

Review Committee Commission Report

SUBJECT: Recommendation for Residential Collection Franchising

DATE: January 8, 2024

PURPOSE: This report provides the Mayor and Commission with a recommendation from the Legislative Review Committee concerning residential solid waste collection franchising.

HISTORY:

1. On June 7, 1994, the Mayor and Commission (M&C) approved a volume-based Solid Waste fee system (Pay-As-You-Throw).
2. On September 11, 1995, the M&C approved pay-as-you-throw (PAYT) for customers in the General Services District.
3. On September 26, 2000, Solid Waste staff recommended enhancing non-exclusive franchises after a review of Solid Waste Operations.
4. In January 2009, the Mayor appointed seventeen residents, as well as Commissioners Girtz and Lowry as co-chairs, to serve on the Solid Waste Task Force to review the 2008 staff proposed solid waste reduction strategies and make additional and/or alternative waste reduction recommendations.
5. On November 3, 2010, based on the work of the Solid Waste Task Force, the Mayor and Commission adopted the following community solid waste diversion goals:
 - 40% by 2015;
 - 60% by 2018; and
 - 75% by 2020.

Additionally, the Mayor and Commission approved a timeline for implementation of changes to the Unified Government's solid waste management programs and adopted a moratorium on new franchised solid waste haulers for one year while additional waste management changes were considered.

6. On October 4, 2011, the volume-based solid waste fee system was modified for General Service District (GSD) residents to add 20/25 gallon container and rate differentials.
7. On October 4, 2011, the M&C approved the Waste Minimization Fee (WMF which are fees levied upon solid waste service providers that have been granted exclusive or semi-

exclusive rights to provide solid waste collection (including recycling collection) services within a given area.

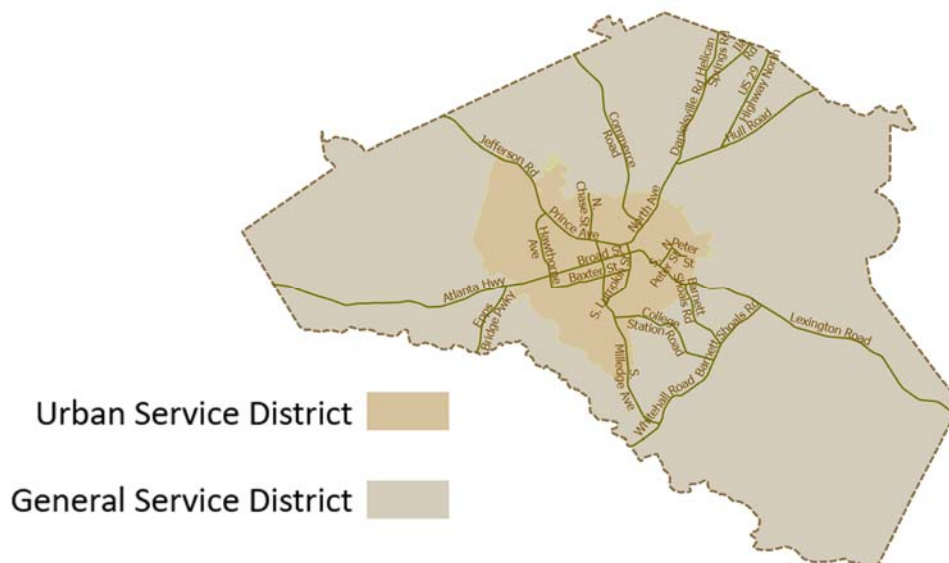
8. On November 1, 2011, the M&C extended the moratorium on new franchised solid waste haulers for an additional year.
9. On June 14, 2012, the Solid Waste Department staff met with the franchised haulers and discussed proposed waste reduction options including a proposed cap on the number of authorized haulers in Athens-Clarke County. The haulers all supported the Concept of a cap on the number of haulers
10. On November 7, 2012, the M&C adopted the Franchised Solid Waste Hauler Cap Ordinance.
11. In August 2019, Solid Waste staff shared a presentation at a M&C Work Session on Solid Waste Collection Zones.
12. Between August – September 2019, Solid Waste staff held four community input meetings and conducted a community input survey to obtain feedback on customer service in Solid Waste. A total of 1,153 survey responses were received.
13. On June 15, 2021, M&C adopted the FY22 Operating and Capital Budget, which included \$36,000 for camera systems for an Illegal Dumping Prevention and Surveillance Program.
14. In September 2022, the Mayor assigned the topic of franchising to the Solid Waste Advisory Commission.
15. On August 16, 2023, the Solid Waste Advisory Commission approved a recommendation to move forward with franchising residential hauling/collection. The recommendation discussed the need for a consultant to design a plan to convert to franchised/zoned hauling and provided an overview of a recommended structure (**Attachment #3**).
16. On May 7, 2024, Mayor Girtz assigned to the Legislative Review Committee (LRC) the topic, “Solid Waste residential collection zone or franchise approach.”
17. On June 12, 2024, the staff provided an introduction and overview of current solid waste residential collection and recommendations from the Solid Waste Advisory Commission regarding franchising to the LRC. The Committee requested staff share the results from the survey conducted in 2019, and they requested information from other jurisdictions as well as documents from unification.
18. On August 8, 2024, the LRC continued discussion on residential collection franchising. Staff shared findings from a comparative analysis (**Attachment #4**). The Committee also

reviewed a summary of the 2019 Solid Waste customer service survey. The LRC discussed moving the topic forward to the full Mayor and Commission, as it is a community topic that could potentially benefit from public awareness and input through the agenda cycle, and having it included as a work session presentation. Staff requested an additional meeting to allow for a consultant to provide a basic cost estimate to provide more detail for consideration. The Committee agreed.

19. On September 11, 2024, Solid Waste staff shared updates to the comparative analysis regarding which communities owned their own landfills. Staff also provided an overview of some basic cost analysis provided by Atlantic Coast Consulting (**Attachment #6**). The Committee expressed support for having five total franchise zones, with one zone serviced by the Solid Waste Department, and interest in exploring incorporation of a low-income fee reduction, similar to Columbus.
20. On October 3, 2024, the LRC reviewed a draft work session presentation on Residential Franchising and provided feedback to staff. The Committee unanimously approved to move the work session presentation and summary of recommendations to the full Mayor and Commission for review.

FACTS & ISSUES:

1. Athens-Clarke County is divided into the Urban Service District (old City limits) and the General Service District (old County unincorporated area).



2. Residential units in the Urban Service District are required to have backyard or curbside solid waste collection provided by the ACCGov Solid Waste Department. There are approximately 10,006 residential customers in the Urban Service District.

3. Residences in the General Service District are serviced through a modified open-market system, which allows residents to select one of the five residential permitted haulers. As there is no requirement for residences in the General Service District to receive backyard or curbside trash or recycling service, these residences can also elect to self-haul their trash to the Landfill.
4. There are five private haulers that are permitted to operate in the General Service District:
 - AAA Sanitation;
 - Curbside Services;
 - Johnson and Son;
 - Republic; and
 - Waste Pro.
5. While previously referred to as “franchising”, Athens-Clarke County currently operates under non-exclusive franchises (permits) in the General Service District. With exclusive franchises, one (or more) hauler has exclusive operating rights per area/zone and must meet certain solid waste standards. Services are specified and priced in a contract with the municipality, and the franchised hauler(s) act as an agent(s) of the municipality.
6. Potential benefits of franchising residential collection include:
 - Solid Waste Service Equity: Consistency between Urban Service District residents (required to have trash service) and General Service District residents (not required to have trash service – same level of service and consistent rates for the entire community;
 - Enhanced Level of Service at a Reduced or Similar Cost;
 - Reduced Frequency of Trucks from Multiple Haulers in Neighborhoods: Environmental benefits including reduction in greenhouse gas emissions, leakage, road wear, and traffic;
 - Extended Life of the Landfill: Waste reduction goals (higher landfill diversion rates) and potential for expanded waste reduction services;
 - Reduction in Illegal Dumping and Litter;
 - Ensuring a Standard Level of Customer Service from Private Haulers: Accountability measures dictated through RFP/contracts; and
 - Public Health and Safety: Addresses concerns with self-haulers stockpiling trash attracting vectors.
7. Approximately, \$900,000 is spent annually in Athens-Clarke County to clean up illegal dump sites/litter. The Illegal Dumping Prevention and Surveillance Program was initiated in 2021 to combat the rise in illegal dumping in Athens. Since March 2023, over 225 violations have been forwarded to Code Enforcement for a citation, with an average fine of \$300.

8. Staff researched six other jurisdictions to learn more about their trash and recycling collection. Jurisdictions surveyed were Columbus Consolidated, City of Greenville, City of Rome, Macon-Bibb, City of Savannah, and Augusta-Richmond. The comparative analysis (**Attachment #4**) showed that other jurisdictions had rates up to 45% cheaper with enhance/additional services provided.
9. Current Solid Waste Collection rates in the Urban Service District:

Roll Cart(s) Number & Size	Average Number of Trash Bags	Average Number of People per household	Monthly Fee for Curbside and /or ADA Service	Monthly Fee for Backyard Service
1—20 gallon	1	1	\$22.00	\$52.00
1 – 32 gallon	3	2	\$25.00	\$55.00
1—64 gallon	5	3	\$30.75	\$60.75
1—96 gallon	7	4	\$40.00	\$70.00
2—64 gallons	10	5-7	\$52.75	\$82.75
1—64 + 1—96 gallon	12	8-10	\$71.50	\$101.50
2—96 gallons	14	11+	\$75.00	\$105.00
Downtown Apartments	Eco- Stations	4	\$42.90	
Vacant Household	If the home is vacant and the water is turned on, the monthly service fee is \$19.00 per month. To qualify for this level, there is no water consumption.			

10. Current Customers and Rates in the General Service District as reported by private haulers:

HAULER	ACCOUNTS	MONTHLY RATES	
AAA Sanitation	5,412	\$15, \$16.66,\$20.83 ,\$34.50	Recycling: 18 gal. bin - add \$3.00/month; 96 gal. bin - add \$6.00/month
Curbside Services	3,254	\$22, \$25, \$30, \$39	Recycling: 20 gal. bin included w/ trash; 2nd 20 gal bin +\$5.00/month - 2nd 64 gal bin +\$15.00/month - 2nd 96 gal bin +\$20.00/month
Johnson & Son	170	\$10, \$15, \$20, \$26	Recycling: add \$6.00 per month
Republic	2,392	\$13.33, \$14.67, \$17.60, \$22.88	Recycling: 95 gal bin add \$1.00 per month (every other week Pickup)
Waste Pro	7,249	\$18.10, \$19.91, \$23.90, \$31.06	Recycling: 18 gal. bin - add \$3.00/month; 64 gal. bin - add \$5.00/month

11. In 2019, Solid Waste conducted a customer service survey. A total of 1,153 responses were received. Of the responses, 31% used a private hauler for trash collection. 7% of respondents self-hauled trash and recycling. 73% of respondents that were customers of private haulers rated the overall quality of service to be excellent or good. A summary of free-text comments also collected are provided in **Attachment #6**.

12. The Recommendation for Franchising includes the following:

- a. Hire Consultant (construct RFP, resolve HOA legal issues, create contracts for haulers and general administration for franchising; cost approximately \$100,000);
- b. Franchise zones: 5 total zones;
 - o RFP to solicit for franchisees for 4 zones

- One zone to be served by Solid Waste Department
- Mandatory residential collection service – no self-hauling;
 - Exceptions for clean up or bulky items
- Incorporation of a low-income fee reduction (similar to Columbus); and
- Consideration of incorporation of other services into franchises:
 - Containerized leaf & limb
 - Food scraps
 - Bulky Waste.

13. If the resolution is adopted, below is a tentative timeline for implementation:

- a. February 2025: Procure consultant to assist in developing Request for Proposals for franchisees and to provide expertise for ordinance and contract development;
- b. May/June 2025: Budget & Strategic Analysis staff to assist in mapping potential zones;
- c. July 2025: M&C vote on adoption of residential collection ordinances;
- d. July/August 2025: RFP released
- e. December/January 2026: M&C vote to award franchisees for each zone;
- f. January- March 2026: Contracting for selected franchised haulers (insurance verification, contracts executed);
- g. January – May 2026: Resident education on franchising / requirements, roll-cart arranging, consistent stickering; and
- h. August – September 2026: Launch of franchising.

The industry estimate to roll-out franchising is 2-3 years.

RECOMMENDATIONS:

The Legislative Review Committee recommends adoption of the attached resolution (**Attachments #1**) and adoption of the associated budget ordinance (**Attachment #2**) to allocate up to \$100,000 of funding for a consultant to assist in developing the Request for Proposals, associated ordinances, and franchise contracts.



Carol Myers, Chair
Legislative Review Committee

Date: 10/11/2024

ATTACHMENTS:

Attachment #1: Resolution – Will be added prior to Voting Meeting

Attachment #2: Budget Ordinance

Attachment #3: Solid Waste Advisory Commission Recommendation
Attachment #4: Comparative Analysis
Attachment #5: Basic Cost Analysis
Attachment #6: 2019 Customer Service Survey Summary

Background: Residential Solid Waste Hauling in Athens-Clarke County

Athens-Clarke County (ACC) is divided into the Urban Service District (old City limits) and the General Service District (old County unincorporated area). ACCGov Solid Waste Department provides backyard and curbside collection services to all residents in the Urban Service District (USD). Each resident is required to use the service, and residential self-hauling is not permitted in the USD.

The General Service District (GSD) is serviced through a modified open-market system. Annually, ACCGov issues permits for a certain number of haulers to operate in Athens-Clarke County. Currently, there are five residential haulers permitted to operate in the GSD. The current permitted haulers are:

- AAA Sanitation,
- Curbside Services,
- Johnson and Son,
- Republic and
- Waste Pro.

Residents in the GSD are not required to have a trash service; self-hauling is permitted.

NOTE: Although ACCGov has called the GSD system a franchised system it is not a true franchise. True franchised markets have the rates for specific solid waste services provided by a select number of haulers set through a Request for Proposals process controlled by a local government.

In reviewing the current challenges, there are three potential alternatives:

- Keep current modified open-market system in GSD
- Expand ACCGov Solid Waste Department Service Area
- Institute True Franchise Agreements (Zoned Hauling)

Current GSD System

Services in the GSD is a modified open-market system with five permitted haulers allowed to service residents.

What is going well with the current GSD system?

- Open market systems allow the customer to hire/fire their collection hauler at their discretion
- Competitive Rates
- Self-Hauling (customer perspective not staff)
- Spreads service liability (staffing shortages, equipment downtime/lead times) across all vendors

What are the challenges with the current GSD system?

- Excess fees for container delivery and other services (lack of transparent pricing)
- Poor customer service (collection inconsistencies) with some haulers
- Poor recycling rates
- Lack of regular bulky waste collection

Recommendation from Solid Waste Advisory Commission - Attachment #3

- Lack of reporting about inconsistent or poor customer service
- ACCGov lacks ability through ordinance/policy/procedure to address poor service
- Residents who complain are disappointed and frustrated to hear we cannot help
- No control over self-hauling leads to increased illegal dumping and inefficiencies at the landfill that are inconsistent with USD
- Multiple providers in and out of the same neighborhoods – resulting in road wear on infrastructure, increase in safety concerns, and increase in noise and air pollution
- Incomplete provision of variable-rate pricing options
- Improperly labeled roll-carts, making it difficult for ACCGov Code Enforcement Division to take action when necessary
- Mixed messaging and outreach from varied haulers creates customer confusion
- Increased work load for ACCGov staff responding to, and documenting citizen complaints about haulers

The current modified open-market system has been ineffective in:

- Controlling additional fees for container delivery and retrieval, fuel, and other ancillary charges
- Controlling collection rates (large haulers offering really low rates to bait customers, that nearly lock customers into service with them into the future by charging high ancillary charges)
- Ensuring service excellence
- Offering multiple levels of service, and meeting local waste reduction goals as defined by county ordinance

Alternatives to the Current GSD System

Expand ACCGov Solid Waste Department Service

Opportunities

- Consistent customer service and messaging in both the USD and GSD
- Some latent capacity with current fleet
- Environmental benefits – reduction in greenhouse gas emissions, litter, leakage, road wear, traffic
- Waste Reduction Goals (higher landfill diversion rates); potential for expanded waste reduction services
- More effective recycling education

Challenges

- Rates (often higher due to equitable pay and better benefits for ACCGov staff)
- Capital Costs for Additional Truck Purchases
- Operational costs for additional staffing (drivers and administrative billing staff)
- Difficult to do with self-hauling allowed in GSD (inconsistent customer base)
- Some public perception/rejection of eliminating resident choice in selecting their vendor
- How to select and prioritize future service areas
- How to scale assimilation of future service areas

Institute True Franchise Agreements (Zoned Hauling)

A true franchise waste collection system allows a municipality to sign agreement(s) with one or more waste haulers to provide waste collection services to residents. Under these agreements, waste haulers would abide by specific service standards, rate control measures, waste diversion and reporting requirements through an RFP process. *NOTE: ACCGov could do this through zoned franchises that retain the current authorized haulers.*

Opportunities

- Consistent service and messaging in both the USD and GSD
- Environmental benefits - reduction in greenhouse gas emissions, litter, leakage, road wear, traffic; municipalities can require franchised haulers to add more clean-fuel trucks too
- Waste Reduction Goals (higher landfill diversion rates); potential for expanded waste reduction services
- Accountability measures dictated through RFP/Contracts

Challenges

- Not an open market
- Difficult to do with self-hauling allowed in GSD (inconsistent customer base)
- Some public perception/rejection of eliminating resident choice in selecting their vendor

Request

In September 2022, the Mayor and Commission assigned this topic to Solid Waste Advisory Commission to further vet relative solid waste collection approaches and recommend action to the M&C.

Solid Waste Advisory Commission Recommended Action

On August 16, 2023, the Solid Waste Advisory Commission (SWAC) approved moving forward with franchising residential hauling/collection. SWAC discussed the need for a consultant to design a plan to convert to franchised/zoned hauling. Additionally, SWAC suggested structure, potential challenges and opportunities for a consultant to research for SWAC and ACCGov.

Recommended Structure

- SWAC recommends retaining current haulers, if legally possible. Current haulers include: AAA Sanitation, ACCGov, Curbside Services, Johnson and Son, Republic and Waste Pro. SWAC would like each hauler to receive a zone based on their customer numbers on the most recent quarterly reporting form provided to ACCGov. Current residential self-haulers will be divided between haulers based on current customer base by appropriate percent of total of reported data.
- SWAC recommends that all customers considered residential customers per ACC Code will no longer be allowed to self-haul trash.
- SWAC recommends containerized weekly trash and recycling collection.
- SWAC recommends ending the Pay-As-You-Throw program, use only 64 or 96 gallon containers/roll-carts for trash and recycling service.

Recommendation from Solid Waste Advisory Commission - Attachment #3

- SWAC recommends that ACC Solid Waste Department Billing Office provides billing in conjunction with Public Utilities (through the water bill) for all residential customers.
- SWAC recommends that overflow trash is only allowed if paid for and stickered appropriately. Material must be bagged.
- SWAC recommends researching and possibly implementing a bulky waste program for all residential customers through the general fund.
- SWAC recommends researching leaf and limb containerized collection weekly or bi-monthly by each franchised hauler or collection weekly by a single hauler.
 - Leaf and Limb 96 gallon container (brown container)
- SWAC recommends making recycling optional not mandatory.
- SWAC recommends compliance/accountability for private haulers – per day fee for missed garbage or recycling or similar based on consultant information.
- SWAC recommends customer Service through each individual hauler. What all does “customer service entail” to be reviewed by consultant.

Challenges for Consultant

- SWAC recognizes that the franchised haulers must abide by truck requirements in the current permitting process, policy and ordinance; this will be an issue for one of the current haulers.
- SWAC wants a plan for roll-cart swap – how to clean, sticker and move all roll-carts when the franchise begins.
- SWAC wants to understand how to construct/calculate new rates.
 - How/Who pays RDS of Virginia for processing recyclables?
 - How/Who pays for recycling contamination?
 - What is the ACCGov administration fee?
 - Suggested Container Delivery Fee, Swap-out fee and Cart cleaning fee
 - Suggested Missed collection fee - to go back to collect from resident. Suggested fee goes directly to hauler – fee collected over the phone through credit card by hauler.
 - Make recycling cost transparent in the bill.

Further Items to Explore by Consultant

- Should all roll-carts be the same? Would be ideal to have all the same but costly capital expense.
- HOA contracts – how to handle?
- All haulers required to use Samsara or other routing/customer service software/program. Is this common?

	Households Served	How trash/rec collected	Rate per month	Size of Can	General or Enterprise Fund?	Recycling?	Backyard Service	Landfill Info	Recycling Info	Notes	
Columbus Consolidated <i>James Mang</i> , Collection Div Mngr 706-225-4680 (office) 706-304-7361 (cell)	56,500	PUBLIC In the process of switching from Readloader to Automated Side Loader.	\$18.00/month includes weekly curbside trash, recycling, yard waste, and bulky (all residents are required to have service)	95 trash/95 recycling	Enterprise	Not required. Single Stream. 40% voluntary participation. Taken to a sustainability center and then sent to a private MRF	Handicap backyard collection offered at no add't cost. Must requalify annually. Supervisor visits the residence to requalify and fill out paperwork. Must sign waiver for staff to go on property for collection.	Columbus owns the landfill. Trash collected by Solid Waste is accepted for free. Citizens can bring material for \$42.50/ton	Columbus owns a Recycling materials processing facility, currently operated as a transfere station as they work to hire a new vendor to process material. No processing fees charges to resident.	In order to attract drivers, the starting salary increased from \$16/hr to \$21.60/hr Uses inmate labor for leaf and limb collection	Offers reduce garbage fee for low income residents - see Municode under Sec. 13-169.1.(2)
Greenville, SC Jeff Hammond, SW Superintendant 864-467-8935	17,000	PUBLIC Automated side loaders and Knucklebooms	\$18.00/month includes weekly trash, recycling, bulky, yard waste, and street sweeping	95 trash 95 recycling - Customer may add an add't 95 trash for 1-time fee of \$60	Enterprise	Voluntary- Single Stream; Material Taken to Pratt MRF	Referred to as "Exception" Service - renew annually - must submit a Dr's not - No add't charge	Trash collected by City is taken to landfill owned by Republic Services, even though Greenville County owns a landfill (both MSW and C&D). Process 1,400/tons a day.	Single stream Recycling collected is handled by Pratt.		
Augusta-Richmond Becky Padgett - 706-821-1079	67,000	PRIVATE Contracted with private - does not have fleet	\$320.50 annually/billed on tax bill for 96 gal trash& recycling \$240.38 annually/billed on tax bill for 32 gal trash & recycling - provides garbage, recycling, bulky, and yard waste weekly collection	\$320.50-96 gal \$240.38-32 gal	Enterprise	Voluntary	Included	Augusta-Richmond owns their landfill. Charges are based on weight: 0 1 ton - \$40.30 1-2 tons - \$36.30 2-4 tons - \$ 33.30 Over 4 tons - \$30.30	Augusta-Richmond is getting out of recycling. Previously trasfered to Senoco in Columiba, SC. Because of high contamination rates, and \$80/ton processing fees, it is cheaper to take material to the landfill.	County is divided into three zones (1,2,3) and bids received for each Zone. Recent bids have come in too high, so they continue to renew initial 2014 contract #311 call center takes all customer calls, which is then forwarded to one of three contract specialist, who then contacts the contractor. Three (3) route supervisors each check the daily route in their assigned zone.	Has gone through multiple SW Directors during the last 10 years. Finally moved Solid Waste into Engineering & Environmental Services. Dr. Hamed Malek, Director During consolidation process, Hephzibah and Blythe opted out of consolidation.
City of Rome, GA (Floyd County does not offer trash service) Rhonda Krinke, Operations Coordinator 706-236-4580	35,000	PUBLIC Rear loaders with workers off back	\$10.28/month for 64 gal trash, 64 gal recycling, 96 gal yard waste, bulky \$16.48/month for 94 gal trash, 64 gal recycling, 96 gal yard waste, bulky	64 gal or 96 gal	General	Voluntary	Yes for trash and recycling. Take customer at their word. No Doctor excuse needed on file. Yard waste must be at curb for all customers.	The MSW landfill is jointly owned by City and County. Disposal rate of \$32/ton.	Single Stream. Floyd County owns the recycling materials processing facility. City takes collected materials there for free.	Inmate laborer utilized from work release program; bulky waste "Junk" truck (boom truck) goes around every 4-6 weeks for larger bulky pickup (up to 500 lbs/4 cubic yards) Call-in to schedule is preferred. \$175.00-\$350.00.	Residential collection - M, Tu, Th, Fri. Wednesday is day for commercial collection.

Solid Waste Services Comparative Analysis 09.2024


	Households Served	How trash/rec collected	Rate per month	Size of Can	General or Enterprise Fund?	Recycling?	Backyard Service	Landfill Info	Recycling Info	Notes	
Macon-Bibb Maurice Jackson, SW Manager - 478-957-3770	54,000	PRIVATE Contracted with Ryland Environmental - Trash/weekly; recycling, bulky, yard waste/bi-weekly	\$60/quarter for trash and recycling	Carts supplied by Macon-Bibb	General	Voluntary	Doctors note required by Ryland	Trash is taken to either Houston County landfill @ \$26.50/ton or Wolf Creek (private owned by Waste Management) @ \$27.50/ton	Clean loads are taken to Synergy, a waste energy facility in Cordele, GA for \$60/ton	Excessive waste can be taken to one of three convenience centers. Must be a resident of M-B. Staff by M-B employees with boom truck	Customer service provided by M-B staff or Ryland staff. Customer can contact either.
City of Savannah Carliss Bates, 912-651-6703	52,000	PUBLIC Trash, bulky, yard waste/weekly; Recycling/2x month	\$37.70/month	90 gal trash	Enterprise - on water bill	Voluntary - collection 2x/month (40% participation rate)	Titled "Needs Assist" no additional cost. Doctor's note required. Supervisor does investigation and make s determination of eligibility	City of Savannah owns the landfill. Gate rate is \$75/ton	Pratt in Conyers for \$150/ton	250 employees	
Athens-Clarke County Solid Waste	9,824	PUBLIC (URBAN SERVICE DISTRICT) and PRIVATE Service (GENERAL SERVICE DISTRICT) Trash/recycling weekly; leaf & limb on 6 week schedule; bulky collection upon request for add't fee	20 gallon - \$22.00/month 32 gallon - \$25.00/month 64 gallon - \$30.75/month 96 gallon - \$40.00/month Recycling including in each level of service	Trash-choice of level of service: 20, 32, 64, or 96 gallon roll-cart; Recycling - 32 or 96 gallon roll-cart	Enterprise	Voluntary	offered at no addition cost; doctor's excuse required on file and does not need to renew	Landfill is owned by ACC. \$65/ton	ACC owns the recycling materials processing facility; operated through contract with RDS of Virginia. \$98/ton	Residents within the Urban Service District (USD) are required to have service	
AAA Sanitation (ACC private hauler)	5,451	PRIVATE: Trash/recycling weekly (GENERAL SERVICE DISTRICT)	20 gallon - \$21.76/month 32 gallon - \$23.00/month 64 gallon - \$26.33/month 96 gallon - \$34.50/month 18 gall Recycling- \$8.34/month			Add'n Costs: 18 gallon recycling - \$8.34/month 96 gallon recycling - \$16.67/month				Permitted to provide residential service outside the USD in ACC	
Curbside (ACC private hauler)	3,370	PRIVATE: Trash/recycling weekly (GENERAL SERVICE DISTRICT)	20 gallon - \$25.60/month 32 gallon - \$25.60/month 64 gallon - \$29.60/month 96 gallon - \$32.60/month 20 gallon recycling included			Add'n Costs: 65 gallon recycling - \$18.00/month 96 gallon recycling - \$23.00/month				Permitted to provide residential service outside the USD in ACC	
Johnson & Son (ACC private hauler)	170	PRIVATE: Trash/recycling weekly (GENERAL SERVICE DISTRICT)	20 gallon - \$10.00/month 32 gallon - \$15.00/month 64 gallon - \$35.00/month 96 gallon - \$35.00/month			Add'n Costs: 20 gallon recycling - \$10.00/month 30 gallon recycling - \$15.00/month				Permitted to provide residential service outside the USD in ACC	
Republic (ACC private hauler)	2,360	PRIVATE: Trash - weekly; recycling - bi-weekly (GENERAL SERVICE DISTRICT)	20 gallon - \$0/month 32 gallon - \$0/month 64 gallon - \$18.20/month 96 gallon - \$23.48/month			Add'n Costs: 20 gallon recycling - \$4.00/month				Permitted to provide residential service outside the USD in ACC	

Solid Waste Services Comparative Analysis 09.2024

	Households Served	How trash/rec collected	Rate per month	Size of Can	General or Enterprise Fund?	Recycling?	Backyard Service	Landfill Info	Recycling Info	Notes	
Waste Pro (ACC private hauler)	2,561	PRIVATE: Trash/recycling weekly (GENERAL SERVICE DISTRICT)	20 gallon - \$20.34/month 32 gallon - \$21.83/month 64 gallon - \$26.09/month 96 gallon - \$32.62/month			Add'n Costs: 18 gallon recycling - \$6.72/month 64 gallon recycling - \$9.02/month				Permitted to provide residential service outside the USD in ACC	

updated 09.10.24

Memorandum

To: Suki Janssen, ACC Solid Waste Director
From: Robert Brown, PE 
Date: September 9, 2024
Subject: Residential Collections

Goal:

Evaluate the feasibility of contracting a single private service provider for residential waste and recycling collection in the General Service District (GSD).

Background:

Residential collection within Athens-Clarke County (A-CC) includes:

- *Urban Service District (USD):* Mandatory weekly waste and recycling collection, leaf/limb on a six-week schedule and bulky waste collection services upon request (for an additional fee) provided by A-CC. Residents have choices of four different waste cart sizes and two different recycling cart sizes.
- *General Service District (GSD):* Voluntary collection services provided by various private companies. Leaf/ limb collection services provided by A-CC on a six-week schedule.

Customer Base:

The USD currently has about 10,000 residential customers.

Estimated total residential waste customers within both the USD and GSD would be approximately 38,000 (based on water utility data).

Solution:

Proposed Solution: To streamline waste management services in the GSD, we propose soliciting bids from private companies to provide comprehensive weekly waste and recycling collection as well as containerized leaf and limb collection services. This would involve:

- A-CC entering a multi-year contract with the selected service provider.
- A-CC invoicing customers through their existing water bills.

Cost Estimate: If both waste and recycling services are contracted for all GSD residents, the estimated cost would be \$25 to \$30 per residential unit per month. The estimated cost for monthly containerized leaf and limb collection service is \$5 to \$8 per residential unit per month. Detailed service options, including potential a la carte services, will need to be defined before the bid process begins.

Conclusion:

This approach allows A-CC to pilot privatized waste management services in the GSD without disrupting current USD customers. The outcome of this initiative will help inform future decisions on expanding privatized services to other areas.

2019 Solid Waste Customer Service Survey – Summary of Responses Pertaining to Collections

Link to full survey questions: <https://survey123.arcgis.com/share/b6cedf194fc6467091d70e04b423859a>

1. Length of tenure as customer of current provider:

Answers	Count	Percentage
Less than 1 year	14	1.21%
1-5 years	92	7.98%
6-10 years	62	5.38%
10+ years	205	17.78%
I'm not a customer of ACC. I have a private hauler.	361	31.31%
I only have Leaf and Limb Service through ACC Solid Waste Department. Evaluate just Leaf and Limb Service.	124	10.75%
I self-haul my trash and recycling.	76	6.59%
Answered: 934 Skipped: 219		

2. Quality of service over time (ACCGov customers):

Answers	Count	Percentage
N/A	205	17.78%
About the Same	119	10.32%
Better	95	8.24%
Worse	14	1.21%
Answered: 433 Skipped: 720		

3. Overall service quality (ACCGov customers):

Answers	Count	Percentage
Excellent	171	14.83%
Good	142	12.32%
Fair	25	2.17%
Poor	8	0.69%
N/A	87	7.55%

Answered: 433 Skipped: 720

4. Independent Hauler most frequent responses:

Answers	Count	Percentage
Republic	198	39.1%
Curbside	126	24.9%
AAA	96	19.0%
Waste Pro	64	12.6%
Robertson	10	2.0%
Johnson & Son	8	1.6%
Self-haul	4	0.8%

5. Quality of private hauler collection:

Answers	Count	Percentage
Excellent	251	21.77%
Good	135	11.71%
Fair	75	6.5%
Poor	67	5.81%
N/A	9	0.78%

Answered: 537 Skipped: 616

6. Reason for contacting customer service with question- (ACCGov Solid Waste customers)

Answers	Count	Percentage
Missed collection of garbage or recycling	86	7.46%
Other	59	5.12%
Recycling Inquiry	49	4.25%
Leaf and Limb Service	48	4.16%
Start, stop, or transfer service	34	2.95%
Keep Athens-Clarke County Beautiful Inquiry	14	1.21%
Question regarding tiered rate structure (pay as you throw)	9	0.78%
Billing dispute	8	0.69%
Reconnect service after shut-off	6	0.52%
Bag purchase and / or delivery	5	0.43%
Question about message box on bill	3	0.26%

Answered: 199 Skipped: 954

7. Comments from private-haul customers who described service as 'fair' or 'poor':

- When they're short staffed, they just don't pick up the garbage. Nor would they allow their customer service reps to explain what the real issue was. They'd just lie and say "We'll be out tomorrow to pick it up!"
- We have many weeks in a row where they "forget" our trash.
- We have had multiple days when our recycling was not picked up. Even when I have called them, they promise a pick up the following day and it does not happen.
- We have had missed pick ups and they have dropped trash or recycling on our street from the bin and not picked it up
- We had no problems for 4.5 years until this June when our recycling ceased to be collected and our trash was skipped one week, then collected late (at which point old recycling was dumped into trash without our say so). We cancelled due to extremely poor service despite multiple calls to customer service.

- We had a rough few months when they didn't pick up recycling and were not forthcoming about the reason.
- We are often skipped entirely.
- We actually just cancelled our service because they started consistently missing trash pick ups over the past 6-9 months. They also charged to pick up our bins after we cancelled the service
- Was doing very well, but this year they have been late or haven't picked up on designated day. Sometimes are 3-4 days late with zero communication. They do drive entirely too fast in our neighborhood.
- Usually on time; however, have had to call a couple of times for missed pick-ups. Also, they have damaged our mailbox twice and failed to leave notification. A family member was home and witnessed the damage so after we called them to complain, they then admitted to the damage and made repairs.
- UNRELIABLE, EXPENSIVE. THEY CHARGE AN EXTRA FEE FOR RECYCLING, SO I CAN JUST THROW IT ALL IN THE TRASH AND SAVE MONEY. ONLY 3 COMPANIES NOW IN THE GENERAL SERVICE AREAS SINCE THE COMMISSION DECIDED TO RESTRICT FREE TRADE FOR THE NON-TOWNIE AREAS SINCE MOST OF THEM GET CITY COLLECTION. ALL 3 HAVE SERIOUS SHORTCOMINGS. GEE, A FREE ENTERPRISE SOLUTION WOULD BE NICE, AND SOOOOO AMERICAN.
- trucks use an automated lifter. Sometimes doesn't get all the stuff out of the bins and sometimes spills on road. Also, they leave the lid open, so if it's raining the bins fill with water. also, they only collect recyclables every other week.
- Trash not collected as scheduled and vague responses to inquiries. Also, there are really no established and published rates. Whatever one pays, Republic gradually increases rates well beyond what they initially say you will be charged. AT ONE POINT THEY WERE CHARGING SOME CUSTOMERS ABOUT \$ 0 PER BILLING CYCLE AND OTHERS ABOUT \$40 FOR EXACTLY THE SAME SERVICE IN THE SAME NEIGHBORHOOD.
- Trash and especially recycling are not picked up regularly, they routinely raise rates without notifying the customer, customer service is unhelpful
- This is truly one of the worst companies I ever had to deal with. They have failed to pick up at times, have terrible customer service, will charge you to pick up their cans when you discontinue service, issues with billing, etc. I wish the city would provide this service where we live.
- They suck!! They didnt pick up trash for almost 3 wks, finally got it last week but wrong day. They didnt get recycling for 4+ wks and came today and picked up trash and recycling AND DUMPED IT IN THE SAME TRUCK. I am furious.
- they sometimes miss a pickup (especially recycling). Advertise that they take and recycle leaf bags but often don't take them. I am also suspicious that they don't actually recycle the bags they do take (I have seen them throw them in with the rest of the garbage.

- They sometimes miss a pick up; inconsistent billing and rates and have broken our container before.
- They sometimes don't pick up the recycling. Sometimes the recycling is picked up, but the can is not completely emptied. Their customer service is terrible, inflexible, and difficult to deal with.
- They regularly miss deliveries. They only pick up recycling every other week. Their customer service is abysmal.
- They often miss service, leave tops of bins open, and trash escapes onto street with no pick up. Leaving the top open annoys me most because I have great difficulty unloading the rain that accumulated in the bin as I'm aging.
- They often miss pickups or don't take recycling when they are supposed to.
- They miss pickups sometimes.
- They miss pickups & give you the run around when you call to report it.
- They miss pick ups too often.
- They miss collection at my house many times a year, most frequently they miss recyclable collections, which they only pick up twice a month. I will be changing services this year, I stupidly signed a two year contract with this company. I also think they use predatory business practices, I was out of the country, and therefore was late paying a bill, and they charged me a \$25 late fee. The bi-monthly bill is a little less than \$50, so I think the late fee is excessive, and would put poor customers in a real bind. It is a ridiculous practice.
- They haven't picked up our recycling in a week, after repeated calls via everyone in the neighborhood. They have also seemed to skip trash pick up today. I have made a thread in a local parenting group and this seems to be the norm for them. People are fed up.
- They haven't picked up my recycling in 6 weeks.
- They have, lately, failed to pickup recycling on scheduled pick up days. They've also failed to send trucks to pick up missed recycling. It's now been a month since they've collected the recycling.
- They have not collected our recycle for the last 3 times which makes it two months since they picked up recycle. Recycle is suppose to be picked up every other week. Today the landfill trash truck went through the neighborhood picking up the recycle and putting it into the landfill trash truck. I was at my mailbox and told them it was recycle and they said they were told to pick up the recycle because the recycle truck was broke. I did not allow them to take my recycle
- They have missed so many pick ups and they only offer excuses
- They have missed pick-ups and when called about it did not follow through on their promises to pick trash later in the week.

- They have failed to collect trash or recycling on several occasions. This last time it was two weeks of missed trash pickup. Unhelpful customer service.
- They had been excellent for the twenty plus years I have used them. Recently have had a lot of missed pick-ups.
- They go through periods of missed pickups or no pickups.
- They go along just fine for a while and then the service becomes poor at best. Their billing system is "by guess and by gosh"; no standard rates; still charging fuel recovery fees.
- They frequently pick up a day late or not at all. Their rates fluctuate every quarter. Very unreliable.
- They frequently fail to pick up or garbage, or recycling or both. Our trash can is badly damaged because they are so quick and rough with the pick up. I don't want to request a new one because this one was brand new and it only took 3 weeks for them to nearly destroy it.
- They either miss our house or skip our entire street about 2 or 3 times per year. On the positive side, they typically respond to a customer service call for return pick-up. On a couple occasions they've completely missed a week but have given me a billing credit.
- They drive too fast through the neighborhood and throw the can down.
- They do NOT provide a reliable and consistent service! They OFTEN don't collect our garbage and recycle as scheduled!
- They consistently miss trash and recycling pickup. Up their prices without notification and know there are no better options for my location.
- They are unresponsive, rude and the literal worst. I would eat my own garbage before using them again.
- They are 0 days overdue and counting on collecting our recycling.
- There were about three months during which trash, or recycling or both were not picked up. They were difficult to reach, and did not resume service when promised. Eventually, they gave us money off our bill and service continued reliably. We have used them for over ten years, and this was the only instance, but it was a big one.
- There have been several times that the hauler has not picked up trash. Their customer service is abysmal. When we first started service, they forgot to provide us with a recycling container and then took a month to get us one, while recycling material piled up. They only pick up recycling once every two weeks. If we were to switch haulers, Republic actually charges exiting customers a pickup fee for returning their cans. There is no option to deliver the cans to the hauler, so this is a fee that is unavoidable. Why should we pay a company to pickup their own property? I was a customer of ACCSWD for almost 20 years and never had a single problem.
- There have been a lot of missed pick ups despite numerous calls. Some of the customers service representatives are very rude.

- There have been a handful of times they have not picked up our trash or recycling. My credit card expired and they did not call me to ask for a new one and simply stopped serving us until I called to inquire about it. They also do not have many options for the size of their recycling bins. Only very small or very large.
- Their pickup services have declined in the past few months. They do not always pickup garbage or recycling when scheduled; however, they usually pick up the next day if missed on the scheduled day.
- The recycling pick up is haphazard and once when several days passed, they sent out a trash truck to collect the recycling. NOT GOOD
- The miss pick ups, then when we call, they promise to make a special trip, but never do.
- The last 3 months of their services has been horrible. Very erratic service. Days late or didn't pick up trash at all. Recycling was often thrown in with the trash.
- The eaters are always going up and they charge extra for recycling! They are the WORST!
- The drivers/collectors often leave bins and recycling containers knocked over after emptying. Water often leaks from the back of the trash truck onto our road which leads to the smell of garbage being present for a day or more after trash pickup.
- Spotty Pickups- they've missed us at least 3 times and we have to call. They leave the bin off the curb out into the street. (Though it is sitting on the edge of the curb for them to empty.)
- Sometimes they pick up the trash sometimes they don't. Recycling has not been picked up this year.
- Sometimes they miss pickups, they cost more than I'd like. They change prices without communication
- sometimes they come through too early, before 8am!
- Sometimes miss collections
- Sometimes don't pick up or will leave a bag or two in bottom of container.
- since the beginning of the year. Often missed pickup especially the recycling. Constantly having to call multiply times to get trash picked up.
- Shady billing practices charging different amounts for same service to different neighbors. My bill lists a charge for a larger bin than I have and they will not adjust my bill nor give me a lower rate to get an even smaller bin. They have been missing pickups (3 in the last quarter), promise to make it right, but never show up nor give you a credit. They have been increasing rates rapidly over the last few years at the same time service has begun to suffer. They used to be pretty reliable, but no more. Could not reach anyone in customer service last time I tried. Last pickup the truck was not working properly and they knocked bins all over the street around the entire neighborhood and did not bother to pick them up and move them out of the middle of the street.

- Republic, unreliable, dishonest!!! Told me ACC advised co. to charge customer franchise fees. Co. not held accountable for business practices in ACC.
- Republic was always on top of it until about three months ago when service became spotty. Trash is suppose to be picked up every week, recycling biweekly. I first noticed the issue around the first week of July. Our garbage didn't get picked up the weekend of the 4th of July. I called Republic. They made promise after promise that service would be provided. When it finally did come two weeks later, I spoke with the employees collecting my trash. I asked them what was going on. They said some corporate big wig was collecting a fat bonus somewhere because locally, Republic wasn't willing to fix the trucks to get them running, nor where they willing to hire new drivers to drive the routes. The employees even told me to get a new service provider. Now, why do we have a trash hauler provider in GA that isn't willing to provide the service? I haven't had my recycling gathered in over a month. I'm looking for a new trash hauler company.
- Republic Services constantly misses scheduled pickups.
- Regular collection, with the exception of a few incidents, is good. However, special pick-ups are unreasonably priced.
- Recycle problem in the past 2 months and no information shared by Republic.
- Recently, it has been noticed(and discussed on the Nextdoor app) by many customers that Republic Services is having both employment difficulty as well as equipment issues. We have had several points where our every 2 week recycling collection has gone a full month or more without pick up. Our weekly trash collection has been missed on several occasions with call center(in Arizona) promises that a next day pick up would occur but it didn't until the following pick up week. We were told to expect calls back from regional management that never occurred. We've even heard rumour (from drivers) that the regional office is not treating employees fairly as well as not reinvesting in keeping trucks rolling in working order. We've heard many excuses for missed pick ups!
- Reasonable schedule and consistent service, but lack of options for smaller households.
- Quit collecting garbage on June 0. Failed to pick up when rescheduled. No direct way to communicate with business. No explanations. However, took our money for 3 months future service at time services ceased. Webpage simply does the same thing calling Republic does giving the run around.
- poor service, poor customer service
- Our residential demand is roll cart pick up and they manage pretty well with that component. However, the commercial pick up is a combination of 2 dumpsters and a coral of roll carts with some roll carts designated for recycling. The commercial service is characterized by leaving a trail of trash and leaving coral gates open. They do not accept glass for recycling. I'm not sure if A-C accepts glass at the recycling facility. Maybe that's the reson the trash company doesn't accept glass. I don't know.

- Opened a new account in April after moving. We have had several missed trash and recycling pickups since April. Republic customer service is extremely poor and provides no explanation. I reported a missed pickup daily for a week and each time was told it would be picked up the next day and they never showed up until the next pickup service date the following week. Case was escalated to a supervisor who could not provide any answers and blamed it on operations issues. Extremely poor service and unreliable company. Neighbors trash cans are often left for days at the curb waiting for pickups and they leave debris in the neighborhood when they finally decide to show up
- On a fairly regular basis, they end up leaving trash scattered on the street. They miss trash pickups and frequently miss recycling pickups.
- Often times, they do not come by and pick up my trash.
- Numerous missed pickups for recycling. Trash pickup is satisfactory.
- Not sure if they really recycle. Only have recycle pickup bimonthly
- Not picking up on time. Terrible customer service. Not communicating when pickups are not done properly.
- Not on time. Sometimes forgets to get recycling. Has gotten better.
- Not collecting trash on a regular basis. Local office is non-responsive and corporate office has not a clue as to what's going on in ACC. No standard rates - everyone seems to pay a different rate which changes every quarter. They charge for gas for the trucks. That's part of the cost of doing business. If you cancel their service they charge between \$30 and \$90 to pick up the cans. A charge most refuse to pay. And it takes them forever to pick up those cans.
- No set schedule- seemingly. Recycling not picked up on scheduled days.
- Never totally empties can. Always leaves can in street
- Never picked up on time.... customer service lied to me every time I called.
- Never on schedule. Gave up on recycling Now take to local. They dropped and left items.
- My recycling wasn't picked up for weeks over the summer. Calling to inquire about the problem also never got anywhere, mostly excuses and empty promises to dispatch a truck the next day (which often didn't happen). It does look like they finally solved the problem (as my garbage and recycling were picked up as scheduled this week) but it might be too early to draw any conclusions..
- Misses pickups on occasion. Blocks driveways with containers after pickup. Has taken recycling bags with them.
- Missed pickups. Large increases in price.
- Missed pickups, rates keep going up

- Missed pickups, poor customer service. I notice trash blowing out of the back of their trucks onto the road quite often. If they drop trash when doing a pickup, they leave it on the road.
- Missed pickups, despite repeated calls. Staff who don't do what they say they'll do. We actually fired them last month. They were supposed to come pick up our (empty) recycling bin Tuesday; it's Friday night and it's still sitting out there, despite calling them. If you go to a zone system and assign us to use them, we will NOT. Also, when we first started, they gave us a color-scheduled schedule with no legend and when I called local employees to ask for clarification they gave incorrect information, causing further problems.
- Missed pick ups. Knock over cans
- Missed pick ups of gaebagw
- missed pick up on recycle bins. Garbage ok. communication is poor with Republic
- Missed collections, inconsistent. Unable to credit my account or arrange for additional pick ups.
- Miss a lot of days. Constantly raising prices.
- Leave bin in road or blocking driveway, forgets my recycling (is it even actually recycled?), if trash falls out it's often just left there.
- Last month they did not pick up our recycling on the assigned day. Despite calling, they did not pick it up until two weeks later. By that time we already took three loads to the county containers by the police station. If we are going to recycle appropriately, we need bigger containers or weekly pickups. Additionally, they are often late picking up or leave the containers blocking the driveway.
- Keep increasing costs, missed pickups, want to charge us \$30/can if we cancel our service
- Intermittent failure to pick up on our collection day.
- inconsistent sometimes misses altogether
- Inconsistent service and billing
- Inconsistent pick up of both garbage and recyclables.
- I've seen a trash compactor type of truck pick up my recycling several times. Some weeks they pick up a day or two late. This is not associated with a holiday pick up.
- I wish recycling was collected weekly rather than bi-weekly. We are a family of four and rarely fill our full-size trash curbie on a weekly basis. If we somehow miss our bi-weekly recycling pick-up we will be overflowing our full-size recycling curbie by the time it comes around again. I also resent them for the letter they sent a few years ago stating that glass was no longer recyclable. When they corrected their mistake they made it sound like it was an ACCGOV error. I understand that many items are becoming more difficult to recycle due to economic realities, but many of us are willing to foot the bill to keep unnecessary trash out of the landfill.

- I have to call every quarter because my bill is continuously wrong. They missed our whole neighborhood's recycling pick up .5 weeks ago and everyone's cans are still sitting by curb. They overcharged me an additional \$ 00 a quarter for over a decade before I found out what service is supposed to cost. No one ever has a clue what's going on when you call for assistance and you get told something different from each person you speak with. They ran over my trash can a month ago and crushed it and I called and told them what happened and they said they'd replace the can but then charged ME \$50 for it. They are the absolute worst! I want to cancel service but I hear they charge \$70-\$90 to pick up their own bins. If I don't see improvements soon I will be switching services!
- I have had to call several time for them to pick-up the garbage they missed. They damaged the mailbox and never fixed it.
- I had a problem with trash and recycle collection. It has been resolved, I believe. An extra charge now for recycle collection.
- Haven't picked up recycling for over a week. Nor trash this week. Given incorrect info when calling.
- Have skipped pick ups and had bad customer service when calling to report.
- Have failed to pick up on several occasions. We are inconsistently sent a bill then trash cans will be removed if we miss payment. I have seen the trash truck picking up the recycling while picking up trash a couple times.
- Has been quite erratic of late. I gather that Republic may also charge randomly.
- Frequent missed pickups, then don't show for rescheduled pickups. Now wants to charge me \$30 per container for pick up of their trash and recycle cans because I cancelled service.
- Failure to pick up several times per year, hidden charges after cancelation, massively delayed refund check only after many calls to the company, weeks of run around, no follow up and failure to follow through with stated resolutions. This is a criminal organization in my view, giving them a monopoly would be a crime and almost assuredly lead to Clarke county tax payers getting horrible service and likely ripped off.
- Failed to pick up recycling for 6 weeks, finally picked up last week but they outsourced it to Roberts Sanitation.
- Failed to pick up many times without notice
- Fail to pick up trash as scheduled
- Expensive. Unreliable. Horrible customer service.
- Expensive, inconsistent
- Entire weeks of pickups are skipped.

- During the past two years the private hauler has missed many scheduled trash and recycling lifts. This includes failures to follow through on returning to complete missed lifts after responding to phone calls.
- During the last 6 months they have missed at least one trash or recycling pick up per month but eventually picked up the missed service before the week ended. Last week (June 7) they completely missed trash pick up; trash was not collect until June 24. This is after an email and text were sent out the evening of June 6 to remind customers to have their cans out by 7AM Monday morning for pickup. Both the local and national representatives were not helpful with this situation. I was told that if customers wanted information or a credit for the missed service they would need to call. Since this issue occurred I have cancelled my service, Republic was scheduled to remove their cans June 24 but they did not. When I contacted them again they said July 3 was the next day they could pick them up. I told them if the cans were still on my property July 4 I would consider them abandoned and dispose of them as I see fit.
- Don't always show, leave trash bin open especially in rainy days, leave trash on ground
- Did not pick up recycling, said they would the next day, did not. Called next day, same response and still no pickup. In my 70's it is difficult to take out and then bring in day after day.
- Customer service not very good. Missed pickups and did not follow through with promised pickup.
- Cost to much.
- consistent but nothing more
- Cancelled due to non-pickup of recycling
- Bins often left in street and trash spillage sometimes left on ground
- at least once a quarter they completely miss the recycling pick up that is scheduled for only twice a month. If no one calls they do not reconcile. If they are called it often takes 2-4 calls to request new pick up dates before it is finally picked up and sometimes that pick up is literally a fortnight later when it is supposed to be the next pick up anyway. They do not offer refunds for non-service unless asked. Often, the truck will just drive by the house turn around and drive by again without stopping to pick up the bin at the curb (I observed this while sitting in my car in the driveway waiting for them to pick up) No reason was given for why they ignored the bin at the curb. For Trash Pick up, every week, trash ends up flying down the street and into my yard after trash day from this company and other private haulers that don't care if the trash in the bin flies out as they tip it or after.
- always throw the cart over
- They have missed several pick ups, lie about the reasons when you call customer service. Do not give us credit when they missed pick ups, and the worst mistake of all, I saw them take my trash and my recycling and throw it together in the same trash truck. They weren't recycling at all! I assume because they're so backed up they did it just to save time but this is completely unacceptable. I never had a problem with the service or the drivers until a few months ago and

now I'm switching service because it is so terrible, as is Customer Service. They are polite but they lie.

- Republic Services we're great for the first three or four years I had them but in the last year they've repeatedly failed to pick up my recycling. I would notify them of the missed pick up and they would promise to do it in the next day or two and it wouldn't happen. There seemed to be little or no communication between their office in Arizona or North Carolina and their office here.

8. Comments from ACCGov Collections customers who described service as 'fair' or 'poor':

- You should be able to schedule bulk item removal, even if there is a fee. Also, extra bags should be picked up.
- We have leaf and limb only. We're lucky if they come by twice a year. We never know when it'll be either.
- Trash is frequently left in my trash can after collection. Trash cans are absolutely vile and stink; ACC has never offered to clean or replace them, as AAA Sanitation did.
- Trash frequently still in can after pick up or on the ground next to the can after can has been dumped. This is bagged, not loose trash.
- This only relates to the "automatic" truck trash pick up. The "automatic" trucks tend to leave bits of trash from the cans littered on the streets. The "automatic" trucks also leave the trash bins turned over, sometimes even in the street.
- There is often litter on the street that has fallen from the trash or recycling containers after the collection.
- The trucks are too big for our street and since we have less garbage guys picking up they have to go down the street twice and it blocks the street for longer and the scraped and totalled two cars on the street and took out part of a fence over the past year. When we had the non auto trucks the guys would hop of and do both sides of so it would be faster and then you got to say hi to them- miss that :(
- The new trucks with the arms that garb the can leaves a decent amount of litter behind. We already have a terrible time keeping on top of the litter in our neighborhood and this doesn't help. I miss the days of two guys on the truck, grabbing the cans, making sure the garbage made it into the truck, and returning the cans to the curb. I don't miss them occasionally peeing in the woods in front of my house but when nature calls....
- The leaf and limb crew scalp my yard when they pick up debris so I no longer use the leaf and limb service.
- Sometimes things are left in our bins/ not completely emptied, once they just didn't come for anyone on our street for a week and there was no explanation as to why, and once the waste truck hit and broke our brick retaining wall when picking up our trash.

- Some garbage spills out onto the street and it's not picked up. The garbage cans are not overfilled.
- See above
- People that answer the phone sound like I'm bothering them when I call.
- Often the garbage can is only half emptied, with a bag of trash remaining. The recycling can is often only partially emptied and cans are left on the ground.
- Often in a rush dumping and trash falls out onto the street as the cans are put down too quickly. They also sometimes leave the cans too far into the street or in flower beds on the curb.
- My friends have had their garbage can literally trashed by ACC twice because it is the smallest size. Apparently they dump it into the truck along with the trash. Numerous times, I've had my trash pickup skipped when I lived off Nacoochee Ave.
- Landfill check-in and charging should be automated to avoid long waiting lines of idling trucks.
- In Boston, everything could be left curbside and picked up. For example, an old coffee table or lamp could be set next to the bins and it would be collected with no extra fee.
- If the trash can falls into the road, they leave it there. There is almost always trash that falls out onto the road.
- I only use collection for yard recycling and they do not come around very often, so things sit at the curb for a long time
- I have had to call several times when they have failed to pick up garbage. I also believe the cost is astronomical for what we get.
- I do not like the new trucks. There is too much room for user error with a single person operating the arm, and I preferred the previous system with drivers and riders to collect.
- Half the time they don't empty my can, when they do- they leave a mess.
- Garbage and recycling is always spilled everywhere on the streets.
- Frequently misses residential garbage and recycling; occasionally misses business collection
- Don't care
- Collectors do not check to see if trash is collected.
- Cans are often in the street, tipped over, or blocking my driveway after pickup.