



Joint Service Transition Update and Upcoming Partnership Plan

Dear Livingston Resident,

We would first like to thank you for your kind patience and support as the Township of Livingston and RTS (Recycle Track Systems NJ, LLC) have transitioned into our new partnership! As you may know, and as we are both pleased to reiterate here, RTS is Livingston's new trash, bulky waste, and basic yard waste provider.*

RTS was pleased to offer the Township of Livingston a significant savings relative to other bidders for these service provisions— for more bid pricing details please contact Town Hall. These savings helped the Township adopt its 2020 budget with ZERO municipal tax increase.

To a large extent, servicing municipal waste well comes down to getting to know the ins and outs of any community – the roads, the unique houses, the turns, traffic patterns, businesses, and residents. As a result, as both the Township and the experienced folks at RTS can attest, waste or recycling service provider transitions in large towns and small cities like Livingston inevitably involve a short transition period with some small adjustments. The good news is that the early bumps in the road these transitions bring always smooth out over time, as we are already seeing!

Thus far, we have received feedback that some have experienced long wait times for the RTS Customer Service hotline. RTS apologizes for this inconvenience, and as a remedy has added Customer Service phone staff to accommodate Livingston.

As some of you may know, some of our early transition slowdowns were related to Rear-Yard service, a unique option that Livingston and RTS are proud to offer to residents. Contrary to our expectations, the previous hauler was unable to provide us with a list of Rear-Yard serviced households (unfortunately due to technical difficulties on their end), so RTS had to discover each Rear-Yard customer and individually reach out to households. RTS is quickly learning the intricacies and specifics of each household, and to further improve service, is launching a new, dedicated route just for Rear-Yard service. This will allow the drivers and helpers of that route get to know these houses' unique characteristics and trash locations and to arrive at them in a systematic order. Further, RTS equips drivers with in-truck tablets that track all routes. For the Rear-Yard route, these tablets will include notes on the location and placement of residents' trash cans.

We kindly ask all residents to note the new contract contains stipulations between Livingston and RTS which may lead to small changes in your daily routine. Please also note that these contractual provisions are not new and were in place in the Town's prior contract. As a new contractor, RTS is required to adhere to them. Some important elements of our contract are that:



- RTS' permitted service hours of operation are 6am to 6pm. RTS may pick up trash and bulky waste / yard waste (on assigned days or if recovering) at any time during this window.
- As with the Rear-Yard customer list, the prior hauler was unable or unwilling to share their collection routes (the order in which houses are collected within a zone) with RTS. As a result, RTS utilized its state-of-the-art software to develop the most efficient routes, which resulted in changes in the collection time of day for many residents. (i.e. you were in the morning and now in the afternoon.)
- While your pickup time may have changed, with time you should notice that your new time will again become more regular. Please ensure that your items are placed on the curb prior to 6am or the night before and remain out until 6pm for service, just in case.
- Please do not block driveways with your receptacles.
- RTS is not permitted to accept metal items that are recyclable or bulk metal items like bed frames due to state and county recycling regulations and truck mechanics. As a reminder, the Township of Livingston is pleased to provide its own pickup for these items on a weekly basis each Friday. Visit: livingstonnj.org/Metal for more information on metal pickup.
- There are also other items that state law prohibits from being collected with household garbage, such as electronics, tires, car batteries, hazardous materials, etc.
- Yard waste collection is limited to items accepted in the bid specifications and is picked up one day per week—on your *second day* of waste collection each week.
- For information on the Township's metal collection, yard waste and the proper disposal of other non-garbage items, visit the Township's website at: livingstonnj.org/Special-Items

The RTS Advantage

RTS is unique in the waste and recycling industry. As noted in many leading media outlets, it is a technology-based company with a focus on sustainability through transparency. RTS was founded on these principles to bring much-needed change to the industry. Through RTS' proprietary tech platform, the company optimizes and monitors all collection routes. RTS partners with trusted, locally based haulers who perform on-the-ground pickup, but controls the Customer Service element of your experience with its own Dispatch and Customer Service teams who are in constant touch with these partners. RTS services thousands of clients across the country, including municipalities in several states and commercial sites including major universities, premiere hotels, professional sports stadiums, and the corporate headquarters and site locations some of the nation's largest and most sustainably minded companies.

For Livingston, RTS has created a dedicated Customer Service Phone line (and dedicated staff), reachable at 833-787-LVTN (5886), as well as a dedicated service email address: Livingston@rts.com. For questions related specifically to Rear-Yard sign-up, RTS also created a separate email address: LivingstonRY@rts.com.



RTS is a Certified B Corporation, one of only 3,000 of companies worldwide to achieve this rigorous certification due to its proven social mission to improve the environment through transparency and waste diversion away from landfills. RTS is proud to have received numerous awards for its commitment to sustainability from B Lab, the independent body that provides this certification. As RTS has grown its commitment to sustainability in recent months, it has acquired Recyclebank – now RTS|Recyclebank – a unique online rewards platform that incentivizes (proper) recycling. RTS|Recyclebank is offered in nearly 50 towns and cities and reaches hundreds of thousands of residents across the country. RTS also recently launched its new [ZeroWaste.com](https://zerowaste.com) platform and brand. Please check it out for cutting-edge sustainability products, tips, and content!

For these reasons and more, RTS is particularly excited to partner with Livingston Township, an active and leading participant in the Sustainable Jersey platform with a longstanding, leading, and demonstrated commitment to sustainability at the Township and resident levels. Livingston is also a noted “tech-forward” Town and home to thousands of people employed in technology-related industries, and RTS looks forward to working with the Town to maximize our tech advantage to improve service *and* sustainability.

To help educate on and promote improved and sustainable waste and recycling practices RTS is committed to partnering with the Township, people, and school systems of Livingston. While the safety and health of your residents and our employees remain our number one priority for as long as the COVID-19 crisis persists, if and when COVID-related restrictions are lifted RTS will deploy its Sustainability team to speak at Town events and participate in sustainability-related educational and cultural events. In the meantime, RTS will ensure the implementation of this aspect of our partnership in creative ways, including through webinars. Stay tuned for details!

RTS’ Sustainability, Policy and Municipalities, ZeroWaste.com, and RTS|Recyclebank teams also produce unique written and gamified content on a regular basis to educate on and incentivize recycling diversion and overall waste reduction. You can always find new material at [RTS.com](https://rts.com), [ZeroWaste.com](https://zerowaste.com), or [RecycleBank.com](https://recyclebank.com). RTS will also send a roundup of its top content from each quarter in a letter to the Township, which we will re-publish.

We look forward to all this and more, and thank you again for partnering with us through this transition!

Sincerely,

The Township of Livingston and your friends at RTS



***NOTE:** RTS is not the Township's recycling service provider. Recycling is provided through Waste Industries, LLC. For questions about recycling, please contact Waste Industries at 908-436-1966.