



Highland Township

Dear Township Representatives:

I am writing this letter in response to some questions and concerns that had been raised to our customer service center regarding service limits and missed pickup at the township office.

In regard to the office trash that was missed, I wanted to confirm that what you have as your service days match ours and if they do, we should be good moving forward as the new driver was instructed as to where you set the bins out at the office location. We have the service as wed weekly for trash and every other week for recycle.

In regard to trash limits, per the contract the limit is roughly 160 gallons equivalent of trash. Many customers utilize carts and some dispose of via bags which can make the volumes at each stop look much different. Each one of our carts is roughly 96-gallon capacity, meaning that basic service with our cart or a personal can is cart contents and 2 bags (as long as the bags are not overweight and cannot be lifted). Basic service without a cart is roughly 5 bags. On top of this customers are entitled to 1 bulk item weekly, this could be an additional bag if there is no item that is classically referred to as bulk.

Over the last couple years of the contract, we had a driver that took everything that was out at stops. While this is great for some of the residents, this was not only far over what the contract was setup for and a large additional cost, but also created problems for some customers in that the routes would not complete due to the truck packing out and crews running out of legal DOT hours due to disposal options not being prevalent in the vicinity. We made a change in drivers about 5 months ago and began to audit the accounts and take the limits of what the contract stated. We have tried to service the customers effectively for what they are paying for and what the contract states from this point on and so while it may appear that drivers are randomly selecting amounts of trash to be taken, they are trying to be accurate to their route sheets. The same issue was present on the flip side when driver was taking all, but the customers that were paying for additional service where the ones that were feeling slighted.

My suggestions in the future would be to push for rewording of the contract to have limits more accurately reflect the equipment that haulers are using (i.e. make it 96 gallon per resident or 1 cart, or something along those lines). This would decrease the call volumes for service levels that you are receiving at the local level. I would also suggest that the complaint forms that are part of the contract be utilized and sent to the POC (point of contact) for the townships. This allows more transparency as to what concerns are being sent to you, so that we may work together directly on solutions to the issues.



We have had a strong partnership with Adams County and are committed to continuing the relationship in the future, while other haulers have pulled out of the residential market or inflated prices to a point that its not sustainable for the average resident.

If you have any question, please do not hesitate to ask

Thank you and have a great day!

Sincerely,

Brad Dennen
Director of Operations
Apple Valley Waste
609-437-3607
Brad.Dennen@applevalleywaste.com