



Summary of Responses to Request For Information: RFI 1500 SLW6000 Austin Resource Recovery Mattress Collection and Recycling Services

Goodwill Responses to Questions:

Basic Information

1. Company Name: Goodwill Industries of Central Texas (GCT)
2. Company Location: 1015 Norwood Park Blvd, Austin, Texas 78752
3. Contact Information: [Information provided is removed from report but provided in response to RFI].
4. Company Description: Goodwill Industries International (GII) is a membership organization comprised of 165 independently incorporated and managed, community-based, nonprofit, workforce development organizations in the United States and Canada. Goodwill Central Texas (GCT) is a member of GII founded in 1958, with an assigned territory of 15 counties and is governed by its own volunteer board of directors.
5. For profit or non-profit status: 501(c)3 Non-Profit Organization.
6. Company History (if you recycle mattresses, please include how you started that part of the business). In 2009, GCT began recycling operations in our warehouse distribution center located at 12317 Technology Blvd in Austin. The recycling department processed rigid plastics, cardboard, and metal items. In 2010, the department scope of work grew to include previously recycled commodities plus books, televisions, paper, and electronics. At the end of 2010, the distribution center moved into the new Goodwill Resource Center (GRC) located at 6505 Burleson Road. In 2011, recycling continued to grow, adding bulk sales, separation of rigid plastics from plastic bags, Styrofoam and film, breaking out ferrous and non-ferrous metals for greater value, stuffed animals, specific types of electronics, bric-a-brac, suitcases, and more. This program has grown YOY to 32 million LBS recycled in 2017.

Existing Operations

7. Does your company currently reuse or resell mattresses? No.
8. Does your company currently recycle mattresses? No.
 - d. Describe how your company collects mattresses. The majority of our donations come through our donation doors located at each GCT retail store, some also come from our home pick-ups or commercial donors. These mattresses are taken, at cost to GCT, to a local landfill for disposal.
 - i. If pickup services are offered, are they offered on a regular schedule or on-call basis? If on a schedule, please provide details. Home pick-ups are scheduled through our website with a three week turnaround time.
 - ii. Are different services offered to different types of customers (e.g., residential vs. commercial)? On-site pickups are offered to both residential and commercial donors. Our employees who provide this service will only pick-up items on the first floor unless an elevator is available.
 - f. What are the conditions under which you would refuse a mattress? Visibly soiled or infested mattresses would be declined.

- g. What process do you have in place, if any, to safely handle soiled or infested mattresses? Mattress bags are available to donation attendants for storage.
- h. Do you accept and recycle box springs? If yes, please describe how your services for recycling box springs differ from your mattress recycling services. Currently, box springs are not re-sold in our retail stores and are disposed of at the landfill.
- i. What other types of items besides mattresses and box springs, if any, do you recycle? See company description and history above. GCT conducts over 30 separate sorts for items to be recycled in the after-market.

Austin Operation

- 9. Does your company currently recycle mattresses in Austin? No.
 - a. If no: to serve the Austin community with a mattress recycling program, would your company establish a mattress disassembly operation in the Austin Metropolitan Area (MSA)? In the City of Austin? GCT would centralize mattress disassembly at one of our two distribution centers both located within the City of Austin.
 - b. Approximately how much time would your company require to set up operations between contract execution and beginning to accept mattresses? 9-12 months.

Potential Operations

- 10. What is the minimum volume of mattresses your company would need to receive monthly to reach financial sustainability in the Austin MSA? 1000 per month
- 11. Would you anticipate providing drop-off services, pickup services, or both? Please describe how you would sustain these operations. GCT would have to buy more equipment and follow the City of Austin bulk pick up schedule. GCT would also offer to pick up mattresses as part of our home pickup program, which currently has a 3 week waiting period.
- 12. How would you plan to address soiled, wet, and/or infested mattresses? Disposing in landfill.
 - a. Do you anticipate needing to landfill any components of mattresses or box springs collected for recycling in Austin? Yes, only if infested, soiled, or wet.
 - i. If yes, please describe which components and the quantities. Any mattresses or bedsprings that meet description in 12a. Any box springs and/or mattresses that are infested, soiled, or wet. The quantities will be determined as we receive the items.
- 13. Please describe your rate structure for curbside pick-up from residential customers. In the past we contracted with the city of Austin at an average rate of \$10 per unit.
- 14. How frequently would you recommend offering pickup? Weekly.
- 15. ARR anticipates the need for mattress recycling services for its curbside customers (single family residences) but would also like mattress recycling to be available to multifamily and commercial properties. Would you anticipate servicing multifamily and commercial clients in addition to single family residential? Yes.
 - a. What rate would you charge to multifamily and commercial clients? \$85 per mattress and box spring.
 - b. Would you anticipate providing drop-off services, pickup services, or both to multifamily and/or commercial clients? We would continue offering our donation pick-up services throughout the community.
- 16. What concerns would you have about setting up a mattress recycling service in Austin or for Austin customers? Volume, infested mattresses, and return on investment. GCT estimates that this proposal would require 4-full time material handlers, 1 lead, 1 box truck driver and truck to satisfy the requirements of the City of Austin.
- 17. What reporting do you currently generate to show landfill diversion? Spreadsheet that shows donation

volume vs. trash disposal that is updated monthly. This data shows company diversion rate.

18. Are there any special licenses you hold that are required to perform these services? None.

Re-Mat Responses to Questions:

Basic Information

1. Company Name: Re-Mat
2. Company Location: San Antonio, TX
3. Contact Information: [Information provided is removed from report by request of the company to be kept confidential].
4. Company Description: Re-Mat is a Texas nonprofit social enterprise sponsored by the Austin Community Foundation. Our mission is to divert mattresses from landfills across Texas while providing living wage transitional employment opportunities.
5. Formation Type: Nonprofit
6. Company History: Re-Mat was founded in 2017 with the specific and sole function of implementing mattress recycling across Texas metro areas. We're currently working to recycle mattresses on a small scale in San Antonio, TX and are raising funds to open a mattress recycling facility capable of handling citywide mattress recycling in San Antonio. We have close ties with several out-of-state nonprofits that helped develop a sustainable business model that allows us to achieve break-even operational cash flow. Re-Mat is also members of the State of Texas Alliance for Recycling and the San Antonio Hotel and Lodging Association.

Existing Operations

7. Does your company currently reuse or resell mattresses? Re-Mat is currently working to reuse mattresses by upcycling select units into dog beds. We require that mattresses be bed bug free, unsoiled, and in decent condition in order to be upcycled into dog beds. We recently began this small scale upcycling program in San Antonio.
8. Does your company currently recycle mattresses? Re-Mat hasn't begun recycling mattresses in bulk due to the warehouse space needed. However, we have been contacted by several groups looking to have innerspring mattresses recycled and we are working to partner with the Westside Development Corporation to execute recycling these mattresses on a small scale in San Antonio.
 - a. Describe the end markets for the mattress components you recycle. Re-Mat does have strong connections with end markets. Local metal recyclers will accept steel from us. A large furniture manufacturing company will accept foam and coverings from us. A local company in Austin will accept cotton from us. Wood would be given away free for composting or similar purposes. We know the City of Austin held a similar relationship with Goodwill Central Texas during the 2013-2014 mattress recycling pilot. We do not have a source that will currently accept shoddy wool or other undesirable materials and would attempt to give them away for free.
 - b. We would landfill no more than 20% of every mattress we recycle, by weight.
 - c. Please provide an estimated percentage of the mattress volume handled by your company from each of the following sources: We currently don't have enough customer data to provide an estimated percentage of the mattress volume handled by our company from different sources.
 - d. Describe how your company collects mattresses. Re-Mat currently accepts memory foam mattresses by offering drop-off and collection services. To schedule a pickup or drop-off, customers contact us through our website. We currently schedule pickups on a single day during the week. We do offer different services for residential and commercial clients.
 - f. What are the conditions under which you would refuse a mattress? We currently refuse any mattress that

is heavily soiled, severely damaged, has bed bugs, or has pocket- coils individually wrapped in textile materials.

- g. We do not have a process in place for soiled or infected mattresses. However, we plan to provide a purification process for bed bugs in the near future. This bed bug purification process requires no chemicals or permits.
- h. Do you accept and recycle box springs? We do not currently recycle box springs, but are working to acquire that equipment. We currently don't recycle anything else other than mattresses.

Austin Operation

- 9. Does your company currently recycle mattresses in Austin? We do not currently serve the Austin area. We are exploring opening a facility in Austin through impact investing from several sources and are also exploring a partnership with Mobile Loaves and Fishes to launch and execute a mattress recycling facility in Austin if an RFP were issued.
 - b. Approximately how much time would your company require to set up operations between contract execution and beginning to accept mattresses? If awarded a contract, it would take several months to become fully operation.

Potential Operations

- 10. What is the minimum volume of mattresses your company would need to receive monthly to reach financial sustainability in the Austin MSA? If warehouse space were provided at little or no cost by the City, taking our nonprofit status into account, we could be financially viable processing about 1,700 mattresses/month. However, the exact amount would be directly related to the fee per mattress recycled.
- 11. Would you anticipate providing drop-off services, pickup services, or both? Please describe how you would sustain these operations. Re-Mat would offer both drop-off and collection services. We plan to utilize our own vehicle(s) for collection but are exploring partnerships with existing nonprofits and other 3PL providers. We will charge a set processing fee for each mattress delivered and add an additional fee for collection services. We would also work with the city to establish convenient drop-off locations across the city. This would reduce cost for all parties involved. We also anticipate working with the city and other parties to arrange collection events, especially during school move-out events. Any localized collection model that would reduce the need for individual residential collection would increase cost efficiency and we'd be happy to consult on these alternatives.
- 12. How would you plan to address soiled, wet, and/or infested mattresses? We would not accept wet or soiled mattresses. If asked to collect them, they would be landfilled and an additional charge would be levied. We would also most likely use a separate vehicle to prevent contamination. This would increase disposal cost for soiled mattresses. We could accept bed bug infested mattresses.
 - a. We anticipate landfilling shoddy wool, some wood, and other undesirable materials that can't be resold or given away for free. We estimate the amounts landfilled would not exceed 20% of mattresses collected, by weight.
- 13. Please describe your rate structure for curbside pick-up from residential customers. If we achieved our target to collect 1,700 mattresses a month, we roughly estimate collection service could be provided for about \$32 per residential location. This is a rough estimate dependent on several factors.
- 14. How frequently would you recommend offering pickup? We recommend residential pickup to occur in two ways.
- 15. ARR anticipates the need for mattress recycling services for its curbside customers (single family residences) but would also like mattress recycling to be available to multifamily and commercial properties. Would you anticipate serving multifamily and commercial clients in addition to single family residential? First, mimic other citywide mattress collection systems (such as Minneapolis, MN)

and have mattress collection during the weekly garbage collection in neighborhoods. It would be most cost effective for City vehicles to collect the mattresses and drop-off to our facility. Doing so would eliminate the high/er collection fee we'd charge to collect mattresses. Alternatively, the City could identify which households have put a mattress out for recycling via a proprietary mobile app, and Re-Mat would collect from those addresses. Second, collections scheduled bi-monthly or monthly in select neighborhoods. Collection would occur in one specific geographic location on a specific day. Collection days would rotate across the entire City metro area with each day targeting a select area. This would prevent collection vehicles from crisscrossing the entire city. Once again, it would be best to schedule these in coordination with existing garbage collection and have City employees collect or at least identify households with mattress collection needs.

b. Would you anticipate serving multifamily and commercial clients in addition to single family residential? Re-Mat would also provide drop-off and collection services to multi-family entities. There would be a set fee per mattress and a fee to cover transportation based on distance from our facility. We anticipate working with multi-family associations to schedule collections for multiple properties in select geographic locations on the same day to maximize collection efficiency.

16. What concerns would you have about setting up a mattress recycling service in Austin or for Austin customers? The greatest concern is warehouse cost and transportation limitations. If a favorable warehouse arrangement cannot be achieved or multiple vehicles are needed for collection, the cost to provide mattress recycling services would increase. We currently anticipate paying employees Living Wage meeting the current Austin minimum of \$14/hour. <https://austintexas.gov/faq/what-citys-living-wage>.
17. What reporting do you currently generate to show landfill diversion? Re-Mat currently estimates landfill diversion based on the estimated weight of the mattresses we upcycle into beds.
18. Are there any special licenses you hold that are required to perform these services? Re-Mat currently holds no licenses in the Austin area.