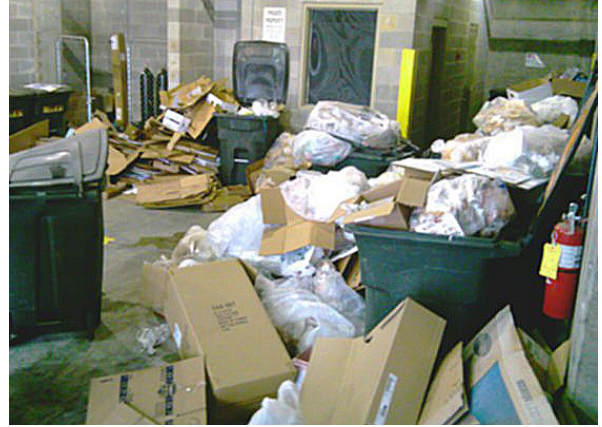




# Metropolis Atlanta Midtown

## **Broken Compactor Equals Mounds of Pungent Garbage**

Taking out the trash was never a problem at Metropolis, an Atlanta Midtown mixed-use center with 498 condos and 40,000 sq. ft. of retail space.



*Cardboard and garbage everywhere on Metropolis dock*

Residents and retailers dumped their trash into the center's compactor, the trash company hauled away the trash, and the loading dock stayed garbage free.

Then, one day the trash hauler's truck backed into the compactor, ripping a hole in the container's side. When the Community Association's Building Engineer Mikel Thomas discovered the compactor wasn't working, he called the trash company. "They told us they would be here that same day to fix it." Unfortunately, that didn't happen.

On day two, the hauler did come, took the broken compactor away, and left a small roll-off container to catch the center's trash. It did not take long before garbage, lots of garbage - including waste from the center's two restaurants - began piling up. Soon the loading dock was filled with pungent, odor-reeking piles of bags, boxes, and trash.

"When we contacted the trash company again, they told us that they needed two to three weeks to repair the compactor," explained Yovy Gonzalez, Metropolis' Community Association Manager for the high-end center. That was not the answer Metropolis wanted to hear.

### **Metropolis Contacts M-PASS, Inc.**

After more fruitless, frustrating calls to the trash hauler, Metropolis made one more call. This one was to M-PASS, Inc., an Atlanta waste management and recycling consulting company.

Because M-PASS and the company's CEO Lorraine White had worked with Yovy at three other condominium properties – The Dakota, The Colony House, and The River West, he knew that M-PASS could help. "We have a history with M-PASS and know the high quality of their work," said Yovy.

The M-PASS team went into action immediately. First, they inspected the loading dock, assessing the trash problem. Next, they called a recycling company to pick up the cardboard littering the area. Then, they contacted the waste management company, calling people out of meetings to talk about the Metropolis situation.

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**Foul smelling garbage piles up on Metropolis' loading dock after hauler's truck rips hole into compactor.**

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**Compactor repaired and replaced within 24 hours after M-PASS steps in.**

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**"M-PASS gets things done," says Yovy Gonzalez.**

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## M-PASS, Inc.

M-PASS, Inc. is an independent waste management and recycling consulting company headquartered in Atlanta.

Founded in 2006, Our consulting firm provides quality turn-key services that focus on cost savings and revenues associated with waste disposal and recyclable materials.

We work with clients to:

- Identify where money is being lost
- Enhance your company's green initiatives
- Access technology not made available by vendors
- Identify cost recovery and recycling alternatives
- Receive timely customer response and dedicated service

## M-PASS Gets Results

Almost immediately, the trash company returned to Metropolis, replacing the roll-off container with a large open-top dumpster, but, more importantly, within 24 hours, a repaired compactor was back in place on the Metropolis loading dock.

“Because of our years in the business and knowledge of the industry, we know how to navigate the hauler system,” said Lorraine. “We have long standing relationships with people at the waste management companies, so oftentimes we can reach people that customers can’t always contact and, as a result, we can make things happen quickly.”

## M-PASS Saves Metropolis Money

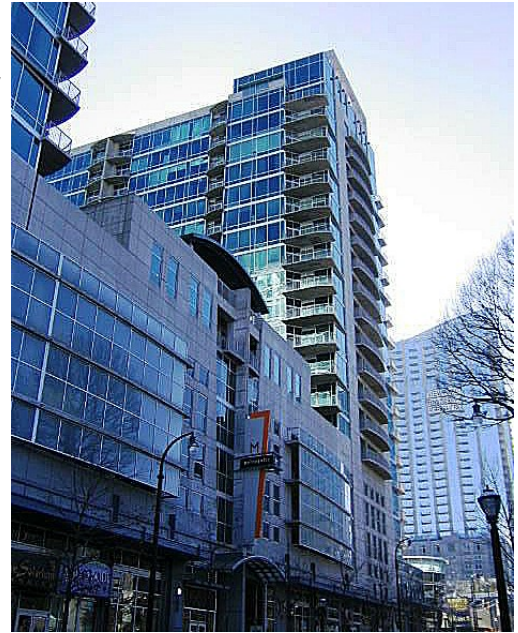
When Yovy first met Lorraine, she told him M-PASS would save his property money. And that’s just what they did. One of the first things Lorraine did, according to Yovy, was to go dumpster diving. “To help properties like Metropolis save money, we literally go through their trash, studying what’s dumped in the landfill,” said Lorraine. “Once we see that, we complete a detailed analysis, review haulers’ contracts, make recommendations, and start saving our clients money.”

“M-PASS not only saved us money, but also helped us improve the level of service we offer our tenants,” Yovy added.

Today, M-PASS manages Metropolis waste management program and is ready to act should any issue arise. When asked what the secret was to the successful M-PASS/Metropolis relationships, Yovy said emphatically, “M-PASS gets things done.”

## Metropolis

Metropolis is a large high-end, mixed use two tower center with 498 one and two bedroom condominiums, over half a dozen businesses, and two restaurants. When the center opened in 2002, the property was the first mix-use property in Midtown Atlanta.



*Metropolis—A High-end Complex in Atlanta Midtown*