



What are the 2022 Waste ReSources Plan Goals and Objectives?

Staff is proposing to follow 2015 Waste ReSources Management Plan structure and goal themes. Through the update process, objectives and the corresponding strategies necessary to achieve the goals will be refined.

1. **Waste Reduction Goal:** Reduce the quantity of waste (garbage, recycle, and organics) generated and disposed in Olympia.

**Objective 1A:** Reduce per capita waste by 5 percent. (Will review and revise as necessary)

**Additional Objective(s) and corresponding strategies as necessary.**

2. **Recycling and Diversion Goal:** Increase the quantity of recyclable and compostable materials diverted from the landfill.

**Objective 2A:** Evaluate and understand waste stream characteristic s and customer behaviors.

**Objective 2B:** Increase the quantity and quality of recyclable and compostable materials collected from single-family residential customers.

**Objective 2C:** Increase the quantity and quality of recyclable and compostable materials collected from multi-family customers.

**Objective 2D:** Increase the quantity and quality of recyclable and compostable materials collected from commercial customers.

**Objective 2E:** Increase diversion of C&D material.

**Objective 2F:** Increase the quantity and quality of materials recycled and composted through non-curb-side methods.

3. **Safe and Efficient Operations Goal:** Operate collection services safely and efficiently.

**Objective 3A:** Implement routing and service changes that increase operational efficiencies and maintain or improve service reliability.

**Objective 3B:** Reduce the number of incidents and accidents.

4. **Utility Rates and Fees Goal:** Manage the Utility’s finances responsibly, with equitable rates that promote waste reduction and recycling.

**Objective 4A:** Ensure that customer rates are equitable and reflect a balance between cost of providing service and the goals of promoting waste prevention and recycling.

**Objective 4B:** Seek opportunities to increase revenue from non-fee sources.

Waste ReSources Plan Update – Project Assumptions

This Waste ReSources plan update project is guided by the following assumptions:

The 2015 Waste ReSources Management Plan serves as an excellent starting point for the 2022 Waste ReSources Plan update – the focus will be on addressing key priorities to include new and emerging issues.

Utility staff will work with consulting services to assist in the following areas:

- Financial analysis and financial plan to include multi-year rates, and rate equity options.
- Refine goals and metrics to include solid waste connection to climate change.
- Education and Outreach programs to include cultural and linguistically relevant methods.
- Investigate electrified fleet alternatives.
- Plan writing for consistent voice.

Public outreach activities will be limited in scope, with the Utilities Advisory Committee serving as the primary review committee, and to include neighborhood associations and the City’s diversity and equity program.

Waste ReSources 2022 Plan Update		2021												2022						
Phase	Tasks	Nov-Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Onboard Consultant	MRSC Short List RFQ Evaluate Interview Award and Contract																			
Plan Scoping	Kick off meeting																			
Key Policies	Refine Plan Scope Key Policy Issues UAC - April						★ UAC						★ UAC		★ UAC					
Plan Writing	Background Research Metrics Strategies																			
Public Involvement	Customer/Public Feedback (OlySpeaks?) Virtual Outreach Sessions																			
Public Draft	UAC																			
	LUEC (To be scheduled)																	★ LUEC		
Adoption	Council (To be scheduled)																			★ Council



## Waste ReSources Utility Mission

To lead and inspire our community  
toward a waste-free future.

### What has the Utility Accomplished?

The following strategies were successfully accomplished under the 2015 Plan:

- Onboard GIS routing and collector app in residential and commercial trucks.
- Installed two shared compactors in downtown Olympia.
- Continued IAPD driver certification.
- New recycle processing contract.
- Improved in-house recycling program.
- Piloted and implemented C&D hauling to out of county processor.
- Contamination reduction program and removed glass from commingled recycling.



### What are the Utility's Key Challenges?

The Utility has continually strived to improve operational efficiencies and refine education and outreach programs, while delivering a high level of customer service with fair and equitable rates. The 2015 Waste ReSources Plan further evolved the concept of moving toward the vision of zero waste (2006) and the 2008 Toward Zero Waste Plan (The utility's first master plan). As part of the plan update, staff reviewed its accomplishments and current issues facing the utility. Looking to the future, the biggest challenges are continued volatility in recycling markets, asset management, planning for a new operational facility, ensuring our education and outreach programs are focused in the right areas and addressing cultural diversity, and that customer rates balance equity and waste reduction.

As a result of this work, the following seven key challenges facing the Utility were identified:

**Asset and inventory management** | An aging cart and container inventory is resulting in increasingly larger orders and budgetary impacts. The Utility does not have an industry specific work order system to track assets and certain work functions, such as cart and container delivery and maintenance.

**Waste Reduction** | Reducing waste is at the top of the waste management hierarchy, however it's the most challenging to effectively measure and implement.

**Equitable and predictable rates and fees** | Creating predictability for customers and developers is difficult in a complex environment, especially with volatile recycling markets. The plan will address the balance between ongoing utility needs and keeping rates low as possible with consideration to diversity and equity.

**Education and Outreach Programs** | The Utility currently provides education and outreach in five distinct areas – single-family, multi-family, business/commercial, school education and events with some overlap. The Plan will review current programs, industry trends and BMPs and associated staffing levels.

**Planning for Growth and Diverse Populations** | Growth in the Utility is experienced primarily through infill and development, and then periodically through annexation. No significant annexations will be assumed during the 2022 Plan update, but any annexation executed during this plan cycle will need to be considered for the future.

**Metrics and Climate** | Measuring progress is critical to know what success looks like. The plan update is an opportunity to review and revise metrics while giving consideration to climate mitigation strategies, changing technology, and an ever-evolving and dynamic waste stream.

**Multi-family and Mixed-Use Properties** | As the city continues to evolve with larger multi-family and mixed use properties in its downtown, it creates challenges with some solid waste storage and collection requirements and needs. This is an emerging issue that needs attention for the future to ensure adequate solid waste collection capacity.