



Recycling Collection Contract – July 2023

Colonial Heights City Council
March 21, 2023

Kim Hynes
Executive Director, CVWMA
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CVWMA Current Contract

Regional Program

Approximately 300,000
households in 9 jurisdictions

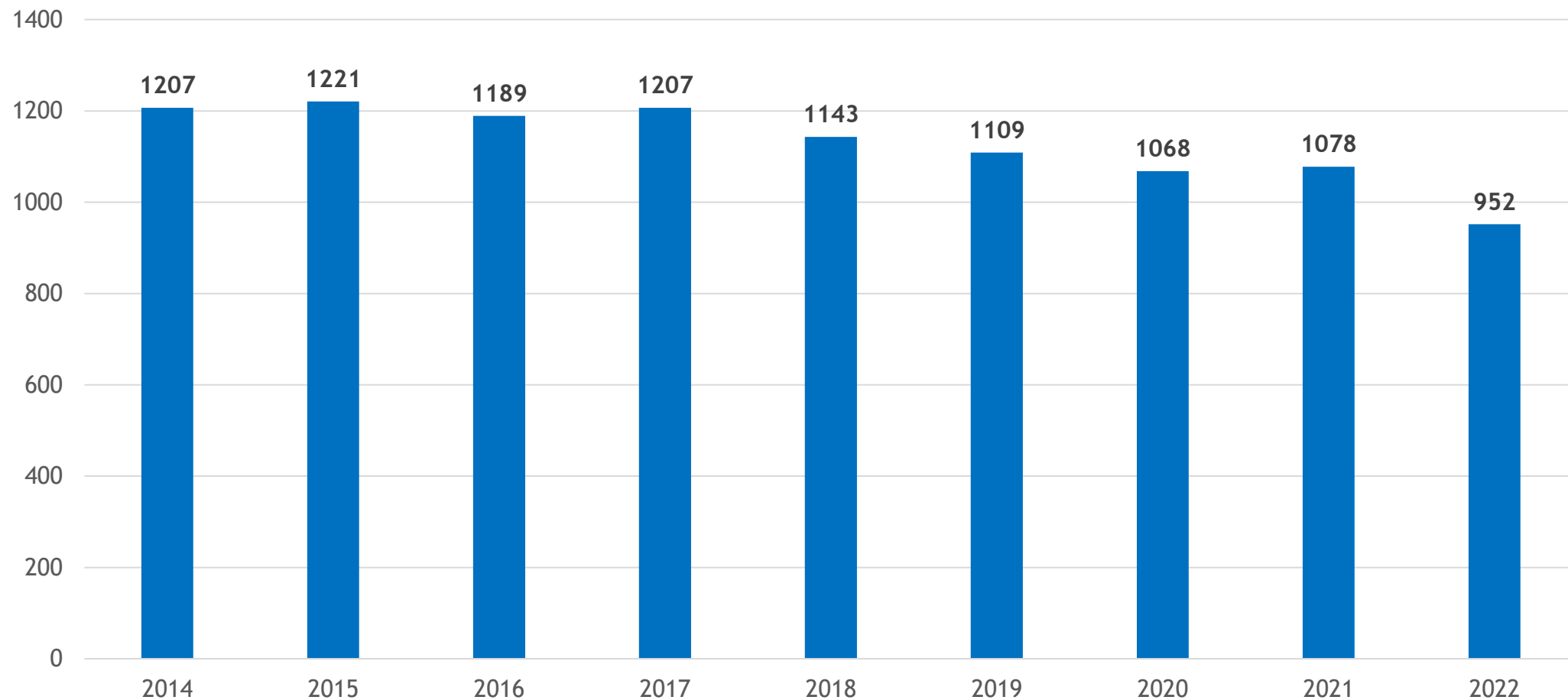
Expires June 30, 2023

No Renewal Options

Ashland
Chesterfield
Colonial Heights
Goochland
Hanover
Henrico
Hopewell
Petersburg (Meridian)
Richmond



Recycling collected at the Curb (tons)



Procurement Process and Timeline

Jan 2020 – Procurement and evaluation committee formed

- CVWMA Staff (Kim Hynes, Executive Director and Rich Nolan, Director of Operations)
- Locality Staff (Todd Flippen, Col Hgts)

Jan 2020 – Nov 2020 – drafted procurement

Nov 2020 – Issued procurement for regional residential recycling program in accordance with the Virginia Public Procurement Act.

December 2020 – Pre-proposal conference, 9 potential offerors participated

March 2021 – Proposals Due, received 2, however 1 was not responsive

June 2021 – CVWMA Board awarded Contract to TFC Recycling, current Contractor

Feb 2022 – Contract with TFC executed

June 2022 – Service Agreements sent to Participating Localities

July 1, 2023 – New Contract start date

New Contract



- 10 Years – beginning July 1, 2023 w/ 2-5yr renewal options
- Regional Contract - ~200,000 households in 8 jurisdictions
- Collection Remains bi-weekly on [Blue Fridays](#)
- Keep existing Carts
- All recyclables will need to be in the Cart for automated collection
- Residents can purchase 2nd can for \$75



Customer Service

- **4 Full-Time Agents** (including Contact Center Manager)
- **New Phone System**
 - Cloud based
 - More user friendly to adjust to changes
 - Features: call routing, call recording, voicemail to email (including transcription), ability to type greetings and much more!
- **Online Self-Service Tool**
 - Live 7/1/22
 - Customer has ability to
 - Log Bulky Waste
 - Now able to pay for Special Bulk pickups through CVWMA
 - Log Missed Pick Ups, trash or recycling
 - Report missing or stolen carts
 - Purchase additional trash/recycling carts

Public Education and Outreach

- Website – cvwma.com
 - Specific CH page
- Social Media
- Collection Calendar
- Newsletters
- Email Reminders
- School/Civic Groups/Scouts Presentations & Events
- Publications and Activities

Recycle Right

Fit everything inside your new cart – to be delivered spring 2023

Yes **No**

- Aluminum and steel cans
- Paper and cardboard
- Rinsed and capped plastic containers
- Glass jars and bottles
- Cartons
- Plastic bags
- Metal lids
- Shredded paper
- Cords or hoses
- Styrofoam
- Batteries

Reduce. Reuse. Recycle. **CVWMA** Central Virginia Waste Management Authority cvwma.com | 804-340-0900

Scan for more recycling info.

Calendar sponsor

Central Virginia
2100 West Lake
Richmond, VA, 2

Your collect
to your adt



FREE RECYCLING EDUCATION PROGRAMS

804-612-0557 or info@cvwma.com

cvwma.com/education-and-outreach

Schedule Today!

- Pre-K through 12th grade
- Aligned with Virginia SOLs
- Taught by professional educators

Let CVWMA bring an engaging lesson to your classroom!

CVWMA
CENTRAL VIRGINIA WASTE MANAGEMENT AUTHORITY

Know Your 2023 Recycling Days

January	February	March	April
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
May	June	July	August
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
September	October	November	December
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Check your collection color and day on the other side of this card.

Have your recycling out by 7:00am on collection day.

Make a service request at cvwma.com.

Reduce. Reuse. Recycle.
CVWMA
Central Virginia Waste Management Authority
cvwma.com | 804-340-0900

Cost Information

	New Per HH/Mo	Current Per HH/Mo
Bi-Weekly Collection	\$ 4.070	\$ 2.780
Cart Replacement	.050	.000
Customer Service	.125	.084
Education/Outreach	.085	.077
Total	\$ 4.330	\$ 2.941