pay for mine, there's three things I'm looking for. One, what I would call property tax certification that each parcel does have a hauler just like we do with auto insurers today. They generate an electronic record that goes to the motor vehicle division that says you have auto insurance. We're not looking for you guys to bill anything, get in the way of the operation of hauling, just make certain that everyone is having some type of trash pick up. The second thing....when I say certification whether you send in a bill you paid for hauling or whether you have a certificate from you employer that its okay, that's what I think we need. Number two, and I'm ready to walk out the door, I'm looking for oversight not operation. And three, I'm looking for usage based pricing. I am tired of paying for everybody else's five and ten bags of trash when I put out one bag every week. So I really do want usage based pricing.

Resident #17

I am a small business owner in the city of Duluth but I live in unincorporated Gwinnett County. Because we're a small company, because we are in Duluth we are required to have a dumpster but as a small company that dumpster is never filled. So, as a perk of our company we give all of our employees the right to bring their trash to our dumpster. We have not paid for garbage pick up for years; our employees do not pay for garbage pick up. But they're not dumping it anywhere; they are dumping it in our dumpster. Under this mandatory collection, everyone here would be charged for garbage collection and they are already providing, we are providing, for really good service, pick up everything. Nobody does anything illegal and I think that those sorts of things really need to be taken into account.

Resident #18

I haven't heard anyone here who is in favor of what the County wants to do. So, the only thing I have to say is vigilance, tell the Commissioners, tell your Commissions "you vote for this, we vote against you" (inaudible-applause). Thank you.

Resident #19

I am president of the HOA there. Our community, we're kind of in no man's land. We are on the northern most tip of Gwinnett County; half of our community is in Hall

County. We as a subdivision decided to have one hauler. They are nice enough to pick up our two pools, one in Hall one in Gwinnett, pick up that garbage for free. We negotiated for this. If indeed our community was told, Gwinnett County was told, half of our community would be doing what the County did and the other half would be doing what Hall County did. So that means we're going to have twice as many trucks in our subdivision because it doesn't fall on a straight line, part of it runs through my back yard. Anyway, having said that I'm naïve enough to believe that trash pick up was mandatory. I'm sorry, was I born, I've been here 40 years and I didn't realize it was not mandatory. Hello, we produce that stuff it's got to go somewhere. Number two, Gwinnett Clean and Beautiful, let's set the record straight. Gwinnett Clean and Beautiful has a company or bureau under them called Quality of Life. If you have a home in your subdivision or next to you that is not picked up you call that Quality of Life number, and those folks are certain to come out, and get and put a sign on the door and they will proceed and they will either cut it or have it cut and basically put that to bed. So there is a need for Clean and Beautiful that is not in doing the trash. They did recycle, which is a wonderful thing that they began that now we all recycle, at least I hope we all recycle. Anyway, that's all; I just wanted my two cents in. Thank you.

Resident #20

All I want to say is you don't fix something that is not broken. Thank you.

Resident #21

I just wanted to say, everybody here has voiced their opinion that they don't want this. I don't want to lose my freedoms. My freedom is, socialism is not my cup of tea. It seems like our Federal Government, and now our State Government, and our County Government are trying to socialize us. I fought for freedom and I, for 26 years in the military, and I'll be damned if I'm going to have them take it away from us. (inaudible-applause). My wife and I are empty nesters, we have five children. Right now our garbage, we have a collection, if they use the County system it will double what we pay right now. If we don't like our hauler what we do is we fire them and we get someone who will negotiate with us. Government has been put there by us, we can vote them out too, if they don't put our thoughts and what we want to do into action. That's all I have to say. Thank you.

Resident #22

Getting a little tired of Government taking over business. I think they need to stop. People that litter have no respect, you're not going to tax them out of it. And I think now is the time to stop government takeover business, period, no more.

Unnamed Resident

Just one question, why aren't our County Commissioners here observing this? That tells me what they think of me.

Resident #6

Since you are taping this and you are recording, I withhold the tears, I left Cuba because I don't like socialism. What makes America good is that we have the freedom to decide what we want to do. I know I don't like to have three haulers in my street, I do not like it. But there has to be a better way to do this. To let to continue to take over, that is the way it is in Cuba, it doesn't work. I will never go back there, but it looks bad.

Resident #23

I think it is important to point out that the Quality of Life unit does not belong to Gwinnett Clean and Beautiful. They are a branch of the Police Department. Clean and Beautiful takes the calls and tells you to call somebody else.

Resident #24

Obviously everyone here has spoken for their freedom to choose. I'd like for everyone in here that is for freedom of choice on our garbage haulers to raise their hand, you've all clapped. It's obvious that we are the majority that's wanting freedom of choice. As far as the tax bill, us getting charged on our tax bill, we already had the storm water fee added to our tax bill. We didn't even have a choice, really, in that and that's on there forever and we don't need anything else added to our tax bill. And I just hope the Commissioners will listen to the people. All the money that has been spent out for these forums and input and the bad company could have been better spent on our police force enforcing these laws.

Resident #25

I've lived in Unincorporated Gwinnett County for over 20 years and I have always placed my trash in security, tied, plastic, heavy duty bags. I don't need the County telling me what kind of trash can I need to use. As regard to recyclables, most of the citizens in this County, I believe that have recyclables, say a 18 gallon recyclable container. This thing that came through the County last year said a 95 gallon. I don't need the County to tell me, and my hauler, what size recyclable container I need to use. If I want to continue to use my 18 gallon, I should. I don't need a 95 gallon. I don't need the County to tell me what kind of recyclable container I need, I can negotiate that with my hauler. I also wanted to say that it is also my understanding that the Quality of Life is a responsibility of the Gwinnett County Police Department not Clean and Beautiful. Thank you.

Resident #26

I am only 14 years old so I only have a say with this. I was just saying that we should let the people do what they want to do because the Government should try to do what the people want it to do because, after all, we are the ones who formed it.

Resident #27

I teach 8th grade. I'm so glad you took the initiative to come up here. My 8th grade, social studies, history students understand market economy. That the competition within the market is what creates jobs and opportunities and lowers the price. And they also understand that creating a middle man cause the price to go up. I have a hard time

understanding, number one, why is at least one Commissioner not here? Number two, do the Commissioners understand what 14 year old students understand? Thank you very much.

Resident #2

They said this was for the record so I just want this to go on the record. A lot of the reasons this whole mess has started was because Chairman Bannister used to be the mayor of Lilburn years ago and he told the County Commission how excellent the thing was that he put in Lilburn. What he failed to tell them was, the reason he got the citizens of Lilburn to vote for this, I had somebody tell me this that was a citizen back when he was mayor. The way that he got it through, he told the citizens of Lilburn, bundled a package together, he said “if you will vote in the liquor referendum, we will give you free garbage pick up in perpetuity paid for by the liquor taxes”. He fails to tell that to the rest of the County Commissioners. But he said “the citizens of Lilburn just went along with the plan wholeheartedly” but it was because he offered them free pick up. Makes a big difference.

Resident #28

I own some property that we live on with a couple of our kids and I’m concerned with the littering. My wife and grandson, they pick it up every day from in front of our property. But before we can get to the end of the property, someone’s done come by and thrown something out. I have seen the little bitty white trucks that they use with the County ordinance, to try to catch these people and I’m sure they have a lot of things to do. But most of the time I see them picking up garage sale signs, and it makes it hard to find a garage sale when they are tearing them down as fast as the people can put them up. So, I’m happy with the garbage guy I’ve got, I’ve had them for years, haven’t had any problems. I don’t think we need this on our taxes, we already own General Motors, we do not need to own anything else. I think as individuals we need to take care of ourselves. And like one or two of the people have said, if we’re not happy with our hauler we can always get another one. If you limit it to one, we have to deal with them whether we like it or not. They tried to leave a trash can at my house and it’s not there, I don’t know what happened to it but its not there. Thank you very much.

Resident #9

I think, first of all most of our, I talk from a political sense here, most of the County Commissioners are Republicans. The Republican Party stands for less taxes, less government, used to. Now think of the Commissioners we have introduced here. These are the people who are following Obama, who is introducing more taxes, taking over the whole world basically. We don’t want that in our County, simple as that. We want to go back to what we believe in. I am a Republican, I am proud to be a Republican, a true Republican, okay, so that is not happening. We need to get back to basics here and go back to less government, simple as that. Please take back the message to the Commissioners, you are on the way out. Government this way.

Resident #25

A mistake that was sort of implied, that Charles Bannister was sort of behind getting this law, or whatever you want to call it, that was to be put in effect this year. It is my understanding, the initiator of that program was the Lorraine Green, who is no longer County Commissioner, not Charles Bannister.

Unnamed Resident

Just a reminder folks, the Chairman of the Commission chastised the residents of the County for not showing up at the Commission meetings. He said if we had been showing up all along, they would not have done the property taxes thing to start with. Well, to me, that's an argument from an adolescent. You weren't watching me and that's why I did wrong. They have meetings twice a month and we need to show up.

Public Comment Form

Public Comment Forms

June 15, 2009

Comment #1

As I stated at the meeting I feel trash pickup should be mandatory for every home and business in the county. There should be no exceptions. If the house is rental, vacant, whatever it should still be billed through property taxes. To do otherwise would be a logistical nightmare to track. To settle the existing lawsuit I feel that the current companies should at least have an opportunity to take a zone, no overlap of services. I still feel Gwinnett Clean & Beautiful should have a major role in the county along the lines of what they have been doing for the past twenty years. I also feel that the trash transfer station that the county proposes for the Beaver Ruin/I-95 area should be scrapped. This station conflicts with the long range plans in place by the county. It is also against current zoning. It has major opposition by the closest businesses in the area also opposition by the closest residential subdivision Hickory Ridge at Satellite Boulevard and Beaver Ruin Road. As I stated in the meeting Gwinnett County is getting dirtier by the day. We have major rodent/rat problems in our subdivision and all along Satellite Boulevard because of accumulated trash not collected at our subdivision.

June 25, 2009

Comment #1

I do not want my freedom of choice abridged by being forced to use a hauler mandated by the county. I am very satisfied with my hauler and want to continue to have the choice to select my hauler.

Why add more cost and government bureaucratic customer no-service. Bills should not be on tax bills. It should remain a private transaction between hauler and consumer.

Government mandated monopolies do not work for the consumer. Look at the cable TV industry 20 years ago – higher rates and poor customer service.

The system wasn't broken before the county stuck its nose in and created an issue in 2007 where none really existed. This whole issue is a total waste of time and money.

There should be a reduction for seniors who produce much less garbage than a family.

Don't create a problem where it doesn't exist and stop meddling.

Trash trucks are not an issue. The residents of our subdivision drive more dangerously than the trash trucks. All have 20-25 different lawn services and their trucks weekly. Are you going to create a monopoly on that if someone complains about that?

Comment #2

- Special rates for seniors – work with hauler to incorporate into the basic rate.
- Freedom to choose haulers – from the current providers.
- Mandatory recycling – yes for all households but not at an additional cost.
- Reasonable cost for my household – as a senior I should not have to ask my provider for a discount.
- Put decision on ballot for vote.

Comment #3

The people's ability to choose their own hauler and pay their bill directly to chosen hauler is the American way. Less government involvement is also the American way, in our country's wonderful past.

Comment #4

Most important to me is for government to stay out of people's lives. If any change in the current plan does not stop littering or trucks stopping on public streets impacting traffic, I'm not interested.

Comment #5

The Commissioners need to be accountable that they along with Gwinnett Clean & Beautiful became greedy and power hungry along with their good old boy favorites they chose for haulers. Shame on you!

Comment #6

- Do not want billing on property tax – needs to be on separate utility bill.
- I don't care how many garbage trucks traverse my neighborhood each week – give us choice!
- Bond amount for haulers needs to be reasonable so more haulers qualify.
- \$500 fine for not recycling is absurd!! I cant control what goes in my trash can – why am I liable?
- Why does recycling more items cost more? Hauler makes more money!
- Price point is \$45 per quarter. Why did virtually everyone's bill go up?
- Need transparency in input process – why do commissioners always tell newspapers that they hear something that we're not telling them?

Comment #7

I am a senior on fixed income. I have little garbage and don't feel I should have to pay the same amount as families that generate much more garbage. I don't think I should pay \$10 a month for

yard waste when I only have yard waste a few times a year. I DON'T WANT my garbage on my property tax.

Comment #8

- Not on my tax bill.
- Should be some kind of mandatory garbage pick up.
- Should have some method of billing for seniors if recycling is required need bins on wheels.

Comment #9

As a group the majority of people who spoke was:

1. Choice of haulers
2. No fees on tax bill
3. Reduce county control
4. Apparently the haulers are not having an opportunity to present solutions
5. The majority did not object to the number of trucks – quality of service was more important.
6. The present recycle points are not very well used.

July 9, 2009

Comment #1

- Single stream recycling.
- Large, large recycle bin.
- Fewer haulers.
- Mandatory home collection to stop illegal dumping and using public receptacles.
- Make waste collection bill part of the annual tax bill to ensure all Gwinnettians use a service.
- Control illegal dumping and littering.

Comment #2

For a county our size, we do need a strong Solid Waste Management Program. I do strongly support the county's desire to use this program to reduce garbage truck traffic, increase recycling options, provide consistent service and reduce illegal dumping.

- Mandatory collection: I do believe that the county should require mandatory collection of solid waste and recyclables for unincorporatedness.
- Service level: Everyone should receive the same service level for solid waste recycled materials and bulky items. Yard waste should be an additional charge and optional. Exceptions in price could be implemented for the elderly.

- Collection districts: I believe that there should be larger collection districts and thus fewer haulers to reduce operational costs.
- Billing on property tax: Billing should absolutely NOT go through property taxes. This method involves homeowner's mortgage and escrow payments. Billing could be done on a water utility bill. Most counties that I have lived in before use the utility bill method.
- Management structure: Gwinnett Clean & Beautiful should not be involved in administering a Solid Waste Program. They should remain in their current role of managing the recycling bank and performing litter cleanup on roads. This is primarily due to the fact that Gwinnett Clean & Beautiful is a non-profit organization. The administration of the Solid Waste Program should be handled by the county. If a new solid waste department is too cost prohibitive then an advisory board might be a suitable option.

In my subdivision garbage trucks and recycling trucks from several haulers come into our neighborhood four days a week. I strongly support the county's effort to reduce truck traffic, provide more recycling opportunities and provide consistent service for all. Thank you.

Comment #3

- Plan was overboard – 1 bin for recycle and 1 container for waste.
- Need multiple services, not one size fits all.
- Poor, poor, poor negotiating by GCB. 23 homes did better than this board. They should be fired and removed from the process for creating such a big fiasco.
- Not ticket police via GCB. Only county employees/police.
- Not on tax bill. Don't want to increase my escrow any more!
- Separate entry/bill – not buried in property taxes.
- I support the need – not the solution as proposed.

Comment #4

We were misinformed by GC&B that recycling was being mandated for all county residents and each homeowner/resident would receive a second 90 gallon container for the recyclables. Most of the HOA residents complained that they had no room in their garage (covenants require bins be stored there except on pick up days) for another large container.

We were also told there would be an enforcing unit that would randomly inspect these bins.

Since it is not going to be mandated to recycle, our subdivision is satisfied.

The county rates were much higher than our private haulers negotiated rates.

Thank you, good meeting.

Comment #5

The apartments of Jimmy Carter area have become a waste dump area. This area of Gwinnett has been destroyed by new residents. Clean & Beautiful has quit coming here. It's horrible and Connie just doesn't seem to care about J. C. Blvd. Try living here for a week Connie. I try to keep my property clean but it's a losing battle. With our "new neighbors" from out of the

country. Nothing personal but somebody needs to clean up this part of Gwinnett. It's really nasty and unfit for normal people to live. I'm a southern boy and I'm ashamed of my neighborhood. Come on Connie, let's see if you can do your job. We went through this 6 months ago; it's time to get over this garbage pick up scam and clean up Gwinnett.

Someone please read this and clean up Jimmy Carter Blvd. apartments and homes. Gwinnett Clean & Beautiful has gone to sleep in my neighborhood.

Comment #6

Communication is crucial!!!!

July 11, 2009

Comment #1

- Independent management – no bureaucracy, corruption, fraud typical of government.
- Direct billing by provider.
- No idling in subdivisions by providers.
- Greater span of recyclables – organic, plastic, glass, metal, paper, cardboard.
- 5 issues on fact sheet, website.
- Major/minor questions (green/blue stickers) on website as a survey.

Comment #2

Drop this plan. We don't want it, it's not the answer to recycling. It takes away choice.

Guide line for haulers set so that many haulers currently doing a good job would be eliminated.

Smaller government is better government.

Comment #3

- Enforce the laws relative to illegal dumping.
- Don't change the service.

Comment #4

We have lived in Indiana, Colorado, New Jersey and Ohio, Gwinnett is the first place we have had more than one hauler in our division.

Our subdivision had twelve trucks coming through our neighborhood on various days of the week so we only want one hauler. Garbage is garbage, one hauler such as Waste Management or Allied Waste would work for us.

Don't mandate a 95 gallon container. Two people generate about 33 gallons of waste a week, I use a plastic bag. So a 45 gallon container would work for us. Let us have the option.

We want one hauler; pay that hauler and plastic bag or 45 gallon container.

Comment #5

The previous proposed recycling program needs to be implemented. All plastic containers (1-7) as well as cardboard, magazines, foam trays, office paper, in addition to glass, cans and newspaper. I waste time and space collecting all of those recyclables and then waste gas driving to drop off the materials.

Also the proposed small, wheeled, lidded containers for the recyclables make it easier for everyone to contain them and get them to the street.

July 15, 2009

Comment #1

I feel we should be able to choose our own garbage company. I also think everyone needs to have service. This could be done through looking at people's property tax records. You can then call the waste agencies and see if they're on their list for service. If not, then make them get service. Also I do not believe it should be on your tax bill. You should pay quarterly. Also I like having my own choice, so I can fire the company if they do not do a good job, where as with the county government you can not complain about the service.

Comment #2

I do not like the idea of forced garbage collection with little or no choice of vendor selection. I also believe that illegal garbage dumping is somewhat of a problem. I have seen it in some places. Is there no way that the county can find a compromise between those two problems, or is this an impossible dilemma.

Comment #3

We use a sanitary landfill and have for years. To force us to participate in mandatory pickup is to punish us for the bad behavior of others.

We want to choose and pay our own haulers if mandatory service is imposed.

To increase recycling, create incentives i.e. reduction in service cost.

July 18, 2009

Comment #1

Give us a [illegible] [illegible] for accomplishing the following:

- [illegible] sectors
- Have haulers bid on sectors
- Give citizens a list of collectors
- Citizens then get quotes for all county provided services

Comment #2

We do not want the government to control in any way trash collection.

Give tickets to anyone who litters on roads if you want to be helpful.

We pay enough for our taxes already.

Comment #3

I thought that the plan by Gwinnett Clean & Beautiful was great. I would prefer being billed on my utility bill and larger recycling containers and smaller trash containers. I want to pay less if I have less trash. Mandatory trash pickup is a must!

I would like to see a twice yearly large item pickup at curbside for appliances, furniture, etc.

Comment #4

Instead of making a one size fits all trash program (which would not fit anyone) let the people who know what they need purchase their own.

The new program would:

- Increase taxes – Government always is inefficient. As costs increase for the collector they would do bad service or they would raise our taxes that we would be required to pay.
- Worst service – If we have bad service, we have no recourse at all.
- Take away another freedom – Government would control us more.
- Be a hidden fee – Most people would not see the cost of the plan.

Comment #5

I was quite embarrassed by the vitriolic tone of the comments of my fellow citizens. I hope all the people who ranted about the evil of increased “government” and “taxes” don’t do things like enjoy clean water, safe food, public roads and a prepared military.

Comment #6

I came to learn how “things” are done in the county. I learned that many people are so disappointed in their government that they are hurt and angry and can only think of themselves. Gwinnett County elected officials need to keep citizens more informed on everything that is discussed and decided too so “citizen groups” don’t need to be formed.

Shame on us for electing officials we don’t trust.

P.S. Gwinnett Clean & Beautiful is doing a great job especially in educating children – where sometimes we need to start.

Comment #7

My primary recommendation is for more communication/education on a regular basis.

Information on status of recycling in our county/state seems lacking. i.e. cost, capabilities – which items are recycled locally, somewhere else.

Comment #6

Say NO to government taking over trash collection!

Comment #9

We want freedom of choice and make our own decisions about who we choose for garbage.

Comment #10

The Gwinnett government's role should be less government intervention. More than \$146,000 has already been spent to pay R. W. Beck as a consultant. My cost will go up when Gwinnett County takes over. FACT. Stay out of the transit business!

Comment #11

1. Gwinnett County needs an updated plan. I think the idea was good: total coverage and broad recycling.
2. The bidding process was flawed. It does need a transparent and wide-open bidding process. False representation of capacity to fulfill the bid should be harshly and swiftly punished with severe fines. This should weed out the companies that can't ramp up fast enough or don't have a prayer of having access to provide contracted service.
3. I liked the much-expanded recycling that was offered under the proposed plan. Maybe phase in fines and penalties for folks who haven't been required to recycle: maybe a sliding scale for waste vs. recycling?
4. Be sure to provide frequent and convenient pickup or drop off of big items such as appliances and furniture AND at least twice yearly (ideally 4 times per year) drop off for electronics.

Comment #12

I think we need competition to regulate the quality of service and to keep fees competitive.

I don't think everyone should be required to have service, some don't need it.

Let individuals be responsible.

Find a way to encourage things like recycling rather than punishing people. Maybe offer a discount for those willing to recycle.

GA Clean & Beautiful should not have any authority.

Put out a few dumpsters for residents that can't or don't want service to curb illegal dumping.

Comment #13

The decision on waste collection belongs to the people and not to the government.

Comment #14

You can't force people to recycle.

People who will litter won't stop by forcing us to have one trash carrier.

No property tax increase.

Gwinnett County doesn't need to be involved in trash.

Why are people who aren't voted for deciding for citizens who vote.

Citizens and seniors are on a tight budget, let us decide who and what trash we have picked up.

Our country has spent years deregulating phone, utilities, airlines and now you want to regulate our trash, which will cost us residents money and take away competitive prices.

Citizens should be able to vote on this issue.

Comment #15

- Should be mandatory
- Yard waste and bulk should be optional – on call once a month
- Billing on tax bill
- PSC should handle management

Comment #16

- Recycling increase and education in this area
- Put garbage bill on the utility bill with oversight by them
- Mandatory collection with sliding scale on cost
- Sounded like senior citizens want smaller cans

Comment #17

- Leave it be!
- Let us make our own decisions and pay our own way.
- No property tax increases for no reason!

Comment #18

- Let competition resolve the waste collection issue.
- Let the private homeowners negotiate and contract their own vendor.
- Stay out of our home escrow bill. No to property tax. No to county billing. We can pay our vendors directly.
- No to additional management structure, private enterprise will work.
- Mandatory collection, consideration must be made for aged and infirm. Give local neighborhoods support to solve these issues and get out of the way.

Comment #19

Yes, mandatory collection.

Yes, bill on tax.

I would like to see a Gwinnett County Sanitation Department. County should collect fee and haul. Don't need for-profit haulers. Make these county jobs for locals. Atlanta, DeKaulb and Cobb have sanitation departments. Cut pollution and road wear not having all the private haulers. I suggest trash pickup once a week. We need larger recycling carts like our current trash carts. These recycling carts could be picked up once a month. Yard waste once a month. This will decrease all the vehicles lumbering through residential areas.

Comment #20

County stay out of my business. I want to deal with hauler directly.

Quit spending my tax contributions on nonsense!

(Commissioners) You are very incompetent to have to hire a firm to handle this issue.

I will not vote for an incumbent.

Sell the ball park!

July 25, 2009

Comment #1

- Less Government
- Less bureaucracy
- Less choices not good
- More freedom

Comment #2

Minimum charge for every property.

Usage based pricing above minimum service to cover one bin.

Property tax clarification (but not billing) that have or is providing service.

Comment #3

Couple of things to consider. Any education provided to inform or otherwise educate citizens about reducing the volume or amount of garbage produced will go a long way to facilitating collection schedules. In other words, if people composted and increased their recycling of materials, the garbage footprint per household would be smaller which might allow a bi-weekly pickup schedule to be negotiated – pickup every other week or every 10 days for instance.

We should be moving towards a zero garbage per household footprint similar to a community in Texas is doing today through community composting sites for organic waste and recycling.

Miscellaneous

Comment #1

Waste Industries the worst have had. Left can out in the middle of the road. Has switched to Waste Pro., does not want to see Waste Industries contract.

Comment #2

- Will put a lot of small companies out of business.
- Residents will receive poor service.
- Eliminates competition.
- Should be a free market, government should not be involved.
- Has Waste Pro – got rid of them because of sporadic service.

Comment #3

In favor, thinks should be mandatory and put on a utility bill but not on the taxes.

Have an option for yard waste and bulk items.

Comment #4

Would be extremely disappointed if Waste Pro received a contract. Has had constant problems with them and if they can't handle a couple of homes in the Hamilton Mills subdivision how would they be able to handle half of the county.

Hopes Waste Pro will not be charging the county (lawsuit) for the stickers they put changing the phone number from Atlanta to Athens back to Atlanta.

Comment #5

Just assume leave to open market it would create a more competitive situation.

Comment #6

I am a member of the Paden Cove HOA, Architectural committee RA Retired.

You have been kicking a dead horse around long enough. We need to have our trash picked up once a week. One container. Town home owners and most of the single family homes do not have space for two.

The proposal you presented some time ago, that was not properly bid, was a great solution. That's the one where you pay for the service by adding it to the property tax. That way everyone has a trash can and does not use their neighbors which in most cases is a renter.

All these public forums you are proposing are a major delay in the process.

We need it right now. Just admit that you made a mistake in the contract award procedure and let the horse lie.

(I just made a spell check and did not miss any.)

Comment #7

I attended your first Gwinnett County Solid Waste Meeting (6/15/09) and I attended your third Gwinnett County Solid Waste Meeting (6/25/09). At the 6/15/09 meeting, I offered six specific recommendations. At the 6/25/09 meeting, I offered one general recommendation. The purpose of this letter is to further explain those recommendations (since the two minute time limitation did not allow sufficient time to do so).

June 15, 2009 Meeting

The recommendations offered:

1. Mandatory collection of both trash and recyclables.
2. Put on tax bill.
3. One hauler per district.
4. Trash container: Continue to allow the homeowner (especially townhome owners) to simply place their trash at curbside in securely tied, heavy duty plastic trash bags. For those homeowners who use trash cans, continue to allow the homeowner to use the size of trash can that suits his needs.
5. Trash container: Continue to allow the homeowner (especially townhome owners) to use the size recyclables container that suits his needs. 18 gallon to larger.
6. Retrieve emptied containers: Continue to require the homeowner to remove his emptied trash container and his emptied recyclables container from curbside by midnight of collection day. Not 24 hours after collection day.

Explanations:

1. Mandatory collection best assures an orderly, clean Gwinnett County.
2. The tax bill best assures every home is uniformly billed.
3. One hauler per district best assures uniform service throughout the neighborhood and best assures trash pick-up only one day per week (in the neighborhood) rather than having trash pick-up several days per week (in the neighborhood). As respects townhome communities, the front yards are very small often difficult to determine where one townhome owner's yard begins and the other townhome owner's yard ends. Therefore, it is sometimes difficult to determine whose trash is whose. With only one hauler per neighborhood, there is no problem... the one hauler simply picks up all the trash in the neighborhood.
4. I have lived in unincorporated Gwinnett County for 20 years. I, like most of my neighbors, have always placed my trash in securely tied, heavy duty plastic bags at curbside. Some of my neighbors use trash cans ranging in size from a 30 gallon trash can on upward. None use 95 gallon cans. They use the size trash can that best serves their needs. As respects townhome communities – requiring mandated trash containers presents storage problems and trespass problems (I will explain later).
5. None of my immediate neighbors currently recycle. However, my homeowners in the nearby neighborhoods do recycle. From my observations, most use 18 gallon recyclables

containers. Some use larger. As respects to townhome communities – requiring large recyclables containers presents storage problems and trespass problems (I will explain later).

6. Our Gwinnett County ordinance currently requires emptied containers be removed from curbside before midnight of the collection day. For some unknown reason, the 2008 proposed plan recommended 24 hours after collection day. Why? Emptied containers should continue to be removed from curbside on collection day... or at the very least by 7:00AM of the morning following collection day.

June 25, 2009 Meeting

I offered one general recommendation:

1. Special consideration – townhome communities.

Explanation:

1. It is my understanding that there are more than 100 townhome communities in Gwinnett County. Most townhomes in a townhome community do not have side yards. Only end units have a side yard. Many townhomes either have no garage or have one small, narrow, shallow garage. This presents storage problems as respects trash containers and large recyclables containers. If the townhome owner stores his containers in his backyard, then he has to trespass through his neighbors' yards in order to get his containers around front to curbside. Moving his containers through his neighbors' yards could often result in damaging his neighbors' shrubbery, flower beds, etc. Again, homeowners (especially townhome owners) should continue to be able to place their trash at curbside in securely tied, heavy duty plastic trash bags. Also, they should continue to be able to use a trash container of a size that suits their needs and to use a recyclables container of a size that suits their needs.

Again, most townhomes (in a townhome community) have very small front yards often making it difficult to determine where the front yard of one townhome ends and where his neighbor's front yard begins... hence the importance of one hauler per neighborhood.

Also, most townhomes have only one or two persons residing in the townhome. They do not need trash containers nor large recyclables containers.

Costs: I would mention that I live in the Overlook Green Townhomes community. It consists of 101 fee-simple owned townhomes. Our association (Overlook Green Townhome Owners' Association, Inc.) is contracted with Robertson Sanitation for our trash collection. It includes curbside weekly trash pick-up including junk (appliances, furniture, etc.). It does not include recycling nor yard waste. Last year, our monthly per townhome cost was \$11.44. This far this year our monthly average has been \$10.54. It is my understanding that if we added recycling there would only be a 10% surcharge.

Comment #8

My wife and I attended the forum at the Pickneyville CC on Saturday. We thought the moderator did an excellent job, as well as the Gwinnett administrators.

We have moved five times during my career with one company. Among those cities are, Indianapolis (Plainfield), Atlanta (Doraville), Denver (Arapahoe County), Philadelphia (Cherry

Hill NJ), Columbus (Pickerington OH) and back to Atlanta (Norcross). Not one of those cities did we have the problem we are having NOW. In all those cities we either contracted with a hauler or the waste was picked up by the city, and that was the way it was when we first moved to Gwinnett County in 1982. All of those cities and GC had one (1) truck. Now we have 10 to 12 trucks on various days of the week in Peachtree Station (Norcross).

How can you, Gwinnett County, have a Solid Waste Management Plan, with so many people suggesting how you do it. Everybody has a plan, individuals pick their own hauler, pay the county, pay your hauler, take the trash somewhere else, no recycling and so on.

Some people talk about where they live, a large truck cannot come in. I know that Waste Management, for example, have smaller trucks for I seen them on the streets. So something can be worked out. Others may say that if you put the cost on a tax bill, it is a tax increase. It is not, for we get charged on our Real Estate Tax bill for street lights. I don't consider that a tax.

Others may say they can't walk that far with those big containers. I see their point, but I am sure you can get small (45 gallon) or let them use a plastic garbage bag. One of the collectors that got the contract this year said the truck was built to accept 95 gallon containers and they wouldn't accept bags. Why not, for I see many 95 gallon containers, full to the top or overflowing with plastic bags containing waste.

I feel Gwinnett County should pick the plan, present it to State, get approval and institute the plan. Nobody will be happy, but you will have a plan. But be sure you pass it by the attorneys before presenting it and just possibly you won't get sued the next time. I don't want to see lawsuits over garbage.

I suggest you go back to the 1973 plan. Four districts, one hauler per district and mandatory recycling. People belonging is mandatory. Taking to the church, my business, or the neighbor doesn't fly. I don't see the point of so many people loving their Garbage Man. Garbage is Garbage. If you contract with a hauler and that hauler doesn't perform as expected, get another hauler. If I would have a preference on billing, I would select paying the bill direct to the hauler, but either way is OK. Also, don't make it so hard on haulers. We have Allied Waste, Robertson and others in our neighborhood but they didn't get or didn't bid in January. Also I think with the GCB proposal they said there would be 4 districts and then selected 2 districts. Why?

You people have a thankless job, but we are counting on you to pick a plan that will work. You may satisfy the minority, but the majority will get used to it.

Comment #9

I have not been able to attend one of the public forums on the trash service issue. I do want to express my strong support of the one provider plan. I was disappointed the court-suit stopped the arrival of this much more environmentally-sound option.

We have 9 homes on my street and 3 different companies with 3 different trucks each – so 9 trucks per week. As a mother of a child with asthma, I'm very concerned with Atlanta area's poor air quality. Reducing the number of waste trucks, having better recycling options and ensuring that all residents have a trash service are worth fighting for!

Appendix D
QUESTIONS FOR HAULER MEETINGS



An SAIC Company

QUESTIONS FOR HAULER MEETINGS

July 2009

What do you think is the appropriate role of the County in meeting solid waste management goals?

- What do you think is the best management structure to achieve these goals?

What ideas would you suggest to meet the following needs?

- Reducing garbage truck traffic?
- Reducing littering and illegal dumping?
- Ensuring consistent level of service County-wide?
- Increasing recycling?
- Allowing existing haulers the opportunity to maintain market share?

If the County decided to go with exclusive franchises, what would you suggest be changed about the process, specifically:

- Issuing multiple County-wide franchises, encouraging subcontracting with existing haulers through proposal process
- Performance bond
- Evaluation of proposals
- Other aspects of the process

If the absence of a franchise, what do you think of the following ideas?

- Limiting number of haulers per district and then letting residents select
- Assigning collection day in each zone
 - Requiring collection day in HOA or neighborhood if they petition the County
- Issuing up to three County-wide franchises, encouraging subcontracting with existing haulers through proposal process

Appendix E
CITIZENS' SOLID WASTE COMMITTEE
RECOMMENDATIONS



An SAIC Company

Citizens Solid Waste Committee

An Ad Hoc Gwinnett County Citizens Committee

Gathered by Commissioner Mike Beaudreau

Recommendations

March 22, 2009

Background

This ad hoc committee was established by Gwinnett County Commissioner Mike Beaudreau to collect public input and identify issues and potential scenarios to address the public concerns as well as the best interest of the county as a whole.

This committee operated in a very limited time frame and did not have the opportunity for in depth study. Instead the group relied on public input, information from haulers, private recycling firms and the Georgia Department of Community Affairs, as well as review of prior survey data collected by Gwinnett Clean and Beautiful.

These recommendations are based on the committee's limited exposure to all of the issues. On many issues there was no clear consensus, so all position votes are detailed on the attached matrix and individual committee members' comments are included as an attachment.

Recommendations

1. Universal Trash Service (14 yea, 0 nay)

Problem addressed: Illegal dumping of trash into the environment.

If everyone participates in the county trash service, we expect to reduce littering throughout the county and eliminate the problem associated with residential rental property without trash service dumping their waste into the environment. We believe that mandating that residents pay for curbside pickup outweighs the cost to the community of having to pay to clean up illegal dumping.

2. Billing as a fee on the tax bill. (9 yea, 5 nay)

Problem addressed: free riding on universal trash service system by refusing payment.

Although there was significant opposition at the public hearings, the committee felt this billing methodology was the only way to enforce universal trash service. The committee considered other billing methods (on water bill, billed by haulers, billed separately by county, etc) but nonpayment of these methods had 2 undesirable outcomes – cut off service and thereby defeat the universal service provision, or allow for a certain amount of bad debt which raises the rates for all others. However, many meeting participants considered this a tax increase even if it reduces their overall expenses for waste disposal.

3. Divide county into 8 trash zones (12 yea, 0 nay, 2 no position)

Problem addressed: maximizes potential for participation by private haulers, keeps bonding requirement modest.

8 zones will increase the odds that more of the existing haulers in the county can win a bid and participate. This also reduces the size of the contracts per zone thereby reducing the performance bond required and facilitates smaller hauler's ability to compete with the large haulers. We also suggest that there be some limitation on the number of zones any one hauler could be awarded although the committee was unable to make a recommendation on that exact number.

4. Single Hauler per zone (8 yea, 6 nay)

Problem addressed: ensures economy of scale so that haulers can offer lowest possible price.

As evidenced by the vote, this was the most contentious issue among the committee members and especially among the meeting participants at the public hearing. For many, freedom of choice was most important. The single hauler concept gained considerable support among the committee when the haulers supported the concept if they could not continue as is, and after they had difficulty explaining how they would bid on a two hauler per zone concept which could not guarantee them a set number of customers. They

admitted that the uncertainty in that concept would add cost to the bid results. That and the discussion of a “phased in” conversion over some undetermined period of time impressed the committee members who ultimately voted yea.

5. Voluntary recycling (12 yea, 1 nay, 1 no position)

Problem addressed: reduces waste stream, thereby maximizing landfill space and making the most of our natural resources.

Although the committee enthusiastically supports recycling, it felt that citizens should participate voluntarily. Haulers reported current recycling rates at approximately 35%. The committee thought a heavy education campaign will increase the recycling rate and help meet the County’s solid waste reduction goals.

6. Expanded list of recyclables (13 yea, 0 nay, 1 no position)

Problem Addressed: reduces waste stream, thereby maximizing landfill space and making the most of our natural resources.

Allowing more items in a single stream recycling system will significantly increase the volume of recyclables and thereby reduce the volume of solid waste going into landfills. In addition, current private company capacity exists to handle not only the current volume but the increased volume for the foreseeable future. This existing capacity would negate the need to build a multi-million dollar facility at taxpayer expense.

7. Recycling weekly (14 yea, 0 nay)

Problem Addressed: reduces waste stream, thereby maximizing landfill space and use of our natural resources.

The committee originally considered recycling every other week in order to reduce overall costs to citizens and reduce truck traffic in neighborhoods. Some haulers could not say for certain that costs would decrease. The committee ultimately thought that recycling efforts would suffer if collection opportunities were limited to twice monthly collection.

8. Choice of container size (14 yea, 0 nay)

Problem Addressed: Allows seniors to manage containers more easily.

The committee realizes that deviations add some additional costs but several citizens impressed upon the committee the difficulty of storing and moving 95 gallon containers. Offering a smaller container (55-60 gallons) that is compatible with the automated systems on the trucks will accommodate these issues.

9. Solid Waste Authority (14 yea, 0 nay)

Problem addressed: Lays the legal groundwork for contracting with private haulers for collection services.

These recommendations are designed to give the Board of Commissioners the broad brush strokes of a solid waste plan that, in the committee's opinion, is in the best interest of Gwinnettians. We recognize there is a considerable amount of work to be done to translate these recommendations into action. Bonding, service level agreements, pre-qualification of bidders, RFP, the bidding process itself and a myriad of other details are necessary in order to achieve the solid waste reduction goals while keeping the county government's involvement to an absolute minimum. So our final recommendation is the formation of an authority, agency or department to administer the Solid Waste Management Plan, contracts and other necessary compliance functions.

Below are additional issues that the committee discussed briefly that it felt should be included in the report:

10. Mandate minimum service standards through Service Level Agreement (5 yea, 1 no position)

Problem Addressed: Quality and responsiveness from contracted haulers.

Quality and responsiveness from haulers was a citizen concern at all meetings and one way to address this in a universal single hauler per zone system is to have service level agreements as part of the contract. Haulers would be contractually obligated to meet these minimum quality standards to keep the contract.

11. Pick up and pay for both yard waste and white goods as used – (5 yea)

Problem Addressed: Reduces truck traffic in neighborhoods and, in the case of yard waste, maximizes landfill space.

Some committee members preferred that neither white goods nor yard waste be mandatory and be on a pay as you go basis. This would reduce truck traffic and, in the case of yard waste, maximize landfill space by promoting composting. However, many on the committee felt that pay-as-you-go would lead to additional illegal dumping, and felt that the illegal dumping problem outweighed the truck traffic problem.

12. Yard Waste – continue on a pay-as-you-go system. (9 yea, 5 nay)

Problem addressed: encourages on-site composting to help maximize landfill space.

The committee felt that yard waste is best disposed of at the source through mulching and composting, but realizes that this is not always possible. A pay-as-you-go system is recommended to encourage on-site disposal.

13. White goods/odd size mandatory weekly collection (12 yea, 2 nay)

Problem Addressed: reduces the likelihood of illegal dumping of these items.

These options need to be offered by all the haulers who receive the contracts for Gwinnett's solid waste services and should be priced into the basic services fee. This will help prevent illegal dumping into the environment.

14. 2 Haulers per zone (7 yea, 4 nay)

Problem Addressed: Adds the ability for individuals to fire haulers for poor performance.

A minority on the committee wanted to offer multiple haulers per district to give individuals control over hauler performance. Seven members were agreeable to two haulers per zone. Consultation with the haulers at one of the meetings indicated that bidding and pricing details were complexities yet to be determined. A majority on the committee felt that this would lead to increased prices due to the uncertainty introduced to the process.

15. 3 haulers per zone (7 yea, 3 nay) Seven members were agreeable to three haulers per zone.

Problem Addressed: Adds the ability for individuals to fire haulers for poor performance.

A minority on the committee wanted to offer multiple haulers per district to give individuals control over hauler performance. Seven members were agreeable to two haulers per zone. Consultation with the haulers at one of the meetings indicated that bidding and pricing details were complexities yet to be determined. A majority on the committee felt that this would lead to increased prices due to the uncertainty introduced to the process.

16. Exceptions permitted with tight restrictions. (10 yea, 3 nay)

Problem Addressed: Gives citizens the ability to address unintended consequences from the universal trash collection policy.

This was much discussed by the committee. Some felt that the only exception would be a resident who owns a business with trash service and disposes of their household trash at their business. Several citizen comments indicated that some residents engaged in such practices. Business owners should be required to submit proof of trash service annually to qualify for exception. The committee would challenge the resulting administrators of the Solid Waste process to devise a way to verify that trash is disposed of in this way. Others felt that unintended consequences arise from many regulatory practices, and accordingly there should be a process in place to address such problems. The majority felt that a high bar must be reached before an exception was granted.

17. Continue using Gwinnett Clean and Beautiful for education efforts (9 yea, 4 nay)

Problem Addressed: Reconstitutes a relationship that has extensive experience managing the many problems and programs associated with solid waste management.

Gwinnett Clean and Beautiful is a non-profit organization that has performed many services for Gwinnett County, including solid waste and recycling education campaigns, Christmas Tree recycling, anti-graffiti programs, anti-litter campaigns, and administering Gwinnett County's Solid Waste Management Plan. The committee felt that this organization still has much to offer Gwinnett County and urges the board of commissioners to re-engage it to continue its education efforts on behalf of all Gwinnettians.

18. Implement transition plan from current system to a plan such as was bid out in the fall of 2008 for a duration of "x" number of years.

Problem Addressed: Gives haulers with established collection businesses time to adjust their business model to the "single hauler per zone" concept.

Much citizen input revolved around existing haulers being put out of business due to the single hauler per zone concept. A transition plan, as is required in commercial waste collection, would give existing haulers time to adjust to this new process. The committee did not have an opportunity to discuss this concept at length due to time constraints the evening it was introduced.

19. Require bonding in a more easily achievable amount and type.

Problem Addressed: Levels the playing field for companies competing for collection contracts, and protects citizens from company defaults during the life of the contract.

Bonding is necessary to protect the citizens during the contract term from companies that may default on their contractual obligations. Bonding requirements must be legal and the fairly applied to the RFP process. The committee advises that the creator of the next RFP determine what function the bond should provide and consult with bonding experts before deciding the bond type and amount.

Respectfully submitted by the Citizens Solid Waste Committee

Mike Royal, Chairperson

Rich Edinger, Secretary

Ron Baker

Lamar Bates

Dan Bieller

Tom Cordell

Carla Dowell

Chet Hale

Terri Jondahl

L.C. Johnson

Patrick Malone

Jimmy Orr

Mack Perry

Art Sheldon

APPENDIX

- Committee List
- Position Matrix
- Committee Individual Comments
- Minutes of Public Meetings
- Written Public Comments or Submittals
from Public Meetings

Citizens Solid Waste Committee List

Ron Baker, Resident of unincorporated SW Gwinnett since mid 80's, in the "heady" days of county growth. Life Insurance/ College Planning in the early years of a family's Life. Active in Boston Terrier (canine) Rescue. Spay and Neuter your pets. Veteran US Coast Guard

Lamar Bates

Daniel J Bieller, CEO of Industrial Metal Solutions SE, Inc. Resident of Dacula. Interests/Objectives: Reduce solid waste and increase recycling in a manner that is fair, equitable and acceptable to Gwinnett citizens. Affiliations: No affiliations with Gwinnett Clean & Beautiful, haulers, or other governmental committees. Just an interested citizen.

Captain Tom Cordell, Administrative Officer, Office of the Fire Chief, DeKalb Fire Rescue

Carla Dowell, Resident of Unincorporated Lilburn; Retired, DeKalb County Government (30 years)

Rich Edinger, Committee Secretary, Rich Edinger is a professional engineer and Principal Associate with Clark Patterson Lee, a professional services firm serving the municipal, transportation, healthcare and education markets, and whose clients include Gwinnett County DOT and several area municipalities. He and his family live in unincorporated Gwinnett County in the Lawrenceville/Snellville area. Rich sees a role for the County to implement practices to minimize the negative impacts of the current solid waste collection process, which include air pollution, high truck traffic, increased road maintenance, inefficient use of raw materials, litter and illegal dumping. The County also has an opportunity to realize an economy of scale in the collection process that will save money in both the aggregate and for many individuals.

Chester Hale. Engineering Manager for the Millennium Mat Company in Suwanee GA. Resident of unincorporated Gwinnett in the Dacula area. First District Manager for the Gwinnett County Republican Party (at least I will be after tomorrow morning). President of the Wilshyre Estates Subdivision. Objective/Interest: To be part of a practical, free market solution that incorporates the needs of all of the citizens of Gwinnett County.

L C Johnson, Retired Citizen. Resident of Duluth. Member of Gwinnett Clean and Beautiful board for several years. Also a Member of several other Local Boards.

Terri Jondahl, CEO of CAB Incorporated, headquartered in Buford, Georgia. Resident of Unincorporated Gwinnett in Buford area. Member of Gwinnett Clean and Beautiful board for 18 months. Interests/Objectives: 35 item single stream recycling, reduced truck traffic, reduction in illegal dumping, assisting in finding a reasonable solution that meets as many needs as possible.

Patrick Malone, Senior Partner, The PAR Group Tucker, GA, Resident of unincorporated Gwinnett with Snellville mailing address.

James H. (Jimmy) Orr, Jr., Supervising Engineer Southern Bell/BellSouth ("new" AT&T) Retired, 2 years U.S. Army, 35 years Southern Bell/BellSouth, 13 years public works/utility construction, resident of unincorporated Bethlehem, Gwinnett County, Georgia.

William M. "Mack" Perry, Resident of Lawrenceville and have lived in unincorporated Gwinnett County for over 30 years. REALTOR with RE/MAX Around Atlanta in Duluth and a concerned citizen.

Mike Royal, Chairperson

Art Sheldon, Resident of Duluth, Vice President - The Hamptons of Duluth HOA, Executive Committee member of Gwinnett Group of the Sierra Club, Past Chair and Vice Chair of the Gwinnett Transit System Advisory Board. Interests/Objectives: reduced truck traffic, low cost trash service, increased recycling, reduction in illegal dumping, improved customer service by trash haulers.

Citizens Sanitation Committee Position Recap Yes (Y) / No (N) / No Preference (NP)

	Art Sheldon	Tom Cordell	Carla Dowell	Chet Hale	Dan Bieller	Jimmy Orr	Lamar Bates	LC Johnson	Mack Perry	Mike Royal	Pat Malone	Rick Edinger	Ron Baker	Terr Jondahl	Total # Supporting	Total # Not Supporting	Total # No Opinion
1. Require Mandatory Trash Service at all Residences	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	13	0	
2. Provide Billing on Tax Bill	Y	N	N	N	N	Y	Y	Y	Y	N	Y	Y	Y	Y	9	5	
3. Utilize 8 Zones	Y	Y	Y	NP	Y	Y	Y	Y	Y	Y	Y	Y	Y	NP	12	0	2
4. Use One Hauler Per Zone	Y	N	N	Y	N	Y	N	Y	N	Y	Y	Y	N	Y	7	7	
5. Voluntary Recycling rather than Mandatory	Y	Y	Y	Y	NP	Y	Y	N	Y	Y	Y	Y	Y	Y	12	1	1
6. Require Haulers to Pick up Maximum Possible List of Recyclables (33-35 items)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	13	0	
7. Recycling Frequency - Weekly	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	14	0	
8. Provide 95 Gal Containers, or 55-60 Gal Container on Special Request	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	14	0	
9. Establish Solid Waste Authority or Committee to Administer Program	Y		Y	Y	Y	Y	Y	Y	Y	Y		Y	Y		11		
10. Mandate Minimum Service Standards through Service Level Agreement	Y			Y				NP	Y				Y	Y	4		1
11. Yard Waste and White Etc - PU and Pay as Used			Y	Y	Y		Y	Y	Y						5		
12. Yard Waste - Continue current program of each household negotiating this separately with hauler on a Pay as you Go subscription basis	Y		Y	Y			Y	Y	Y				Y	Y	9	5	
13. White Good/Odd Size Mandatory as part of weekly pickup and fee - same as current system	Y		Y	Y			Y	Y	N				Y	Y	12	2	
14. 2 Haulers Per Zone	N	N	Y	Y	Y	N	Y	Y	Y				N	Y	7	4	
15. 3 Haulers Per Zone	N	Y	Y	N	Y	N	Y	N	Y				Y	N	7	3	
16. Exceptions Allowed with Tight Restrictions	N	Y	Y	Y	Y	Y	N	Y	Y		N	Y	Y	Y	10	3	
17. Continue Use of GCB for Education Efforts	Y	Y	N	N	Y	Y	N	Y	N	Y		Y	Y	Y	9	4	
18. Implement transition plan from current system to a plan such as was bid out in the fall of 2008 for a duration of "x" number of years	Y													Y			
19. Require bonding in a more easily achieved amount and type.														Y			

Note: Not all members voted on all issues. Grand totals to the right override any errors in vote distribution because those votes were taken by voice at final meeting

Individual Committee Member Comments

(Does Not Represent a Committee Consensus)

Ronald Baker

I was suprised to hear that a hauler in the "final meeting had indicated 1 hauler per zone was preferable. I still believe that was a misstatement. However on the theory of low bid in each zone. I guess it fits, so that they can judge the amount of collection per zone. we have then *regretfully effectively* eliminated "choice".

A level price will have to be established throughout the whole county...

Mandatory collection

Same day recycle and as Carla said community wide recycle education, a choice of 2 sizes of containers

White goods mandatory, with emphasis on possible appliance recycle, manatory pu of furniture, etc to avoid setoffs

Yard waste available at negotiated rate as extra per month as needed

Private enterprise seems to be able to handle the recycling process,

If county wants to get in that business then

they need to go head to head with private enterprise and convince taxpayers by showing us the plan, facts comparison, figures and projection proving the cost to reinvent a duplicate is worthwhile or prove that private enterprise recycling is flawed.

Isn't that akin to already acknowledging the fact that it seems recognized a private trash fleet is preferable over a county fleet.?

I haven't seen a county run scrap iron/metals yard lately.

..., and this panel will have been born and passed, and not recognized that present codes do not even address space for trash containers in attached units, and did not have the time nor inclination to suggest that subject at least be considered by those who ponder updates to building codes

Carla Dowell

In compiling my final comments, I have loosely categorized the issues into four major groups: 1) mandatory trash service; 2) choice of haulers; 3) recycling and 4) billing method, (not necessarily in the order shown).

- 1) Mandatory Service – I support mandatory service, with a strict variance policy, in eight zones with pick up of white goods and odd-sized items mandatory and included. I also am in agreement with bins smaller than 95 gallons, when requested. Yard waste should be separately handled with each customer negotiating with his or her hauler on a pay-as-you-go basis.
- 2) Choice of Haulers -- I am astonished by the final committee vote, however close, favoring one hauler per zone. We have consistently heard residents in meetings express their desire for a choice of haulers. Perhaps it is because they were in Gwinnett in the past when residents were assigned haulers according to zones. The service for some was atrocious; and during that time, the haulers were subject to minimum service requirements, some of which were more strict than those currently proposed. The price was set by the County – the same for everyone. Many residents who were forced to use the largest hauler were glad to see the day when they were allowed to fire one hauler and hire another. This past experience illustrates that competition is not only a consideration of price in the bidding process, but in the service extended to customers. People should be able to choose with whom they do business and many have said they will pay for it.
- 3) Recycling -- I support voluntary recycling with an expanded list of items, once weekly on the same day as garbage pickup. Recycled materials are being handled presently by private enterprise; therefore, construction, management, staffing and maintenance of a county facility appear to be unnecessary expenditures of the citizens' money. Aggressive endeavors toward education should be implemented, preferably directed by a newly formed Sanitation Authority. The word needs to spread into the communities rather than into the schools with the assumption the students will take it home. Not every house has school-aged kids. There are innumerable sources for disseminating information: professional organizations of all kinds; church groups; assisted living facilities; civic organizations; sports teams; motorcycle clubs; garden clubs.....Competition among similar groups is often welcome. Go after the baby boomers. That group is usually the largest in many communities.
- 4) Billing on Tax Bill -- I am not in favor of Gwinnett County acting as a collection agent for private enterprise.

According to a gentleman I spoke with in the Gwinnett County Tax Commissioner's Office on Monday, March 9, 2009, the county currently has 20,500 tax delinquencies and the number is expected to increase. This amount includes delinquencies on all parcels of property, both developed and undeveloped; but it does not include the high number of parcels under bankruptcy. If a large number of residents are not paying their taxes in the first place, then liens for trash bills don't have any teeth. Additionally, I don't think the owner (or former owners) of the 15,000+ foreclosures during the past year in Gwinnett are very concerned if liens exist on the properties they are losing or have lost. Yet, under the proposed system of tax billing, these people would have received trash service at some else's expense – the taxpayers. The difference between collections and disbursements would have been significant since the hauler would have to have been paid for services performed. This would have amounted to a loan from the taxpayers to the tax delinquent, only to be reimbursed at some later date by whoever ended up with the properties. I am told that eventually reimbursement would have occurred, but no one knows how long it may have taken. Even though I support mandatory trash service (which didn't work in the 1980's), it appears that some individuals will receive services for which they will never pay thereby placing the burden on those who do. A more simple solution would be to let the haulers do their own billing on a quarterly basis. Mandatory collection should be enforced by the Quality of Life Unit with a reporting method similar to that used by the State in enforcing mandatory automobile insurance. The haulers report service addresses or changes to the QOL Unit and anyone who drops service without securing it elsewhere receives a citation to Records Court. This would require minimum personnel and vehicles. Having participated in government budget preparation and allocation for many years, I believe a program modification such as this could be easily funded by the current franchise fee.

To those who say the plan which was thrown out had many fans, I ask where all these fans were during the meetings. Perhaps they should have shown up to voice their displeasure that this plan was not going to happen. One resident that keeps coming to mind was the lady who stood at the back of the room at the Snellville City Hall meeting. She was very supportive of the plan that was to take effect on January 1, 2009 ----- until she changed to the company which would have been her assigned hauler under that plan. She came to the meeting to say she wants a choice of hauler.

In concluding, I think an ordinance with some fluidity would be reasonable with a Solid Waste Authority in place to work out the kinks. When dealing with such a vast number of scenarios, everything cannot be in black and white and, again, one size does not fit all. I also think the haulers may have valuable input as to the implementation of a system that can be equitable for all involved.

LC Johnson

My matrix checkoffs support my feelings about the total project, include mandatory trash service and mandatory 35 item recycling, billing on tax bill, 8 zones, single hauler per zone, recycle 2x per month and continue to use GCB for their expertise. After going through the GCB Draft Plan I believe there were missed opportunities for discussions on several fronts.

Terri Jondahl

Exceptions: I would agree to allowing exceptions only very reluctantly, if the county could figure out a way to provide a waiver without too much administrative/oversight time. Definitely don't want to create an administrative monster.

Single Hauler Per District: I would much prefer only one hauler have a contract per district to minimize the truck traffic. Could live with two in order to provide choice though more research needs to be done to determine a reasonable way to manage a two hauler per district model. On this particular issue it would sure be helpful to have a broader range of opinion than just those in attendance so that we can make sure that a statistically valid cross section of Gwinnett residents were represented.

Container Size: We need options for at least a 55-60 gallon container in addition to the 95 gallon containers – for both trash and recycled items. We do need to accommodate existing and future automated systems. These smaller containers may have to be handled the same as disabled/elderly special needs households

Yard Waste and White Goods: Yard waste should definitely be pay as you go, negotiated directly with haulers, but I think that white goods are currently a mandated pickup item by all haulers in order to eliminate the need for people to find places to dump old sofas, furniture, appliances. We may be better served to keep this as a mandatory part of the hauler's contract. They must pick up white goods when left out at no additional charge.

Solid Waste Authority: If the county wants a Solid Waste Authority rather than GCB Services handling collections I am okay with it, it is my understanding that GCB did extensive work in trying to set up a process that would be effective, affordable and accountable. If the political will and legal opinions aren't there to support this direction then a Solid Waste Authority is probably the best structure for future administration of solid waste collection.

Gwinnett Clean and Beautiful: I believe that GCB should continue its efforts on litter, graffiti and education and preferably the recycling center. It is my understanding that the GCB recycling bank has capacity to last at least five years with the 35 items. GCB's 501c3 non-profit status has allowed it to raise more than \$4 million in donations for the recycling center... something that couldn't be done by either government or the private sector.

The county should also carefully consider the market value of carbon credits, which I have heard estimated at \$2 million, and consider how to utilize those to reduce trash fees for citizens.

GCB has been a model "Keep America Beautiful" affiliate for many years, receiving many national awards.

They work with teachers throughout the county to educate children on the environment and mobilize thousands of volunteers each year for clean up days, Christmas tree recycling and graffiti removal, creating a positive community atmosphere for folks throughout Gwinnett. They conduct extensive surveys each year measuring the amount of dumping and graffiti at various locations throughout the county in order to benchmark their progress. Historically GCB volunteers have been a strong positive force in helping keep Gwinnett a great place to live. I hope that the GCB volunteers continue to be actively involved in these areas of their core strengths.

Patrick Malone:

Mandatory Trash Service I believe solid waste falls into the health, welfare and safety category. I see it the same as police, fire, water and sewer services. Having said that there is a group of Gwinnettians that will be hurt by mandatory service. They are the old-time Gwinnett residents who have religiously taken their trash to the dump. However for me this is a Mr. Spock moment, "the good of the many outweighs the needs of any individual".

No Exceptions Once I committed to mandatory service, I also committed to no exceptions. Rental properties and foreclosures are a big part of the littering problem in Gwinnett so they automatically wouldn't qualify. Those who take their trash to the dump could qualify but there is no reasonable way to verify, so I would eliminate them. That leaves business owners who dispose of their personal trash at their business. I have raised some of my concerns here but have been reluctant to raise my real issue. I believe this practice is at least unethical and quite possibly illegal. Let me explain. If I go on a business trip and take my wife, I cannot include her airline ticket as a business expenses. I pay for trash service at my office and co-mingling my personal trash with my business trash would for me be unethical. I also know the IRS has some pretty strict rules for co-mingling business and personal expenses. I also know that ethics are personal and others may not see the same dilemma. Recently the Swiss bank USB was fined millions for their part in helping American evade income taxes. I think it sends the wrong message for any government to facilitate any form of tax avoidance.

Billing on the Tax bill My position here is based on realism. I believe the only realistic way to enforce mandatory service is to bill it with the tax bill. We currently pay for trash service quarterly and placing it on the tax bill will require payment in 2 parts. This will create a burden for some but I see no other realistic option that will not drive up the overall price of the service. My guiding considerations have always been - what's good for the vast majority, what is most efficient, what is most cost effective.

8 Zones I think the original plan of 8 zones gives all the current haulers working in Gwinnett a fair opportunity to keep a piece of the business.

Single Hauler/Zone My vote here is driven again by what I think is realistic. First, as a business person who regularly responds to RFP's, bidding to supply a service where the number of customers could range from from 100 to 5000 would cause me to bid towards the lower number and the result would be a higher per customer cost than if I was bidding to the higher number. Multiple haulers per zone is possible but not cost effective and I believe cost effectiveness is more important in this economy. I also believe well written Service Level Agreements satisfy most of the public's concerns about service caused by not having a choice. I also was strongly influenced here by the fact that more than 20% of our county has no choice of haulers (the cities who supply trash service) and none of the city residents are up in arms about infringement of their *constitutional* rights to choose. So cost effectiveness, efficiency and greater good were my drivers here.

Voluntary Recycling This is a place where we can and should give citizens a choice. I have been a recycler for

most of my life but I don't feel everyone needs to do what I do. Having said that I think people who choose not to recycle should significantly pay more than those who do. After all they are putting more volume into our landfills. This additional revenue will offset similar discounts to those who qualify for any of the senior or disabled homestead exemptions on their property taxes. I believe the enforcement is not only realistic but based on my research with the haulers and the tax commissioner, most of the infrastructure is already in place to make this happen. So this meets my criteria of greater good, efficient and cost effective.

Expanded Recycling This seems to be a no-brainer that requires no governmental or quasi-governmental involvement. Private business both exists and has existing capacity to handle this for the foreseeable future.

95 gallon or smaller (55-60 gal) container This is another area we can give citizens choice and not lose any efficiency. This YES is also tentative based on haulers confirmation of my assumptions.

Yard Waste/White goods/odd size?- pay as your use, 2X month It seems counter intuitive to me to pay money and waste fuel to haul away compost material and then go to the Home Depot to buy lawn fertilizer, mulch and soil amendments wasting more money and oil. However I realize some citizens want this. Rather than have all citizens subsidize this service I think it should be separated from trash service. Your hauler will sell you yard waste bags and pick it up twice a month (balancing twice a month recycling). White goods and odd size disposal will be handled on an as-requested basis and the hauler will collect a separate fee based on volume. Again my YES is tentative pending hauler confirmation.

Jimmy Orr

Prefer eight solid waste pickup zones with one hauler per zone as determined by the competitive bidding process on a level playing field beginning with RFP's, mandatory pre-bid meeting, sealed bids w/ bid, payment & performance bonds submitted at a specified date & time, bid opening at a specified date & time with all bidders or their duly authorized representative present.

William M "Mack" Perry

Mandatory trash service at all residences is preferred especially at rental properties.
Support billing on tax bill unless a Solid Waste Authority can handle differently.
We heard over and over the citizens want a choice of haulers. It doesn't make sense to oppose this.
Support voluntary recycling with a tie to recyclebank.
Support requiring haulers to provide for 35 item single stream recycling.
Recycling and trash pickup should all be on the same day.
Provide option of 55 or 95 gallon carts for both trash and recycling.
There needs to be a body to administer a very strict opt out policy – possibly solid waste authority.
Other than trash and recycling everything else should be pay as you go or as needed.
No way would I support Gwinnett Clean and Beautiful continuing education efforts.
I would be in favor of a 3-5 year implementation plan.
Regarding bonding, the board has to be realistic so that all current haulers in the county can compete.

Art Sheldon

No Exceptions – No, not sure how to enforce or administer exceptions without adding too much cost to the system unless those who opt out agree to pay a charge which would cover administrative costs (although how much that could be is conjecture which is why I question allowing exceptions to begin with).

Single Hauler/zone – Yes, otherwise one of the two main points of this plan goes out the window and into the nearest dumpster

Voluntary Recycling - Yes, include RecycleBank type system to be implemented after we determine the base point for trash sent to a landfill since RecycleBank charges based on savings in landfill fees (50% of the savings goes to them). I can't see implementing it immediately as we can expect to see more items recycled once we start allowing the 33-35 items to be recycled without the help of RecycleBank.

Recycling Frequency 2X per month – Must be every week because of the increased volume (the reason for the

proposed 95 gallon recycle bins)

Choice of 95 gal and smaller (55-60 gal) containers – yes, possibly even smaller containers such as 30 gallon cans or the existing bins

Yard Waste – pay by the use of this service

White goods/odd size – Included in the service otherwise we go back to having someone dump it on the side of the road somewhere rather than pay the extra fee.

We really need to add that a Service Level Agreement must be part of any plan.

I support Billing on the Tax Bill. We would not be acting as a collection agent for private enterprise but be hiring private enterprise to provide a service for which we (the government) will be paying them via the proceeds of the line item on the tax bill. The haulers have already made it clear that the costs of delinquencies are built into the prices they charge everyone which won't be necessary if the county bills the citizens and collects from the citizens. I believe the county taxes are covered in any lien and eventually paid by the homeowner as it will be taken out of any sale proceeds. The simplest and cheapest solution is to have the county bill the homeowners once a year. Then there is no enforcement required by the QOL unit. Funding would be at a cost determined by planned expenses and added to the winning bid as was proposed in the "new old plan" of last fall.

The point of the proposed "new old plan" was to provide service as cheaply and efficiently as possible while making sure all homeowners had trash removal service thus reducing the incentive to litter. Another goal was to reduce traffic and costly to the taxpayers wear and tear on the roads as well as the pollution generated by the trash, recycling and yard waste vehicles. As long as there is a defined and enforceable by penalty or withdrawal of the contract Service Level Agreement then the issue of choice of hauler and the ability to fire them is moot.

Solid Waste Committee Meeting Minutes
Meeting Number 1
Shorty Howell Park Activity Building
January 20, 2009

Present: Mike Beaudreau, Committee Members, Citizens

The committee elected Mike Royal Chairman and Rich Edinger Secretary by acclamation. Mike Royal gave an opening statement and said that he hoped that everyone could keep an open mind as the committee worked in a fair and open process, and that he hoped we could recommend good public policy. He then opened the floor to questions from the citizens present.

Q. from Ed Sullivan – (former County employee) Mr. Sullivan hoped the committee would consider solutions to reduce the number of garbage trucks in the community. He was concerned about the potential problem of disposing of recyclable materials when the market for such materials tanks. Several committee members stated that the solid waste management plan calls for using recycling to reduce the waste stream.

Jack Perko (Robertson Sanitation) stated that the state does not mandate recycling, but that they have set a goal to recycle.

Mike Royal stated that the solid waste management plan calls for recycling.

Luann Chambers President of the Georgia Recycling Coalition, discussed the market for recycling and stated that it is strong for paper products.

Dan Bieler had questions about what could be recycled. Luann Chambers answered that when recycling began in the county, residents had to separate the different types of recyclables, but that today residents can mix all recyclables together and the waste haulers will separate them. She said that the facility that her organization runs can handle all 35 types of recyclables.

Hal Risher with Republic Services of Georgia said that waste haulers currently have the capability to recycle all 35 types of recyclable materials, and said that Republic had in the past chosen to partner with Gwinnett Clean and Beautiful and that their transfer station only had the capability to handle 7 types of recyclables. He said that a new transfer station was being planned that could handle all 35 types of recyclables.

Ron Baker questioned whether the private facility could handle all 35 types of recyclables. Luann Chambers answered in the affirmative. Ron then asked what would happen to Gwinnett Clean and Beautiful's funding source if the private market received all recyclables. Hal Risher explained that all trash haulers pay a franchise fee to Gwinnett Clean and Beautiful and that they should use that fee to fund their operations.

Karen Pope – Pope Consulting – consultant to Allied/Robertson Sanitation (Republic) wanted to clarify that the mandate from the Department of Community Affairs is to have a solid waste management plan. They do not require recycling and in fact backed away from the term “goal” in speaking about recycling. Said that she thinks that the group ought to work on ways for the County to implement the solid waste plan.

Mike Beaudreau gave some of the history behind the current effort – Rental property problems – often landlords don’t include trash service in rent and tenants assume the County provides the service and call Gwinnett C&B expecting them to pick up heir trash. This sometimes results in illegal dumping.

A Citizen whose name I was unable to record suggested that it was not fair to mandate service because some rental properties are vacant, thus mandating service to properties that are not using it.

Mike Royal suggested that we answer the question about whether recycling is mandated or simply a goal for next time.

Dan Crawford (Robertson Customer living in the Suwanee area) suggested that it was a good idea to split the County up into zones and bid each zone. Participation should be mandatory and a process set up to record complaints about the service.

Dan Bieler suggested a way around the issue of paying for a service that is not used would be to add the service onto the water bill instead of the tax bill. That way if a person cancels their water account, it is a good indication that the property is unoccupied and can therefore cancel their trash service.

Tom Cordelle suggested that that might be unlawful, as it was tried in DeKalb. Dan Bieler said that in his opinion it was “shutting off water service” that was found to be unlawful and that placing the trash service on a water bill still might be a good way to determine if that residence has a need for trash service.

Lois Allen suggested that some consideration needed to be paid to the people of Gwinnett County that had to put up with the trash problem and want all the trash to be collected.

A Citizen whose name I was not able to record told the committee that she doesn’t want someone to tell her who can collect her trash. She wants the option to change if she receives poor service from her provider. Tom Cordelle agreed that elimination of competition is never a good thing.

Echoing that same theme, Jack Perko from Robertson does not like the fact that customers can be taken without compensation to the companies.

Dave Iowa, a contractor said that he has had people dump in his commercial dumpster before and he has not had much action on the part of Clean and Beautiful after he has

reported it. A discussion ensued about the requirements for a code enforcement case. All agreed that it was difficult to make a case on this issue.

Francis Neeley said that putting the fee on the tax bill is a huge problem. The IRS will not allow that to be taken as a deduction and people will have a problem if they get audited.

Johnny Wright from Duluth commented on Duluth's bag program and how residents on his street were able to share a smaller receptacle, making trash collection more economical for them.

Luann Chambers discussed Recycle Bank, a program affiliated with Robertson Sanitation that gives incentives to recycle. www.recyclebank.com

Chris Robertson of Dacula said that Citizens should pressure the board to keep free market free, mandate participation. Gwinnett is not a progressive county, it is conservative. Respect the right of individuals to make the right choices and punish the ones that don't.

Charlene Walsh – 30 year resident – complained that the cost of the new program is more than here former hauler.

Deborah Oscarson – objected to paying for service up front before service was rendered. This is under the voided contract.

Mike Beaudreau indicated his preference that yard waste be recycled where it is generated, not collected for transport.

Ray Rodden asked if the plan will be voted on in a referendum, implored the committee to ensure that the plan will allow residents some recourse to complain about poor service and stated that adding the bill to the tax bill was a poor customer service practice, since it would not be possible to refuse payment for poor service.

Art Sheldon tried to address Ray's issues and stated that the county could review performance under such agreements by setting up a service level agreement.

Dan Crawford suggested the County consider generating power from incinerating waste.

Mike Royal thanked everyone for attending and stated that there will be four more meetings around the County and that the next location and time were to be announced in the near future.

Solid Waste Committee Meeting Minutes
Meeting Number 2
Gwinnett Justice and Administration Center
January 29, 2009

Present: Mike Beaudreau, Committee Members, Citizens

Mike Royal opened the meeting and reserved the first 45 minutes for citizen input and the remaining time for committee deliberation. Commented that originally, this meeting was to be closed to the public so the committee could deliberate, but he wanted to honor peoples desire to be heard. He left it up to the committee whether the meeting would be closed after hearing public comments.

One committee member said that at the last meeting, input from the haulers took up considerable time and asked if the committee could reserve a separate meeting for their comments. He also asked people to identify themselves and if they have a vested interest in the outcome of the process, they should disclose that interest. Thirdly, he was concerned that those previously responsible for creating a plan did not listen to the public and feared that that may be happening again. Accordingly, he suggested that the committee listen, not debate people and only ask for clarification.

Comments from the Citizens present:

Wayne Aldering, Lilburn – disagreed that members of the committee not respond to citizen comments. He thinks the committee should respond and be accountable. He commented that former elected officials would make decisions behind closed doors and thought that we did not need more of that.

Dr. Don Reinhardt commented that this is the biggest problem he has ever seen. Communicating about the process was bad. Suggested that volunteers are needed to help the committee. Trash is a problem out there. We need to address mandatory trash collection. The County should not collect trash fees. The trash haulers should do it. He likes the 8 district plan and it deserves a chance to work.

Ralph Sterling, Lilburn – Questioned why county residents are not allowed to vote on this issue. The county is taking away their freedom of choice. He is satisfied with his waste hauler.

Bill Holcomb – plan was ill conceived. He has the answer 1. If it's not broken, don't fix it. Private enterprise is working fine. 2. The franchise fee should be dedicated to the police quality of life unit. They should enforce the existing county code. One problem is that unoccupied households and occupied households are not treated the same.

Marie Gerard, Loganville – she lives in a 63 house subdivision. There are 8 haulers with 2 trucks each. She thinks that's ridiculous. There should only be one hauler. We should

incorporate it into property taxes and then everyone would pay. The County should charge for garbage service.

William Edwards, Loganville – 47 year resident – Does not have garbage pick-up. The dump is near his house. He should not have to pay in a mandatory program. He takes his trash directly to the dump and it is less expensive than hiring a hauler.

Toby Johnson, Loganville – County government should not be involved. Empty houses that cannot be sold may belong to the banks. Is this a loss of revenue if the charge is placed on the tax bill? Mike Royal said that different rules applied.

Shirley Connell – owns 4 homes in Gwinnett County. She would have to explain mandatory trash collection to her tenants. The “No Littering” law didn’t stop littering. Mandated collection would mean the landlord must collect the fee from their tenants. She is single and shares her trash collection with her single neighbor. She also recycles. Many retirees share trash collection. She was also concerned about taking jobs away from other haulers.

Phyllis Nye – Asked if this will happen “no matter what”. Mike Royal answered no. We will make a recommendation to the County Commission. However, the courts are involved. The Committee is having an open discussion about the problem and will make a recommendation.

Leslie Powell, Lawrenceville – She has a middle opinion. She is pro-environment, and believes the current system can be improved. Thinks there are too many haulers, and that consolidation is needed. The methods of the past are not the way. A property tax is no good. Believes that a Pay-as-you-throw system will give people incentive to recycle.

Tom Wattinger – Villages of Flowers Crossing – Does not like multiple companies – thinks we need compulsory sanitation. Mike Royal asked him if the HOA had tried to consolidate trash service in Flowers Crossing. Mr. Wattinger said no.

Jim Furcheck – long time resident – Air Force veteran – believes in choice. Government should not impose a solution and take away peoples freedom of choice.

Ed Sullivan – Thousand Oaks s/d. We should not add to the property tax. Private industry does a better job than government. Likes idea of 8 districts and 3 areas [max for each hauler selected]. Said there is no common understanding of recycling. There has been bad communication. 21,000 homes without trash service is not believable.

Ron Sterling – has recommendation – if we stay with the existing system, each home must have a recycling bin.

Dave Luka – Knollwood Lakes – When the HOA developed a program, the price went down.

Verlin Mills – She has a lot of leaves. She fired one hauler when they did not perform, then signed up with another. She thinks people should be able to hire and fire who they want. A consolidated system is bad. She was upset that 8 trucks could go through her neighborhood.

Marcia Brumbalow – doesn't like the idea that the meetings would not be public at all times.

Dwight Williams, Hwy 29 Dacula – Believed that new residents do not know that they are not supposed to litter or put trash in cans. Education is needed. Add signs to the highway.

Tom New – retired insurance executive – see attached handout about townhome owners – Tom Cordell said this was not the first time he had heard from townhome residents about the issue. He asked if a smaller 25 to 40 gallon can would fit in the garages. Mr. New said yes, for the townhomes that had garages. For those that don't, they must store them in the back of the building, making it difficult to put the can out at the curb without trespassing on neighbor's property.

Luann Chambers – Espy Recycling – Gwinnett resident – Since there seemed to be confusion about recycling, could she bring literature to the next meeting? Mike Royal said he would contact her separately about this. Clean and Beautiful does a lot of education work.

Unidentified resident – Felt that any plan should be statewide.

Unidentified resident – asked what Clean and Beautiful was, and if it gets taxpayer money. Yes, was the answer.

Pat Fox, reporter with the AJC – asked if the balance of the meeting would be open or closed. Mike Royal answered that it was up to the committee. Mike Beaudreau said that the this was not a public hearing and that the committee was not subject to the open records act.

Bill Holcomb said that the County and C&B had severed ties, and that the County needed to fund the police quality of life unit and that the Courts need to enforce the law. Education was also needed.

Bob Henrys, Lilburn – Efficiencies were not recognized from the previous proposal. He would have seen an increase in his bill. Efficiencies should be realized because the haulers do not need a collections dept. County should maintain a list of approved vendors.

Marcia Brumbalow – said Clean & Beautiful should put inserts into the next waste bill to discuss recycling.

Mike Royal – Mike asked the committee if they wanted the second half of the meeting to be an open or closed session. Someone on the committee said that the committee needs to know one another, and that the members on it have not had that opportunity yet.

Ron Baker said that we have not had an opportunity to hear from Mike Beaudreau what we need to know about the history of the process to this point. He said that we need to figure out our mission.

Mike Royal said he didn't want the perception that the committee was doing things in secret.

A committee member asked Pat Fox how he became aware of this meeting. Mr. Fox said he learned of it through the County's public information office.

Tom Cordell moved that all meetings of the committee be open to the public, including the rest of this one. The motion was seconded and passed.

Dan Bieler asked the citizens present how many of them wanted free choice of haulers. A majority raised their hands. He then asked how many wanted one hauler, and approximately 20% of the citizens present raised their hands. He then asked if the citizens could choose their hauler, how many felt it would be a good idea to have mandatory trash service. A majority raised their hands.

Committee Discussions:

Mike Royal asked if everyone liked the format of the meetings where the first 45 minutes are reserved for citizen comment and the remaining 45 are for committee deliberation. Most on the committee liked the format.

The Gwinnett C&B plan was discussed. In order for the committee to do a good job, we need to know the goals for the waste disposal plan. The C&B report outlines the vision and goals for the process, and notes that there is limited space for waste disposal.

Emission reductions were discussed.

Tom Cordell noted that recycling needs to be easy, and needs to be single stream.

Mike Beaudreau noted that 35 item single stream recycling was part of the RFP.

Terri Jondahl asked if the committee could get a copy of Clean And Beautiful's solid waste collection study.

Mike Beaudreau gave a short history of how we got here. Former Commissioner Green set solid waste as a goal during the BOC's 2005 retreat. Clean & Beautiful was tasked with putting together a plan, conduct meetings, etc. He said Gwinnett County has always

had a tradition of solving problems through public-private partnerships and that is the case with Gwinnett Clean & Beautiful running the County's trash program.

Tom Cordell initiated a discussion about a special election on the issue. Some on the committee wondered how a ballot question could be fashioned considering all the differing issues being discussed to date. Many said it seemed impractical to put the issue to a vote.

Rich Edinger discussed the process of writing a solid waste management plan and tried to clarify some confusion about recycling. He said that the state requires communities to write and adopt a solid waste management plan. One of the goals that the plan must address is how to reduce the waste stream. There are several ways to do this, including recycling programs and a pay-as-you-throw system in which the only garbage bags that are authorized to be collected are sold to residents at an expensive price to fund the collection program. This gives residents an incentive to reduce their waste because the bags are so expensive. Mike Beaudreau pointed out that many people believe the pay-as-you-throw system encourages littering, because people have an incentive to avoid using the authorized trash collection service. Rich said that the Department of Community Affairs reviews each community's solid waste plan to see how they have addressed the waste reduction issue.

Terry Jondahl volunteered to create a spreadsheet matrix tool with all the issues, challenges, action items, etc. so that the committee could have a tool to help them clarify the issues at hand.

Meeting Dates: The committee set the following meeting dates: Feb 5 and Feb 12. Locations will be announced later.

A motion was made to amend the minutes from meeting 1, was seconded and passed. A motion was made to accept the amended minutes, was seconded and passed.

LC said we should think about tweaking the existing C&B report. Discussion ensued and Mike Royal said the committee needed to discuss that document in detail.

Someone asked about the committee's schedule, and when we should be finished. Mike Beaudreau said that the committee needed to finish its work by early March.

Mike Beaudreau said that he would look into getting the minutes of these meetings posted on the County's website, but was not sure if that was possible.

Solid Waste Committee Meeting minutes
Meeting Number 3
Snellville City Hall
February 5, 2009

Mike Royal opened the meeting, and thanked Snellville for offering the use of their City Hall for the meeting. The first 45 minutes are reserved for public input and the last 45 minutes will be reserved for the committee to discuss the issues and comments it has heard. Mike clarified the role of the committee. We are a group of concerned citizens put together by Mike Beaudreau to hear citizen concerns and recommend solutions to the solid waste problem. We will write a report that the rest of the BOC can use to help them make decisions about the problem.

2 ground rules – constructive criticism, thoughts and concerns are welcome but it is not a forum to trash anyone. Rule 2 – 2 minute time limit to discuss your concerns.

Willis Bennett – Loganville – thinks GCB should not be involved. County should not be involved in collection of fee or do away with any trash haulers. Divide County up into service areas and assign areas to trash haulers. County should use technology to communicate with haulers. Should not do away with free enterprise. Don't put fee on tax bill. It's a money making machine for County.

Mike Royal asked that he clarify one thing – what does he mean by break it into zip codes? Trash haulers would get certain zip codes to service. They would correspond with County on billing.

Tony Johnson – Loganville - protect my rights. Problems with recycling, emissions, etc. Feds have same problem – Feds and state would not come to him and tell him what kind of car to buy, County should not tell us what kind of trash hauler to use. County needs to protect his rights.

Shirley Connell – Lawrenceville – Concerned about rental units – was at last meeting. Attorney thinks it is not recoverable from tenants. People had trash out last week and she noticed there were no recycling bins. Thinks education money has been wasted. Where is the money on recycling (GCB).

Gaye Bruce – Snellville resident (unincorporated Gwinnett) since 85. Was all for trash plan because it would reduce trash trucks. Didn't understand why bill was going up but decided to stick with Waste Pro. Has spent hours trying to get them to answer the phone. Yard waste wasn't picked up. Had problem previously. 1 week ago yard waste was not picked up either. Since controversy, she remembers GCB was not involved with county but it was changed. Doesn't know when. Concerned that GCB has too much involvement. Biggest complaint now is county is taking away right to choose hauler.

Mike B – email address for Mark Ware. Mark.ware@gwinnettcountry.com – She may contact him to address service problems.

Carlos Laurenz – Dacula – trucks going through neighborhoods – not overly concerned about it lots of trucks . Doesn't see reason to privatize trash – pays for trash service through businesses. County cop for 16 years – didn't see a lot of trash in county. We live in a large suburban county. County should not think it can do a better job. Hasn't seen evidence of this. People should vote for it. We are being forced to accept it. Not right.

Mike B – how would you word ballot item?

ML – should the county be involved in trash pick up?

Nancy Faye – Grayson – agrees with ML. Snellville pays for trash hauler – citizens don't have that right. Not the county's business to take over trash collection. Goes against basic economic system. County will add to unemployment rate. People should vote on it. Don't give up right to pay for hauler. 2- 94 gallon cans are too big for elderly folks. People with mobility problems cant use bins. County should not get into trash business.

Does previous person have 12 trash trucks? Four haulers – 1 yard waste, 1 trash, 1 recycling

Ed Sullivan – North of Lawrenceville – GCB task initially was to develop Solid Waste Management Plan and educate. Did poor job on education. Paper said all ties were cut. But they are doing business as usual. County should cut all ties with GCB. One of problems is recycling list. 35 items since 2004. GCB does not accept but 6 items.

Mike R – Ms Chambers with SP recycling – gave recycling list – one item on short list put paper/cardboard as one item. On 33 item list – paper types are broken out. Part of the problem is there is no continuity on lists. GCB can take different things vs. private haulers. We have heard loud and clear what is recyclable and what is not and what can be handled by private sector now vs new GCB recycling bank.

Mike B – County has terminated contract, but they are still operating for 120 days.

Mike R – Committee is making recommendation, doesn't want to have control over legal aspects.

Joan Livsey – Loganville – part owner of other land in Gwinnett – received 6 garbage bills for some reason. Mother died last fall – haven't rented the house – must pay garbage bill regardless. Shouldn't happen. One day she called waste pro, they didn't know anything. She called C&B, tax assessor, chairman's office told her she would have to pay regardless.

Mike B – service is being provided but no one is using it. Difficult to police who is in house, etc. It's a balancing act between hiring people to police it and keeping trash picked up.

Cedric banks – Snellville – carried garbage to oak grove landfill – cant wrestle can to road. Carries recyclables to Snellville recycling center. Threw away bill. Lived here since 1941. Thought he lived in a democracy. Wonders now. If he receives a bill, will throw it away. If he's sued, will let his grandson handle it.

Margie McBryer – Rosebud Rd – had hauler earlier who provided poor service. Chose another provider and has not had problem. People should work it out on a per street basis

Angela Vinya – Snellville – likes to have choice. Two carriers should be chosen per area. Likes the ability to choose which day she can get service. Should go after those who do not have service. If rental property is problem, should go after rental property owner.

Shelby Cole – Lawrenceville – had poor service, switched. If they are forced to have service, they will lose ability to control quality. County should leave garbage alone.

The charge for the service should appear on tax bill under new ordinance. Will service be paid in advance? You would be provided service sometimes in advance and sometimes in arrears depending on when the tax bill comes out.

Carlos Laurenz – Why was C&B terminated?

Mike B – can't speak for rest of board. Judge said C&B could not be county's agent. He voted to cancel contract because he believed it was in the best interests of the taxpayers, not because judge ordered it, but we would not have been in that position if the judge had not ordered it.

CL - did you make decision because judge told you to?

Mike – no. Judge clarified and said C&B could continue to provide everything they did previously, BOC decided to terminate everything. BOC decided it was in best interests of taxpayer to terminate everything.

Mike R – all money is severed from GCB.

Dave Iowa – Lawrenceville – is the board going to the judge to appeal decision?

MR – appeal is to the TRO. Point of Clarification – will play out probably before appeal can be heard. Late summer or early fall before it can be heard. Case will be heard before appeal on TRO. Many different things that can happen.

DI – what is BOC's position

Mike B – There is a fine line between hearing public opinion, and just taking a poll to determine which way to vote. At some point, the BOC must make decisions based on what is best for the county, not simply evaluate which way wind blows.

Unidentified resident- If someone moves out of rental property, do I have to pay? Ans. - Yes.

Do you discontinue water service – no. Can turn off when house is vacant.

Margie McBryer – Was a hearing can you tell us about it?

Mike R - Not a lot. Dan – Sausage being made – MR – moved forward to a resolution – both parties trying to get bonds on potential liability. Judge said no bonds due to liability for restraining order. Judge said no liability. Judge offered to hear case on 5/5/09. Significant thing was there may be a resolution in May, unless a side decides to appeal.

Thanks for having meetings. How are you going back to the board to tell them the citizens concerns. Has BOC discussed legal fees this will require?

Mike B – County is not getting rid of private haulers. Free bid process. Big distinction. Everyone is not against plan. Has had many emails saying they like plan. Other emails say they would like to tweak plan. Have to balance viewpoints. Appreciates everyone coming to meetings. There are others that do not come that are for the plan. Can't discuss legal issues.

Shirley – Lawrenceville – long time resident – loves GA and Gwinnett – Wants to vote on it. Didn't have that opportunity with stadium.

Bob Lumpkin - Dacula resident – in favor of one trash hauler – short sighted to award just 2 haulers. 11 trucks go down street – S/D tried to get bid. 98 homes. Reduced it \$2. pollution is also bad. Ridiculous to have all those trucks. County should have established fee and told haulers to haul. Yard waste no good.

Tom Cordell – all we can do is recommend. In discussion with committee through email, your wants will be recommended by the committee. But we are just recommending. Trying to take suggestions and ideas and group them together. Many concerns conflict with one another. Never seen lack of free enterprise work anywhere. There are pros and cons – Of the opinion that we should allow homeowners to choose hauler.

Dan Bierley – survey questions:

How many are for free choice if there are 2-3 haulers as opposed to one hauler –
How many are in favor of status quo – majority
How many would be willing to have mandatory pick up to catch the residents that do not have trash pick up? – zero

Committee Deliberations:

Motion and second to approve meeting 2 minutes – passed. LC – thanks to Terri for the matrix and Rich for taking minutes.

No opposition to recycling –

Tom Cordell – doesn't like mandatory recycling- thinks haulers should be mandated to do 35 item single stream recycling.

Mike B – recycling not mandatory. Fine was for putting garbage in the recycling bin.

Additional discussion ensued regarding recycling and whether the old ordinance mandated recycling.

94 gallon recycling bin is large.

People willing to pay for choice.

Some residents report that new fee is not smaller.

Tom – thanks for voting against golf course bailout.

Size of containers – 50 gallon container is available – 95 gallon too big.

Mike R - Ordinance says that if citizens want a smaller bin, they can have it.

Mike B and Rich E – impact on roads is big. Trucks are equal to 100 car equivalents.

Citizen solid waste advisory committee meetings held outside county. Extensive public input but some poorly attended. Questions asked to elicit certain responses. Telephone surveys asked different questions. Did they compare demographics.

LC – may be a misunderstanding about how input was solicited.

Mike R – GCB board members are represented on this committee. Tradeoffs- are they worth it?

Mike B – Doesn't think status quo is acceptable – need a plan that is workable.

Mike R – can we agree that we can do better? 2 not sure, the rest think yes.

Jimmy O – will keep quiet until committee finishes deliberation.

Rich E – discussed bidding process

Mack – Interpretation is that recycling in the latest Solid Waste Management Plan Ordinance is mandatory.

Mike B – bond required to take care of contract in event of default.

Mike R, Mike B, Rich E – discussed bonds

MB – thanks for serving – don't believe everything you read, please continue to be objective. County staff is looking at timeline and what potential implementation schedule looks like. Take the bull by the horns. Let's hear folks opinions and take recommendations to board.

Solid Waste Committee Meeting minutes
Meeting Number 4
George Pierce Park Community Center
February 12, 2009

Mike Royal opened the meeting, and introduced the committee and its purpose. The first 45 minutes are reserved for public input and the last 45 minutes will be reserved for the committee to discuss the issues and comments it has heard. We are a group of concerned citizens put together by Mike Beaudreau to hear citizen concerns and recommend solutions to the solid waste problem. We will write a report that the rest of the BOC can use to help them make decisions about the problem.

2 ground rules – constructive criticism, thoughts and concerns are welcome but it is not a forum to trash anyone. Rule 2 – 2 minute time limit to discuss your concerns.

Citizen Input

David Holbrook – River Laurel off Moore Rd – have been working to narrow choice of haulers. Got to two. Trying to reduce traffic. Court upset apple cart. Probably 5 haulers now. We would like a plan that would preferably narrow down suppliers. That would help roads and neighborhood.

Greg Story – Peachtree Club – off PIB – had 4 -5 haulers and board bid out subdivision. Just finished 2nd year with 1 hauler. Neighborhood loves it. Problem with current plan is that current rate is 20% less than rate for 180,000 homes. Have to pay more for new plan. S/D negotiated less than \$14 per month.

Bob Pounds – has red oak. Wishes they had better recycling program. Don't want this on tax bill. Will every property that has address get a bill regardless if the property is improved? Thanks to volunteers on the committee for their time.

Lisa Ramsey – Sugar Hill – 97 homes in S/D. Have 4 haulers currently. Supports idea behind 1 hauler and increased recycling is good. Family has adopted roads in past. Neighbors want choice in bin size. Tough for some to carry large carts. 2 bins is difficult to store indoors. Perception is plan was forced on people. 1 truck per neighborhood has a lot of backing.

Jeff Sowers – settles br road – tried Homeowner association – people think it's a good thing. Want to be able to opt in and out of yard waste during year. Should favor local businesses. Liked more recyclables. Grew up in Las Vegas – had one hauler – multiple haulers is new to him. Lots of trucks under this system. Remembers the education and input opportunities that GCB had. Surprised people were taken by surprise.

Kathy – lives in fee simple TH development – pays 11.95 /month. Some townhomes have garages, some do not. Would have to trespass if placing can around back of TH.

Like recycling. Great idea. Thanks for what you're doing. Currently has small can that is in garage.

Debbie Meadlin? – Works for family owned business. Uses commercial account for her trash hauling.

Michael Pass – doesn't want tax bill used for charging fee.

Gary Zeh? – Bolling View S/D – likes multiple trash haulers. Likes option of switching if he has problems. County should not be involved. Amount of trash will remain the same. This increases power of government. Current system works fine.

Mary Ann Van Dam – Lives off tab Roberts rd. Objects to tax bill being used for billing. Trash receptacles must be hidden from view. Doesn't have room for 2 - 95 gallon containers. Likes covenants in community. In no way should billing be on tax bills. Find solution for trash pick up but keep it off tax bill. Mike B – how would you bill it. Ans.-Just like companies do. Mike B - no way to ensure payment. Pay bill once per quarter.

Kat Fisher – Lakeview Heights – lives on Gwinnett Hall border – multiple trucks will still travel thorough neighborhood because of free for all in Hall County. Summer only houses will still have to pay even though they are unoccupied.

Gail Jones – Overlook Green – Lives in a joined TH unit. Have 1 contractor that is paid through association fees. Trespass issue is problem. Have strong covenants that restrict times to place cans at curb. Allow trash bags. Must roll trash can through unit to get to curb.

Marcia Brumbalow – Wants to see what haulers will pick up. Debris from storms should be picked up. Single stream 35 item recycling is right way to recycle.

Ken Sakmar – Duncan's Lake – he has control over provider. Likes that. Loses that if County takes control. Must be a better way than tax bill to bill it. Recycling bin is too small. Need a larger bin. Would promote recycling

Elizabeth Lewis – Westheimer Estates S/D – Similar complaints. Don't like tax bill idea for billing. S/D is small so not a lot of trucks. Don't agree with tax dollars going out of state. Should be spent here.

Mike Moraz – Ashbury S/D – Accidently paid taxes to water department – took 4-6 weeks for refund. Need to synchronize computers. Don't let Water Department bill this.

Anthony Gredario – Red Oak Sanitation – Recycling is based on County plan. Could pick up more. Can pick up recycling every other week – would reduce truck traffic 25%. Red Oaks rates are cheaper than county's rates.

Mike R – Would like to have meeting for haulers to hear input and have exchange of ideas.

Norcross Resident – Norcross has transfer station – how will truck traffic be reduced because transfer station is in Norcross. Owns rentals.- shouldn't have to pay – tax billing will increase . No plan to replace bin – no reflectors on bin. Nothing to do with sustainability. Gang problem needs to be controlled.

Paul – River Gate s/d Lawrenceville – Neighbors are upset about loss of freedom of choice. Want dependability. Once you give monopoly we are at mercy of rate hikes. Concerned about choice. Bill used to be on water bill. Like Auto insurance, must have regulator to prevent rate hikes without approval.

Greg Puckett – Buford – lack of competition is concern. We need to make choice about hauler. Long driveway of neighbor is problem. Has business where he carries his trash

Richard Fisher – Lanier Heights – in mid '70s compulsory collection was tried – used tax rolls.

Mike B – clear up some things for record – Old plan is gone.. The old new plan is dead. Bid was competition. Pricing is concern but agreement stated it had to remain same for 2 years then GCB would hear hike. There has been question about a Fine for not recycling – no fine – it was for placing garbage in recycling bin.

Mike R – These comments are similar to concerns of other meetings. Mike read the issues matrix to citizens (see attachment).

End of Public Input Session *****

Mike R. introduced Randy Hartman from DCA to discuss Solid Waste Management Planning Standards and Procedures.

Randy Hartman – Georgia Dept of Community Affairs – Solid Waste Management is important quality of life indicator. (see PP Presentation attachment)

Highlights of Act – Comprehensive plan required by communities

- reduce waste going to landfills
- demonstrate landfill capacity
- Commodity reduction goals – SWM plan must address waste reduction
 - o Any benefit or consequence for not meeting goals – can lose grant/loan ability.
- Inventory of facilities
 - o Allows county to determine where facilities are cited
 - o Plan is even stronger than land use zoning
- No one-size fits all

Questions for Mr. Hartman

1. If County adopts SW plan and has lower goals than minimums – do you lose grants? This is statewide goal.
2. Did plan go through DCA for approval – state did not review plan that was thrown out. County has SWMP – we are talking about aspect of approved plan.
3. Waste to energy – went out of business – not cost effective.

Committee Discussion

Next meeting times – 2 more meetings – Monday 23rd Mountain Park Park 6:30 to 8:00

Final meeting - Monday March 2 GJAC - Haulers for first half, public comment for second half. 6:00 to 9:00pm.

Chet related the concerns of Lisa Swift – husband works for Allied – concerned about losing job.

Committee discussed Issues Matrix, bond requirements. Mike R. reviewed bond forms – they need work.

Dan B – Bid process was screwed-up and he believes free choice is necessary to correct the situation. Since, to date, all ten haulers have made large investments and are currently franchised in Gwinnett County, it is only fair to give all of them an opportunity to bid directly to the consumers for their business.

Mike B – please put personal interests aside and think about county as a whole.

Dan B - noted belief that the issue of reducing haulers would/could likely evolve in the next year or two. Further stated to Mike that he is for mandatory trash pick-up and mandatory recycling of 33-35 items, along with some other changes, as noted in his responses to Terri's Issue Planning Worksheet.

Mike B - responded that he had read Dan's comments.

Rich E – current system socializes costs to County residents by causing problems

Jimmy – Will go through the issues matrix like castor oil through a goose.

Mr. Hartman - DCA offered to give support to committee.

Homework – go through matrix, rank choices in order of importance for discussion. 1 being most important for discussion.

Chet Hale – move to approve minutes from meeting 3. Seconded and approved unanimously.

Attachments to the minutes include the following:

- Page 6 – handout from a concerned citizen characterizing their perception of the first three meetings’ discussions
- Pages 7-9 – letter from Republic Services, Inc. addressing the committee
- Pages 10-21 – PowerPoint presentation by Randy Hartman of the Georgia Department of Community Affairs
- Pages 22-23 – Issues matrix read into the record by Mike Royal in an effort to show the public that the committee has heard their concerns and is in the process of including them in its’ deliberations.

Solid Waste Committee Meeting minutes
Meeting Number 5
Mountain Park Community Center
February 23, 2009

Mike Royal opened the meeting, and introduced the committee and its purpose. The first 45 minutes are reserved for public input and the last 45 minutes will be reserved for the committee to discuss the issues and comments it has heard. We are a group of concerned citizens put together by Mike Beaudreau to hear citizen concerns and recommend solutions to the solid waste problem. We will write a report that the rest of the BOC can use to help them make decisions about the problem.

2 ground rules – constructive criticism, thoughts and concerns are welcome but it is not a forum to trash anyone. Rule 2 – 2 minute time limit to discuss your concerns.

Citizen Input

Mike B addressed the audience regarding the problem with lawsuits, committee's role, etc.

Committee introduced themselves and gave their backgrounds.

Elizabeth Dolcee – Unincorp. Gwinnett – Storm drainage gave price, came up with title, gave money. Upset that paid fee but has not received service. Been pleased with trash pickup but trash plan is being crammed down throats. Don't like govt telling us what trash service we must use.

Cindy Murphy – Mountain Park Res. – has Waste industries – bill going up 27%. Hasn't heard from elected officials.

Wanda Philpot – Crestview S/D – sent Chairman Bannister email, called GCB – got response. No communication when GCB initiated plan. Never got good answer. Today's meeting not communicated well. Business plan should be laid out. Should know how much will cost before it is approved.

Dave Robney – Lilburn - \$20 more. Would pay \$70 /quarter with new program Need to keep enough companies to keep competitive bidding.

Pat Lark – S of Hwy 78. Has committee looked into County sanitation dept? Mike R – something we need to consider. Will you hire County employees instead of using private enterprise? Mike R – that's one option on table that County could consider. Doesn't think BOC will do that.

Ed Philpot – Crestwood Drive – heard of problems with collection, but is unaware of it. Don't want to pay additional \$.

Goram – Had fill of Government – county shouldn't be in trash business. Lilburn tried to annex. Happy w/ status quo.

Unincorporated Gwinnett near Snellville – Laundry list of fines that trash police were going to levy. Has that been deep sixed? Mike R – part of what judge has restrained. – Mike B – the fines were for trash being placed in recycling bin. \$500 fine for spoiling recyclables – Not complying with ordinance could cause \$500 fine. Where can we go to read state and fed requirements – Mike R – DCA. Randy Hartman here tonight.

Jonie – Lilburn – 1 garbage co for 32 years, just name changed. Problems started with multiple contracts. Don't give out multiple contracts. Town in NY picked up garbage and if you had problem, Commissioner would take care of. Mike B – paradox – committee has heard arguments for public and private. Right now it's free for all. Citizen – too many garbage trucks. Mike b – that's what the old new plan tried to address.

Dan Stephenson – owns 5 properties – Harmony Grove Road. – Multi-family duplexes is what he owns. These cause trouble – has no intention of being in utility business – I will be responsible for tenants. If apartment is vacant, I will still pay for trash – I've got to collect – tenants don't like change. Hope committee realizes impact to multifamily properties. Mike R – trying to formulate plan.

Unidentified Citizen - Why do you want to stick nose in my garbage? Don't shove it down my throat. Will taxes be lowered once you get out of the business. Mike B – Randy Hartman can give synopsis about state requirements.

Randy Hatman, Director of Office of Solid Waste Management - DCA – summarized solid waste plan requirements (see meeting 4 minutes).

Has Waste Management not performed adequately. RH – not the issue – County must have plan – requirements in place since early 1990s.

Diedre – Lilburn – how often is plan updated – Mike R – every ten years – County is implementing plan. – Committee is looking at implementing plan better. RH – County has an approved plan – County is talking about collection component to plan.

Mark Barber – Mountain Park – impropriety is main issue – No warning of implementation – Mike B – there were 7 news articles discussing plan, public input meetings were held – lots of notice given. Who determined GCB should bid - Mike B – bids are public information. Anyone can obtain them.

Bill Nye – Lake Lucerne Rd – cost is \$57 per quarter – includes recycling, white goods, etc. First aware of committee at second meeting. Is this done deal? Hearing that it is. Logistics is important to waste removal – should not be broken up in multiple zones. Not right to average cost – Good base stabilization is necessary for god road. Trash is being thrown out by kids.

Rich E – addressed trucks impact on roads.

Joe Sorrell – Summerhill S/D – had a collection model for years – people like it. County has not done a good job explaining why new model is better. Is committee looking at other models around state?

Rich E – county did have study done by solid waste consultant.

Mike R – Committee is looking at this.

Hugh Jackson – 13 month resident – Drove truck for 47 years – garbage trucks are similar with axel spacing. 6 trips per week is tearing up roads. Believes in recycling. Wants 1 truck per week plus 1 for recycling. Too many trucks with fumes. Don't understand why there are three companies when there could be one.

Phillis Nye – recycling question – where does this go? Mike R - Haulers are responsible for recycling – some use different vendors for these services. Enjoined program planned to build recycling center. That's part of the debate. No continuity between haulers. Could haulers be required to go to one center? Yes.

Paul Parman – GCB started this when they met with community and told them they would get rid of trucks. Community wanted it.

Bart Zogby – thanks for being here and listening. It's never successful to be angry. Private enterprise is probably more efficient than government – hope committee can devise solution to allow haulers to do that.

Noel Walton – Vivid Court – Billing is a problem. Folks are upset about using tax bill. Easy way to get it done. He has no problem with it.

Kenneth Kemp – Are recommendations going to be published before going to County Commission? Mike R – they will be published but we don't know. KK – Do present haulers have to have landfills? MR – landfills are permitted separately. Mike B – fee does not go to county.

Jim Hardin – Lilburn - involved in surveys – 27 homes in neighborhood and have four haulers. We want all haulers to come on same day. Need relief from traffic as well.

Norma Shark – 32 year resident – Once all this is done, will commission meeting be open, or something we hear about later? MB – will be open – every meeting is open with exception of executive session when discussing litigation.

Tom Cordelle – Has to return to work. Very few things govt. does better than private sector – For private enterprise competing for your dollar – will not address truck problem – Is not for County mandating trash collection – Comments have been similar from meeting to meeting.

John Massey – Unincorporated Gwinnett – have 7 haulers that have done good job. Haulers operated under \$150k bond – new plan required \$2million bond. Threw some little guys out. New plan will cost more. Bond needs to be reasonable. Mike R – we will be discussing bonds.

Robert Baggett – 42 year resident – saw new trucks in paper – are they sitting? What will happen with GCB? Doesn't like them.

Unidentified citizen – had one hauler once - didn't work. Heard it was fault of commissioners.

Mike R – Comments heard tonight are similar to what we have heard in other meetings. One more meeting will include haulers. Next Monday night March 3 with Haulers and public – meeting will start at 6:00pm to 9:00pm. All meetings are open to public.

*****End of Public Hearing *****

Did not hear as much tax bill issues as previously.

What is problem with tax bill? Chet – Will potentially be put on tax bill and increase escrow.

Mike R – if it's not paid, they get a lien on house.

Pat M – People want to use business for trash collection. Hates laws that are not enforceable. Need on tax bill to enforce collection.

Rich E – good model is red-light cameras. Nature of process requires separate tickets. 20-30 percent non-collection rate results. Placing on tax bill will ensure people will use mandatory service.

Dan B – against tax billings – Let haulers collect. Believe in Mandatory pick-up. We need to work with existing system.

Mike B – yard waste component made new plan expensive.

Dan B – Haulers should bill. Issue in beginning was that we have folks not purchasing trash collection. County should track.

Patrick – Haulers prefer typically that govt. collects. Solid Waste collection fee can be placed as ad-velorum tax – then more expensive properties pay more. Fee is across the map in terms of how done. County can assess a fee and not provide a service. Could also be on utility bills.

Patrick – lots of ways to bill, only one way to collect. Tax Bill.

Dan B – County has Quality of Life unit – is for enforcement.

Mike B – a lot is gut reaction to and ignorance. Socialism argument.

Dan B – haulers could work to bill and enforce.

Mike R – mandatory service – are we in favor?

Dan B – need to discuss mandatory argument.

Mandatory pickup? – unanimous yes for mandatory hauler pickup.

Mike B – remember – the more exceptions, the more expensive.

Should there be exceptions? – (2.8 million to GCB per year? For enforcement) divided on whether there should be exceptions

Recycling – Are we agreed on 35 items – yes

Billing methodology – Divided on billing method

Choice of Hauler – RH – not sure how you can bid on a zone without assurance of residential units. HOA went out to bid and got lower price. Similar to what county is seeking to do. Can't have fewer trucks and more choice. Mike B – Service level agreements help ensure performance. Dan B – resident too small to matter to single hauler.

DVD passed out from DCA and recycling industry explaining single stream recycling.

Mike B – get lists ready to discuss how services affect price, etc. with haulers.

Dan B – can County facility handle all recycling – ans. – no, but there is capacity within private industry.

Carla D – Been watching for several weeks – on her street, neighbor's garbage gets picked up by same company at different times.

Ron B – Would this have been easier if GCB had spent more on education? Mike R – don't know.

Motion to approve last meetings minutes – moved and seconded passed unanimously.

Attachments: Letter from Mr. New, citizen attendee at 2/23/09 meeting

Solid Waste Committee Meeting minutes
Meeting Number 6
Gwinnett Justice and Administration Center
March 2, 2009

Mike Royal opened the meeting, and introduced the committee and its purpose. The first 45 minutes are reserved for Hauler input, the next 45 minutes will be reserved for public input, and then the committee will discuss the issues and comments it has heard. We are a group of concerned citizens put together by Mike Beaudreau to hear citizen concerns and recommend solutions to the solid waste problem. We will write a report that the rest of the BOC can use to help them make decisions about the problem.

2 ground rules – constructive criticism, questions, thoughts and concerns are welcome but it is not a forum to trash anyone. Rule 2 – 2 minute time limit to discuss your concerns.

Hauler Input

Luann Chambers – SP Recycling – does the processing for majority of haulers in GC. Single stream processing since 2005. 35 items take primary categories and break it down into subcategories (ie glass, paper, etc.). Key is educating people so people know what they can recycle. Public needs a bigger container than exists right now. Some things to discuss – works with 90% of haulers. 1600 to 2000 tons of recyclables per month. In new proposal, an additional facility would be built on Cedars Road. Comments:

1. facility needs to handle single stream. Allows processor to separate goods.
2. Process 8000 tons per month. Processing 90% of tonnage in GC. Do DeKalb Co., City of Atlanta, others.

Mike R – can private sector handle 35 stream recycling without any additional taxpayer expense? Ans. yes, absolutely, if use flow control. Meaning all recyclables would go to GCB facility. If that happens, SP would shut down in L'ville. If new facility is not built, GCB's satellite facility can't handle.

Luann C – key is to have mechanism to report numbers. SP tracks those so that County can show recycling is increasing, etc. Stability is there. Have handled recycling for years.

Pat M – does twice monthly pickup have detrimental affect on operations of facility. Ans. – once per week is better. People can get confused or frustrated with twice monthly pickup.

Pat M - does it cost less? – Luann C depends on hauler.

Luann C- price fluctuations – SP gives rebates to compensate for market fluctuations.

Mike R – any haulers make prepared statements?

Anthony – Red Oak – Littering issue – equivalent of 25 garbage trucks per week. It is overblown number – Atlanta has mandatory garbage – still has litter. GCB said 75% people wanted more recycling – but only have 30% participation in recycling programs. Thinks its because education – need mandatory recycling to get 75% participation – every other week wont reduce price, but will reduce truck traffic. Discussed rates – locking in rates doesn't do justice – bidders will increase prices to protect themselves.

Franchise system deteriorates after first day. No incentive to improve. Why not increase franchise fees to give incentives. Tough to educate customers. There are a lot of different needs from residents. One size fits all does not work. Does not meet everyone's needs.

Jack Perko & Hal Risher – Robertson Sanitation/Republic/Allied – Asked workers to stand and be recognized. Many workers are still out collecting. Think about who you are affecting. Commends committee. Tough issue. Tough decisions. Poll – Feb 26 by Mcglauphlin & Associates – registered voters – margin of error of 5.6%. – Number 1 item – citizens are aware of trash proposals 86% - No. 2 – Support of private enterprise Support or oppose plan to remove choice. 66% opposed plan No. 3 opposition to tax increases – 83% oppose – item 4 concern about jobs – how do you feel about fellow citizens losing jobs if current haulers are prevented from 80% oppose plan if existing haulers leave county. No 5 – support for elected officials – 77% would be less likely to support elected officials. Believe free enterprise is way to go.

Hal R – SP has been handling recyclables since October. Volume going to GCB was from him as partner – generated funds to continue programs –

Pat M – Is there savings for twice monthly collection – Studies indicated there was problem with participation

Jack P – encourage to not have weekly mandatory yard waste collection.

Pat M – How many customers does allied have in Gwinnett – 90,000 How many complaints – 7 per day.

Hal R – service standards have been in place for years.

What specifics about recycling would you propose – Recycle Bank of America – Hal described that program.

Dan B – talked about 1 hauler – which is best? Is there any drawback to having 1 hauler rather than multiple. Dan – could you work with another hauler? Hal – Natural progression is – free for all is not to anyone's advantage – this system has small number of haulers that has produced high level of service. Dan – one complaint has been that there are multiple haulers in neighborhoods – can the haulers cooperate to collect on same day – wouldn't rule it out.

Ron – don't know what BOC will do – If there were 2 or 3 per district, what do haulers think about that? Would that create free market situation? – Hal – had this conversation before about free choice vs. exclusivity – Need to think about it. Not sure what you get at end of day. How do they compete going forward? Would need to be big zones.

Ron – Is one hauler better than 3? – Depends on what your trying to accomplish – less trucks, or better service?

Pat – goal was to have one hauler per nhood – we have free enterprise reason to sell hoas. Think of HOA on steroids –

Terry – point about transition is good. If we allowed process whereby you negotiated bid with selected zones, is that something you could do? – Hal – how do you allow in certain areas?

How to avoid transition fee – should reuse and recycle existing equipment

Art - If someone bid on a district, what efficiencies could be had? – becomes regulated by government if franchised.

Mike B – how can it be possible to bid if you don't have all households guaranteed – ans – make more assumptions.

Mike R - billing – easy to do . Need to build in % of bad debt. Hal – don't think there would be problem comparing customer lists to ensure mandatory aspect.

Art – costs more for private companies to send out multiple bills than for the County to send out one bill.

LC - 20,000 without fostered discussion – back to question – how can you capture those not participating - haulers can compare customer lists. Should be an administrative function of County.

Terri – When speaking of transition, what is reasonable time? – number of states have written law dictating – GA state only has laws pertaining to comm. Service. You would pick normal term of contract (5 to 7 yrs).

Buddy Johnson – Southern Sanitation – free enterprise built America. Dream to build a business in county born and raised – give to sons, or sell and retire – RFP was against small haulers – County and GCB was taking business – 90% is Gwinnett business. Last few years told us changes were coming. Communication was problem. Need to sit down with BOC and work it out. No reason to be kicked out. County has high standard. Wouldn't be in business if he did a poor job.

Kevin Byrd – echos everything – Bond issue – pay as you go contract – would not get far ahead – small guy could not compete – had to do a good job or wouldn't be in business.

Mike R - would different bond requirement have made it better?

*****End of Hauler comments*****

Citizen Comments:

Mike R – keep comments to two minutes – tell us your name – need constructive criticism, ideas. Keep comments dignified.

Barbara Fireside – 1993 – worked for BFI as residential sales manager – Husband is 16 year vet of Allied – live in n’hood of 435 homes - people are confused – fielded many questions. Please don’t make this a gov’t decision. Picked Gwinnett to live and remembers advantage of making choice in haulers. Educate people. Children will learn about recycling – take it home and parents listen.

Dan Archer - Kilcrease Road – happy with way system was working – could find people that don’t have garbage pickup with county databases.

Robert – here as citizen – free enterprise is giving him individual right to choose. Government doesn’t have right to make choice.

Issac Feldner – resident of Duluth and grayson? – Unincorporated – Was being laid off – losing his family of employees – would have broken up families – would lose houses, cars. Had to figure out if he would have car at end of day. We pick up same day. GC already hurting.

Lisa Swift - resident of gwinnett – Husband worked for Allied for 11 years – hard worker – will die at that company – Grandmother upset about tax bill. People should choose.

Bob Lumpkin – Dacula bluff – 98 homes – 1 entrance – 11 trucks in and 11 trucks out – don’t need five haulers for that many homes – no incentive to be that productive – surcharge subsidizes multiple haulers to drive past house. Billing - doesn’t make a difference. People that pay for trash at business should have exemption. Should be using less fossil fuels.

Walter Cleveland – roll off driver for United Waste – affects him indirectly – here for residential folks in company

Steve Wood – Robertson Sanitation – not only drivers that might lose jobs - office people also. If drivers lose jobs, what about families? Trying to provide for them. How many jobs will be taken away – will hurt economy – we need our jobs – we are dedicated to serving customer – there will be people on street because of lost jobs -- trying to make world a better place for our children.

Debbie Baker – inside sales – represent fellow employees – sits near customer service area – who will be hauler – customers have been loyal and its like a big family – 250 employees – mulitple family members have jobs. Take pride in excellent customer service standards. Work hard. Don’t put our jobs in jeopardy. Don’t trash our jobs.

Unintelligible name - Lawrenceville resident – Robertson employee – age will prevent him from getting another job. Current firm is his family. – Don’t want to be out on street. Doesn’t want to get laid off. Was scheduled to be laid off. Other employees said they would take care of him.

Unintelligible name – Allied Waste – 13 trucks when started – now service 90,000. 400 employees – people work their way up. Father died in truck – company means a lot to him. Not in your hands, but is in BOC hands – report to them – poor service doesn't make it. Single company will not give good service. Competition is healthy for county.

Horace Smith – thank you for listening – not associated with firms – commendable that county has taken this approach – afraid that these companies will be put out of business. Has used two of these companies. Hidden Falls – 8 trucks/week go through – not pretty – should work something out where some neighborhoods can reduce traffic.

Student from GA Gwinnett college – for project - saw hauler pick up dropped items – how is county going to address service issues? Concerned about service declining.

Mike Ochoa – Meadow Lane – citizen and employee – no one wants to lose jobs – there are some quality of life issues being addressed. Hope that you have found reasonable folks in industry to work with. 800 lb gorilla is County – wants to address problems – need something less onerous than last process. Can't parcel out neighborhoods – understands that. Need to solve some way.

*****End of Citizen Comments*****

Mike R – we have been listening – same issues have come up – here because process failed – we think we can do better – address some of the public problems that current system has failed to. Seen some folks all 5 times – gotten hundreds of comments. We will decide tonight about what to do next about report. Goal is March 17 to deliver recommendations.

LC – lived here for 10 years because of school system – been pleased with things going on in County – moved here from NY – we have wonderful people here, but there is difference of opinion, and that is nature of democracy – thanks everyone for your time.

The committee discussed the issues.

I. Attached Townhome Communities

- * There are many townhome communities in unincorporated Gwinnett County.
- * Most townhomes have no sideyards. They are attached to each other.
- * Many townhomes either have no garage or have only one, small, narrow, one-car garage which is unable to accommodate large, 95-gallon trash/recyclables bins. Most townhomes have very small front yards ... often not much more than a small, narrow strip of grass separating the driveways.
- * Hence, most townhomes would have to store the bulky, 95-gallon bins in their backyards. In order to bring the bins around to the front curbside, most townhome owners would have to trespass through their neighbors' backyards (as well as the sideyard of one of their neighbors) likely damaging their neighbors' shrubbery and plants.

II. Furnish New Trash Bins and Recyclable Items Bins to All Homeowners

- * Is this really necessary? Extra costs/expense.

III. Appendix C - Solid Waste Collection & Disposal Services (County Ordinances)

- * The new Appendix C on Page 9 of 21 paragraph (a)-(6)-(b)-(5) indicates that the waste storage carts and the recyclable items carts are to be removed from curbside within 24 hours following the collection day. The old Appendix C on page CDC-14 indicated that "removal should be accomplished within a reasonable time following collection on the day the contents are emptied and collected". Hence, the new rule is allowing another 24 hours. Why?

IV. Recommendations

- (1) Homeowners (especially townhome owners) should be allowed to continue to place their trash at curbside in securely-tied, heavy-duty plastic trash bags.
and
Homeowners (especially townhome owners) should be allowed to continue to place their trash at curbside in their own smaller, more manageable trash containers.
and
Homeowners should not be required to recycle. Those electing to recycle should be able to use a smaller, more manageable container for their recyclables.
- (2) Do not furnish new trash containers (bins). Do not furnish new recyclable containers (bins). Homeowners should purchase what they need. What best serves their needs.
- (3) Amend Paragraph (a)-(6)-(b)-(5) on Page 9 of Appendix C to read similar to the old rule ... i.e., that the emptied trash containers and the emptied recyclables containers are to be removed from curbside on the day the contents have been emptied.

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During the last 4 meetings of this committee the following appears to be the wishes of the citizens of Gwinnett County regarding solid waste services. Being as each citizen only has two minutes for their presentation it is impossible for anyone's to state their complete opinion. Therefore I am putting this in writing so my, and many others, feelings on the matter are not lost.

1. Each house hold should have the right to choose the trash company that will service them.
2. All bills will be paid by the person(s) living in the household. It will not be assessed on the tax bill.
3. There should be a minimum of two companies servicing any particular area, but no more than three.
4. All solid waste haulers must provide recycling containers for servicing at least 35 items. Included with the monthly bill will be a list of those specific items that can be recycled. There should be varying sizes of the recycle containers and which one will be decided by the house hold occupant depending on their needs and capability. The list of recyclable items will be reviewed and approved annually by the Gwinnett County Board of Commissioners.
5. All solid waste haulers must provide yard waste disposal options.
6. The haulers contract must say, "No trash or recycling trucks will use residential streets of a subdivision unless they are servicing a household on that street or within that subdivision".
7. All haulers are encouraged to offer a group discount when a large percentage of homes in a particular area use them.

Submitted by
Unknown Citizen



February 5, 2009

Dear Members of the Citizens Sanitation Committee:

First, thank you for agreeing to serve on this very important committee looking at Solid Waste and Recycling Management for Gwinnett. The time you are taking to hear all ideas and concerns is critical, creating a fair and forward-thinking approach to solid waste management. Your efforts will make a significant difference in the outcome for county residents.

Second, please consider Robertson/Allied Waste, and SP Recycling, as resources for the committee. We can provide expert testimony, background on the industry and insights into the latest trends in recycling and solid waste collection. Our companies have served Gwinnett for nearly 30 years. We are committed to providing the very best service to its citizens.

Finally, the county's desire to enhance its system is extremely encouraging, and we pledge to bring all our professional resources to this task. The county's most pressing problems – litter and dumping; recycling; and excessive truck traffic – can all be solved by private industry and the free market. The attached sheet outlines our initial ideas.

Working together, we can find and implement the best solution for Gwinnett.

Thank you.

Jack Perko
Area President
Republic Services

Hal Risher, Jr.
General Manager
Robertson/Allied Waste

Enclosure

THREE SOLUTIONS FOR A GREENER GWINNETT – TODAY

The Gwinnett County Commission has defined three core areas for solid waste improvements:

- 1. Litter and Dumping**
- 2. Recycling**
- 3. Excessive Truck Traffic**

Free-enterprise solutions can help the county reach its solid waste goals. Robertson Sanitation and Allied Waste, which service almost 90,000 homes in unincorporated Gwinnett County, have pledged to address these issues with new programs and innovative techniques that will make Gwinnett a greener county – today:

LITTER/DUMPING

- Robertson and Allied will fund, organize and maintain an effort to identify and clean up areas where illegal dumping has occurred.
- A specialized “Clean-Up Crew” will help locate and clean up dumping sites and discourage illegal dumping activity.
- The company will implement its “On the Watch” program, a safety program where Robertson/Allied drivers are trained to watch for anything that may be unusual along their daily routes.

RECYCLING

- Robertson and Allied pledge to achieve the 25% reduction objective of Gwinnett’s residential solid waste by the end of 2010.
- With several million dollars worth of new investment, Robertson and Allied plan to kick off a RecycleBank recycling rewards program that has been successful in several other areas of the country. The program rewards residents for recycling rather than the punitive measures suggested by other groups.

TRAFFIC

- Special pricing programs and incentives for homeowners associations help residents by lowering costs and reducing the number of trucks rolling through neighborhoods.
- The merger of Robertson and Allied into Republic Services allows re-routing of trucks for maximum efficiency and reduced cost to residents.

These improvements can be provided by the free market and do not need to be legislated by the Gwinnett County Board of Commissioners.

We encourage our competitors to follow our lead and help us make Gwinnett greener – **TODAY.**



For nearly 30 years, the men and women of Robertson Sanitation and Allied Waste have served the people of Gwinnett. This long community history can help lead the county into a greener future that has already begun to take shape.

The individual haulers in Gwinnett have built their business one customer at a time, adapting to resident's needs and always providing better service. They have worked with homeowners and local governments for decades, investing millions of dollars in our community. They are collecting all the trash on your street today and will continue to work toward a cleaner, greener Gwinnett in the future.

ABOUT ROBERTSON SANITATION AND ALLIED WASTE

- Approaching three decades of operation in Gwinnett County
- Own only private recycling facility in Gwinnett
- Own only private landfill in Gwinnett
- Hold exclusive contract to a national recycling rewards program
- Single largest hauler, providing service to almost 90,000 customers in unincorporated Gwinnett
- Companies combined through December merger, realizing even more efficiencies
- More than 400 employees in Gwinnett County and neighboring counties. More than 900 in metro Atlanta.



**For more information, call Robertson at 770-921-7337
or Allied Waste at 770-339-9393.**

Solid Waste Management Planning Standards & Procedures

Plan Requirements:

10 Year Solid Waste Collection & Disposal Capacity

**Strategy for Helping the State Achieve it's Waste
Disposal Reduction Goal**

Inventory of Solid Waste Handling Facilities

**Identify Unsuitable Land Areas for Solid Waste
Handling Facilities**

COMMODITY REDUCTION GOALS

Per Capita MSW Disposal Rate/MSW Reduction Goal

Commodity	Actual 2004 Lbs/person	Projected 2012 Lbs/person	Projected % 2012	Projected 2017 Lbs/person	Projected % 2017
Glass	0.153	0.14	8%	0.14	8%
Paper	1.181	1	15%	0.85	28%
Metal	0.228	0.198	13%	0.186	18%
Plastic	0.663	0.56	16%	0.53	20%
Total	2.23	1.99	11%	1.71	23%

Solid Waste Management Planning Standards & Procedures

Planning Approach -- 3-Step Process:

Inventory

- ✓ Base Case Analysis – Where are you?

Statement of Needs and Goals

- ✓ Where do you want to go?

Implementation Strategy

- ✓ How are you going to get there?

Solid Waste Management Planning Standards & Procedures

Plan Elements

Waste Stream Assessment

Collection Assessment

Disposal Assessment

Waste Reduction Analysis

Land Limitations / Plan Consistency

Strategies for Education & Public Involvement

Solid Waste Management Plan Elements

Waste Stream

Waste Reduction

Education/Public Involvement

Collection

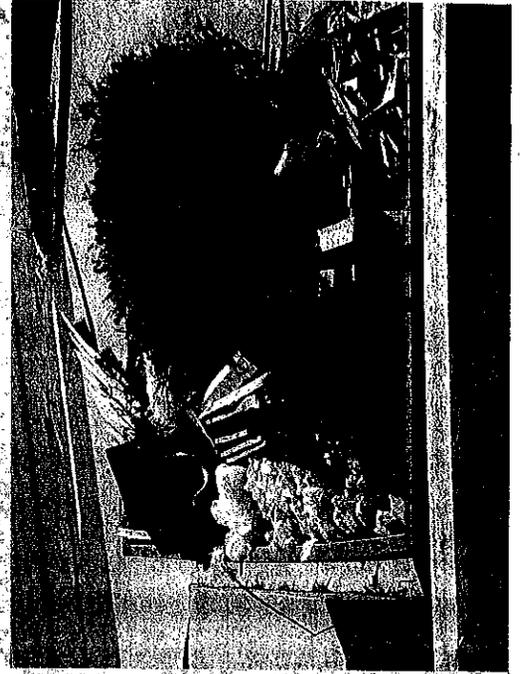
Land Limitation

Disposal

Inventory & Waste Flow Assessment

- ✓ Quantity (driven by population)
- ✓ Source (factor of land-use, economic base)
- ✓ Imported/Exported

Characterization of
the Waste Stream



Solid Waste Management Plan Elements

✓ Waste Stream

Waste Reduction

Education/Public Involvement

Collection

Land Limitation

Disposal

Collection System ([link to Service Delivery](#))

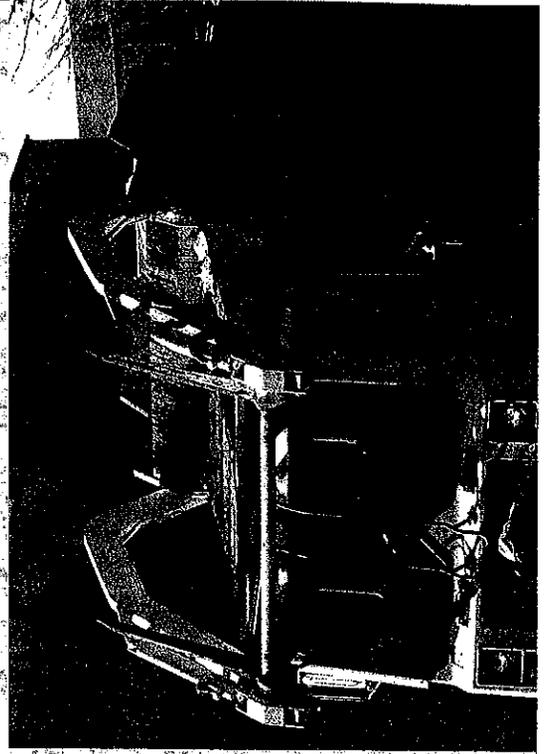
✓ Public/Private

✓ Type of Service

Area Served

✓ Number of Customers

✓ Description of Service Area



Solid Waste Management Plan Elements

- ✓ Waste Stream
- Waste Reduction
- Education/Public Involvement

Collection

Land Limitation

Disposal

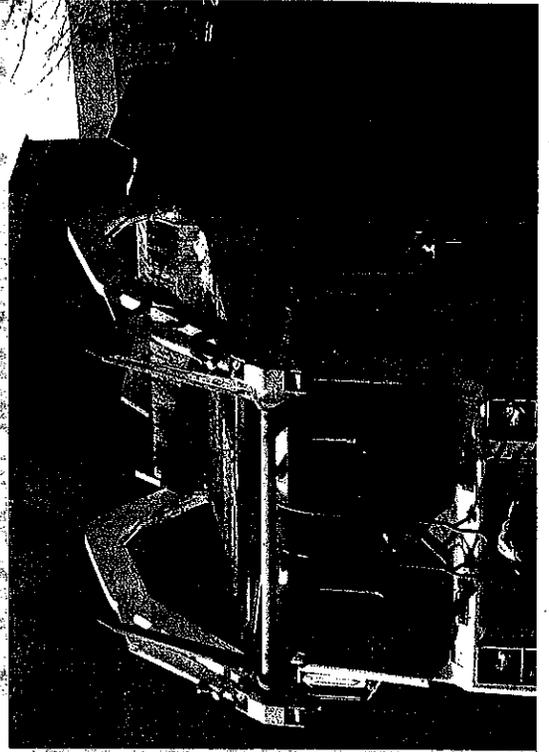
Equipment

- ✓ Inventory of Equipment Used

Transfer Facility

- ✓ Location & capacity if used

Contracts



Solid Waste Management Plan Elements

✓ Waste Stream

Waste Reduction

Education/Public Involvement

✓ Collection

Land Limitation

Disposal

Type of Facility

✓ Analysis of disposal options

✓ Inventory & description of facility(ies) used

Disposal Capacity

✓ Document 10 years of disposal capacity



Solid Waste Management

Plan Elements

✓ Waste Stream

Waste Reduction

Education/Public Involvement

✓ Collection

Land Limitation

✓ Disposal

Recycling (potential link to Service Delivery)

✓ Inventory of Public/Private Facilities & Programs

Source Reduction

✓ Description of Program

Composting/Mulching

(potential link to Service Delivery)

✓ Description of Program(s)



Solid Waste Management Plan Elements

✓ Disposal

✓ Collection

Land Limitation

✓ Waste Stream

✓ Waste Reduction

Education/Public Involvement

Natural Environmental Limitations

(Link to Environmental Planning Standards)

✓ Water Supply, River Corridors, etc.

DNR Facility Siting Criteria

✓ DNR Siting Criteria Rules

Facility Siting Process/Plan Consistency Statement

Solid Waste Management Plan Elements

- ✓ Waste Stream
- ✓ Waste Reduction
- ✓ Collection
- ✓ Land Limitation
- ✓ Disposal

Education and Public Involvement

Description of solid waste management education and/or public involvement programs including but not limited to:

- ❖ Local Government Programs
- ❖ Advisory Committees/Task Force
- ❖ School Programs
- ❖ Litter Control Programs
- ❖ Regional RDC Programs



Solid Waste Management Planning Standards & Procedures

Compliance with Standards

**Local Governments must have, or be part of, a
Solid Waste Management Plan**

Permit requests must be consistent with the Plan

Grant requests must be consistent with the Plan

Public Participation is required

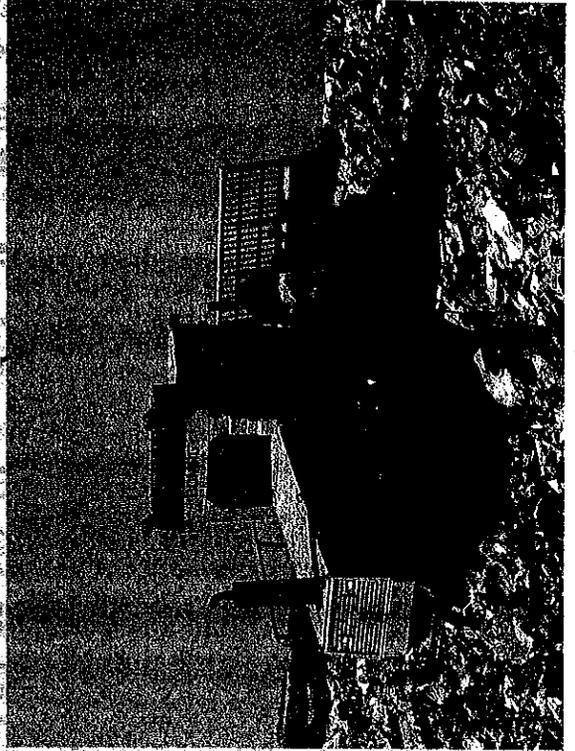
Solid Waste Management Planning Standards & Procedures

Questions

Randy Hartmann

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DATE: February 23, 2009

TO: Blue Ribbon Committee

The reverse side contains a comparison chart comparing:

- * New Gwinnett County Plan
- * Current Gwinnett County Program
- * Current City of Lawrenceville Program
- * Current City of Duluth Program
- * Current City of Lilburn Program
- * Current City of Norcross Program

The reverse side also contains three recommendations.

Although Waste Pro and Advanced Disposal Services have thousands of 95-gallon capacity carts and bins which they would like to distribute to all homeowners (all unincorporated Gwinnett County homeowners), I do not believe that any homeowner should be forced to receive or to use.

I hope the Committee will recommend that bids be re-opened to all service providers (including Waste Pro and Advanced Disposal Services), and that the bid specs include the flexibility requested in the three recommendations.

Thank you.

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P.S. Although I didn't include all Gwinnett County municipalities in the comparison, I would mention that Snellville's Solid Waste Ordinance includes in its definition of garbage cart the following: "... and of a size suitable for the needs of a person".

Gwinnett County Trash Plan
Comparison Chart

(This charts compares the new Gwinnett County Trash Plan with other plans/programs)

I. Remove Emptied Containers from Curbside after Collection

- * New Gwinnett Plan: Within 24 hours following collection day.
- * Current Gwinnett Program: Before end of collection day.
- * Current Lawrenceville Program: Before end of collection day.
- * Current Duluth Program: xx
- * Current Lilburn Program: Before 7:00AM on the morning following collection.
- * Current Norcross Program: Before 12:00noon on the day following collection.

II. Trash Collection Containers

- * New Gwinnett Plan: 95-gallon trash carts.
- * Current Gwinnett Program: Varies by service provider. Robertson Sanitation - if in securely tied, heavy-duty plastic trash bags; or if in refuse containers not exceeding 95-gallon capacity.
- * Current Lawrenceville Program: In bags not more than 30-gallon capacity; or in refuse containers not more than 35-gallon capacity.
- * Current Duluth Program: In designated-type trash bags only.
- * Current Lilburn Program: In plastic disposable trash bags; or in containers.
- * Current Norcross Program: In plastic trash bags; or in trash carts.

III. Recyclables Collection Containers

- * New Gwinnett Plan: In 95-gallon recyclables bins.
- * Current Gwinnett Program: Size of recyclables bins may vary by service provider.
- * Current Lawrenceville Program: In 18-gallon recyclables bins.
- * Current Duluth Program: In 18-gallon recyclables bins.
- * Current Lilburn Program: In 18-gallon recyclables bins.
- * Current Norcross Program: In 18-gallon recyclables bins.

Recommendations:

1. Require emptied containers to be removed from curbside on the day of collection (i.e., before midnight of the collection day). Or, at the very least, before 7:00AM of the morning following collection.
2. Continue to allow trash to be placed at curbside in securely tied, heavy-duty plastic trash bags. Also, continue to allow trash to be placed at curbside in containers of any size not exceeding 95-gallon capacity.
3. Require recyclables bins of 18-gallon capacity ... some homeowners might need more than just one bin. Or, allow recyclables bins of 18-gallon capacity up to 95-gallon capacity.