

Item D-2

Receive an update from the Citywide Solid Waste and Recycling Service Committee and discuss next steps for the 2020 agreement.

Citywide Solid Waste & Recycling Services Discussion

- Review current contract and services
- Review residential and commercial customer survey results
- Discuss next steps: Contract renewal/RFP process timeline

Current Agreement with Community Waste Disposal

- CWD was first selected in 2010 and again in 2015 after an RFP process
- Current contract expires Aug. 31, 2020, with option for one (1) five-year renewal period (agreement by May 31, 2020)
- Franchise agreement gives CWD sole and exclusive right to service all solid waste within city limits* (10% franchise fee)
- Keller has separate agreement with City of Fort Worth for household hazardous waste

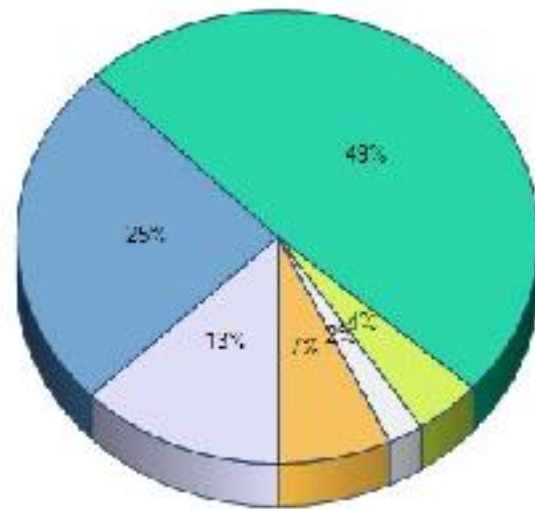
*excluding Keller ISD facilities

Current Services with Community Waste Disposal

- Residential
 - Twice-weekly garbage
 - Weekly recycling
 - Weekly bulk and brush
 - Weekly yard waste recycling
- Commercial garbage and recycling
- City facilities
- Special events

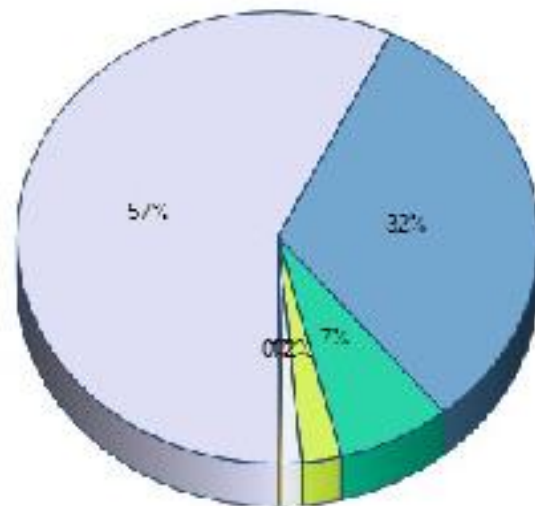
2020 RESIDENTIAL SERVICE RATES	
Curbside trash	\$10.93
Recycling	\$1.89
Franchise fee (10%)	\$1.28
TOTAL	\$14.10
Curbside trash	\$10.93
Senior recycling	\$0.94
Franchise fee (10%)	\$1.19
SENIOR TOTAL	\$13.06
Backdoor service	\$18.15

1. In thinking about the solid waste service at your home over the past 3-5 years, your service has:



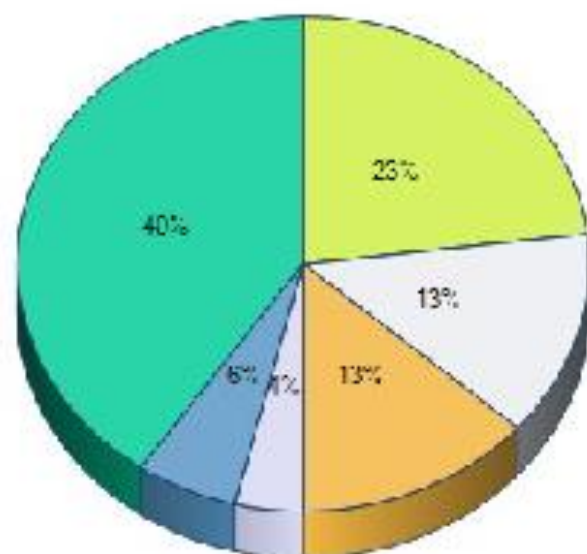
	Response Total	Response Percent
Improved Significantly	139	13%
Improved	274	25%
Stayed the Same	536	49%
Declined	46	4%
Declined Significantly	24	2%
Unsure; I'm New in Town	77	7%
Total Respondents	1096	
(skipped this question)	41	

2. How satisfied are you overall with the city's current garbage and recycling services?



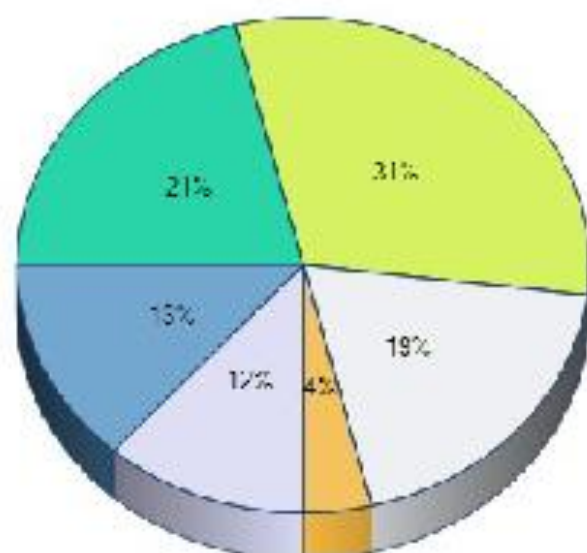
	Response Total	Response Percent
Very Satisfied	626	57%
Satisfied	350	32%
Neutral	77	7%
Dissatisfied	27	2%
Very Dissatisfied	13	1%
Unsure; I'm New in Town	3	0%
Total Respondents	1096	
(skipped this question)	41	

1. In thinking about the solid waste service at your business over the past 3-5 years, your service has:



	Response Total	Response Percent
Improved Significantly	2	4%
Improved	3	6%
Stayed the Same	21	40%
Declined	12	23%
Declined Significantly	7	13%
Unsure; I'm New in Town	7	13%
Total Respondents	52	
(skipped this question)	12	

2. How satisfied are you overall with the city's current garbage and recycling services?



	Response Total	Response Percent
Very Satisfied	6	12%
Satisfied	7	13%
Neutral	11	21%
Dissatisfied	16	31%
Very Dissatisfied	10	19%
Unsure; I'm New in Town	2	4%
Total Respondents	52	
(skipped this question)	12	

Committee Concerns

- Customer service and procedures for addressing repeatedly missed properties
- Residential yard waste service
- Residential bulk and “take all” service
- Household Hazardous Waste collection and biannual recycling event

Proposed Timeline

- ~~• Aug. 6: City Council discussion on services and committee~~
- ~~• Sept./Oct: resident and commercial surveys, benchmark cities survey~~
- Nov. 19: Review survey results, committee recommendation on renewal or RFP
- Dec. 2019/Jan. 2020: Begin contract renewal discussion OR draft and release RFP



Questions?
Sarah Hensley
817-743-4006

Excellence • Integrity • Service • Creativity • Communication