

Attachment A

DOOR-TO-DOOR HOUSEHOLD HAZARDOUS WASTE COLLECTION PROGRAM PROPOSAL

**Southeast Metro Stormwater Authority
Arapahoe County, CO**

2007

Prepared by Curbside, Inc.
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Executive Summary

This proposal recommends that unincorporated Arapahoe County and the City of Centennial, managed by the South East Metro Storm Water Authority acting by and through SEMSWA Water Activity Enterprise (SEMSWA WAE), continue to provide residents with a **Door-to-Door** collection of Household Hazardous Waste (HHW) coupled with the opportunity for residents to be able to schedule **drop-offs** of HHW at Curbside's facility in Denver, Colorado. Special service will be provided to elderly and residents with disabilities unable to gather their waste for collection. Residents will have the option of having their waste collected from their home within a 2-3 week time frame or they can bring their waste directly to Curbside's facility. With regards to the door-to-door program there will be no long lines for participants to wait in, no transportation is required on the part of the resident, and residents do not have to be home for collection to occur. The permanent facility like the door-to-door program will be based on an appointment system. Residents will call the same toll free number and will be given a choice between the door-to-door program and the drop off. Residents will be allowed to utilize a door-to-door collection or facility drop-off one time per calendar year or as approved by SEMSWA WAE.

The advantages of a door-to-door HHW collection program are numerous:

1. No event planning required. City/County personnel spend many hours, days, weeks and sometimes months in the planning of a HHW collection event. A facility must be designated and prepared. Fire and police department personnel are generally required for potential emergencies and traffic control. Volunteers must be recruited and/or City/County employees are working and being paid overtime to assist. All of these actions are a cost to the City/County in addition to the waste disposal charges.
2. The designated SEMSWA WAE representative in charge of the program need only tend to the public education, review the monthly invoice and forward it to the accounts payable department. The Curbside program requires minimal management activity.
3. Residents do not have to put HHW materials in their cars and take the chance of container leaks and/or exposure to the vehicle occupants.
4. Residents do not feel compelled to attend the one-day event when all they have is a very small amount of material. Since the program is available year-round, they generally call when they need the service, which is actually a cost savings in the long run.
5. The program serves all residents, including seniors, disabled and residents moving or that will not be home on the day of the event.

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REFERENCES IN SURROUNDING AREAS

1. CITY AND COUNTY OF DENVER: Charlotte Pitt – 720-865-6816
2. CITY OF AURORA Lisa Klotz – 720-207-7974
3. CITY OF GREENWOOD VILLAGE: Karen Rowley – 303-708-6120
4. CITY OF LONE TREE Michelle Kivela – 303-225-4934

PROGRAM SUMMARY

Curbside, Inc., (hereinafter referred to as the “Contractor”), will provide all services for SEMSWA WAE. The proposed program consists four elements:

- Door-to-Door Collections
- Permanent Facility Drop-off
- Public Education
- Customer Survey / Performance Monitoring

Other program options available to the SEMSWA WAE include E-waste collection (door-to-door or drop-off), sharps (used needles), expired medications (pending), tire collection (door-to-door or drop-off) and CESQG Businesses (conditionally exempt small quantity generators). These additional programs may be added at any time during the contract period.

Residential Collections/Permanent Facility:

The Contractor will perform all collections and accept all approved waste at the facility. Collections are limited to residential dwellings. Apartments and apartment conversions, as well as multi-story residential facilities are handled on a case-by-case basis per the desires of the SEMSWA WAE. The key to collections is in the available access to an outdoor location where the “collection kit” can be safely placed for collection. Generally, the kits are placed by the resident’s front porch or garage door (not in an alley).

Residents will be able to call a 24-hour, toll-free hotline number to schedule either a door-to-door collection or a drop-off collection at the facility. Virtually every type of HHW can be collected or accepted. The hotline will be staffed with bilingual operators between the hours of 6 a.m. to 6 p.m. (MST). All after hours calls will be received via computerized answering system. All after hour messages received will be returned by the end of the next business day. All door-to-door collections will occur ideally within two (2) weeks and in no longer than three (3) weeks of receiving the eligible residents call.

The Contractor is currently collecting from residents of the City of Centennial and Unincorporated Arapahoe County. Contractor personnel will collect material on scheduled collection days or residents will be allowed to drop-off material by appointment at the permanent facility. Special assistance will be given to seniors and residents with disabilities as needed at the time of collection.

All collected material will be transported to Curbside’s Denver facility. This facility is in possession of all appropriate permits and insurance. The Contractor will then consolidate, recycle, process and/or ship all material to the appropriate licensed facilities for further recycling or disposal.

Public Education:

The Contractor will provide the SEMSWA WAE with a variety of public education services at no charge. These include: providing camera ready art (from Curbside's archives only), press release copy, postage-paid survey cards, and limited outreach planning assistance to the SEMSWA WAE staff. The Contractor will take advantage of free media options provided by the SEMSWA WAE whenever possible. Contractor will perform all no-cost public education as listed in Section I.

Survey Program / Performance Monitoring:

The Contractor will implement a survey program to monitor program performance. Each participant will have the opportunity to complete and return a survey card. The survey measures the customer service satisfaction by each participant. The survey cards are returned directly to the designated SEMSWA WAE staff and subsequently forwarded to Curbside Inc. for compilation and reporting. Contractor staff will compile an annual report for the SEMSWA WAE. These reports measure the quantity and types of materials collected. Combined, the survey results and quantitative data will provide an extensive picture for the SEMSWA WAE and Contractor to review the program while in progress.

Optional E-waste collection program

Each year and thousands of pounds of lead contaminated glass reaches the local Denver area landfills. Typically this glass is from computer monitors; TV's and lap top computers. Both residents and businesses generate this waste. Most residents are not aware of the hazards of throwing this waste stream into the trash. It has fallen on the shoulders of Cities and Counties nationwide to try and control this issue. Curbside Inc has been working with Cities and Counties across the nation on addressing these issues. There is no sure fire way to collect all of this waste, as the cost would be prohibitive. However, Curbside has designed a program of collecting this waste at little or no cost to the jurisdiction. The SEMSWA WAE can choose to pay all of the cost for collection or pay none to a portion. If the SEMSWA WAE decides to pay only a portion the resident would be responsible to pay the balance (co-pay). The E-waste collection program would work the same way as the DTD HHW program in that while we are out collecting HHW we can also accept e-waste. All e-waste collected would be identified on our collection log and input into the database. The SEMSWA WAE would receive complete reporting of all e-waste collected from each home. This program would be available both through door-to-door and at the drop off facility. Pricing is included in the monetary proposal.

Insurance:

Contractor agrees to maintain the following insurance for the duration of agreement.

- A. Comprehensive General Liability and Automobile Liability in the amount of \$1,000,000
- B. Endorsements for policies shall designate SEMSWA WAE as an additional insured. Contractor shall provide to SEMSWA WAE proof of insurance in the form acceptable to the SEMSWA WAE.

Indemnity:

The Contractor shall defend, release, indemnify and save and hold harmless the SEMSWA WAE against any and all damages to property or injuries to or death of any person or persons, including property and employees or agents of the SEMSWA WAE, and shall defend, release, indemnify, and save and hold harmless the SEMSWA WAE from any and all claims, demands, suits, actions, liabilities, causes of action or legal or equitable proceedings of any kind or nature, including workers' compensation claims, of or by anyone whomsoever, in any way resulting from or arising out of and to the extent caused by the Contractor's or its officers, employees, representatives, suppliers, invitees, licensees, subcontractors, subcontractors, or agents' negligent acts, errors or omissions in performance of their services under this Agreement; provided, however, that the Contractor need not indemnify and save harmless the SEMSWA WAE, its officers, agents, and employees from damages proximately resulting from the sole negligence of the SEMSWA WAE officers, agents, and employees. This indemnity clause shall also cover the SEMSWA WAE's defense costs, in the event that the SEMSWA WAE, in its sole discretion, elects to provide its own defense. Defense costs coverage must be included in the liability coverage provided for SEMSWA WAE, its officers, officials and employees as additional insured. These indemnification obligations shall survive the termination of this Agreement by expiration of the term hereof or otherwise.

SECTION I – DESCRIPTION OF WORK

Action Steps

1. The proposed program will be available to all approved City of Centennial and Unincorporated Arapahoe County residents. Residents can call a toll-free hotline (1-800-449-7587) to schedule a door-to-door collection or schedule an appointment to drop off materials at the facility. Operators will staff the hotline Monday through Friday from 6 a.m. to 6 p.m., (MST). After-hours callers will reach Curbside's voicemail system. All voicemail calls will be returned as soon as possible, but in no event later than the next business day. The voicemail operates 24 hours a day, and on weekends.

2. Contractor will collect all material types as listed in Attachment A.

As part of this proposed program the Contractor would not accept explosives, ammunition, biological waste, cylinders, tanks, radioactive wastes, medical waste, commercial type waste or material in containers of more than 5 gallons in size (no drums).

3. The Contractor will have a sufficient number of vehicles available for operation in the proposed collection program. Each has been customized for HHW collection. These vehicles will be able to service SEMSWA WAE's residents as often as demand dictates. Curbside service representatives are generally in the Arapahoe County area weekly.
4. When the participant calls, demographic and location data will be collected. Hotline operators will make notes of the type and quantity of material the resident has to be disposed of either through the door-to-door or the drop off program. Information collected from the participant will include their name, address, and phone number, cross streets and age. Lastly, participants are asked how they heard about the program. All information collected at the time of the call is entered directly into a computer database for later use in performance reports.
5. In order to reduce overall program costs, residents will be encouraged by hotline operators to locally recycle used motor oil, filters and automotive batteries. Residents will be given the address and telephone numbers of local retailers that will accept these materials for free or for minimal cost.
6. During the call, residents will be given the choice of the drop-off or collection at home. Most residents choose the home collection because of the convenience and safety.
7. A Reminder call will be made to each "home collection" resident the day prior to collection.

8. The operator will request a verbal “general” inventory of the material to be collected and/or to be dropped off at the facility. If the participant has any ineligible material, the operator will inform the participant whom to contact for disposal of the waste.
9. The operator shall also inform the participant on preparation of materials, maximum quantities (included in the basic service), and other key program parameters. This includes any co-payment or excess waste collection fees.
10. A collection date for door-to-door collection will be scheduled within two (2) weeks and in most cases, no longer than three (3) weeks of receiving the eligible residents call. If the resident chooses to utilize the drop-off facility they will be given the next available time slot.
11. Prior to the collection date, door-to-door program participants will receive via USPS an HHW collection kit. The Contractor will ship the kit at no cost to the participant. The kit will be mailed to the resident within 24 hours of the time the appointment is made for the collection or drop off. The kit contains an industrial strength 4-mil plastic bag, bag ties, labels, instructions, and a survey card. Once properly sealed the bag becomes weather and leak proof. Residents can place up to approximately 12 gallons of material inside the bag. In addition **only** automotive batteries and fluorescent tubes may be placed outside the bag. Any additional material placed outside the bag will be charged per the fee matrix included in the *Monetary Proposal*. For collections of containers of 5 gallons or larger Curbside will work directly with resident and/or the SEMSWA WAE for payment. All liquid material must be tightly capped or sealed, free of leaks and in a container of 5 gallons or smaller. The bag must also be sealed/tied. The maximum amount of material collected per stop or per vehicle is identified in the *Monetary Proposal*.
12. Any material collected exceeding the total agreed upon limit per stop will be done at an additional charge. The additional fee will be charged to the resident unless otherwise indicated by the SEMSWA WAE. The amount of the fee will be as listed the *Monetary Proposal*.
13. Special service will be provided on an as needed basis for seniors and people with disabilities. *(Assembling and packaging is limited to 15 minutes. A fee of \$55.00 per hour (prorated in 15 minute increments) will be charged for any additional time expended over the allowed 15 minutes).* Our experience in this type of program is that most if not all assistance that has been required has in fact been completed within the allowed 15 minute time frame.

The entire door-to door collection process is summarized as follows:

1. Resident contacts Curbside, Inc. via a toll-free hotline.
2. The operator confirms eligibility and informs resident of program parameters.
3. An HHW collection kit is sent to the resident prior to their appointment day.
4. On the scheduled day, the resident places their material on either their front porch or the top of their driveway, not at the curb or in the alley, for collection.
5. On the scheduled day, our highly trained service representative arrives and inspects the contents of the collection bag.
6. If all materials are acceptable, the material is transported to the vehicle.
7. The materials are then sorted by hazard class and placed into proper containers (lab-packed) for transport.
8. If there were unacceptable materials, the unacceptable materials are carefully re-packaged in the kit and sealed. If the resident is not home, a door hanger will be placed indicating why the material was not collected. They are instructed to call the hotline for further instructions. No resident will be left without a solution.
9. The material is transported to Curbside's facility in Denver.
10. The containers are removed from the vehicle and consolidated by hazard class.
11. The material is then recycled, processed and/or shipped to the appropriate, licensed facility for final recycling, fuel blending, destructive incineration, treatment and or industrial land filling.
12. Complete reporting will be provided to SEMSWA WAE. Reports are compiled based upon the individual receipt used at the home.

The entire drop-off collection process is summarized as follows:

1. Resident contacts Curbside, Inc. via a toll-free hotline.
2. The operator confirms eligibility and informs resident of program parameters and sets an appointment date.
3. On the scheduled day/time, the resident brings the material to the collection facility.
4. Once at the facility, our highly trained service personnel will inspect the material brought into the facility. Our personnel will unload the resident's vehicle of all acceptable waste. The resident will be required to stay within the vehicle.
5. The materials are then sorted by hazard class and placed into proper containers within the facility (lab-packed).
6. If there were unacceptable materials, the unacceptable materials will be left in the vehicle. If the material is considered dangerous appropriate action will be taken No resident will be left without a solution.
7. The material is then recycled, consolidated, processed and/or shipped to the appropriate, licensed facility for final recycling, fuel blending, destructive incineration, treatment and or land filling.

8. Complete reporting will be provided to the SEMSWA WAE. Reports are compiled based upon the individual receipts used.

Incompatible material will never make contact during collection, transportation, processing at the facility or shipping to the material's final destination. Material will never be poured or bulked at the residence.

Unknown wastes will not be collected or accepted. However, for a fee charged to the resident, the Contractor is capable of performing a field test to discover the nature of the unknown material. In all other cases, the Contractor will advise the participant on the proper course of action.

The Contractor will also assume *generator status* as soon as personnel collect the material at the resident's home or it is accepted at the facility. Any accident or spill, once the material is in Curbside's possession will be the complete responsibility of the Contractor.

Virtually all material will be recycled, fuel blended, destructively incinerated, neutralized, deactivated or industrial land filled (non- RCRA material). No hazardous waste will be landfilled except for materials which cannot be recycled or incinerated i.e. asbestos) without prior written consent from the SEMSWA WAE.

Currently all liquid latex paint is processed and recycled at Curbside's Denver facility. This however is subject to change. The SEMSWA WAE will be notified of any such change of disposal method.

The Contractor shall give preference to local vendors in all material recycling and disposal.

If desired, the Contractor shall provide the SEMSWA WAE with a list including contact names, phone numbers, and addresses of all sub-contractors. Currently, Curbside Inc. uses no sub-contractors.

Public Education:

As indicated, the Contractor will provide a variety of public education services at no charge including limited assistance to the SEMSWA WAE staff for the development and implementation of a successful public education program. Contractor's marketing professionals will make their services available to review and edit communications materials prepared by the SEMSWA WAE. Contractor's Marketing Staff is available to assist the SEMSWA WAE with media scheduling and placement, copy writing and with the pre-production of printed material including existing camera-ready art as appropriate for use in developing program materials. Press release copy will serve to help introduce the program's availability to residents. Contractor will provide Public Service Announcement (PSA) copy focusing on basic HHW source reduction messages.

Contractor will continue to assist the SEMSWA WAE staff in planning a successful outreach campaign in support of the program and in its design and copy of support materials.

Any additional services will be provided at a cost should the SEMSWA WAE request them. Outside purchases of media, printing, translations or other materials or services will be re-billed to the SEMSWA WAE on a cost plus 15% basis.

Program Tracking / Monitoring:

The goal of performance monitoring is two-fold:

- Ensure the program is performing as expected
- To make informed adjustments to program strategy in effort to regulate or stimulate program use.

Programs are monitored in two ways:

- Participant Survey Element
- Program Performance Reports

Participant Survey Element:

Survey cards are included in each kit. The survey cards are designed to assess the level of satisfaction and overall performance of the program. Completed survey cards are mailed (postage paid) directly to the SEMSWA WAE. After staff review, they are forwarded to the Contractor for entry into a survey database.

A report compiling all survey information received to date from County residents will be submitted to the SEMSWA WAE on an annual basis.

Program Performance Reports:

Two types of reports will be produced:

- A monthly pick-up cumulative report
- An annual performance report

The quantitative performance of the program will be monitored through the use of monthly cumulative reports. Routing reports are compiled for each collection day. Cumulative reports are compiled and included with each months billing. SEMSWA WAE staff can obtain collection data at any time upon request.

Routing Reports:

Each day, Curbside, Inc. will create a daily routing report. This report will show the names and locations of participants as well as a rough inventory of what HHW the resident has. A routing sheet will be kept for each day of collection.

All reports will be submitted to the SEMSWA WAE as double-sided copies.

Monthly Performance Reports:

At the end of each month (or as needed), a cumulative collection report will be included with each invoice. These reports will include a complete breakdown of pounds and or gallons of material collected through the door-to-door program and from participants at the facility.

Contractor will provide to the SEMSWA WAE up to twenty, four-color copies of the annual report at each issuance.

SECTION II – MONETARY PROPOSAL

DOOR-TO-DOOR PROGRAM:

The Contractor always bills on a completed, per stop basis. Stops that are not completed will not be billed. Stops generally are not completed only in cases of extreme weather or when a participant forgets to place their material out for collection. If the participant does not place their material out on the scheduled day, they will be marked, as a “No-Show” and the cost for the stop will not be billed. Residents are only allowed two “no-shows”, after which they will be directed to the drop-off program.

HHW

Per-Stop Costs:

Household Hazardous Waste Stops (HHW)

Curbside will collect the contents of the sealed bag plus up to a maximum of 5 automotive batteries and 5 fluorescent tubes only. With the exception of the batteries and tubes all waste **must** be placed into the bag and the bag **must** be tied closed. The bag can hold up to 12 gallons of waste. This is classified as the basic service.

PER STOP COST: \$109.00

Recyclable Waste Stops (Latex Paint/Motor Oil only)

If the “kit bag” contains only latex paint and/or motor oil, along with a maximum of 5 auto batteries and 5 fluorescent tubes outside the bag, then it would be considered a “recyclable stop”. This is classified as a “recyclable service” and is billed at a reduced cost per stop.

PER STOP COST: \$91.00

E-WASTE

Per-Stop Costs:

If the resident has e-waste in conjunction with HHW material (TV's, monitors and computers only) they will be collected, if desired, and the resident will be charged the disposal fee as listed on the attached "Recycling Invoice-Receipt Form". If only e-waste is collected, an additional stop charge of \$45 will be assessed. The SEMSWA WAE has the option to cover all or a portion of E-Waste collection fees. This is strictly an optional additional service to SEMSWA WAE's residents.

CO-PAYMENT PROGRAM:

Many Curbside Clients require their residents to pay a "co-payment" in order to use the HHW disposal program. Currently, unincorporated Arapahoe County and City of Centennial residents contribute a \$20.00 co-payment to participate in the programs. The co-payment can help stretch the SEMSWA WAE's budget so that they may offer the service to more residents throughout the year. It also boosts environmental awareness when the resident must "pay" a small fee to use the program. It can also be used to discourage petty use of the program for jurisdictions with small budgets. Collection of a co-payment is the responsibility of the Contractor and would reduce the amount per stop billed to the SEMSWA WAE by the amount of the co-payment.

Services Included in the Per Stop Cost:

All services are included in the per stop cost. The Contractor does not bill hours. All public education services as listed will be provided under the per-stop cost.

Services included in the program are:

- Insurance and certification of sub contractors
- Spill response
- Collection of material
- Separation / bulking / lab packing of material
- Transportation of material to final destinations
- Recycling / fuel blending / waste disposal
- No-cost public education services
- Postage paid survey cards
- Assistance to city staff
- Program Administration
- Operation of hotline
- Creation of reports
- Tracking of survey data
- Contractor time and travel

PERMANENT FACILITY PROGRAM:

The Contractor will bill the SEMSWA WAE for each participant bringing waste to the facility on a per-vehicle basis. All material will be weighed on a certified scale.

Per Vehicle Costs:

Household Hazardous Waste (HHW)

The Contractor will accept up to 125 pounds of waste (certified scale at facility), excluding automotive batteries and fluorescent tubes. In addition to the 125 pounds of waste residents can drop off up to 5 auto batteries and 5 fluorescent tubes. Residents with additional waste will be charged directly per the waste disposal matrix below.

PER VEHICLE COST: \$103.00

Recyclable Waste (Latex Paint/Motor Oil only)

The Contractor will accept up to 125 pounds of latex paint and/or motor oil. In addition to the 125 pounds of latex paint/used motor oil, residents can drop off up to 5 auto batteries and 5 fluorescent tubes. Residents with additional waste will be charged directly per the waste disposal matrix below

PER VEHICLE COST: \$88.00

E-WASTE

Per-Vehicle Costs:

Curbside will collect any and all e-waste brought to the facility and charge the resident according to the attached "Recycling Invoice-Receipt Form". The SEMSWA WAE may choose cover a portion of the E-Waste disposal costs if desired. A \$10 drop-off fee will be imposed along with the disposal costs if no HHW is dropped off with the E-Waste.

CO-PAYMENTS:

Co-payments would also apply to the drop-off service.

Services Included in the Per Vehicle Cost:

All services of the “door-to-door” program are included in the “drop-off program, except for the household collection by a Curbside Inc. vehicle.

EXCESS WASTE PRICING:

If the resident has more waste than the program parameters allow, they have the option of paying for the excess material at the time of drop-off or home collection. Excess pricing is based on the following pricing matrix. If a resident has a large volume of excess waste, then a “per bag” (door-to-door) equivalent will cost an additional \$87 or from the pricing matrix below, whichever is less. Drop-off equivalent will cost an additional \$103 HHW, \$88 (motor oil/latex paint) or from the price matrix, whichever is less.

Waste Stream	City Cost	Unit of Measure
Used motor oil	\$0.50	gallon
Antifreeze	\$1.75	gallon
Auto batteries	\$1.00	each
Used oil filters	\$1.00	each
Latex paint	\$3.00	gallon
Oil base paint/stains	\$7.00	gallon
Solvents	\$7.00	gallon
Fluorescent tubes	\$0.40	foot
All other materials	\$2.50	pound

NOTE:

A gallon of material as defined here is a “gallon size container”. Volume is not counted, only containers. e.g., 3 one gallon containers = 3 gallons.

The above per-stop and per-vehicle prices reflect all latex paint being processed at Curbside’s Denver facility using local vendors. If during the contract period the Contractor is unable to utilize their current local vendor and ultimately must ship the latex paint out of Colorado for recycling, or if the paint is treated and or land filled the SEMSWA WAE will work with the Contractor on a mutually agreeable arrangement to cover additional costs incurred by using such other recycling and or disposal methods.

The maximum that the SEMSWA WAE shall be charged for Door-to-Door collection or drop-off program shall not exceed the collection budget for this program as indicated in the annual contract. The Contractor reserves the right to increase all proposal costs a maximum 5% per contract year. If such adjustments are to be made the SEMSWA WAE will be notified 30 in advance of any such adjustment.

Contractor shall keep all excess waste fees collected from resident.

SCOPE OF WORK AND PERFORMANCE STANDARDS

The following definitions shall apply to this attachment.

- A. Acceptable Material: Those waste types described in Attachment A - Acceptable HHW Material, hereto.
- B. Hotline: A toll free number operated by Contractor to serve the residents of unincorporated Arapahoe County and the City of Centennial to facilitate performance of the Agreement.
- C. Household Hazardous Waste (HHW): All waste products listed in Attachment A-Acceptable HHW Material.
- D. Arapahoe County/City of Centennial Resident: A person who proves that he/she resides in the approved jurisdiction and is eligible for the program per the contract service guidelines.

Contractor shall provide the following services:

- I. Contractor shall accept HHW waste at Curbside's Denver facility and provide Door-to-Door Collection of Household Hazardous Waste to residents of the City of Centennial and Unincorporated Arapahoe County.

Such services shall be performed in the following manner.

- A. Upon request, Contractor will schedule an appointment for either a door-to-door collection of waste or an appointment to drop off waste at Curbside's Denver facility. Through the door-to-door program residents will be allowed to place the contents of bag, capable of holding up to 12 gallons of materials, plus 5 automotive batteries and 5 fluorescent tubes out side of the bag for collection. At the permanent facility residents will be allowed to bring up to 125 pounds of waste plus up to 5 automotive batteries and 5 fluorescent tubes.
- B. Contractor shall interview the person during the initial call for service to determine if the person is an eligible City/County resident and take verbal inventory of materials for door-to-door collection or drop off.
- C. A door-to-door collection date will be scheduled within two to three weeks of resident's call. For residents scheduled for the door-to-door program Contractor will send at no cost to the resident a Household Hazardous Waste Collection Kit. The collection kit will include a 4-mil industrial strength bag, bag ties, labels, instruction sheet and survey card.

Residents who are scheduled for to drop off waste at the facility will be given the next available date and time available.

- D. On the collection date, Contractor will go to the resident's address and will inspect contents of the collection kit. If there is unacceptable material within the bag the material will be left in the bag at the residence. A door hanger will be left informing the resident why the material was left. Residents who bring material to the permanent center will be asked to remain in the vehicle while the material is removed. If unacceptable material is found the resident will be given other disposal options.
- E. Contractor will provide resident with specific information on where materials that are not collected or those collected for a fee in the SEMSWA WAE's program can be recycled locally or how they can be properly disposed of.
- F. The Contractor will give preference to local vendors in material recycling and disposal.
- G. For collections of containers larger than 5-gallons in size (drums), the Contractor shall work directly with the resident and/or the SEMSWA WAE for collection and payment.
- H. The SEMSWA WAE reserves the right to modify the current resident co-pay system, administered by the Contractor.
- I. The SEMSWA WAE will review, approve and distribute all print and broadcast media and public education materials.
- J. All materials created by Contractor and paid for by the SEMSWA WAE will be prepared in both English and Spanish if desired. Translation fees may apply.

II. Performance Tracking

Contractor will monitor the program by using the following methods:

A. Survey Cards:

Contractor will have available in all collection kits, survey cards for participants to complete. The survey cards will be designed to assess the level of satisfaction and overall performance of Contractor's services. Completed survey cards will be mailed to the SEMSWA WAE at Contractor's expense. The SEMSWA WAE will return the survey cards to Contractor for entry into a database.

B. Routing Reports:

Contractor will create daily routing reports. These reports will show the names and location of residents, as well as an inventory of Household Hazardous Waste that was actually collected by volume and type of waste. Contractor will submit the routing reports to SEMSWA WAE by the end of each billing month following the actual service month.

C. Monthly Performance Reports:

At the end of each month, the Contractor will send a report to the SEMSWA WAE. The report will include a complete breakdown of pounds and /or gallons of material collected from the door-to-door and permanent facility program. These reports will give current and cumulative monthly totals.

D. Progress Report:

Contractor shall provide the SEMSWA WAE with a complete annual report, as well as a program summary of the program near completion of the term of the agreement. Contractor shall provide the SEMSWA WAE (20), four-color copies of the report at each issuance. The report will include a brief narrative, a description of the operations (i.e., hotline, collection, recycling/disposal, report preparation, etc.), public education, customer satisfaction and an up-to-date program summary. Reports and invoices shall be delivered as follows:

Originals and Invoices to:

As directed by the SEMSWA WAE.

General Performance Standards

I. Telephone Services

Contractor shall provide a staff of two persons to answer the Hotline Monday through Friday, from 6:00 a.m. to 6:00 p.m. (MST). Bilingual operators (English/Spanish) shall be available to assist residents that speak or comprehend limited English. Additionally, voice mail will be provided seven (7) days a week, twenty-four (24) hours per day. Contractor shall return all voice mail messages by the close of the next business day.

II. Equipment and Vehicles

Contractor shall have sufficient vehicles available for performance of this contract. Collection vehicles shall be commercial vehicles that will not exceed seven (7) tons gross vehicle weight.

III. Assistance to Residents in Disposal of Unacceptable Materials

Whenever Contractor is informed that a City/County resident wishes to dispose of hazardous waste that is not acceptable material, Contractor shall advise the resident of the proper method of disposal. Residents will never be left without a solution.

IV. Compliance with All Laws Regarding Disposal of Household Hazardous Waste

Contractor shall comply with all State and Federal laws. Contractor will not cause or allow any material identified in the Resource Conservation and Recovery Act (RCRA), to be taken to a solid waste landfill.

ATTACHMENT “A”

ACCEPTABLE HHW MATERIAL

The following are the acceptable waste types the Contractor will collect for the HHW Collection Program: **NOT ALL INCLUSIVE**

<u>Non-Recyclable Material</u>	<u>Recyclable Material</u>
Automotive Products	Antifreeze
Brake Fluid	Latex Paint
Carburetor Fluid	Used Motor Oil
Chlorine Bleach	Used Oil Filters
Cleaners	Auto Batteries
Corrosive Chemicals	
Drain Openers	
Fluorescent tubes	
Gasoline	
Herbicides	
Hobby Chemicals	
Household Batteries	
Insect Sprays	
Muriatic Acid	
Oil/fuel mix	
Non-latex Paint Products	
Paint Thinner	
Pesticides	
Polishes	
Pool Chemicals	
Rust Remover	
Solvent	
Spray Paint	
Stripper	
Thermometers (2)	
Thermostats (2)	
Waxes	
Weed Killers	
Wood Preservatives	

UNACCEPTABLE MATERIALS

Not All Inclusive

1. Explosives
2. Ammunition
3. Mercury (other than contained in a thermometer or thermostat)
4. Commercial Chemicals or Commercial Quantities (Business Waste)
5. Compressed Gas Cylinders (BBQ grill tanks, freon tanks, large fire extinguishers)
6. Bio-Waste (Medical Waste)
7. Sharps (needles) – have a separate program for sharps.

Although the above listed materials may not be acceptable under the SEMSWA WAE's HHW collection program, Curbside Inc. may be able to collect it for additional fees paid by the resident. In all cases Curbside's service representative will be able to provide proper disposal options.

IN MOST CASES, IF THE MATERIAL CAN BE PURCHASED FOR HOME USE AT A LOCAL HOME IMPROVEMENT CENTER, HARDWARE STORE OR GROCERY STORE, IT WOULD BE ACCEPTABLE TO THE PROGRAM. ALL OTHER MATERIALS MUST BE APPROVED PRIOR TO PICK-UP OR DROP-OFF.