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To:	Bill Nary, Meridian City Attorney and Alex Freitag, Business Division Manager
From:	Rachele Klein – Business Development Manager
cc:	Tom Otte, Meridian Solid Waste Coordinator
Date:	March 20, 2020
Re:	Republic Services Updated COVID-19 Response

Republic Services is committed to providing essential solid waste services as we move forward through this time of uncertainty. We have maintained a Comprehensive Continuity Plan to use during crisis events for years and are now in the implementation phase. Please review the following updates as of March 20, 2020 and direct comments back to me.

Customer Service Impacts:

There is concern about “Shelter in Place” orders being instituted around the country. We have no indication this will occur in Idaho, but we have been working with the Governor’s office to have waste removal (and sanitation workers) added to the list of essential services and employees. We received confirmation March 20, 2020 that Governor Little will include trash removal as an essential service to municipalities. This allows us to continue operations in the event of a state-wide “Shelter-in-Place” mandate.

Effective March 23, 2020 our Idaho offices will be closed to door traffic. All customer service agents will be taking their computers home and executing our Flexible Work Arrangements Plan. We are confident all inbound calls (phone: 208.345.1265) and emails (csidaho@republicservices.com) will be answered or responded to quickly. We anticipate all core customer service functions to continue without interruption.

Residential Route Impacts:

To stay compliant with new federal guidance of 10 or fewer employees together at once, we will need to stagger daily crew-out times with a residential start time of 6:30 am. We will return to the normal start time of 7 am as federal, state and local guidance permits.

We are doing everything possible to protect our front-line workers. In the event we experience a labor shortage, however, we will need to restrict operations to trash and recycling only, or trash-only in a worst-case scenario. Customers will be asked to hold their bulky items and appliances for collection later and subscription glass and grass services can be suspended. These services are not essential and running these routes draws resources and equipment from trash collection.

We are preparing for an increase in residential waste volumes as more residents are directed to work from home. We are adjusting our staffing and routes to ensure the additional residential waste and recycling will be collected. More

volume per set-out will cause trucks to fill faster, requiring more trips to a disposal site. Residential routes will likely run slower, so we ask for your patience and support as we move through daily operations.

Transfer Station Impacts:

Effective March 21, 2020 the Republic Services transfer stations in Meridian and Boise can only accept credit or debit cards. Banks are currently not able to give us change. We will put up signs notifying customers.

Household Hazardous Waste (HHW) Impacts:

We do not anticipate any impacts to the mobile HHW collection events hosted at our Boise and Meridian facilities.

Commercial Route Impacts:

Even with additional precautions there is risk of employee illness. If we experience a disruption in our workforce that impacts routes, we will move to servicing essential commercial facilities before other businesses. Essential businesses include: hospitals, assisted living facilities/nursing homes, doctors' offices, pharmacies, grocery stores, gas stations, fire stations, police facilities, jail facilities, waste water treatment facilities/sewer plants, food processing facilities and glass drop-sites. These businesses have been identified by SIC Code.

Potential Post-Collection Site Interruptions

Although we do not anticipate any post-collection sites being impacted by COVID-19 (including Western Recycling, the Boise Transfer Station, the Meridian Transfer Station, the Ada County Landfill and the Twenty-Mile South Compost Facility), we are prepared for such events. All four of our Idaho post-collections supervisors are cross-trained and regularly cover for one another. Each is prepared to step into the Post-Collections Manager position if needed. Operators at the transfer stations, landfill and compost facility are also cross-trained and can easily move between facilities to ensure the necessary work is completed each day.

In the event the Ada County Landfill closes, route trucks and transfer trailers can be directed to the County-designated site or Idaho Waste Services in Elmore County. If one of the transfer stations closes, waste can be direct hauled to the landfill or to the open transfer station. If the Twenty Mile South Compost Facility closes, organic material can be directed to Timbercreek Recycling in Meridian. In the event Western Recycling closes, recyclables can be directed to Pacific Recycling in Nampa where they can be baled and stored until Western Recycling reopens (if less than one week).

We appreciate your consideration as we propose service modifications with short notice. We are available to present these changes at a council meeting if needed. We realize City Leadership and Staff have many concerns that must be addressed during this unprecedented time. Be confident in knowing we are your partners and will do everything possible to ensure solid waste services continue with minimal disruption.