

## PRESS RELEASE: UPDATE ON CITY TRASH AND RECYCLING SERVICES CONTRACT TRANSITION

### **Trash Service and the need to bid.**

As mandated by the City's Codified Ordinances Chapters 933 and 935 the City of Kent is required to competitively bid contracts and to provide trash and recycling services to the residents of Kent. This bidding process must occur for any contract in which the services to be provided will cost more than \$50,000.00.

The City of Kent last bid for trash in 2011 and recycling in 2005. The contract prices for trash have not changed since the bid in 2011. The recycling prices started at \$2.25 and was lowered in 2013 down to \$2.21. Both of these contracts had expired and were bid out earlier this year.

The City of Kent staff discussed bidding options with Council and then proceeded to bid a base bid of the existing contract services with several options including recycling. The hopes of this bid was to streamline the process and ensure complete bids for both trash and recycling. After the bid opening and a lengthy, well thought out discussion by Council on the various options bid, it was determined that the City of Kent would continue to offer 5 levels of trash service and combine recycling with the trash contract. This was approved by Council on May 16, 2018.

### **The City of Kent offers the following base trash services:**

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|------------------------------|--|
| Minimum Generator Service:   | Also known as "Buy the Bag Service" This allow residents to purchase a 10 pack of bags and place the bag out on garbage day. The bags are 30 gallon bags. The cost of the bags includes the disposal of trash. Bulk items are extra and defined with a cost. |
| 30 gallon Generator Service: | This choice allows residents the ability to have a 30 gallon container / service that is picked up weekly. Bulk items are extra and defined with a cost.   |
| 60 gallon Generator Service: | This choice allows residents the ability to have a 60 gallon container / service that is picked up weekly. Bulk items are extra and defined with a cost.   |
| 95 gallon Generator Service: | This choice allows residents the ability to have a 90 gallon container / service that is picked up weekly. Bulk items are extra and defined with a cost.   |
| Unlimited service:           | This choice allows residents the ability to have an unlimited amount of trash. Bulk items are included in this price. (Unlimited service can be the resident's cans or ones can be supplied by the hauler – these are 95 gallon containers at no charge.)    |



### **Recycling charge prior to new contract.**

Prior to this contract recycling was attached to your utility bill. This was done as the City of Kent staff assisted Portage County with the billing process and collection of fees. This process was changed to shift personnel time and costs from the City to the contractor.

Therefore you will see a change on your sewer and water bills where the solid waste fee will be lowered by removing the existing charge for recycling from your bill.

Republic has contracted with Portage County to continue the service of recycling, and Republic will include the billing for recycling on your new trash bill.

Most of this information was reported in the Record Courier back in May and was also noted in the summer edition of the Tree City Bulletin, in hopes that the City would be able to explain the process to our residents and all would be prepared to make the changes.

### **Follow up and moving forward.**

Unfortunately, the transition has not gone as smooth as we would have liked and we regret the confusion and mishaps that have occurred.

Over the course of the last 2 weeks City staff have been working with Republic Services to implement measures to make the conversion of the contract more customer friendly. The City and Republic are committed to make this transition work. Republic has reported that they have continued to work with their call center to ensure prompt and accurate information is being transmitted to the residents of Kent as they follow up and continue to establish their service. Republic reports that 85% of Kent residents have called to confirm their service levels but if you have not contacted Republic to ensure the service level of trash that you wish to receive, please do so by September 17, 2018.

Republic also reported that they will continue to work with all residents as they receive their new bills to ensure they are receiving the right service level requested and the right cost associated with such service is charged. Finally, Republic has assured the City that they will not impose late fees during this transition and through the end of November.

Republic also informed the City that residents can sign up for and establish a direct link to Republic by visiting their web site and clicking on "My Account" and setting up an account with Republic, or you can download their mobile app called "My Resource" and set up an account in order to have direct access of your account through your mobile device. Both of these options require you to establish these links using your account number on your trash bill. After establishing this account with Republic you will be able to verify your service, see a current bill, report trash that has not been picked up and correspond directly with staff at Republic. This will be a helpful tool for all residents.

Again both parties acknowledge the issues that have caused confusion and are determined to work together to make this transition less burdensome to our residents and customers. Please be assured that we are working diligently on clarifying the issues and addressing the misunderstandings regarding service, service levels, and recycling. We have received a commitment from Republic to address all issues and to work out all problems in the next 60 days.

We appreciate the patience and understanding of the residents of Kent as we continue to work through these issues.