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## 5 SECTION 2 BACKGROUND INFORMATION

### 6 2.1 INTRODUCTION

7 The purpose of this Section of the RFP documents is to familiarize prospective  
8 Proposers with the City, its current solid waste services, and to provide information not included  
9 in other Sections of this document.

10 Any terms that are capitalized in this Section are specifically defined in the  
11 Collection Services Agreement located in Section 6 of this RFP and the meaning of such terms  
12 is solely as defined therein.

13 *The data contained in this Section is for informational purposes only. The*  
14 *City makes no warranty as to the accuracy of this information and disclaims any*  
15 *responsibility for any such information that may subsequently be determined to be*  
16 *incomplete or inaccurate.*

### 17 2.2 GENERAL INFORMATION

18 In 1999, San Jose's population was 909,100, which ranks the City as the 11th  
19 largest in the United States. Established in 1777, San Jose was California's first civilian  
20 settlement and today is the cultural, financial, political, and high technology "Capital of Silicon  
21 Valley."

22 Several national publications have recognized the City's municipal government  
23 as one of the best-managed in the country. There are approximately 6,300 employees in the  
24 organization. The Environmental Services Department, which administers the solid waste  
25 program and a range of other services, is one of the largest departments in the City.

### 26 2.3 CURRENT SOLID WASTE MANAGEMENT PROGRAMS

#### 27 2.3.1 City's Solid Waste Management Objectives and Goals

28 The stated solid waste reduction objective of the City of San Jose is to divert as  
29 much of the municipal solid waste from disposal at landfills as is technically and economically  
30 feasible. **Solid waste diversion is a high City priority.**

31 The goals of the City include the following:

- 32 ■ maximize recycling and minimize Residential Solid Waste,
- 33 ■ maximize collection and recycling of Yard Trimmings,
- 34 ■ improve Residential Street Sweeping Services,
- 35 ■ improve removal and maximize recycling of Large Items,
- 36 ■ maximize resident participation in recycling efforts,

- 37           ■ maximize the highest and best use of Recyclable Materials,
- 38           ■ minimize public health and occupational hazards as well as environmental impacts
- 39           related to solid waste management, and
- 40           ■ maximize consistency of services and service rates Citywide.

### 41           **2.3.2 Solid Waste Management Programs**

42           On July 1, 1993, the City of San Jose started a “Pay-As-You-Throw” residential  
43 solid waste and recycling program called Recycle Plus (RP) which has become one of the  
44 largest integrated waste management programs in the country. City residents can recycle up to  
45 80 percent of their solid waste stream in the comprehensive Recycle Plus curbside recyclables  
46 and Solid Waste Collection program, which serves approximately 195,000 single-family  
47 dwellings on a weekly basis and approximately 85,000 multi-family dwellings in approximately  
48 3,400 complexes. In Fiscal Year 1998-99, the residential system handled more than 450,000  
49 tons of Residential Solid Waste, Recyclable Materials, and Yard Trimmings. The largest  
50 percentage of the collected material is Residential Solid Waste (53% at 241,800 tons), followed  
51 by Yard Trimmings (27% at 123,300 tons), and Recyclable Materials (20% at 91,000 tons). The  
52 Integrated Waste Management Division of the Environmental Services Department administers  
53 the Recycle Plus program. Available solid waste characterization data is provided in the “Data”  
54 Section of the Appendices.

55           The City contracts with private companies to provide collection, transportation,  
56 processing, and disposal of Residential Solid Waste and Recyclable Materials. Under the  
57 current Agreements, the City is divided into two (2) Service Districts for SFD, Yard Trimmings,  
58 and Residential Street Sweeping Services, and one Citywide Service District for MFD services  
59 as set forth below:  
60

<b>Service Type</b>	<b>District A</b>	<b>Districts B and C</b>
SFD Services	GreenTeam of San Jose	USA Waste of San Jose (a Waste Management company)
Yard Trimmings	Browning-Ferris Industries	GreenWaste Recovery
Street Sweeping	Browning-Ferris Industries	GreenWaste Recovery/Universal
MFD Services	GreenTeam of San Jose (Citywide)	
Landfill Disposal	International Disposal Corporation (Citywide)	

61 The City provides billing services for all residential customers. SFDs are billed  
 62 on a bimonthly basis and MFDs are billed monthly. If single- or multi-family dwellings request  
 63 additional services, such as cart exchanges or Large Item Collection, these charges are  
 64 included in the next billing cycle. Contractors invoice and receive payment from the City on a  
 65 monthly basis for services provided during the prior month.

66 Other programs provided or sponsored by the City that may affect the quantity of  
 67 Residential Solid Waste, Recyclable Materials and Yard Trimmings available for Collection  
 68 include a source reduction and recycling public education program and backyard composting  
 69 program. The City's Household Hazardous Waste Program is administered by Santa Clara  
 70 County.

71 **2.3.3 Program Comparisons**

72 The following table provides a summary description of the basic changes in the  
 73 current services and those requested by the City in this RFP.

74

<b>TABLE 2-2 PROGRAM COMPARISONS</b>		
<b>Current Service</b>	<b>Current Description</b>	<b>Requested Changes</b>
Recyclables Collection – Single Family Dwellings (SFDs)	Weekly unlimited collection on the same day that SFD solid waste, motor oil, and yard trimmings are collected.  Residents source separate into four bins. Drivers collect manually.	All recyclables fully co-mingled. Automated collection in wheeled carts. Successful proposer to provide recycling carts.  Occasional overages may be set out next to carts in resident-provided containers.
Used Oil and Filter Collection – Single Family Dwellings (SFDs)	Weekly manual collection from the curb in leak-proof containers provided by contractor.	No change.
Solid Waste Collection – Single Family Dwellings (SFDs)	Weekly automated collection in 32, 64, and 96 gallon wheeled carts. Occasional overages may be placed next to carts in bags with purchase of overage tag.  84% of customers currently subscribe to the 32-gallon cart size.	Add a 20-gallon cart option. Successful proposer(s) to provide 20 gallon carts to all requesting SFDs.  Note: Garbage carts currently in service are property of the City and will remain in service after 7/1/02. Successful proposer(s) to provide only those carts needed to respond to service requests after 7/1/02.

<b>TABLE 2-2 PROGRAM COMPARISONS</b>		
<b>Current Service</b>	<b>Current Description</b>	<b>Requested Changes</b>
Recyclables Collection – Multi-Family Dwellings (MFDs)	Weekly automated collection in 96-gallon carts. Residents source separate into three carts.	All recyclables fully co-mingled. Offer automated collection in 1 to 8 cubic yard bins as well as 96-gallon carts. Collection frequency as agreed to by hauler and customer. Note: MFD Recycling carts currently in service are the property of the current contractor. Successful proposer(s) must provide all MFD recycling carts and bins after 7/1/02.
Used Oil and Filter Collection – Multi-Family Dwellings (MFDs)	Pilot program only. Weekly collection in leak-proof containers, stored in collection boxes, both provided by contractor.	Provide service to all requesting MFDs.
Solid Waste Collection – Multi-Family Dwellings (MFDs)	Automated collection in 1 to 8 cubic yard bins or privately owned 20 yard roll-off compactors at a frequency agreed to by hauler and customer.	No change. Note: MFD Garbage bins currently in service are the property of the current contractor. Successful proposer(s) must provide all MFD garbage bins after 7/1/02. Roll-off compactors are provided by the customer.
Large Item Pick-Up – Single and Multi-family Dwellings	On-call collection of large items from the curb. Residents billed per pick-up based on number of items.	Successful proposer required to divert at least 50% by weight of large items collected.
Neighborhood Clean-up Bins	Roll-off bins provided on request for Council-organized neighborhood clean-up events. Generally held on Saturdays. No direct charge to residents.	Successful proposer required to divert at least 50% of the materials collected at the events. Options for additional bins/events.

<b>TABLE 2-2 PROGRAM COMPARISONS</b>		
<b>Current Service</b>	<b>Current Description</b>	<b>Requested Changes</b>
Yard Trimmings Collection – Single and Multi-family Dwellings, City parks corporation yards, and community gardens	Weekly, unlimited collection on the same day that SFD recyclables and solid waste are collected. Residents set yard trimmings on the street in loose piles for automated collection with “claw” attachment. In areas where on-street collection is not feasible, residents set out yard trimmings on the curb in burlap tarps or cans for manual collection.	Provide all tarp/can customers with wheeled carts for automated collection. Allow on-street customers to subscribe to cart service for an additional fee. Continue to serve the majority of residents using the on-street method. Cart customers may place occasional overages out next to their carts in bundles or resident-provided containers.
Residential Street Sweeping	Monthly mechanical sweeping of all residential streets on the day following yard trimmings collection.	Options for more frequent sweeping: Twice per month and weekly.
Solid Waste Disposal	All residential solid waste and sweep waste is transported to the Newby Island Landfill for disposal at no charge to the collector. City pays for disposal through its contract with Newby Island Landfill. Residue from recyclables and yard trimmings processing facilities is not covered under this agreement.	No change.
Recyclables Processing	Recyclables sorted, baled, and prepared for market. City does not share in revenues. San Jose residential recyclables must be kept separate from other recyclables. Recyclables processing is the responsibility of the recyclables collectors.	No change.

<b>TABLE 2-2 PROGRAM COMPARISONS</b>		
<b>Current Service</b>	<b>Current Description</b>	<b>Requested Changes</b>
Yard Trimmings Processing	Yard trimmings are processed into approved products. City does not share in revenues. City receives a portion of finished products. Yard trimmings may not be used for landfill cover. City contracts directly with processors.	Yard trimmings processing will be the responsibility of the yard trimmings collectors. City will no longer contract directly with processors. At least 95% of collected yard trimmings must be diverted. At least 50% of collected yard trimmings must be made into compost.
Customer Billing	City handles all customer billing and remittance. City pays solid waste and sweeping contractors.	No change.
Database Management	City maintains customer billing database. Each contractor maintains a separate database for its customer and service information. Contractors provide service data to City.	City will maintain one central database for all Recycle Plus customer billing and service data. Contractors will have continuous on-line access in their own offices to the service data portion of database. Contractors will input all service data directly into the database.
Customer Service Inquiries	Customers call one central number (408- 277-2700) for all Recycle Plus inquiries. An automated call router transfers billing-related calls to the City and service-related calls to the appropriate contractors.	The street sweeping contractors will be added to the call router system. Contractors' customer service representatives will enter all call-related data directly into the central database.

76 **2.3.4 Service District Information**

77 Available Service District information is summarized in Table 2-3. In addition, the  
 78 "Map" Section of the Appendices includes several maps showing the current Service Districts by  
 79 Service Type, current Collection days, and approximate location of MFD accounts.  
 80

<b>TABLE 2-3 SUMMARY OF SERVICE DISTRICT ACCOUNT INFORMATION</b>			
<b>1. SFD Services</b>	<b>District A</b>	<b>District B</b>	<b>District C</b>
# of 32 gallon service recipients	71,754	38,155	54,081
# of 64 gallon service recipients	11,118	5,099	9,822
# of 96 gallon service recipients	743	237	448
# of 128 gallon service recipients	53	8	8
# of 128+ gallon service recipients	16	2	6
1999 tonnage disposed	81,757	35,012	57,680
1999 tonnage recycled	32,392	20,141	30,972
<b>2 Yard Trimmings &amp; Street Sweeping Services</b>			
1999 tonnage yard trimmings collected	45,671	31,168	46,947
1999 tonnage street sweepings collected	2410	1389	2391
1999 street sweepings curb miles	1,186	660	1,136
<b>3. MFD Services<sup>(2)</sup></b>			
# of 96 gallon carts <sup>(1)</sup>	153	400	
# of 1 cubic yard bins	195	342	
# of 1.5 cubic yard bins	196	375	
# of 2 cubic yard bins	526	784	
# of 3 cubic yard bins	842	1,116	
# of 4 cubic yard bins	469	559	
# of 6 cubic yard bins	47	59	
# of 8 cubic yard bins	1	6	
# of 20 cubic yard compacting containers <sup>(3)</sup>	5	6	
1999 tonnage disposed	33,762	42,622	
1999 tonnage recycled	4,391	5,544	
<sup>(1)</sup> These service recipients will be moved into SFD Services.			
<sup>(2)</sup> Graphs showing the distribution of the collection frequency for the each bin size are included in the Appendices.			
<sup>(3)</sup> Only for MFDs that own their compacting containers.			

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81                   **2.3.5 Available Disposal Capacity**

82                   The City contracts with International Disposal Corporation (IDC), a wholly-owned  
83 subsidiary of Browning-Ferris Industries, for Residential Solid Waste disposal at the Newby  
84 Island Landfill. The term of the Disposal Agreement expires on June 30, 2020. The successful  
85 Proposers will be directed to the City's designated Disposal Facility and will be guaranteed a  
86 Contractor Disposal Allocation (CDA) amount sufficient to landfill all Residential Solid Waste  
87 Collected from SFD and MFD Service Units only, at no cost to the Contractor. CDA will be  
88 provided only for SFD solid waste disposal, MFD solid waste disposal, Street Sweeping disposal  
89 and disposal from neighborhood cleanups. CDA will not be provided for Recyclable Materials or  
90 Yard Trimmings processing residue.

91                   **2.3.6 Intent**

92                   The City's intent and the requirements of this RFP document are to continue to  
93 provide its citizens' with the appropriate level of service, at the best price and with the highest  
94 quality of service.

95                   The specifications contained within this RFP document are designed to establish  
96 an effective, efficient, uniform and safe system of Collection Services that provides for the  
97 following intended purposes:

- 98                   ■ Establish and maintain a continuous and uniform level of Collection Services in order to  
99 assure protection of the health, safety and welfare of the community.
- 100                  ■ Provide Collection Services in a coordinated manner, through a routing system that will  
101 improve current Collection Services while minimizing impacts to service rates.

102                  To this end, the City has tried to provide as much information as possible to all  
103 prospective Proposers in order to allow them to compute fair and reasonable rate quotes.  
104 However, it is the sole responsibility of the Proposer to calculate and be responsible for the  
105 prices quoted in the applicable set of Cost Proposal Forms.