



City Council  
March 5, 2019

Addendum #1  
Comments Received 2/29 – 3/5

**From:** [Darleen MCGOVERN](#)  
**To:** [City Council](#)  
**Subject:** Trash  
**Date:** Tuesday, March 5, 2019 7:59:20 AM

---

I'm not sure if it's a done deal to go with Republic but I don't want to deal with them. Stay with Western. I have not heard anything good about Republic. Western is very easy to deal with. Don't know why you want to change.

Darleen McGovern  
1740 Polk Ct  
303-601-0910

Sent from my iPhone

**From:** [Katia Valencia Hoffer](#)  
**To:** [City Council](#)  
**Subject:** Please research Republic vs Western Disposal  
**Date:** Monday, March 4, 2019 6:51:10 PM

---

I am learning through social media about a meeting to discuss the change to Republic from Western Disposal. I urge the council to do your job and carefully research the many complain and concerns on Republic by our neighbors in Lafayette.

A service is about doing a job well done and not only at a lower price.

Unfortunately, my schedule won't allow me to attend tomorrow's meeting but I hope my email is sufficient.

Thank you  
Katia

**From:** [marciesemail@aol.com](mailto:marciesemail@aol.com)  
**To:** [City Council](#)  
**Subject:** Western Disposal  
**Date:** Monday, March 4, 2019 4:08:47 PM

---

I'm probably late with this endorsement but I hope Louisville will stay with Western Disposal. They have been very good. Their drivers are very nice and on the few occasions I have called them, they have provided excellent service over the phone.

Cordially,  
Marcie Smith  
2280 West Hecla Dr Louisville 80027

**From:** [Valerie Kelliher](#)  
**To:** [City Council](#)  
**Subject:** Keep Western Disposal  
**Date:** Monday, March 4, 2019 12:45:03 PM

---

I am writing to request council support the decision to stay with Western Disposal. We moved to Louisville two years ago, and we have been impressed with the excellent and reliable service we have received from Western Disposal. Not only our weekly trash and recycling/compost pick ups, but the exchange to different size collection containers to better suit our needs. Courteous and friendly with great customer service. Speaking from experience, our previous community, out of state, made the decision to go with a lower cost trash service. It was disastrous and continues to be —missed pick ups, confusion, angry customers. The town had to setup a special complaint line just to field the multitude of problems. Stay with Western and the excellent services they provide.

Best regards,  
Val Kelliher

**From:** [Sarah Burns](#)  
**To:** [City Council](#)  
**Subject:** Western Disposal  
**Date:** Monday, March 4, 2019 11:54:51 AM

---

Good Afternoon,

My name is Sarah Burns and my husband and I have been residents of Louisville for 12 years. I am writing this quick email in hopes that the City of Louisville retains the services of Western Disposal. They have provided not only exceptional service week in and week out but we love to see their smiling faces in the morning. Always willing to give a wave and go the extra mile, the workers at this company are second to none. I am unsure of the reason for a potential change but please take into consideration that the people of this city take pride in our sense of community and Western is a part of that. It would be nice if we as a city decided that sometimes a relationship with those in our community is worth more than any dollar savings.

Thank you for your consideration,  
Sarah A Burns  
533 Jefferson Ave

Sent from my iPhone

**From:** [Deborah Saret](#)  
**To:** [City Council](#)  
**Subject:** Trash Collection  
**Date:** Saturday, March 2, 2019 8:13:54 AM

---

Hello,

I want to voice my opinion about changing Trash Collection vendors. Western has provided excellent service in the years that Louisville has used them. They are dependable, offer exceptional customer service, both of which are often very difficult to find, and typically do not allow the trash to escape into the yard and street. As I don't know the criteria being used to select a vendor, I would hope that some of these "soft" benefits are given high priority and the choice is not being made solely on quantifiable criteria such as cost.

Thank you for your consideration,  
Deb Saret  
681 Columbine Ct.  
Louisville, Co.

**From:** [Joan Luxner](#)  
**To:** [City Council](#)  
**Subject:** Trash service  
**Date:** Friday, March 1, 2019 10:38:13 AM

---

Louisville trash service: I am opposed to city council changing our trash service. Western Disposal is a local company who employs local people and does a great job. They also do a lot of charitable work in Boulder County. That's not worth saving a \$1 or \$2.

I really prefer keeping Western Disposal they have great service.

Joan Luxner  
389 Lafayette St  
LOUISVILLE  
life long resident 66 yrs.

Sent from my T-Mobile 4G LTE Device



**From:** [Sarah Schmidt](#)  
**To:** [City Council](#)  
**Subject:** Trash service  
**Date:** Thursday, February 28, 2019 7:57:17 PM

---

I would like to voice my objection to your decision to change trash service providers. Western Disposal has provided excellent service and customer care for years. I have never had a problem with them and am dismayed that you would drop them for an out-of-state corporation. I have lived in Louisville since 1978. I ask you to please reconsider your decision.

Thank you,  
Sarah Schmidt  
131 W Elm St  
Louisville

Sent from my iPhone

**From:** [Kurt Kowar](#)  
**To:** [City Council](#)  
**Cc:** [Heather Balseer](#); [Petrovich, Mark \(MPetrovich@republicservices.com\)](#); [Meredyth Muth](#); [Megan Davis](#)  
**Subject:** Republic Services Nederland Article Additional Information  
**Date:** Thursday, February 28, 2019 4:02:28 PM

---

All,

It has come to my attention in the last week that Republic experienced a service disruption with one Commercial Customer in Nederland during Jan/Feb which gained media attention.

The issue was with one Commercial Customer served by the Commercial Division of Republic Services which is different from the Residential/Municipal division. I do not believe the article is relevant to our proposed contract or services we will receive.

I reached out to Republic to gain their perspective on the article and here is the information I have been provided:

- The mountains are not a focused area of service for Republic but they do provide service up there. It's a fringe area for them.
- Republic has four specialized collection trucks built for the mountains that services multiple commercial customers in various foothill/mountain towns with limited routes and day of week service.
- In January, one of the four specialized trucks slid off an embankment and was destroyed with the driver escaping death but still currently in the hospital. This limited the equipment available to service the area.
- Several snow storms limited the ability for safe trash collection in the mountain towns for intermittent periods of time.
- The customer in particular that complained was on a biweekly collection and Republic missed one pickup. Due to factors above and some customer service confusion through the National Call Center the customer was picked up one week later. So there was a one week delay in pickup not several weeks or months.
- The commercial customers are on Republic's National Call Center which experience some confusion for the Customer in the article.
- Republic indicates their Commercial Manager could have handled outreach a little better regarding equipment issues and snow delays with the Customer in question.
- Republic was servicing the customer the same day the media was up in Nederland taking pictures for the article. The service had been provided prior to the article being released.

Specific to the contract that the City is negotiating:

- We have a Municipal Manager point contact that I will always be in touch with for service issues.
- We will have a local customer service call center with an employee hired and dedicated to our account. The contract indicates other local employees that service other accounts (Lafayette) may be utilized on our account during our employee's absence.

- We will have four new trucks servicing our account that are standard Republic CNG fleet. Republic maintains roughly 57 trucks in our regional area that are available to service our contract in the event there are mechanical issues or accidents with our trucks.
- Our contract is very specific regarding delayed pickups due to weather and will rarely happen. In the event there are weather delays, customer will receive reverse phone calls or notifications via the Republic App. Republic will also be in contact with City staff to verify delays and gain approval of next pickup day.
- Republic's contract with the City is no different than Western's with the exception of some added services and slight language changes to improve the contract.
- Our contract has various penalties/liquidated damages to address ongoing service issues or mechanical issues beyond anomalies here and there.
- Our contract has clear termination clauses if we are not receiving adequate service and a \$400,000 Performance Bond in the event the City needs to step in with a 3<sup>rd</sup> Party to alleviate service issues.

I hope this information helps clarify facts related to information being circulated amongst the general public and media at this point. If anyone would like further conversation or clarifications please feel free to give me a call at 303-419-7445.

Thanks,

Kurt