

CITY OF KEY WEST
ITB NO. 14-009
SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Advanced Disposal Services **Date:** 3/13/14

Reference: Clay County, Florida

Contact: Alan Altman

Contact info: 904/284-6374

1. Is the company currently a service provider?

Yes ☒ No ☐

2. If no, why not? _____

3. How many years the company has provided service? In 8th Year _____

4. What collection services has the company provided?

☒ Curbside collection of residential solid waste

☒ Curbside collection of bulk trash

☒ Curbside collection of residential recyclables

☒ Collection of commercial solid waste

☒ Curbside collection of residential yard trash

Other _____

5. Is residential collection manual or automated?

Solid Waste

☒ Manual

Semi-automated

Automated

Recyclables

☒ Manual

Semi-automated

Automated

Yard Trash

☒ Manual

Semi-automated

Automated

6. How would you rate the company's overall performance?

___ Excellent: Of the highest quality or level.

X Above Average: To a high degree; better than or above the norm.

___ Average: Adequate; sufficient; satisfactory; standard.

___ Below Average: Substandard; below par; less than the norm.

___ Poor: Inadequate; unacceptable; inferior in quality; low level.

7. How would you rate the company's performance when transitioning into providing service?

- ☐ Excellent: Exceeded expectations; exceptionally smooth transition; very few complaints.
- ☐ Above Average: Very smooth transition with few complaints.
- ☒ Average: Adequate transition with the anticipated number of complaints.
- ☐ Below Average: Fair transition with more complaints than anticipated.
- ☐ Poor: Inadequate transition with large number of complaints.
- ☐ N/A (explain): _____

8. How would you rate your interest in doing business with this company in the future?

- ☐ Excellent: Unhesitatingly be will to do business in the future.
- ☒ Above Average: Willing to do business in the future.
- ☐ Average: Would consider doing business in the future.
- ☐ Below Average: Might consider doing business if company's performance improves.
- ☐ Poor: Not interested in doing business in the future.

9. Explain any problems encountered with the company's work performance and how they were addressed or resolved.

Various service issues from time to time, always promptly addressed.

10. Do you have any additional comments about the company's performance?

Overall above average service and personnel changes, and adjustments made by management when appropriate.

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SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Advanced Disposal Services

Date: 3/13/14

Reference: Solid Waste Authority of Palm Beach County

Contact: John Archambo

Contact info: (561) 315-2010

1. Is the company currently a service provider?

☒ Yes

No

2. If no, why not? N/A

3. How many years the company has provided service? Oct 1998

4. What collection services has the company provided? All listed below + other

Curbside collection of residential solid waste

Curbside collection of bulk trash

Curbside collection of residential recyclables

Collection of commercial solid

Curbside collection of residential yard trash

Other compactor & open top

5. Is residential collection manual or automated?

roll-off hauling, commercial recycling, residential containerized solid waste &

Solid Waste

Manual

Semi-automated

Automated

Recyclables

Manual

Semi-automated

Automated

Yard Trash

Manual

Semi-automated

Automated

recycling collection services.

6. How would you rate the company's overall performance?



Excellent: Of the highest quality or level.

☐ Above Average: To a high degree; better than or above the norm.

☐ Average: Adequate; sufficient; satisfactory; standard.

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☐ Below Average: Fair transition with more complaints than anticipated.
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☐ N/A (explain): _____

8. How would you rate your interest in doing business with this company in the future?

- ☒ Excellent: Unhesitatingly be will to do business in the future.
☐ Above Average: Willing to do business in the future.
☐ Average: Would consider doing business in the future.
☐ Below Average: Might consider doing business if company's performance improves.
☐ Poor: Not interested in doing business in the future.

9. Explain any problems encountered with the company's work performance and how they were addressed or resolved.

No concerns or issues!

10. Do you have any additional comments about the company's performance?

Advanced Disposal has a great management team that works very close with our team in an effort to provide the highest level of quality collection services possible.

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ITB NO. 14-009
SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Advanced Disposal Services

Date: 3/13/14

Reference: Orange County Solid Waste Division

Contact: Allan Cole

Contact info: 407-836-6622

1. Is the company currently a service provider?

☒ Yes

☐ No

2. If no, why not? _____

3. How many years the company has provided service? 2009-Present, 5 years and 3 months

4. What collection services has the company provided?

☒ Curbside collection of residential solid waste

☒ Curbside collection of bulk trash

☒ Curbside collection of residential recyclables

☐ Collection of commercial solid

☒ Curbside collection of residential yard trash

☐ Other _____

5. Is residential collection manual or automated?

Solid Waste

☒ Manual

☐ Semi-automated

☐ Automated

Recyclables

☒ Manual

☐ Semi-automated

☐ Automated

Yard Trash

☒ Manual

☐ Semi-automated

☐ Automated

6. How would you rate the company's overall performance?

☐ Excellent: Of the highest quality or level.

☒ Above Average: To a high degree; better than or above the norm.

☐ Average: Adequate; sufficient; satisfactory; standard.

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☐ Average: Adequate transition with the anticipated number of complaints.

☐ Below Average: Fair transition with more complaints than anticipated.

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☐ N/A (explain): _____

8. How would you rate your interest in doing business with this company in the future?

☐ Excellent: Unhesitatingly be will to do business in the future.

☒ Above Average: Willing to do business in the future.

☐ Average: Would consider doing business in the future.

☐ Below Average: Might consider doing business if company's performance improves.

☐ Poor: Not interested in doing business in the future.

9. Explain any problems encountered with the company's work performance and how they were addressed or resolved.

The contractor responds to all missed collection within 24 hours as stated in the franchise agreement.

10. Do you have any additional comments about the company's performance?

The contractor complies with the franchise agreement and continues to meet all of their contractual obligations.

CITY OF KEY WEST
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SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Advanced Disposal Services **Date:** 3/13/14
Reference: Lee County Solid Waste
Contact: Brigitte Kantor, Operations Manager
Contact info: 239-533-8000, bkantor@leegov.com

1. Is the company currently a service provider?

☒ Yes No

2. If no, why not? _____

3. How many years the company has provided service? Under the name of Advanced Waste Services since May 2013, over all since 2000 considering acquisitions and name changes (Superior Waste Services of FL, then ONYX Waste, then Veolia Environmental Services, then Advanced Disposal Services)

4. What collection services has the company provided?

<input checked="" type="checkbox"/> Curbside collection of residential solid waste	<input checked="" type="checkbox"/> Curbside collection of bulk trash and white goods
<input checked="" type="checkbox"/> Curbside collection of residential recyclables	<input checked="" type="checkbox"/> Collection of commercial solid waste and recycling
<input checked="" type="checkbox"/> Curbside collection of residential yard trash	<input checked="" type="checkbox"/> Other: <i>curbside collection of electronic devices</i>

5. Is residential collection manual or automated?

Solid Waste	<input checked="" type="checkbox"/> Manual* and	Semi-automated	<input checked="" type="checkbox"/> Automated
Recyclables	Manual	Semi-automated	<input checked="" type="checkbox"/> Automated
Yard Trash	<input checked="" type="checkbox"/> Manual	Semi-automated	Automated

*Equipped with cart tippers

6. How would you rate the company's overall performance?

- ☐ Excellent: Of the highest quality or level.
- ☒ Above Average: To a high degree; better than or above the norm.
- ☐ Average: Adequate; sufficient; satisfactory; standard.
- ☐ Below Average: Substandard; below par; less than the norm.
- ☐ Poor: Inadequate; unacceptable; inferior in quality; low level.

7. How would you rate the company's performance when transitioning into providing service?

- ☐ Excellent: Exceeded expectations; exceptionally smooth transition; very few complaints.
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- ☐ Average: Adequate transition with the anticipated number of complaints.
- ☐ Below Average: Fair transition with more complaints than anticipated.
- ☐ Poor: Inadequate transition with large number of complaints.
- ☐ N/A (explain): _____

8. How would you rate your interest in doing business with this company in the future?

- ☒ Excellent: Unhesitatingly be will to do business in the future.
- ☐ Above Average: Willing to do business in the future.
- ☐ Average: Would consider doing business in the future.
- ☐ Below Average: Might consider doing business if company's performance improves.
- ☐ Poor: Not interested in doing business in the future.

9. Explain any problems encountered with the company's work performance and how they were addressed or resolved.

None

10. Do you have any additional comments about the company's performance?

Advanced Disposal Services managers and supervisors communicate often and well with Lee County office staff and field inspectors and provide our residents and businesses excellent customer service. Advanced Disposal Services "open door policy" and interaction with the Solid Waste Division adds a level of mutual trust to our business

relationship. Advanced Disposal Services continually strives to meet its contract responsibility and is actively vested in our community through volunteer work and donations. The company is an active member of the Fort Myers Chamber of Business and the Town of Fort Myers Beach Chamber of Business, and represented by the General Manager as board member of Keep Lee County Beautiful. As a final note, the Lee County Solid Waste Division has never experienced any financial issues with Advanced Disposal Services.

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SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Advanced Disposal Services **Date:** 3/18/14

Reference: Stuart Moring, Director of Public Works/Environmental Jackson Georgia

Contact: Gail Gruetzman, Admin Asst. **Contact info:** 770-641-3715

1. Is the company currently operating this transfer station?

Yes No

2. If no, why not? _____

3. How many years the company has operated this transfer station? 5+ _____

4. What materials are processed at this transfer station?

<u>Residential solid waste</u>	<u>Bulk trash</u>
Residential recyclables	<u>Commercial solid waste</u>
Residential yard trash	Commercial recycling
Other _____	

5. How would you rate the company's overall performance?

xx Excellent: Of the highest quality or level.
____ Above Average: To a high degree; better than or above the norm.
____ Average: Adequate; sufficient; satisfactory; standard.
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6. How would you rate the company's performance when transitioning into providing service?

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- ☐ Poor: Not interested in doing business in the future.

8. Explain any problems encountered with the company's work performance and how they were addressed or resolved.

Complaints are very few and always resolved promptly. We have a second contract with them for yard waste and recycling collection, and they provide first rate service and responsiveness. We have never had a better contractor in my 17 years here.

9. Do you have any additional comments about the company's performance?

Highly recommended.

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REFERENCE CHECK FORM

Bidder: Advanced Disposal Services

Date: 3/13/14

Reference: Village of Islamorada

Contact: John Sutter

Contact info: 305-853-1821

1. Is the company currently a service provider?

☒ Yes No

2. If no, why not? _____

3. How many years the company has provided service? 12 years _____

4. What collection services has the company provided?

☒ Curbside collection of residential solid waste

☒ Curbside collection of bulk trash

☒ Curbside collection of residential recyclables

☒ Collection of commercial solid

☒ Curbside collection of residential yard trash

Other Village Special Events Solid

Waste and Recyclables

5. Is residential collection manual or automated?

Solid Waste

Manual

Semi-automated

☒ Automated

Recyclables

Manual

Semi-automated

☒ Automated

Yard Trash

☒ Manual

Semi-automated

Automated

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☐ Poor: Not interested in doing business in the future.

9. Explain any problems encountered with the company's work performance and how they were addressed or resolved.

Very cooperative, no major problems, does whatever necessary to provide high level of service.

10. Do you have any additional comments about the company's performance?

Provides excellent overall service, goes the extra mile to more than satisfy all contract requirements and citizen expectations.

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SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Advanced Disposal Services

Date: 3/13/14

Reference: Christy Stewart, St. John's County

Contact: _____

Contact info: 904-827-6986

1. Is the company currently a service provider?

☒ Yes

No

2. If no, why not? _____

3. How many years the company has provided service? 11

4. What collection services has the company provided?

☒ Curbside collection of residential solid waste

☒ Curbside collection of residential recyclables

☒ Curbside collection of residential yard trash

☒ Curbside collection of bulk trash

☒ Collection of commercial solid

Other _____

5. Is residential collection manual or automated?

Solid Waste

☒ Manual

Semi-automated

Automated

Recyclables

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Semi-automated

Automated

Yard Trash

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Semi-automated

Automated

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