

**Comparisons of Two Proposals to City of Derby for Curbside Trash & Recycling Services
Draft 5 - April 10, 2009**

	Derby Disposal	Waste Connections
Trash cart default (gal)	95	95
Customers	did not address	4,930
weight limit (gal)	as posted on cart	200
Trash cart option (gal)	65	65
Customers	did not address	2,654
weight limit (gal)	as posted on cart	135
Recycling cart default (gal)	95	95
Customers	1 cart for paper and a bag of cans/plastics 30%	single-stream 7,584
Leasing carts	Leasing carts	
Illegal dumping/abandoned waste	establish a fee to the City	\$15 bulky items + \$5/cubic yard
Emergency service	establish a fee to the City	
Billing	Thru 12/31/2010; then City provides 50 cents/month to City	Included
Compensation to haulers	no	credit accounts negotiable
Serve businesses w/carts	same service & rates as residential	\$20/month RecycleBank available
Staff experience	provided	provided
Company experience	provided	provided

	Derby Disposal		Waste Connections	
Inquiries/complaints		goal=service w/i 24 hours		Respond same day or 24 hrs CSR Training Tool
Answer calls		8-5 M-F; message machine dedicated phone number for Derby accounts		7:30-6 M-F, 8-noon Sat 24-hr emergency access to supervisors
Other Customer service				The Waste Connections Values Drivers stop daily @ city hall Secret shopper monthly 87 ave. score of CS representatives
Service times		did not address		6am - 6 pm M-F
Monthly rate (95 gal)	\$	13.00		
option using marked carts	\$	12.00	\$	14.75
Monthly rate (65 gal)	\$	9.40		
option using marked carts	\$	8.40	\$	12.75
Caveats		does not include public education		
Additional bag/can (33 gal)		equivalent to a cart @ \$4		10 free w/95 gal service \$1/bag w/65 gal service
Additional cart (per month)	\$	4.00	\$	7.00
Roll-out service (per month)		not offered		1.5x base service rate Free: 65+ & disabled
Change btw cart sizes		1 change/year free second change = \$10		1 change/year free
Landfill increases		locked in rate at Wellington for 3 years		
Recycling disposal fee increases		did not address		
Additional cart (per month)	\$	4.00		3.75 Pickup Recycle cart free

	Derby Disposal	Waste Connections
Price changes	Qtrly fuel price resets 3-year fixed prices	CPI-U annually; fuel & landfill adjustments 1-year fixed prices
Bulky items	\$4.00+ (depends on item) pickup Fridays; may change to same day per RFP	Coupon: 1 free; 2nd = \$15/item same collection day
Acceptable recyclables		Plastics 1-7, cardboard, etc.
Public education	none provided signs on trucks?	3 letters/survey; annual ltr; 4 public mtgs/yr bill inserts; school presentations on req.
Vehicle Specifications	Single Axle; 42 gross weight recycling: split body, not automatic	new automatic side-load specs provided
Letter of Credit	none \$200K perf bond preferred backup contractor preferred	Bank of America \$1.47M
Exceptions Transition Plan Premium services	yes provided	yes provided Service to City-owned properties included Cart service to multi-family @ same price Coupon: Free load to transfer station Discount: roll-off & portable restrooms 65+ roll out Recycle Bank (RB) rewards
Community Commitment	1. Sponsors baseball team now 2. would join Chamber 3. Consider service to Derby Days or parks/rec.	1. Donate RB points to non-profit groups 2. Green schools program 3. Derby businesses participate in RB 4. Chamber member; attend Council meetings; would serve on boards