

FAQs - City of Ann Arbor's franchise agreement with Waste Management for commercial dumpster waste hauling services

Why do I have to switch to this franchise service? Why can't I continue with my refuse dumpster service current provider?

Through a competitive bid process, the city of Ann Arbor has chosen Waste Management (WM) as the most responsible bidder and cost-effective company to enter into a commercial franchise collection agreement.

In April of 2009, the City of Ann Arbor's City Council approved the franchise agreement between the City of Ann Arbor and Waste Management (WM) via an ordinance change (Chapter 26) to franchise the commercial dumpster services throughout the city. **The new franchise agreement will reduce truck traffic/emissions in the city, help businesses stabilize their waste disposal costs, increase recycling participation, and further streamline the rubbish and recycling collection services.** The City of Ann Arbor will continue to provide recycling services at no charge.

How was this program developed?

Over a period of several years, representatives from the business community, city staff, City Council members, and Environmental Commission members met regularly as part of the Commercial Recycling Implementation Committee to design a new commercial refuse and recycling program for the City of Ann Arbor. This committee aimed to design a program that would promote low costs for businesses as well as cost stability, while maintaining high levels of service and responsiveness. This program will also have the benefit of removing trucks from Ann Arbor's streets, thereby reducing local air pollution and wear and tear on roads.

What does the franchise agreement cover?

WM and the City of Ann Arbor have entered into a commercial franchise agreement. Currently the city has its own fleet of commercial vehicles and provides refuse collection services to 290 nonresidential businesses and schools. WM and competitors also provide commercial dumpster services to many businesses. Effective July 1, 2009 WM (under the city contract) will provide the dumpsters to **all commercial businesses, non profit organizations, churches, and schools** within the city limits of Ann Arbor that are currently serviced by the city. All businesses that have private refuse hauling agreements will be switched over to WM **as their contracts expire or June 30, 2011 which ever comes first.** WM will haul all rubbish to the City of Ann Arbor's Transfer Station under this agreement. WM customers and competitor customers with valid contracts will be serviced by a separate vehicle until their contract expires or June 30, 2011, which ever comes first.

What is not covered under the new franchise agreement?

Refuse pickup for **apartments/multi family** locations will continue to be serviced by the City of Ann Arbor. **All commercial recycling dumpster locations will be turned over to the city services including WM customers.** Only businesses with national accounts will be exempt from this franchise providing they provide the necessary documentation. Cart service and all residential services will continue to be provided by the City of Ann Arbor.

When will the City/WM service start?

Starting July 1, 2009, WM and the city will work together to convert all business refuse dumpster locations to the new city/WM service. Due to the large number of customers, implementation will occur over a period of two to three months. Customers that have contracts that go beyond September 4, 2009 will continue to receive service through their existing contract until the contract expires or June 30, 2011, whichever comes first. The city/WM have divided the city into five business districts. Below are the five business areas within the city and their projected implementation dates.

Projected Dates of Implementation, 2009

Briarwood Area – July 1 through July 14
Washtenaw Area – July 15 through July 28
Plymouth Area – July 29 through August 5
Downtown Area – August 6 through August 20
Stadium Area – August 21 through September 4

My business currently uses a 6 yard dumpster but we do not need all of that capacity for our trash. Is there a way to downsize?

Yes. You can call the city's Customer Service Center at 734-994-7336 (99-GREEN) to schedule a dumpster swap out for your current dumpster or to reduce your pickup frequency. This is a great way to encourage your staff to waste less and to save your business money on collection and disposal costs.

The City of Ann Arbor also provides recycling collection bins (exterior dumpsters and carts; interior cardboard desk-top trays, 33-gallon boxes, and 13-gallon stacking totes; plus educational posters, handouts, and decals) at no extra cost to commercial locations in the city. Maximizing recycling efforts can help your business save even more on trash disposal costs. To request a free recycling audit and receive recycling collectors and be added to the recycling collection routes, please contact Recycle Ann Arbor's commercial recycling coordinator at (734) 662-6288, recycle@recycleannarbor.org.

Who will notify the businesses of the new agreement?

The city will send a letter of notification four to six weeks before the proposed start up of that particular business district to all city-serviced businesses and businesses with expired contracts serviced by WM and other private haulers. Businesses in the Briarwood and

Washtenaw business areas have already received this letter. The letter will also verify the services and explain the rates the city will charge.

About 1-2 weeks before the container is switched out / turned over to joint City/WM service, the business will receive a start up packet from the city including their start date, WM welcome letter, WM container size chart, city billing info, and recycling info.

After the container is delivered, WM will call each customer and notify them of their pick-up day(s).

How does the city know when my contract expires?

In compliance with the City Ordinance Chapter 26 and in order to obtain a hauling license, all haulers were required to submit a hauler application in April outlining all accounts serviced in the city including the service level and contract expiration date.

Who will supply the refuse dumpsters and maintenance?

WM will supply all refuse dumpsters and maintenance due to normal wear and tear under the agreement. All WM provided containers will be WM green with the city logo. If the customer is currently serviced by the city or another hauler, WM will deliver a dumpster when we turn over to the city contract. All existing WM customers will keep their current WM dumpster. The city will supply all recycling dumpsters and services either directly or through a contract with the local nonprofit Recycle Ann Arbor.

Will my current refuse service provider know that I am switching to a new hauler?

The city staff has organized a directory of the contract ending-dates for each business and will notify your current refuse service provider that the city franchise system will be taking over service at your business. If the dumpster your business currently uses is owned by the current service provider, they will be responsible for removing it in conjunction with the delivery of your new dumpster.

What if I currently own my dumpster?

The city is working with businesses that currently own their dumpster on a buy-out program. Please contact the city for further information at 734-994-7336 (99-GREEN).

Will I get a new refuse dumpster?

If the business is a current WM customer, no new refuse container will be delivered and the routing/billing will switch over to the City/WM service as we implement the business district. If the business is currently serviced by the city or another hauler, WM will deliver a WM/City dumpster (green with City of Ann Arbor logo) and the city or other hauler will remove their container. The city and WM will coordinate the new refuse

container delivery and removal (as their contract expires), the businesses do not need to contact the city. All refuse containers will be delivered and removed on the same day.

How will the billing work?

WM will bill the city for all services and the city will bill each business directly for all services under the agreement. WM will continue to bill our customers with contracts until they are turned over to the city. Any payments owed to your current hauler must be paid in full up to the date when your container is removed or switched over to city service. If you do not pay your current hauler, the amount owed could be turned over to a collection agency, by the hauler, and this will appear on your credit record.

I am a charitable non-profit organization. Can I receive refuse dumpster service at no charge?

Non-profit community social service organizations classified as 501(c)(3) charitable tax-exempt organizations and that are further defined as public charities under 509(a)(2) may apply to the city to waive the fees for refuse dumpster services. These are the organizations typically known as non-profit social service organizations that must meet the IRS tests under the 509(a)(2) rules.

Who should the business call if they have further questions about Ann Arbor's commercial refuse dumpster services or the new agreement?

The city's Customer Service Center is available to respond to questions during weekday business hours by phone at the City of Ann Arbor 734-994-7336 (99-GREEN) and via solidwaste@a2gov.org.

How may I learn more?

Please visit www.a2gov.org/dumpsters , or call the City of Ann Arbor at 734-994-7336. (99-GREEN)

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