



#### CONTRACT FACTS

**Operator:**  
Veolia ES Solid Waste

**Contract start:**  
June 2004

**Contract duration:**  
20 years

#### KEY FIGURES

**No. of people served:**  
66,000

**No. of employees:**  
16

**Area serviced:**  
20 square miles

**Volume of waste disposed:**  
27,627 U.S. tons/year

## Integrated solid waste solutions customized for the City of Pontiac

### Comprehensive solid waste operations and management

Pontiac, Michigan—United States of America



#### Challenge

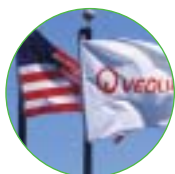
In 2003, the City of Pontiac issued a request for proposals (RFP) for the collection, transfer and treatment of household waste and operation of the Pontiac Landfill, as well as the design and build of a waste transfer station prior to the closure of said landfill. Pontiac engaged the services of two consulting firms to prepare a comprehensive bid document. The RFP solicited innovative 20-year proposals and all major North American competitors responded.

In 2004, Veolia Environmental Services Solid Waste was awarded the 20-year contract. Veolia Environmental Services emerged as the vendor of choice because of its demonstrated ability to meet the city's expressed challenges:

- Full-service waste management solutions within one company matrix.
- Logistical capability to provide curbside household waste, compost and recycle drop-off sites to the City's more than 19,000 residents and 210 commercial customers.
- Management and operation of the City's landfill through its scheduled 2007 closure.
- Proven experience in design and construction of waste transfer stations.



## Objectives



- Provide the customer with innovative and cost-efficient solutions to household waste services.
- Design a transfer station to accommodate both the city and Veolia Environmental Services' streams waste for the ensuing 20 years and efficiently operate the Pontiac Landfill until set 2007 closure.
- Redirect Veolia Environmental Services' regional streams waste into the Arbor Hills Landfill, while maintaining a record of exemplary customer service.
- Employ the use of state-of-the-art technology to provide the customer with maximum return on investment and to clearly differentiate Veolia Environmental Services as the best

## Solution

Upon contract award, Veolia Environmental Services implemented a five-pronged strategy to surpass the customer's expectations:

- **Waste services:** Veolia Environmental Services introduced fully-automated trucks citywide to improve production while simultaneously reducing the risk of injuries caused by lifting.
- **Street appearance:** Veolia Environmental Services initiated use of 105-gallon curbside residential waste carts to improve the City's appearance while concurrently minimizing the problems created by blowing litter.
- **Community commitment:** Veolia Environmental Services demonstrated its vested interest in and concern for the community's well-being by creating jobs for its residents.
- **Waste transfer:** Veolia Environmental Services provided plans to design and build a transfer station to handle 2,500 tons of waste per day, allowing for internalization of all waste volumes into the Arbor Hills Landfill. The plant opened July 2006.
- **Training commitment:** In preparation for the contract's start, Veolia Environmental Services provided new employees with office and on-the-job training.



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 about container enclosure  
 specifications.*