

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

Bidder: Waste Management

Date: 3/11/14

Reference: Town of Callahan

Contact: Michael A. Williams

Contact info: paud@townofcallahan-fl.gov

1. Is the company currently a service provider?

☒ Yes

No

2. If no, why not? _____

3. How many years the company has provided service? 16 + years

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	<input checked="" type="checkbox"/> Semi-automated	Automated
Recyclables	Manual	<input checked="" type="checkbox"/> Semi-automated	Automated
Yard Trash	<input checked="" type="checkbox"/> 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.
____ 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): Doing Business with them my time here.

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?

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SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Waste Management

Date: 3/11/14

Reference: City of Pompano Beach

Contact: Russell Ketchem

Contact info: 954-545-7011

1. Is the company currently a service provider?

Yes ☒ No

2. If no, why not? _____

3. How many years the company has provided service? Since 1974 _____

4. What collection services has the company provided?

Curbside collection of residential solid waste	<input checked="" type="checkbox"/>	Curbside collection of bulk trash	<input checked="" type="checkbox"/>
Curbside collection of residential recyclables	<input checked="" type="checkbox"/>	Collection of commercial solid	<input checked="" type="checkbox"/>
Curbside collection of residential yard trash	<input checked="" type="checkbox"/>	Other	_____

5. Is residential collection manual or automated?

Solid Waste	<u>Manual</u>	Semi-automated	Automated
Recyclables	<u>Manual</u>	Semi-automated	Automated
Yard Trash	<u>Manual</u>	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.

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

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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): Since we've been in an agreement with WMI since 1974, there has not been a transition in recent memory.

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.

Nothing out of the ordinary. WMI has always worked to resolve the issue.

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

Not so much about performance, but overall appearance of the company. WMI always has new clean trucks. And their workers are always in uniform. That is a positive.

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

Bidder: Waste Management **Date:** 3/18/14
Reference: Pasco County, Florida
Contact: Karen LeMay **Contact info:** 717-847-8123

1. Is the company currently a service provider?

☒ Yes

☐ No

2. If no, why not? _____

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

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	<input type="checkbox"/> Manual	<input type="checkbox"/> Semi-automated	<input type="checkbox"/> Automated
Recyclables	<input type="checkbox"/> Manual	<input type="checkbox"/> Semi-automated	<input type="checkbox"/> Automated
Yard Trash	<input type="checkbox"/> Manual	<input type="checkbox"/> Semi-automated	<input type="checkbox"/> 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.

☐ 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): Unknown – has always been here

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.

1. They change managers every so many years

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

Our County is an open market – but the County provides annual licenses with setting a maximum rate that the hauler's can charge per month for curbside and commercial dumpster service.

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

Bidder: Waste Management

Date: 3/18/14

Reference: City of Ormond Beach

Contact: Kevin M Gray, PW Operations Manager **Contact info:** gray@ormondbeach.org

1. Is the company currently a service provider?

Yes ☒ X

No ☐

2. If no, why not? _____

3. How many years the company has provided service? 1999 _____

4. What collection services has the company provided?

☒ X Curbside collection of residential solid waste

☒ X Curbside collection of bulk trash

☒ X Curbside collection of residential recyclables

☒ X Collection of commercial solid

☒ X Curbside collection of residential yard trash

Other _____

5. Is residential collection manual or automated?

Solid Waste

☒ X Manual

Semi-automated

Automated

Recyclables

☒ X Manual

Semi-automated

Automated

Yard Trash

☒ X Manual

Semi-automated

Automated

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

☒ _X_ 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?

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☐ 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.

Customer concerns are normally handled by the end of business. Excellent customer satisfaction.

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

It has been a pleasure working with Waste Management as my solid waste contractor.

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

Bidder: Waste Management **Date:** 3/18/14

Reference: Martin County Utilities and Solid Waste

Contact: Patrick Yancey **Contact info:** _____

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? 20+ years

4. What collection services has the company provided?

<u>Curbside collection of residential solid waste</u>	<u>Curbside collection of bulk trash</u>
<u>Curbside collection of residential recyclables</u>	<u>Collection of commercial solid</u>
<u>Curbside collection of residential yard trash</u>	Other _____

5. Is residential collection manual or automated?

<u>Solid Waste</u>	<u>Manual</u>	Semi-automated	Automated
<u>Recyclables</u>	<u>Manual</u>	Semi-automated	Automated
<u>Yard Trash</u>	<u>Manual</u>	Semi-automated	Automated

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

X 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.

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☒ 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.

Service has been very good. Timely follow up by supervisors on customer issues.

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

NO

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

Bidder: Waste Management

Date: 3/11/14

Reference: Delray Beach

Contact: Al Berg

Contact info: 561-243-7240

1. Is the company currently a service provider?

Yes

No

2. If no, why not? _____

3. How many years the company has provided service? Since 2005 _____

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 All of the above

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?

X 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.

☐ 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.

Occasionally, service is missed. Company will respond same day. Trash or re-cycle is removed immediately.

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

Waste Management has serviced the city for a long time and has provided responsive and professional service. Whenever billing or servicing mistakes are made, they are rectified by the company.

CITY OF KEY WEST

ITB NO. 14-009

SOLID WASTE COLLECTION AND PROCESSING SERVICES
REFERENCE CHECK FORM

Bidder: Waste Management

Date: 4/28/2014

Reference: City of Margate

Contact: Aaron Tauber

Contact info: (954) 972-0828

11. Is the company currently a service provider?

☒ Yes

☐ No

12. If no, why not? _____

13. How many years the company has provided service? Over 30 years.

14. 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 Collection of Owner Occupied Multifamily solid waste is not included in the contract.

15. Is residential collection manual or automated?

Solid Waste

☒ Manual

Semi-automated

Automated

Recyclables

☐ Manual

Semi-automated

☒ Automated

Yard Trash

☒ Manual

Semi-automated

Automated

16. 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.

17. 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): Waste Management has been the City's residential waste hauler for over 30 years.

18. 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.

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

During a brief period last year, bulk collection was not being completed on the scheduled days. With an open dialogue between Waste Management and the City the issue was quickly resolved.

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