

**Village of North Hudson
Public Welfare Committee Meeting
Thursday, October 19, 2017, 6:00 p.m.
Village Hall, 400 7th Street North
Hudson, WI 54016**

Call to Order: roll call

Chair Kirk Nelson called the meeting to order at 6:00 pm. Answering the call were Trustees Ted Head and Cathy Leaf. A quorum was present and the meeting was duly noticed. Also present was Recording Secretary Anne-Marie McDonald.

Approval of minutes from September 21, 2017 Public Welfare Meeting

Motion (Leaf/Head) to approve the minutes of September 21, 2017 meeting as written. Motion carried.

Residential Solid Waste and Recyclables Collection Contract-Requests for Proposals

Nelson reported that thirteen RFPs were sent out by the village, and only two bids were returned. They were by Advanced Disposal Services Inc. and Highland Sanitation and Recycling Inc. Two other companies sent responses and stated they could not submit a bid at this time, but asked to be considered for future contracts. Nelson said that Advanced Disposal took over for Waste Management years ago. Nelson did some research regarding residents' satisfaction with Advanced Disposal. Residents felt the pickup service was very good, however, there were issues with calling and billing. Village Administrator Melissa Luedke contacted Advanced Disposal to determine how those services could be improved. Present at the meeting was Robert Pfister, Municipal Marketing Manager for Advanced Disposal. Pfister has 37 years in the industry, and has just been assigned to the state of Minnesota. Pfister apologized for the call center issues. They identified issues with call hold times, information being provided to residents, and with billing. Advanced Disposal has moved North Hudson's accounts from Batavia, Illinois to their Muskego, Wisconsin call center, where they have more customer service representatives and more experience with municipal contracts. The company's response includes steps to address call center issues. Advanced Disposal values the North Hudson contract and feels the company has submitted a very good bid offer, so Mr. Pfister wanted to be at tonight's meeting. Head asked whether Advanced Disposal is a local company. Pfister stated that they have an office in St. Paul, MN. Nelson stated that the call center wasn't a huge issue, but it was an issue. Pfister stated that Advanced Disposal prides itself on its service. Pfister stressed that residents should see a marked improvement. Nelson explained that there was one issue was confusion on by the call center at Advanced Disposal differentiating between the city of Hudson and the village of North Hudson. Nelson stated that the Public Welfare committee knows which contract they prefer, and explained that the committee will determine whether the contract will be for three years or five years. Nelson explained to the committee members that the preference is a three-year contract for a new service provider, but with a renewed contract, the village will sometimes choose a five-year contract. Nelson doesn't have strong feelings either way. Nelson stated that most five-year contracts get a bonus, but Advanced Disposal's rates seem more than fair for either term contract. Head asked why the rates for the five-year contract aren't the same as for the three-year contract. Pfister explained that there is a small cost-of-living price increase over the five years,

just under 2%. Nelson shared that North Hudson's prices are considerably lower for yard waste than the city of Hudson's contract. Head asked what age qualifies for the senior discount – Pfister explained that their senior rate starts for heads of household 65 years of age or older. Head asked about rates for yard waste – Nelson pointed it out to him on the bid submission.

Motion (Leaf/Head) to move forward with the Advanced Disposal five-year contract. Motion carried.

Adjournment

Nelson declared the meeting adjourned at 6:12 p.m.

Respectfully submitted by,

Anne-Marie McDonald
Recording Secretary

DRAFT