



City of Tualatin

Update and Review – Spring 2021

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Service Facts: City of Tualatin

We have 20 drivers servicing Tualatin

Drivers are at the curbs of 5,374 Tualatin homes each month

There were approximately 963,366 containers picked up in 2020

We have 19 CNG collection vehicles serving City of Tualatin

In 2020, Republic collected approximately 43,962.32 tons of material for recovery and disposal:

- Residential tons – 11,300.48
- Commercial tons – 10,014.63
- Industrial tons – 22,647.22

2021 Legislative Update: Bills to Track

SB 14 Establishes product stewardship for plastic packaging and plastic food serviceware

SB 582 Directs DEQ to make recommendations to modernize Oregon's recycling system

SB 57 modifies fees for disposal of hazardous waste

SB 46 redefines radioactive waste

SB 570 Establishes product stewardship program for mattresses

SB 581 Prohibits sale of products that make deceptive or misleading claims about recycling

HB 2395 modifies definition of 'recycled paper checkout bag' to include bags that contain non-wood renewable fiber

HB 2955 Extended producer responsibility for household hazardous waste

Franchise

Oregon Revised Statute (ORS) Chapter 459

- Establishes City authority to enter into solid waste franchise agreements.
- DEQ and Counties delegated waste stream authority

Tualatin's Solid Waste Franchise

- 5-year rolling term
- 3% franchise fee paid to the City
- Monthly update meetings with City Staff
- Annual service reviews
- Council has authority to adjust rates from time to time

Customer Service: Tualatin Summary

Customer Group	Number of Lifts	Reported Complaints	% of Total	Average per month
Residential	944,142	40	0.004%	3.33
Commercial	191,386	6	0.003%	0.50
Industrial	7,668	8	0.104%	0.67

Customer Service Update: The complaints in 2020 have primarily centered around service level modifications and missed residential pick-ups. While all the issues were resolved as soon as possible, we are working to constantly improve our drivers' skills and effectiveness. We strive every day to deliver the best quality customer service experience, not only within our industry, but within our community.

Woodburn and Corvallis Call Centers

Both locations employ **17** full-time customer service representative

Call wait times averaged **12** seconds

Customer Service: Tualatin Compliments

Julie: “Your customer service agent was able to update my auto pay quickly and was very knowledgeable.”

John: “You brought some Arizona sunshine to my rainy Oregon weather. Great customer service.”

Ouida: “Working with Saysha was quick and easy.”

Nelly: “Wanted to let you know that our driver is a 10 out of 10!”

Tualatin Organics Update



2020 Wildfires

Gave 57 team members \$100 gift cards to help with unexpected expenses

Spent just over \$10,000 in lodging for those staff members that were evacuated from/lost their homes

Procured \$4,500 in additional PPE for crews working through the situation



2021 Ice Storm

At the peak, we had **109 coworkers** without power

-Six employees and their families had to stay in hotels

Provided **\$2,700** in lodging expenses to employees forced to evacuate

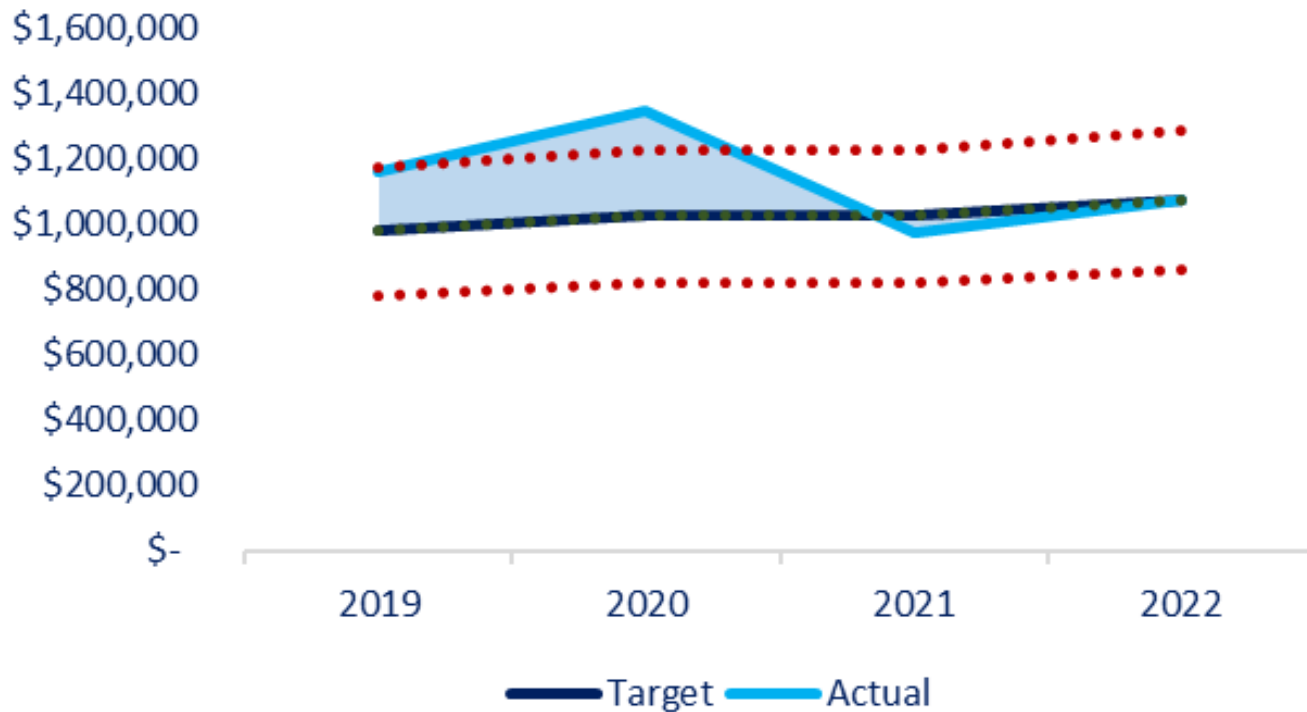
Provided **\$4,200** for meal assistance

Procured **generators** for some after power had returned for most

Hauled more than **112 tons** of storm debris

Statement of Income

January 1, 2022, Requested Adjustment of 4.6%
Profit Compared to Acceptable Profitability Range (8%-12%)



*Chart notes are in the Council Packet

Statement of Income

4Y Financials	2019	2020	% Δ	2021	% Δ	2022	% Δ
	2Y Actuals			2Y Forecasted			
Revenue	9,765,280	10,240,786	4.9%	10,240,786	0.0%	10,711,862	4.6%
Cost of Operations	7,958,563	8,253,877	3.7%	8,615,060	4.4%	8,974,580	4.2%
Gross Profit	1,806,717	1,986,909	10.0%	1,625,725	-18.2%	1,737,282	6.9%
Sales, General and Administrative	650,275	643,399	-1.1%	652,920	1.5%	662,655	1.5%
Operating Income	1,156,442	1,343,509	16.2%	972,806	-27.6%	1,074,628	10.5%
<i>Op Income as a % of Revenue</i>	<i>11.8%</i>	<i>13.1%</i>		<i>9.5%</i>		<i>10.0%</i>	
Income Taxes	330,742	384,244	16.2%	283,767	-26.1%	399,439	40.8%
Net Income	825,699	959,266	16.2%	689,038	-28.2%	675,189	-2.0%
<i>Net Income as a % of Revenue</i>	<i>8.5%</i>	<i>9.4%</i>		<i>6.7%</i>		<i>6.3%</i>	

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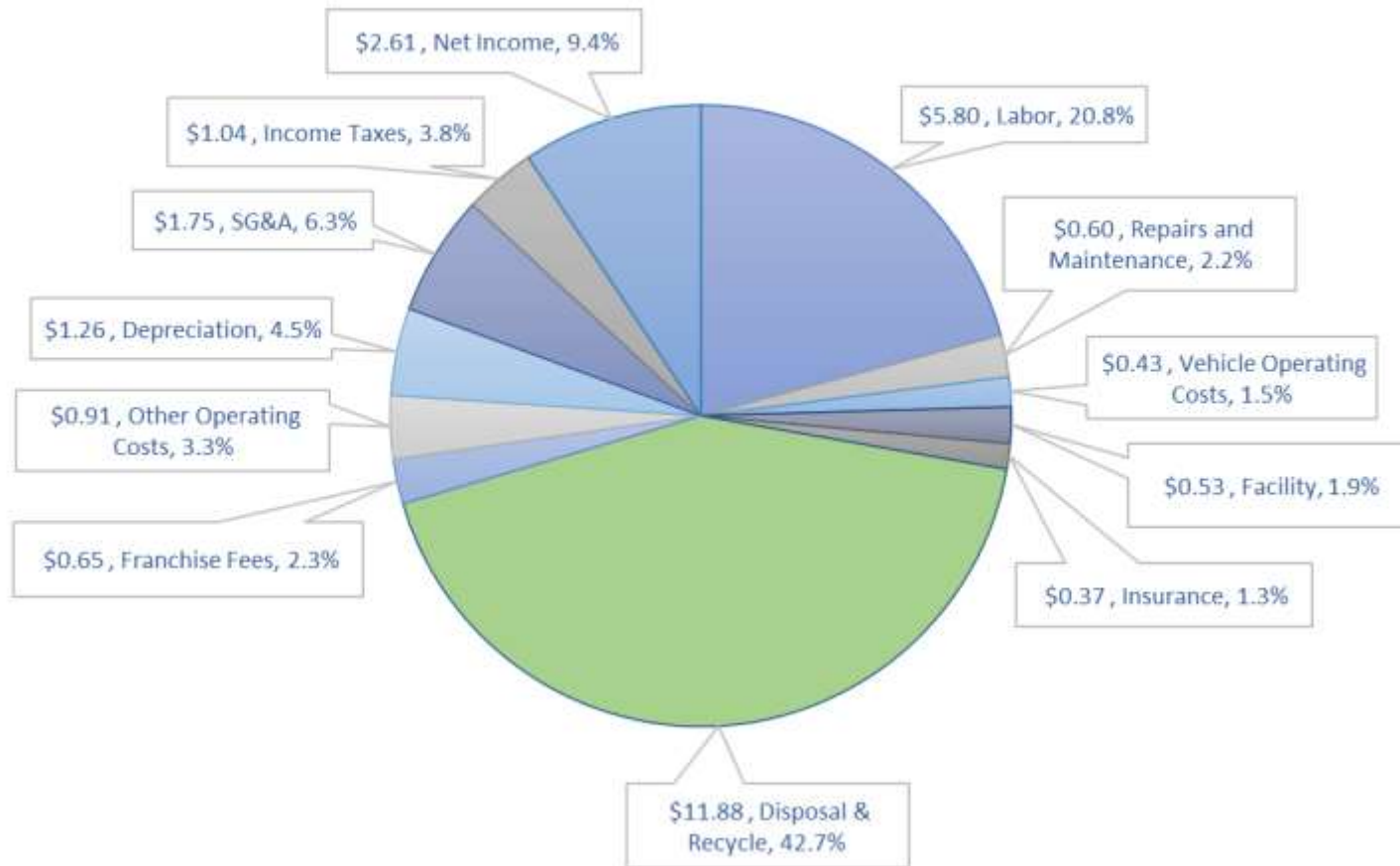
Income Statement: Schedule of Expenses

4Y Financials	2019	2020	% Δ	2021	% Δ	2022	% Δ
	2Y Actuals			2Y Forecasted			
<i>Cost of Operations</i>							
Labor	1,932,984	2,133,906	10.4%	2,181,919	2.3%	2,231,012	2.3%
Repairs and Maintenance	240,969	221,344	-8.1%	221,344	0.0%	221,344	0.0%
Vehicle Operating Costs	204,437	158,172	-22.6%	197,716	25.0%	197,716	0.0%
Facility	187,208	194,265	3.8%	194,265	0.0%	194,265	0.0%
Insurance	125,292	134,858	7.6%	134,858	0.0%	134,858	0.0%
Disposal & Recycle	4,314,649	4,370,713	1.3%	4,649,255	6.4%	4,945,549	6.4%
Franchise Fees	227,434	238,967	5.1%	238,967	0.0%	238,967	0.0%
Other Operating Costs	294,667	336,513	14.2%	336,513	0.0%	336,513	0.0%
Depreciation	430,923	465,140	7.9%	465,140	0.0%	465,140	0.0%
Cost of Operations	7,958,563	8,253,877	3.7%	8,619,976	4.4%	8,965,363	4.0%
<i>Sales, General and Administrative</i>							
Salaries and Coporate Overhead	431,391	423,138	-1.9%	432,658	2.3%	442,393	2.3%
Other SG&A Expenses	211,674	214,500	1.3%	214,500	0.0%	214,500	0.0%
Bad Debt Expense	7,210	5,761	-20.1%	5,761	0.0%	5,761	0.0%
Sales, General, and Administrative	650,275	643,399	-1.1%	652,920	1.5%	662,655	1.5%

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Expense Breakdown

What does my monthly payment go towards?
(based on 35-gallon customer rate)



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Current and Proposed Rates

	Current	Proposed	% Δ	\$ Δ
Residential				
20 gallon	\$23.86	\$24.96	4.6%	\$1.10
35 gallon	\$27.84	\$29.12	4.6%	\$1.28
65 gallon	\$37.12	\$38.83	4.6%	\$1.71
Commercial				
35 gallon	\$25.26	\$26.42	4.6%	\$1.16
65 gallon	\$34.04	\$35.61	4.6%	\$1.57
90 gallon	\$41.72	\$43.64	4.6%	\$1.92
1 yard	\$108.27	\$113.25	4.6%	\$4.98
1.5 yard	\$137.26	\$143.57	4.6%	\$6.31
2 yard	\$181.21	\$189.55	4.6%	\$8.34
3 yard	\$252.89	\$264.52	4.6%	\$11.63
4 yard	\$320.75	\$335.50	4.6%	\$14.75
6 yard	\$452.32	\$473.13	4.6%	\$20.81
8 yard	\$567.71	\$593.82	4.6%	\$26.11
Industrial				
10 yard	\$125.17	\$130.93	4.6%	\$5.76
20 yard	\$125.17	\$130.93	4.6%	\$5.76
30 yard	\$149.33	\$156.20	4.6%	\$6.87
40 yard	\$181.25	\$189.59	4.6%	\$8.34



Presentation created by Travis Comfort, Municipal Contract Administrator

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