

## **Organized Trash Collection Questions for the cities of Minneapolis and Maplewood**

- 1. Can you provide a brief overview of your current collection services?**
  - a. How many households are served
  - b. Services provided
    - i. Recycling
    - ii. Bulky items
    - iii. Yard Waste
    - iv. Organics
  - c. Frequency of above services
  - d. Average costs of above services to residents
  - e. How do you handle billing?
  - f. How do you handle customer service?
  - g. Do you own the carts for the program?
  
- 2. Can you tell us a little about your city's transition to organized collection?**
  - a. What year did your city transition to organized collection?
  - b. How was the transition accomplished?
    - i. RFP
    - ii. Negotiated agreement
    - iii. Other
  - c. How many trash haulers were serving residents before the transition?
    - i. How many haulers are serving the city currently?
      1. For Mpls: Have there been changes to the membership of the consortium? How are those handled?
  - d. What was the public response to the transition?
    - i. Has that response changed over time?
  
- 3. What priorities were most important when you first transitioned to organized collection?**
  - a. Was cost the most significant priority?
  
- 4. What factors did your city consider in setting up collection zones?**
  - a. Days of the week?
  - b. Coordination with recycling/other collections?
  - c. Demographic factors?
  - d. Were you willing to consider different bid prices for different zones?
    - i. How was that handled in a price across the board for your residents?
  
- 5. What benefits has your city seen from organized collection? Have there been any downsides?**
  
- 6. What advice would you offer to Saint Paul as we develop an RFP for collection services?**

