

April 8, 2014



Solid Waste Contract Implementation
Update for the City of SeaTac

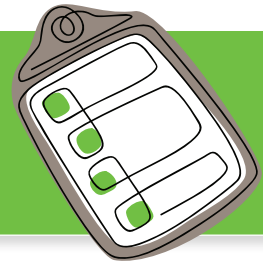
WasteZero

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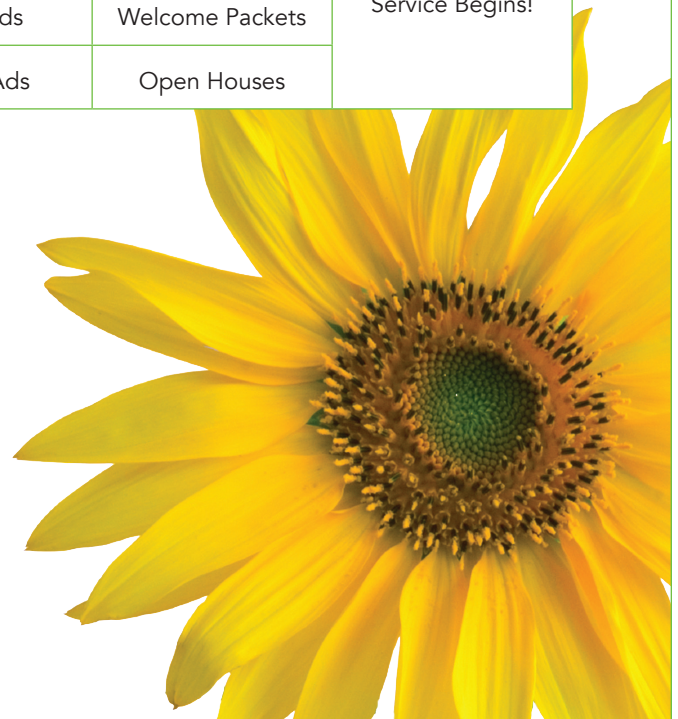


Contract Implementation Update



1. Milestones

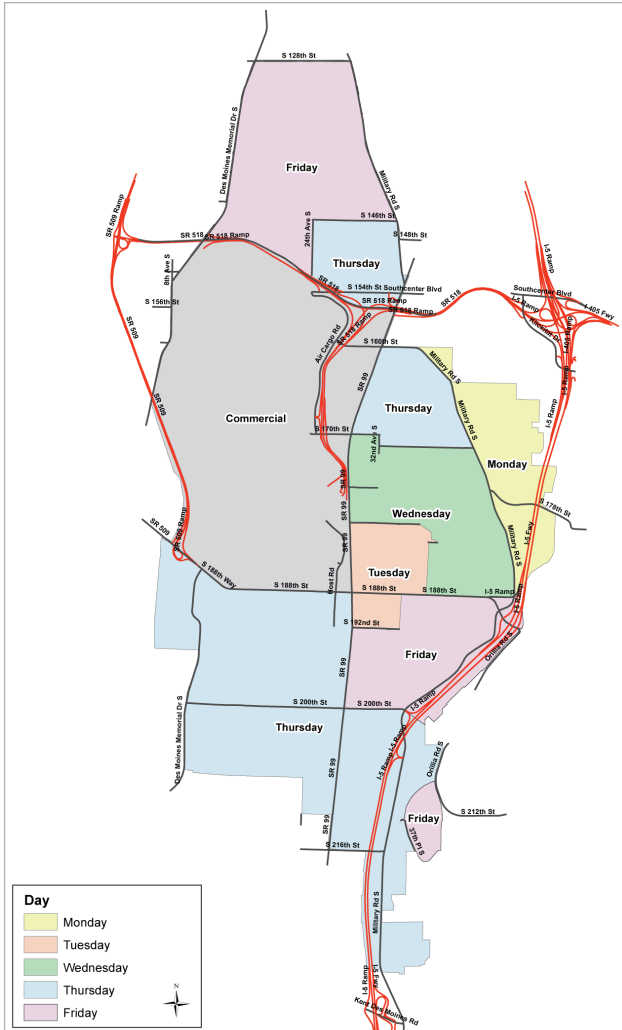
	March	April	May	June
Operations	Route Development	Carts	Cart Deliveries	Service Begins!
		Trucks	Driver Training	
Communications	Call Center	Postcards	Welcome Packets	
	Website	Media Ads	Open Houses	



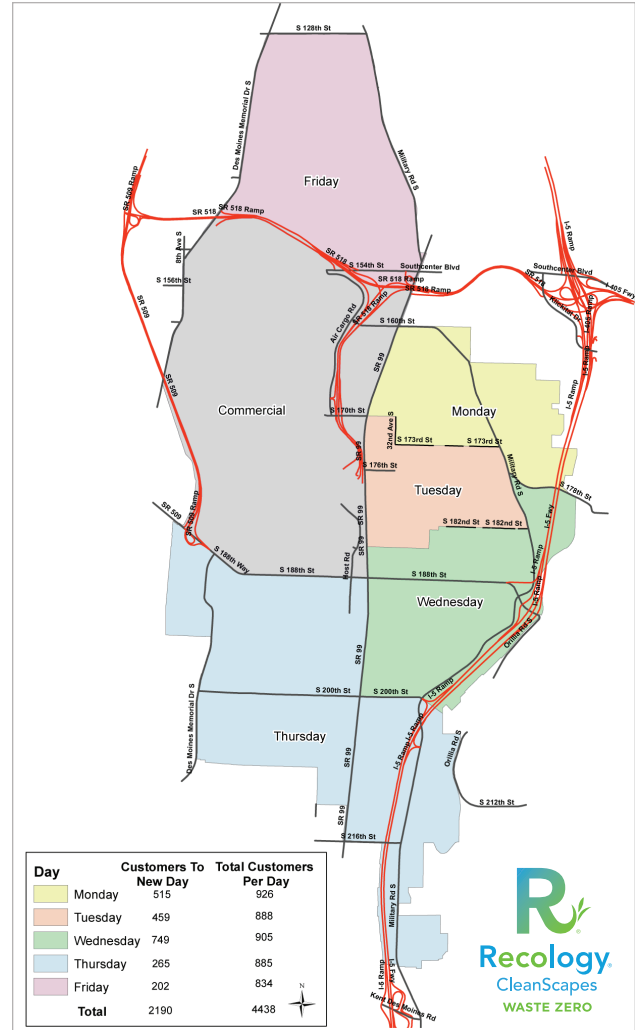
2. Routing Status

- ▶ New residential routes: Designed to minimize fuel use, tire wear, greenhouse gas emissions and wear-and-tear on City streets.

Republic Services Day Borders



Recology CleanScapes Day Borders



- ▶ Initial estimates indicate that the day of collection will change for approximately 2190 residential customers.

3. Customer Communication & Community Outreach

Customer Communication Materials

Goal: Create graphically appealing, easy-to-understand customer communication materials that announce the change in contractor and communicate the service changes coming to the City. The website, which will be translated into Spanish, Somali and Punjabi, will supplement the communication materials with more in-depth information about hard-to-recycle items, billing process, and detailed service information.

Recent Community Outreach & Upcoming Events:

- ▶ Open Houses
 - » City Hall – May 12
 - » Community Center – May 14
- ▶ 2nd Annual City Litter Cleanup – April 19
- ▶ Bow Lake Residential Community – March 26
- ▶ Port of Seattle – March 12
- ▶ Hotel-Motel Committee – April 9
- ▶ Southwest King County Chamber of Commerce

School Activities or Collaboration to Date:

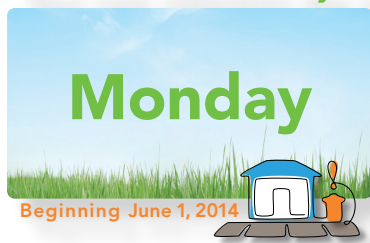
- ▶ Global Connections H.S. – March 17 & March 21
- ▶ Aviation H.S. – April 15
- ▶ Recology CleanScapes welcomes all current school invitations with future outreach to be fully active in the 2014/2015 school year.



Hello SeaTac!



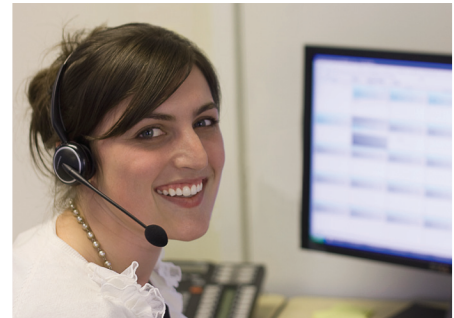
Your new collection day is:



4. Customer Service Call Center & Recology CleanScapes Highline Store

Customer Service Call Center

- ▶ 206.767.1166 – The Call Center’s SeaTac dedicated phone number. Connects to our Call Center in Seattle.
- ▶ Kelly McHale, a Senior Customer Service Representative, has been selected as the City of SeaTac’s dedicated Call Center representative.
- ▶ Call Center Hours: 8am-5pm Daily



Recology CleanScapes Highline Store

- ▶ Grand Opening (Expected): Summer 2014
- ▶ Location: 5 Corners Shopping Center, 15858 1st Avenue S. #A100, Burien WA
- ▶ Serving residents in SeaTac, Burien and Des Moines.
- ▶ Concept: Fun, sustainable, smart, and responsive
- ▶ In addition to dropping off hard-to-dispose-of recyclable items, residents will be able to pay their bill, make service adjustments, and access waste reduction resources at the store.
- ▶ Offering products that are recycled, recyclable, “upcycled”, or reduce landfill waste by replacing disposables with durables.
- ▶ To see a video spotlighting the Issaquah Store, please visit: http://youtu.be/N-8vAuG_9kc



5. Recology CleanScapes Brand Transition



Recology CleanScapes

We're getting a new name, a new logo, and new trucks. You're getting the same great service.

hello! goodbye.

CLICK FOR MORE DETAILS.

Recology CleanScapes WASTE ZERO

6. Material Recovery Facility

- ▶ 4401 East Marginal Way, Seattle WA
- ▶ 75,600 square feet
- ▶ State of the art, three-screen processing with optical plastics sorting
- ▶ Education programs and tours in 2015
- ▶ Grand Opening Celebrate and Ribbon Cutting (Expected): Summer 2014




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