



Solid Waste Presentation

Committee of the Whole

March 25, 2026

Agenda

- City of Toledo Team Introductions
- Selection Process Summary
- Priority Waste Team Introductions & Presentation
- Transition Plan
- Questions

Selection Process Summary

May 29, 2025:	Requests for Proposals
July 1, 2025:	Provider Proposals Due
July 1 – Sept. 16, 2025:	Review of Proposals and selection of three potential providers
Sept. 17 – 30, 2025:	In-Person Interviews
October 1 – Dec. 31, 2025:	Follow-up, review, reference check and selection of two potential providers
January 1 – March 13, 2026:	Internal review, selection and verification discussions

Recommendation

City of Toledo to enter into contract with Priority Waste

- 5-year contract with a potential 5-year renewal

Value to City of Toledo

- Improved Bulk Collection
- Customer Service
- Technology
- Robust Performance Metrics



City of Toledo

Supplemental Information Packet
March 24, 2026

TOL
City of Toledo

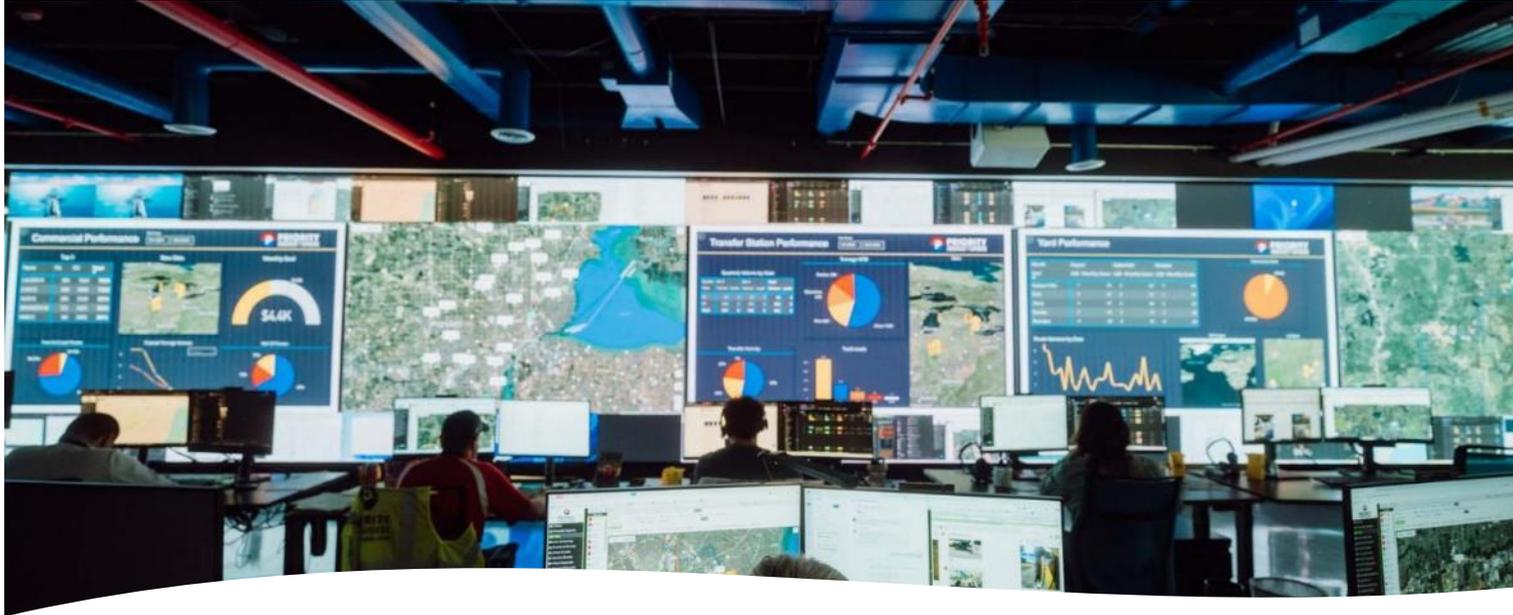
PRIORITY



Priority Waste
Toledo Yard
5657 Enterprise Blvd.
Toledo, OH 43612

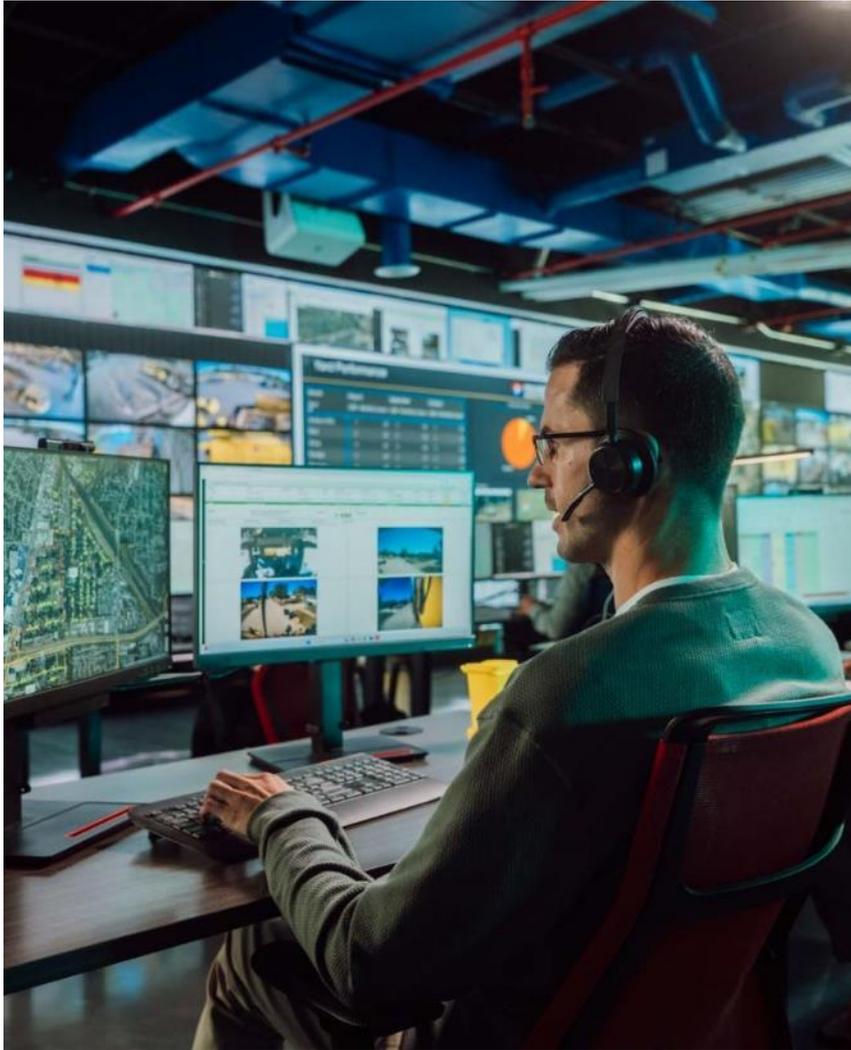
Priority Integrated Technologies

Our Operational Command Center



- Dedicated real-time support team with real-time coordination between LDCs, drivers, and residents
- Proactive route monitoring to ensure completion, efficiency, and safety
- Focus on the customer experience, service execution, accountability, and closing the loop

Technology & Cameras



Every stop is documented.

Every route is verified.

Every customer interaction is backed by data.

- Automated, time-stamped proof of service at every stop
- Digital audit trail for compliance and municipal reporting
- Reduced repeat service calls through first-touch resolution

The PIT Portal: Transparency & Real-Time Access

ID	Date	Resident Name	Material	Address	Phone	Service Day	Status	Issue Details
BP-1115	9/20/2024	Karen	Bulk	4670 Nittingham	419-555-0999	Thursday	Completed	Driver: cleared between 8:08-48 AM, All others picked up - 42:12-24M.
BP-1112	9/19/2024	Rhonda	Trash	2687 S Deacon	419-555-6421	Thursday	In Progress	*PROPER SMART, SUES - SMALL PROFESSIONAL MESSAGED
BP-1102	9/10/2024	T. Wilson	Compost	4360 Berkshire St	419-555-7783	Friday	Completed	Tosh ant and sthorng s semeus flumed on Bulfer, incact sat.
BP-1101	9/20/2024	L. Ahmed	Bulk	3504 S Irlande	419-355-3342	Wednesday	Completed	Taset and arecuscat os removed on 3:10 AM onstuument nam.
BP-1000	9/19/2024	N. Brooks	Trash	3694 Secor Rd	419-355-2223	Friday	Completed	Tires - tumicane - eleensland slipping saver -Phoe not sport.
BP-1021	9/14/2024	C. Jackson	Yard Waste	7701 S V Sylvania	419-355-2233	Wednesday	Completed	Phate call a run tormed.
BP-1021	9/19/2024	M. Garcia	Bulk	7701 E Central Ave	419-355-6955	Tuesday	Completed	Crew (tapped soueely)
BP-1022	9/19/2024	K. Nguyen	Trash	7701 E Central Ave	419-355-4455	Tuesday	Completed	Collected > shore released)
BP-1018	9/19/2024	P. Nguyen	Compost	18856 Oakwood Rd	419-355-3344	Tuesday	Completed	Yard abilen - collected
BP-1025	9/19/2025	K. Thompson	Electronics	3311 Dorr St	419-555-1122	Monday	Scheduled	Scheduled for 9/25

- Centralized resident request management through Priority's technology-driven PIT platform
- End-to-end digital audit trail for unmatched transparency and accountability
- One unified source of data for performance monitoring
- Custom dashboards and dynamic reporting that deliver actionable community insights

Bulk Pickup

BULK MATERIAL PICK UP



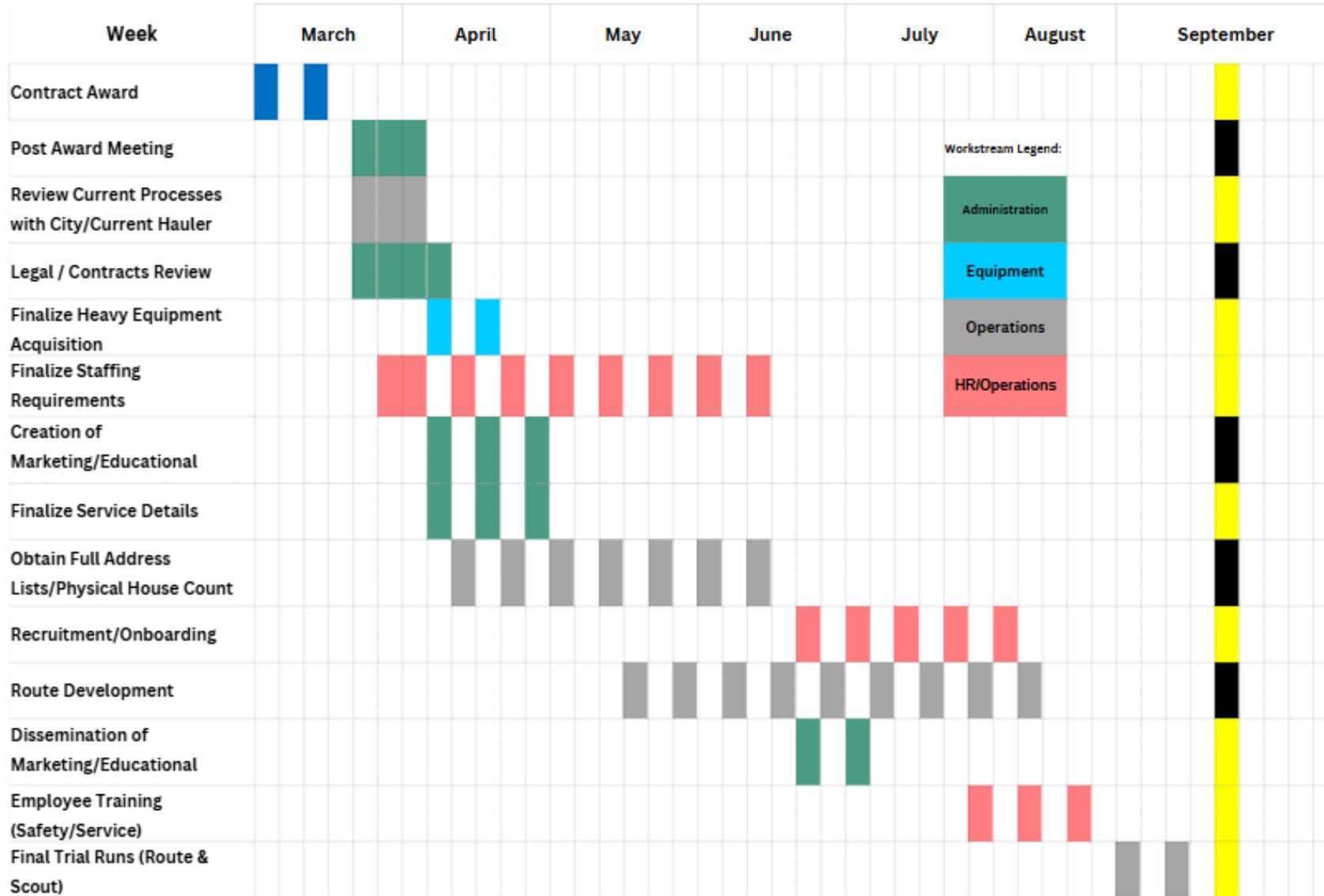
- Bulk collection will include:
 - Furniture, appliances, wrapped-mattresses
 - Up to 5 items
 - Exceptions: move-outs, evictions, clean-outs
- Weekly bulk collection same day as the scheduled refuse collection service
- Oversized segregated from core routes to maximize efficiency
- Flexible capacity to absorb seasonal demand fluctuations

Community Education

- A dedicated representative for the City of Toledo's educational programs.
- A dedicated City of Toledo landing page on our website that will include educational materials.
- Will attend City of Toledo events leading up to the launch of service.



Transition Plan



Questions



Thank you.

➔ toledo.gov