

Plan of Operation

City of Crete
PO Box 86
Crete, NE 68333

January 16th, 2025

Transmitted here is the Plan of Operation for the City of Crete Solid Waste Collection contract

Submitted by:

Waste Connections of Nebraska

Waste Connections of Nebraska propose the following comprehensive Plan of Operations.

Daily Collection Route Plan By Type of Truck and Waste Stream

All residential solid waste within the city will be collected every week by designated areas on Tuesday, Wednesday and Friday. Residential solid waste will be collected with a residential side load. Commercial solid waste within the city will be collected Monday through Saturday per agreed upon service level and service days discussed between Waste Connections and commercial business. Commercial Solid Waste will be collected with a rearload commercial truck. Residential recycling will be collected every week on Thursday. For cost of savings to the city we can offer every other week recycle services on Thursday. This option is available due to the rising cost of recycling disposal. Commercial recycling collection will continue with agreed upon weekly to twice per week service between Waste Connections of NE and commercial business.

Bulk Item Removal

Waste Connections of NE will allow each address two free Bulk pickups and 2 appliance pickups per year. Requests will need to be made to Waste Connections of NE directly for tracking purposes. Waste Connections will provide monthly reports of those addresses to the City of Crete.

Communication Between Vehicles and Management

All drivers will be equipped with GPS-enabled tablets on their routes. These tablets have a live feed back to our office and provide real-time information regarding the route. With this technology we can see who has been picked up and serviced and any issues on the route i.e. cart not out, unable to service due to unapproved materials, etc. These tablets will also have the ability to take pictures of any problems that the driver may encounter on the route. This can all be made as a live report to the city to view at any point in the day. The City of Crete will have access to view GPS truck location within the city limits.

Sharing Information

It is our intent to work with the City of Crete to establish a mutually agreed-upon means of sharing database information with the City. This database will allow for the sharing of required information and generation of required reports. Waste Connections currently uses Route Manager software by Desert Micro. Route Manager is an integrated system that manages customer service histories, billing reports and route lists. This software allows us to generate a variety of customer data and route reports. With this system we can provide the City of Crete with monthly recap reports on extra carts, work orders and MSW reports. We will also provide the city with a portal to see directly into our RMO system to see appropriate information regarding the services at specific households to help respond to customer complaints in a timely and factual manner.

Waste Connect App

All residents and commercial businesses will have access to the Waste Connections App through their android or apple devices. With this app customers can bypass any calls to the City of Crete and use Waste Connections as a direct line of support for any issues, questions, reminders or equipment problems. Extra services can also be requested on the waste connect app such as bulk pickups extra carts etc.

Extra Carts for Residential Customers

Waste Connections will bill all extra carts internally. We will monitor and keep track of all extra carts for residential customers. Waste Connections will pay the city a percentage of all extra carts in the city every month with reports supporting the amounts on the street.

Missed or Incomplete Collections

Missed or incomplete collections for solid waste that are reported on the day of the miss will be resolved the same day if either the residential or commercial driver is still in the City of Crete. If the driver has left the City of Crete all solid waste misses will be serviced the following day. Missed or incomplete recycling collection for residential or commercial will be serviced on the next available recycling day.

