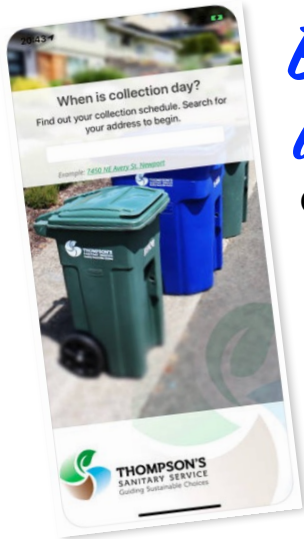


TRASH TALK

February 2024



Be the first to get alerts with the TSS mobile app

Get prepared for the next service interruption

In light of the recent ice storm, it's provided many in our community (including us) first-hand lessons in how we want

to be better prepared for "next time".

As your waste company, we strongly recommend adding the TSS mobile app to your preparation list. As a customer, it has numerous benefits for service interruption notifications.

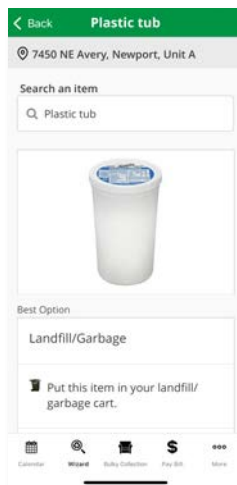
The app is first in line in our series of public service alerts because we have control to only send it to customers who are affected. There are many ways we can pinpoint and target affected customers through service days, geo-fencing specific service addresses (neighborhoods), and specific services (trash, recycling, compost). For instance, there have been prior instances where we had a truck break down late in the afternoon and unable to finish a route, so we pushed out an alert to only those customers in that neighborhood. It's a very effective tool.

Beyond service alerts, the app truly maximizes your waste service by giving you access to:

- Set your preferred language: English, Spanish, or Chinese
- Set specific reminder notifications to put your carts out for weekly service,

- See holiday schedule changes,
- Request cart replacement,
- Access the Waste Wizard search engine of thousands of materials to give you the best options of how to dispose of your item,
- Request a junk removal,
- Pay your bill, and more!

Waste Wizard

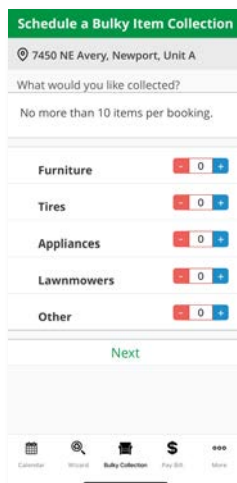


QR Code takes you directly to the TSS mobile app



Open mobile camera, hover over QR code, app link will launch. Once downloaded, enter in service address.

Junk Removal



Service Schedule



In the Know

Storm Cleanup

Thompson's offered **FREE** woody storm debris drop-off January 16-27 at our Transfer Station due to the ice/wind weather event.

Here are the stats from our event:

- 255 community members utilized the free drop-off event
- 87.20 tons (191,243 pounds) of woody debris collected 🤔
- Over \$16k in services delivered at no charge

This event was communicated through the TSS mobile app and website, Facebook, Instagram, Google and NextDoor TSS profiles, as well as through the Lincoln County alerts and a press release put out by the City of Newport.

Cart Placement

Why the relocation fee?



Cart spacing is really important in the automated waste pickup system:

- The automated arms of our trucks need to have space to grab the vessels.
- If carts are too close, the driver has to get out of the truck to reposition the cart, which causes a 'Relocate' fee to be charged. The in-and-out of the truck is hard on our driver's bodies when it's done repeatedly. We want to support them to work through retirement.
- Increases route efficiency and quicker service when the carts are where they can be accessed by the arm.

COMPOST

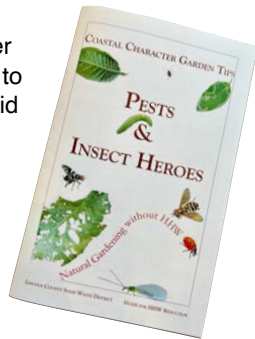
give-away

WHEN: April 20
TIME: 9AM-11AM
WHERE: TSS
 Office, 7450 NE
 Avery, Newport



In celebration of Earth Day, Thompson's is hosting its 9th annual compost giveaway, scheduled for Saturday, April 20th, at our office. We're bringing in two semi-loads from Pacific Region Compost, where we haul the curbside raw Mixed Compostables for a 70-day process turning it into nutrient rich compost.

The Lincoln County Master Gardeners will be there to answer questions about gardening and to handout the Lincoln County Solid Waste District's *Pests & Insect Heroes* booklet about natural gardening without HHW.



Last year we filled 77 trucks, trailers, and containers (in small vehicles) with a load of compost! First come, first serve. Limit to one load per household, while supplies last.

JUNK REMOVAL

As easy as 1-2-3!

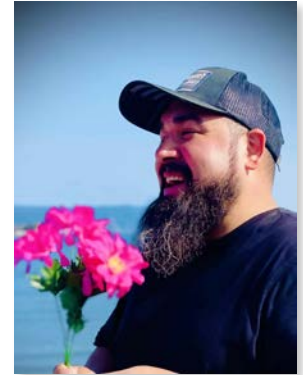
Schedule a bulky item pickup with us today! Send a request through our app or email a description (with photo) to info@thompsonsantitary.com, receive an estimate, then schedule the day for pickup and our driver will call when they're en route.



EMPLOYEE SPOTLIGHT:

Jesse Martinez

If you've been to our office lately you might have seen Jesse getting his "steps in" around the shop in our latest fitness challenge. Jesse is a big motivator for our staff, always proposing all sorts of fitness ideas. As this goes to press, he has challenged TSS team members to a 5-day "steps challenge" through our health insurance-provided fitness and health mobile app.



Jesse began at Thompson's in November 2022 as one of our mechanics. It takes a lot of mechanical work to keep our trucks running - not only the engines, but the robotic arms, compactors, etc. which add many dimensions to their work. Throw in the Covid pandemic to the mix where trucks ordered didn't arrive for 3 years later. It has made their work even more challenging to keep tired-out trucks running everyday.

We have huge appreciation for our mechanics!



JJ and Carissa

Jesse moved to the Newport area the same month he started working and has made great friends with many at Thompson's. "I came to this area knowing nobody...Thompson's made me feel welcomed right away with smiles and kind gestures. I've made real friends with some of the employees here."

Outside of work, Jesse is dad to two amazing kids, 18 year-old son Jesse Jr. (JJ) and 17 year-old daughter Carissa. Besides fitness challenges, Jesse is a renaissance man learning music on the guitar and piano, painting and drawing and all sorts of crafts (especially with his daughter). He also loves to get outside to hike and explore along the coast for beautiful views as

well as playing disc golf at our local courses. Volunteering his time is also important and his favorites are *Toys for Tots* events and driving floats in parades while dressed up in costume. Readers also may have seen our feature in last quarter's newsletter recognizing him as a veteran. He served a tour in Iraq for the United States Marine Corps. Thank you Jesse for your service!

