

City of Montgomery, Texas

Solid Waste Proposal

July 21, 2021

SUBMITTED BY

Waste Management of Texas Inc.

2749 N Loop 336 East

Conroe, TX 77301

CONTACT

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Public Sector Solutions Manager

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WM
WASTE MANAGEMENT

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July 21, 2021

Richard Tramm
City Administrator
City of Montgomery
P.O. Box 708
Montgomery, Texas 77356

Dear Mr. Tramm:

WASTE MANAGEMENT CONROE HAULING (Waste Management) is pleased to present the following to the CITY OF MONTGOMERY for a renewal proposal. As a Waste Management customer, you are at the center of how we work. We value your safety, your time, your ability to impact the environment positively, and your business, which is why we provide personalized solutions with services that are designed around your needs. Waste Management works with communities of all sizes across North America, and we use this vast experience to set a higher standard for our services and drive continuous improvement in our operations. With Waste Management as your partner, you can expect:



The best value for your community: When choosing a provider for your community's waste needs, value is more than just the bottom line. Value to your residents & staff is about what they get for the money they pay. With Waste Management you will receive best-in-class service from an experienced team that is laser-focused on delivering quality, on-time, reliable service at the best price possible. It is our job to think about waste and develop sustainable, environmentally friendly solutions that exceed your expectations. We will provide you with a carefree experience from day one through the entire term of the Agreement.



A partner that does things the right way, every day: Waste management are highly regulated operations with the potential for significant adverse environmental impacts if not handled properly. Waste Management is not simply a garbage collection company; we have comprehensive, safety-focused solutions to manage almost all types of waste. We own and operate our own materials recovery facilities, organics processing facilities, and state-of-the-art landfills. As a leader in environmental solutions, we give you peace of mind that your materials will be managed in full compliance with all local, state, and national regulations, including applicable Occupational Safety and Health Administration (OSHA) requirements. Our holistic approach to managing waste and caring for our partners means that you will not have to worry about your waste program because our people go above and beyond to serve and solve every challenge the right way, every day.



Dedication to your goals because your priorities are our priority: Providing a service that is safe and on time and leaves a clean city when we leave each service Thank you for the opportunity to participate in your selection of an environmental services partner. We are eager to earn your business, and our team is dedicated to going above and beyond to deliver best-in-class service for your community. Please do not hesitate to contact me with any questions.

Sincerely,

Terry

Terry R Woodson, Public Sector Solutions Manager

twoodson@wm.com, 713-202-1334

Putting the CITY OF MONTGOMERY First

Waste Management is your partner for environmental service and solutions whose people go above and beyond to serve and solve every challenge **the right way**.

As the industry-leader, it is our responsibility to set the bar for the way waste solutions should be provided. With our headquarters in Houston, Texas and a vast network of local operations, we serve nearly 20 million commercial, residential, municipal, and industrial customers throughout the United States and Canada. We will use our extensive experience and best practices that we have developed during our 14 years of serving city and create customized solutions for your community that make managing waste an effortless experience for you.

Our team of approximately 43,700 men and women are dedicated to running our extensive network of operations the right way, every day. Our infrastructure includes:

- 252 Active solid waste landfill disposal sites
- 5 Hazardous waste landfill sites
- 130 Beneficial-use landfill gas projects
- 102 Material recovery facilities, including 44 single stream recycling facilities
- 314 Transfer stations
- 40 Organics processing facilities

Delivering an Exceptional Customer Service Experience for MONTGOMERY's Residents, Businesses and Staff.

The CITY OF MONTGOMERY residents, businesses and staff will have many options for how and when they interact with Waste Management. Our dedicated Customer Experience Team will support each residents, businesses and staff by managing every phone call, email, and online customer service interaction with unparalleled professionalism. All our customer service representatives (CSRs) have extensive training and readily accessible access to Montgomery-specific resources and service information. Our CSRs are empowered to resolve customer concerns during the first contact. Our goal is to make every interaction with Waste Management convenient and simple for our customers.

Our state-of-the-art call centers across North America include integrated operating systems so they can act as backups for each other if ever needed. This redundancy will provide MONTGOMERY assurance that your resident and staff's inquiries will be answered when they contact us, even in the wake of natural disasters or emergency situations.

Also, MONTGOMERY can always count on reaching Terry R Woodson, Public Sector Solutions Manager on her mobile phone, 713-202-1334, in the case of an emergency.

Serving the CITY OF MONTGOMERY with Integrated, State-of-the-Art Technologies

When it comes to providing seamless service for community includes, we are pushing past industry standards by utilizing state-of-the-art onboard technology in all our trucks. Our fleet that will be used to service MONTGOMERY is equipped with our onboard computing system (OCS), which enhances communication between our drivers, operations, and customer service teams. OCS replaced paper route books with an electronic, interactive route management solution. Each day, drivers see all assigned stops and service tickets on their onboard computers. Our operations and dispatch teams can update a driver's route remotely and in near real-time based on the productivity of each route, incoming customer requests, and local traffic considerations so that all routes are completed each day as scheduled. As drivers

Delivering High-Value Services for MONTGOMERY at Reasonable Rates

Current Service

Residential

- 1 x week Collection Trash 96-Gal Cart (WM Provides)
- 1 x week Collection Recycling 96-Gal cart (WM Provides)
- Additional Carts available for a fee
- Weekly Bulk collection 2 items

Commercial

Commercial Small business

- 1 x week Collection Trash 96-Gal Cart (WM provides)
- 1 x week Collection Recycling 96-Gal cart (WM Provides)

AT YOUR DOOR

- Special Collection of Household Hazardous Materials
- On Call Service

- Quarterly Cleanup Roll offs (2)**
- City Facilities Commercial services**

Proposed Services and Rates:

Residential Services

- 1 x week Collection Trash 96-Gal Cart (WM Provides)
- 1 x week Collection Recycling 96-Gal cart (WM Provides)

Additional Carts available for a fee

Weekly Bulk collection 2 items

\$ 20.64 per Trash/Recycling Cart/Month

\$ 8.00 per Extra Trash Cart/Month

Limit 4 carts

Commercial Hand Load Services

- 1 x week Collection Trash 96-Gal Cart (WM provides)
 - 1 x week Collection Recycling 96-Gal cart (WM Provides)
- (NOTHING OUTSIDE the CART WILL BE ALLOWED)

\$ 25.64 per Trash/Recycling Cart/Month

\$ 8.00 per Extra Cart/Month

Limit 4 carts

Waste Management is requesting a 3-year extension to the current contract term with 2-year extension.



THE RIGHT WAY

- The relationships we create with customers.
- The proactive solutions we offer.
- How we serve our communities.
- Every safety measure we take.
- Every stop on every route.
- Disposing of every piece of waste the right way.
- Innovating for a more sustainable tomorrow.
- How we work together and treat each other.

Waste Management will redefine what you expect from an environmental services provider. We lead by doing things **the right way, every day.**