

City of Johnson City
Waste Connections Pricing Proposal

JOHNSON CITY		Current Rates		New Rate-Current Services		New Rate w/6% FF Fee	
		Frequency	Rate	Xtra P/U Per Can	Rate	Xtra P/U Per Can	Rate
Residential Toter	weekly	12.75		13.39		14.19	
Residential Extra Toter	weekly	7.47		7.84		8.31	
Commercial Toter Service	weekly	16.77		17.61		18.67	
Residential Recycle	biweekly	4.16		4.37		4.63	
2 yard	weekly	58.62	37.65	61.55	39.53	66.17	42.50
3 yard	weekly	82.73	37.65	86.87	39.53	93.38	42.50
4 yard	weekly	108.07	37.65	113.47	39.53	121.98	42.50
6 yard	weekly	165.49	37.65	173.76	39.53	186.80	42.50
8 yard	weekly	203.2	37.65	213.36	39.53	229.36	42.50

Current Roll Off Pricing	Current		New Rate	New Rate w/6% FF Fee
	Rate	Rate		
Delivery/Dry Run	\$100.29	\$100.29	\$100.29	101.54
20 Yard Roll Off	\$501.47	\$501.47	\$501.47	507.74
30 Yard Roll Off	\$550.96	\$550.96	\$550.96	557.85
40 Yard Roll Off	\$601.77	\$601.77	\$601.77	609.29
RENTAL	\$5.35	\$5.35	\$5.35	5.42
10 yard Mini Roll Off	\$359.00	\$359.00	\$359.00	363.49
15 yard Mini Roll Off	\$385.00	\$385.00	\$385.00	389.81
Rental Fee-Mini Roll Off	\$3.26	\$3.26	\$3.26	3.30

Additional considerations and/or costs:

- All new rates assume 5% CPI for additional years
- Sludge removal services provided at no cost- additional \$2.35/home (30 pull maximum, disposal still covered by the City.
- Bulk & Brush Cleanups up to 8 yards-\$0.45/home/month for 1x year (\$0.90 for 2x year).
- Continue to provide no cost services to the Police Department, City Yard, and Wastewater Treatment Plant (dumpster) and City Parks (2).

SOLID WASTE AND RECYCLING PROPOSAL

Submitted To: Johnson City, TX
303 E. Pecan Dr
Johnson City, TX 78636



Submitted By: Hill Country Waste Solutions
11737 US HWY 281 N
Spring Branch, TX 78070



Contents

Chapter 1 – Letter of Intent	3
Chapter 2 – HCWS Background	5
Chapter 3 – Method of Approach	5
Summary	5
Service Yard	5
Rate Schedule	5
Transition Plan	6
Customer Service	8
Collection Vehicles	13
Cart and Container Descriptions	16
Chapter 4 – References	18
Additional Exhibits	19

Chapter 1 – Letter of Intent

Re: Solid Waste and Recycling Services Proposal

Hill Country Waste Solutions is pleased to submit this solid waste and recycling proposal to Johnson City for review.

- HCWS is unique; we are family owned, financially stable and take great pride in our solid reputation in providing a laser-like focus in excellence for each customer service experience.
- HCWS offers an unmatched commitment to customer service. When customers call HCWS, they will not be asked to navigate a lengthy automated menu. They will speak with a real person who knows their community and understands their needs.
- HCWS operates the newest, cleanest, and most highly maintained fleet of modern refuse collection vehicles in the Texas Hill Country.
- HCWS will deliver all new, clean, and modern refuse carts and containers to each resident and business in the City for a fresh, clean, and uniform appearance.
- HCWS will participate in educational ‘career day’ events at local schools, to provide the youth of the Johnson City community direction in future career decisions.
- HCWS will easily be able to fulfill a contract start date of June 1, 2022. Details are provided in the transition plan section.

Hill Country Waste Solutions is in a unique position to provide the Johnson City community a level and breadth of services that cannot be matched by any other service provider. We look forward to discussing with you in detail the items we have outlined in this proposal.

The following individuals are duly authorized to make representations for this proposal:

Karlis Ercums IV, President karlis4@hcwastesolutions.com

The above individuals may be contacted at our headquarters office located at 11737 US Hwy 281 N Spring Branch, TX 78070, or by telephone at (830) 885-5512.

Sincerely,

Karlis Ercums IV
President
Hill Country Waste Solutions
karlis4@hcwastesolutions.com
Cell: (281) 808-2287



Chapter 2 – HCWS Background

HCWS was founded in 2016 by our owners who recognized a need in the community they lived in for an independent solid waste and recycling hauling company that would provide a consistently high level of service to residences and businesses that the competitors in the area were just not doing. What began with one truck has organically grown into a company that now services almost 15,000 residential customers and performs almost 2,000 commercial services each week

Chapter 3 – Method of Approach

Summary

Proposed residential service method –

- Use Rear Load refuse vehicles to collect both trash and recycling in the city
- Recycling pickup shall be every other week
- Both services shall occur on the same day (Thursdays) to eliminate confusion and to keep the streets clear of carts most days of the week.
- All residential cart services shall be billed to the city monthly

Proposed commercial service method –

- Use Front load refuse vehicles to service all commercial businesses for trash and recycling where they need them
- All Commercial services shall be billed to the city monthly

Service Yard

The Service Yard will be our Corporate Headquarters which is located at 11737 US HWY 281 N Spring Branch, TX, 78070

Rate Schedule

The below rates are based on services outlined in the cities active contract.

Monthly Cart Rates	
Residential Trash	\$ 12.50
Residential EOW Recycling	\$ 4.07
Second Cart Rate	\$ 7.30
Commercial Cart Rate	\$ 16.50

Monthly Dumpster Rates	1x	2x	3x
2 YD	\$ 58	\$ 115	
3 YD	\$ 81	\$ 157	
4 YD	\$ 106	\$ 206	\$ 309
6 YD	\$ 162	\$ 313	\$ 470
8 YD	\$ 200	\$ 352	\$ 525

Transition Plan

The transition ‘hand-off’ from one hauler to a new hauler is a large concern for most communities. We understand this concern and we also know how to get it done *effectively*. The transition process requires excellent planning, great communication, and a local service provider like HCWS that has the resources, commitment, and knowledge to make a seamless transition.

The following will detail the roll-out plan for Johnson City:

<u>Task</u>	<u>2 months prior</u>	<u>1 months prior</u>	<u>2 weeks prior</u>	<u>Start Service</u>
Sign Contract	X			
Allocate Trucks	X			
Order Containers	X			
Transition Meeting with City	X			
Review Routes	X	X	X	
Input customers into database	X	X		
Notify customers		X		
Route Audits		X		
Train Drivers & Helpers		X		
Delivery of Carts to residents			X	
Commence Service				X
Bill Customers				X
Review and Audit Routes				X

Sign Contract

HCWS will work closely with the City immediately following a decision. HCWS will provide timely input and information to ensure the contract approval and signature process is expedited.

Allocate Trucks- HCWS preemptively ordered trucks summer of 2021, when the supply chain issues were starting to balloon. As a result, we have just taken delivery of a 2022 Peterbilt rear loader and have 2 more commercial front loaders as well as a smaller residential truck coming in the next 4-6 weeks. Meaning we will have all the equipment in place by April that we would need to service the city with.

Order Containers- HCWS currently has ample brand new Toter residential carts to be able to service the city with for trash and recycling and the timeline for getting brand new front load containers is currently sitting at three weeks.

Transition Meeting- Upon award of the contract, HCWS will schedule weekly meetings with the City management team, to ensure clear communication and that the transition remains on track to be smooth and successful.

Review Routes and Input Customers into Database- HCWS will use existing information provided by the City. All accounts will be input into our *TrashFlow* database system. Information keyed in will include

customer name, service address, billing address, contact phone and email, service code, and route day. Audits will be performed to ensure accuracy of all data entered. Should the city not have access to this data we will then conduct a manual survey via mail sent to every address in the city and in person visits with every commercial customer.

Notify Customers- Outreach materials will be sent to each resident. The materials will inform the customers on the transition, cart deliveries, service provided, as well as provide all HCWS contact information.

Route Audits- Prior to the start of services, HCWS will perform route audits and dry runs of the routes to ensure that drivers are familiar with routing and to work out any issues. A supervisor will follow and manage the routes for the first month to ensure quality of service and to increase routing efficiencies.

Train Drivers and Helpers- HCWS employs personnel who meet all DOT eligibility requirements, and who must pass training. All employee training consists of:

- Drug and Alcohol screening and related training
- Vehicle and Equipment Operation and Maintenance
- Customer Service and Notification procedure training
- Blood Born Pathogens awareness
- Sexual Harassment
- Workplace Violence
- DOT Hours of Service Restrictions
- Using Portable Fire Extinguishers
- Slips, Trips, and Falls Prevention

Receive Trucks and Carts- HCWS will require that all new equipment be delivered 30 days prior to start of service. This will ensure that equipment can be inventoried and inspected prior to start of service.

Delivery of carts and dumpsters to residents/businesses- HCWS will commence delivery of all waste carts and containers 2 weeks prior to start of services. Delivery will be made following established routes and all carts will be logged into a customer database account, ensuring cart serial numbers are on file for each resident.

Commence Service- HCWS will initiate service for all Johnson City residents and businesses on Friday, June 1, 2022. HCWS owners and managers will be on site throughout the day to ensure that all routes are running smoothly.

Billing- Upon starting service, HCWS will bill the City for June 2022 service. Billing options include mail, email, or both. Payment methods accepted are check, e-check, credit or debit card, or on-line payment. Auto pay account set-up is available.

Review and Audit Routes- Once services have commenced, HCWS will regularly audit the routes to ensure optimal collection efficiencies. HCWS will regularly communicate with the residents and City management regarding any changes to Johnson City service or routes.



Customer Service

Unlike many of the larger companies that utilize a distant call center using automated answering systems with endless, often frustrating options, HCWS will always answer every call to our Spring Branch office with a live, friendly team member. We feel that this is the best method for a successful customer experience.

Our customer service team consists of four specially trained CSR's, who function under our Dispatchers, who will be addressing customer inquiries, questions, and complaints during the transition as well as during the term of the agreement. All CSR's and staff members have had extensive training, which includes: system training, etiquette training, services offered, information, routing data, and partner system live training. Our goal is to handle all calls in one friendly and pleasurable transaction. Our office hours are 8:00 am – 4:30pm Monday thru Friday, with after- hours voice mail accessibility. All voice mail messages are returned promptly the next business day morning. In addition, customers may reach us at any time by emailing our office at: office@hcwastesolutions.com, filling out the "Contact Us" form on our website, or directly through their online account within our *TrashFlow* billing system. We believe our current office hours are ideal, as the last part of the day is usually very slow. In lieu of Saturday office hours we would instead like to propose that all businesses within the city be provided with *Robert Rigoulot* and *Brandon Brown's* cell phone numbers they can call if they need an emergency pickup.

All complaints will be promptly resolved to the best of our ability within 24 hours of when we receive and research the issue, and same day whenever possible. We are quickly able to assess the validity of missed pickup complaints for customers. Our first step is to open the customer's account in our system to see if the driver has even been there yet. As you can see in the below screen shot *Trashflow* account the time the driver was at a particular stop is recorded as well as whether it was "Picked Up" or "Trash Not Out". When the "Trash Not Out" selection is made the in-truck tablet then prompts the driver to take a picture. We can quickly view and email this image as documentation to the customer that we were in fact at their residence at a specific time. This data is populated in real time as the driver completes their route. We have also found this software to be extremely useful in enforcing trash limits. Before completing a stop

the driver has the option to take a photo, which we have used to document excessive amounts of trash. Below are a couple of screen shots under *Teleroute* of what the driver sees as they are working a route.

Should there be a discrepancy, or the driver marked a stop incorrectly we also have cameras in all our vehicles that record constantly while the units are on. The screenshot below *Samsara* is an example of the detailed tracking we can see. We can go to any point on that route and request the video footage to review what happened. It typically takes about 5 minutes to retrieve the footage from the onboard system.

Complaints that are minor in nature will be handled by the Dispatcher, who will log the complaint and the action taken to remedy, such as dispatching a driver or contacting a supervisor for further action needed. Billing questions and payment inquires will be handled by our CSRs who perform these functions day in and day out for all our current customers. Should damage occur to personal property we will review the footage and one our managers will come out to do a site visit and report back to Karlis IV with documentation and next step suggestions. HCWS can also email all Johnson City residents at once, in the event of a major event or service disruption.

We are proud to say that since our founding we have NEVER missed a service day for any reason other than Acts of God.

Customer Service Office:



Trashflow account:

Physical Address - Geocoded

Billing Address - Verified

Web Acct #:

Rates History Charge * Routes * Boxes * E.F.T.A * Notes * Misc. * Msgs * Map

Financial		Activity		Teleroute						
Date	Time	Action	Route/WO	Placement	Div	Img	Proced	User	Processed Note	Driver Note
12/03/21	6.11	Picked Up	70 - THURSDAY 101							
12/02/21	6.18	Picked Up	70 - THURSDAY 101							
11/26/21	6.25	Trash Not Out	70 - THURSDAY 101			Y				

Trash Cart up against the house

Teleroute Screenshots:

Routing

MESSAGING SERVICES

11011

PICKED UP OTHER

Rincon Auto Repair

Villa-Senor Tire & Auto Shop
Tire shop

Mi Familia Taco Shop
Tacos

Magical Blooms and Things
Florist

©2021 Google - Map data ©2021 Google

Routing MESSAGING SERVICES

11011

<p>1. 2017A MULLANE SCOTT 2000 PETERBILT 520 11011</p>	<p>PICKED UP</p> <p>OTHER</p> <p>Extras</p> <p>Take Picture</p> <p>Trash Not Out</p> <p>Bin Blocked</p> <p>Skip Stop</p> <p>Move After Prev Stop</p> <p>Note</p>
<p>1. 2017A MULLANE JAMES 2000 PETERBILT 520 11011</p>	
<p>1. 2017A MULLANE JAMES 2000 PETERBILT 520 11011</p>	
<p>1. 2017A MULLANE JAMES 2000 PETERBILT 520 11011</p>	
<p>1. 2017A MULLANE JAMES 2000 PETERBILT 520 11011</p>	

Samsara screenshots:

HC-26
2020 PETERBILT 520

Hill Country Waste Solutions
US Highway 281, 9.2 mi WNW Canyon Lake,
Comal County, TX, 78070
Dec 10, 2021 9:29 PM

Live Share

Sensors

Asset Stats

License Plate: 1M48665
VIN: 3BPD1K0XXLF108258

Diagnostics

Odometer: 80,984 mi
[View all 1 diagnostics](#)

Gateway

Map: Dec 10, 12:00 AM - Dec 10, 11:59 PM

Trip Timeline 2h 31m

11:01 AM 11:06 AM 11:08 AM 11:10 AM 11:12 AM 11:14 AM 11:16 AM 11:18 AM 11:20 AM 11:22 AM 11:24 AM

10 mph

11:04:13 AM CST

Latest Trip

- Trip Still Frequency**
We've increased the frequency of your CM31 and CM32 trip stills from a still being taken every five minutes to every two minutes.

Dec 10, 11:04 AM CST

Unassigned (Assign)

HC-28

Map Data ©2021 200 m Terms of Use

- 2087 Rustic Oak Lane, 9.9 mi N Timberwood Park, Comal County, TX, 78070
Dec 10, 1:36 PM CST (2h 31m)
- 647 Cactus Court, Anhalt, TX, 78070
Dec 10, 11:04 AM CST

AUTOMATIC SHAPSHOT

Retrieve Video

Rebecca Creek Elementary School Careers Day:



Collection Vehicles
Commercial Front Loader:



Residential Rear Loader:



Roll-Off:



Container Carrier:



Cart and Container Descriptions

1. Residential Carts – Our residential cart supplier is Toter Inc. They have a sandstone body with orange lids for trash and green lids for recycling our logo with phone number is hot stamped on the carts so it will never wear off.



2. Commercial Dumpsters – Our steel 6 and 8 YD dumpsters are manufactured by Wastequip, and our plastic 2, 3, and 4 YD dumpsters are manufactured by Toter Inc. - We are proposing using plastic dumpsters for all 2, 3 and 4 YD dumpsters they much quieter than steel dumpsters when they are dumped, cutting down on noise pollution significantly.
 - a. Steel Front Load Dumpster



b. Plastic Front Load dumpsters – Ours are olive brown in color



Chapter 4 – References

REFERENCES

- W.O.R.D. of Comal County
Mike Dussere (830) 907-2300 mike@wordcc.com
- U.S. Army Corps of Engineers
John Jacobs (830) 964-3341 john.w.jacobs@usace.army.mil
- Navarro Independent School District
Nancy York (830) 609-8838 nancy.york@nisd.us

Additional Exhibits

Extra Services-

An extra service we offer is temp bin rentals. For this we utilize our container carrier trucks and drop front load containers in residential driveways for them to fill up with general household trash. This is a very popular service in the area.

Future Plans-

HCWS has big plans for growth in the area and is currently working with an engineering firm designing a Municipal Solid Waste transfer station as well as roll off recycling facility that we will be building at our location in Spring Branch in the coming years. This facility will also be of tremendous benefit to the city as well, for simplified and cheaper disposal methods rather than waiting for drop off days or taking it to the landfill themselves.

Recycling-

We are firm believers in recycling and believe that it is the key to a sustainable future. We hope to one day operate a full-scale Material Recovery Facility in the area. Currently though we process cardboard into bales that we then sell to end markets. We also bale our damaged carts and can recycle them rather than simply taking them to the landfill like most companies do.



