



Change in Solid Waste & Recyclables Collection Contractor

The City of Delafield will have a new solid waste and recyclables collection contractor in 2023. The city's existing contract expires at the end of 2022 and Waste Management notified the city that they didn't intend to allow the auto renewal contract clause to extend the existing agreement. The city solicited proposals from four contractors including Johns Disposal Service, GFL Environmental, Waste Management, and LRS/Badgerland. Contractors were invited to submit proposals for automated roadside collection and up-the-drive collection. Each company gave a brief presentation of their proposals at the City Council meeting on October 17, 2022.

After reviewing the proposals, the City Council selected Johns Disposal Service as the city's new solid waste and recyclables collection contractor beginning on January 1, 2023.

FAQs

1. Why did the City Council select Johns Disposal Service?

The proposal from Johns was identified as the lowest cost proposal that provided an up-the-drive option for city residents. Neither Waste Management nor LRS/Badgerland provided an option for up-the-drive service. Johns also has an outstanding reputation in the area for providing excellent customer service and responsiveness.

2. What level of service will Johns Disposal Service be providing?

The standard service provided will be automated roadside collection that requires residents to wheel two 95-gallon carts (a brown cart for garbage and a green cart for recyclables) to the end of their driveway, where a collection truck will automatically grab, lift, dump, and place the carts back down.

Alternatively, residents can choose to pay \$239.40 per year (to be billed by, and paid directly to, Johns) to receive the premium up-the-drive level of service that they've received in the past. This is an optional subscription service.

3. Why did the city choose to switch to automated roadside collection as the standard level of service provided?

The city is fiscally constrained by state-mandated property tax levy limits. The lowest cost proposal received to continue with up-the-drive collection as the standard level of service provided would have

resulted in a budget increase of more than \$310,000 annually (more than a 50% increase over the 2022 garbage budget of \$607,000). This simply could not be accomplished within the city's state-mandated property tax levy limit without significantly reducing staffing and other service levels.

4. I remember that when the city was last faced with a new garbage contract back in 2015, a survey was conducted that showed residents overwhelmingly supported the retention of up-the-drive service over the cost savings associated with automated roadside collection. Why was this not considered this time?

The results of that survey were not as overwhelming as what some people are recollecting. The actual results were 118 survey respondents preferred to retain up-the-drive service even though it costs more, and 103 survey respondents preferred the cost savings associated with switching to automated roadside collection. The annual cost savings at that time were only approximately \$160,000 per year, as compared to the current cost differential of approximately \$310,000 annually.

In addition, in 2015 the city had no proposal that provided the compromised solution with the benefit of the cost savings associated with automated roadside collection combined with the availability of an optional up-the-drive collection subscription service.

5. Many municipalities that switch to automated collection reduce the frequency of the recycling collection to only once every two weeks. Will that be the case in the City of Delafield?

No. The city is sticking with weekly collection of both garbage and recyclables. This avoids confusion associated with residents trying to remember which week is just garbage collection and which week is both garbage and recyclables collection. It also may increase diversion of materials from landfills by as much as 6% to 9%, which is good for the environment and reduces the city's landfill cost exposure.

6. How do I sign-up for the optional premium up-the-drive subscription service?

Contact customer service representatives with Johns Disposal Service directly. The telephone number to call is (262) 473-4700. Please do not call the city to sign-up for the subscription up-the-drive service. The subscription service sign-up and billing will be handled directly by Johns Disposal Service.

7. How much does the up-the-drive subscription service cost?

The up-the-drive subscription service costs \$19.95 per month. Property owners are required to pay for a full year at a time, with a payment of \$239.40 for the year.

8. Is there any waiver of the up-the-drive subscription fee available for handicapped or disabled residents?

Yes. Johns will waive the fee for residents that are temporarily or permanently disabled by reason of a physical condition or medical problem and have nobody in their household or providing in-home assistance that is able to move the carts for them. This waiver is not available to someone that is elderly but able to move the carts.

In order to qualify for this waiver, a resident must submit a completed Walk-Up Service Request Form, which is available on the city website. For those that do not have access to the internet, a copy of the form can be obtained from City Hall. These forms are to be submitted to the city.

Part A of the form needs to be completed by the resident requesting the waiver and part B of the form must be completed by the resident's physician, certifying that the resident is unable to move the carts due to a physical condition or medical problem. The physician is also required to identify if the exemption is permanent or temporary. This form needs to be updated and resubmitted to the city every year to remain eligible for the waiver of the fee.

For those receiving this waiver, it is at Johns discretion whether to accommodate the resident with up-the-drive service (smaller cans) or walk-up service (still using the carts but driver will exit the automated vehicle and roll the carts back and forth).

9. What if I am a snowbird or do not live at my Delafield residence for a significant amount of time during the year for some other reason?

Residents that pay for up-the-drive service will be allowed to "turn their subscription off" one time per year and will receive a refund for the consecutive months that their subscription was "turned off." To do this, residents are required to call Johns Disposal Service at (262) 473-4700 prior to the start of turning their subscription off and notify them of the dates the subscription is to be turned off and turned back on.

As an example, if a resident goes to Florida for the months of January through March, they should contact Johns Disposal Service in December to ask for their subscription to be turned off for the months of January through March. They would then receive a refund for three months.

As mentioned previously, residents are only allowed to turn their subscription off for one period of time per year. So, if a resident knows that they will be away from their residence for multiple extended periods of time in a year, they would be best served by turning their subscription off for the longest period of time that they would be away. No refunds would be available for the other times that they are away.

Lastly, residents are only allowed to turn their subscription off for a period of time that is at least one full month in length.

10. I heard that the large automated collection trucks will be utilized to provide the up-the-drive subscription service. Is that true?

No, the up-the-drive subscription service will continue to be provided utilizing pick-up trucks, as it has been in the recent past.

11. I plan on utilizing the standard automated roadside collection but the 95-gallon carts for garbage and recyclables are so big. Is there a smaller alternative?

Yes, there is a 48-gallon cart alternative. However, Johns encourages residents to try the larger carts first before deciding to downsize. Despite the size, the carts are relatively easy to roll on their wheels and residents are limited to what they can fit in their carts. However, the smaller carts do sometimes make sense and are sufficient, especially for empty nesters. The large carts will initially be delivered to all residents. If after receiving the large carts you decide that you do want to switch to the smaller carts, simply call Johns Disposal Service at (262) 473-4700 and request that your carts be replaced with the smaller carts.

12. What if I cannot fit all my garbage in my garbage cart?

Residents are limited by what they can fit in the cart for weekly garbage disposal. For residents that regularly have more garbage than what a single cart can accommodate, additional garbage carts are available for a monthly charge. Residents should contact Johns Disposal Service at (262) 473-4700 if they want to request additional garbage carts. Residents will pay Johns Disposal Service directly for additional carts.

13. Is it possible for me to see the two different cart sizes to help determine which I would prefer?

Yes! Sample 95-gallon and 48-gallon garbage and recycling carts are on display in the City Hall Lobby, just outside of the library. These are expected to remain there for viewing until early January.

14. I plan on paying for the subscription up-the-drive service. What containers do I use?

You would continue to use your own personal garbage cans, which would still be restricted to being no larger than 32 gallons (typical garbage can size) and weighing not more than 50 pounds when filled.

For recyclables, Johns will provide you with a new 32-gallon can with their name/logo on it.

15. When will Johns Disposal Service be delivering the automated collection carts?

Initial delivery of the carts will begin as early as Thursday December 15 and is expected to be completed by Friday December 23.

16. What information will there be included with the carts that are delivered?

Johns will provide information with the carts that covers exactly where the automated carts are to be placed for collection, what can and cannot be disposed of in the garbage carts, what can and cannot be placed in the recycle carts, bulk item collection, subscription up-the-drive service sign-up, and contact information. Johns will also provide a collection calendar for the calendar year, identifying collection dates and any weeks with a delay in collection due to a holiday. This information is also provided on the city website.

17. What do I do with my existing blue recyclable can?

These cans are the property of Waste Management. Waste Management has indicated that they do intend on collecting the cans on December 27 and December 28, after servicing the city for the last time. Waste Management has asked that residents leave the can out after their final collection and that the pick-up may not occur until the day after their service day.

18. Will my collection day change?

Yes. If you utilize the standard automated roadside collection, your service day will be on Thursdays beginning in January, 2023. If you pay for the premium up-the-drive subscription service, your service day will be on Fridays beginning in January, 2023.

19. Will my collection day change during holiday weeks?

Sometimes. If the actual holiday falls on the weekend or on a weekday after the normal collection day, then there will be no delay and the collection will occur on the normal day. If the actual holiday falls on a

weekday prior to the normal collection day, then the collection day will be pushed back a day for that week. Please refer to the annual collection schedule provided by Johns for the holidays included and the weeks when the collection will be pushed back by a day.

20. What time do I have to have my garbage and recyclables out by to ensure that my pick-up is not missed?

Residents are encouraged to place their materials out the night before collection. The automated roadside collection will start as early as 6:00 am and the up-the-drive collection will start as early as 7:00 am. Residents must have their materials out by this time to ensure collection.

21. Is Christmas tree collection still included in the collection contract?

Yes, it is. Johns will schedule one pick-up day on a Saturday in early-to-mid January for this collection. For 2023, the collection day will be Saturday January 7. Residents should place their discarded Christmas tree at the edge of the road by Friday January 6 to ensure collection. This is a one time collection and the contractor will not be providing a second collection for those that miss the first one.

22. Is bulk pick-up still included in the contract?

Yes, residents can still call to schedule a special pick-up for bulk items. Pick-ups should be scheduled by calling Johns directly at (262) 473-4700. However, there will now be a \$95 per trip fee required for bulk pick-up. This is a per trip charge and not a per item charge, so multiple bulk items can be disposed of at once for the \$95 collection fee. The fee is paid directly to Johns. The information provided by Johns with the carts includes a partial list of items that can be included with bulk pick-up (this information is also available on the city website). For a comprehensive list, please visit www.johnsdisposal.com