



City of Arvada City Council Agenda

MAY 10, 2021
WORKSHOPS

Councilmembers:

Marc Williams, Mayor
Dot Miller, Mayor Pro-Tem
Bob Fifer, At large
Nancy Ford, District 1
David Jones, District 4
John Marriott, District 3
Lauren Simpson, District 2

Staff Members Usually Present:

Mark Deven, City Manager
Lorie Gillis, Deputy City Manager
Rachel Morris, City Attorney
Don Wick, Director of Public Works
Sharon Israel, Director of Utilities
Ryan Stachelski, Dir. of Community & Economic Development
Bryan Archer, Director of Finance
Rob Smetana, Manager of City Planning & Development
Ben Irwin, Chief Communications Manager
Kristen Rush, City Clerk

Info: 720-898-7550

CITY COUNCIL CHAMBERS 6:00 PM

1. CALL TO ORDER/ROLL CALL OF COUNCILMEMBERS
2. WORKSHOPS
 - A. Water Infrastructure Update
 - B. Waste Hauling Update
 - C. Staff Updates
3. ADJOURNMENT



REPORT TO CITY COUNCIL WORKSHOP

AGENDA ITEM
2.A.

TO: THE HONORABLE CITY COUNCIL

DATE: May 10, 2021

SUBJECT: Water Infrastructure Update

Report in Brief

The Infrastructure Work System will be presenting an update on the Strategic Result 3 (SR3), the Water Infrastructure Master Plan. This workshop will include an update on capital planning since the December 14, 2020 Council presentation. The City team will also be presenting the outcomes of a financial needs assessment and recommendations for the upcoming budget process.

Background

The Infrastructure Work System team is responsible for operations and capital planning as part of our ongoing commitment to continue to provide safe and reliable drinking water to our community. Recent updates to the Council regarding this work include discussion and approval of the Capital Improvement Program budget (July 2020), discussion of increases to water rates (October 12, 2020 Workshop and October 19, 2020 Council Meeting), and a December 14, 2020 Water Master Plan workshop. This work corresponds to the 2020-2025 City Council Strategic Plan, which calls for updated master plans for water, sewer and stormwater, as well as an overall Infrastructure Master Plan.

As discussed in the December workshop, the current water-related master planning process has identified a number of needs and opportunities. This includes reinvestment in the City's two water treatment plants and replacing water lines, system controls, and other facilities at or nearing the end of their design life. Additional system capacity is also needed to meet growing demand from planned development.

With the drawdown of the water supply reserves as the Gross Reservoir project proceeds, and the increasing costs of water infrastructure construction, the City team is approaching the City Council for a strategic discussion about capital planning, priorities, and recommendations for the upcoming budget process.

The City has a long history of thoughtful and proactive planning, especially around our water supply. With the Gross Reservoir expansion, we will be in a strong position to supply water to all development contemplated in our Comprehensive Plan. With that in mind, the latest master planning efforts have focused on assessing our current infrastructure and forecasting CIP projects to reinvest and build capacity to meet growing demand.

The Infrastructure Engineering team has been refining recommendations from the Water Master Plan presented to Council in December. At this workshop, we will present an update of that work and prioritization of both reinvestment and capacity building projects.

System capacity is becoming an increasingly critical issue, especially in certain areas of the City that rely on pump stations for water service. During the summer of 2020, the City experienced the effects of warming temperatures, dry weather conditions, and the current pace of planned development. These conditions generated increased demand which caused low water levels in the current storage tank that supports the western portion of the City. Low water levels could have affected the ability to deliver fire flow, so our operations team was forced to operate a pump station at higher rates than it was designed for. This means that in 2020 water demand exceeded our capacity within the system.

In response to the current pace of planned development in the area and the increased demand due to the impacts of warming temperatures and dry weather conditions, our team issued a task order in October to one of our on-call engineering firms to update the computer model of the City's water system. This allowed us to dial in capacity projections for the near term. The results of this quantitative engineering analysis informs us that we are short on storage capacity to meet peak summer demands this year. We have a tank project in progress that will add storage to the system by late 2022. Our team is accelerating work to add additional storage between now and 2024. In the meantime, capacity limitations may require implementation of watering restrictions, especially in the western areas of the City, in order to manage demand. The City team is preparing a demand management strategy for implementation this summer.

In the 2019 Community Survey, 80% of respondents indicated that water conservation was important to them. The City team views this sentiment as an opportunity to engage the community in leading the effort to reduce outdoor water usage voluntarily. While watering restrictions may help manage capacity during the summer, it does not solve the larger issue of system capacity and reinvestment in our infrastructure.

The City team has been conducting a financial needs analysis to quantify resources needed to solve the larger issue. Tap fees and service fees have remained flat over the years. In order to continue sustainable growth and reinvestment, fee changes need to be discussed in the context of building capacity for the future. Also, the water enterprise fund currently carries no debt. A discussion of issuing bonds and exploring other sources of funding will be covered in this workshop.

Strategic Alignment

Review of the Water Master Plan Update aligns with the following Strategic Result within the Infrastructure Priority Area of the City Council Strategic Plan:

Update the water, sewer, stormwater, and overall infrastructure Master Plan by December, 2021.

In addition, the review of the Water Master Plan Update aligns with the following Principle stated within the Infrastructure Priority Area:

Provides the community with a safe, reliable, high-quality water supply, drainage system, and wastewater disposal services for full city build-out, as defined by the Comprehensive Plan. This includes maintaining utility rates at lowest practical levels with accurate billing that supports replacement of aging infrastructure in order to maintain robust utility systems.

Next Steps

Next steps in the project include receiving Council feedback in response to the December 14 workshop, implementation of 2021 CIP and related utilities projects, and public involvement to better understand community interest in water conservation (as identified in the 2019 Community Survey), to solicit feedback on prioritizing resources and to proactively manage expectations related to water infrastructure reinvestment including fees.

Prepared by:
Sharon Israel, Director of Utilities

Reviewed by:

Approved by:

Sharon Israel, Director of Utilities	4/22/2021
Bryan Archer, Director of Finance	4/22/2021

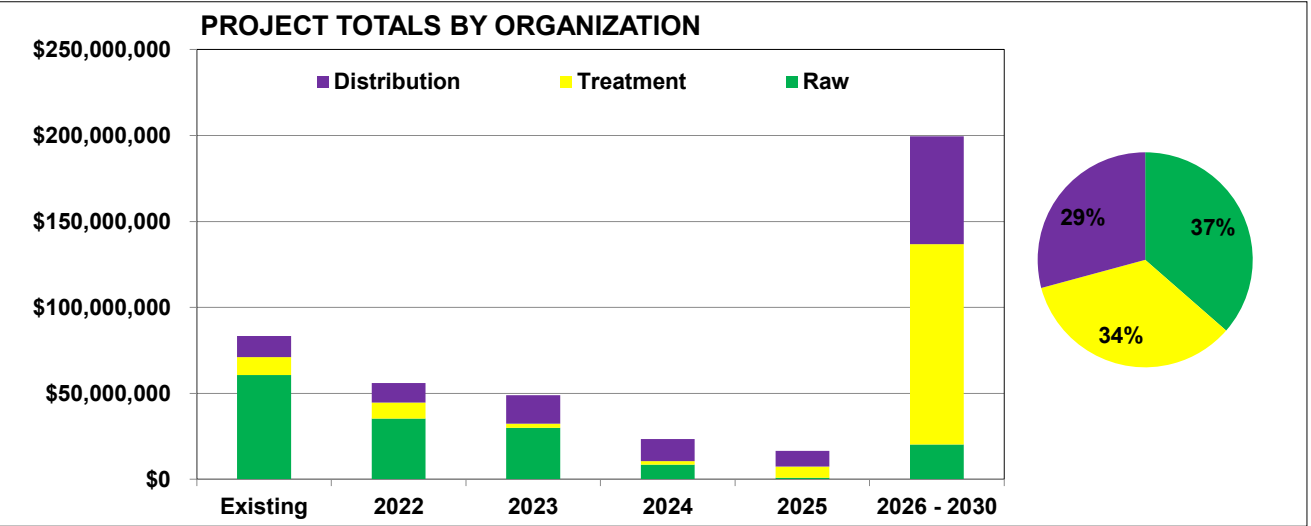
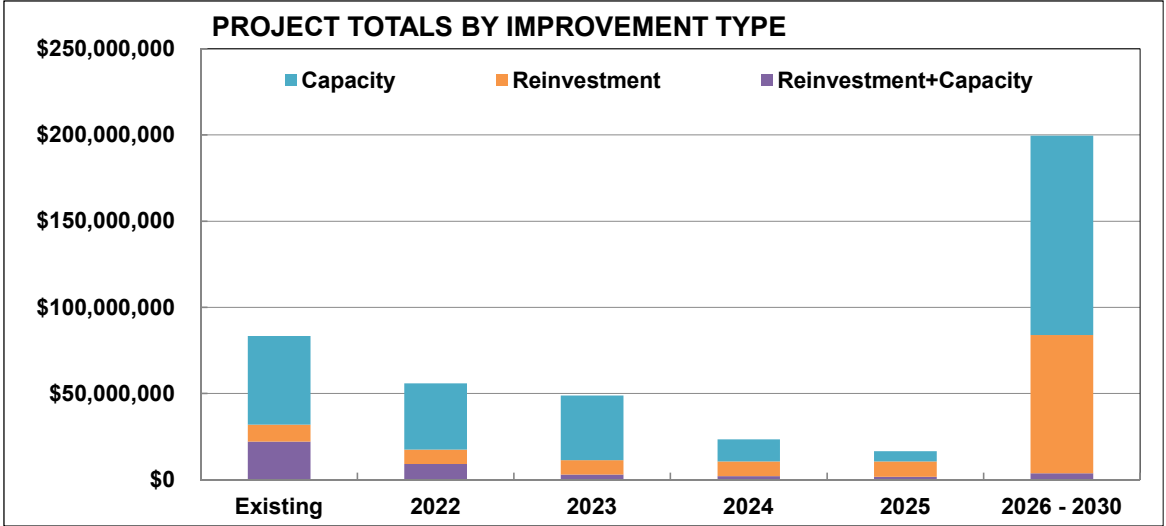
Gail Walker, Legal Specialist-Contracts	4/22/2021
Erika Pierce, Litigation Paralegal	4/23/2021
Rachel Morris, City Attorney	4/28/2021
Lorie Gillis, Deputy City Manager	4/28/2021
Mark Deven, City Manager	4/28/2021

Enclosure, exhibits & attachments required to support the report

Water Infrastructure Workshop, May 10, 2021

	Existing	2022	2023	2024	2025	2026 - 2030	Project Total	2020	2021	2022	2023	2024	2025	2026	Improvement Type
FUNDED PROJECT LIST															
Denver Water Moffat Project Participation	\$38,777,443	\$35,146,000	\$28,734,000	\$8,616,000	\$500,000		\$111,773,443								Capacity
Hwy 93 Water Tank & Pipeline (Sleeping Indian Tank) (18WA10)	\$3,940,000						\$3,940,000								Capacity
Ralston Raw Water PS/Pipeline (19WA40)	\$13,117,046						\$13,117,046								Reinvestment+Capacity
Corrosion Control / Source Water Change	Complete						\$0								Reinvestment+Capacity
Fluoride System Replacement (18WA11)	\$804,105						\$804,105								Reinvestment
Zone 5 PS Construction (18WA11)	\$3,000,000						\$3,000,000								Reinvestment+Capacity
Blunn Dam Seismic Study	Complete						\$0								Reinvestment
RWTP Parking Lot Extension	\$172,169						\$172,169								Reinvestment+Capacity
Water System Hydraulic Model Updates and Scenario Analysis	\$150,000														Reinvestment+Capacity
Castlegate Water Line (design)	\$500,000						\$500,000								Reinvestment+Capacity
RWTP Residuals Handling	\$2,475,000														Reinvestment+Capacity
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RWTP Filter Rehabilitation and Expansion	\$1,500,000														Reinvestment+Capacity
RWTP Site Engineering and Reinvestment	\$250,000														Reinvestment
Treatment Facilities Expansion Plan	\$600,000						\$600,000								Capacity
Chemical System Improvements Project	\$500,000														Reinvestment+Capacity
Highway 93 Lakes New Reservoir					\$500,000	\$20,000,000	\$20,500,000								Capacity
NW Improvements - Leyden Rock - Upsize Quaker Alignment Pipeline		\$650,000					\$650,000								Capacity
Leyden Rock / Candelas Gore Street Alignment Interconnect			\$618,000				\$618,000								Capacity
Water Distribution System Upgrades (Equipment)	\$0	\$530,604	\$541,216	\$552,041	\$563,082	\$2,988,903	\$5,175,845								Reinvestment+Capacity
Partnership for Safe Water (Treatment) Program	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$5,000	\$10,000								Reinvestment+Capacity
Water System Replacement (Operations) Program (at 1%)	\$3,830,560	\$3,945,477	\$4,063,842	\$4,185,757	\$4,311,330	\$23,576,117	\$43,913,083								Reinvestment
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SUBTOTAL FUNDED	\$70,218,323	\$40,274,081	\$33,959,058	\$13,355,798	\$5,876,412	\$52,075,020	\$215,758,691								
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Water Supply / Demand Model Update	\$70,000						\$70,000								Capacity
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NOTE: Red text indicates that at least a portion of the proposed project has budget allocated from the water fund balance.
ALL COST ESTIMATES ARE SHOWN IN 2021 DOLLARS.



Water Infrastructure Update

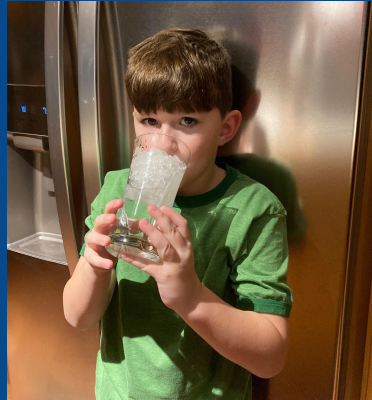
Arvada City Council
May 10, 2020

Review of Agenda

- ★ Background, Strategy and Philosophy
- ★ Capital Planning Updates
- ★ Aligning Capacity with Demand
- ★ Financial Needs Analysis
- ★ 2022 and 2023-2024 Budget
Recommendations

Background, Strategy, and Philosophy

Why Water Matters



i Poll is full and no longer accepting responses

Imagine Arvada's Water Future



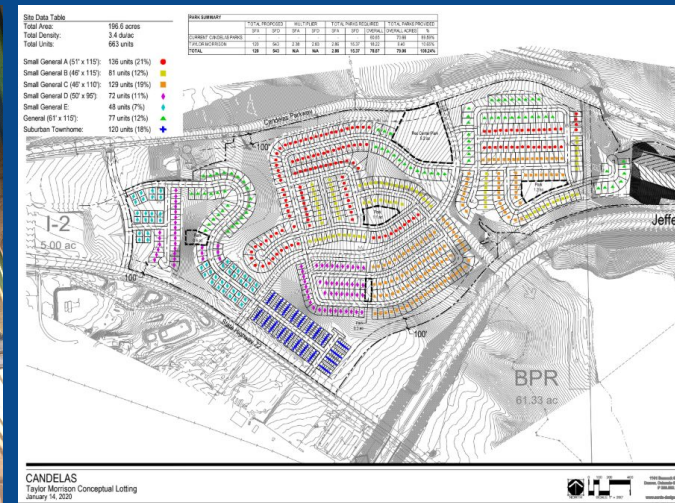
.i Poll Everywhere

Themes from the Findings and Funding Philosophy



Aging Infrastructure

Reinvestment in existing assets reaching the end of their useful life.



Capacity Limitations

Expansion of treatment and storage facilities is needed to serve planned development.

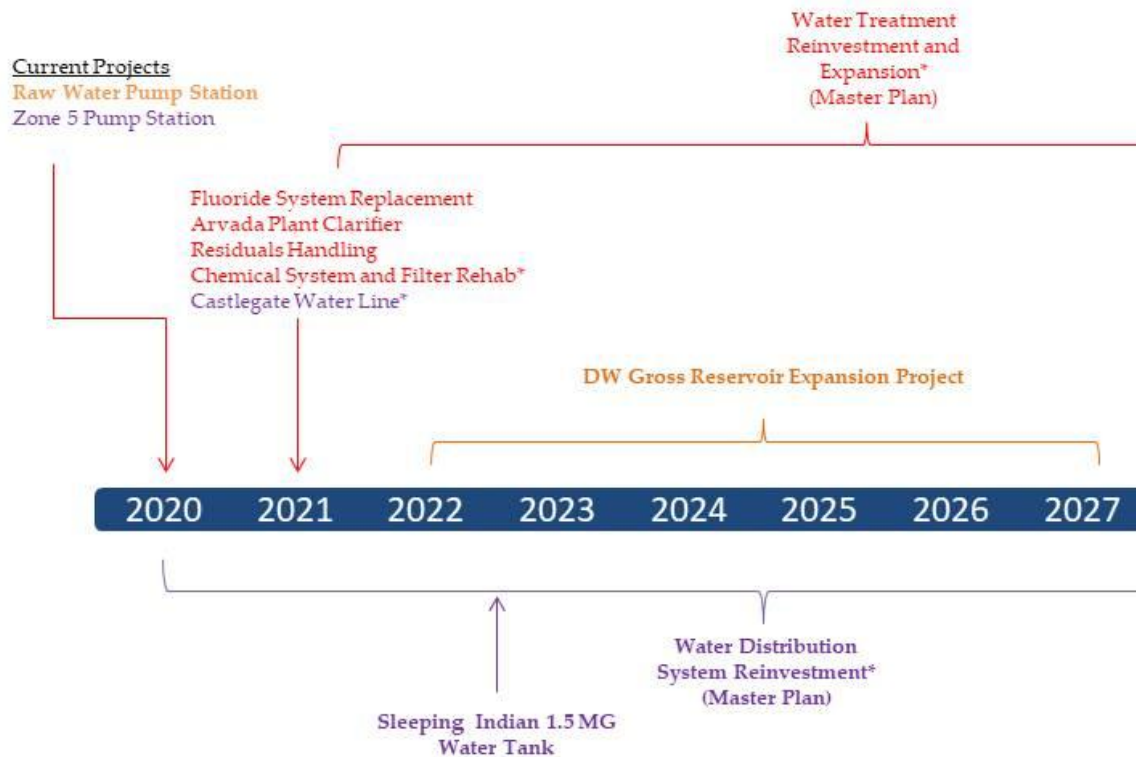
Timeline - past, present, future



2021 - Critical Year

10 Year Water CIP Program = \$224M

Funded Projects as of October, 2020 (*denotes partially funded)



Water Treatment	\$6 M
Water Supply	\$153 M
Water Distribution	\$65 M

Competing Priorities:

Multiple CIP Projects

Multiple Development Projects

Ralston Reservoir Outage

Water System Capacity Assessment

Wastewater Master Plan

December 15, 2020 Workshop: Final Comments and Questions

- We have secured water supply for the city's future.
- Following City Council's strategic direction, we have developed a plan for the future.
- We will be returning with a financial and operations strategy for implementation.

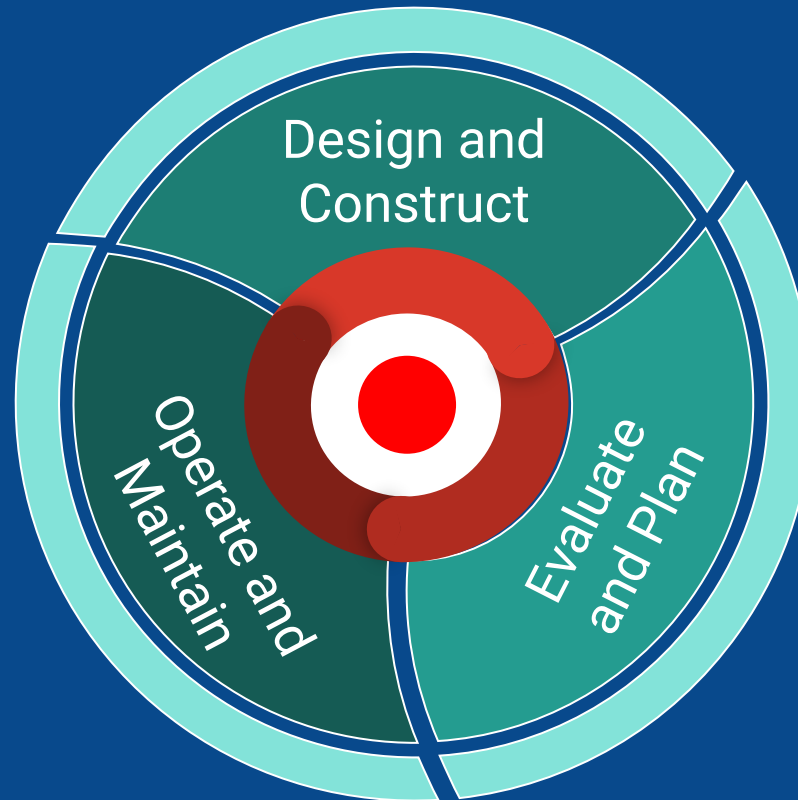


Capital Planning Updates

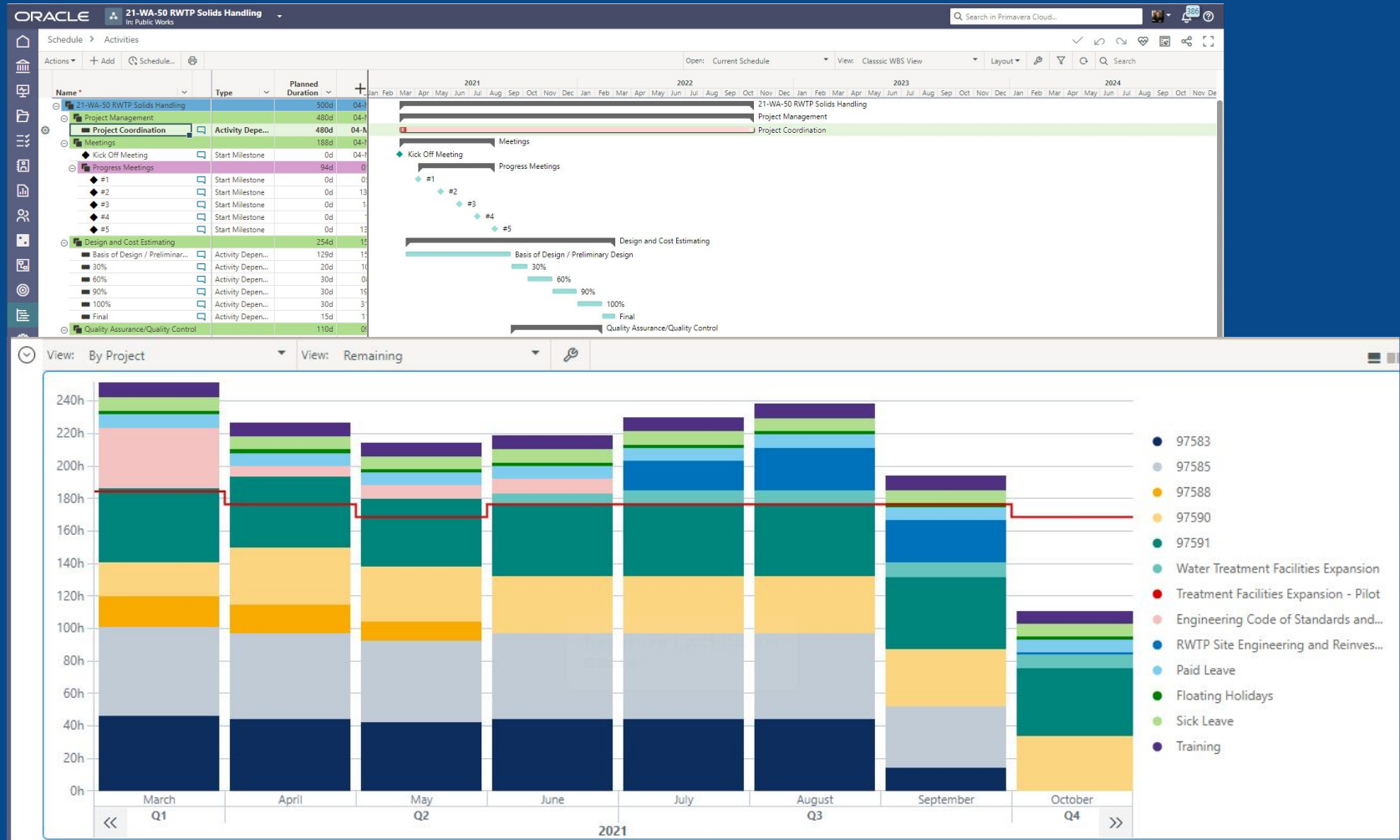
Infrastructure Capital Planning

ENGINEERING

OPERATIONS



Resources



Progress Overview

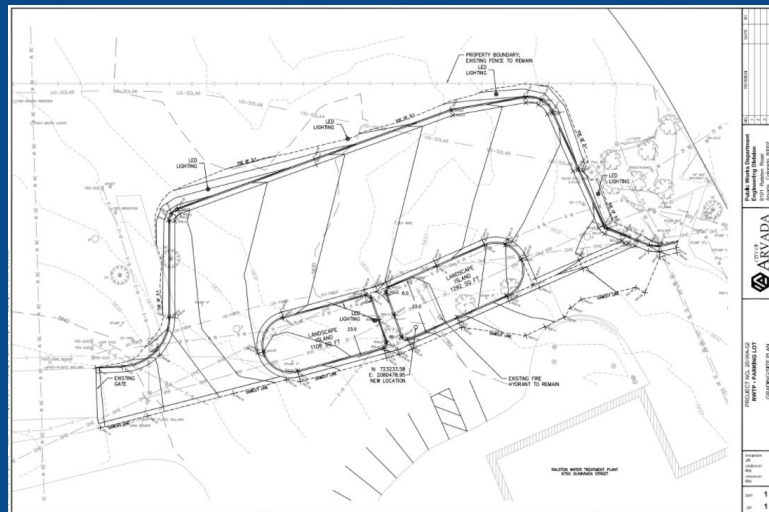
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2021 Project Progress

Ralston Raw Water Pump Station and Pipeline



Corrosivity Study



RWTP Parking Lot Extension

2021 Project Progress

Fluoride System Replacement

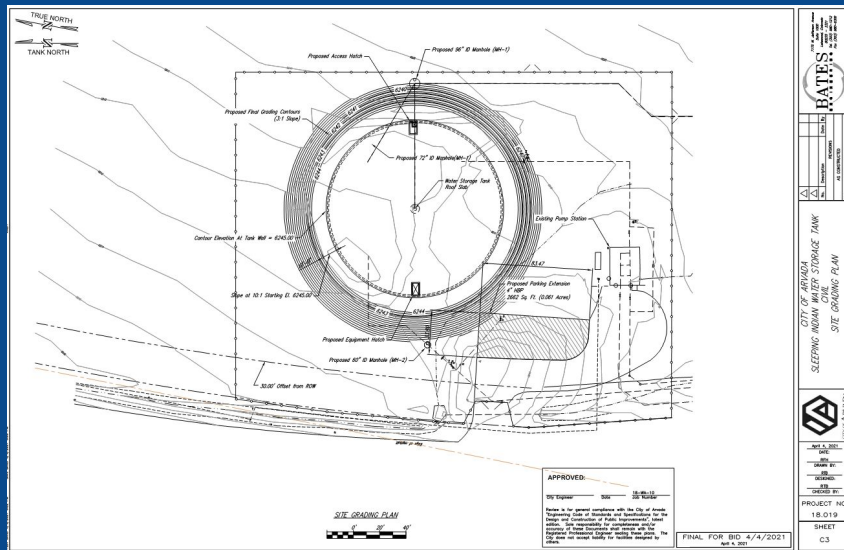


Zone 5 Pump Station

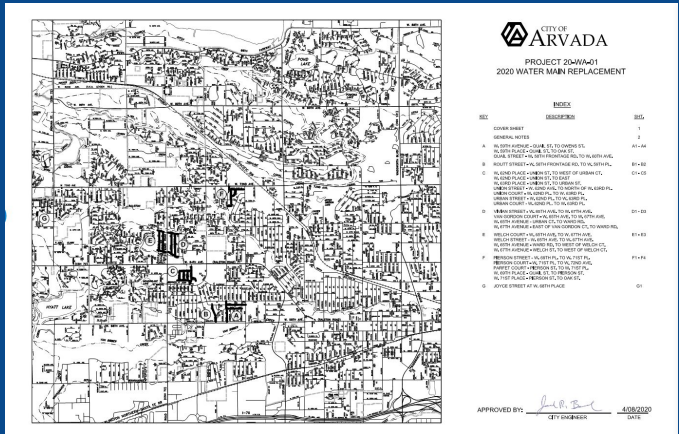


2021 Project Progress

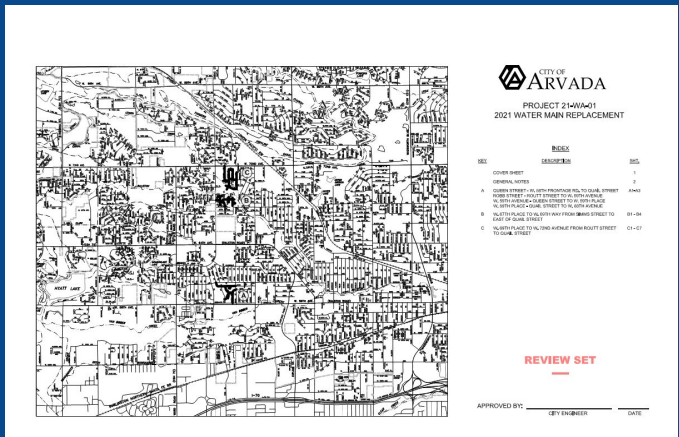
Hwy 93 Water Tank and Pipeline



2020 Water Main Replacement

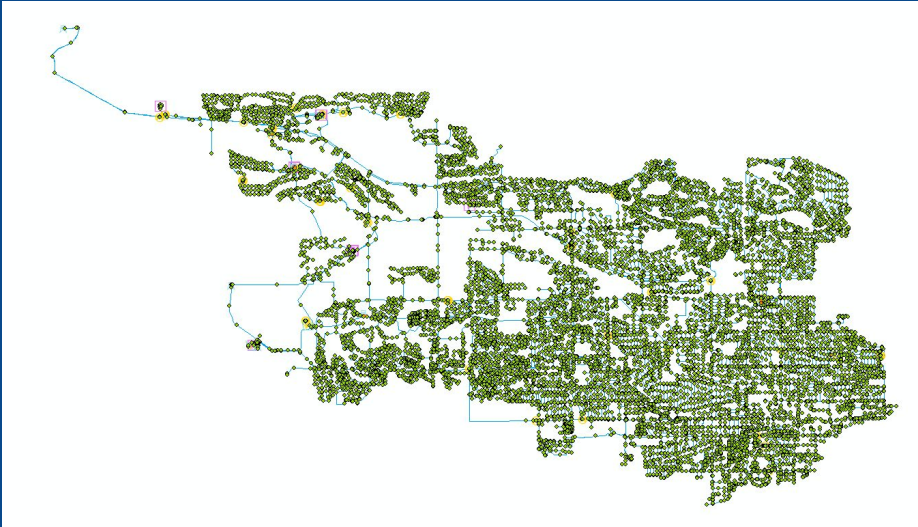


2021 Water Main Replacement

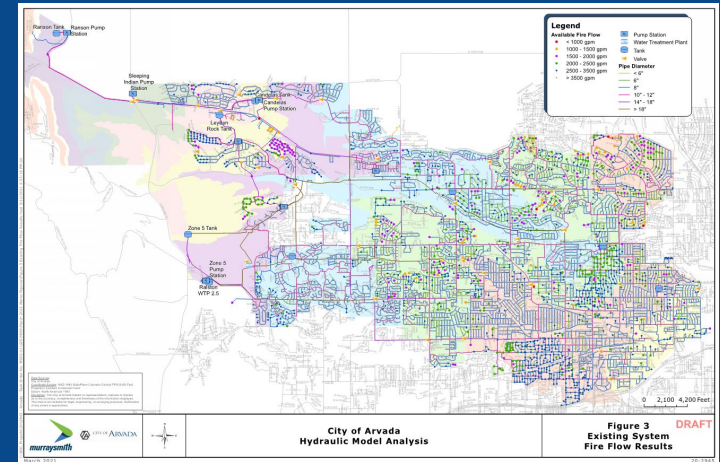


2021 Project Progress

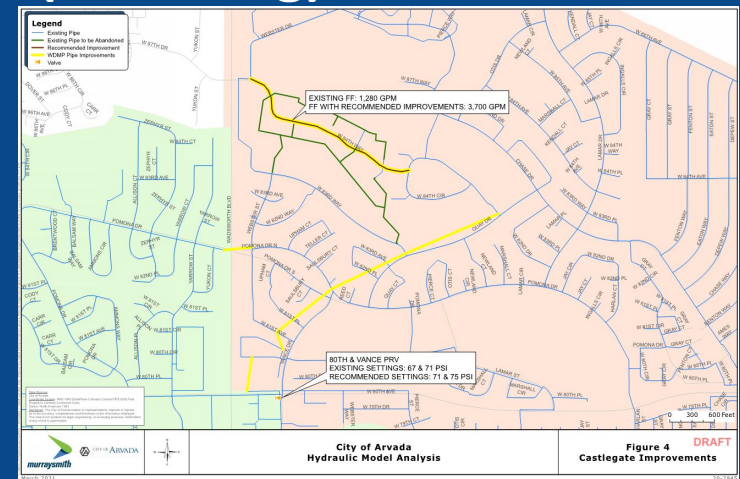
Water System Hydraulic Model Updates



Existing System Fire Flow Analysis



Castlegate Water Line (modeling)



2021 Project Progress

RWTP Solids Handling Study and Design



AWTP Clarifier 2 and RWTP Reaction Tank Rehabilitation



Filter Rehabilitation and Expansion



2021 Upcoming Projects

RWTP Site Engineering and Reinvestment



WTP Chemical Systems Improvements

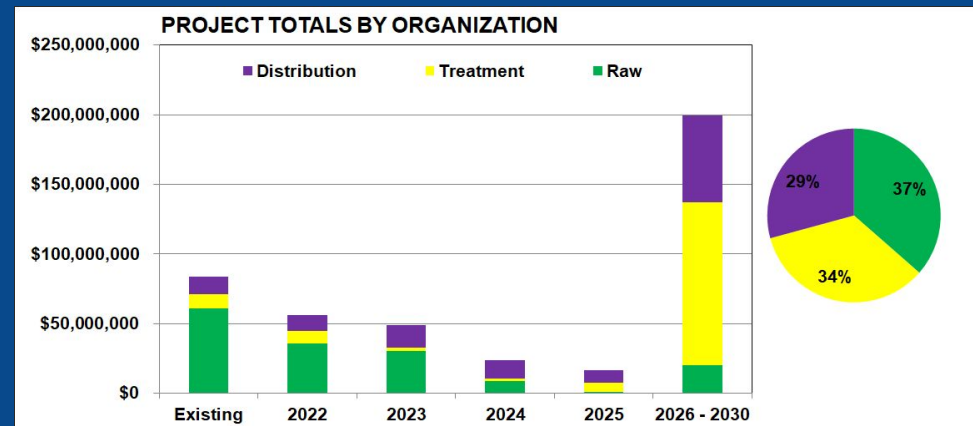
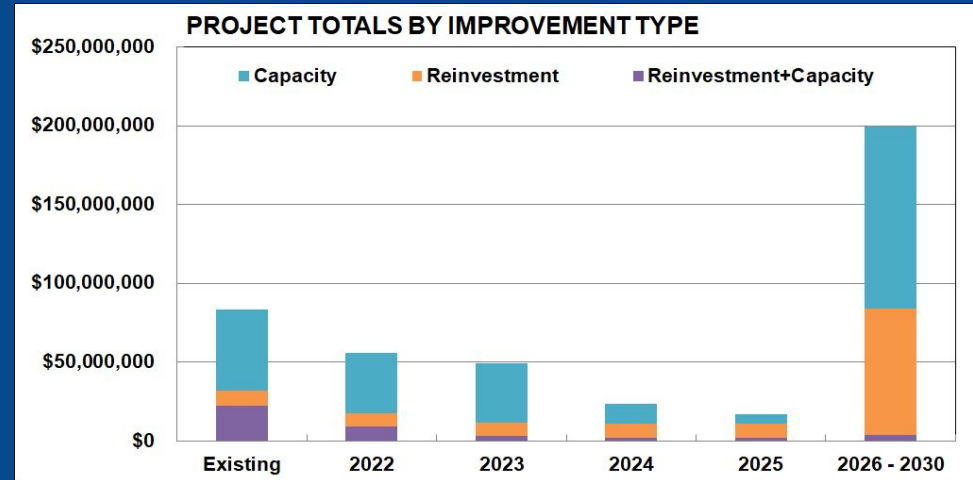


Capital Planning Project Summary

Funded:
\$216 million

Unfunded:
\$212 million

56% Capacity
37% Reinvestment
7% Both



What's Next

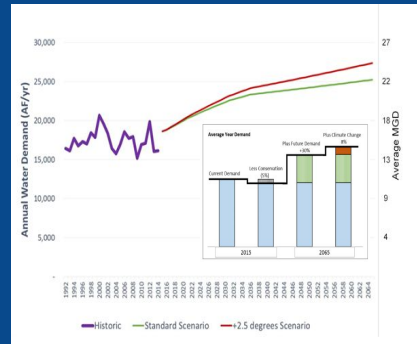
Define safe, reliable, secure = **LEVEL OF SERVICE WORKSHOPS**

Evaluate how much, when = **DEMAND FORECASTING**

Scope and phase the work = **ASSET MANAGEMENT**



**Treatment
Expansion
Planning**



**Water Demand /
Supply Model
Updates**

Aligning Capacity with Demand: Preparing for Build-Out

What will build-out look like?

- Population - 153,800 (year TBD)
 - Increase of 33,000 people
- Number of HH - 61,500
 - Increase of 13, 100
 - Average number of people per HH - 2.5
- Total amount of commercial space - 16,754,283 square feet
 - Increase of 3,570,000 square feet
 - Approximately 248 acres

What is coming soon?

- Northwest Arvada/Candelas
- Tower Place
- Mountain Gateway
- Olde Town

How we prepare for build-out

- Master Planning:
 - Do we have the infrastructure we need to allow for build-out?
- What are Considerations?
 - Water Supply
 - Water Treatment Capacity
 - Wastewater Capacity
 - Transportation system (Roads, Trails, last mile)
 - Other City Services (Police, Fire, Parks, etc.)

Water Capacity Assessment

- ✓ Short- and long-term demand forecasts
- ✓ Operations Review
- ✓ Hydraulic Model
 - Pipes, Pump Stations, Storage Tanks
 - Final Report, Murray Smith April 2021
- ✓ Summary of Findings
 - Water line and pumping capacity are sufficient for next 3-5 years
 - Storage capacity is insufficient to meet current demand
- ✓ Next Steps

Demand Management

Policy Recommendations

1. Community engagement campaign around outdoor water use
2. In northwest pumped zone, define a “Demand Management Area”, ~3600 customers
 - a. In this area, from June - September, additional messaging and engagement around scheduling outdoor watering three days/week, on alternating days based on address
 - b. Technical assistance for customers overwatering
 - c. Restrictions on hydrant meters
 - d. Aligning capacity with schedule for new taps
3. Policy in place for 2-3 years until additional storage is online
4. Initial tools for policy implementation: education, technical support, smart meters
5. Stakeholders: Residents, businesses, Arvada Fire, metro districts, HOAs, developers

Financial Needs Analysis

Current State:

Water Enterprise Fund Revenue, 2020, \$36.5 million

3.5%

Bimonthly Service Fees

- \$5.83 bimonthly
- Last increased in 2009
- 1986 was \$4.30 bimonthly

- Routine replacement for meters
- Average of comp cities: \$26 bimonthly

69%

Rates

- 3 blocks
- increased annually
- average 3.7%, 2009-2019
- 2018 Rate Study

- Personnel
- Operating Expenses
- Denver Water contract
- Reinvestment-related Capital Projects

13%

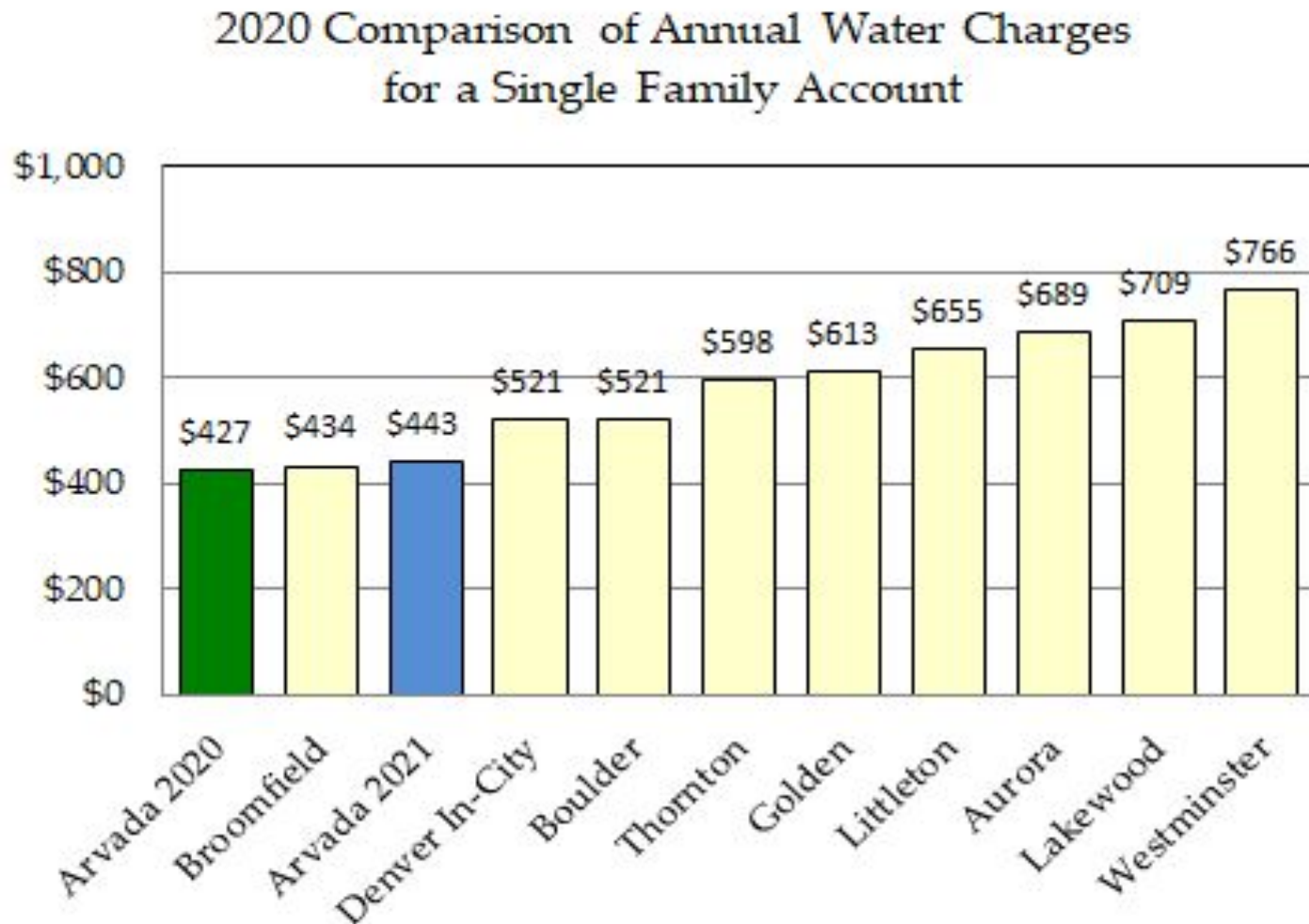
Tap Fees

- \$19,275 for single family, last increased in 2016
- Discounts of 23-62% for certain new developments

- Capacity-related capital projects

14.5% from misc fees, penalties, interest, fund transfers, etc.

Current State: Water Bill Comparison



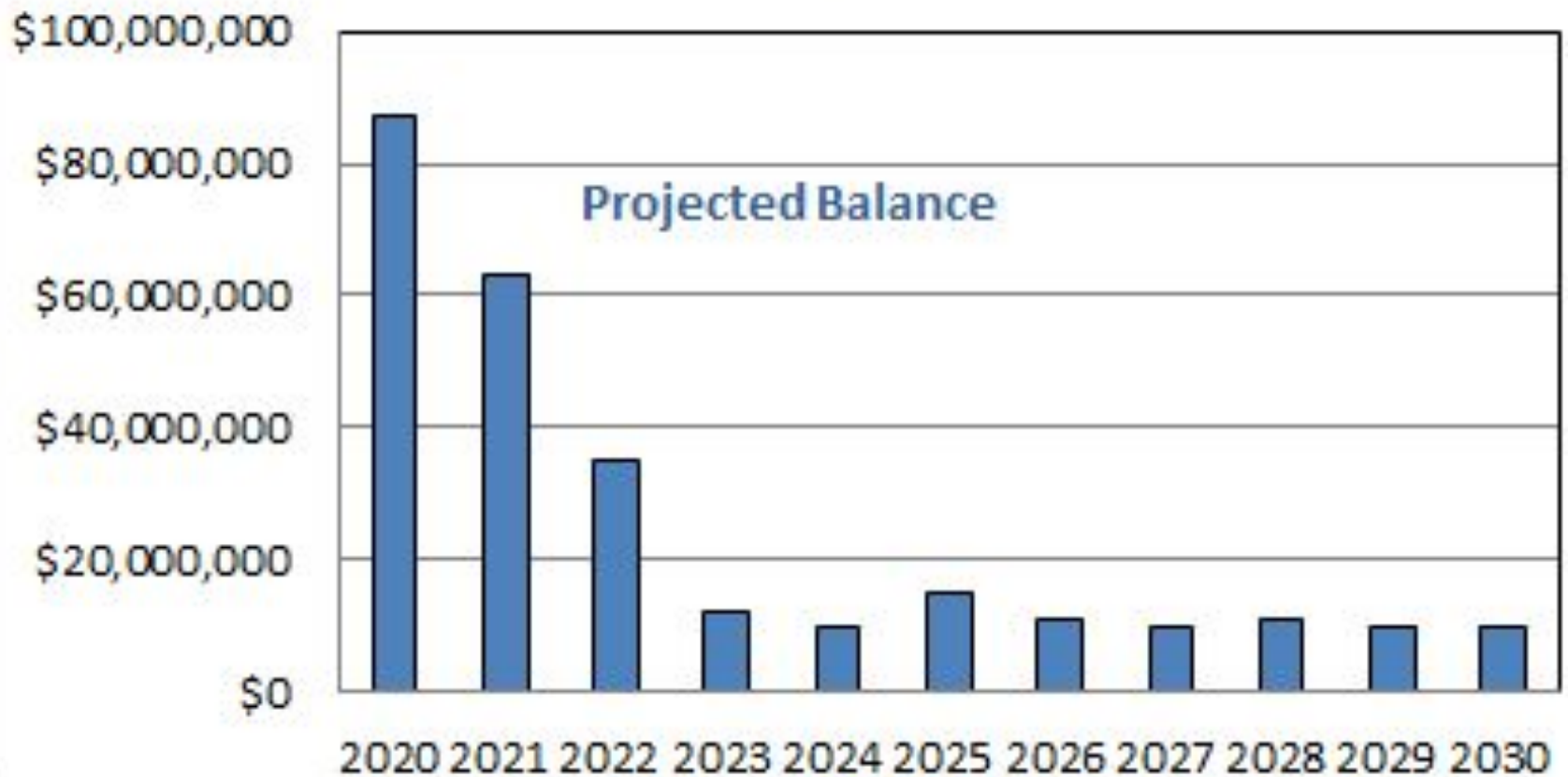
Current State:

Water Tap Fees

- Calculated based on: water supply, treatment and distribution
- Last increased 2016
- Discounted for water supply in some areas
- Based on infrastructure cost estimates before master plans and \$24,000/acre-foot raw water cost

Type of Tap	Standard	Candelas Filing 1/JCMD	Candelas Filings 2,3,4	Mtn Shadows/ Wildgrass/ Whisper Creek	Leyden Rock
Single Family	\$19,275	\$14,840	\$11,640	\$7,325	\$7,325
Duplex	\$14,460	\$11,140	\$8,730	\$5,490	\$5,490
Multi-Family	\$9,640	N/A	N/A	\$3,660	N/A

Water Fund Balance



Needs Assessment Challenges:

- \$212 million unfunded CIP projects in 10 year model
- Engineering staffing for project management and technical leadership
- \$37,000/acre-foot raw water cost (54% increase from \$24,000/acre-foot)
- \$120 million due 2022-2028 for Gross Reservoir
- Benchmark best practice: 15-20% of water utility revenue from fixed fees (Arvada is at 3.5%)

Financial 2020 and 2023-2024 Budget Recommendations

Recommendations to Address Financial Needs, 2022-2024

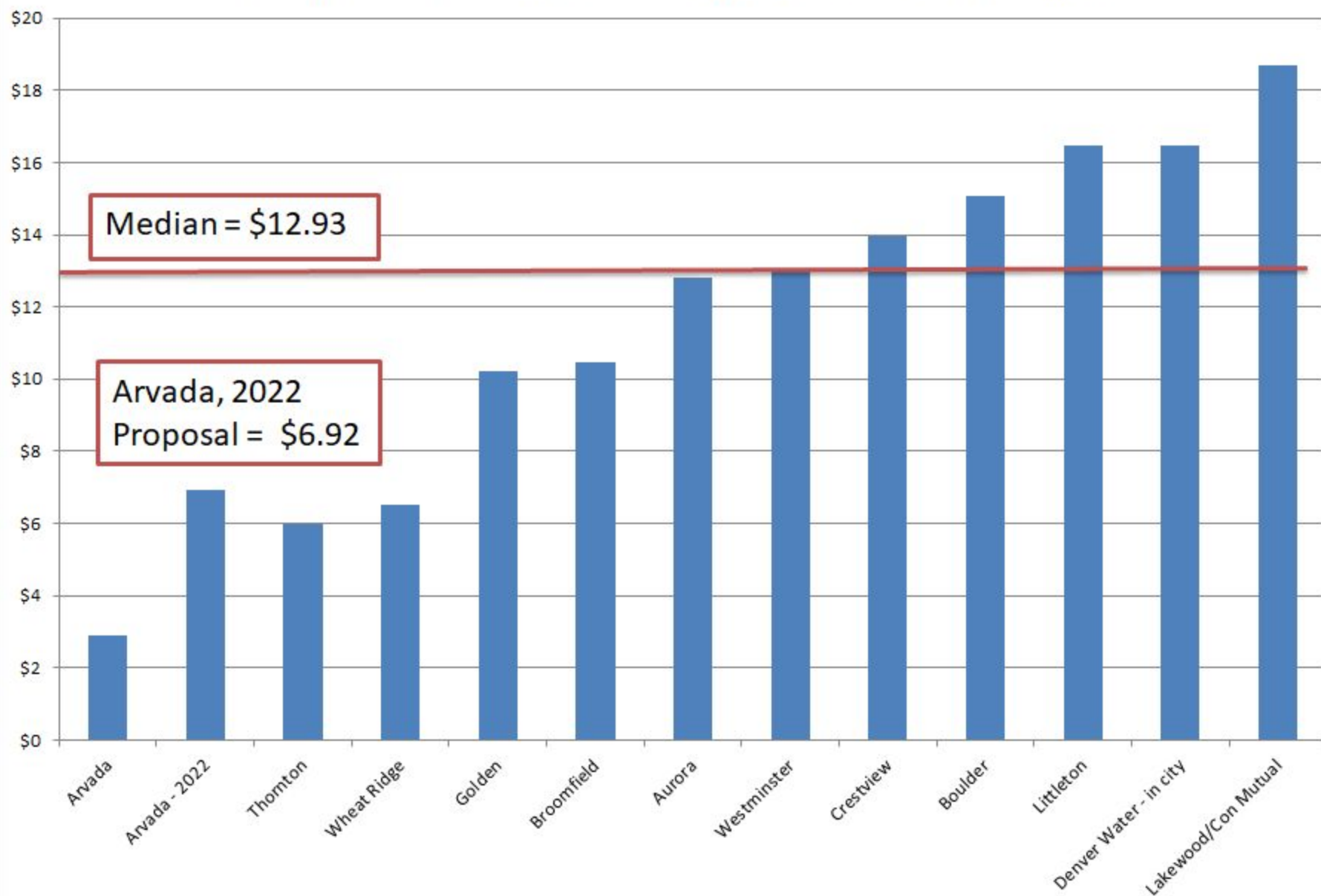
2022 Budget Process

- Adjust water service charge by \$2/month in 2022 to \$4.92/month, funding new FTE and priority CIP.
- Introduce new “infrastructure reinvestment fee” of \$2/month with goal of working toward 15% of revenue from fixed fees in next 3 years.
- Similar rate increase as previous years, 2-4%.
- Conduct tap fee study and implement recommendations.
- Begin Colorado Water Grant and State Revolving Loan Fund Processes.

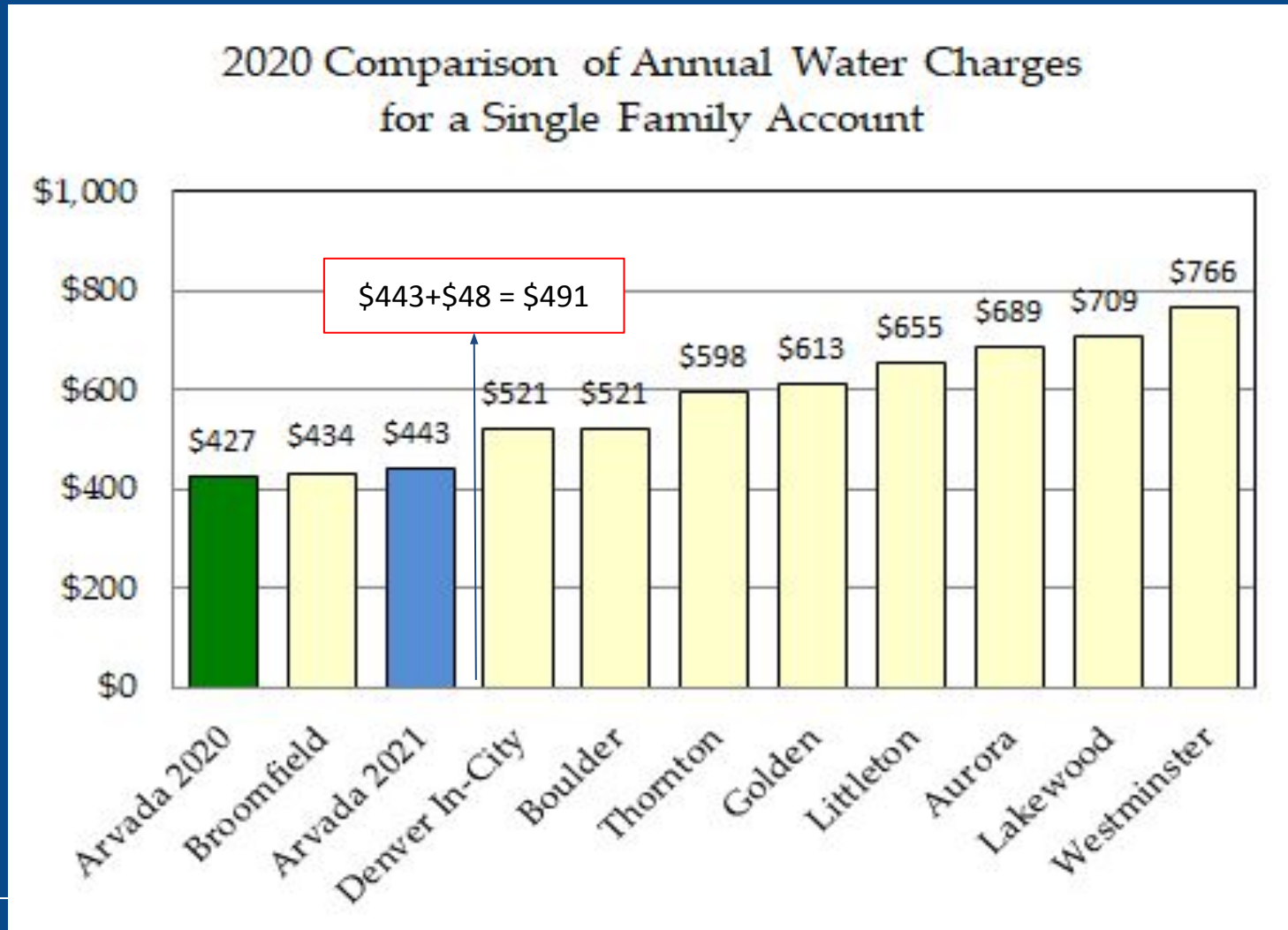
2023-2024 Budget Process

- Bond issue (planning estimate: \$100 million, 25 years, 3.5%).
- Audit cost allocation for enterprise fund.
- Index service charge to % of fixed costs and annually increase.
- Infrastructure reinvestment fee adjusted with goal of 15% of revenue from fixed fees.

Monthly Water Service/Base Charges, Denver Metro Area, 2021



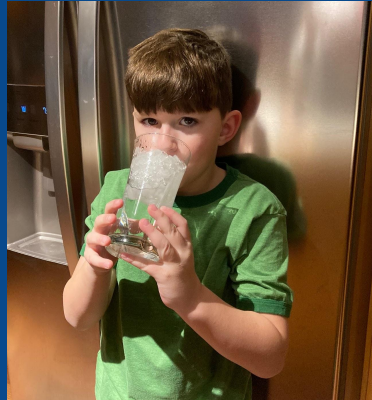
Additional \$2 Service Charge and \$2 Infrastructure Reinvestment Fee = \$48/year



Timeline of Recommended Next Steps:

Now-July 2021:	2022 Budget Development
July-December 2021:	Tap Fee Study
October 2021:	Rates Ordinance and 2022 Formal Budget Presentation
March 2022:	Tap Fee Adjustments
2023-2024 Budget Process:	Bond and Fee Recommendations

Why Water Matters



END of Water Infrastructure Workshop

May 10, 2021



REPORT TO CITY COUNCIL WORKSHOP

AGENDA ITEM
2.B.

TO: THE HONORABLE CITY COUNCIL

DATE: May 10, 2021

SUBJECT: Waste Hauling Update

Report in Brief

Implementation of Council direction for organized waste hauling is well underway with cart deployment beginning in June and service beginning in July. The City team's support of customer service level selection has been a top priority over the past several weeks. Other key efforts have included ongoing communications, high volume of resident inquiry and response, meeting with representatives from Republic (Waste Hauler) and Schaeffer (cart provider), along with daily internal planning/logistics meetings. The logistics for cart deployment and drop off events are being finalized requiring internal departmental collaboration and detailed planning with external partners.

In order to keep Council updated on the ongoing work, and to address Council questions and feedback, the City team will present current information regarding service level selections, cart deployment, drop off events, customer service, communications with residents, Frequently Asked Questions, and high level project logistics.

The Arvada team believes it is important to provide regular updates to the City Council regarding organized waste hauling to ensure Council is informed and so the City team may receive your feedback in the course implementing this new initiative.

Since the April 12 Council update, the team has continued to move forward with project implementation. The City team is partnering with Republic to support the customer service line to ensure high level responsiveness to waste hauling customers. The customer service line was redirected back to Republic Services on April 26.

The initial period for service level selection process ended on April 25 and the City team along with external partners have worked to clean-up and finalize the service level selection data. This data is foundational for cart ordering, and for the development of cart deployment and waste collection routes. The City team is working with Schaeffer to finalize the master list for cart assembly and delivery.

Planning meetings with Republic and Schaeffer have continued, and project logistics are moving forward. The team will provide an update on key project milestones and logistics, and share the team's responses to current frequently asked questions.

Background

Council Action

In June 2020, Arvada City Council voted to adopt a new organized waste hauling ordinance with service to begin in July 2021. The City team and City Council had a robust discussion about organized waste hauling over 18 months that included many opportunities for community input.

- Outreach opportunities leading up to the Council vote in June 2020 included a remote public forum, in-person engagement events and interactions through the City's online engagement platform, Speak Up Arvada.

- The City team shared updates across all City communication channels, including the City’s website, Arvada Report, Facebook and other social media.
- After the City Council voted to adopt the ordinance, our communication with the community continued and expanded to include information about service levels, important dates, customer service and other key elements of the upcoming program. This has been done using all of the City’s communication channels.

Benefits of Organized Waste Hauling

As shared and discussed throughout community engagement process and as discussed at the time Council provided the direction, the benefits of Organized Waste Hauling include:

- Improving Arvada’s low recycling rates
- Decrease truck traffic
- Decrease noise nuisance and air pollution
- Provide additional services (recycle collection, bulk item drop-off events)
- Increase safety within communities and neighborhoods
- Lower costs to residents and/or provide additional services
- Consistent waste hauling services within Arvada

Strategic Alignment

Residential Waste and Recycling Collection aligns with the Vibrant Communities and Neighborhoods, Infrastructure, and Organizational and Service Effectiveness Priority Areas of the City Council Strategic Plan.

Specifically, providing these updates is consistent with the following Strategic Result:

By 12/21, complete full implementation of waste hauling options.

Next Steps

Receive feedback from the City Council regarding the implementation of organized waste hauling.

Prepared by:
Madeline Stephens, IT Project Manager

Reviewed by:
Gail Walker, Legal Specialist-Contracts 4/19/2021

Approved by:

Lorie Gillis, Deputy City Manager 4/28/2021
Rachel Morris, City Attorney 4/28/2021
Mark Deven, City Manager 4/28/2021

Enclosure, exhibits & attachments required to support the report

Residential Waste & Recycling Collection

May 10, 2021



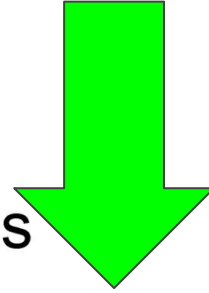
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- Consistent waste hauling services within Arvada



Project Milestones - Residents

Key 2021 Program Milestones



March: Choose cart size or to not participate (pay minimum service).



June: Receive your cart if you choose to participate.



July: Service Begins



September: Waste hauling charges appear on utility bill

Service Level Selection - March 8 - April 25 (extended)

Service Levels

Level 1	Level 2	Level 3	Min. Service
Small Cart \$11.50/mo	Med Cart \$15.63/mo	Lg Cart \$19.76/mo	No Cart \$5.13/mo
35 gallon trash cart 95 gallon recycling cart Weekly trash pick up Bi-weekly recycling pick up On demand bulk pick up Leaf recycling events Bulk drop off events Add additional recycling carts	65 gallon trash cart 95 gallon recycling cart Weekly trash pick up Bi-weekly recycling pick up On demand bulk pick up Leaf recycling events Bulk drop off events Add additional recycling carts	95 gallon trash cart 95 gallon recycling cart Weekly trash pick up Bi-weekly recycling pick up On demand bulk pick up Leaf recycling events Bulk drop off events Add additional trash or recycling carts	Choose your own hauler Leaf recycling events Bulk drop off events

All prices listed are monthly charges. Waste hauling fees will be charged on utility bills which are on bimonthly cycles.



Project Implementation Milestones

- ✓ 3/8/21 - 4/25/21 - Cart selection by residents
- ✓ 1/19/21 - 4/30/21 - CIS System Update (Utility Billing System)
- ✓ **4/24/21 - 5/5/21 - Data merge & cleaning**
 - **6/1/21 - Begin receiving/staging w carts**
 - **6/7 - 6/26 - Assembly and delivery of new carts**
 - 6/28 - 7/3 - Address outstanding items from A&D
 - 7/5/21 - Begin service
 - **180 Days Cart Changes**
 - **NO Charge**



Cart Selection Data Changes & Cleaning

City & Schaeffer Data Collection

- On-line
- Voice Mail
- Email



Some #'s

Base data as we move forward -

Residential Hauler Licenses

- 9 Haulers in 2020
- 9 Licensed 2021
- Reminder Letter June
 - Code changes
 - Reporting
 - Risk

Customer Service

- Calls, Email, Social Media
- 4/26/2021 Republic Customer Service Line
 - ◆ Local - 3
 - ◆ Anaheim - 21

Customer Service Update

Total Calls to 720-898-7575 from January to May is 9,445 and 500 emails

March 11th to April 25th

- Phone Calls to 720-898-7575
- 9 to 12 City Team members answering the phones
- 6,673 phone calls answered
- 318 emails answered

April 26th to May 5th

- Phone Calls to 720-898-7575
- 7 to 8 City Team members answering the phones
- Call tree
- Up to 24 Republic team members
- 640 phone calls answered
 - 344 City of Arvada
 - 296 Republic
 - 22 emails answered

What are we hearing & how are we responding?



Change management - Routine Questions

- **Resident contact**

- I missed the initial selection period, what do I do now?
- What if I receive the wrong cart size?
- Confirm their selection.
- Express opinions.

- **City team response**

- Daily huddles to share top questions + ensure City and Republic Services team members consistency.
- Updating FAQs as needed.
- When new issues arise, the team reviews possible communication strategies to address.
- Consistently in Service

HOA Update

- Where are we now.
- Planning for the future.

HOA's - January

January 6, 2021	HOA with Current Waste Hauling Contract	HOA Joining City Program	HOA Who Have Not Responded	Total HOA
HOA's	94	2	20	116
Addresses	13,000	50	2000	15,050
	86.4%	.3%	13.3%	

HOA's - April 29th

April 29, 2021	HOA with Current Waste Hauling Contract	HOA Joining City Program	HOA Who Have Not Responded	Total HOA
HOA's	117	2	7	126
Addresses	13,843	50	*1322	15,215
	91%	.3%	8.7%	

HOA Takeaways

- HOA Database built and clean
- Cart Selection Process identified additional 10 HOA's
- 3 HOA's joining in January

— — —

Cart Order Strategy

- Planning for Changes
- 180 days - no cost
- 95 Gallon Default
- Data Extrapolation



Cart Selection Update

— — —

Cart Selection	Final Count/%
Overall Received Total	
Total Final Eligible Addresses	25,478
Cart Selection received	67%
Total % Service Level 1/2/3 received	38%
Total % Minimum Service Level received	29%
Totals	
Service Level 1 - 35 gal received	9%
Service Level 2 - 65 gal received	13%
Service Level 3 - 95 gal received	16%
Service Level 3 - 95 gal default	33%
Minimum Service received	29%

Cart Selection	Count
Total Final Eligible Addresses — — —	25,478
Service Level 1 - 35 gal	2,265
Service Level 2 - 65 gal	3,229
Service Level 3 - 95 gal	4,150
No Response - <i>95 gal default</i>	8,516
Minimum Service received	7,318

— — —

Grant Funding:

Front Range Waste Diversion
\$500,000

The Recycling Partnership
\$278,385

Carts	Count	Additional Inventory	Cart Order	Per Cart Price	Cost
Level 1 - 35 gal	2,265	500	2,765	\$37.46	\$103,577
Level 2 - 65 gal	3,229	650	3,879	\$40.91	\$158,690
Level 3 - 95 gal	4,150		4,150	\$44.11	\$183,057
Default - 95 gal	8,516		8,516	\$44.11	\$375,641
Minimum Service	7,318			0	
Waste Cart Total	25,478	1,150	19,310		\$820,964
Recycle Carts - 95 gal	18,160		18,160	\$44.11	\$801,038
Total			37,470		\$1,622,002
Extra Lid order:					
Recycling Lid 35 gal			100	\$13.00	\$1,300
Recycling Lid 65 gal			100	\$13.00	\$1,300
Cart Deployment					\$128,936
Cart Packets					\$9,988
					\$1,763,526

New Cart Assembly & Delivery

- 6/1 - Pre-Deployment and Staging
- 6/7 - 6/26 Assembly and Delivery
- Service Delivery Begins July 5th

Arvada High School

We are anticipating challenges.

— — —

Some Navigating & Council Feedback

Not all questions related to the program have been answered.

With implementation comes new challenges.

- **Cart Deployment**
- **Drop Off Events**

Drop Off Events - Under Construction

— — —
Bulky items: 2 drop-off events (east & west) at no charge; in addition, on-demand curbside pickup for \$15/item

Yard debris drop-off events: spring event & 3 fall leaf weekend collections

November 6th, 13th & 20th - 9:00am - 3:00pm



Bulky Item Drop Off

— — —

July 24th 8:00 - 2:00	Stenger Sports Complex
August 14th 8:00 - 2:00	North Area Athletic Complex



Planning to mitigate risks and set reasonable expectations

Resident Owned Carts Drop Off/Recycle

**Working with Providers
Plan Under Construction**



Communication Updates

- Communication Update
 - ◆ Service Level Selection
Call to Action Recap
 - ◆ Next phase: How to use
the service

Service Level Selection - Communication Report

— — —

- Social media - 32 posts on Facebook & Twitter
- Nextdoor posts
- 3 service level selection press releases
 - Received coverage in Denver Post, The Patch.com, Arvada Press, The Colorado Sun
- ArvadaNews - each edition
- Arvada Report - each edition
- 3 waste hauling specific mailings to eligible households
- Water bill inserts - updates for each cycle
- Channel 8 - cart size video
- Customer service line + email
- Spotlight image on Arvada.org
- Waste.arvada.org - FAQs, Trash service map
 - Added Waste Hauling News page with timely update
- Speak Up Arvada project

Cart & Service Roll Out Outreach

**Hey Arvada,
CARTS
ARE
COMING
June 2021**



To learn more:
visit recycling.arvada.org
or email wastehauling@arvada.org
or call **720-898-7575**.



"We'll handle it from here."



Funded in part by

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한국어 버전의 경우 다음 사이트를 방문하십시오. recycle.arvada.org/translations

Communication Approach:

- Multi-channel
- Repeated
- Responsive

Recycling education

RECYCLE THANK YOU FOR RECYCLING THESE:

Paper



Paper, Cardboard and Cartons
(empty and dry)

Metal



Aluminum and Steel Cans
(empty and dry)

Plastic



Plastic Bottles, Jars and Jugs
(empty and dry)

Glass



Glass Bottles and Jars
(empty and dry)

NO!



No Plastic Bags



No Household Hazardous Waste



No Yard Waste



No Shredded Paper



No Hoses, Cords or Wires



No Food or Liquid
(empty all containers)



To learn more: visit recycling.arvada.org
or call **720-898-7575**.

2-42 MAR21



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or call **720-898-7575**.



Cart Packet

WE'RE ON A ROLL

Arvada, meet your new carts!

Our community is taking recycling to the next level! The City of Arvada's new Residential Waste and Recycling Collection program provides affordable access to recycling for more households in the City. When more of us recycle, less waste ends up in our landfills. And our carts make it easy and convenient to recycle. You can learn more about how to recycle at recycling.arvada.org.

Who is eligible to participate in the City's curbside recycling program?

Currently, only City residential solid waste customers (those that receive garbage services provided by the City) are eligible to receive curbside recycling services.

When is curbside recycling collected in my area and at what time should I place it out for collection?

Curbside recycling is picked up every other week. On recycling weeks, your recycling is collected on the same day as your garbage and should be placed out the night before collection or no later than 6 a.m. on your scheduled collection day. You can find collection calendars at waste.arvada.org.

What types of recyclables are collected at curbside?

- Here is what we collect at curbside from homes:
 - Plastic bottles and containers only (items should be rinsed and clean)
 - Aluminum cans (items should be rinsed and clean)
 - Steel/tin cans (items should be rinsed and clean)
 - Newspaper
 - Cardboard (flatten)
 - Mixed office paper, junk mail, etc.
 - Glass (items should be rinsed and clean)

Are there any special instructions for placing recyclables out for collection?

Recyclables should be placed a few feet away from the trash and garbage and within three (3) feet from the roadway.

How do I set my cart out properly on collection day?

Place your cart on the curb after 6:00 p.m. on the night before your collection day. Make sure the cart is accessible to the crew. Do not place it behind trees, mailboxes, lamp posts or parked cars.

Can I recycle hoses, cords, wires or clothes in my cart?

No. These items are considered "tangles" as they wrap around equipment at the recycling processing facility, creating a safety hazard for workers and causing facility shutdowns. Scrap metal, like chains and metal hangers, can be taken to a scrap metal recycler.

Can I recycle plastic bags or wrap in my cart?

No. Plastic bags and wrap causes equipment jams at recycling processing facilities. These items can be taken to your local retail or grocery stores for recycling drop off.



To learn more:
visit recycling.arvada.org
or email wastehauling@arvada.org
or call 720-898-7575

Where do I store my recycling and trash carts?

Please store your carts behind or beside your home, on or under a back porch, or inside your garage. Do not store them on the sidewalk in front of your home or at the curb.

A recycling and trash cart was delivered to my home, but I do not want it. Will you take it back?

Residents who do not want to participate in the City's waste and recycling program may change to minimum service and select their own hauler. To change your service level, call 720-898-7575.

Do I have to put my recyclables and trash in my cart?

Yes. Recycling should be placed loose in the cart. No plastic bags. Trash should be stored in trash bags and then placed in your cart for disposal.

What if my cart is stolen or damaged?

Each cart will be assigned to an address and can be tracked using an RFID tag. If your cart is lost or stolen, please call Republic Services who can try to locate your cart at 720-898-7575. Additionally, a police report should be filed with the Arvada Police Department immediately upon vandalism or theft.



We'll handle it from here.™



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WE'RE ON A ROLL

Arvada, say hello to your new recycling cart!

Your home is receiving this shiny new recycling cart thanks to an important relationship between the City of Arvada and The Recycling Partnership, a nonprofit organization utilizing public-private partnerships to transform recycling all across America. Your community was selected to receive grant support because of the City of Arvada's long-standing dedication to advancing recycling in the community. The City of Arvada's new Residential Waste and Recycling Collection program provides affordable access to recycling for more households in the City. Our new recycling carts roll easily to the curb, provide large capacity for recyclables, and their lids help keep materials from blowing away. This makes it easier for you to recycle more. And the more we recycle these valuable materials, instead of sending them to landfill, the more feedstock we provide to manufacturers to use in the creation of the products and packaging we buy and use every day. In all, everyone wins when recycling with carts.

The City of Arvada, The Recycling Partnership and The Partnership's funding members know that recycling is fundamental to a healthy environment and economy. When we recycle, jobs are created, our environment is protected and communities thrive. Thank you, Arvada, for making the most of this cart by recycling.



Keefe Harrison
Chief Executive Officer
The Recycling Partnership



Mark Deven
mdeven@arvada.org
City Manager
Arvada, Colorado



We'll handle it from here.™

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RECYCLE THANK YOU FOR RECYCLING THESE:



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or email wastehauling@arvada.org
or call 720-898-7575



Arvada Report Insert

— — —

- Colorful pull out insert in June/July Arvada Report
- Supports residents in the program
- Drop off events for the community

City of Arvada
Waste and Recycling Guide
For Residential Customers



Service begins the week of July 5th

JULY 2021						
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Collection Guidelines

Cart Placement

Please place containers at least 2 feet apart and at least 3 feet from cars, trees or mailboxes, with the lids opening toward the street. Allow at least 14 feet of overhead clearance above the containers and place them as close to the curb as possible.



Put out your cart no earlier than 24 hours before your collection day and remove from public property no later than 24 hours after service is provided.

Bad Weather and Dangerous Conditions

Visit [RepublicServices.com/ArvadaCO](https://www.RepublicServices.com/ArvadaCO) for up-to-date weather delay information.

Holidays

Republic Services observes Thanksgiving, Christmas and New Year's Day, Memorial Day, Labor Day and 4th of July. If your collection falls on or after that day during the collection week, your pickup day will shift to the following day, excluding Sundays. For 2021, 4th of July will not affect pick up days the week beginning July 5, 2021.

Billing Questions?

Please contact
Billing Customer
Service
720.898.7070

Service Questions?

Please contact
Customer Service
720.898.7575

Under contract with  **REPUBLIC**
SERVICES

720.898.7575 | waste.arvada.org



Recycling Guidelines

NO PLASTIC BAGS!
DO NOT BAG
RECYCLABLES

Collecting recyclables in a bag? Empty the contents into the cart.



Return plastic bags to retailers.

Thank you for recycling these:

Paper



Paper, Cardboard
and Cartons
(empty and dry)

Metal



Aluminum and
Steel Cans
(empty and dry)

Plastic



Plastic Bottles, Jars
and Jugs
(empty and dry)

Glass



Glass Bottles
and Jars
(empty and dry)

NO!



No Plastic
Bags



No Household
Hazardous Waste



No Yard Waste



No Shredded
Paper



No Hoses,
Cords, or Wires



No Food or Liquid
(empty all containers)

Find businesses and organizations that accept household hazardous waste and hard to recycle materials at recycle.arvada.org.

Funded in part by



720.898.7575 | waste.arvada.org

Under contract with



Garbage Guidelines

PLEASE BAG ALL GARBAGE

Paper



Foil or glitter.

Plastic coated
food-soiled
paper.

Put in bag and tie shut.

Metal



Dried-out
latex paint
containers,
and empty
non-toxic
aerosol
containers.

Glass



Mirrors,
window glass,
ceramic dishes,
incandescent
and halogen
bulbs. No
fluorescent
tubes or bulbs.

Plastic



Empty
motor oil and
antifreeze
containers.

Empty.

Foam packing and
bubble wrap. Tip: return
to shipping store or visit
styrorecycle.com

Miscellaneous



Cold ashes and cigarette butts
bagged and tied shut.

Pet waste and litter: double bag.

**DO NOT PLACE
HAZARDOUS
WASTE OR
RECYCLABLES IN
THE GARBAGE**

2021 Drop Off Events

All Arvada Residents are invited to participate in community-wide drop off events. These Drop Off events are included in the minimum services that Arvada customers invest in as part of our City's Waste and Recycling program.

Bulky Item Drop Off Events

Saturday July 24, 2021 (8AM - 2PM)
Stenger Sports Complex
11200 W 58th Ave, Arvada, CO 80002

Saturday August 14, 2021 (8AM - 2PM)
North Area Athletic Complex (NAAC)
19500 W 64th Pkwy, Arvada, CO 80403

Leaf Recycling Drop Off Events

Saturday November 6, 2021 (9AM - 3PM)
Saturday November 13, 2021 (9AM - 3PM)
Saturday November 20, 2021 (9AM - 3PM)

Two locations:
Stenger Soccer Complex (east entrance)
5675 Oak Street
Perma Green Organics
5520 Harlan St, Arvada,
CO 80002
More information: arvada.org/leaf-recycling

Under contract with



720.898.7575 | waste.arvada.org



Arvada Report Insert

Bulky Items Guidelines

Residents who participate in the City's Waste and Recycling Program with service level 1, 2 or 3 may schedule on-demand bulky item pick up for a flat fee of \$15 per item.

Acceptable Bulk Items



- BBQ Grill
- Bagged yard debris
- Baby crib (wooden)
- Carpet – bundled
- Chair
- Coffee Table
- Desk
- Dishwasher
- Door cut in half
- Dresser
- End table
- Garage door (4-foot sections per section = one item)
- Hot water heater
- Lawn mower (no oil/gas – fluids must be drained)
- Recliner
- Ping Pong table (4x4' sections)
- Porcelain sink
- Porcelain toilet
- Sofa (with or without sleeper)
- Table
- Waterbed (each section)
- Washer/Dryer

Non-Acceptable Bulk Items



- Air Conditioners
- Appliances w/ Freon
- Batteries
- Cast iron
- Cement
- Chemicals - Paint, etc.
- Construction Debris
- Dirt, Rocks, Bricks
- Electronics (all)
- Exercise equipment weights
- Exercise treadmills
- Exercise Bikes
- Ellipticals
- Glass
- Glass Doors or Windows
- Hazardous Waste
- Medical Waste
- Mirrors
- Porcelain Tub
- Refrigerators
- Steel
- Stove
- Stumps
- Tires
- Windshield

2021 Drop Off Events

All Arvada Residents are invited to participate in community-wide drop off events. These Drop Off events are included in the minimum services that Arvada customers invest in as part of our City's Waste and Recycling program.

Bulky Item Drop Off Events

Saturday July 24, 2021 (8AM - 2PM)
Stenger Sports Complex
11200 W 58th Ave, Arvada, CO 80002

Saturday August 14, 2021 (8AM - 2PM)
North Area Athletic Complex (NAAC)
19500 W 64th Pkwy, Arvada, CO 80403

Leaf Recycling Drop Off Events

Saturday November 6, 2021 (9AM - 3PM)
Saturday November 13, 2021 (9AM - 3PM)
Saturday November 20, 2021 (9AM - 3PM)

Two locations:
Stenger Soccer Complex (east entrance)
5520 Harlan St, Arvada, CO 80002
Perma Green Organics
5675 Oak Street
CO 80002

More information: arvada.org/leaf-recycling

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Next Steps

- Cart Assembly and Delivery
6/7-6/26
- Customer Support
- Monitor & Manage
- Implement & Educate
- Regular Council Updates

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REPORT TO CITY COUNCIL

AGENDA ITEM
2.C.

TO: THE HONORABLE CITY COUNCIL

DATE: May 10, 2021

SUBJECT: Staff Updates

Report in Brief

The purpose of this workshop is for staff to provide City Council with brief updates on projects and issues that do not require a full workshop.

Prepared by:
Chris Koch, CCO Admin

Reviewed by:

Approved by:

Enclosure, exhibits & attachments required to support the report