



Garbage to Garden

352 Presumpscot Street, Portland ME 04103 | 100 Terminal St, Charlestown MA 02129 | (207) 332-0277
garbagetogarden.org

Bath City Manager's Office, 55 City Hall, Bath, Maine

PROPOSAL FOR CITY OF BATH Collection Services of Solid Waste and Recycling

10th April 2025

Marc Meyers
City Manager
City of Bath
55 Front Street
Bath, ME 04530

Re: RFP For Collection Services of Solid Waste and Recycling

Dear Marc,

I am grateful for the opportunity to submit a proposal for a comprehensive citywide waste collection partnership between the City of Bath and Garbage to Garden, for the collection of solid waste and recyclables. Our company was founded to provide residential curbside service – as we have grown into a diversified multi-state waste hauler, our culture of safety, reliability and responsive service has deepened with our experience.

Garbage to Garden has built a reputation in organics collection, but has the expertise to apply to any curbside collection program. If awarded a contract, we can provide solid waste and recycling collection services that meet and exceed the bid specifications. I would look forward to working with City staff to increase awareness and participation in existing recycling programs. For your review, I have enclosed information on Garbage to Garden's qualifications and our vision for implementing a top-quality and environmentally responsible program.

As evidenced by our success to date in municipal contracts with Boston, Medford, Portland, South Portland, Somerville, and elsewhere, Garbage to Garden has the available resources, proven systems, and the experience in both curbside collection and community outreach to make us the ideal partner for the City of Bath. Please feel free to contact me directly for further discussion.

Yours,

Tyler Frank
President, Garbage to Garden

Enclosure(s)



Garbage to Garden

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PROPOSAL FOR CITY OF BATH: Collection Services of Solid Waste and Recycling

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I. Company Overview

Garbage to Garden Headquarters

352 Presumpscot St.
Portland, ME 04103

www.garbagetogarden.org

Garbage to Garden Compost Site:

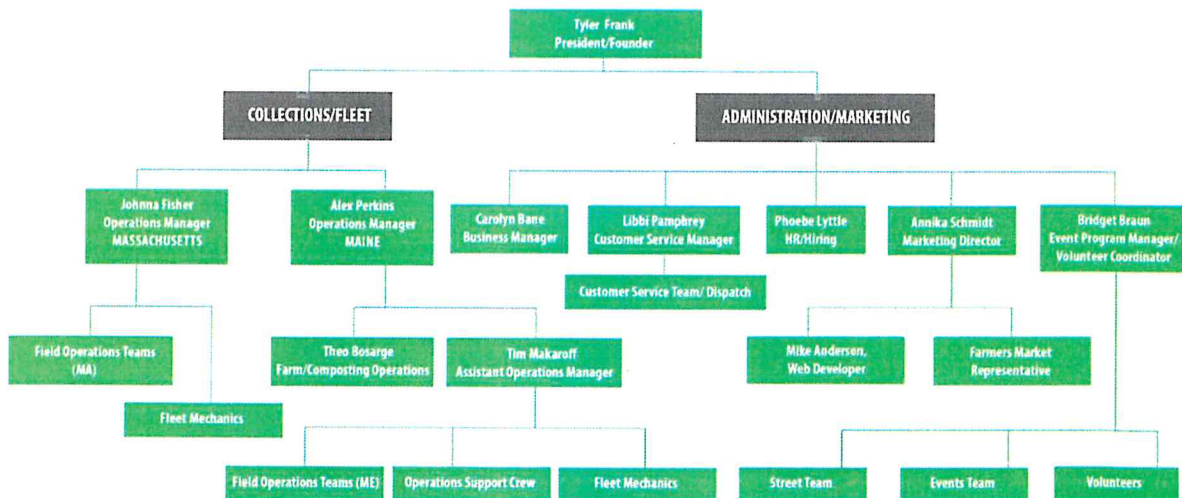
6 Burrill Farm Road,
Windham, ME 04062

Boston Operations:

100 Terminal Street
Charlestown, MA 02129

Company Structure

Garbage to Garden (GTG) operates in Maine and Massachusetts, providing residential and commercial collection services. Our Maine fleet and operations are based out of our Portland headquarters. Also based in Portland are Dispatch, Customer Service, and Marketing. Our Massachusetts fleet and operations are based in Charlestown.



Company History

Garbage to Garden, Inc. (GTG) began with an idea to make municipal-scale composting easy, clean, and accessible to all. Today, GTG has become New England's leader in curbside composting, with vertically-integrated hauling and composting operations in two states, serving approximately 40 thousand households. Founded in 2012, Garbage to Garden has grown at a rapid pace for the past 13 years, winning many state, local and national awards, adding services, and growing geographically. Garbage to

Garden is known for innovative solutions to waste management, high quality compost for organic gardens, and uncompromising reliability backed up with outstanding customer service.

In addition to composting services, Garbage to Garden offers comprehensive waste management for businesses, schools, and nonprofit organizations that includes collection of trash and recyclables, as well as zero-waste event services for events with 50-50,000 attendees.

Experience in Curbside Waste Collection

Garbage to Garden has 13 years of experience in curbside waste collection serving thousands of households with a level of reliability and responsiveness that a paying customer would expect. We are one of a select few waste haulers in Southern and Midcoast Maine with significant experience in curbside collection, and the scale and resources to be a reliable partner for a municipality.

Since its founding, Garbage to Garden's work has been focused on curbside residential collection, which has shaped every aspect of our culture.

Safety - Working in the streets requires an intense focus on safety. Institutionalized best practices, and a well-developed safety training program have resulted in an exemplary safety record. Rigorous fleet inspection and maintenance are performed to ensure all vehicles are in optimal condition. All operations are carried out in compliance with local, state, and federal regulations.

Reliability - Completing all collections on time, 5 days per week, 365 days per year has been essential to our success. We consider route completion to be our 'zero-fail mission' and over 13 years we have never failed to complete a collection route. In the rare instances when extreme winter weather has caused an intentional delay, we have taken proactive measures to communicate with all stakeholders and plan for makeup service.

Service - We are committed to exceeding the needs of the households and businesses we service. Our culture of personal service and immediate/same-day response enables us to better serve our community and achieve collective success.

We have leveraged our years of experience in residential collection to win bids and launch municipal programs on a larger scale than Maine's most populated cities and towns. Through our contracts with the City of Boston (26,000+ households) and the City of Medford (6,000+ households), we have mobilized residents to implement brand-new large scale residential collections programs, which Boston's Department of Public Works Director Dennis Roache has referred to as "an unmitigated success."

Following the award of our contract with Boston, we launched this program in a 3-4 month period, which included hiring and training a new team of drivers, financing and deploying a new fleet of vehicles, creating a new enrollment site and further development of our proprietary routing software. We managed the communication, enrollment, eligibility verification, GIS mapping of 56 trash zones, creation of both collection routes and bin delivery routes, and the assembly and distribution of carts to 5,000 households per week for an on time July 1 start. We have operated 7 collection routes per day, 5 days per week, across every neighborhood and street in Boston, and have never failed to complete a route on schedule and on time.

Managers

Tyler Frank, President & Founder

A natural entrepreneur who studied business at Boston College's Carroll School of Management, Tyler Frank created the curbside composting service after moving to an apartment in Portland, ME, with no place for a compost pile. Over the last decade, Tyler has grown Garbage to Garden from the ground up, and has expertise in fleet management, compost site management, and building efficient, scalable infrastructure for municipal food waste collection programs. .

Alex Perkins, Operations Manager - **Key Point of Contact** (See resume in Addendum C)

Alex Perkins came to Garbage to Garden in 2017 with a sustainable business MBA from the University of Vermont and experience in operations, sales, and business development. In his role as Operations Manager at Garbage to Garden, he draws on this professional experience and his educational background in environmental science and sustainable business. Since he started at GTG, he has been instrumental in scaling up operations to meet growing interest in organics recycling in Maine and Massachusetts.

Libbi Pamphrey, Customer Service Manager

Libbi joined the team at Garbage to Garden in 2022, bringing 15+ years of leadership experience in customer service utilizing a background in psychology. Libbi has been able to build an outstanding customer service team aligned with the company's strong mission statement. Libbi is passionate about the values that Garbage to Garden stands for and making sure that customers receive the best service possible.

Libbi is responsible for leading and coordinating the activities of our Customer Service team in addition to providing direct customer service to Garbage to Garden participants with the goal to increase customer/community satisfaction, participation and utilization of our programs, and to exceed community expectations.

Annika Schmidt, Marketing Director

With a degree in design from the Rhode Island School of Design, Annika Schmidt brings her experience in graphic design to expand our marketing materials and online presence. Since 2021, Annika has worked closely with our municipal programs, community partners and educational programs at both businesses and schools to develop customized materials catered to their audience. Collaborating with our web developer, Annika designed and oversaw development of the Boston and Medford enrollment websites and customer MyAccount portal, to optimize user experience and ability to submit requests and inquiries.

Subcontractors / Partners

ecomaine

Garbage to Garden is proposing to transport collected single-stream recycling to ecomaine for processing. The cost of the transport of recyclables is included in the curbside collection price from GTG. GTG is willing to be the go-between and work with ecomaine as a subcontractor for recycling processing; however, there would be additional value for Bath if the City enters a parallel agreement with ecomaine for this contract term.

Ecomaine would handle the processing of single-stream recycling and would charge its contract tip fee with a quarterly rebate based on the average commodity revenue – refer to ecomaine submission for details.

Troiano Waste Services

Garbage to Garden is proposing to partner with Troiano Waste Services for front-load dumpster service in Bath as well as roll-off services as needed. Troiano has been a close partner to GTG, helping to service trash and recycling accounts for our customers outside of Portland. Founded in 1976, Troiano is a well-respected family operated waste company that, like Garbage to Garden, places Service as a core value.

II. Technical Proposal

We have provided two options for trash and recycling collection services, along with proposed yard waste and holiday tree collection, dumpster service for municipal properties, as well as optional add-on services including a pilot for curbside food waste collection and bulky waste transportation and disposal.

Solid Waste and Single-stream Recycling Plan of Service

Option 1: New Carts for residents with automated collection

Carts - Purchase, Distribution & Management

- Garbage to Garden is proposing to purchase and manage the carts. Potential savings are available if Bath chooses to purchase the carts, which we are happy to discuss.
- Garbage to Garden has obtained quotes from multiple cart vendors and is recommending Toter brand carts from Wastequip, because their rotational molding manufacturing process produces a more durable product than injection molded competitors.
- Less expensive options are available and can be discussed.
- GTG will cooperate with Bath on cart colors and hot stamped decals. We propose dark gray bodies with black and blue lids, stamped with Trash and Recycling, respectively. The City of Bath seal and name would be printed on both sides. Carts will be labelled with unique serial numbers.
- Carts will be equipped with RFID tags for asset tracking and set-out verification purposes.

PAYT

- Garbage to Garden advises the City of Bath to maintain the current Pay-As-You-Throw (PAYT) program. We affirm our capability to monitor and enforce said program effectively and efficiently, utilizing proprietary software and pre-existing driver training protocols.
 - Automated truck operators are equipped with cameras that provide a view of the hopper where refuse containers are emptied. This visual aid facilitates confirmation that waste material is compacting adequately, avoiding bridging, and preventing the introduction of hazardous substances.
 - Driver visual observation via camera will be supplemented by the Third Eye Digital system installed on each automated collection vehicle. This system provides real-time contamination detection and alerts, including photographic documentation.
 - Upon detection of contamination or non-compliant refuse bags, the operator will affix a warning label to the corresponding container. Through the use of RFID data, the system will also transmit the respective address to the GTG dispatch center. Dispatch will review the historical data associated with said address and, based on frequency and severity, issue an alert.
 - Once an alert has been issued, the route management system will instruct the operator to conduct a manual inspection of the flagged container before emptying it. Should the issue persist, a "level 2" warning will be issued, providing detailed justification for why the container was not serviced.

Automated Collection Starts January 2026

- Automated collection to be performed with new 2025 Mack LR64R with Kann 28 ASL split body automated side loader, spec'd and ready to order with delivery date in Q4 2025. Quote is attached in Addendum E.
- Cart rollout to be completed by Container Pros, who will bring in a team to complete an efficient assembly and delivery process in one week's time. A small staging area will be needed, such as some space in a municipal building, school or church parking lot. The rollout will be timed to coincide with the arrival of the automated collection truck.
- Each resident will receive a solid waste cart and a recycling cart including hanging of GTG-provided literature on the recycling carts. This would include a welcome booklet with information about the cart system, PAYT, recycling with ecomaine and composting with Garbage to Garden.
- Solid waste and single-stream recycling to be co-collected either on the existing 4 day or a new 5 day schedule, TBD by Garbage to Garden and the City. GTG data analytics team will provide updated GIS maps of routes.

6-month Transitional Period

- Prior to program launch on July 1, 2025, Ecomaine and Garbage to Garden will launch a public outreach campaign of recycling education and composting education.
- At the contract start on July 1, 2025, Garbage to Garden will at first maintain existing services for curbside collection as well as the same collection schedule and routes, with an announced plan to distribute new waste carts and begin automated collection in January 2025.
- For the transitional period GTG would employ two single body rear load trucks – one for solid waste collection and one for single-stream recycling collection.
- We would have the ability to complete the trash and recycle collection with two separate runs with the same truck in 10 hours, but would prefer to complete the work earlier in the day. Moreover, in this scenario both trucks could back each other up should a problem arise.
- Trucks in use would be:
 - One owned truck: 2017 CCC LET2 with 25 Yard Heil Durapack 5000 body, and
 - One rented truck: Freightliner M2 with 25 Yard Heil Durapack 5000 body, currently quoted and available through our account with Premier Truck Sales & Rental.

Dedicated Spare Equipment

- For the duration of the contract, Garbage to Garden will maintain a dedicated spare truck exclusively for this contract, to serve in the event of planned or unplanned downtime: a 2017 CCC LET2 with 25 Yard Heil Durapack 5000 body with dual cart tipplers.
- GTG will station the spare truck at Bath Public Works if desired, to guarantee its availability as reserve equipment.
- When needed, the truck can be operated by a three person crew so the collection of solid waste and then single-stream recycling can be completed efficiently and quickly.
- Garbage to Garden's team of over 50 employees provides ample depth to respond to emergencies.
- If a truck were to be needed for more than a week, GTG can bring in an additional rental truck.

Option 2: Existing system of collection with split-body rear loader

Continuation and Enhancement of Existing Service

- With Option 2, collection will continue to be performed with a new 2025 Mack LR64R with Heil 30yd DuraPack split body, spec'd and ready to order with delivery date in Q4 2025. Quote is attached in Addendum E.
- A two person team will collect solid waste and single-stream recycling on the existing 4 day schedule or a new 5 day schedule, TBD by Garbage to Garden and the City. GTG data analytics team will provide updated GIS maps of routes.
- Prior to program launch on July 1, 2025, ecomaine and Garbage to Garden will launch a public outreach campaign of recycling education and composting education.
- At the contract start on July 1, 2025, Garbage to Garden will utilize two single body rear load trucks – one for solid waste collection and one for single-stream recycling collection.
- We would have the ability to complete the trash and recycle collection with two separate runs with the same truck in 10 hours, but would prefer to complete the work earlier in the day. Moreover, in this scenario both trucks could back each other up should a problem arise.
- Trucks in use would be:
 - One owned truck: 2017 CCC LET2 with 25 Yard heil Durapack 5000 body, and
 - One rented truck: Freightliner M2 with 25 Yard Heil Durapack 5000 body, currently quoted and available through our account with Premier Truck Sales & Rental.
- Unlike in Option 1, the experience of the residents of Bath would be the same with two single body trucks collecting or with 1 split body truck collecting, and so there would be no "transition"

PAYT

- Garbage to Garden would maintain the existing PAYT program. With manual collection, the process is very simple.
 - The team's visual observation of non-compliant bags allows them to not collect them and to affix them with an appropriate tag explaining the reason for non-collection.

Dedicated Spare Equipment

- For the duration of the contract, Garbage to Garden will maintain a dedicated spare truck exclusively for this contract, to serve in the event of planned or unplanned downtime: a 2017 CCC LET2 with 25 Yard heil Durapack 5000 body with dual cart tippers.
- GTG will station the spare truck at Bath public works if desired, to guarantee its availability as reserve equipment.
- When needed, the truck can be operated by a three person crew so the collection of solid waste and then single-stream recycling can be completed efficiently and quickly.
- Garbage to Garden's team of over 50 employees provides ample depth to respond to emergencies.
- If a truck were to be needed for more than a week, GTG can bring in an additional rental truck.

Additional Collection Services Plan of Service

Collection of Solid Waste in Downtown and City Parks

Garbage to Garden will empty and re-line the public waste receptacles on Front St, Centre St, and Waterfront, Bridge and Library parks 3x weekly in Summer and 2x weekly in the off-season.

Collection of Solid Waste and Recycling at Municipal Facilities

Garbage to Garden will provide new front load containers at the listed municipal facilities. Troiano will service them on the requested schedule.

Collection of Yard Waste and Leaves/Collection of Holiday Trees

Yard waste and leaves will be collected on 4 days in the fall and 4 days in the Spring. Holiday trees will be collected once per week for three weeks following Christmas. Yard waste and holiday tree collection will be performed on a non-scheduled day, such as Saturday, using our dedicated spare rear loader which is ideally suited to the purpose. We would use either a two or three person crew as needed to get the collection done quickly and efficiently.

Optional - Bulky Waste Hauling from Landfill

Garbage to Garden would supply 2 roll-off containers, one based at the Bath landfill and the other at Troiano. GTG dispatch would communicate with Troiano to ensure timely collection as requested by the City of Bath. This service would be provided on a competitive per-haul/per-ton basis.

Optional - Food Waste Collection Pilot

At any time during the contract, Bath will have the option to begin citywide residential food waste collection. Garbage to Garden is willing to work with the City to design a pilot program as an effective first step into food waste collection at the municipal level, based on the City's budget and goals. We estimate that with our skill in implementation, a curbside food waste collection program could recover **500 tons** per year of compostable food waste, significantly extending the life of the landfill and providing significant benefits to the community and environment.

Public Outreach and Education Plan

Garbage to Garden's success to date is due, in large part, to our ability to effectively engage with the local community, to educate and encourage residents to sort their waste to maximize diversion. The Garbage to Garden team will use this foundation to increase Bath's city-wide recycling rate, as outlined here.

Recycling Education: Connecting with the Community

Garbage to Garden will utilize the creative strengths of our Marketing and Communications Director and graphic designer to design unique print and digital marketing materials that specifically promote the services in Bath. This collateral will include (and is not limited to): brochures, infographics, newsletters, babysitter flyers, door hangers, and videos. Garbage to Garden will create signage and educational materials, including take home information geared towards students and their families.

Garbage to Garden will begin immediately by creating a direct mailer waste booklet to all residents detailing the features of each curbside service. Our objective with these initial materials is to create a concise, visually appealing and culturally relevant introduction that can be used widely by both the City and Garbage to Garden. In addition to the announcement of Bath's new solid waste and recycling programs (as well as composting - existing new city-funded option or GTG's standard subscription service). Key topics will be covered: how sorting and diversion benefits the household and how it benefits the community, as well as how to sort correctly.

Our staff are available to attend community events, lead volunteer street teams for outreach, and help organize and educate at the seasonal community clean-up events. Our overall strategy emphasizes conversations – every conversation provides a resident with an opportunity to ask questions and learn more about recycling and composting directly from one of GTG's educated and experienced staff members. Additionally, as an ecomaine community, Bath would benefit from their recycling education resources to supplement and compliment Garbage to Garden's own efforts.

Our intention is to work continually towards increasing diversion rates and reducing contamination across the community, providing customized approaches to reach customers where they are (*i.e. those recycling poorly, not at all, etc*). This will be enabled through monitoring and recorded metrics through the RFID scan system – more on this in the Direct Resident Support section below. The long term goal with the approach would be to work toward a recycling rate of 50%.

Technology Systems & Ongoing Education

Our relationships with community members are strengthened by the tools and processes we have developed over the past decade to transmit information between our driving team and our customer service/dispatch team. Our Field Operators are equipped with mounted tablets detailing their routes and any specific address notes.–They communicate directly with our Customer Service/Dispatch team through CB/PTT radio to get requests, report back on alerts in real time, and communicate issues related to contamination and compliance.

Drivers will monitor for contamination and non-compliant bags (the automated truck third eye system will use AI to take photos and send alerts to driver and dispatch. With a rear loader, this can be achieved by PTT to dispatch.) Immediate action will include stickers affixed to containers or to bags to explain the

issue, and notification to dispatch who flags the address. Multiple flags result in direct outreach by mail and/or street team. This approach enables customized follow up and messaging based on the specific issue at hand. In the event of non-compliant bags, bags could simply not be collected, whereas contaminated recycling or especially the presence of recyclable materials or compost in trash would require a different approach.

Our software tracks set out rates and allows us to follow a similar outreach process to connect with those who are underutilizing available recycling programs, with automated mailers, automated SMS/email, and E-canvasser tasks. With our educate-not-enforce approach, the intention is to determine how we can help each of them recycle better over time with as individualized approach as possible. We want to help Bath achieve the best recycling rate in the State of Maine.

Our street team outreach efforts are focused on having direct conversations with residents to address questions and overcome barriers to recycling, and will be a key feature of providing this direct support to households.

Customer Service & Ongoing Education

Garbage to Garden's success to date is due, in large part, to our outstanding customer service. Our approach to customer service has set us apart from others in our industry and enabled us to effectively engage with the local community to educate and encourage residents to sort their waste to maximize diversion. Garbage to Garden has a world-class team of five dedicated customer service reps, in our office every Monday through Friday from 7:30am-4:30pm. The strength and accessibility of GTG's Customer Service Team is a tremendous asset for our organization and for any community we partner with.

GTG's staff answers every phone call in real time during business hours. GTG staff return every voicemail and respond to every email promptly, ensuring that no customer or community member has to wait for the answer to her question and that any issues that arise can be resolved immediately. GTG contact information will be listed on every item created for promotional or educational purposes and community members are encouraged to reach out.

III. Available Resources

Staff

Garbage to Garden has grown to employ 55 full time staff, with additional part time and seasonal positions. Some of our proudest accomplishments are those related to our ability to take care of our staff. We offer competitive pay and a generous benefits package that include 100% employer-paid health insurance, a matching 401k, paid time off, wellness incentives, paid family leave for birthing and non-birthing parents, gear allowances, and personal auto repair completed at cost. Our operations team works 4 day regular schedules for work/life balance, and to make it easy to schedule people on to cover for planned absences. Our dispatch team is coordinating routes for 20+ drivers daily, and every day we schedule multiple extra drivers as "floaters."

Equipment

Garbage to Garden is well-versed in, and operates in compliance with, City ordinances and collection protocols. We own and maintain a fleet of 42 vehicles, including 2 single body rear load trucks. We have sufficient equipment to rotate vehicles out of service for planned maintenance or as needed.

Depending on which system of curbside collection Bath chooses, Garbage to Garden would deploy a new 2025 Mack LR64R with either a KANN 28yd split-body automated side loader, or a Heil 30yd DuraPack rear loader. Either truck is a top-of-line choice with industry-leading durability, compaction and cycle times. Our partner for this purchase is Dan Cowher of Environmental Equipment Sales & Service. Dan works closely with KANN and Heil and can speak reliably about the timeline as well as details about the trucks he has spec'd for GTG; Dan can be reached at (978) 809-9799.

As stated in the plan of service, For the duration of the contract, Garbage to Garden will maintain a dedicated spare truck exclusively for this contract, to serve in the event of planned or unplanned downtime: a 2017 CCC LET2 with 25 Yard heil Durapack 5000 body with dual cart tippers. GTG will station the spare truck at Bath public works if desired, to guarantee its availability as reserve equipment. For longer term needs Garbage to Garden has an account with Premier Truck Sales & Rental and access to its rental fleet. In case of extreme exigent circumstances, GTG also has a relationship with Troiano that will enable us to borrow a truck on immediate notice.

Fleet Management & Readiness

Garbage to Garden operates a truck repair shop at 352 Presumpscot St, Portland, with multiple technicians who perform maintenance and repairs, both in the shop and in the field. We maintain and repair our own fleet of diesel and gasoline trucks, trailers and waste equipment including dozens of hydraulic systems, PTOs, and 22 cart lifters, as well as Volvo and John Deere heavy equipment, a McCloskey 516 trommel screener and a stacking conveyor. We routinely work with other partners including Palmer Spring, Macfarland Spring, O'Connor Mack, Sullivan Tire, and CRS hydraulic service.

Our operations team prides itself on our ability to assess an issue and find the appropriate solution quickly. With a history and culture focused exclusively on residential curbside collection, we consider 100% uptime our 'zero-fail mission.' As such, we follow a severe-duty preventative maintenance program and our drivers are trained to perform rigorous pre-trip inspections with our Fleetio software, to prevent emergent issues in the field. When an unexpected issue does arise, our first phase of addressing it is focused on minimizing the time required to shift to the next backup plan – such as driving a spare

vehicle directly to the driver who is having a problem. The Garbage to Garden culture is focused on maintaining a deep bench of route-ready spare vehicles, spare equipment, an inventory of spare parts, as well as a flexible operations team. In terms of personnel, we employ spare “floaters” every day that we operate collection routes, cross-training by teaming with regular drivers on all routes, so that in the event of unplanned absences, we already have extra trained staff who can seamlessly take over a route without delay.

Facilities

- Solid waste would be delivered to the Bath landfill at 11 Detritus Drive.
- Single-stream recycling would be delivered to ecoMaine or to Casella, depending on the rates.
- Yard waste and holiday trees would be delivered to the Bath landfill, or could be transported to Garbage to Garden’s own facility at no cost.
- Garbage to Garden owns and operates a composting facility in Windham, Maine. Finished compost would be available to the City & community at reduced rates.

Financial Resources

Garbage to Garden has multiple lines of credit, strong banking relationships, and access to private capital. Bank references and financial information may be provided upon request.

Insurance

Garbage to Garden maintains a robust insurance program including a \$2,000,000 Umbrella and holds multiple performance bonds.

IV. Complaint Resolution

Garbage to Garden has a world-class team of five dedicated customer service reps, in our office every Monday through Friday from 7:30am-4:30pm. The strength and accessibility of GTG's Customer Service Team is a tremendous asset for our organization and for any community we partner with. All inquiries and complaints are responded to within one business day.

Complaint Resolution Policy & Procedures

Customer Service Approach/ Expectations

The personalized touch offered by our experienced team of representatives promotes long term relationships. Customers appreciate the efficiency and relevance of speaking to us which foster positive relationships, aids in information sharing, and ongoing education.

- Priority Assignment: Our Customer Service Manager assesses the urgency and severity of each complaint, ensures that high-impact issues receive immediate attention, preventing potential escalation.
- Field Operators operate with a customer service approach and will proactively communicate and promote resolution to issues with bins, delivery times and opportunities for education.
- Ongoing analysis between the Customer Service Manager and the Operations Manager contributes to a proactive approach in complaint resolution.
- Service days align with city routes including holidays and weather cancellations.

Inquiries and Complaints

- All inquiries are handled same-day by experienced customer service representatives.
- Consistent approach to resolving issues means responses are accurate and aligned with the specific concerns raised. This accuracy contributes to effective complaint resolution.
- Options for communication include phone, email, account login and driver conversation.
- The Customer Service Manager will alert the city regarding incomplete routes, along with a plan for completion.
- Complaints will be investigated and resolved in a method satisfactory to the City.

V. References

City of Boston, MA



Contract Details: Official Food Waste Partnership for municipal weekly curbside food waste collection. Contract Term: 2022 – 2027

Contact: Dennis Roache, Superintendent Boston Public Works
400 Frontage Road, Boston, MA 02118
(617) 429-4785 / dennis.roache@boston.gov

Contract Total: \$18,982,000

Tons Collected: 250 tons collected each month currently

Households serviced: Currently servicing 26,000 households, expansion planned to 50,000.

City of Medford, MA



Contract Details: Official Food Waste Compost Partnership for municipal weekly curbside food waste collection. Contract Term: 2024 – 2034

Contact: Alicia Hunt, Director of Planning, Development & Sustainability
85 George P. Hassett Dr, Medford, MA 02155
(781) 393-2480 / ahunt@medford-ma.gov

Contract Total: \$15,620,435

Tons Collected: 70 tons collected each month currently

Households serviced: 6,288

City of Portland, ME



Contract Details: Official Composting Partner for the City of Portland for residential curbside.

Contact: Troy Moon, Sustainability Director
389 Congress St, Portland, ME 04101
(207) 756-8362 / thm@portlandmaine.gov

Current Contracted Price: Free 1 month trial, then \$19/month per household (residents subscribe directly with Garbage to Garden for our standard residential service, including free finished compost)

Tons Collected: 85 tons collected each month currently

Households serviced: 5,128