

CALL TO ORDER @ 6:00 pm/PLEDGE OF ALLEGIANCE/ROLL CALL: Andres, Connolly, Karow, Knoll present representing Twin Lakes. Gehring, Halvey, Kaskin, and Stoll present representing Town of Randall. Bower, Fitzgerald, Fox, and Skinner absent. Village Administrator Jennifer Frederick and Clerk Laura Roesslein also present. Trustee Connolly presiding.

i. Discussion and actions relating to the 2017-2020 Refuse/Recycling RFP and Contract

The joint committee asked that the three lowest bidders come to this meeting. The three lowest bidders were invited to give a brief summary of each of their proposals. Jim Leszczynski stated that Advanced Disposal will be switching to the Muskego facility for the Village of Twin Lakes and Town of Randall. Leszczynski stated that this location would be best for the location as well as the setup, being only 45 minutes away. Customer service will now run out of the Muskego location. There is still the option for a one-time change. They will continue to offer the three special events per year. The Randall spring clean-up day will also be included. There will also be no charge to have the e-recycling bin to be placed in Twin Lakes. The collection days would remain the same. The major change would be with bulk pickup. This would be an automated pick up where the residents call Advanced Disposal directly and schedule a bulk pickup. The pickup would then happen once a month. Bob Stolp asked about the recycling credit and how it works. Leszczynski stated that the recycling credit costs \$57 per ton charge, and then the Village is credited back 90% of the solid materials. There is a current market rate is from the yellow worksheet on Advanced's website. Gehring asked who determines the routes for refuse and recycling. Leszczynski stated that these routes are set up at the hauling facility. They typically leave at 6:30 a.m. Gehring stated that there had been complaints where residents had known that their refuse/recycling pickup was early in the morning. However, a few months later, their pickup time was consistently pushed back to a pickup time later in the afternoon. Leszczynski stated that the drivers were to not determine the route. Leszczynski said that this change was most likely due to trucks breaking down that day. Frederick asked if the change to the Muskego facility would provide new drivers, new customer service people, and new managers. Leszczynski confirmed that Advanced would have all new people working with Twin Lakes and Randall.

Dan Jongetjes from John's Disposal stated that his grandfather is John, and that his dad and uncle are the owners. Jongetjes stated that John's serves 56 municipalities in the state of Wisconsin. They currently serve the Town of Salem, Bristol, and Paddock Lake. There are two call center locations. The call center is located in Whitewater, and the hauling facility to service Twin Lakes would be in Franksville. Jongetjes stated that, if a missed refuse or recycling location is called in by noon, the driver will go back and pick it up that day. If the missed toter is called in after noon, Johns will send a driver out the next day to service that location. Jongetjes stated that refuse would be picked up every week, and recycling would be every other week. In the proposal, Jongetjes also quoted a price that allows for every week recycling pickup. Jongetjes stated that the recycling grant is based off of market value. He said that a municipality has never paid for recycling. Jongetjes also stated that the Town Hall and Village Hall are included. This is a three-year agreement. Stoll asked Jongetjes how the transfer of toters would work, if the Village and Town switched from Advanced Disposal to either Johns or Groot. Jongetjes stated that Johns delivers the toters on the same day that Advanced were to have their last collection. Jongetjes stated that there is an informational packet for recycling dates and what can and can't be recycled, and that there would be no cost to the residents in the changeover. Andres asked about if Johns was considering changing over to CNG rather than diesel. Johns responded that they are looking into CNG, but they are still running diesel at this time. Jongetjes stated that bulk pickup would be set up as once a month. Karow asked if there is extra trash or recycling next to the bin, if Johns would pick that up in addition to the toters. He also questioned whether the drivers are restricted to only picking up the trash/recycling that is placed in the bins. Jongetjes described that all extra recycling would be picked up, but no extra refuse outside of a toter.

Josh Molnar, Groot Industries, stated that Groot is a family owned and operated company that services 55 municipal customers. Most of their work is in northeast Illinois. The division that would be servicing Twin Lakes and Randall would be located in Round Lake Park, Illinois. Molnar stated that this contract would be very similar to other communities that they service. Molnar indicated that there would be a weekly on-site supervisor. Groot is very familiar with a changeover from one waste hauler to another. Groot offers amenities such as online bill pay, paperless bill pay, and auto pay for

customers. Groot would work to maintain the same service schedule. Groot was the first hauler in the Midwest to implement CNG hauler trucks. Groot stated that there would be the ability for weekly bulk pickup. Groot encouraged the Village to consider extending the contract to a five-year term. Molnar stated that this would be able to give the Village a better economy of scale. Molnar encouraged the Village Board to contact their previous and current municipalities to know how they work well with a transition and the satisfaction level of their services. Frederick mentioned that Groot's proposal stated that there would not be e-recycle pickup offered for the Village of Twin Lakes. Groot would be open to providing an e-recycle dumpster as part of the contract. Frederick asked if Groot currently has any Wisconsin municipal contracts in Wisconsin. Molnar responded that the only Wisconsin customers that Groot has are not under municipal contract. Karow asked if any extra refuse or recycling would be picked up if it was outside of the toters. Molnar stated that the refuse program that was proposed to the Village and Town is a limited program. Molnar stated that this type of program incentivizes residents to take a closer look at what they are throwing away and what could be recycled. Molnar stated that for the recycling program any extra recyclable materials on the side of the toters will always be taken. Karow questioned whether a resident could get a smaller container and if that would be provided. Groot would keep the same prices for everyone with the 95 gal toters, and then people could request the smaller containers at the 95 gallon rate.

Stoll stated that the Town of Randall has not had the problems that the Village of Twin Lakes has. Stoll believes that this may be the case because the Town does not receive the calls from residents directly. Andres and Gehring agreed that service and communication could be better. Kaskin stated that phone calls were the biggest complaint, and that no one calls them back. Knoll stated that there have been multiple occasions where Advanced Disposal did not pick up his refuse and recycling. Knoll also stated that a driver has told him that the refuse and recycling materials go to the same place and were dumped into the same truck. Leszczynski agreed that the driver could have had better communication. Also, the route could have been better, so that everything was brought to Fort Atkinson, and then transferred to other locations. Leszczynski also stated that Advanced Disposal tries to respond and resolve all issues within 24 hours. Leszczynski stated that Muskego will have four full-time employees at the call center, including four route managers and two dispatchers with two truck drivers. Frederick asked why the proposed price for Advanced Disposal is lower for each of the following years as compared to the price that the Village is currently paying. Leszczynski stated that the reason for the price difference is because of not needing to purchase new carts. The landfill that will be utilized will be owned and operated by Advanced Disposal, utilizing CNG vehicles to lower costs.

Stoll asked if RFP pricing would be honored should Randall and Twin Lakes select different companies. John's Disposal and Groot stated that they would be able to honor the pricing if the two separated. Advanced Disposal stated that they would need to check with the company and get back to the respective municipalities.

Connolly stated that there have been multiple problems with Advanced Disposal over the past three years. These problems range from missed pickups and not receiving calls back. Frederick inquired about who would be the equivalent to Jason Johnson after this changeover. Advanced Disposal stated that Jason would be in charge of contract changes. Connolly read from a memo that was prepared by the Village of Twin Lakes staff. "We finally got the CEO's cell phone number and through discussions with him, we were able to get a few matters resolved. It took months to work up the chain of changing employees to finally get someone to take our concerns seriously. Yet no improvements to service have been made since our discussions with the CEO."

Ron Peterson, 9060 356th Ave, Randall, asked if there is a one year contract option for the Village and Town with the perspective refuse and recycling contract. Frederick pointed out that for the refuse and recycling companies three year contracts are typical and have a better economy of scale. The companies would also need more than one year to recoup initial costs of purchasing carts. Frederick also mentioned that due to dissatisfaction of services the Village tried to break their contract one year early. Advanced Disposal refused to terminate the contract early.

Karow brought up that per the arrangement between the Village of Twin Lakes and Advanced Disposal, all complaints must go through Village Hall so that staff is aware of all issues. Karow also read from the Village of Twin Lakes memo that Randall resident complaints go directly to Advanced Disposal. Town of Randall staff is possibly unable to gauge satisfaction levels of residents.

Andres pointed out that she only knows what she has been told by Village staff, and her personal experience. Andres's experience has not been favorable. It took three recycling cycles to pick up a cart that was missed in her neighborhood.

Stoll noticed that when looking at the bid proposals there is about a 10% difference between the lowest bidder and the next highest. Stoll asked what the value of the service aspect of the contract is, and that he likes the idea of the three year contract because it keeps the service provider focused. Karow disagreed because a long term contract could provide more stability and better economy of scale for the Village and Town. Groot noted that in some of their client's contracts they have clauses where if specific service standards are not met the municipality has the ability to end the contract early. Advanced Disposal echoed Groot in that Advanced would be able write these terms into any potential contract as well. Frederick indicated that service standards would be difficult to quantify and write in a contract. Knoll indicated he and Trustee Connolly are in the same neighborhood, and that Connolly's totes are always picked up and Knoll's are missed on a consistent basis. Frederick asked Clerk Laura Roesslein to count the pages of missed refuse and recycling notes from Village Hall. Roesslein counted sixteen pages with approximately ten complaints on each page.

Frederick asked about how the recycling rebate is administered. John's Disposal detailed that an audit is done with the material to find the tonnage amount and the rebate is then calculated off the yellow sheet percentages.. Advanced Disposal, echoed this statement. Knoll asked if Advanced Disposal has separate refuse and recycling trucks. Advanced Disposal noted that their trucks have two separate compartments for refuse and recycling. Groot stated that the recycling rebate is not written in the proposal provided tonight, but he would be able to look into it further if the Village or Town were to choose Groot Industries.

Frederick asked if there is a consensus from the two boards as to a company to award a refuse and recycling contract to. Connolly would rather look into more detail with the other Village Board members, and make a decision at the next Village Board meeting. The Town of Randall will also make their decision at their next meeting, which is scheduled later this month at their budget meeting.

Karow asked about the need for the recycling rebate. Karow noted that if the Village and Town chose either Advanced or John's around \$12,000 a year would be returned to the Village and Town. Karow questioned as to how this \$12,000 should be accounted for when choosing a company. Frederick revealed that when the RFP was written the recycling rebate was questioned because one-hundred percent of the refuse and recycling cost is paid by the residents on their tax bill. The rebate is used by the Village to offset the cost of administrating the refuse and recycling contract.

Connolly stated that he would like the three Board members that are not present to help make the decision. Stoll agreed that the Town of Randall needs to discuss further and decide at the next Town Board meeting. Frederick asked the bidders to confirm with her as to if their rates would remain the same if the Village and Town decide on different companies.

Motion by Connolly, Andres, Carried, to adjourn at 7:50pm.

Laura Roesslein
Village Clerk

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