



## **MSS COVID-19 Updates/Talking Points**

### Operations

- MSS is an essential service provider- doing all we can to keep employees healthy and collecting waste and recyclables to ensure no additional health concerns.
- Consolidating routes where needed.
- No more bulky collections are being scheduled (curbside clean-ups continue).
- Fairfax and San Anselmo- we will suspend Sunday park collections.

### Tonnage impacts

- Commercial tons in March are already 11% lower than February month end.
- Residential tonnages in March are already up 8% to date as compared to month end February tonnages. Residential garbage tons are up 1%.

### Revenue impacts

- Federal stimulus bill- SBA loan opportunity.
- State funding proposal- <http://www.resourcecoalition.org/pdf/RRCC-FundingProposal.pdf>.
- 28-30% reduction in commercial/MF revenue projected.
- Anticipate an increase once April invoices are received.
- Businesses and residents may not be able to pay right away or at all.

### Employee health

- No MSS employees have tested positive for Covid-19.
- Continue to monitor and implement infectious disease response plan.
- Adequate PPE for now- working on additional inventory.
- 6 employees on leave associated with COVID-19 (2% of employees).
  - o Family leave or illness

### Customer service

Due to reduced call volume and in an effort to prevent over burdening existing staff customer service hours have been modified.

- Customer service hours were reduced from 7am-5pm to 7am-4pm.
- We continue to monitor email and voicemail and return calls within 24 business hours.

### MRC, MRRC and HHW

- These facilities continue to operate with no plans for future closures at this time.
  - o Workers are wearing proper PPE protecting them from exposure to the virus.
  - o Workers on sort lines continue to follow the recommended 6' social distancing guidelines provided by the CDC.
- Public drop-off shredding services and the buyback center at MRC remain closed at this time.

### Other industry trends

- No collection of materials outside of the cart (Per OSHA, it is safe to continue this), but MSS maintains a strict glove policy.
- Joint effort through trade associations to receive federal and state support to ensure we can continue our essential service.