



**THE CITY COUNCIL OF WATERLOO, IOWA
WORK SESSION TO BE HELD AT
Harold E. Getty Council Chambers
Monday, March 18, 2024
3:50 PM**

RULES FOR WORK SESSION PUBLIC COMMENT

Iowa Code Chapter 21 gives the public the right to attend council meetings, but it does not require cities to allow public participation except during public hearings. The city council shall not receive any public comment during a work session.

Roll Call.

Approval of Agenda, as proposed or amended.

Approval of Minutes of March 4, 2024, as proposed or amended.

3:50 p.m. Discussion of a one-way street in front of Irving School.

Submitted by: Mohammad Elahi, Traffic Operations Director

**Approx. 4:00 Update from the Sanitation Department on technology and operations.
p.m.**

Submitted by: Randy Bennett, Public Works Division Manager

**Approx. 4:15 Discussion of an ordinance regarding rental application fees.
p.m.**

Submitted by: Belinda Creighton-Smith, Ward 4 Council person

ADJOURNMENT

Kelley Felchle
City Clerk

March 4, 2024

COUNCIL WORK SESSION
Harold E. Getty Council Chambers
4:20 p.m.

Roll Call

Members present: Mayor Quentin Hart in the Chair. Mr. Boesen, Mr. Nichols, Mr. Chiles, Mr. Simon and Mr. Feuss. Ms. Creighton-Smith arrived at 4:23 p.m. Absent: Ms. Wilder.

Agenda, as proposed or amended

Boesen/Nichols
that the agenda, as proposed, be approved. Voice vote-Ayes: Five. Motion carried.

Approval of Minutes of February 19, 2024, as presented.

Boesen/Nichols
that the minutes of February 19, 2024, as presented, be approved. Voice vote-Ayes: Five. Motion carried.

Discussion of the FY2025 budget.

Bridget Wood, Finance Director, provided an overview of the proposed levy rates for the FY2025 budget. She explained that the maximum levy rate that is proposed would see a 13.8% increase to \$22.40718. She noted that though the levy rate would increase, residents would see an overall \$40.00 decrease in their property taxes.

Mayor Hart and City Council members discussed the proposed maximum levy rate with the Finance Director.

Discussion of Street Department vehicle replacement.

Randy Bennett, Public Works Division Manager, provided an update on the pavement preservation program. He commented that the current equipment is dated and parts are difficult to find, making repair time very lengthy. He shared information on the type of equipment needed to do future projects in-house rather than contracted out. The approximate cost of the equipment would be between \$1,500,000 and \$2,000,000. He explained that some of the proposed equipment could be used for dual purposes. He provided an overview of the technological advancements he would like to switch to.

Randy Bennett and City Council members discussed the proposed purchase of additional equipment.

ADJOURNMENT

Feuss/Nichols
that the council adjourn at 5:03 p.m. Voice vote-Ayes: Six. Motion carried.

Kelley Felchle
City Clerk

SANITATION UPDATE

2024



CURRENT PERSONNEL AND WORKLOAD

Personnel

- 13 Full Time Sanitation Techs
- 1 Administrative Secretary

Workload

- Curbside refuse collection
- Curbside yard waste collection
- Maintain the yard-waste site
- Deliver/exchange/pick-up refuse carts
- Repair & wash carts to maintain inventory
- Break down irreparable carts to be recycled
- Code enforcements
- Pick up illegal dumps
- Pick up Christmas trees
- Bulk item pick-ups
- Downtown collection
- City dumpster collection
- Neighborhood clean-ups
- City Wide clean ups



CODE ENFORCEMENTS PROGRESSION

MAKING HEADWAY

- Approx. 116 Code Enforcements Done in 2023
- Approx. 782 Illegal Dump Clean Ups
 - Need cooler weather/solid ground for equipment.
 - Remaining 12 are from late 2023/2024
- Work is continuing on with warm weather



COLLECTION CART UPDATE

- GOAL: REQUEST FOR CART SERVICE IS WITHIN A WEEK (2 WEEKS IF A HOLIDAY WEEK)
- Utilizing Elements, We Can Manage Inventory and Workloads Better To Maintain This Success.

Open Cart - Need Cart ASAP	0
Open Cart - YDW	4
Open Cart - ALL Pickups	1
Open Cart - Exchange	2



RETURN FOR SERVICE

- With the addition of Routeware, we can now verify service and reduce the need for unwarranted “Go Backs”. This process has:

- Reduced Phone Call Volumes
- Helping Eliminate Double Dumping
Reduced Overloaded Carts
- Helped Relocate Misplaced or Misused Carts
- Helped Recover Excessive Costs



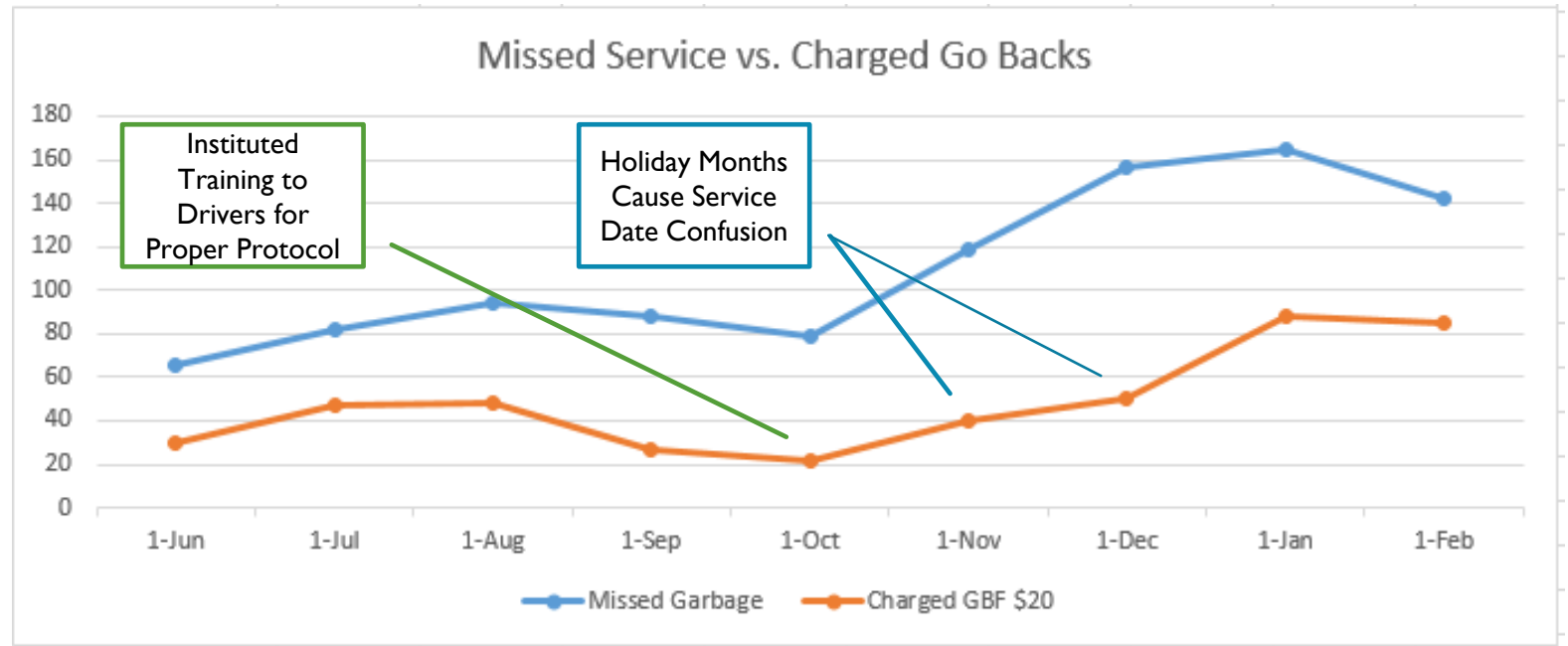
Route Type	Vehicle Type	Driver	Driver2	Status	Start	% Complete	Scheduled	Done	Heat Index	Skips	Extras	Not Done	Breaks	Dumps	Route Time	Pics	Miles
Residential	ASL			Complete	2024-02-16 06:00:42	100	710	554	33	156	0	0	2	1	06:07	163	53
Residential	ASL			Complete	2024-02-16 06:15:17	99	741	625	33	115	0	1	0	1	05:24	117	39
Residential	ASL			Complete	2024-02-16 05:57:55	99	744	609	35	126	0	9	0	2	06:37	134	55
Residential	ASL			Complete	2024-02-16 05:55:27	100	736	577	34	159	0	0	2	1	05:18	172	43
Residential	ASL			Complete	2024-02-16 05:57:29	99	719	604	34	114	0	1	3	2	06:42	131	64



- With the implementation of Elements, we are now able to track:

- Carts Not Out
- Overloaded Carts
- Blocked,
- Contaminated loads

Large spike in late months is due to multiple Holiday make-up dates.



THE NEED FOR BETTER METHODS OF NOTIFICATION



THE RECOLLECT APP ADDS UNIQUE ADVANTAGES

Advantages of ReCollect

- Is owned by Routeware so integrating with our program is not an issue.
- **UNLIMITED PUSH NOTIFICATIONS**
If something happens where we cannot provide service, we can send notifications via text/email/robocall to residents affected
- We can send out alerts for landfill closure/high wind probability, snow delays, etc. immediately to residents.
- We can send service alerts for special events such as Holiday Pick Up Date changes, Christmas Tree Pickup, City Wide Clean Up Events, etc.
- Online Calendars for ALL of our services available to them when they enter their address – SAVES FROM PRINTING THEM!
- A Waste Wizard is part of the App that will answer hundreds of questions for residents that are preloaded by the City with ReCollect's pre-drafted questions also.

STATISTICS

- Mobile now accounts for over 50% of all internet users (Hootsuite, 2020)
- 69% of consumers prefer online and digital engagement (Hubspot, 2022)
- The average internet user now spends 6 hours and 43 minutes online each day.
- As of January 2020, approximately 3.80 billion people use social media.

DIRECT AND REAL-TIME LINE OF COMMUNICATIONS WITH RESIDENTS

IDEAL APP FOR OUR SYSTEM

- Along with the added reach to our residents, we can integrate our Bulk Item Pickup into the App also.
- Push Notifications
- Integrates with Routeware for Information
- Digital Calendars
- Mobile Alerts
- This tool will give Sanitation added flexibility and versatility to improve efficiency even further.



Enhance outreach and engagement



Customer self-service on general inquiries



Instant service alerts, notifications and reminders



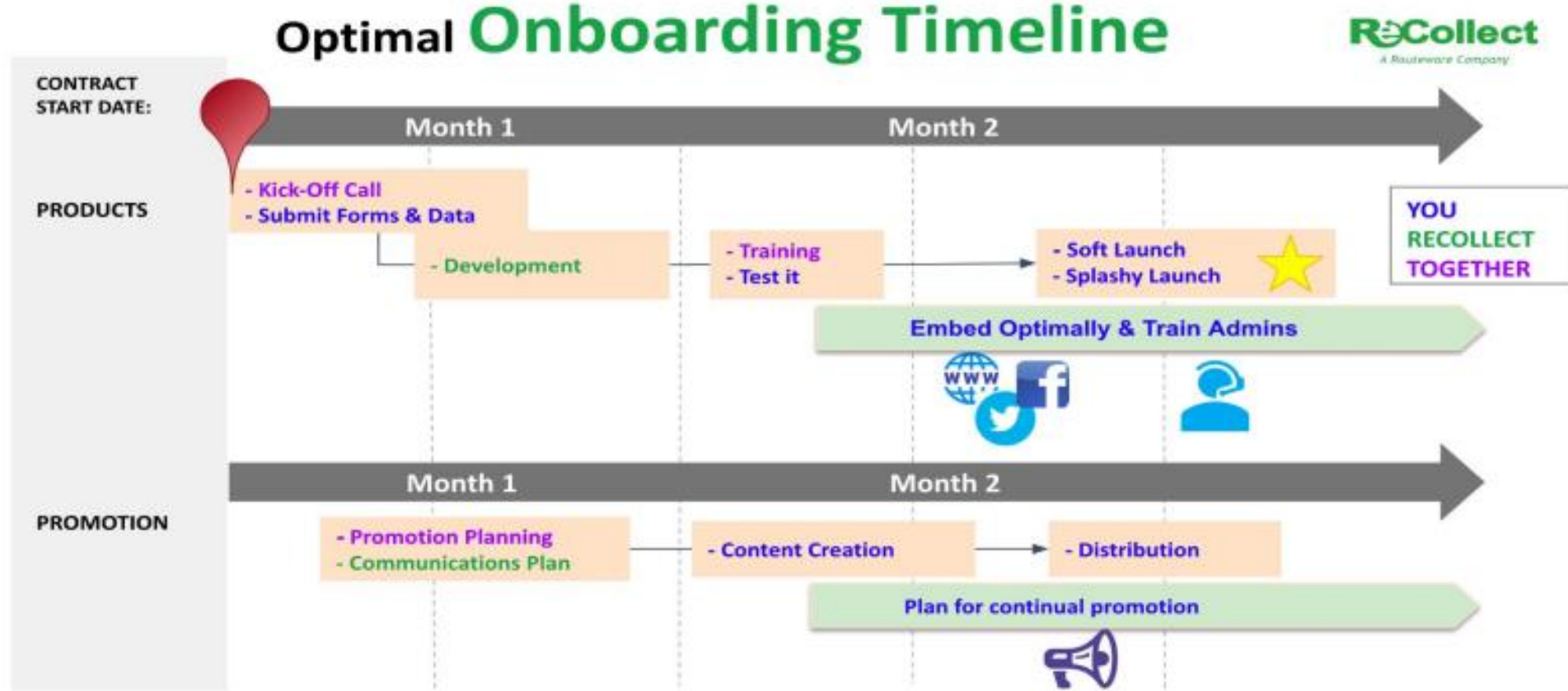
Address-specific recycling information and digital calendars



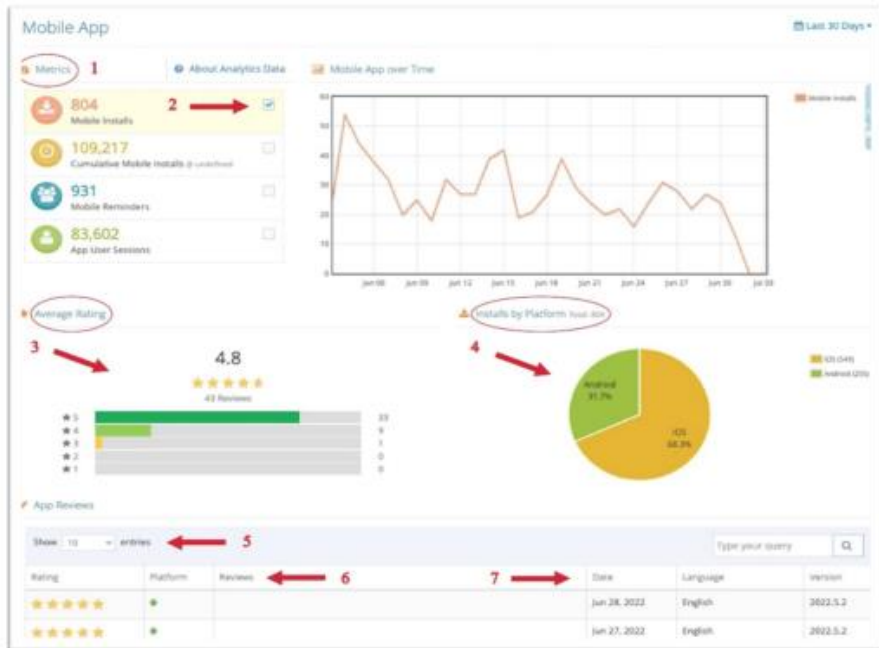
Increasing reliance on you as the trusted source of information



Seamlessly launch a sophisticated software



ONBOARDING TIMELINE (IF APPROVED)



1. Metrics used for the Mobile App include; “**Mobile Installs**”, “**Cumulative Mobile Installs**”, “**Mobile Reminders**”, and “**App User Sessions**”.
2. In this example, the “**Mobile Installs**” metric has been selected and displayed in the graph to the right. As shown, from June to July, the daily number of mobile installs has decreased.
3. The average rating of the Mobile App on a 5 star scale.
4. Installs by Android or iOS platforms in percentage.
5. The number of entries/app reviews displayed.
6. Individual reviews and their comments. In this example the two reviews contained no written comments and were performed on the Android platform.
7. Additional information including when the resident created the rating, what language it was performed in, and the version of the Mobile App.

METRIC DASHBOARD

WHY RECOLLECT?

Internal Benefits

- Digital tools for communication help bridge gaps among staff members
- Enhance waste education opportunities without the addition of employees
- Reduce administrative tasks, leaving time for other duties (reduced phone calls)
- Allows for integration with other systems
- Push notifications allow mass communication to a target audience

External Benefits

- Giving residents information they desire in a form being used more and more by the current generation
- Provides another method of public engagement other than Facebook social media.
- Allows for self-service options for residents
 - Can see their pick up dates
 - Can schedule bulk item pick ups
 - Get answers for common questions

WHAT WOULD BE THE COST FOR THE APP?

Services

PRODUCT	UNIT	QTY	UNIT PRICE	EXTENDED
ReCollect Implementation (Large)	Each	1	USD 5,000.00	USD 5,000.00
Services TOTAL:				USD 5,000.00

Recurring Subscriptions

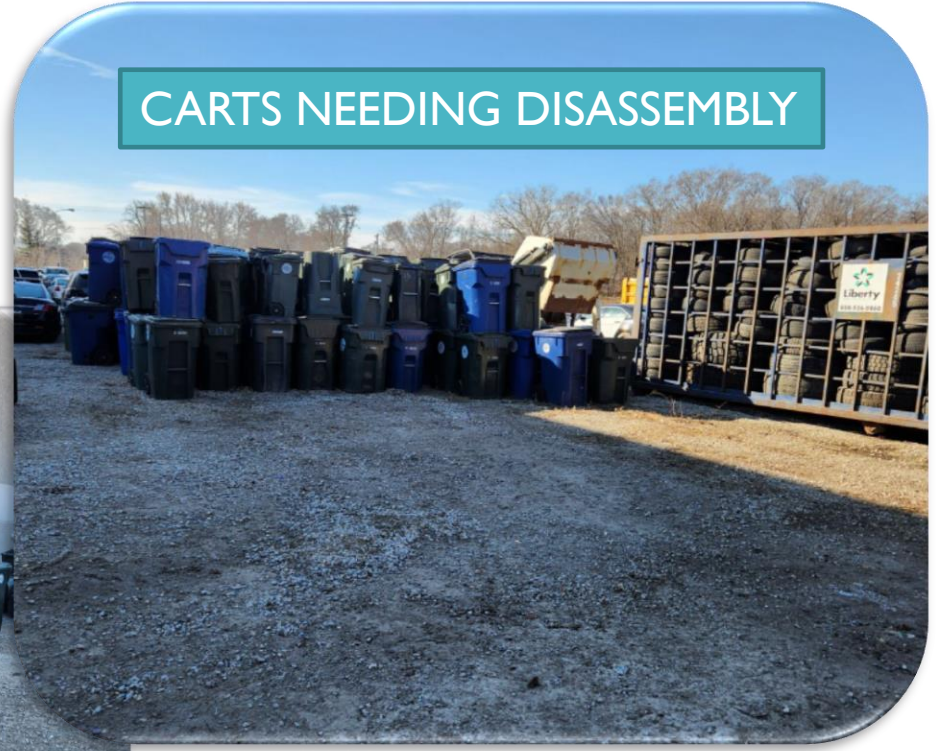
PRODUCT	UNIT	QTY	UNIT PRICE	EXTENDED
ReCollect Collection Calendar	Per Month	1	USD 628.15	USD 628.15
ReCollect Waste Wizard	Per Month	1	USD 215.90	USD 215.90
Mobile App	Per Month	1	USD 430.95	USD 430.95
ReCollect Website Tool	Per Month	1	USD 0.00	USD 0.00
ReCollect Service Request	Per Month	1	USD 1,345.55	USD 1,345.55
Recurring Subscriptions TOTAL:				USD 2,620.55



CARTS FOR SHIPMENTS



CARTS BEING BROKEN DOWN



CARTS NEEDING DISASSEMBLY



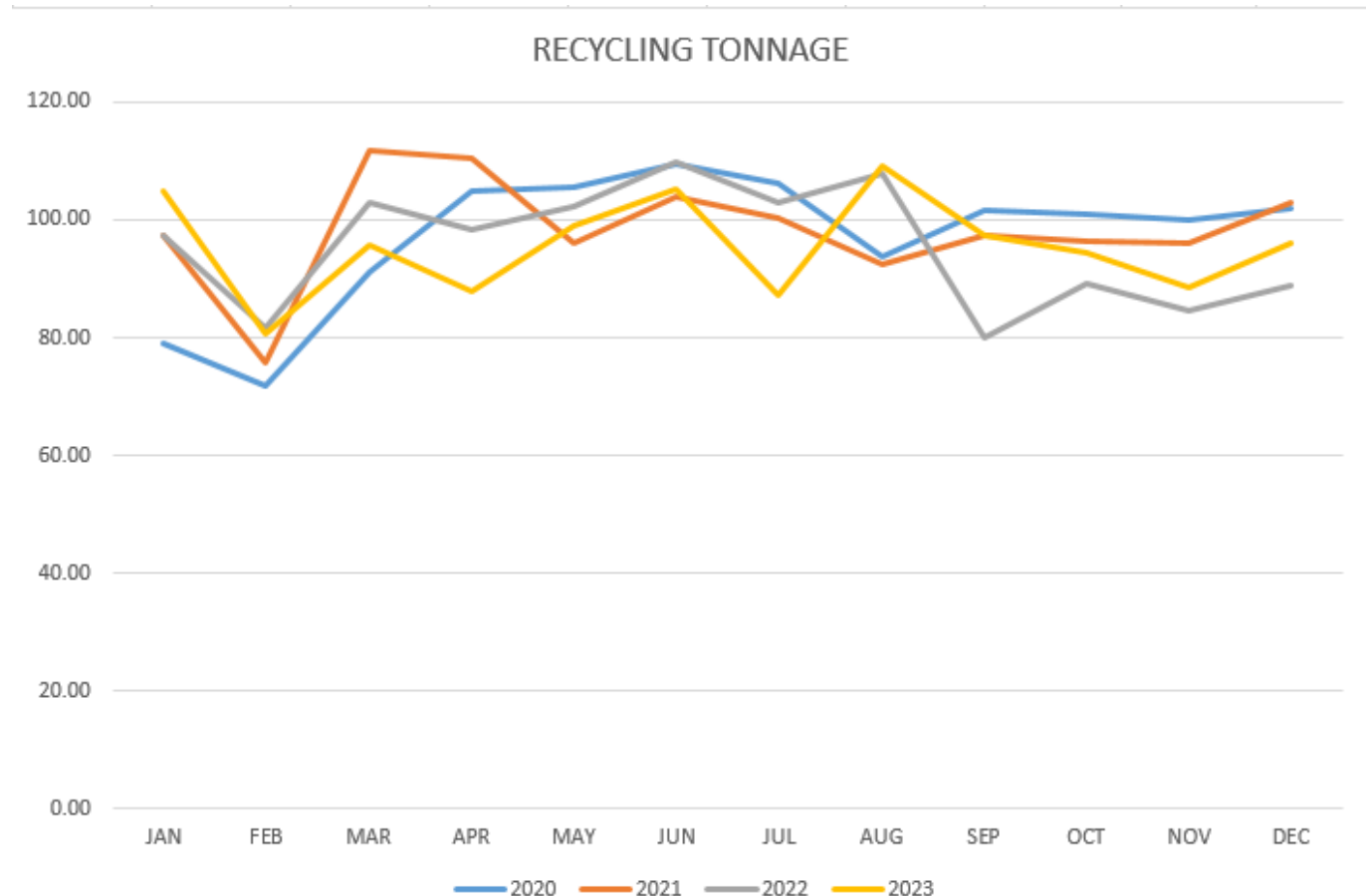
STILL FEELING EFFECTS OF 2020

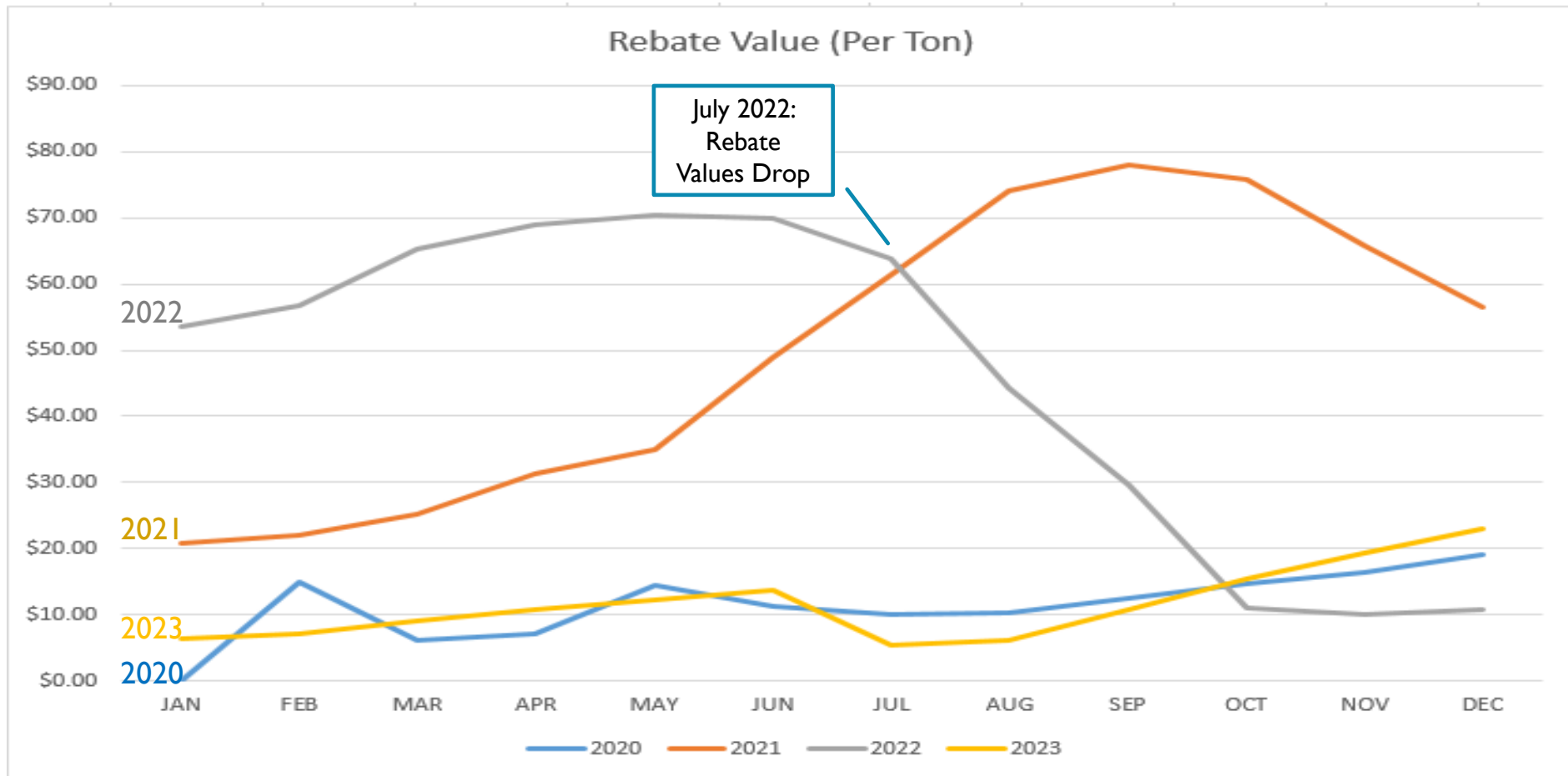
The Lasting Effects of COVID Causing Supply Delays Also Affected the Value of Recyclables. With Plastic Markets Plummeting, Finding Outlets for Plastic Recycling Has Become Challenging. Markets are Stabilizing so We Are Preparing Shipments Daily.

RECYCLING TONNAGE VARIES BUT PATTERN IS CONSISTENT

Circumstances affect volumes

- Different things such as weather, time of year, etc may affect tonnages a bit but the primary amounts stay in a pattern for the most part.
- REBATE VALUE is what determines how much money you get back for the recyclables dropped off. Our rebates tanked in July 2022 and have not recovered.





REBATE VALUES FOR RECYCLING HAVE PLUMMETED AND CONTINUED

Starting in July 2022, the recycling values plummeted sharply. The usual rollercoaster ride of recycling value has dipped and continued to stay low for over a year!

The lack of rebate value with continued rises in processing costs have caused a large problem with the effectiveness of recycling

RECYCLING IS THE RIGHT THING TO DO... BUT IT COMES AT A PRICE

Garbage Tonnages Constant

- Landfill Rates have increased annually.
- Using Routeware, we have been able to decrease monthly tonnages
- This added efficiency helps keep tonnage rates down (even with a higher tonnage rate).

Recycling Expense Has Increased Dramatically

- With the rebates falling and staying low, we are losing 5 to 6k on average monthly.
- No rebound being forecasted.
- Foreign Policy has dramatic effect on recyclable rebates.

Our Proposal:

Change the \$4 fee for recycling/yard waste to a \$4 fee for EACH SERVICE.

A dire need for a recycling increase is needed and validated.

ORDINANCE NO. XXXX

AN ORDINANCE AMENDING THE CITY OF WATERLOO CODE OF ORDINANCES BY AMENDING TITLE 9, BUILDING REGULATIONS, CHAPTER 7, RENTAL HOUSING.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF WATERLOO, IOWA AS FOLLOWS:

Section 1. That Subsection 5A(2), Payment of Fees, of Chapter 7, Rental Housing, Title 9, Building Regulations is hereby repealed.

Section 2. That Subsection 6A(2) of Chapter 7, Rental Housing, Title 9, Building Regulations is amended to read as follows:

2. Payment Of Fees: The landlord shall pay any and all fees, charges, penalties, and assessments owed to the City of Waterloo in a timely manner, except for such fees, charges, penalties, or assessments which may be the subject of an active appeal.

Section 3. That Section 9, Owner and Tenant Responsibilities, Chapter 7 Rental Housing, Title 9, Building Regulations is repealed, and a new section is added to read as follows:

9-7-9: OWNER AND TENANT RESPONSIBILITIES:

A. Landlord Responsibilities: Every landlord or its agent shall have the following responsibilities:

1. Every landlord or its agent, in addition to being responsible for maintaining each rental unit in a sound structural condition, shall be responsible for keeping that part of the building or premises which it controls in a clean, sanitary, and safe condition, including the shared or public areas in a building containing two (2) or more rental units.
2. Every landlord or its agent shall comply with the provisions of Title 5, Chapter 3, Article B of this code, granting housing protections to victims of domestic violence.
3. Every landlord or its agent shall provide each tenant with a written summary of rights pursuant to Iowa Code Chapter 562A at the commencement of any lease.
4. Any application fee charged to prospective tenants by a landlord or its agent, may not exceed the actual expenses incurred for fees relating to background and/or credit checks.

B. Tenant To Maintain Rental Unit: The tenant shall comply with all obligations primarily imposed upon tenants by applicable provisions of building and housing codes materially affecting health and safety.

Section 4. Severability: If any section, provision, or part of this ordinance shall be adjudged invalid or unconstitutional, such adjudication shall not affect the validity of this chapter as a whole or any section, provision or part thereof not adjudged invalid or unconstitutional.

Section 5. This ordinance shall be in full force and effect from and after its passage and publication as provided by law.

INTRODUCED: , 2024

PASSED 1 st CONSIDERATION: , 2024

PASSED 2 nd CONSIDERATION: , 2024

PASSED 3 rd CONSIDERATION: , 2024

PASSED AND ADOPTED this , 2024.

Quentin Hart, Mayor

ATTEST:

Kelley Felchle, City Clerk

SEAL