



**ORIGINAL**

# Refuse, Recyclables and Yard Waste Collection Service

Town of Hudson, Colorado

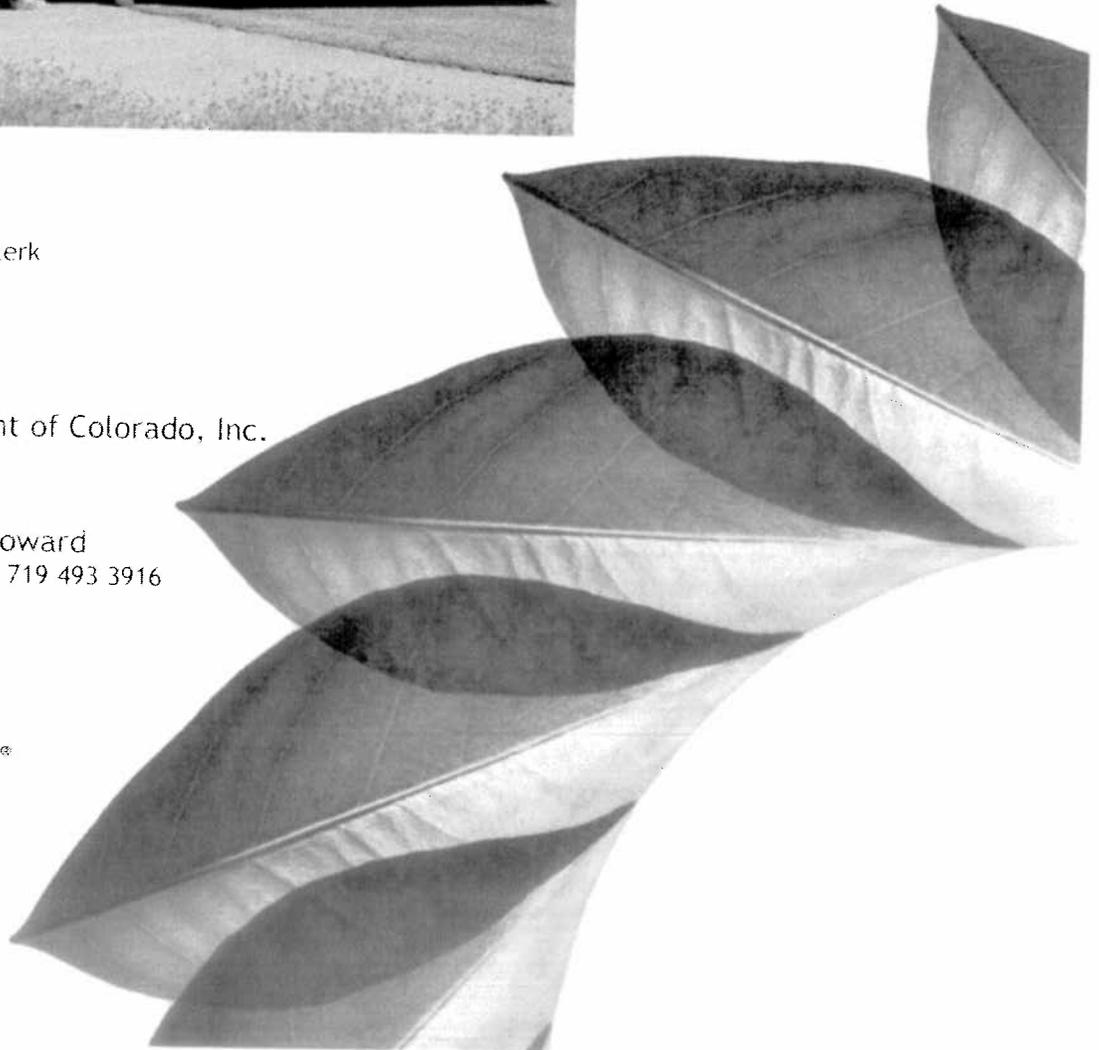
October 26, 2016



Submitted to  
Town of Hudson  
Office of the Town Clerk  
557 Ash Street  
Hudson, CO 80642

Submitted by  
Waste Management of Colorado, Inc.  
7780 E. 96<sup>th</sup> Ave  
Henderson, CO 80640

Anthony "Tony" Howard  
ahoward1@wm.com | 719 493 3916



October 26, 2016

Mr. Dan Hamsmith  
Director of Economic Development  
Town of Hudson  
557 Ash Street  
PO Box 351  
Hudson, CO 80642

Dear Mr. Hamsmith:

Waste Management has prepared the following solutions proposal specifically for the Town of Hudson. We understand that sustainability has three legs, Social, Environmental and Economical and all three need to be addressed for an organization to have a successful program.

Our program contains solutions designed to strengthen the Town's solid waste & recycling services, improve productivity and enhance the Town's commitment to sustainability and environmental stewardship. Our program is designed to deliver the specific benefits that are important to the Town, including:

- Cost Effective Resource Recovery Services - Financial
- Effective refuse and recycling programs - Environmental
- Educational programs to increase diversion and reduce waste - Social

Also, Hudson is home to four (4) of Waste Management employees who work at Waste Management's Denver North site. We are your neighbors, your residents - *we care about the Town of Hudson!*

We strongly believe that our long-term recycling and disposal solutions, sustainability initiatives, world-class customer service programs, and the value added programs that we have outlined below are without equal in the solid waste/environmental solutions industry. If you have any questions, please do not hesitate to contact me at 719-493-3916.

Sincerely,

Anthony Howard

*Public Sector Solutions Representative*

**WASTE MANAGEMENT**

80 E. Chambers Street

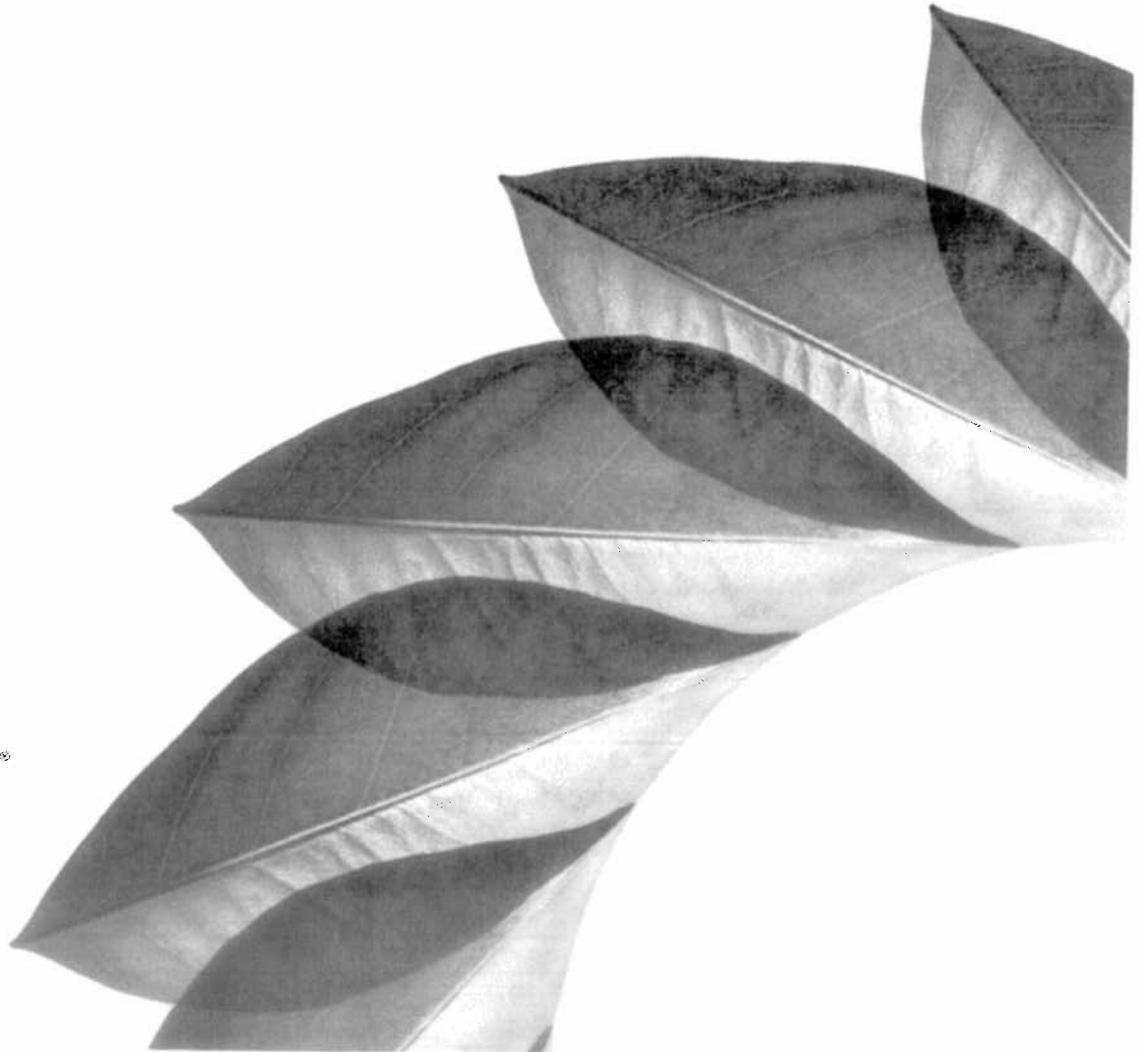
Colorado Springs, CO 80907

Cell: (719) 493-3916, Office: (719) 448-4329, E-Fax (866) 793-0218

[ahoward1@wm.com](mailto:ahoward1@wm.com)

# Table of Contents

Qualifications	1
Financial Capacity	1
Project Manager	3
References	4
Basis of Proposal	5
Summary	12
<b>Attachments</b>	
A - Secretary of State - Certificate of Good Standing	
B - Disposal Sites - Certificates	
C - Recycling Poster	



## Qualifications

Waste Management of Colorado is incorporated in the State of Colorado and provides collection, recycling and disposal services to more than 190,000 municipalities, commercial, industrial and residential customers throughout 41 counties in Colorado. The company employs approximately 1,200 full and part-time personnel, and has been servicing Colorado for nearly 30 years. In our 30-year history, Waste Management has always been and continues to be in good standing with the State of Colorado. Furthermore, Waste Management maintains a Satisfactory Carrier Safety Rating by the US Department of Transportation - documentation for both items available upon request.

While we have the resources of a national company, make no mistake about it our heart is local, when you really think about it, the waste industry by its very nature is inherently local. Waste Management's recycling plants, our operations, our equipment, and the people who make us who we are, are all right here. Of note, Waste Management maintains an open door policy at all our facilities, thus university staff are always welcome.

With Waste Management's long-term commitment to the region, our experience and financial stability, you can feel confident in relying on us to meet your needs now and in the future. Waste Management is the most committed collector and processor of recyclable material in the industry handling more recyclable material than any other entity. Our stated mission is to triple the amount of material we are recycling by 2020 and Waste Management will accomplish this goal by knowing more about our customer's waste stream than anyone else. Nationally, hundreds of municipalities and higher education institutions rely on WM for their recycling and other waste management needs.

## Financial Capacity

Waste Management's financial strength stems from its position as the leading provider of comprehensive waste management services in North America. Waste Management has implemented a business strategy to enhance its leadership role in the industry.

A company's future viability is directly related to its current financial strength. Waste Management's financial strength allows us to continue investing in areas that are necessary for continued market leadership, such as:

- Maintaining a dedicated focus on safety and compliance excellence
- Implementing new initiatives to enhance customer service
- Developing long term customer relationships
- Attracting and keeping the best employees
- Managing data and improving communication

Revenue in 2013 was \$13.98 billion, and Waste Management has an asset base in excess of \$22 billion. The company generates strong and consistent cash flow and has access to an extensive line of credit. Waste Management's financial strength is the foundation for its

commitment to serve its customers, perform its obligations, and protect the environment in carrying out its broad waste management services.

Waste Management has achieved solid investment-grade credit ratings from three major rating agencies. Most recently, the company has been assigned ratings of A- by Standard & Poor's, BBB by Fitch, and Baa2 by Moody's. The ratings are based on expectations that management will maintain good liquidity, pursue a moderate financial policy, and allocate capital in a disciplined manner. The credit outlook from each agency for Waste Management is characterized as stable. Waste Management has about \$10.0 billion of debt outstanding.

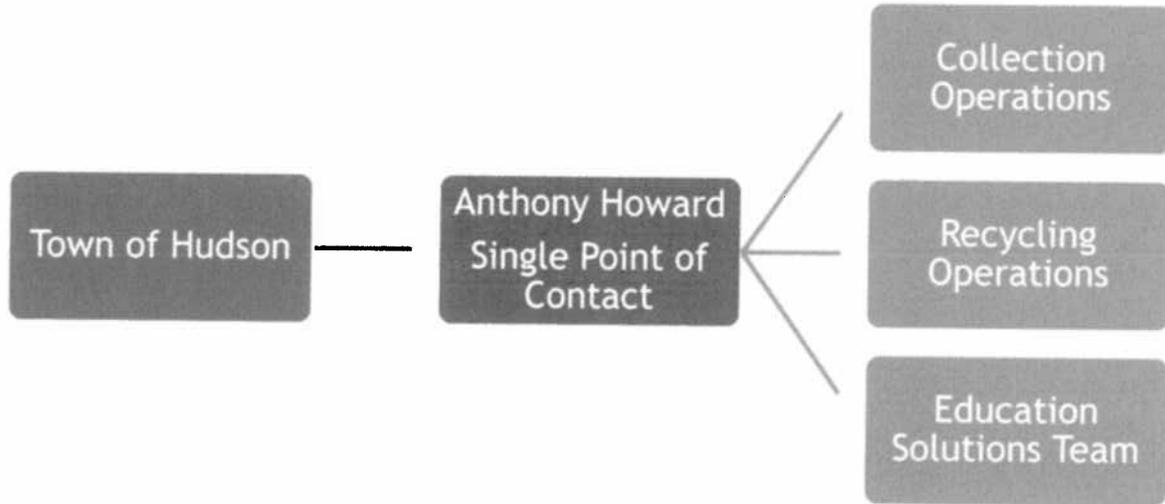
Waste Management's financial strength, as summarized above, gives its customers the comfort of knowing that Waste Management can and will fulfill its obligations.

- The foundation of Waste Management's offer lies in our commitment to perform all operations in full compliance with applicable federal, state, and local regulations and to provide clear documentation of that compliance.
- Waste Management offers the most extensive network providing waste management services in North America, including: transportation, disposal, treatment, recovery, remediation, waste identification, and several other specialty services. This network enables us to provide a single source of responsibility, from transportation through disposal of waste.

Waste Management's financial strength helps make it a leader in the in the environmental services industry, and Waste Management is committed to maintaining that strength.

As Waste Management is a publically traded S & P 250 Company, our financial reports are lengthy and in depth. You can view these statements on the company's website at: [www.wm.com](http://www.wm.com) under Investor Relations, Financial Reporting, Annual Reports, 2015 Annual Report.

## Project Manager



<i>Anthony Howard – Public Sector Solutions Representative</i>	<i>How will Anthony support Hudson?</i>
<p>Anthony is the municipal marketing representative for Colorado. Anthony is responsible for the development, coordination, and oversight of municipal contracts. He has over 10 years of Colorado government experience. Anthony has earned a Bachelor of Science Degree in Finance and a Master of Business Administration.</p>	<p>Anthony will be a main point of contact and provide support to Hudson during the term of the contract.</p>

<i>David Brannon – Senior District Manager</i>	<i>How will David support Hudson?</i>
<p>David is the Senior District Manager of operations for hauling sites in Denver, Aurora, Hudson, and the Northern Metropolitan Area. David is responsible for overall operations, including but not limited to routing, customer service, compliance, safety, equipment maintenance, purchasing, and community and customer relations. David graduated from Arizona State University with a Bachelor of Science in Business and has 16 years' experience in the Logistics industry. At Waste Management, David has managed both small- and large-scale operations, which included hauling divisions and transfer stations.</p>	<p>David will emphasize the goal of outstanding customer service for Hudson. This includes taking simple steps such as walking a cart back up the driveway for an elderly household, saying hello to area residents, and looking out for trouble in neighborhoods via our Waste Watch Program.</p> <p>David helps his team understand how to build great relationships within the Town, to know their customers' expectations, and to deliver excellent service. We have changed our management focus from training drivers to training innovative thinkers. We constantly challenge our drivers to come up with new ways to better service our customers.</p>

## References

### Town of Johnstown, Colorado

<i>Services Provided</i>	Curbside residential trash and single stream recycling collection and all municipal facility collection, including parks and open space
<i>Owner's Representative and Phone Number</i>	Roy Lauricello, Town Administrator, 970 587 4664, rcello@townofjohnstown.com
<i>Description of Services</i>	Curbside residential trash and single stream recycling collection of approximately 4,100 homes. Also providing trash and single stream recycling services to municipal facilities. Parks and open space receive trash collection only.

### City of Evans, Colorado

<i>Services Provided</i>	Curbside residential trash and single stream recycling collection and all municipal facility collection, including parks and open space
<i>Owner's Representative and Phone Number</i>	Fred Starr, Director of Public Works, 970 475 1170, FStarr@evanscolorado.gov
<i>Description of Services</i>	Curbside residential trash and single stream recycling collection of approximately 4,600 homes. Also providing trash and single stream recycling services to municipal facilities. Parks and open space receive trash collection only.

Town of Milliken, Colorado

*Name of Services Provided*

Curbside residential trash and single stream recycling collection; municipal facility collection

*Owner's Representative and Phone Number*

Courtney Diller, Senior Accounting Technician, 970 660 5048, cdiller@milliken.gov

*Description of Services*

Curbside residential trash and single stream recycling collection of approximately 2,100 homes. Also providing trash and single stream recycling services to municipal facilities.

## Basis of Proposal

### A. Billing

Waste Management will perform the billing and collections functions for residents and participating business for disposal service.

### B. Unit-Based Pricing

**Pricing based on a Town-wide, fully automated, fully Waste Management containerized, trash and recycling program.**

Weekly Curbside Collection of 96-gallon poly cart (provided by Waste Management):

1<sup>st</sup> Cart: \$11.00/month

2<sup>nd</sup> Cart: \$11.00/month

Bi-weekly collection of 96-gallon poly cart for curbside recycling (provided by Waste Management):

1<sup>st</sup> Cart: \$4.00/month

2<sup>nd</sup> Cart: \$4.00/month

Weekly Yard Waste collection of 96-gallon poly cart for yard waste (provided by Waste Management) -

1<sup>st</sup> Cart: \$6.50/month

2<sup>nd</sup> Cart: \$6.50/month

Weekly Commercial Trash Collection:

2-yard: \$29.44/month

3-yard: \$44.17/month

4-yard: \$58.88/month

Larger sizes available

Weekly Commercial Recycle Collection:

2-yard: \$48.50/month

3-yard: \$72.74/month

4-yard: \$96.99/month

Larger sizes available

Spring & Fall Clean-Ups - 30 Yard Roll Offs

\$295/Haul/Per Occurrence

- All material must be in containers
- Yard Waste collection will take place April-October, but cost is spread out over 12 months.
- Curbside bulky items pickup is not proposed. Waste Management recommends that the Town offer Springs and Fall Cleanup using 30-yard Roll Off containers which residents can bring their large/bulky items to a centralized location designated by the Town. This model is used in neighboring communities
- Payments are due "Net 30." Accounts that are 48 days past due will be cut-off from service and carts will be removed if full payment is not received in 76 days.
- Prices are subject to annual upward adjustment based on Water, Sewer, and Trash (WST) index.

### Fully Automated Collection Service

Waste Management proposes moving Hudson to curbside collection and disposal of residential solid waste and recyclables town-wide, using a fully automated collection system.

Waste Management will furnish all personnel, trucks, equipment, supplies, materials, and everything necessary to fully complete this recommendation. Standard automated residential containers of 96-gallon size will be provided and maintained by Waste Management and will be serviced at curbside. Additional containers will be available to the customer for an additional fee.

An automated collection service makes the collection process more efficient and uniform containers are esthetically pleasing for the town.

Services will be conducted from our Denver North District location. Materials will be collected on a designated collection day. To ensure that all material is collected, waste and recycling containers will be placed on the curb line or within two feet of the pavement, where no curb exists. The waste will be transported and disposed of at the Tower Road Landfill. Waste Management will follow all established rules and regulations when operating at the solid waste disposal facility.

Waste Management operates all trucks safely and in compliance with existing laws. We also ensure that personnel conduct themselves in a professional manner in all interactions with residents. The collection service is provided in a clean and professional manner as to not constitute a nuisance within the Town or an inconvenience to the residents. All efforts will be made to provide consistent reliable service, no matter what the conditions or circumstances, leaving neighborhoods clean. Waste Management will provide sufficient care in handling the containers to ensure that they are not damaged during collection and are left standing in the same location and condition in which they were found.

Our drivers offer special assistance to disabled persons and senior citizens who are unable to handle the containers, looking to Hudson for help in identifying those who have a need. The driver retrieves the containers and takes them to the street for service and returns them to their original location, making the resident's day a little easier and their experience a positive one.

Waste Management will work closely with the Town to develop a comprehensive Automated Collection Program implementation plan and schedule that works for you. The plan will include public education, public workshops, routing, cart delivery schedules, customer service training, and town council and staff progress reports.

### Single Stream Recycling



Waste Management continues to provide leadership in promoting recycling and reuse of materials that would otherwise end up in the landfills, working to make recycling a practical, sustainable solution for our customers. We continue to explore ways to bring broader participation and profitability to the recycling process, as demonstrated by our being the first major company to focus on single stream recycling, which allows customers to mix recyclable paper, cardboard, plastics 1-7, and metals in one container for collection. The convenience of this recycling method greatly increases participation, resulting in the recovery of up to 36% more recyclable materials.

The advanced sorting equipment at Waste Management's single stream processing plants helps drive the concept as a viable and cost-effective alternative for communities.

We provide our customers a complete, fully integrated state-of-the-art processing system using various automated sorting and screening technologies to cleanly separate a wide variety of material streams coming from a single source. The recyclable materials are sorted, baled, and marketed to various mills and companies for further processing and reuse.

Choosing Waste Management means you choose to be engaged in the recycling process from pick up at your curb to the materials' final destination.

### Recyclable Poster Attached

#### C. Collections Bins

See above

#### D. Hours and Days of Operation

Waste Management will conduct Curbside waste collection service weekly, on Mondays between the hours of 8:00am - 3:00pm

#### E. Holiday Schedule

Waste Management Holiday Schedule consist of: New Year's Day, Memorial Day, Labor Day, Thanksgiving Day, and Christmas Day. If service day falls on one of these holidays, containers will typically be serviced the next business day.

#### F. Routes

Should Waste Management be awarded this contract, our Route Managers from the Denver North Hauling site will work with the Town to develop a route that has the least impact on the Town's roadway system

## G. Force Majeure

Waste Management acknowledges and understands the content in “G. Force Majeure.”

## H. Collection Equipment

The following Waste Management vehicles will be used to service Hudson (depending on type of service):

- Mack rear-end load with 25-yard compaction body. Three total axles. Diesel powered.
- Freightliners rear-end load with 10-yard compaction body. Two total axles.
- Mack front-end load with 25-yard compaction body. Three total axles. Diesel powered.
- Autocar automated manual side load with 30-yard compaction body. Three total axles. CNG-powered.

## In-Truck Cameras Keep Incident Reporting Honest and Impartial

- Waste Management installed the DriveCam video capture system on its vehicles nationwide in 2013 to improve safety and reduce collisions.
- A palm-sized video recorder, DriveCam continuously captures what is happening 120 degrees in front of the vehicle, as well as inside the cab. Once an event is triggered — by sudden movement, erratic driving, speeding, or a collision — the unit records, saves, and sends 12 seconds of the incident (8 seconds before and 4 seconds after) to DriveCam personnel for review and then on to Waste Management managers for performance coaching.

## Onboard Computing System

Onboard Computing System (OCS) mobile technology is integrated into our fleet, coupled with advanced route optimization, decision sciences, and business intelligence technologies. This allows Waste Management to continually measure our internal operational performance. The goal is to ensure that our drivers and route logistics maintain the highest level of safety, efficiency, and quality of service possible. Since it is GPS-based, we can now also verify timing and execution of services at customer locations. Additionally, this high tech system also provides routing information for our drivers, eliminating wasteful, antiquated paper routing methods. To ensure accountability and alleviate missed pickups, drivers must electronically certify that a route has been completed in order to advance to the next routing page.

Our business intelligence dashboards and exception-based reports also provide valuable insight into vehicle, driver, and route performance. This data allows us to proactively address service issues. Our enterprise data warehousing and reporting systems provide a 360-degree view of the services we provide, identify trends, and provide proactive solutions.

This onboard computing system also allows us to monitor route progress and confirm that every customer has been serviced, every service day. It allows us to electronically communicate customer service orders to our drivers in real-time, resulting in faster service for Hudson.

## I. Use of Subcontractors

Waste Management does not intend to use Subcontractors

## J. Promotion and Education

Waste Management acknowledges and understands the content in “J. Promotion and Education.”

## K. Public Outreach

Your Public Sector Solutions Representative, Anthony “Tony” Howard, will be available to participate with Town Staff and Council in informational public meetings to describe new service to Town residents and customers.

## L. Customer Service

The face of customer service is changing. Today’s consumers are used to real-time tracking, online ordering, and same-day service delivery. At the same time, Waste Management is undergoing an internal transformation, with the goal of knowing our customers and how to service them better than any other company.

As such, Waste Management will provide an expansive customer service platform to the Town to surpass current levels of customer service and give customers numerous channels for communicating with us. These changes reflect extensive research of customer-facing technology and the growing customer demand for web-based services and smartphone apps. Of course, traditional communication channels, including face-to-face office hours and phone calls with Customer Service Representatives (CSRs), will still be an important part of our customer service offerings.

### Building the Foundation: Training

Before our CSRs even take a call, they undergo an intensive, four-week training program. The four-week classroom course is designed to introduce new employees to Waste Management and create a strong, consistent foundation in the areas of customer-focused service, professionalism, safety, and company pride. The training covers the following information:

<i>New Hire Orientation</i>	<ul style="list-style-type: none"> <li>• Overview of Waste Management</li> <li>• Town service offerings</li> <li>• Internal customers and introduction of CSC team</li> <li>• Introduction to our customer-focused service strategy</li> </ul>
<i>Getting to Know the Town</i>	<ul style="list-style-type: none"> <li>• Ride-along in a truck</li> <li>• Tour of local facilities</li> <li>• Geography review of the Town</li> <li>• Understanding zero waste and diversion goals</li> </ul>
<i>Developing Customer Relationships</i>	<ul style="list-style-type: none"> <li>• Clear communication</li> <li>• Building a relationship with your customer</li> <li>• Review of other performance metrics</li> </ul>
<i>Customer Engagement Tools</i>	<ul style="list-style-type: none"> <li>• Listening sympathetically</li> <li>• Agreeing and providing a solution</li> <li>• Staying positive and calm</li> <li>• Maintaining professionalism</li> </ul>
<i>Call Center Equipment Training</i>	<ul style="list-style-type: none"> <li>• Integrated billing system</li> <li>• Knowledge Management Tool</li> <li>• Phone system</li> </ul>
<i>Professional Customer Service Skills</i>	<ul style="list-style-type: none"> <li>• Strategies for handling common collection and billing questions</li> <li>• Methods for handling difficult customer situations</li> </ul>

Additional training exercises that occur during the four-week program include:

*Side-by-Side Monitoring.* Customer service professionals are monitored a minimum of three times per month. Side-by-side monitoring sessions provide immediate feedback on call handling. As part of that monitoring session, employees are evaluated on 72 talking points and scored on a scale of 1 to 4.

*Quality Monitoring.* Waste Management employs an external company to monitor our customer service professionals. The analysts evaluate and assess representatives based on the same internal metrics used by Customer Service Center management. This way, we are able to capture accurate and unbiased performance measurements.

*On-the-Job Training.* When a CSR cannot answer a customer's question, we employ First Call Resolution (FCR). FCR empowers the representative to contact a Supervisor or Lead for guidance or as a resource, if needed, to complete the customer's transaction on the first call. Observing how experienced supervisors handle the call teaches the CSR how to address the same issue on future calls. It also ensures that correct information is communicated the first time, providing an overall better customer service experience for the caller.



*Customer Service Scorecard.* The Customer Service Scorecard is a monthly evaluation of an individual CSR's performance. The Scorecard provides CSRs with actions and opportunities to develop and improve over the course of the month. The Scorecard is composed of four qualifying sections:

- Quality Assurance
- Resource Management
- Productivity
- Qualitative Professional Development

*Weekly Meetings and Action Plans.* In order to maintain and improve our customer service standards, the customer service team meets weekly to discuss any service issues, upcoming area initiatives or events, or errors in paperwork and processing and to review any potential opportunity for improving the overall customer experience. The team develops action plans to resolve any issues, update any training materials, and adjust staffing plans as needed. All results from these action plans are reviewed and quantified for continuous improvement.

These additional exercises create a learning environment that gives our newest customer service professionals the opportunity to encounter most situations before actually responding to a live call.

#### *Taking the Call.*

**Phone** - Our CSRs are available to take phone calls from 7:00 a.m. to 6:00 p.m., Monday through Friday, and 8:00 a.m. to noon on Saturdays. Customers can call during these hours and receive personal and localized service to assist them through any request.

**E-mail** - Customers have the ability to e-mail us today and receive a prompt reply from a knowledgeable member of the Customer Experience Team. By the contract start date, Waste Management will offer a dedicated email address to which customers can email their inquiries. The dedicated Town Customer Experience Team will respond promptly. E-mail is used to minimize paper waste and increase customer convenience. Items such as signatures, account and service updates and billing statements can all be transmitted via e-mail if the customer so chooses.

**Mail** - While we encourage the use of self-service and technology, as it aligns with our overall environmental goals, we leave the choice to the customer. Although postal mail is decreasing in popularity, Waste Management welcomes inbound mail from our customers, and we will respond in whatever medium the customer wishes.

**Fax** - Similar to mail, fax communications have decreased in popularity with our customers. However, in aligning with our mission of a customer-centric model, faxes may be used in place of e-mail for the transmission of documents.

*Green Pages/Seibel Ensures Consistent Information Exchange.* Waste Management uses a proprietary web-based Knowledge Management Tool (KMT) called Green Pages to track and maintain all contract information. This tool allows us to answer customer inquiries quickly and accurately. Green Pages is accessible by field staff and customer service representatives and can be updated in real-time. It contains comprehensive information about our municipal contracts, such as service offerings and collection schedules, as well as miscellaneous information about each of the communities we service, such as a map, demographic information, special events and activities. Pricing and billing information is also included. Our contracts are reviewed regularly and any updates or changes are entered into Green Pages. Customer Service Center staff and field staff receive regular training on contract changes and program enhancements.

**Code Red Process.** In the rare case that a customer has called about the same issue more than once, Waste Management's Code Red process kicks in. This process is established to ensure that repeat customer issues are resolved efficiently and accurately by immediately having the issue escalated to Area Leadership.

## M. New Customers

Waste Management acknowledges and understands the content in "M. New Customer"

## N. "Oops!!! Tags"

Waste Management acknowledges and understands the content in "N. Oops!!! Tags"

## O. Proposed Term of Contract

Waste Management acknowledges and understands that the initial contract term will be for five (5) years commencing January 1, 2017 and terminating the last day of December 2021. It is further understood that the contract may be extended for one (1) successive five (5) year term by mutual agreement of both the Town and Contractor.

## In Summary

This proposal details Waste Management of Colorado's solutions for addressing the Town of Hudson's long-term waste and recycling needs. Waste Management has designed this program to achieve the optimum balance between service, price and convenience. All of these services are supported by the strength and experience of North America's leading waste services company and are backed by the waste industry's most comprehensive Service Guarantee.

If the Town has any questions about any aspect of this proposal or would like to discuss any topic in greater detail, please feel free to contact Anthony Howard at (719) 493-3916. Otherwise, Waste Management of Colorado looks forward to working with the Town of Hudson to finalize the design of its solid waste and recycling services program and to completing all necessary contractual documentation.

OFFICE OF THE SECRETARY OF STATE  
OF THE STATE OF COLORADO

**CERTIFICATE OF FACT OF GOOD STANDING**

I, Wayne W. Williams, as the Secretary of State of the State of Colorado, hereby certify that, according to the records of this office,

WASTE MANAGEMENT OF COLORADO, INC.

is a

Corporation

formed or registered on 07/01/1963 under the law of Colorado, has complied with all applicable requirements of this office, and is in good standing with this office. This entity has been assigned entity identification number 19871240963 .

This certificate reflects facts established or disclosed by documents delivered to this office on paper through 10/24/2016 that have been posted, and by documents delivered to this office electronically through 10/25/2016 @ 15:13:11 .

I have affixed hereto the Great Seal of the State of Colorado and duly generated, executed, and issued this official certificate at Denver, Colorado on 10/25/2016 @ 15:13:11 in accordance with applicable law. This certificate is assigned Confirmation Number 9897897



A handwritten signature in black ink that reads "Wayne W. Williams".

Secretary of State of the State of Colorado

\*\*\*\*\*End of Certificate\*\*\*\*\*

*Notice: A certificate issued electronically from the Colorado Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Validate a Certificate page of the Secretary of State's Web site, <http://www.sos.state.co.us/biz/CertificateSearchCriteria.do> entering the certificate's confirmation number displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate. For more information, visit our Web site, <http://www.sos.state.co.us/> click "Businesses, trademarks, trade names" and select "Frequently Asked Questions."*

\_\_\_\_\_ County, Colorado

CERTIFICATE OF DESIGNATION  
SOLID WASTE DISPOSAL SITE

In accordance with the provisions of the Colorado Solid Waste Disposal Sites and Facilities Act, Chapter 358, Colorado  
Session Laws, 1967, the Board of County Commissioners of Arapahoe County,  
hereby designates the following site for disposal of solid wastes:

Portion of the area in the unincorporated area of Arapahoe Coun  
ty of Site: Colorado, commonly known as the Lowry Bombing Range Site as con  
veyed to the City and County of Denver by deed recorded in Book 1532 at Pag  
21 of the Arapahoe County records.

Type of Site or Facility: Sanitary Landfill Operation

Name and Address of Responsible Operator: City and County of Denver, Office of the Manage  
ment of Public Works, City and County Building, Denver, Colorado 80202

This certificate of designation may be temporarily suspended or revoked, after reasonable notice and public hearing, for  
cause as outlined in Section 13 of the Solid Wastes Disposal Sites and Facilities Act.

Issued this 16th day of September 1969, at Littleton  
Arapahoe County, Colorado.

(This copy to applicant for file.)

Signed: John L. Christensen  
Chairman, Board of County Commissioners

# STATE OF COLORADO

John W. Hickenlooper, Governor  
Christopher E. Urbina, MD, MPH  
Executive Director and Chief Medical Officer

Dedicated to protecting and improving the health and environment of the people of Colorado

4300 Cherry Creek Dr. S. Laboratory Services Division  
Denver, Colorado 80246-1530 8100 Lowry Blvd.  
Phone (303) 692-2000 Denver, Colorado 80230-6928  
Located in Glendale, Colorado (303) 692-3090

<http://www.cdphe.state.co.us>

June 25, 2012



Colorado Department  
of Public Health  
and Environment

Bruce Clabaugh, Env Protection Mgr  
Waste Management of Colorado Inc  
5500 S Quebec St Ste 250  
Greenwood Village, CO 80111

RE: **Certification, Colorado Discharge Permit System**  
**Permit Number COR900000 Certification Number: COR900962** formerly COR020236  
**Waste Management of Colorado Inc—Denver Arapahoe Disposal Site**

Dear Mr. Clabaugh;

The Water Quality Control Division (the Division) has reviewed the application submitted for the **Denver Arapahoe Disposal Site** facility (the facility) and determined that it qualifies for coverage under the **CDPS General Permit for Stormwater Discharges Associated with Non-Extractive Industrial Activity** (the stormwater permit). Enclosed please find a copy of the stormwater permit and the facility permit certification, which was issued under the Colorado Water Quality Control Act.

#### Discharge Specific Information

Stormwater from the facility discharges to Murphy Creek and Senac Creek within Segment COSPUS16c of the South Platte River Basin found in the Classifications and Numeric Standards for the South Platte River Basin (Regulation No. 38).

#### Basis for Stormwater Discharge Monitoring

As provided by Part I.I of the stormwater permit, the permittee must monitor stormwater discharges from industrial activities conducted at the facility. Parts I.I.1 through I.I.5 of the stormwater permit identify the five types of required monitoring, one or more of which may apply to the discharge authorized by the stormwater permit as identified in the enclosed permit certification for the permitted facility.

#### Benchmark Monitoring

The permit requires benchmark monitoring of stormwater discharges from the facility to confirm that protection of water quality is provided. The specific benchmark parameters and values applicable to such discharges are taken directly from Part III of the stormwater permit.

#### DMR Data

In general, the Division will use the benchmark and site-specific benchmark DMR data to support development and implementation of TMDLs, and to determine whether the potential exists for the discharge to contribute to and/or cause an exceedance of all water quality standards. Additional information from in-stream monitoring, inspections, or other sources may also be used in making this determination.

#### General Information

- **Permit action fees:** The Annual Fee for this certification is \$185 [Category 7, Subcategory 10 Industrial Activities Stormwater only, per CRS 25-8-502] is invoiced every July for previously permitted facilities. Do Not Pay This Now.
- **Changes to the certification:** Any changes that need to be made to the certification page – changes in sampling location, monitoring requirements, etc., must be submitted using the "Permit and Certification Modification form" available on the Division's website, [www.coloradowaterpermits.com](http://www.coloradowaterpermits.com), and signed by the legal contact.
- **Monitoring and requirements:** Monitoring must occur at the frequency established in the permit certification. Weather conditions may not always allow the permittee to collect a sample during business hours; however, the monitoring frequency established in the permit certification must be met. Please note that all discharges are required to conduct visual monitoring.



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Colorado Department  
of Public Health  
and Environment

# OPERATING PERMIT

Waste Management of Colorado, Inc.  
Denver Arapahoe Disposal Site

First Issued: April 1, 2001  
Renewed: August 1, 2007  
Last Revised: July 27, 2010

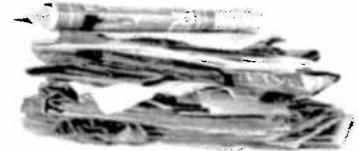
<sup>1</sup> Restrictions apply <sup>2</sup> Additional Cost **SOME MATERIALS MAY NOT BE RECYCLABLE DUE TO MARKET CONDITIONS.**



**Steel, Tin & Aluminum Cans**



**Plastic Bottles & Containers**



**Paper**



**Paper Cardboard, Dairy & Juice Containers**



**Flattened Cardboard & Paperboard**



**Glass Bottles & Jars<sup>2</sup>**



**DO NOT INCLUDE:** Food waste, plastic bags, or polystyrene foam cups & containers

**Single-Stream Recycling<sup>1</sup>**

