

**Q & A from Haulers/Brokers in connection with the new Non-Exclusive Franchise Program and Waste Services Permit Program**

**UPDATED on November 16, 2021**

**CITY OF HIALEAH**

**DEPARTMENT OF PUBLIC WORKS**

**QUESTION 1:** Am I correct in assuming that the weekly minimum pickup frequency does NOT apply to C&D roll-offs? (Requiring weekly collection of that type of material would be highly unusual, particularly given the nature of that waste being dry, unlike putrescible food waste.)

**RESPONSE 1:** No minimum frequency is required for roll-offs. The hauler, broker and property owner each have an obligation to maintain standards of sanitation. Therefore, the roll-off container must be serviced as needed.

**QUESTION 2:** Does the weekly minimum apply to roll-off compactors at big box and other locations with other types of dry waste, such as Home Depot, lumber yards, etc.? These types of locations typically have “on call” service, based upon when the units are full, often with automated service requests through pressure sensors in the compactors.

**RESPONSE 2:** There is a once a week service on residential and commercial food establishments compactors. No frequency for business that do not generate residential waste and or food related garbage and could create an unsanitary condition.

**QUESTION 3:** Does the weekly minimum apply to open top roll-offs at these types of locations for dry bulky waste?

**RESPONSE 3:** No; see answer to Question 1.

**QUESTION 4:** Is the amount \$1500 plus \$250 process fee total a year?

**RESPONSE 4:** Yes

**QUESTION 5:** Can you please let me know if this application is ok so that I can send a runner with the original documents and check to your office?

**RESPONSE 5:** The City only provides official reviews of applications submitted and received by mail or in person. There is no review of applications in advance of submission.

**QUESTION 6:** I have a question about the franchise application for roll of container we spoke about below. We currently have bond with City of Hialeah but the amount required for the franchise is higher. Will you accept a rider to increase the amount or do you need a new bond? If you need a new bond do you have a form we can fill out that does not say sample on it?

**RESPONSE 6:** A new bond is required.

**QUESTION 7:** Bond – Is it \$25,000 and do we have a form?

**RESPONSE 7:** See Response 6 above. The form bond is attached to the application forms posted online.

**QUESTION 8:** Is there a template for the monthly reports that need to be submitted?

**RESPONSE 8:** The form for the quarterly reporting, calculation and payment of the franchise fee has been posted online. Refer to City Web Site

**QUESTION 9:** Do we need to send you the original via email?

**RESPONSE 9:** Yes, by Certified US mail, FedEx, UPS or other similar delivery service with delivery tracking.

**QUESTION 10:** Can I mail the check?

**RESPONSE 10:** See answer to Question 9.

**QUESTION 11:** The below accounts only have 1x/week service currently, and although we understand the Ordinance states minimum 2x/week , some of these customer are saying they've contacted the City and the City say that for their type of business 1x/week is acceptable. Magic Waste has reconfigured any/all other accounts to comply w/2x/week service.

**RESPONSE 11:** Refer to Program Ordinance

**QUESTION 12:** How can I get a performance bond form without the watermark sample?

**RESPONSE 12:** See City website Department of Public Works Solid Waste Division.

**QUESTION 13:** What description do I document on the performance bond?

**RESPONSE 13:** A non-exclusive franchise for the collection of solid waste as provided in Chapter 78 of the code of Ordinance of the City of Hialeah Florida.

**QUESTION 14:** The Original Bond I supplied was as exactly as it was shown in Language/ Format as in the application package, it was not sufficient?

**RESPONSE 14:** Bond submitted was not an original. Refer to City website Department of Public Work Solid Waste Division for a performance bond. No electronic copies or facsimile are acceptable. **ONLY** Originals are acceptable.

**QUESTION 15:** Can I provide the standard language bond that the surety company provides that we have submitted each year prior, will that work?

**RESPONSE 15:** NO. A new original bond is required. Refer to City of Hialeah Department of Public Works Solid Waste Division for a standard performance bond form. See response on #14.

**QUESTION 16:** Do I need a letter from Public Works authorizing the business tax receipt and is the process?

**RESPONSE 16:** No. Fully compliant applications will be referred to business / License section for processing

**QUESTION 17:** We don't have the city of Hialeah business tax receipt because we are in Miami Dade county my local business tax receipt is from Miami Dade county

**RESPONSE 17:** A City of Hialeah business tax receipt is required.

**QUESTION 18:** Where can I find out if my application is approved or denied?

**RESPONSE 18:** See City website Department of Public Works Solid Waste Division "Application Status List."

**QUESTION 19:** How do I get the certificate bid number and title?

**RESPONSE 19:** Not Applicable

**QUESTION 20:** Where can I find the application form-type of service, violations verified and sign indemnity forms?

**RESPONSE 20:** See City website Department of Public Works Solid Waste Division.

**QUESTION 21:** The bond I have is not good I have to add 20,000 extra?

**RESPONSE 21:** Refer to City Ordinance # 2021-052 (June 7, 2021, Page 17)

**QUESTION 22:** Do I need a business tax even though my business is not located in the City of Hialeah?

**RESPONSE 22:** See response # 17 above.

**QUESTION 23:** Broker -Why would we pay for coverage for owned vehicles if we own none?

**RESPONSE 23:** Refer to City Ordinance No. 2021-052 (June 7, 2021 Page 19)

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