



# One-Side Road Collection Pilot - Summary

**Pilot Test Period:** Spring 2011 to current

**Pilot Neighborhoods:**

- Loop Roads: Goldcrest, Langridge Loop, Walnut Loop, Cardigan Loop, Dundee Road and Fox/Wiley Streets
- Grid Pattern Roads: Carlyon/North

**Households Affected:** ~500

**Background:**

One-side road collection is not new to the city. In 2003, the City's transition to fully-automated collection required over 400 households on dead-end roads that lacked a turnaround spot to shift to one-sided collection. Shortly after implementing automated collection, it was necessary to convert a few additional streets to one-side collection because of limited space for carts.

Efficiencies from the City's alternating every-other-week collection scheme, fully automated collection and ongoing route balancing have reached a point of minimal gains. Yet, the utility continues to bring on more customers and is nearing its ability to continue serving them without adding resources or running overtime. Both options result in higher operational costs, an increase in safety issues and translate to utility rates.

In response to the need to keep operational costs down, the utility identified one-side road collection as a viable means for becoming more efficient and maintaining safety as a top priority. With this in mind, staff has worked with neighborhoods to pilot one-side collection on a voluntary basis.

The pilot studies have shown one-side road collection is on average 20 percent quicker than collecting from both sides. In all, about 500 customers have been added to one-side collection since 2011. This translates to about a 30-minute time savings. These 30 minutes create capacity for adding customers.

Specifically, Waste ReSources was seeking to learn about the following:

- Time, mileage and fuel savings;
- Routing challenges with respect to grid pattern road networks; and
- Potential impacts to the customer and their general acceptance/disapproval.

**Pilot Results:**

- Miles reduced by 40 to 50 percent, depending on neighborhood road network.
- Collection time reduced on average by over 20 percent.
- Fuel savings is more closely tied to time than mileage.
- Implementing one-side road collection neighborhoods with grid-pattern street networks is complex due to the relationship of addresses and existing cart locations.
- Choosing neighborhoods that are not connected to numerous other streets make it less confusing for Collectors and helps ensure fewer changes/impacts to the customer at a later date.
- Minimizes or eliminates the need for backing.

**Customer Impacts/Feedback**

*Roughly 7 percent (n=35) of pilot area residents called or emailed after being contacted about one-side collection.*

- Clarification on cart location and placement.
- Worry about space for carts or interfering with car parking and mail delivery.
- Questions about carts left out for extended periods.
- Challenges working with neighbors.
- Concern over safety of child crossing the street with cart (one resident).

**Criteria for Selecting Additional Neighborhoods for One-side Road Collection**

- Customer and worker safety
  - Avoid major roadways/arterials
  - Can be accomplished with mostly right-hand turns
  - Focus on neighborhood streets
- Available space for carts on one side
- Neighborhoods which are somewhat confined or isolated from numerous interconnecting streets. For example, loop roads or pocket neighborhoods.
- Ease of communication to residents