



CITY OF SUGAR LAND

CONTRACTS AND AGREEMENTS

CONTRACT

Between The City of Sugar Land, Texas, and BFI Waster Services of Texas, L.P., DBA Republic Services of Houston, for Residential, Commercial, and Industrial Solid Waste Collection, Transportation Processing, and Disposal Services

Georgia Tate

Environmental Manager

The Future of Solid Waste & Recycling

- Existing Contract
- Solid Waste Task Force and Public Feedback
- RFP and Contract Process
- Contract Terms
- Public Education Campaign
- Next Steps

Current Contract Terms

- March 2013 – March 2023
- Exclusive Franchise Agreement
- Residential, Commercial, and Industrial Collection
 - Additional Licensed Haulers Can Service Temporary Projects
 - Additional Licensed Haulers Can Service Commercial Recycling
 - Additional Licensed Haulers Can Service Liquid Waste
- City Facilities and Special Events

Solid Waste Task Force

- 16-Member Resident and HOA Representative Task Force
- Developing Goals, Strategies, and Recommendations
- Collecting and Analyzing Resident Feedback
 - 3,453 Online Town Hall Participants
 - 757 Statistically-Valid Survey Respondents
- Recommendations Presented in March 2022
- City Council Direction to Move Forward with RFP Process

Guiding Principles



CUSTOMER SATISFACTION

Provide trash and recycling services that are reliable, clearly communicated, and focused on customer satisfaction.



EDUCATIONAL OUTREACH

Encourage participation in waste reduction, reuse, and recycling programs through education and outreach.



ENVIRONMENTAL PROTECTION

Continually seek opportunities to increase environmental stewardship.



FINANCIAL ACCEPTABILITY

Provide the highest quality and diversity of services to the extent financially acceptable for the customer.

SOLID WASTE/RECYCLING CONTRACT SEQUENCE



RFP and Contract Timeline

Solid Waste and Recycling RFP Tentative Timeline	
Tentative Date	Item/ Activity
April 27	Release RFP
May 26	Proposals Due
June	Finalist Interviews
June	Selection Committee Selects Contractor
July/ August	Contract Negotiations and Legal Review
September	City Council Awards Contract and Approves Implementation Plan

RFP Scoring

RFP Scoring Criteria	Frontier	GFL	Republic	Available
Qualifications and Service Capabilities	19.50	20.67	27.33	30
Compliance and Clarity of Proposal	6.50	6.33	7.17	10
Customer Satisfaction	38.67	33.00	41.50	50
Educational Outreach	24.00	32.00	34.00	42
Environmental Protection	16.67	29.67	36.67	38
Competitive Cost of Proposal	20.78	21.72	18.94	30
TOTAL SCORES	126.12	143.39	165.61	200

New Contract Terms

- 10 Year Term: Implementation in January 2023
- Exclusive Franchise Agreement
- Residential, Commercial, and Industrial Collection
 - Additional Licensed Haulers Can Service Temporary Projects
 - Additional Licensed Haulers Can Service Commercial Recycling
 - Additional Licensed Haulers Can Service Liquid Waste
- City Facilities and Special Events

Educational Outreach Inclusions

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Educational Outreach

- Dedicated Sugar Land Webpage on Republic's Website
- Local School Education Program
- Landfill and MRF Tours
- Keep Sugar Land Beautiful Contract
- Direct Mailers
 - Direct Mailer Before Contract Implementation
 - Service Brochure Before Contract Implementation
 - Direct Mailer Per Service Changes Within Contract Term

Technology and Equipment Enhancements

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Technology

- **Republic App**
 - Track My Trash Truck Feature
 - Schedule Collections and Submit Inquiries
 - View Collection Schedule / Service Alerts
 - Receive Push Notifications
- **Real Time GPS**
 - City Access
- **Camera Footage**
 - City Access

Technology

- **Street Data Triggers**
 - Street Imperfections Trigger Data Collection in Trucks
- **Data Storage**
 - Future Improvements, Route Start Times, Data Driven Decisions
- **First Right of Refusal**
 - Pilot Programs and Innovative Technologies

Equipment

- **Truck Age**
 - 2 Years Min
 - 6 Years Max
- **Vehicle Reporting**
 - Truck Repair and Replacement
 - Supply Chain Updates

Customer Service Enhancements

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Customer Service

- Proactive Cart Repairs /Ongoing Cart Refresh
 - Cart Repair/Replacements Resolved within 48 hours
- Local Call Center
 - Call Center Service Level Requirements
 - 80% of Calls Answered within 180 Seconds
 - 80% of Calls Resolved within 360 Seconds
- Enhanced Technology – App, GPS, Cameras

Enhancing Reporting Standards

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Reporting Standards

- **Daily Reports**
 - GPS Tracking Reports (Residential)
- **Weekly Reports**
 - Green Waste Volume, Load Counts, Service Plan
 - March, April, May
 - Truck Repair and Replacement, Supply Chain Updates
- **Additional Reports as Requested**

Reporting Requirements

- **Monthly Reports**
 - Number of Households Served & Commercial Facilities Served
 - Monthly Tonnages for Every Residential Service Category
 - Monthly Tonnages for Every Commercial Service Category
 - Residential Recycling Participation Rate
 - Commercial Recycling Participation Rate
 - All Customer Calls and Emails Received by Contractor
- **Additional Reports as Requested**

Reporting Requirements

- **Annual Reports – To Be Presented to City Council**
 - A collated summary of the information contained in the monthly reports, including reconciliation of any and/or adjustments from prior reports.
 - A discussion of highlights and other noteworthy experiences, along with measures to resolve problems, increase efficiency and increase participation.
 - A description of all public information programs undertaken with audiences reached and media used.
 - A list of vehicles and equipment that are used to service the City. The Contractor must include the age of each vehicle and equipment on the list.
 - A summary of all roll-off compactor maintenance or replacements provided through the year.
 - A discussion of supply chain issues/delays and opportunities for route optimization.

Residential Service Levels

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Current Trash Service

- Twice Weekly Collection
- Monday/Thursday
- Tuesday/Friday
- Automated Collection
- Included in Base Rate

New Trash Service

- Twice Weekly Collection
- Monday/Thursday
- Tuesday/Friday
- Automated Collection
- Included in Base Rate
- Optimized Routes – New Service Days

Current Recycling Service

- Weekly Collection
- Trash Collection Day
- Automated Collection
- Included in Base Rate

New Recycling Service

- Weekly Collection
- Trash Collection Day
- Automated Collection
- Included in Base Rate
- Optimized Routes – New Service Days

Current Green Waste Service

- Weekly Collection
- Trash Collection Day
- Limit: 10 Cubic Yards
- Personal Container
- Bags
- Bundles
- Included in Base Rate

New Green Waste Service

- Weekly Collection
- Trash Collection Day
- Limit: 10 Cubic Yards
- Personal Container
- Bags - Clear Bags Only
- Bundles
- Included in Base Rate
- Optimized Routes – New Service Days

Current Bulk Cardboard Service

- On-Call Collection
- No Limit
- Included in Base Rate

New Bulk Cardboard Service

- On-Call Collection
- No Limit
- Included in Base Rate

Current Bulky Waste Service

- 12 Pick Ups/Year - Pre-Scheduled
 - Plus 3 Extra Holiday Pick Ups
- Limit: 5 Cubic Yards
- Included in Base Rate

Current Cart Service

- Contractor Supplies/Maintains
- City Maintains Ownership
- Available Cart Sizes
 - 35, 65, 95 Gallon Carts for Residential

New Cart Service

- Contractor Supplies/Maintains
 - Proactive Repair/Replacement
- City Maintains Ownership
- Available Cart Sizes
 - 35, 65, 95 Gallon Carts for Residential
 - Grandfathering Existing 35 Gallon Carts
 - 35 Gallon Carts for Cart Assistance and Access Issues

Monthly Residential Rate

- Monthly Rate: \$19.85
- Lower than Current Rate of \$20.00
- Includes 7% Franchise Fee
- Residential Franchise Fees
 - Rebuilds Solid Waste Fund for Debris Events
 - Support Street Rehab for Heavy Trucks on Roadways
 - Right-Size Solid Waste Fund as a Self-Sustaining Enterprise Fund

Rate Comparison

Rate	Trash	Recycling	Green Waste	Bulk Cardboard	Bulky Waste	Landfill Dropoff	Customer App
\$20.00	2x Weekly	Weekly	Weekly 10 cubic yds	On-Call No Limit	Monthly (12) Holidays (3) 5 cubic yds		
\$19.85	2x Weekly	Weekly	Weekly 10 cubic yds	On-Call No Limit	On Call (12) Holidays (3) 5 cubic yds	One Per Month (12) 3 cubic yds	Track My Truck Service Inquiries Scheduling Notifications

Commercial Service Levels

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Monthly Residential Rate

- Small Business Cart Service
 - 95 Gallon Carts
- New Overloaded Service Fee
 - Overloaded Commercial Containers
 - Doesn't Apply on First Offense
 - Picture and Weight Documentation Required
- New Service Requirement
 - Minimum Service - 1 Haul Per Month (Rental Fee)

Business Refresh

- Waste Audits
 - Identify Most Appropriate Service Options
 - Auditing Individual Businesses
 - Focusing on Businesses with Rate Impacts
- Recycling Collection
 - Identify Businesses without Recycling Program
 - Temporary Projects
 - Reminders on Franchise Requirements
- Temporary Projects

Commercial Rates

- Commercial Rate Changes
 - 40% of Rates Not Changing
 - 40% of Rates Increasing by 10% or Less
 - 20% of Rates Increasing by More Than 10%
- Higher Volumes/Higher Frequency Users
 - Includes 10% Franchise Fee
- Commercial Franchise Fees
 - Right-Size Solid Waste Fund as a Self-Sustaining Enterprise Fund

Waste Audits and Savings

	Current Service	Current Rate	New Service	New Rate	Savings per Month	Savings per Year
Customer A	2 yd 2x week	\$173.42	4 yd 1x week	\$116.40	\$57.02	\$684.24
Customer B	3 yd 2x week	\$189.60	6 yd 1x week	\$138.69	\$50.91	\$610.92
Customer C	4 yd 2x week	\$204.63	8 yd 1x week	\$155.93	\$48.70	\$584.40
Customer D	6 yd 4x week	\$467.64	8 yd 3x week	\$436.46	\$31.18	\$374.16

Franchise Fees



7% of Residential Gross Revenues



10% of Commercial Gross Revenues

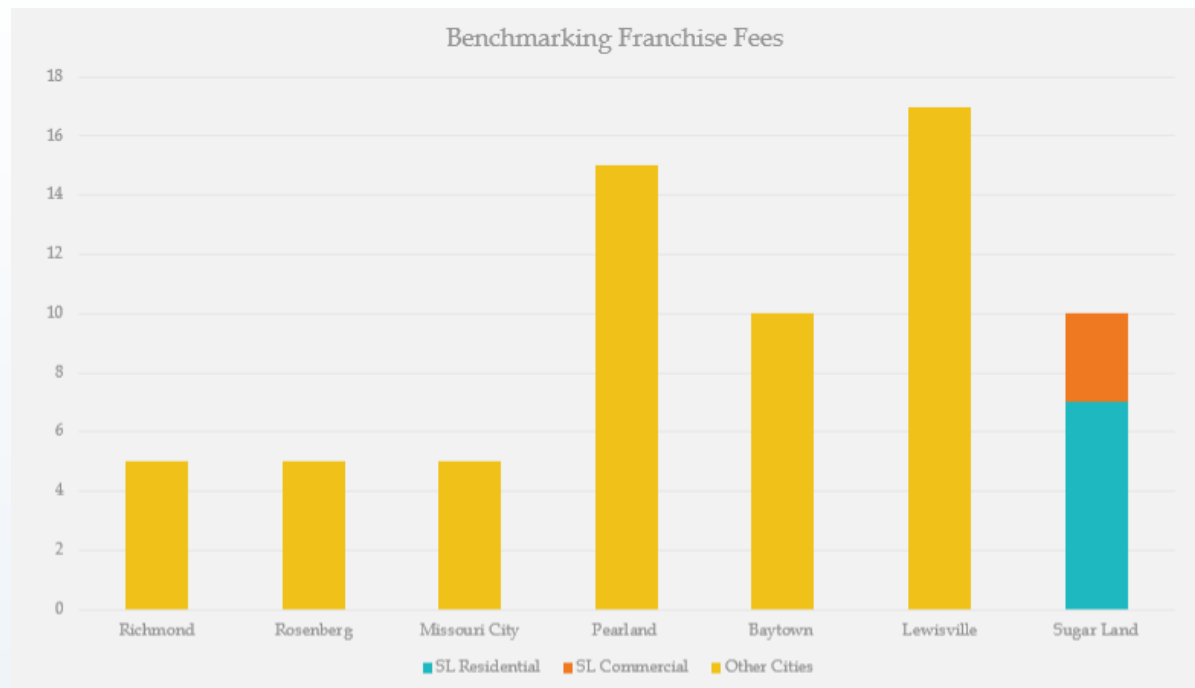


Exclusive Franchise Contractor



Other Licensed Solid Waste Haulers in Sugar Land

Franchise Fees



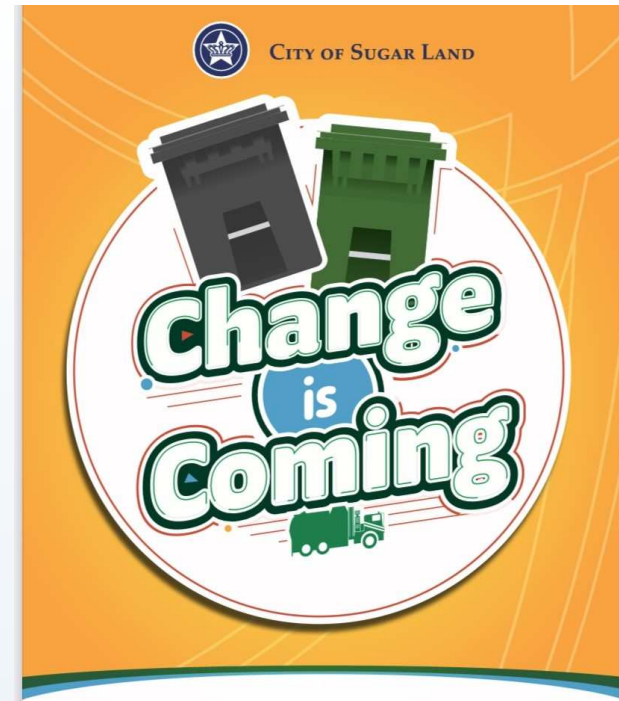
Community Engagement and Education Campaign

Key Messages

- **Educate** residents and businesses on how solid waste service changes will affect them.
- **Build trust** through explanations on decision-making for service changes and vendor selection.
- **Provide tools** to help residents create new habits and remember service changes.
- **Assure** residents and businesses by ensuring questions and concerns are heard and addressed.

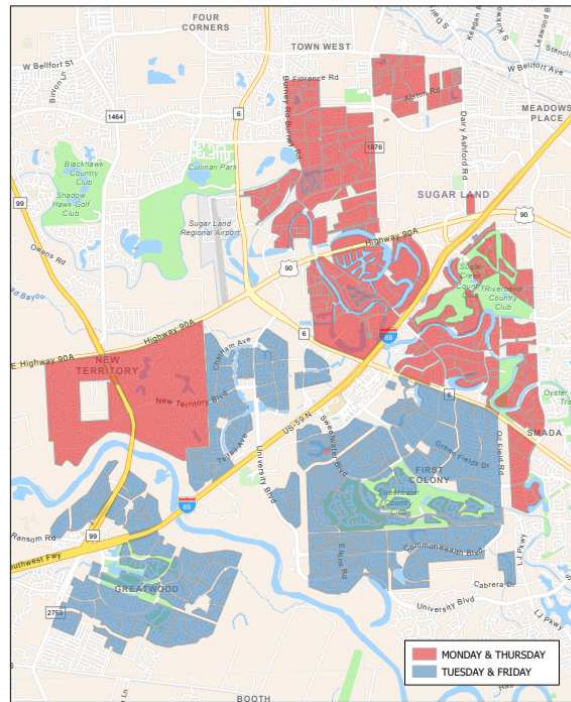
Education Material

- Refresh on Solid Waste Services
- Service Day Changes
- Bulky Waste Scheduling
- Green Waste Clear Bag Requirement
- Reminders on Collection Limits
- New Customer Service Tools
- Commercial Service Options

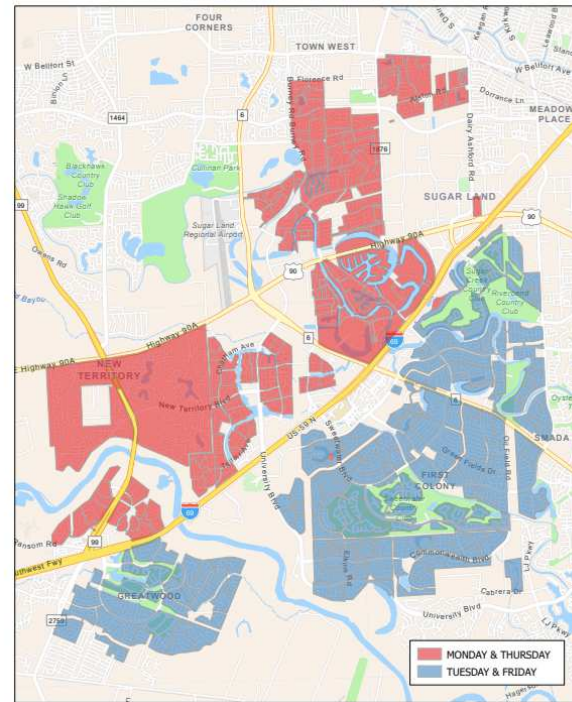


Service Day Changes - Trash

Solid Waste - Old Routes

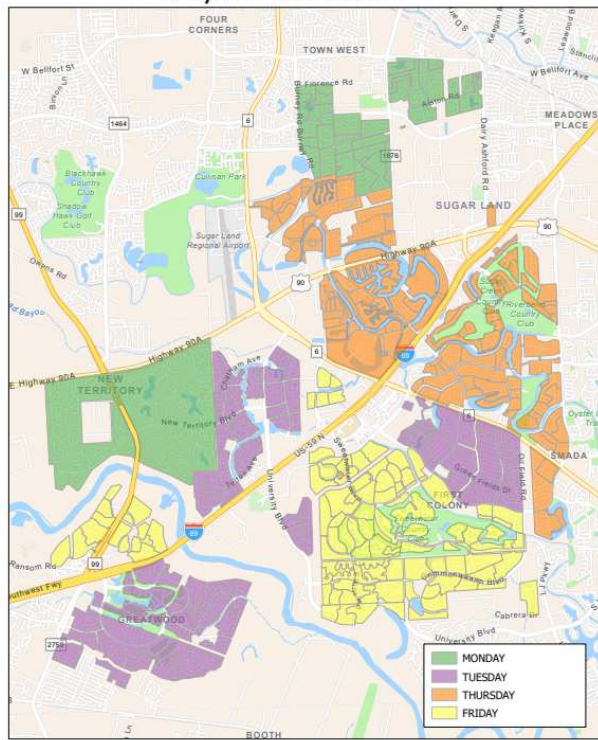


Solid Waste - New Routes

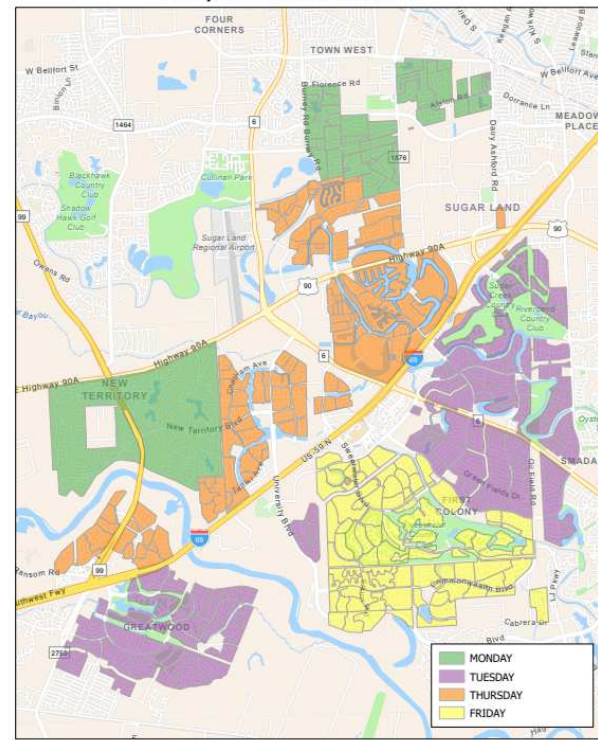


Service Day Changes - Recycling

Recycle - Old Routes

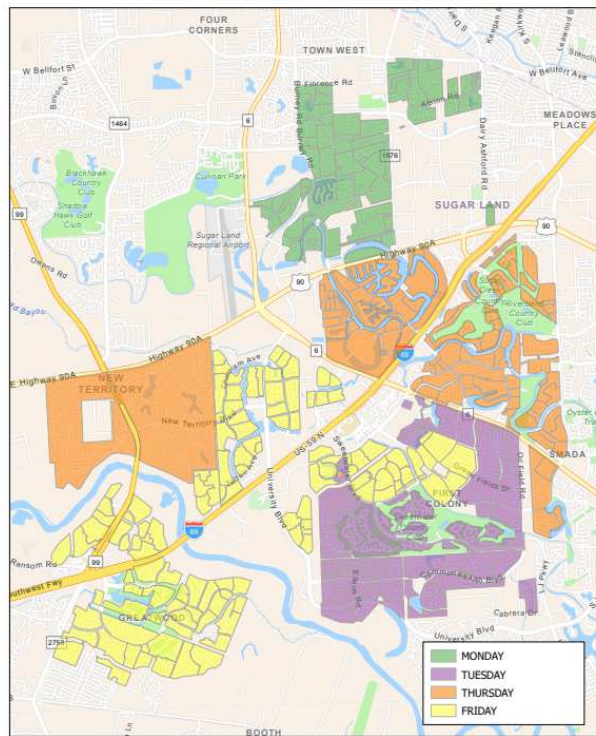


Recycle - New Routes

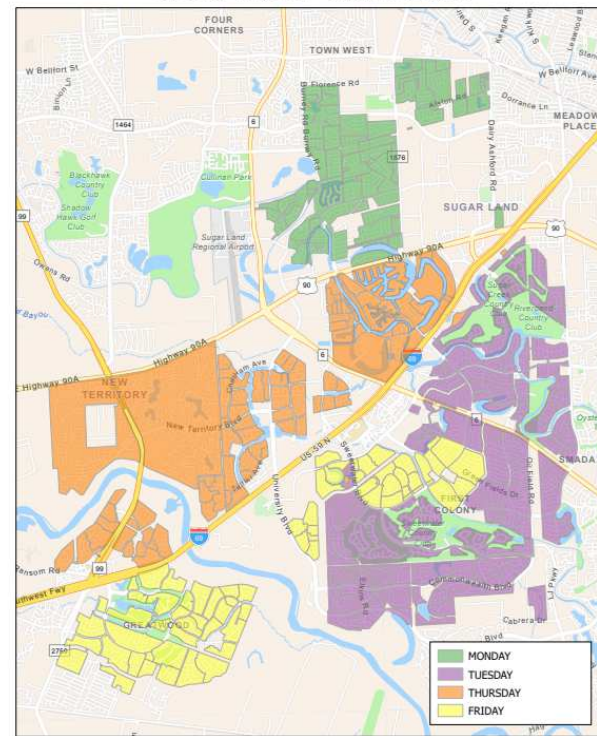


Service Day Changes – Green Waste

Green Waste - Old Routes



Green Waste - New Routes



Community Engagement Opportunities

In-Person Engagement Opportunities with SMEs

- District Town Halls
- Business Refresh
- Solid Waste Open House
- Quarterly HOA Meetings
- HOA Meetings
- National Night Out
- Parks & Rec Events
- Hot Topics with Fire Department
- Tool Kits for City Council

Community Engagement Tools

Engagement Tools and Tactics

- Direct Mailers
- Website Content
- Service Day Tool
- Blog Posts
- List Servs - ENews and Solid Waste Project Updates
- Social Media
- 2023 Utility Rates Project Page

Next Steps

- **September 7:** Community Engagement Campaign Kick Off
- **October/November:** City Ordinance Modifications
- **January:** Implementation of New Contract and Services

Recommendation

Authorize the approval of a ten (10) year contract for residential, commercial, and industrial solid waste collection, transportation, processing and disposal services with Republic Services (BFI Waste Services of Texas, L.P.) in the amount of \$8,370,348.

CLARIFYING QUESTIONS FOR STAFF

COUNCIL MOTION & DISCUSSION



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