



1607 OAK ST
KANSAS CITY, MO 64108

RIPPLE GLASS LLC. PROPOSAL FOR CURBSIDE GLASS RECYCLING SERVICES FOR THE CITY OF ROELAND PARK, KANSAS

Assistant City Administrator Winn, Staff, and Roeland Park City Councilmembers,

Regarding your request for proposal, Ripple Glass is thrilled about the opportunity to provide City-Wide Curbside Glass Collection and Recycling Services. Having partnered with Roeland Park to facilitate the Curbside Glass Pilot Program, we can clearly see the potential impact a program like this will have. We are extremely excited that you see the same potential.

Since our inception in 2009, the mission of Ripple Glass has been to keep glass out of the trash by making glass recycling work. In that time, we have implemented a number of collection programs to help "make glass recycling work." These programs have steadily increased the amount of glass we are able to collect and recycle each year, but we estimate none will be as effective in raising the local glass recycling rate than convenient curbside glass recycling. With the launch of this curbside collection program, we will be able to continue to increase the amount of glass recycled in Roeland Park and beyond.

Our team has reviewed the goals, terms, and service requests of the RFP and Roeland Park's ideal Curbside Glass Recycling Program and are confident in our ability to provide the best possible version of this service. As the sole processor and most long-standing hauler of glass materials for recycling in the Kansas City Metro, we have the experience, technology, and equipment to provide the most comprehensive set of services and most accurate program and diversion tracking available.

Ripple Glass is grateful for Roeland Park to have given us the opportunity to develop a system of Curbside Glass Collection and proof of concept that has gotten us to this point. We look forward to working with Roeland Park, as you continue to prove your city to be the leader in sustainability efforts in the Kansas City Metro.

Piercyn Charbonneau
Commercial Program Manager
Ripple Glass Recycling
Piercyn@RippleGlass.com
913.609.1250

RIPPLE GLASS RECYCLING PROPOSAL:

Curbside Glass Recycling Services for the City of Roeland Park, Kansas

Prepared for: Erin Winn
Assistant City Administrator

Prepared by: Piercyn Charbonneau
Commercial Program Manager

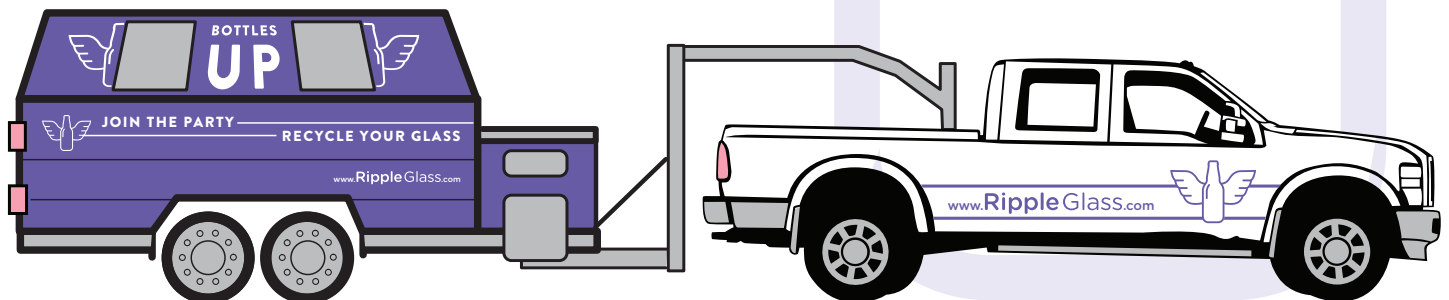


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INTRODUCTION

Ripple Glass Recycling welcomes the opportunity to offer our services to the City of Roeland Park, KS.

The information provided indicates that the area to be served is host to a population of 6,827 and has 2,851 single family residence accounts currently receiving solid waste services. Additional service locations include one multi-family complex, four (4) City facilities, and two (2) City Parks. Occasionally, service will be requested for Special Events. The service will begin on January 1st, 2023 and have an initial term of three (3) years with the option of two additional one (1) year renewals at the City's discretion.

With more than a decade of experience under our belt, we are the premier glass recycler in the Kansas City Metropolitan area. Our record of reliability and customer service is unmatched.

Roeland Park, as an advocate for Climate Action sees the benefit of implementing large-scale, densified efforts to help mitigate climate change. Reducing Greenhouse Gas Emissions is key to those efforts and recycling all glass within your city is an excellent way to do that. In fact, it is estimated that for every six tons of glass recycled, one ton of Carbon Dioxide, a Greenhouse Gas, is reduced in the glass manufacturing process.

Ripple Glass welcomes any City in proximity (within a 5-mile radius) to Roeland Park the ability to "Piggy Back" (execute) the contemplated service agreement.

We look forward to meeting soon to finalize a contract for services and offer your citizens the curbside glass recycling program they will be most pleased with.

EXPERIENCE & QUALIFICATIONS

Not long ago, Kansas City had one of the worst glass recycling rates in the nation. In 2009, Ripple Glass was founded by a group of local individuals and businesses who collaborated to create a solution and make glass recycling work in our region. To do this, Ripple built a processing plant to accept the material that had no other home, developed our flagship collection method, then built a network of locations to make glass recycling accessible to everyone in the Kansas City Metro.

Every year since then, our team has continually strived to increase glass diversion from the landfill by growing existing programs, implementing and testing new collection programs, and working hard to educate citizens on how to properly use them. With the support of communities surrounding Kansas City, we have grown our reach to service a nine-state region and now partner with more than a hundred communities.

Since 2010, Ripple has been managing the logistics and collection of glass and have developed an in-house routing, tracking, and reporting software to ensure the success and simplicity of our collection process. We currently manage and facilitate hundreds of glass routes each week and are more than capable of servicing Roeland Park's curbside glass program.

While we hope to eventually transition our fleet to a more sustainable fuel source (i.e. electric), we plan to begin servicing the program using equipment already in our arsenal: Ripple branded trailers pulled by one of our light-duty trucks. All vehicles and equipment meet the City's requirements and are in excellent working condition. We have full-service vehicle maintenance agreements and a number of local shops and fabricators for equipment repair and modification, as needed.

Our drivers are extremely competent and familiar with the service model. They are uniquely trained and rewarded for positive feedback from customers and keeping our service areas clean of broken glass. They are very careful during the collection process and always carry cleaning materials in case of emergency. We pride ourselves on a very low employee turnover rate and are able to retain quality, long-term, drivers for a number of reasons, including our minimum of Living Wage policy, excellent work culture and benefits, time off, and extremely generous 401k match.

In our decade plus history of service in the Kansas City Metro, we've had the opportunity to partner with many wonderful organizations who are as committed and enthusiastic about sustainability as Roeland Park. Your team would be hard pressed to find any individual or organization with negative things to say about our services or customer service. We invite you to reach out any organization we've previously worked with, including some of our favorites:

Brookside, MO – District Manager, Sean Ackerson, Sean@Southtown.org
 Olathe, KS –Solid Waste Supervisor, Lisa Wiederholt, LWiederholt@OlatheKC.org
 MARC – Solid Waste Program Manager, Lisa McDaniel, Imcdaniel@MARC.org
 Roeland Park, KS – Resident/Pilot Participant, Heather Nevarez, Heather@KCCanCompost.com
 Johnson County, KS – Solid Waste Management Coordinator, Craig Woods, Craig.Wood@jocogov.org

As you may know, our goal is and always has been to become involved with and intertwined in the culture of our city. To that end, we dedicate time, funds, and collection equipment towards local events that help promote sustainability education and efforts. Our team has a long and proven history of involvement in our communities, including participation in neighborhood clean-ups, tree and native plant restoration outings, tabling at farmers markets, providing staff and equipment for city cleanups and hard to recycle events, educational visits to local schools and businesses, in-kind sponsorships, production of educational print and digital material, and active involvement in sustainability committees and city council meetings throughout the metro, just to name a few.

At the time of proposal, Piercyn Charbonneau, Ripple's Commercial Program Manager, has been designated to manage the program. Piercyn has more than six years of experience with Ripple. He currently manages Ripple's collection programs and has worked to develop several collection services and methods, including the one used in the Roeland Park Curbside Glass Pilot. Piercyn can be reached anytime by phone or email at: (913) 609-1250, Piercyn@RippleGlass.com

SERVICES TO BE PROVIDED

Residential Glass Collection

Service of the 2,851 single family residences will occur once per month, on days coinciding with the City's solid waste collection schedule, as outlined in Attachment A and adhere to the current outlined Holiday Pickup Schedule in Attachment B. We understand there may be a small number of homes that the City will either: 1. Qualify for house-side collection 2. Provide 35g carts for use in curbside service. The City will provide Ripple with a list of these addresses.

Totes for this program will be delivered the week of January 1st, 2023, along with a flyer indicating acceptable materials, contact information for Ripple Glass, and a QR code link to report a missed pickup through our portal.

This service includes an "Oops Tag" style education program for residents who place non-targeted materials in their glass container. These tags indicate acceptable materials, commonly found non-targeted materials, the proper method of preparation, and the availability of a glass recycling drop-off bin located in the Aldi parking lot for use once non-targeted materials have been removed. Each instance of "Oops Tagging" will be noted by our drivers and included in a monthly report.

Our team strives to provide the best customer service in the business. We promise minimal missed pickups. Any reported "missed pickups" will be handled the same day, or in a timely manner as agreed upon by the resident and Ripple. Residents will be directed to report missed pickups by calling the program manager or through the "Report a Missed Pickup" form on our website, linked on the flyer they receive at the start of service and on the city's website.



Multi-Family Collection

We've worked hard to develop and fine-tune our multi-family collection process for the past four years. We recommend every other week service of the Multi-Family Community, The Boulevard. It is our recommendation that each of the enclosures will be provided with a 64 Gallon purple branded and labeled cart.

Our experience shows that most communities perform best when residents are provided with in-unit collection containers. A highly effective low-cost and safe solution we have found, branded, woven, recycled plastic tote bags, will be provided to The Boulevard at cost for each resident. These bags are clearly marked for glass collection and include a large image of our "What Can I Recycle" infographic.

Collection for City Buildings and Parks

Service of the six (6) City locations will occur monthly on a service day agreed upon e.g. "First Monday of the month." These totes will be provided by Ripple and delivered the week of January 1st, 2023.

Collection for Special Events

Ripple will provide recycling services for City-sponsored special events and other special events, as agreed upon between the City and the Ripple. Ripple will provide the recycling containers. Ripple will service the containers during regular business hours preceding and following the event. We acknowledge that, infrequently, there may be a need to service the containers during the event or after regular business hours, as agreed upon between the City and the Ripple.

Collection of Public Dropoff Container

We plan to continue collection of our current public drop-off container at Aldi for the foreseeable future. While we are confident our planned curbside collection service will be sufficient for your residents, we recognize a number of benefits to continuing this service. Among many reasons, continuing to drive traffic and business to Aldi, convenience for non-residents who may be visiting from an underserved neighboring community, privacy for residents, and to serve as an outlet for residents who enjoy the catharsis of throwing their glass into our roll-off containers are some that stick out to our team.

Glass Education

Our team has developed and are willing to give educational presentations to groups in your community to help increase glass recycling and decrease contamination. Our ideal sessions include grade or school-wide presentations to students and school staff, private or government office employees, and interested city sustainability committees. Additionally, we have a large collection of pre-designed, visually pleasing, educational materials available for residents to print off of our customer portal and display at home.

Cleaning and Customer Service

Our drivers are uniquely trained and rewarded for positive feedback from customers and keeping our service areas clean of broken glass. They are very careful during the collection process and always carry

cleaning materials in case of emergency. In the event of reports of broken glass on the ground, our team is committed to offering a quick and thorough response to the issue that your citizens will be pleased with. Each call-in will be noted, tracked, and included in the monthly report. Ripple contracts with a third-party street cleaner for large-scale messes, on an as-needed basis.

REPORTING

A quarterly report shall be submitted by the 15th of the month following quarter end (April, July, October, January). A Sample Template of this report is outlined in Attachment D. Our standard quarterly report contains:

- Total quantities (in tons) of glass recyclable materials collected from single family residential units, multi-family residential units, City buildings and special events
- Total quantities (in tons) of recyclable materials processed and marketed to end-users
- Number of single-family residential units setting out totes for collection each month
- Number of single-family residential units currently receiving service, including the addition or removal of residences as requested by the homeowner or by City Staff
- Number of multifamily residential units currently receiving service, including the addition or removal of residences as requested by the homeowner or by City Staff
- Log of all complaints and reported missed pickups
- Log of all resident addresses where “education tags” were left because Non-Targeted materials were set out for recycling

PAYMENT TERMS AND MODIFICATION TO RATES

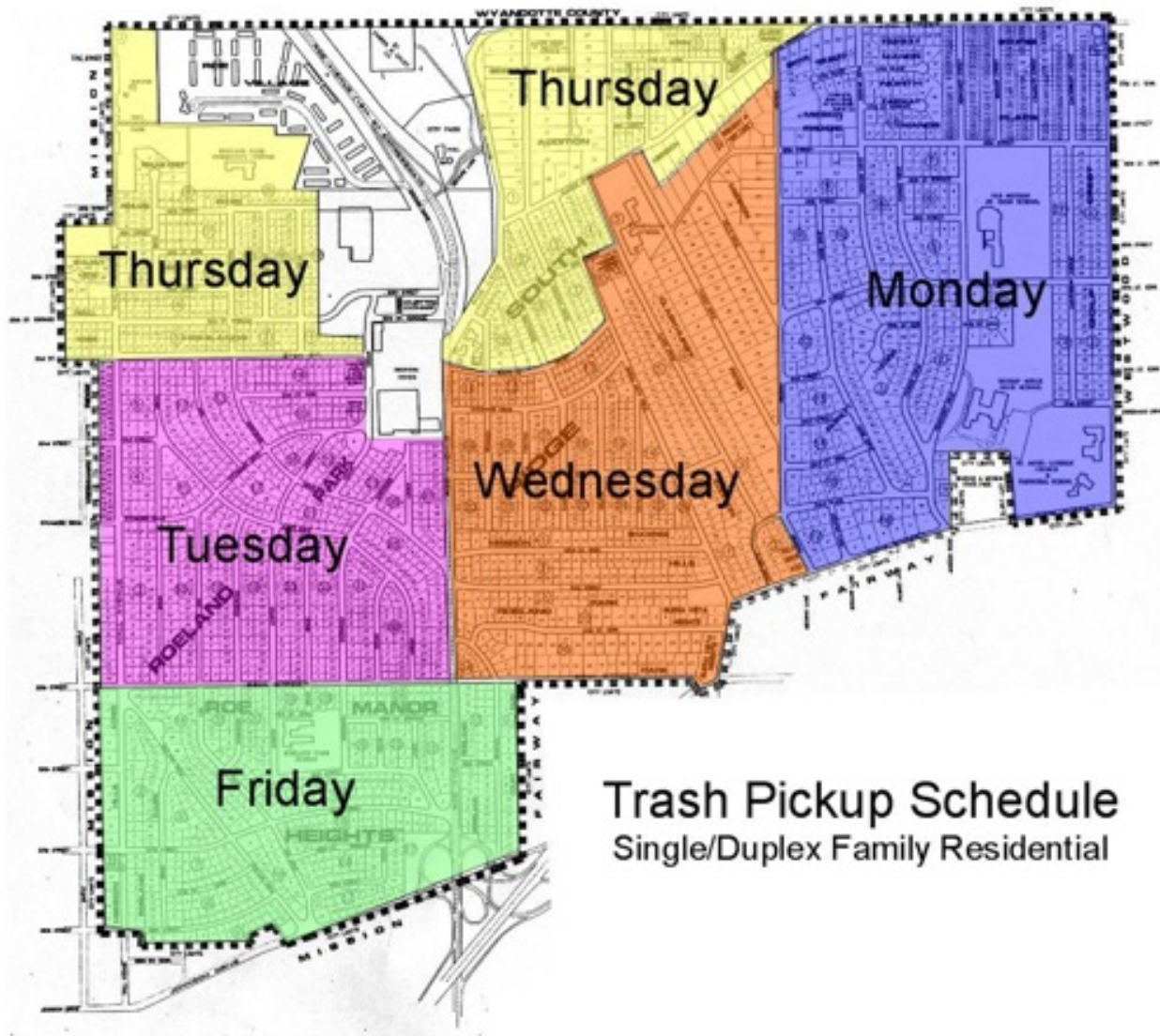
Ripple will submit itemized invoices monthly for glass recycling services provided to the City as described in Attachment C and/or negotiated and made part of an executed contract. The cost of service will vary based on the single-family residential unit service option selected by the City.

The service will include free collection of glass from Special Events and the City will not be charged any other charges other than those explicitly authorized and/or negotiated and made part of an executed contract.

All rates shall remain fixed from the execution of the contract through January 1, 2023. The adjustment, increase or decrease, shall be an average for the most recent three year period for All Items of the Consumer Price Index for all Urban Consumers in the West North Central region as published by the U.S. Bureau of Labor Statistics as set forth in the executed contract.

ATTACHMENT A

Current Single/Duplex Family Residential Trash Pick-up Schedule:



ATTACHMENT B

Current Holiday Pickup Schedule:

Unless otherwise noted, service that falls on the holidays listed below will be completed the following day, and service for subsequent days in the same week will also be completed one day later. In the event that a holiday falls on a regularly closed business day, service for that week will continue as normal.

- New Year's Day
- Thanksgiving Day
- Christmas Day
- July 4th

ATTACHMENT C

Price Worksheet

Service Option 1: Total Annual Cost: \$94,501.80

SITE	LOCATION	SERVICE LEVEL	FREQUENCY	MONTHLY COST
1	City Hall - 4600 W. 51st Street	1 – 64g	Weekly	\$20
2	Public Works - 4800 Roe Parkway	1 – 64g	Weekly	\$20
3	Community Center - 4850 Rosewood Drive	1 – 64g	Weekly	\$20
4	Aquatic Center - 4850 Rosewood Drive	1 – 64g	Weekly	\$20
5	Nall Park - 48th Nall Ave	1 – 64g	Weekly	\$20
6	R Park - 5535 Juniper Dr	1 – 64g	Weekly	\$20
7	The Boulevard Apartments	8 – 64g	Weekly	\$200
Citywide Curbside Collection (Totes Included)		14g Tote	Monthly	\$2.65/House
Total:				\$7,875.15

Service Option 2: Total Annual Cost: \$80,817 (14g totes) or \$94,501.80 (35g carts)

SITE	LOCATION	SERVICE LEVEL	FREQUENCY	MONTHLY COST
1	City Hall - 4600 W. 51st Street	1 – 64g	Weekly	\$20
2	Public Works - 4800 Roe Parkway	1 – 64g	Weekly	\$20
3	Community Center - 4850 Rosewood Drive	1 – 64g	Weekly	\$20
4	Aquatic Center - 4850 Rosewood Drive	1 – 64g	Weekly	\$20
5	Nall Park - 48th Nall Ave	1 – 64g	Weekly	\$20
6	R Park - 5535 Juniper Dr	1 – 64g	Weekly	\$20
7	The Boulevard Apartments	8 – 64g	Weekly	\$200
Citywide Curbside Collection (Totes Not Included)		14g Tote	Monthly	\$2.25/House
Citywide Curbside Collection (Carts Not Included)		35g Cart	Monthly	\$2.65/House
Total:				\$6,734.75 (Totes) or \$7,875.15 (Carts)

We've selected Rehrig Pacific as the supplier of containers for this service. They offer price breaks on 14 gallon totes at orders of 3,000 and 6,000. They offered 35 Gallon carts in multiples of 112 or 3,000. These prices include estimated Tax and Shipping.

	112	2197	2851	3,000	6,000
14g Tote	N/A	\$28,567 (\$13)	\$37,063 (\$13)	\$38,672 (\$12.59)	\$69,716 (\$11.62)
35g Cart	\$7,087 (\$63.27)	N/A	N/A	\$141,565 (\$47.18)	N/A

ATTACHMENT D

Sample Report

Residential	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
Monthly Tons Collected													
Quarterly Tons Collected													
Monthly Set-Outs													
Quarterly Set-Outs													
Residential Participants													

Multi-Family	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
Monthly Tons Collected													
Quarterly Tons Collected													
Multi-Family Participants													

City Locations	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
Monthly Tons Collected													
Quarterly Tons Collected													

City-Wide Diversion	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
Monthly Tons Collected													
Quarterly Tons Collected													
Monthly Tons Recycled													
Quarterly Tons Recycled													
Multi-Family Participants													

Complaints	Addresses	Date	Reason	Remedy
Quarter 1	Address 1 Address 2	1/1 1/2	Missed Pickup Ground Mess	Reschedule Street Cleaning
Quarter 2				
Quarter 3				
Quarter 4				

Contamination	Addresses
Quarter 1	Address 1 Address 2
Quarter 2	
Quarter 3	
Quarter 4	