



**Client Correspondence:
City of Nampa**

February 27, 2019

To: Mayor Darin Taylor
Middleton City Council
Middleton City Hall
1103 W. Main St.
Middleton, ID 83644

From: Rachele Klein, Republic Services Business Development Manager

Re: April 1, 2019 Middleton City Residential Trash and Recycling Service Day Changes

Dear Mayor Taylor and Middleton City Council,

Over the past several years the City of Middleton has grown significantly. As a result, trash and recycling routes have grown asymmetrically and we are now in a position where we need to balance existing routes and add new routes to accommodate the growth.

Please accept this letter as our request to reroute 2,843 residential trash and recycling accounts in Middleton effective April 1, 2019. The proposed reroute will affect many households in Middleton, so outreach will be robust. An ad in the Sunday Press Tribune will run for three Sundays before the reroute. We will send a copy of the ad as soon as it is complete. Two weeks before the reroute, each customer will receive a "Notice of Service Day Change" postcard. One week before the reroute, all rerouted customers will receive a door hangar notice stating, "Your Trash and Recycling Day will be Changing Next Week". This door hangar will include the new recycling service week decal (if the orange or blue recycling week is changing) and a residential trash and recycling services brochure. The weekend before the day changes go live we will employ the use of an auto-dialing phone program call "Call 'em All" which will send a text message or call customers with phone numbers on file to remind them of their pending service day change. Customers can also visit our website(local.republicservices.com/site/Idaho) starting the last week of March to type in their address to find their new trash day and recycling week information.

To ensure a high level of service during this transition, our operations team will sweep the old routes the week of April 1, 2019 to tag any carts set out for service with a new service day reminder. All trash and recycling out for collection on the old service day will be collected during the transition week. Attached is a copy of the Middleton Day Change File which includes all effected households.

We appreciate your support during this operational upgrade. Rerouting Middleton residential customers to balance and add routes will increase route efficiency. More efficient routes means trucks will operate at or below the legal weight limit and drivers will work under the maximum allowable number of DOT hours as mandated by federal guidelines.

Please let me know if you have any concerns about this proposed day change or need additional information.

Sincerely,

Rachele Klein
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