

## **The Million Dollar Plan**

Saving Tax Payer Dollars in an Unstable Market

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**SWANA** 

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## This guide will help you save critical tax payer dollars in an unstable market

## This guide has nothing to do with the market



## The City of Largo, who are we?

Location: Central Pinellas County

Population: 80,000

Education: 36% High school graduate/ GED

Age: 28% of the City is 45-64

Median Income: \$39,750

Single-Family Homes: 15,000 and growing

Single-Source Recycling began in 2014







## Where do we want to be?

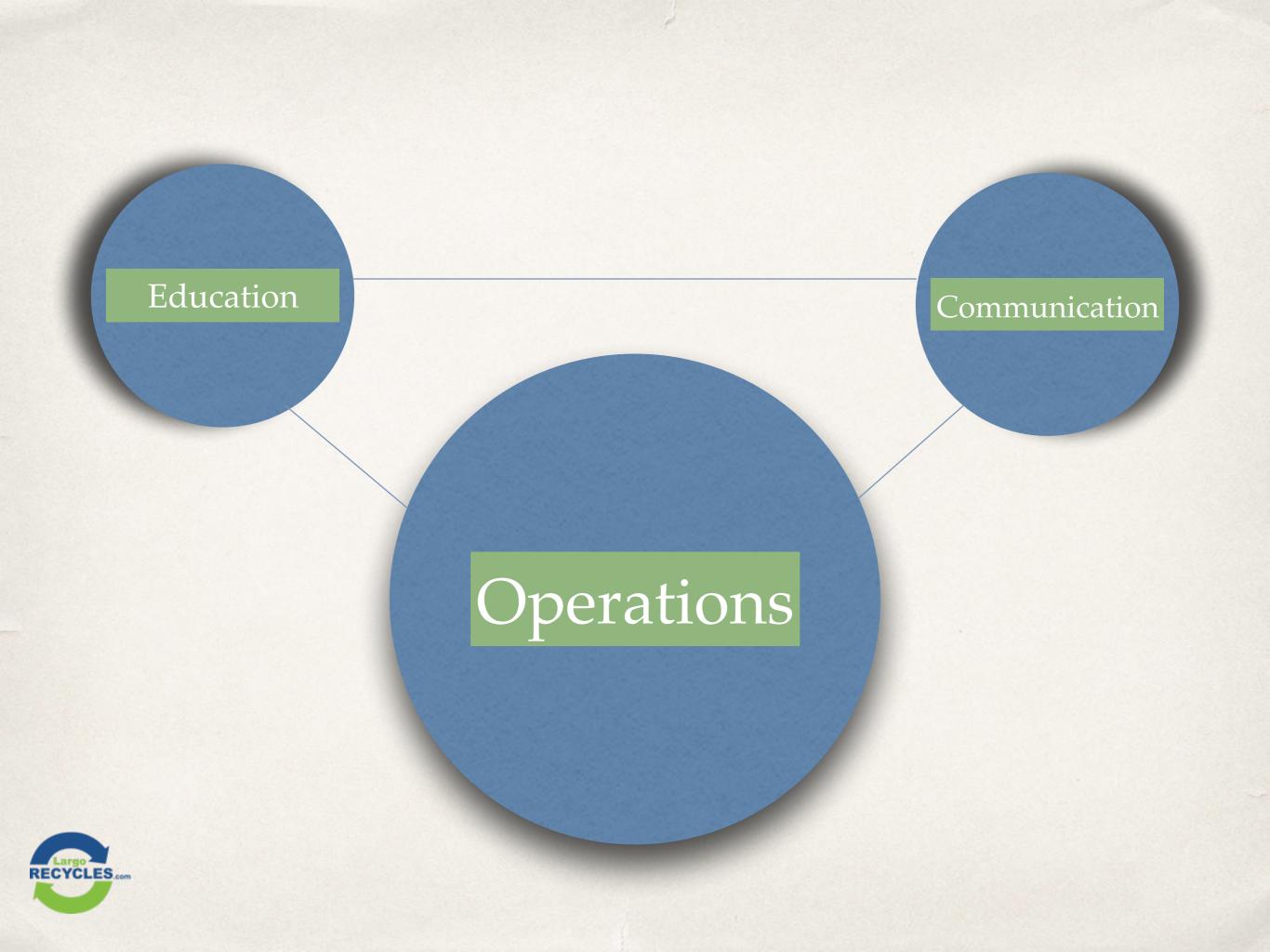
Be THE community of choice in Tampa Bay

Save critical tax payer dollars in an unstable market by not paying attention to the market.

Look inwards and evaluate

Build effective campaigns based on the following three pillars:

Operations Education Communication



Planning

Internal and external analysis

Utilize strengths to build up weaknesses

More analysis

Stakeholder engagement



## Operations

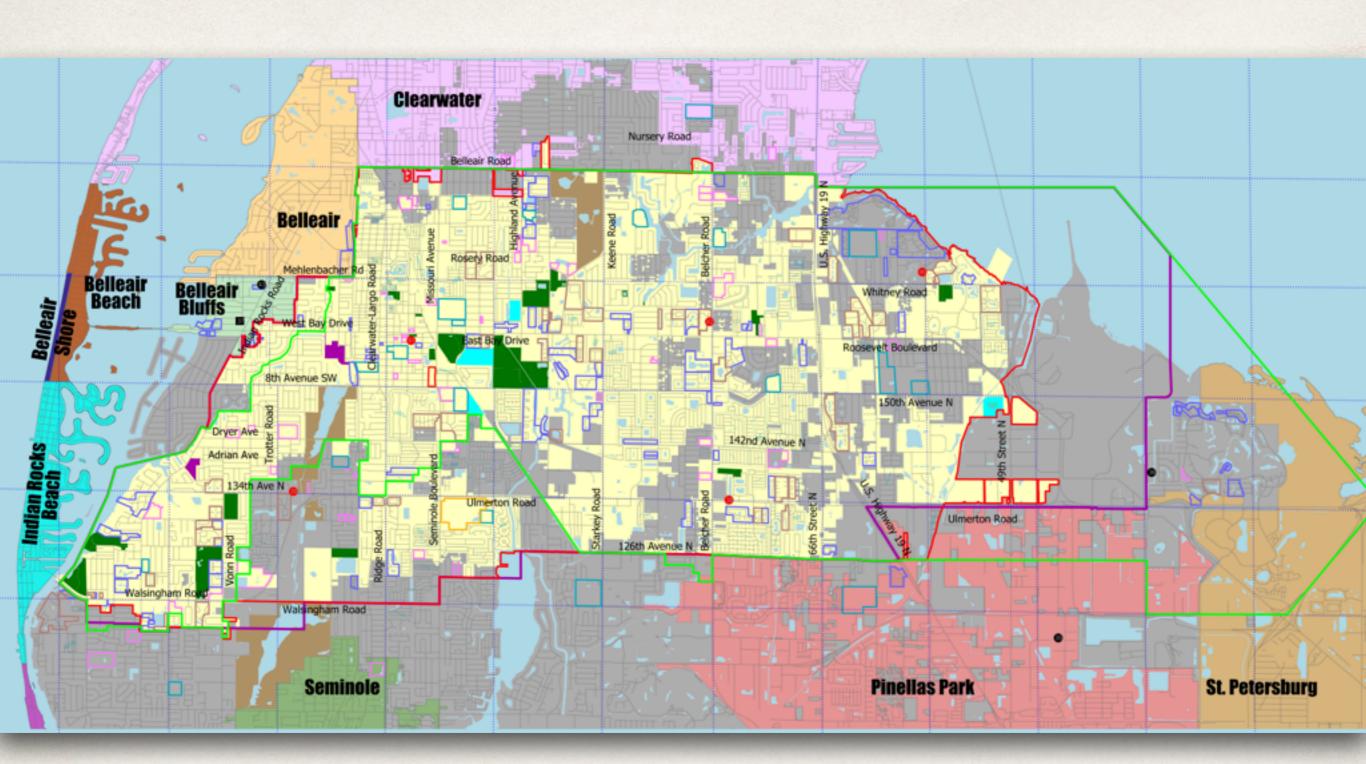
SWOT analysis: lack in employee interest, outdated technologies and a resistance to change.

Key personnel to communicate and market clearly.

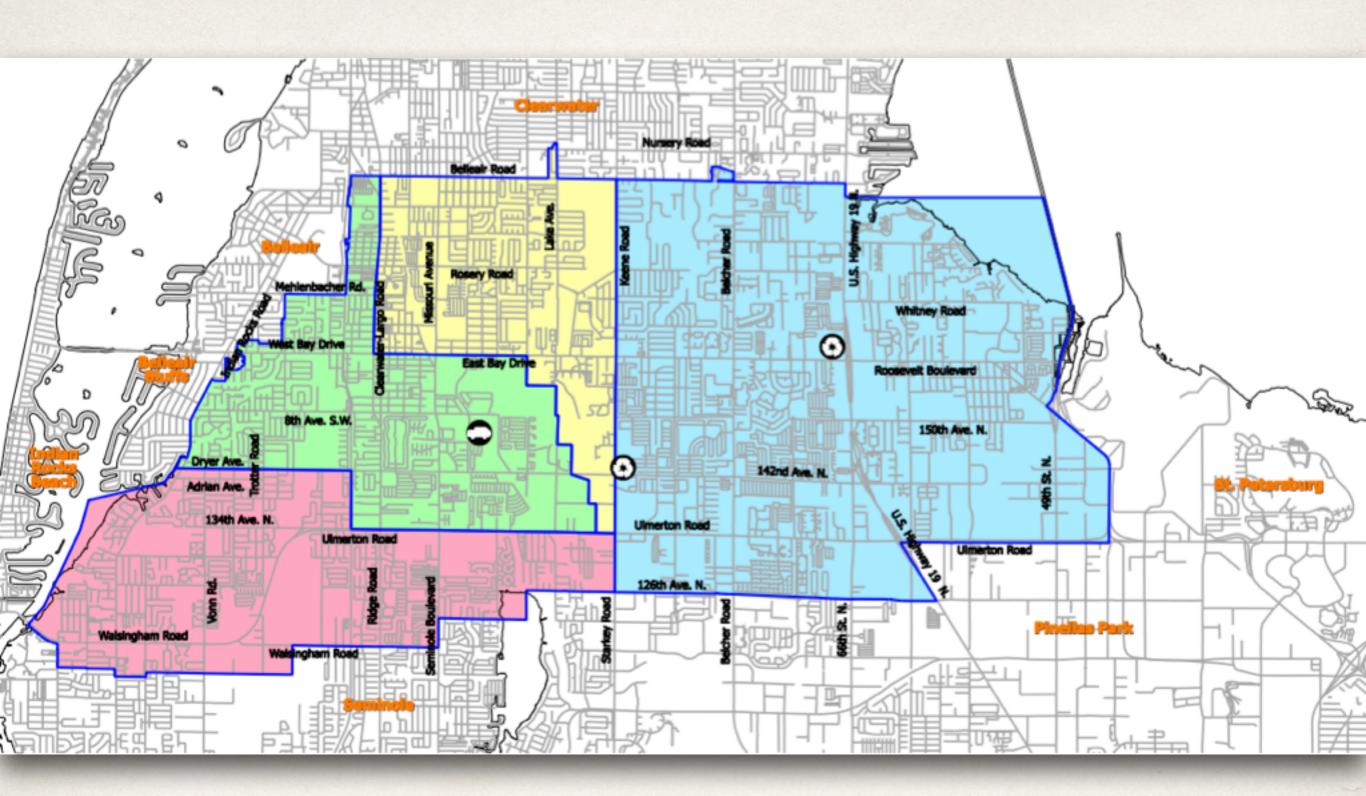
Use technology to drive change in response to onthe-road needs.

## Operations









RECYCLES.com

Poll: <u>What's YOUR Biggest Operating Challenge?</u>

#### Communication

#### Operations

## Education



The power of a micro-moment

How to be there when you aren't

Special Events

Give-aways

Presentations



The future is online

## Education

#### Low/No Cost:

Electronic Street Signs, Facebook, Instagram, Twitter, Websites, Mayor/City Manager Letters to the public, eNews letters, On-Hold messages, Press Releases

#### Minimal Cost/Maximum Benefit:

Truck Wraps, Local Ads, Billboards, Giveaways, Posters, Banners

#### **Partnerships:**

Other Internal Departments (Special Events, Library), Keep America Beautiful, America Recycles Day, Other Municipalities

## Education















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Operations



## Communication



Teach employees to speak and managers to listen

Drivers are the backbone

Training never stops

Incorporate technology



The buck stops here

### Communication

Daily, Weekly, Monthly, Quarterly

Safety, Management, Divisional, Project, Disciplinary

It's really about relationship building

## Communication



Poll: <u>Too Many Meetings?</u>

## City of Largo





## St. Pete

## City of Largo

Clearwater



### Tallahassee

## Orlando

Tampa

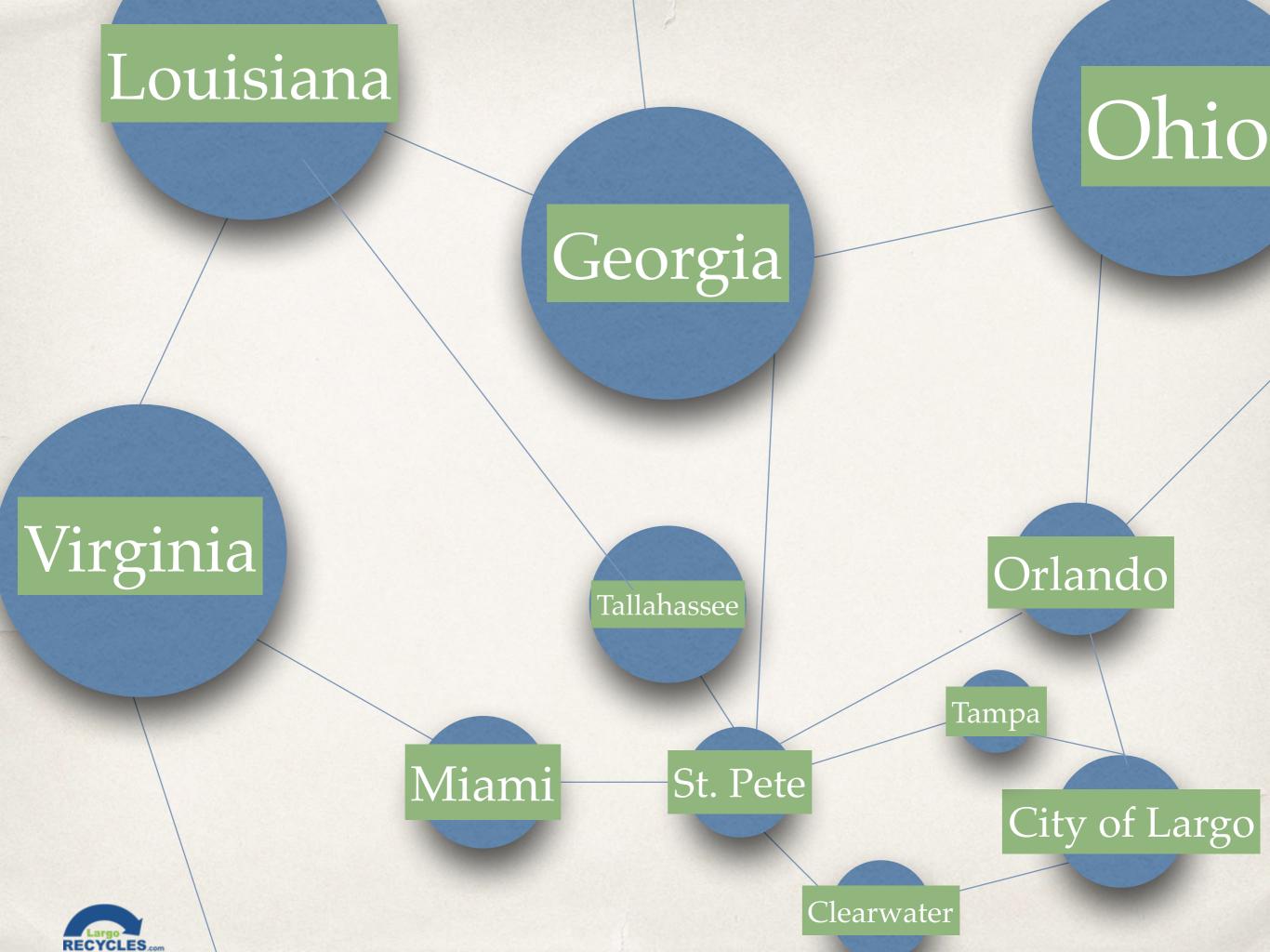
## City of Largo

Clearwater

St. Pete



Miami



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## \$1,000,000

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