



MANAGING YOUR HAULER RELATIONSHIP

A Guide for Restaurants Experiencing
Temporary Closures, Service Changes &
Budget Cuts

LAURA ROSENHINE

917.612.4782

laura@foodprintgroup.com

www.foodprintgroup.com



HOW ARE HAULERS AFFECTED?

- Suspended service (businesses that have temporarily closed)
- Service reduction (businesses that need fewer pickups)
- Service changes (businesses that want to suspend or alter service)
- Cancelled service (businesses that have closed completely)
- Payment Issues

“I have over 600 emails to deal with.”

- Hauler

HOW ARE TRUCK DRIVERS/ WORKERS AFFECTED?

- Reduced number of shifts and /or layoffs
- Increased risk to health
- Adapting to new protocols
- Supportive paid sick leave policies



Marco Bertorello/AFP/Getty Images

WASTE SET OUT SUGGESTIONS

We will hear from a local expert on this subject shortly

- For larger businesses talk to your hauler about options to containerize your waste so there is less handling



example of a well-organized waste set out

HOW DO I ADJUST MY SERVICE LEVEL TEMPORARILY?

- Contact your hauler by **phone** and **email** as soon as you know what changes you want to make or if you want to discuss your options (case by case basis)
- Be sure to state the following:
 - Service address
 - Service change request
 - Ask them if they have suggestions
 - Tell them you want to temporarily renegotiate your fees, (see next slide)
 - Ask for them to respond and confirm - *Otherwise you will still be charged the full amount*



Some clients adjusted to 2 days/week

HOW DO I DETERMINE THE SERVICE LEVEL I NEED NOW?





Consider the following:

- Reductions in production (estimate percentage of production reduced, e.g. 60% of normal level)
 - *Suggest a reduced rate with your hauler equivalent to reduced production percentage*
- Reduction in days of operation
- On-site storage
 - *Create space for 2 days of storage if possible*
- Track your waste production for one week (see next slide)

Weekly Waste Tracker

Use this sheet DAILY to indicate how many bags and boxes of each were placed in the waste disposal area for collection.

WEEK OF: ____/____/2020

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Cardboard # of bundles 							
Trash # of black bags 							
Recycling # of clear bags 							
Compost # of totes 							

Download & print the tracking sheet [here](#).

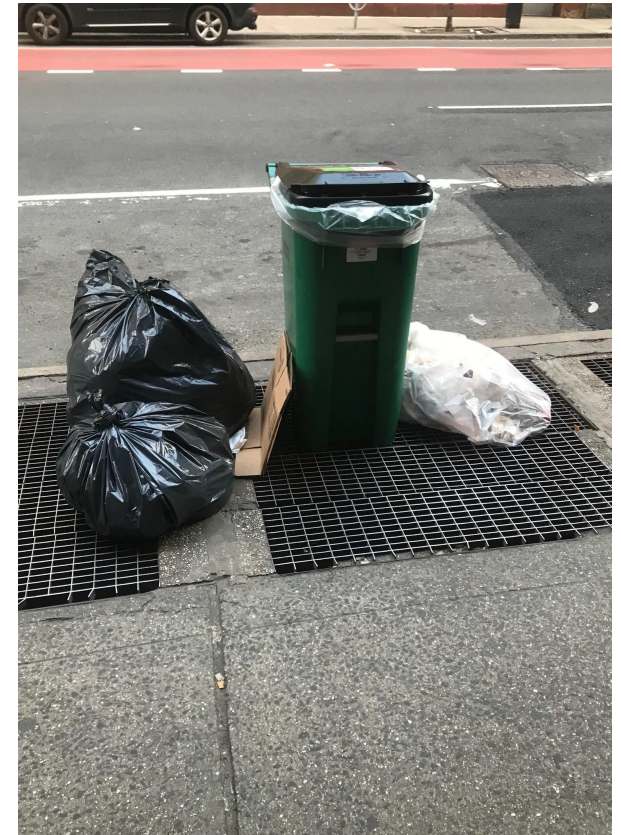
- Remember NYC sets waste collection costs, you have a right to fair pricing even during this crisis.

“That which is measured improves. That which is measured and reported improves exponentially.”

— Karl Pearson

WHAT IF I EXPERIENCE ISSUES WITH COLLECTION?

- Contact your hauler by **phone** and **email** as soon as an issue has occurred
- Make note of the issues in a consistent place, noting the date and describing the issues:
 - [GOOGLE FORM - for PUBLIC USE](#)
 - [Printable sheet](#)
- Remember: this is a hard time for EVERY BUSINESS -- don't expect perfect service or credits on missed pick ups immediately. However, keeping track of issues will help you negotiate when things are back to normal.



HOW TO UNDERSTAND THE LINE ITEMS ON MY BILL?

“Clear is kind, unclear is unkind.”

— Brene Brown

	QUANTITY	TRASH	COST PER POUND					
12/12/19	8,400.00	POUNDS PUTRESCIBLE WASTE @ \$0.10			\$840.00	\$27 / PICK UP		
12/12/19	3,600.00	POUNDS RECYCLABLES @ \$0.10			\$360.00	\$11 / PICK UP		
12/12/19	2,600.00	POUNDS CARDBOARD SERVICE @ \$0.10			\$260.00	\$8.5 / PICK UP		
Trash pickup 7 times/wk.		TRASH	C/B pickup 6 times/wk					
	54.00	putrescible yards/month	at 17.96	per yard	969.92	1.78 YARDS/ PICK UP		
	78	yards recyclables/month	at \$9.93	/yard	774.59	3 YARDS / PICK UP		
02/13/19-03/31/19	65 GAL COMPOST TOTES SERVICE		172.9000	10.00	1,729.00	153.45	1,882.45	COMPOST IS FLAT RATE BILLING BY BIN ON SITE
03/01/19-03/31/19	TRASH SERVICE IN 100LBS		89.9999	10.65	958.93	85.11	1,044.04	
03/01/19-03/31/19	RECYCLE SERVICE IN YARDS		25.5797	10.66	272.79	24.21	297.00	

COST PER PICK UP

1. **QUANTITY** X **RATE(\$)** = **COST PER MONTH**
2. **COST PER MONTH** / 4.33 = **COST OF WASTE STREAM PER WEEK**
3. **COST OF WASTE STREAM PER WEEK** / **DAYS PER WEEK WASTE STREAM IS SERVICED** = **COST PER PICK UP**

WEIGHT PER PICK UP

4. **QUANTITY** / 4.33 = **WEIGHT or YARDS OF WASTE STREAM PER WEEK**
5. **WEIGHT OF WASTE STREAM PER WEEK** / **DAYS PER WEEK WASTE STREAM IS SERVICED** = **WEIGHT or YARDS PER PICK UP**

COMMENTS FROM BIC

- Speak with your waste hauler and negotiate your rate with them as soon as possible.

Effective as of August 9, 2018, the maximum rates allowed to be charged by the private carters are:

- \$20.76 per cubic yard of loose refuse (volume), or
- \$13.62 per 100 pounds of refuse (weight)

The customer and carter can negotiate whether the customer will be charged by volume or by weight.

BIC conversions (for trash and recycling):

22G bag ÷ 11.48 bags per cubic yard

30G bag ÷ 8.42 bags per cubic yard

45G bag ÷ 5.61 bags per cubic yard

50G bag ÷ 5.05 bags per cubic yard

55 G bag ÷ 4.59 bags per cubic yard

[Click here to see BIC conversion info.](#)



REPORT:
**SERVICE COMPLAINTS OR
UNLAWFUL OR IMPROPER ACTS
BY CARTING COMPANIES OPERATING IN NYC
OR IN THE CITY'S PUBLIC WHOLESALE MARKETS**

REPORT:
**LOCATIONS WHERE COMMERCIAL TRASH
IS PILING UP**

**Call the BIC complaint line: 212-437-0600 or fax: 646-500-7096
(Click here to report a complaint online)**

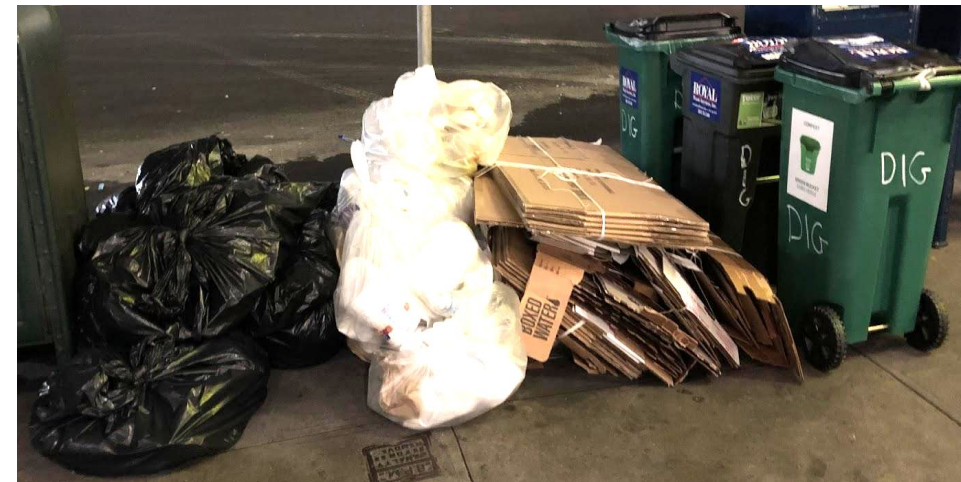
[Click here to submit online.](#)

WASTE SET OUT SUGGESTIONS

- Keep the weight per bag manageable - set out two smaller bags instead of one really heavy one
- Pay attention to sharp objects - don't let ANYTHING poke through a bag
- Keep your distance - 6 ft
- Thank the collection team if you see them, they are essential services!

“The last thing we need is to send someone to the ER”

- Dan Wright (Teamsters 813)



example of a well-organized waste set out

QUESTIONS?



CONTACT US AT:

Foodprint Group

63 3rd Street, Suite 239

Brooklyn, NY 11231

917.612.4782

info@foodprintgroup.com