

**Condensed Title:**

A Resolution Authorizing The Second Renewal Term of the Service Agreement with Waste Management Inc. of Florida, Said Renewal Term of One Year, Commencing January 1, 2009 And Ending On December 31, 2009 For Collection And Disposal Of Residential Solid Waste, Yard Trash, Bulk Waste And Operations Of The City's Green Waste Facility, Upon the Same Terms and Conditions.

**Key Intended Outcome Supported:**

Improve Cleanliness of Miami Beach Rights-of-Way, Especially in Business Areas.

**Supporting Data (Surveys, Environmental Scan, etc.):** Cleanliness appears as one of the most important areas affecting resident's quality of life. Cleanliness is ranked number 4 by residents as one of the changes that will make Miami Beach a better place to live, work, play or visit. 76% of residents rated garbage/ trash collection as good or excellent.

**Issue:**

Shall the Mayor and City Commission approve the Resolution?

**Item Summary/Recommendation:**

The City Commission authorized the execution of a Service Agreement with Waste Management Inc. of Florida December 8, 2004, starting January 1, 2005 and ending on December 31, 2007 and providing for two (2) one (1) year renewals at the City's option.

The Administration's recommendation is to renew the Service Agreement for one year based on the following:

1. Outstanding resident satisfaction with customer service documented by a very low number of complaints. Per contract, WM could receive up to 127 complaints per month without any penalties, on the average WM has received 9.42 complaints per month.
2. 76% of residents rated garbage/ trash collection as good or excellent in the 2007 Customer Satisfaction Survey.
3. Additional services Waste Management has agreed to provide at no additional cost to the City.

On December 16, 2008, the Finance and Citywide Projects Committee discussed and recommended a one year service agreement renewal. Based on the above, the Administration recommends the renewal of this service agreement on a month to month basis commencing on January 1, 2009 and ending on December 31, 2009.

**The Administration Recommends Approval of the Resolution.**

**Advisory Board Recommendation:**

N/A

**Financial Information:**

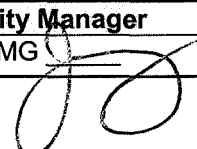
Source of Funds:	Amount	Account	Approved
1			
2			
<b>Total</b>			

OBPI  
Financial Impact Summary: N/A

**City Clerk's Office Legislative Tracking:**

Al Zamora, ext 3641

**Sign-Offs:**

<b>Department Director</b>	<b>Assistant City Manager</b>	<b>City Manager</b>
_____	RCM _____	JMG 

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## COMMISSION MEMORANDUM

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: January 28, 2009

SUBJECT: **A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, AUTHORIZING THE SECOND RENEWAL TERM OF THE SERVICE AGREEMENT WITH WASTE MANAGEMENT INC. OF FLORIDA, SAID RENEWAL TERM OF ONE YEAR COMMENCING JANUARY 1, 2009, AND ENDING ON DECEMBER 31, 2009, FOR THE COLLECTION AND DISPOSAL OF RESIDENTIAL SOLID WASTE, YARD TRASH, BULK WASTE AND OPERATION OF THE CITY'S GREEN WASTE FACILITY, UPON THE SAME TERMS AND CONDITIONS.**

### ADMINISTRATION RECOMMENDATION

Adopt the Resolution.

### ANALYSIS

Waste Management Inc. of Florida has provided the collection and disposal of residential solid waste and operation of the City's Green Waste Facility since January 1, 2005. The terms of the Agreement allows for up to two (2) consecutive one (1) year renewals at the discretion of the City. The first renewal was approved by the City Commission on October 17, 2007; by Resolution No. 2007-26682. On December 10, 2008, the City Commission approved a Resolution authorizing a month-to-month extension of the Agreement, further referring the issue of whether or not to exercise the full renewal term under the Agreement to the Finance and Citywide Projects Committee. On December 16, 2008, the Finance and Citywide Projects Committee recommended a one year renewal be approved. The recommendation to renew Waste Management's Agreement for the remaining term of one year, has been made based on the following:

#### **1. Customer service.**

Customer feedback has shown an increase in responsiveness compared to the previous contractor performance. Waste Management has consistently provided outstanding resident satisfaction and customer service as documented by the very low number of complaints under the contract terms. Waste Management could receive up to 127 complaints per month without any penalties. On the average Waste Management has received 9 complaints per month out of approximately 6,500 accounts served twice weekly. The excellent daily communication between City and Waste Management Field Supervisors and customer service representatives has been a key element in the success of this Agreement.

#### **2. Community Satisfaction Survey Results**

Cleanliness is ranked number four by the residents as one of the changes that will make Miami Beach a better place to live, work, play or visit. 76% of residents rated garbage/ trash collection as

good or excellent.

### **3. Additional services to be provided by Waste Management at no additional cost to the City.**

Waste Management has agreed to provide the following additional services at no cost to the City:

- Continue to provide four (4) garbage trucks to service the City when they are only required to provide three (3) per the contract. This additional garbage truck improves the level of service to City Residents by shortening the routes.
- Provide services for the City's Neighborhood Pride Weekend Program. To reduce illegal dumping, the City, on the first Saturday of the every month will place Waste Management roll-off containers in South Beach and North Beach to allow residents to dump unwanted items. Waste Management has continued to support this very successful program through the expansion of the program to accommodate the larger volumes being collected at the collection sites. It is anticipated that the current number of twenty (20) yard containers will increase this year from six (6) to eight (8) containers.
- Provides trash boxes and roll-off containers for city sponsored special events at no charge to the city.
- Will provide plastic bottle and aluminum can recycling services for City Hall, Police Building, Scott Rakow Youth Center, and North Shore Youth Center. Waste Management will provide recycling containers and collect/ service them weekly. This program will help the City to expand at no cost its recycling efforts and to have data to provide others on the program.
- Waste Management will work with the City's Sanitation Division to enhance an Anti-litter campaign. (Support for educational materials, events.)

In addition, the Green Waste Facility which is part of the Waste Management agreement will continue to be operated at the City's direction. This is a site used for temporary storage of yard waste in route to a landfill or recycling center. Under our current operational practices, Yard Trash, which is clean landscaping waste from residents and property owners or their contracted landscapers, is being disposed at the Green Waste Facility:

### **CONCLUSION**

The Administration recommends that the Mayor and Commission authorize the renewal of the service agreement with Waste Management Inc. of Florida for the full last year renewal in the Agreement commencing on January 1, 2009 and ending on December 31, 2009, in light of Waste Management Inc.'s good performance and added value contributions to making the City cleaner.

JMG/RCM/FHB/AZ/tc

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RESOLUTION NO. \_\_\_\_\_

**A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, AUTHORIZING THE SECOND RENEWAL TERM OF THE SERVICE AGREEMENT WITH WASTE MANAGEMENT INC. OF FLORIDA, SAID RENEWAL TERM OF ONE YEAR, COMMENCING ON JANUARY 1, 2009, AND ENDING ON DECEMBER 31, 2009, FOR THE COLLECTION AND DISPOSAL OF RESIDENTIAL SOLID WASTE, YARD TRASH, BULK WASTE AND OPERATION OF THE CITY'S GREEN WASTE FACILITY, UPON THE SAME TERMS AND CONDITIONS.**

**WHEREAS**, the City issued a Request for Proposals No. 48-03/04 on October 11, 2004, to solicit proposals for a two-year contract for the collection and disposal of residential solid waste, yard trash, bulk waste, and operation of the City's Green Waste Facility; and

**WHEREAS**, on December 8, 2004, the Mayor and Commission authorized the Mayor and City Clerk to execute a Service Agreement with Waste Management Inc. of Florida, with an initial term commencing on January 1, 2005, and expiring on December 31, 2007; and

**WHEREAS**, the Agreement also provides for two additional one (1) year renewals, at the sole discretion of the City; and

**WHEREAS**, on October 17, 2007, the Mayor and City Commission approved Resolution No. 2007-26682, authorizing the first year renewal term, which expired on December 31, 2008; and

**WHEREAS**, the Administration is satisfied that Waste Management Inc. of Florida is continuing to provide a quality level of service, including responsiveness, customer service and communication.

**NOW, THEREFORE, BE IT DULY RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA**, that the Mayor and City Commission hereby approve and authorize the second renewal term of the Service Agreement with Waste Management Inc. of Florida, said term, commencing on January 1, 2009, and ending on December 31, 2009, for the collection and disposal of residential solid waste, yard trash, bulk waste and operation of the City's green waste facility, upon the same terms and conditions.


**PASSED and ADOPTED** this \_\_\_\_\_ day of \_\_\_\_\_ 2009.

**ATTEST:**

\_\_\_\_\_  
**CITY CLERK**

\_\_\_\_\_  
**MAYOR**

**APPROVED AS TO  
FORM & LANGUAGE  
& FOR EXECUTION**

  
\_\_\_\_\_  
City Attorney

1/22/09  
\_\_\_\_\_  
Date

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