

# Residential Collection Services – Proposed Changes to Holiday Collection

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# Current Model

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- Observe 10 holidays:
  - New Year's Day
  - Martin Luther King Day
  - President's Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Columbus Day
  - Veteran's Day
  - Thanksgiving Day
  - Christmas Day



# Service Delivery

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- Adjust collection one day to observe holiday
  - Example for Monday holiday: Monday service is moved to Tuesday, Tuesday service is moved to Wednesday, etc., finishing the week by collecting normal Friday service on Saturday.
  - Any weekday holiday = Saturday service



# Issues with Current Model

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- Issues

- Resident frustration

- Public Works experiences a higher than normal call volume the week of a holiday: missed collections, late put out, unaware of holiday are some of the common themes

- Safety Concerns

- Increased neighborhood activities on Saturdays – children playing out of school and garage sales – adds risk to routes
    - The landfill sees highest level of resident traffic on Saturdays



# Proposed Change

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- Reduce Holiday Schedule
  - Observe only New Year's Day, Thanksgiving Day, Christmas Day for collection
  - Work normal schedule remainder of holidays
- When?
  - Observe Columbus Day (Oct. 10, 2016) and Veteran's Day (Nov. 11, 2016)
  - Begin new holiday schedule with Martin Luther King Day (January 16, 2017)



# Impacts

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- Residents
  - Easier for residents to remember / change routine for 3 holidays instead of 10
  - Offers same schedule as Phoenix – less confusion due to mailing addresses
  - Won't have trucks in neighborhoods on a “sleep-in” day
- Internal City operations
  - No budgetary impact to any city departments
  - Increased employee morale
    - Initiative started from employee suggestion



# Advertising the Change

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- The information will be distributed immediately and again prior to each holiday through the following:
  - Website and social media
  - Utility bill
  - Channel 11
  - *Glendale Star*
  
- There will also be a section devoted to the change in the *Clean and Green* newsletter mailed to residents the first week of January



# Questions and Direction

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