



COMMITTEE OF THE WHOLE

ADMINISTRATIVE REPORT

Topic: Parkland County Waste Transfer Station – Thursday Hours of Operation Adjustment

Introduction:

In May of 2016 the hours of operation on Thursday were adjusted to provide more opportunity for residents to utilize the Parkland County Waste Transfer Station (PCTS). This report provides background information about the effectiveness of the current and proposed Thursday hours at the PCTS.

Facts (Background Information):

On May 1, 2016, the Parkland County Waste Transfer Station hours of operation were expanded to be from 7:00 am to 6:45 pm on Thursdays to offer flexibility for our customers. This change was implemented year round instead of seasonally as was previously in place. Based on discussion with staff, residents, and ongoing analysis of the usage it is recommended that a minor adjustment be made to the hours of operation to better facilitate the users of the site.

The current schedule at the PCTS is Tuesday, Wednesday, Friday Saturday from 9:00 am – 4:45 pm and on Thursday from 7:00 am – 6:45 pm.

Analysis:

Staff and resident feedback suggest the hour at the PCTS between 7:00 am and 8:00 am on Thursdays is under-utilized, with 0–5 vehicles typically crossing the scales during the first hour of Thursday operation. At the other end of the spectrum, there are numerous vehicles lined up at the gate when the facility closes at 7:00 pm on Thursday evening. Staff report anywhere from 2-10 vehicles that arrive just after the facility closes which are forced to return to the transfer station on a different day. Currently the Thursday hours are for 7 am to 6:45 pm. The recommended action is to adjust hours of operation on Thursday to 8:00 am to 7:45 pm. This would better serve residents and make more effective use of staff time. Attached are the time analysis reports from the Scalehouse software that verify usage patterns.

Options:

1. Adjust the PCTS Thursday hours to 8:00 am to 7:45 pm to better utilize man-power and service to residents.
2. Status quo (no adjustment), keeping Thursday hours from 7:00 am to 6:45 pm.

Conclusion/Summary:

In conclusion, Administration supports Option #1 to adjust the Thursday hours of operation to be 8:00 am to 7:45 pm and feels this would best facilitate residents and operations.

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