SOLID WASTE and RECYCLING MANAGEMENT SERVICES

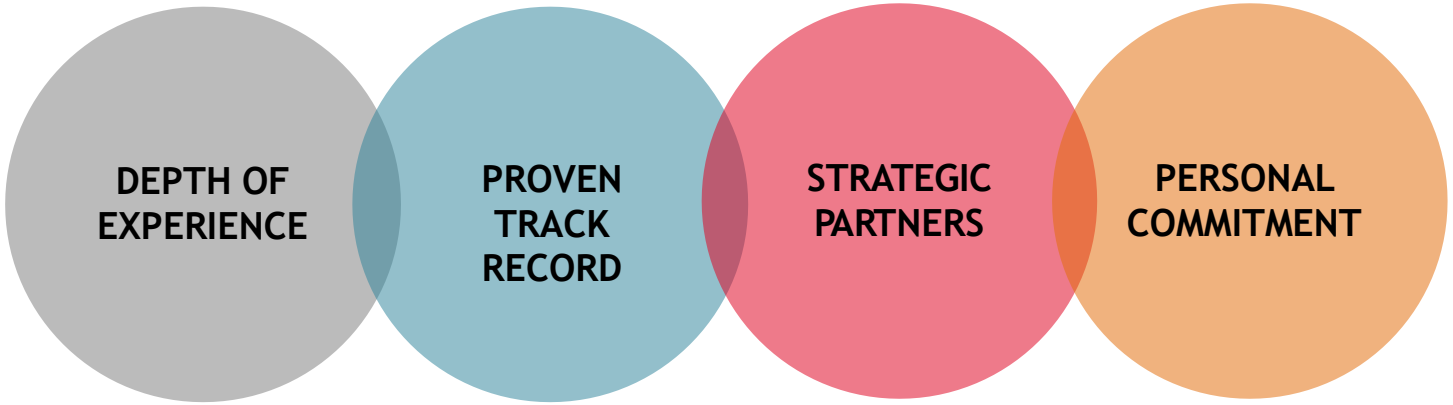
Town of
Fountain Hills



Large enough to serve...small enough to care

UWS
UNIVERSAL WASTE SYSTEMS INC.

WHAT UWS BRINGS TO THE TOWN OF FOUNTAIN HILLS



History of UWS

- UWS was incorporated in 1986 over 3 decades in business
- UWS is founded, owned, and operated by the Blackburn Family
- UWS provides service in Southern California, Arizona, Kansas, Missouri, and New Mexico
- UWS operates out of 25 strategically located operations centers in Southern California, New Mexico, and Arizona with approximately 800 employee and over 350 vehicles
- UWS operates an Organic Composting Facility in South Gate, San Diego, and New Mexico processing approximately 500 tons per day of organic waste materials.
- UWS operates a Material Recovery Facility in Santa Fe Springs capable of processing up to 2,500 tons per day of single stream recyclables, solid waste, and organics. UWS is in the design and planning stages to add a MRF to our AZ operations for both transfer and recycling services.
- UWS operates 6 Transfer Station in California, Missouri, and New Mexico.
- UWS operate 2 landfills in Kansas and New Mexico.
- UWS operates an Orex Organics Facility in Santa Fe Springs and our second facility is coming on line this year in Los Angeles.
- UWS provides service to over 100,000 single family homes and just under 15,000 commercial, industrial, and multifamily customers each week. With Local exclusive service operating facilities in Phoenix, Casa Grande, and Arizona City.
- UWS sister company Spartan Truck Company will be responsible for building all of the trucks and containers for this contract locally in our Casa Grande manufacturing facilities.

CUSTOMER SERVICE HIGHLIGHTS



TRAINED TO ASSIST CUSTOMERS WITHOUT MULTIPLE TRANSFERS

ABLE TO TRANSLATE OVER 100 LANGUAGES IN REAL TIME

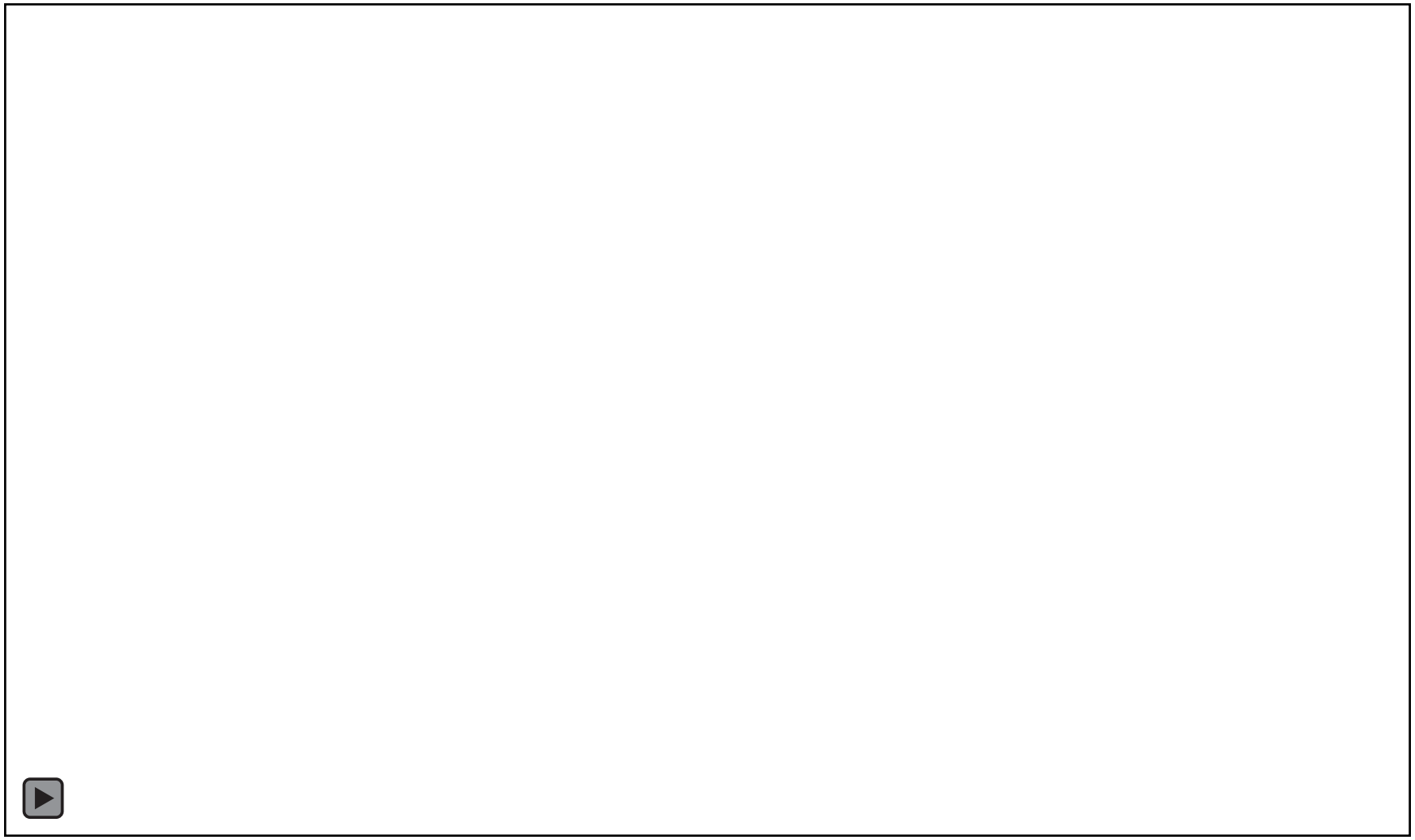
WORK ORDERS DISPATCHED ELECTRONICALLY

LOCAL CALL CENTER in Costa Mesa and Los Angeles

Metrics:

- 98% of calls answered within 60 seconds
- Average call time incoming/outgoing 1:51 seconds.
- Average hold time 30 seconds

UWS in the Community



CONTAINER EXCHANGE & ROLL OUT PLAN

PHASE 1:
Data Collection

PHASE 2:
Site Visit or
Route Audit

PHASE 3:
Container
Transition

PHASE 4:
Collection
Service



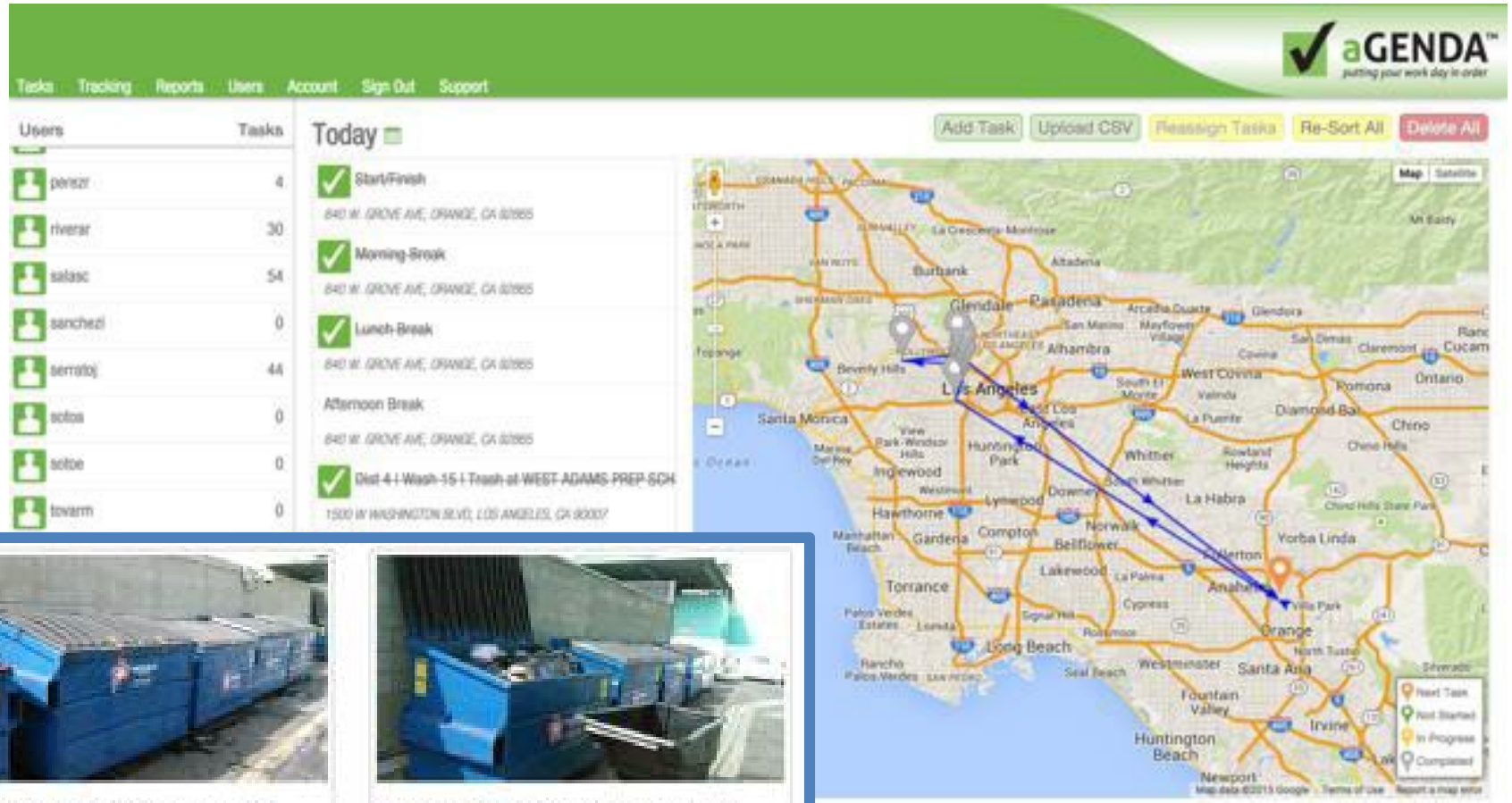






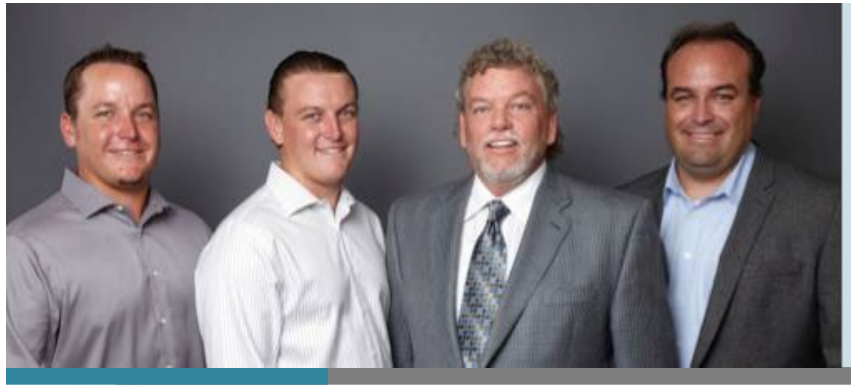


CONTAINER EXCHANGE & ROLL OUT



OUR COMMITMENT

Our core values are centered on **faith, trust, integrity,** and **hard work**. It is our commitment to provide exceptional service at a fair rate to the communities we serve.



Thank you,
The Blackburn Family