



CITY OF JEFFERSON CITY

Interview & Questions | September 9, 2015



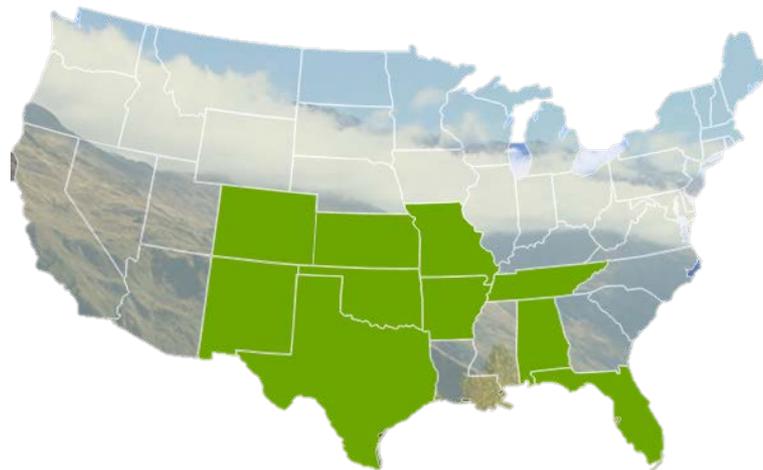
Keeping your community clean for generations to come...

WCA Waste Corporation



- Who we are:

- WCA is a vertically integrated solid waste management company providing waste collection, transfer, material processing and disposal services.
- We provide services to over half a million residential and commercial/ industrial customers with a team of more than 1,000 customer service orientated employees and a fleet over 850 vehicles.
- WCA is a diverse business, operating in ten states. Despite our size, WCA prides itself on its decentralized structure and its ability to provide the local understanding and personalized service of a much smaller business. WCA maintains a team of experienced, knowledgeable and caring people.

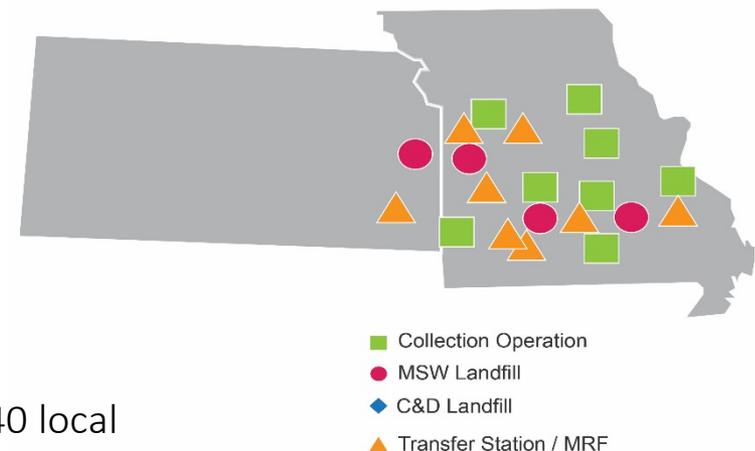


Operational Footprint in MO

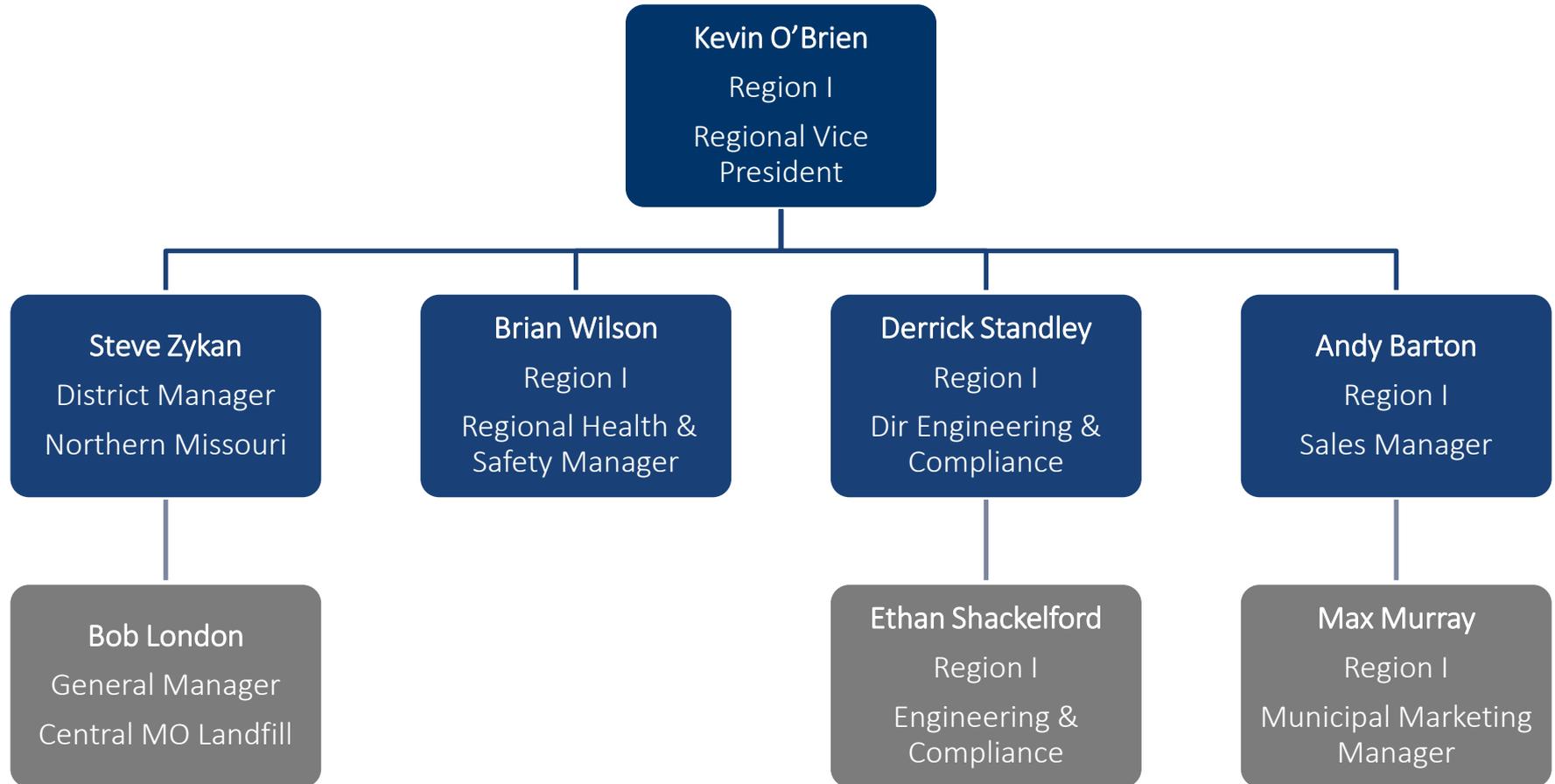


- We are a fully integrated company, staffed by local management who can react quickly to the changing resident behavior.
- Location
 - Founded in 2000
 - Regional headquarters in Springfield, MO
 - Corporate headquarters in Houston, TX
- Operations
 - 3 area landfills in Missouri
 - 7 transfer stations in Missouri
 - 8 hauling operations
 - Service 89 of Missouri's 114 counties and over 104,740 local customers including residents, commercial, and industrial clients.
- Team
 - Over 257 Missouri-based employees
 - 223 vehicles

Waste Corporation of Missouri, Inc.



Local Team



Municipal References



- WCA has extensive experience servicing large municipal contracts. We provide personalized service to meet the customized needs of our municipal customers.

Customer	Service	Annual Revenue
Alachua County, FL	Residential Trash Recycling Yard Waste Bulk	\$6,000,000
Gainesville, FL	Residential Trash Recycling Yard Waste Bulk	\$4,000,000
Deland, FL	Residential Trash Recycling Yard Waste Bulk	\$1,200,000
Webb City, MO	Residential Trash & Recycling Commercial Trash & Recycling	\$720,000
Neosho, MO	Residential Trash	\$369,000
Fort Leonard Wood, MO Residential Community	Residential Trash & Recycling	\$342,000

Trash & Recycling Service



- **Carts**

- WCA will offer three different sized polycarts for residential waste and recycling services. This customized menu of service will enable Jefferson City residents to select the size and price that best matches their need.
- Note: WCA has focused on utilizing 65 gallon size carts as the optimal size recycle cart with additional units being available upon residential request.

- **Recycling Participation**

- WCA will make every effort to increase recycle participation through education, updated service results, and customer communications.



Commercial Service



- **New Containers**

- WCA will purchase new state of the art compaction equipment for the City of Jefferson commercial or residential apartment customers that require this service.

- **Pricing**

- All cost for services will be determined by the pricing matrix submitted in the proposal or as adjusted per the review committee request.

2 YARD CONTAINER	Holds 10 - 15, 30 gallon bags	6'10"
4 YARD CONTAINER	Holds 20 - 25, 30 gallon bags	6'7"
6 YARD CONTAINER	Holds 35-40, 30 gallon bags Have easy access side doors	6'10"
8 YARD CONTAINER	Holds 50 +, 30 gallon bags Have easy access side doors	7'10"

Scan to see more!

- **Provide on-demand bulky item pick-up:**
 - WCA shall implement a standard pick-up of one bulky item per month per household at no additional charge
 - On-call services available at the customer's convenience unless they can be accommodated under the explanation for "free" services.
- **City-wide bulky item pick-up:**
 - WCA would propose to increase the one free annual City-wide bulky item event to a semi-annual affair at no charge.
 - Removal of one bulky item each month will decrease "unsightliness" of clean-ups and reduce hoarding.

- **Collection Fee**

- This is the actual fee that WCA charges to go to the customer's site and load the compactor onto the roll-off truck and haul it to the disposal site. Once the compactor is loaded onto the truck – the compactor is transported to the disposal site and dumped. Then the empty compactor is returned to the customer to begin filling the container again. This is referred to as the "Transportation cost."

- **Disposal Fee**

- This is the charge incurred for the actual disposal of the trash at a disposal site. The full trash truck is weighed on the scale as they are entering the disposal site. Once the load is dumped, the empty compactor and truck are again weighed to determine the tonnage of the trash. If the load weighed 10,000 pounds, that amount is converted to tons / 5 tons. Each compactor customer is charged the tonnage for the amount of trash that was disposed at the landfill or transfer station.



City Considerations



- **Residential**

- WCA has proposed the City of Jefferson retain the billing responsibilities for residential waste and recycle services and include same in monthly Utility Billing.
- WCA shall compensate the City **\$300,000** per year as stated in the RFP with monthly payments of \$25,000 to the City, assuming the full residential menu of waste and recycle service is implemented.

- **Commercial & Industrial**

- WCA would recommend the City add a 5% consideration to fees quoted for commercial waste and recycle services in an effort to recoup road and street maintenance fees.
- Commercial and industrial accounts are charged according to the amount of waste or recycle service they use and the frequency of service therefore each commercial establishment would be assessed the same percentage cost, but it would be based upon the amount of waste or recycle they utilize.

- **Total Estimated Impact: \$1.5M.**

- **Value-added service**
 - WCA is focused on providing customers with a premium service at the most affordable price.
 - WCA can guarantee many years of superior service with rates maintained below those currently in place.
- **Low escalation costs**
 - Annual price guarantees with yearly adjustments in compliance with specific Consumer Price Index based on recognized changes in Sewer, Water, and Trash indices.
 - Promote recycle initiatives to reduce waste fees as well as conserve natural resources
- **Reduced impacts on city roadways**
 - With use of current enhanced routing programs WCA, can focus on reducing repetitive traffic patterns to reduce road wear and tear as well as performing services in the most efficient manner.
 - With right sizing of containers WCA can reduce frequency of services rendered to not only reduce Customer cost but also to prevent unnecessary return trips for service.

Environmental Impact



- **Improved solid waste management**
 - Maintain compliance with all Local, State, and Federal regulations.
 - Provide waste disposal indemnification.
 - Maintain current, and continue improving, internal operations, policies and procedures.
 - Promote environmental responsibility, safety, and efficient transportation and disposal.
- **Increased recycling participation**
 - Recycling education.
 - Offer cost reductions through recycle opportunities (pay only for what you throw away).
 - Post and Publish informational reports detailing recycle achievements.
 - Continual reinforcement of recycle initiatives.
- **Promote fuel conservation**
 - Purchase new diesel trucks with state of the art emission systems.
 - Maximize routing efficiencies.

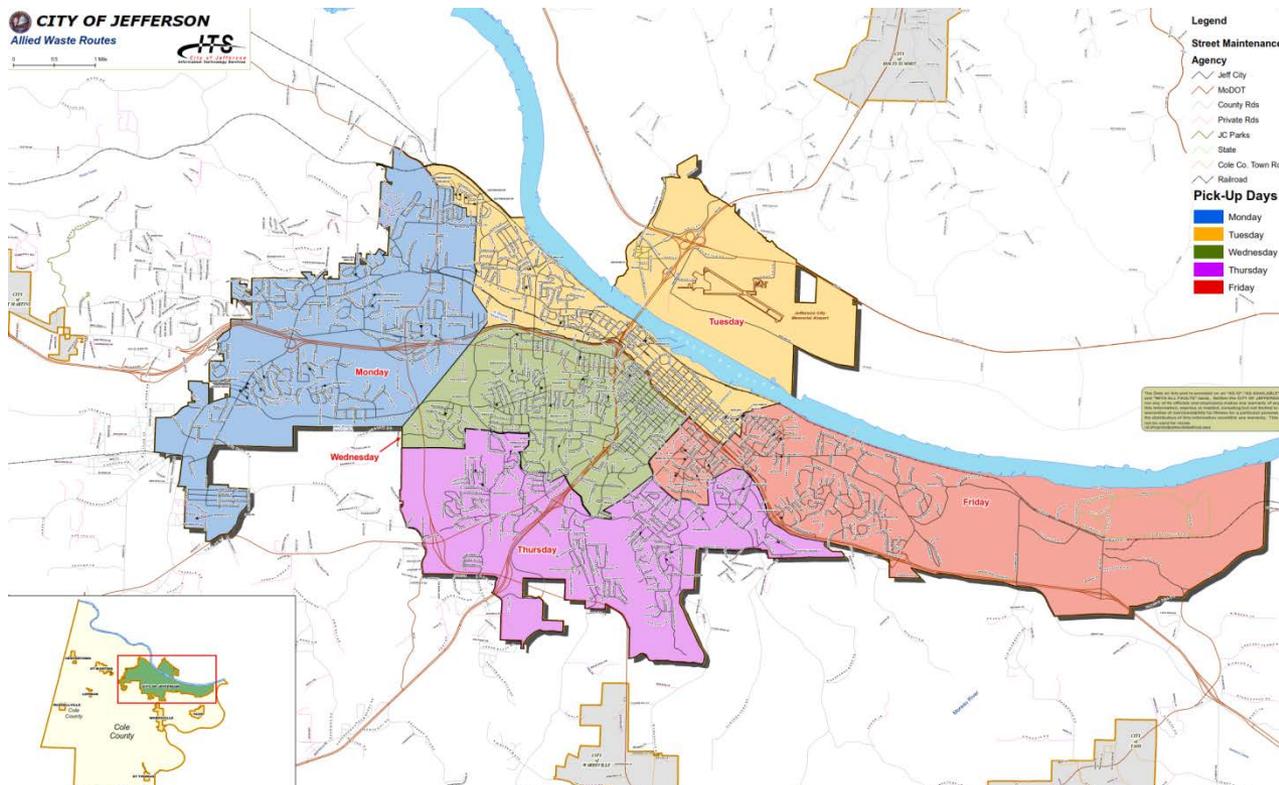
- **Improve safety**
 - WCA maintains a premiere Safety Plan.
 - Adherence to legal standards, driver training, monitoring, and coaching.
 - Route time maximization.
 - Maintain good neighbor relations.
 - Consistent service schedules.
- **Maximize efficiency**
 - Optimal routing.
 - State of the art equipment.
 - Operational Services.
 - Safety and training.
 - Optimal service, equipment size and frequency.

- **Improve equity and accountability**
 - WCA has developed a pricing matrix allowing residents or commercial entities to choose the cost and service that fills their needs.
 - With the City providing billing services, all pricing will be documented as being in compliance with the Municipal Contract.
- **Provide Volume Based Services**
 - WCA shall utilize a cost matrix based upon the amount of waste discarded for removal.
 - Optimize service to be performed (frequency of service).
 - Provide residential service levels based upon small, medium, or large cart usage.
- **Provide standardized collection methods**
 - Focus on the provision and use of residential carts.
 - Standardize size of recycle carts to increase and encourage recycle participation.

Route Impact



- WCA intends to mirror the existing service routes for residential service to create an easy transition process.



- **Reduce traffic, noise, and dust**
 - Right sizing and optimal routing .
 - New equipment operates at reduced rpm levels, reducing noise of operations.
 - Containers equipped with lids reduce litter and dust.
- **Clean streets**
 - Any spillage occurring during service is the responsibility of the waste driver to collect and discard.
- **Discourage hoarding and illegal dumping**
 - WCA drivers are debriefed each day after the day's route to identify any abnormalities
 - Excessive bulky items placed at the curbside without communication to remove them is to be reported to supervisors for resolution.
 - Public dumping is to be recorded and reported via route communication as quickly as possible to prevent an unsightly appearance.

Financial Impact



- **Fair & Reasonable Consideration & Prices**

- The City of Jefferson realized a considerable shortfall of \$928,854 over five years from their previous contract.
- Waste Corporation has built a \$300,000 annual consideration to the City of Jefferson into the fees for residential services, with planned monthly payments of \$25,000 to the city.
- WCA proposes fair and equitable charges commensurate with other Municipal communities throughout Missouri and to price indices.
- Waste Corporation has developed a service plan that allows customers to design their own service costs based upon the amount of waste they generate and / or recycle with fees in line with comparative communities, services and requirements.

FINANCIAL IMPACT



Customer Service



- **Accountability** – Improved, sustainable consideration to the City of Jefferson
- **Equipment** – New state of the art
- **Resources** – Financial backing, insurance, environmental protection
- **Safety** – First and foremost
- **Right pricing** – Customers can choose what they pay
- **Right sizing** – Customers pay only for what they need or use
- **Community Partnership** – Investing in promotion and expansion of recycle initiatives , insuring City considerations are fully funded and documented.

WCA is excited for the opportunity to build a partnership with the City of Jefferson and would be proud to serve our State's Capitol. We have the financial backing and necessary resources to provide unparalleled services to your Community.