



Contracted Hauling Crash Course

How to do it and when, and lessons learned from those who survived.

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Contracted hauling workshop questions



Types of Hauling Systems in Colorado

Hauling Systems



Outcomes Achievable via Hauler Licensing vs. Contracted Hauling

Desired Outcomes	Contracting	Licensing
Volume based trash pricing, bundled recycling (Pay-As-You-Throw)	✓	✓
Optional yard trimmings/food scraps collection	✓	✓
Data about volume of materials collected	✓	✓
Flow control of trash/recyclables to a certain facility	✓	✓
Additional yard trimmings/food scraps collection	✓	✓
Fewer trucks on residential streets	✓	
Improved air quality and lower truck emissions	✓	
Community-wide price consistency	✓	
Potential service cost reduction	✓	
Leverage to attain environmental benefits, e.g. electric truck	✓	
Leverage for customer service requirements	✓	



The Path to Contracted Hauling

Laying the Groundwork

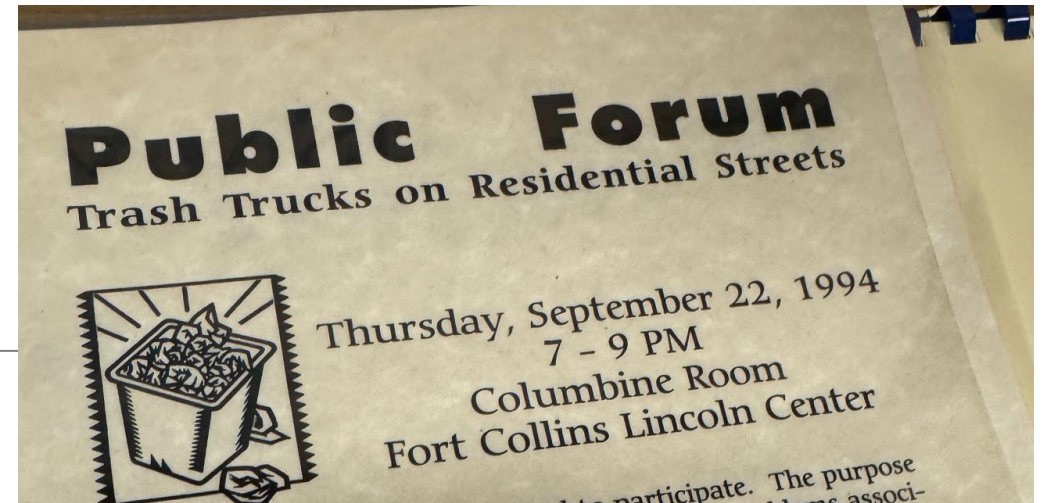
1) Assess Political and Service Provider Landscape

- Changing from open market to contracted hauling can be VERY controversial
- Service providers may fight against change of system

- Brings focus to perspectives on the ideal role of government
- Balance of local vs national haulers likely impacts conversation

(Conduct community engagement throughout entire process)

Ensure contracted hauling is the right tool to achieve your goals and the political landscape is aligned



Summit for Recycling - Grand Junction, Colorado - June 2nd-4th, 2025

Project Initiation (~4 months)

Determine goals

- Engage with community and city council to determine goals of new program
- Determine if contracted hauling is best tool



Contract Development and Adoption (~8 months)

3) Request for Proposals (RFP) (~5 mo)

- RFP is a strategic tool
 - Is the baseline for your contract
 - Vital to be clear on what you want and develop RFP to get you there
- Drafting your RFP can take a long time (City's took 3 months to develop)
- Process:
 - Draft and issue RFP
 - Leave 6 - 8 weeks for responses
 - Review and select top vendor

4) Negotiate Contract (~1 mo)

- Keep in mind service providers are expert negotiators
 - Make your priorities clear in your RFP and stick to them in negotiations
- Be sure to clearly document all agreements

5) Council Adopts Contract and Related Ordinances (~1 month)

- The time between announcing the contract and Council adoption is the most politically risky



Transition (~12-18 months)

6) Transition

- Outreach to community about why the transition is happening and what is available in the new program
- Distribute new carts/recover old carts in collaboration with contracted hauler and other haulers
 - in Fort Collins, this took about 2 months for ~36,000 customers
- Establish working relationship with contracted hauler
 - Get specific on City vs. contractor role & process for working together through changes
- Establish internal processes
 - Methods for determining who is in the program and who is not
 - Process for measuring program success
 - How/when you will adjust the program to take community feedback into consideration
 - How you will keep City leaders/elected officials updated



Roll out (~6 months)

7) Roll Out

- Outreach to community
 - If service day/location will change at the same time as rollout, anticipate confusion
- Keep leadership and elected officials informed of progress, changes, & escalated or prevalent customer cases
- Stay aligned with contracted hauler
- Anticipate continued feedback from community
 - General feedback/complaints about the new program
 - Unique circumstances & problems



Perspective from Fort Collins: Make sure your address and unit data matches across systems. We ran into service issues stemming from mismatched records across Assessor, GIS, FoCo Utilities, and contractor's existing customer databases.



Conversation Prompt

- Share your community's current system & future goals
- Discuss: Is contracted hauling the only tool to get to your goals, and would the juice be worth the squeeze for your community?



Thank you & Contact info

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Elements Addressed by Contracting

Could be achieved by Open Market with Licensing OR Contracting

- Volume-based pricing for trash service
- Recycling bundled w/ trash for no adt'l charge
- Opt-in yard trimmings collection
- Increased composting
- Increased regionalism



Elements Addressed by Contracting

Could be achieved only by Contracting

- **Fewer Trucks in Neighborhoods**

- Street maintenance savings
- Improved neighborhood aesthetics
- Less noise
- One day of service / neighborhood
- Increased safety
- Reduced greenhouse gas emissions
- Improved air quality

- **Pricing**

- Predictable consistent pricing across community
- Potential service cost reduction due to efficiencies of servicing every home on the street

- **Customer Service & Equity**

- Leverage for customer service requirements
 - Metrics and penalties for non-compliance
- Enhanced equity in service
 - Low-income programs,
 - Increased accessibility, etc.

