



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

September 7, 2010

Motion 13304

Proposed No. 2010-0105.2

Sponsors Phillips

1 A MOTION accepting the solid waste division Factoria
2 Transfer Station Hours Report as required by the 2010
3 Budget Ordinance, Ordinance 16717, Section 102, Solid
4 Waste, Proviso P2.

5 WHEREAS, the 2010 Budget Ordinance, Ordinance 16717, Section 102, Solid
6 Waste, Proviso P2 states that \$50,000 of the appropriation may not be expended or
7 encumbered until the executive has submitted for council consideration and acceptance
8 by motion a report evaluating costs and benefits associated with providing limited access
9 hours after 4 p.m. to the Factoria transfer station, and

10 WHEREAS, the 2010 Budget Ordinance, Ordinance 16717, Section 102, Solid
11 Waste, Proviso P2 states that the report should evaluate the solid waste division keeping
12 the Factoria Transfer Station open to the public a specified limited number of hours on a
13 selected number of weekdays, and

14 WHEREAS, the 2010 Budget Ordinance, Ordinance 16717, Section 102, Solid
15 Waste, Proviso P2 states that the report's analysis should focus on the evening periods of
16 heaviest use, and should address number of hours and number of days, and costs and the
17 means of providing required resources, and

18 WHEREAS, the 2010 Budget Ordinance, Ordinance 16717, Section 102, Solid
19 Waste, Proviso P2 states that the report should be transmitted to the council by February
20 15, 2010;

21 NOW, THEREFORE, BE IT MOVED by the Council of King County:

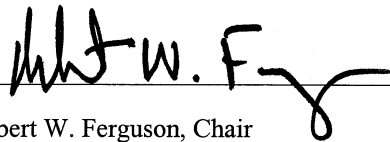
22 The solid waste division Factoria Transfer Station Hours Report, Attachment A to
23 this motion, is hereby accepted.

24

Motion 13304 was introduced on 7/6/2010 and passed by the Metropolitan King
County Council on 9/7/2010, by the following vote:

Yes: 9 - Ms. Drago, Mr. Phillips, Mr. von Reichbauer, Mr. Gossett,
Ms. Hague, Ms. Patterson, Ms. Lambert, Mr. Ferguson and Mr. Dunn
No: 0
Excused: 0

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON



Robert W. Ferguson, Chair

ATTEST:



Anne Noris, Clerk of the Council

Attachments: A. Factoria Transfer Station Hours Report

Factoria Transfer Station Hours Report

Prepared in accordance with
Adopted Budget Ordinance 16717
Section 102 Solid Waste Proviso 2

January 2010



King County

Department of Natural Resources and Parks
Solid Waste Division

INTRODUCTION

This report has been prepared in response to Adopted Budget Ordinance 16717 Section 102 Solid Waste Proviso 2, passed by the King County Council in November 2009. The proviso states:

- \$50,000 of the appropriation may not be expended or encumbered until the executive has submitted for council consideration and acceptance by motion a report evaluating costs and benefits associated with providing limited access hours after 4 p.m. to the Factoria Transfer Station.
- The report should evaluate the solid waste division keeping the Factoria Transfer Station open to the public a specified limited number of hours on a selected number of weekdays.
- The report's analysis should focus on the evening periods of heaviest use, and should address number of hours and number of days, and costs and the means of providing required resources.
- The report should be transmitted to the council by February 15, 2010.

BACKGROUND

In 2004 hours at all transfer facilities were modified to better match customer use and improve efficiency. Prior to that, just one transfer facility – the Factoria transfer station – was open after 5:30 p.m. While the hours had undergone minor adjustments over the years, before changes were made in 2004, Factoria was open until 11:30 p.m. In June of 2004, the hours at Factoria were reduced so that the station closed at 7 p.m. At the same time, hours at the Bow Lake transfer station were increased so that the station was open 22 hours per day on weekdays. Within the next year, hours were modified again so that the Bow Lake facility was open 24 hours per day on weekdays, and at the request of the commercial haulers, the Factoria hours were increased so that it was again open until 11:30 p.m.

The Solid Waste Division (the division) has continued to monitor customer use and adjust hours as needed. Most recently, in October 2009 in response to declining tonnage and associated revenue, the division proposed changing hours at five urban transfer stations – Algona, Bow Lake, Renton, Houghton, and Factoria. The change at the Factoria Transfer Station was most significant as it eliminated evening hours on weekdays, so the station would close at 4 p.m. instead of 11:30 p.m. The 4 p.m. closing time was selected to make the best use of available staff shifts, which are established by collective bargaining, and to ensure service during the heavily used early morning hours.

Both the early hours and the evening hours were originally established at the request of the commercial haulers. While the haulers continued to use the early hours, in 2009 the haulers' use of the station in the evenings began to decline and by October of 2009 had almost completely stopped.

Operating hours for solid waste facilities are addressed in King County Code (KCC) Title 10 as follows:

10.10.020 Operating hours. Operating hours at King County solid waste facilities shall be determined by the division director, consistent with the following policies and in accordance with the process in K.C.C. 10.10.025.

A. The division director shall set facility operating hours, taking into consideration stakeholder input and the goals of reducing average system-wide transfer costs and maintaining high levels of customer service and environmental stewardship, among other relevant factors.

B. Notwithstanding subsection A of this section, the following facilities shall have the following minimum hours, not including holidays:

1. Urban transfer facilities shall be open to the public at least between 9:00 a.m. and 4:00 p.m., seven days per week; and

2. Rural transfer facilities shall be open to the public at least between 9:00 a.m. and 4:00 p.m., four days per week, including at least one weekend day.

C. All King County solid waste facilities shall be closed on January 1, Thanksgiving Day and December 25. At the discretion of the director, King County solid waste facilities may be closed on other recognized King County holidays by following the procedures for changing operating hours. (Ord. 15912 § 19, 2007; Ord. 14811 § 13, 2003; Ord. 13622 § 1, 1999; Ord. 13550 § 1, 1999; Ord. 10984 § 2, 1993; Ord. 9484 § 2, 1990; Ord. 8156, 1987; Ord. 8108 § 3, 1987).

10.10.025 Notice – change of operating hours.

A. The director shall set operating hours for particular facilities in accordance with K.C.C. 10.10.020. The director shall give at least thirty days' notice of the intention to change operating hours at any facilities by filing the notice with the clerk of the council for distribution to all council members, with the mayors of any cities in which the affected facilities are located and with all persons who have made a timely request for advance notice of changes in operating hours. In addition, the notice of the proposed changes in hours shall be posted at affected facilities.

B. The notice shall be at least in writing by electronic format and shall include:

1. A reference to this chapter;

2. The current and proposed operating hours;

3. Contact information for receiving comments regarding the proposed hours and the date by which comments must be received; and

4. An explanation of the basis for the proposed change.

C. After considering all comments received by the prescribed time, the director may change operating hours, consistent with K.C.C. 10.10.020. New hours shall be posted at affected facilities ten days before they take effect. In addition, the director shall provide notice of the new hours by filing the hours with the clerk of the council for distribution to all council members and by distributing notice of the new hours to all cities in which the affected facilities are located. (Ord. 14811 § 14, 2003).

The proposed operating hours were determined in accordance with the requirements of KCC 10.10.020 sections A and B.1, and the process for setting operating hours conformed to KCC 10.10.025.

In early October 2009, the division notified stakeholders of the proposed change in operating hours, including all King County cities; labor; customers, including commercial haulers; division employees; Unincorporated Area Councils; two advisory groups – the King County Solid Waste Advisory Committee and the Metropolitan Solid Waste Management Advisory Committee; and regulatory agencies.

During the 30-day public comment period, from October 1 through November 2, 2009, the division received 40 comments (telephone calls, e-mails, and letters) related to the proposed change at Factoria, which primarily expressed a desire to retain some level of evening hours at the station. The City of Bellevue, the host city for the Factoria Transfer Station, sent a letter in support of the hours change.

After considering all of the comments received, the division director decided to implement the proposed change of hours at Factoria, with one minor modification to the hours at the Bow Lake station.

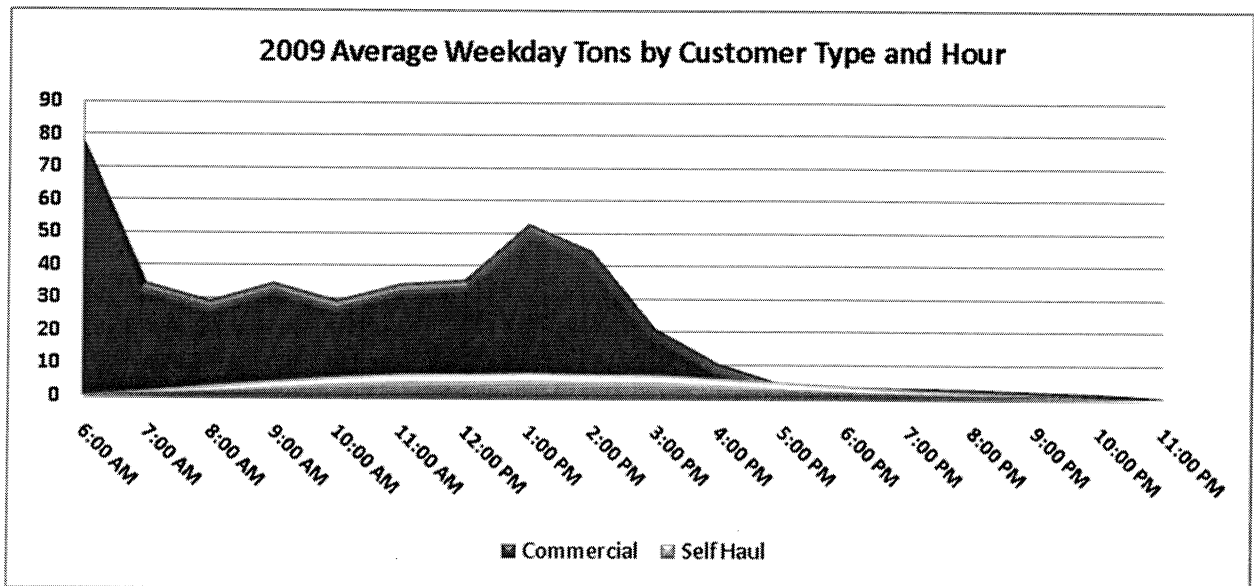
The new hours went into effect on January 2, 2010. Notification was provided in accordance with KCC 10.10.025. Notification included re-contacting all affected stakeholders (noted above), posting notices at transfer stations and on the division's Web site, and issuing a news release.

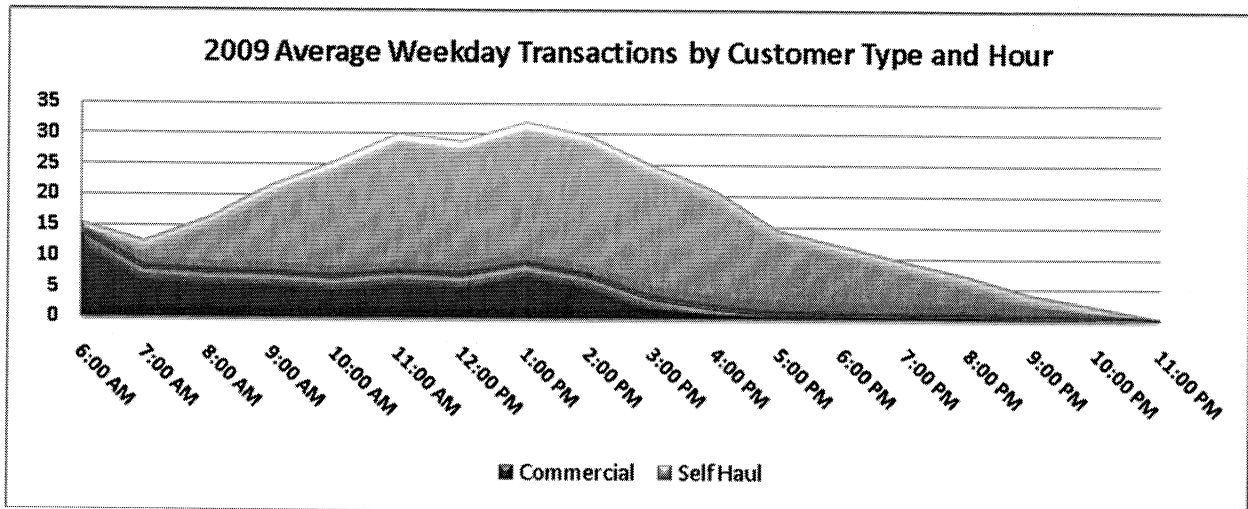
ANALYSIS OF LIMITED EVENING HOURS

Evening Periods of Heaviest Use

Data from 2007, 2008, and 2009 were reviewed to assess both commercial and self-haul use of the Factoria station after 4 p.m. on weekdays. To capture the most current trends, the analysis focused on 2009. The following trends were noted:

- Self-haul customers use the evening hours fairly uniformly throughout the year and throughout the week, with no particular day of week being used more than any other, with the following exceptions:
 - Increase around the holidays
 - Increase after weather events
 - Slight seasonal increase in July
- Similarly, commercial haulers made the most use of evening hours around holidays, after a weather event, and in mid-summer.
- As illustrated below, the number of tons and transactions declined after 4 p.m.





Keeping the Factoria Transfer Station open to the public a specified limited number of hours on a selected number of weekdays is not supported by the data. However, limited evening hours, between 4 p.m. and 7 p.m., that correspond with the trends noted above would appear to be useful to both commercial haulers and self-haulers, such as:

- Extended hours around holidays, e.g., the Wednesday before Thanksgiving and/or the Friday following Thanksgiving
- Extended hours in the week following a weather event
- Extended hours in July/August

Staffing/Cost

The standard staffing during operating hours at Factoria is two transfer station operators and one scale operator. The collective bargaining agreement (CBA) includes ten and eight hour shifts. Based on the available shifts, staffing for limited extended hours would not be part of the regular schedule and would most likely be achieved using overtime. The CBA provides for mandatory overtime for scale operators, paid at double time, but has no provision for mandatory overtime for transfer station operators. While it is possible that staff may agree to work the extended hours, it cannot be guaranteed on a regular basis, leading to unplanned facility closures.

The cost of providing service beyond the regular 4 p.m. closing time is primarily labor costs. It can be assumed that these hours would be paid at the overtime rate of time and a half for a minimum of four hours (per the CBA). At 2010 rates of pay, this is about \$150 per hour for two transfer station operators and one scale operator. Additionally, there is the cost of utilities, which would be higher during the darker winter months, and equipment operation. The cost of utilities and equipment would be approximately \$55 per hour.

NEXT STEPS

The division will continue to monitor transfer station use and propose additions and/or reductions to operating hours that provide service commensurate with use and are within the parameters set by King County Code.

The division will further explore how limited extended evening hours around holidays, summer peaks, and weather events might be accomplished, including talking with the union representing transfer station staff.