



Agenda

City Council Work Session Meeting
Oelwein City Hall, 20 Second Avenue SW, Oelwein, Iowa
6:30 PM

September 12, 2022
Oelwein, Iowa

Mayor: Brett DeVore

Mayor Pro Tem: Lynda Payne

Council Members: Karen Seeders, Tom Stewart, Matt Weber, Dave Garrigus, Dave Lenz

Pledge of Allegiance

Discussions

- [1.](#) Discussion on Single Haulers.
2. Presentation from Republic Services.
3. Presentation from Waste Management.
- [4.](#) Presentation from Kluesner Sanitation.

Adjournment

In compliance with the Americans with Disabilities Act, those requiring accommodation for Council meetings should notify the City Clerk's Office at least 24 hours prior to the meeting at 319-283-5440



To: Mayor and City Council

From: Dylan Mulfinger

Subject: Single Hauler Meeting

Date: 9/12/2022

The City Administrator was directed by the Mayor to create a work session that provided time for interested firms to present to council on their experience with a single hauler program. The City invited firms that were in the area and had expressed interest in the past for the single hauler program. Each firm is provided 20 minutes and will keep their presentation centered around the following questions:

- What is your company's preferred container size?
- How will your company track containers?
- What is the equipment your company will use to track missed pickups?
- The customer service your company provides, and how they communicate with the city?
- How would your company want to handle bulk pickup items?
- How many cities do you cover that are similar to Oelwein?
- What is the age of your equipment?

The following firms will be presenting to council:

- Republic Services.
- Waste Management.
- Kluesner Sanitation.

The City Council should use this time to ask questions to the prospective firms. This will also provide a time for council to determine if they should rebid the single hauler contract or negotiate a price and timeframe with Black Hawk Waste.



Company Overview

- Kluesner Sanitation has been in business since the purchase of Houlihan Sanitation in 2015
- Since then, we have acquired Denny's Dumpsters and Roling Sanitation
- Sister company, Kluesner Construction, has been in business since 1995.
- Main shop/office is in Farley with additional shop locations in Manchester and Hazleton
- Oelwein area is serviced by drivers, equipment, and area manager from the Hazleton shop.

Waste Removal Program

- Preferred toter size is 65 gallon. We are able to provide larger and smaller containers on a case-by-case basis.
- Each of our containers has a toter number which we record and assign to the household it is assigned to through our computer program. Our drivers can see which toter numbers are assigned to which houses through their on board tablets.
- Trash is typically collected weekly, recycle is collected every-other-week.



On Board Tablets

- Each of our drivers has a tablet in their truck which is linked to our waste hauling software. This allows us to track missed stops, overfilling containers, disallowed items, etc.
- We can also track our driver's progress throughout the day to make changes to their route if needed
- Drivers take pictures of cans not out or any other problems which is linked to the address in our software

Customer Service

- Staff answers the phone from 6:00 a.m. to 5:00 p.m. Monday thru Thursday and 6:00 a.m. to 3:00 p.m. Friday
- City would be assigned one "Customer Service Rep" to contact most times, with other staff also able to help as needed
- Area manager (Rod) can answer phone calls after hours and respond to issues the same day

Bulk Items

- Bulk items can be picked up on the normal trash day
- Require a tag purchased from City Hall (or other acceptable place of business)
- Calling the office for a "heads up" when a tag will be used is helpful, but not required

Other Cities Served

- We serve 22 cities throughout Dubuque, Clayton, Jones, Delaware, Buchanan, and Fayette counties.
- Largest cities are Manchester and Guttenberg.



Equipment

- Our trucks allow for automated collection in residential areas (automated side arm)
- Majority of our trucks are less than ten years old
- Trucks are regularly inspected/maintained, and we take special care to ensure trucks used for residential collection do not cause oil leaks, resident-owned property damage, or other hazards in residential areas.

