



4/30/2018

Dear Tillamook City Council and Mayor,

City Sanitary Service is proudly celebrating 60 years of business in 2018 spanning three generations. We are requesting a rate increase of approximately 3% for the upcoming period from July 2018 to July 2019. Trash tipping fees have increased the previous two years along with other increases in expenses causing our profit margin to dip below 10%. This rate increase combined with a small rise in customer count should bring our profit margin up to a healthy 13% in 2018-2019.

We added to our customer base slightly and increased tonnage volume in both trash and recycling in 2017. City Sanitary Service continued to increase curbside residential recycling customers in 2017 to over 200 participants. In 2018 we hope to expand curbside commingle recycling to selected high population density pockets in the county and add to our city and urban growth boundary customer numbers. The annual recycling depot survey showed participation at our lot depot increased from roughly 500 customer visits per week to 600. The markets for recyclable materials have become volatile as a result of China's green fence and national sword initiative. For this reason I have added a service rate for curbside commingle recycling of \$1 per month to cover anticipated fees of up to \$15 per ton to dump recycling. This along with the \$3 per month to rent the recycling cart will keep the service affordable at \$4 total per month for twice monthly collection. City Sanitary Service made capital investments of almost \$260,000 in trucks, carts, containers, and drop boxes in 2017 to meet the needs of our customers.

We saw an increase in customers paying bills online and setting up to receive electronic bills again this year. Roughly 1/3 of our customers have an online account and over 350 follow us on Facebook. We continue to make updates to our website, publish a quarterly newsletter called WastEd, and post to our Facebook page to better communicate with customers. We sent out text and email alerts to remind customers of their pick up day and get information to them about weather delays in 2017. Office staff has made a concerted effort to update customer contact information with current cell phone numbers and email addresses to quickly communicate with customers. Thank you for allowing us to serve the citizens of Tillamook in 2017, we hope to increase recycling program participation and provide consistently high levels of customer service again in 2018.

Respectfully,

**Robert Poppe**

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