



We'll handle it from here.*

To:	Caldwell Mayor Garret Nancolas
From:	Rachele Klein – Business Development Manager
cc:	Caldwell City Council, Susan Fleetwood, Michelle Davis
Date:	March 23, 2020
Re:	Republic Services Updated COVID-19 Response

For years Republic Services has maintained a Comprehensive Continuity Plan to use during crisis events. We are now in the implementation phase. Please review the following updates as of March 23, 2020 and direct comments back to me.

Customer Service Impacts:

There is concern about “Shelter in Place” orders being instituted around the country. We have no indication this will occur in Idaho, but we have been working with the Governor’s office to have waste removal (and sanitation workers) added to the list of essential services and employees. We received confirmation March 20, 2020 that Governor Little will include trash removal as an essential service to municipalities. This allows us to continue operations in the event of a state-wide “Shelter-in-Place” mandate.

Effective March 23, 2020 our Idaho offices will be closed to door traffic. All customer service agents will be taking their computers home and executing our Flexible Work Arrangements Plan. We are confident all inbound calls (phone: 208.345.1265) and emails (csidaho@republicservices.com) will be answered or responded to quickly. We anticipate all core customer service functions to continue without interruption.

Residential Route Impacts:

To stay compliant with new federal guidance of 10 or fewer employees together at once, we will need to stagger daily crew-out times with a residential start time of 6:00 am. We will return to the normal start time of 7 am as federal, state and local guidance permits. As of March 23, 2020, our residential drivers will be collecting all residential waste in trash carts and trash cans. In the event we experience a residential driver shortage, we will need to restrict operations to trash and recycling only, and trash-only if needed. Customers will be asked to hold their bulky items and appliances for collection later. These services are not essential and running these routes draws resources and equipment from trash collection.

Commercial Route Impacts:

If we experience a disruption in our commercial and industrial labor workforce that impacts routes, we will move to servicing essential commercial facilities before other businesses. Essential businesses include: hospitals, assisted living facilities/nursing homes, doctors’ offices, pharmacies, grocery stores, gas stations, fire stations, police facilities, jail

facilities, waste water treatment facilities/sewer plants, food processing facilities and glass drop-sites. These businesses have been identified by SIC Code.

Potential Post-Collection Site Interruptions

Although we do not anticipate any post-collection sites being impacted by COVID-19 (including Western Recycling, the Canyon County Landfill), we are prepared for such events. In the event the Canyon County Landfill closes, route trucks and transfer trailers can be directed to any County-designated site or Idaho Waste Services in Elmore County. In the event Western Recycling closes, recyclables can be directed to Pacific Recycling in Nampa where they can be baled and stored until Western Recycling reopens (if less than one week).

We appreciate your consideration as we propose service modifications with short notice. We are available to present these changes at a council meeting if needed. We realize your team has many concerns that must be addressed during this unprecedented time. Be confident in knowing we are your partners and will do everything possible to ensure solid waste services continue with minimal disruption.