



Comune
di Fidenza



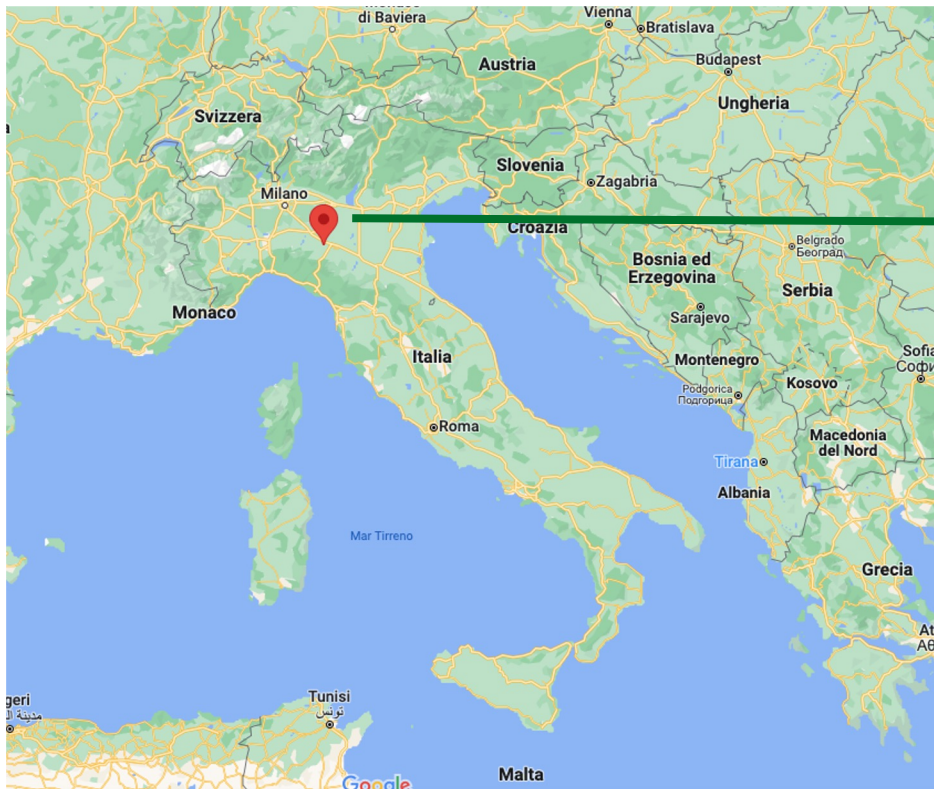
San Donnino
multiservizi s.r.l.

Fidenza Town & San Donnino Multiservizi srl

a story from Italy



FRANCO AMIGONI:
FIDENZA COUNCILOR ON ENVIRONMENT, INNOVATION, ECONOMICS AND PARTICIPATIVE DEMOCRACY



**Comune
di Fidenza**



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Fidenza: 27,000 inhabitants, 24 km west of Parma Town, Emilia Romagna region, northern Italy – just between Milan and Bologna. A relatively rich town, with a strong industrial sector and agrifood excellence. The small city centre retailing network is healthy. 12,000 household, 2,500 businesses, 16,000 employees.

Income Index: 118. Consumption Index: 123.

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long story short



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2001

San Donnino Multiservizi is the Fidenza 100% **public company**, born for the management of several **public services** (environmental services, gas distribution and sale, water distribution, sewerage and purification)

2006

San Donnino Multiservizi is entrusted with the management of the **waste collection**

2007

Door-to-door collection is introduced throughout the municipal area (95 km²).



2018

The Company is **re-entrusted of the waste collection and management service** by the regional authority (ATERSIR), which certifies the quality of the territorial experience, unique in the Parma province, which has been able to maintain **extremely low tariff levels**, within the regional framework, guaranteeing **environmental and management good results**.

2019

From January 1st 2019 the company begins to acquire **direct management of the service** (which comes into operation in 2020): the service is carried out exclusively by **internal staff**.

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some data on the service



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Separate collection in percentage in Fidenza

The percentage collects the sum of all the fractions of separate collection sent for recovery

2006

2007

2018

2021

2022 (first semester)

53,9%

63,6%

78,9%

81,9%

82,0%

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direct management

Today 35 employees working for the company, including organizational and operational personnel



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benefits

- Flexibility
- Timeliness of intervention
- Control over business costs
- Direct feedback on the service

critical issues

- Staff optimization (transition from supervisors to producers of the service: issues on the job training, administration, safety at work...)
- Direct problem management (direct contacts with users)
- Service chain: waste quality



The signals example

The management of the signals from the city users is an example of the benefits / critical issues of direct management.

The company is directly accountable towards citizens, and collects immediate feedback that allows it to intervene quickly and flexibly

A management software dedicated to signals from city users is planned for 2023. It will manage all the Town Services Signals



- Freephone number
- Form on the website (sandonnino.it/segnalazioni)
- Form on the app (L'eco del borgo - iOS/Android)
- Social network (Facebook page
<https://www.facebook.com/sandonninomultiservizi>)



Visita il sito:
sandonnino.it

Scarica l'App ECO DEL BORGO
di San Donnino Multiservizi



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some data on the service

*The production of **separate collection** and **residual waste***

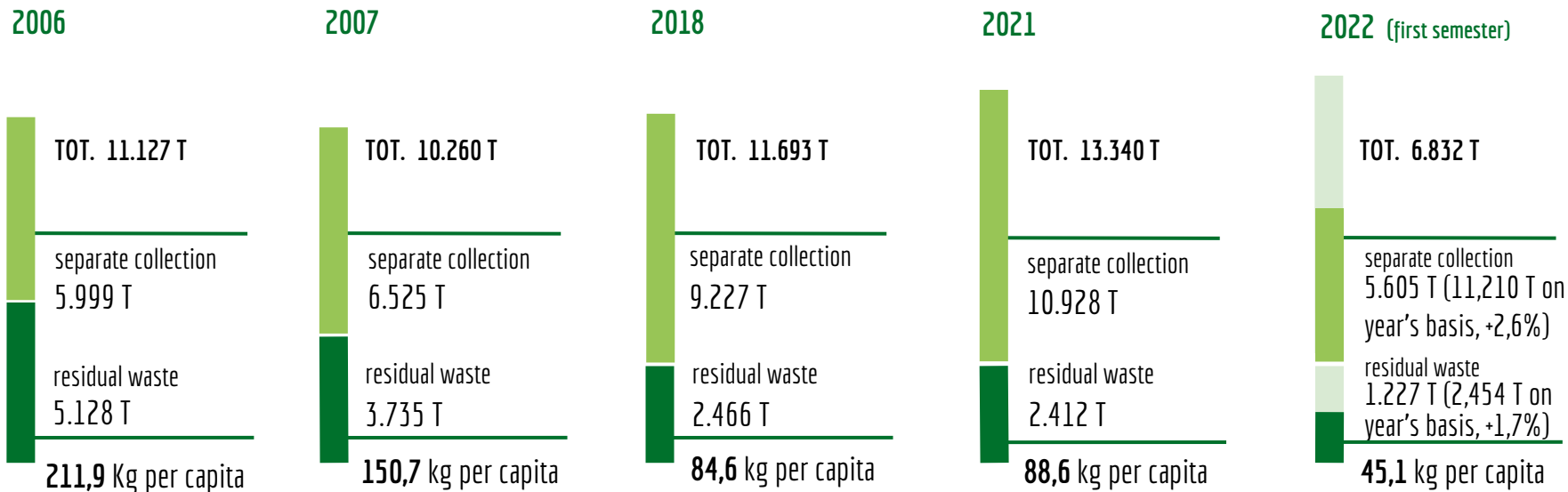
Per capita production of residual waste refers to the average production of each citizen of residual waste, on an annual basis, measured in kilograms



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The role of bio waste collection: roughly 20% along the latest years

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some data on the service

Cost of the service per inhabitant

The cost of the service is identified as the expenses incurred for all the activities included in the waste management service, divided by the number of inhabitants residing in the area to which the service refers



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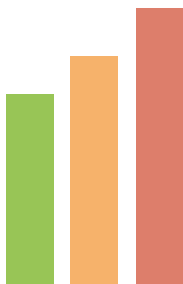
2018

Average cost of the waste service:

—◆ Municipality of Fidenza: 192 €

—◆ Province of Parma: 255 €

—◆ Emilia Romagna Region: 278 €



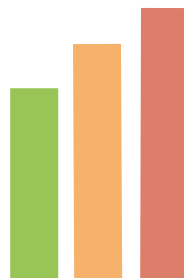
2021

Average cost of the waste service:

—◆ Municipality of Fidenza: 193 €

—◆ Province of Parma: 260 €

—◆ Emilia Romagna Region: 274 €



Fidenza Town and San Donnino Multiservizi srl customer satisfaction

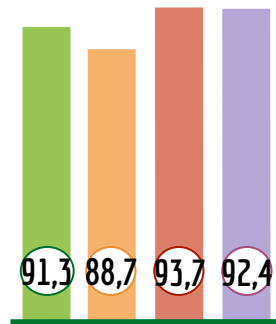


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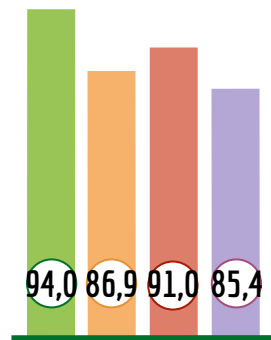
Even **comparing** the **percentage** data with national, regional, and city-like indices, the results are positive



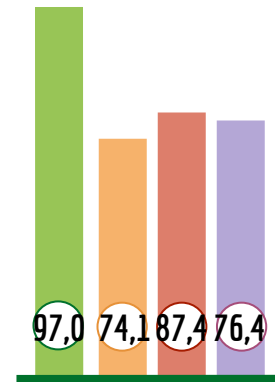
Average satisfaction rating of
door-to-door service



Average satisfaction rating of
other environmental services



Average satisfaction rating in the
relationship with the company



Average rating of general
satisfaction

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Multiservizi

Emilia Romagna
Region

Italian cities of 10-30
thousand inhabitants

Italy
(national index)

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separate waste collection: what does it mean, for us, today?



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Lesson learned: quality of the material

The commitment of San Donnino Multiservizi in recent years is aimed at the quality of the selection of the material and the sending for recovery. After the introduction of good practices, the quality of separate waste is the primary goal.

the **glass** example:

- 2020: dedicated collection (previously carried out with plastic and cans)
= higher residue quality
- increased collection rate
- economic benefits

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separate waste collection: what does it mean, for us, today?

Lesson learned: quality of the material



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2019

21,22%

glass, plastic, cans

2022

first semester

26,70%

13,90% / 12,80%
glass / plastic, cans

Revenues:

- Glass: 43.098,00 €
- Plastic, cans: 72.471,00 €

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Bio waste collection and management

Frequency and bins



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Collection exposure frequency

Household users

On Monday, Wednesday, Friday

Non domestic users

On Monday, Wednesday, Friday

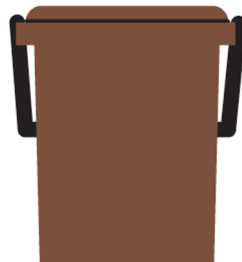
+ on Tuesday, Saturday on demand

Provided bins/bags

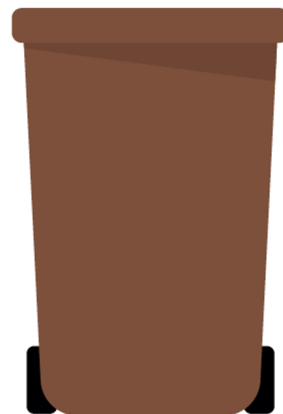
organic bags



small bin 7lt
(under sink)



medium bin 30lt.
(for exposure)



big bin 120lt.
(for condominium)

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Bio waste collection and management

Bio waste collection process



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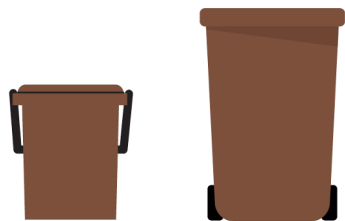


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And something about Compost...



citizens are provided
by the company with
organic **bags** and a
small domestic **bin**



on the days of **exposure**, the
bags are collected in the
special bins (for individual
users or condominiums)



approximately **2400**
tons of bio waste
are produced **every**
year



bio waste is sent to a *recovery and recycling*
industry in Montello (BG), 137 km from
Fidenza. Through **anaerobic processing**,
the waste is transformed into **compost for**
sale

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Bio waste collection and management

home composting



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n° 414 self composter - 420 lt

n°40 self composter - 300 lt

n° 4 self composter - 600 lt

Tot. 458 self composter



The role of composter: 458 on roughly 14.500 users. About 3%

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future plans

What's new from 2023



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- "punctual rate" (more you separate, less you pay) from 2023
- 4 more "*ecostations*" for separate waste self-collecting
(for more flexibility, especially in the historical center)
- new **service desk** realization
- local **Recycling Depot** renovation



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thanks for your attention