

Karl Hagerman

From: Karl Hagerman
Sent: Friday, February 20, 2015 10:24 AM
To: Stephen Giesbrecht; Assembly
Cc: Debra Thompson; Kathy O'Rear; Chris Cotta; Andy Edfelt; Derrick O'Soup; Karen Malcom; 'Angela Davis'
Subject: Baler/Landfill Customer Audit

Steve and Assembly,

In response to citizen concerns about limiting baler and landfill hours if the sanitation department was to assume the recycling collection with a cart based system, Public Works staff performed a spot audit of our customers to get some data on when customers usually visit the baler and landfill for business.

Four weeks were randomly selected from the last year of customer data: one week each from April 2014, July 2014, October 2014 and January 2015. Scale tickets were counted for morning customers and afternoon customers. These customers were further broken down to identify residential customers from commercial customers.

The following information was gathered as a result of the audit.

	Avg weekday A.M. Customers	Avg weekday P.M. Customers	Weekday Residential %	Weekday Commercial %
April 2014	5.8	5.4	70%	30%
July 2014	7.6	7.6	68%	32%
October 2014	5.4	8.0	70%	30%
January 2015	4.6	5.2	59%	41%
Audit Average	5.85	6.55	67%	33%

The audit shows that the afternoons hold a slight edge over the mornings for frequency of customer visits although there are times when the mornings are more popular. It also shows the actual numbers of visitors to the facility during the weeks that were polled, which appear to be fairly low with an average of only about 12 customers per weekday (less than 1% of all sanitation customers). Also, it was found that on weekdays only about one third of the customers, or 4 customers per day, visiting the facilities are commercial customers. It was surprising to me to see that on an average day we only get about 10-15 customers at the facility. Sundays are a different story with an average visitor count of 32 customers, however we won't be changing any hours on the weekend.

With the relatively low volume of weekday customers, and the slightly more popular afternoon business hours shown in the research, the sanitation department is confident that limiting the hours of baler and landfill operation from 12:00 noon to 3:00 PM will inconvenience fewer customers overall and will not cause undue congestion at the facility in the afternoons.

The sanitation department will continue to pursue the reduction in facility hours of operation to facilitate a transition to an in-house, cart based recycling collection system **with no new hires needed**.

Please let me know if there are any questions.

Thank you,

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