

Allied Waste Transportation Inc.
A Republic Services Company

Town of Hudson, Colorado

Refuse, Recyclable and Yard Waste Collection
Proposal



Contact: Mark Petrovich, Division Municipal Manager

Phone: 720-590-4329

Email: mpetrovich@republicservices.com

October 26, 2016

Town of Hudson
Attn: Office of the Town Clerk
557 Ash Street PO Box 351
Hudson, CO 80642

Republic Services is pleased to respond to the request for proposal for residential trash, recycling and yard waste collection for the Town of Hudson. Our goal in preparing this proposal is to properly respond to the scope of services outlined in the RFP and to ensure the highest standards of solid waste and recycling collection services for the Town of Hudson at competitive rates.

Republic Services understands the Town's goal to contract with a single hauler to provide curbside refuse, recycling and yard waste service for single family residences, multi-family dwellings with (7) or less units, and mobile homes. The stated goal includes the Town's desire to mitigate the impacts of solid waste collection upon the community and to provide exceptional services that help citizens decrease the amount of solid waste sent to the landfills and increase waste reduction and recycling practices.

Republic Services has a history of providing safe, efficient and cost-competitive solid waste disposal services to residential customers in the Denver metropolitan area. As the second largest provider of recycling and solid waste disposal services in the United States, Republic Services has the expertise and resources to perform the transitional services required in our proposal with the highest level of efficiency, quality and professionalism. We are proud of our reputation as an outstanding leader in the solid waste industry.

Republic Services personal contact for any questions regarding this proposal is Mr. Mark Petrovich – Division Municipal Manager. Mr. Petrovich can be reached by phone at 720-590-4329 and by email at mpetrovich@republicservices.com. We look forward to becoming a long term partner with you and the residents of the Town of Hudson and look forward to discussing our proposal with you in the near future.

Best,

Steve Hizek
General Manager – Denver Division
Republic Services

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Program Overview/Services Proposed

Overview and Pricing

Fully automated curbside trash and all-in-one recycling waste collection for the residents of the Town of Hudson will be structured as a unit-based program. Republic Services will bill Hudson residents participating in the town program quarterly for the services provided. The Town of Hudson is responsible for communicating any changes to house counts to Republic Services. Every residence specified in the Town of Hudson RFP will be provided the following services:

Republic Services will provide (1) new 96 gallon cart for trash and (1) new 96 gallon cart for recycling collection to all the residents specified in the RFP. Additional 96 gallon carts are available for \$7.00 per cart per month for trash and free of charge for additional 96 gallon recycling containers. This proposal includes pricing for weekly trash removal and bi-weekly recyclable removal for all residents – this is a cart-content only service. There is a billing processing fee that will be charged to each resident in the amount of \$5.25 per quarter.

The initial contract will be for a five (5) year term commencing January 1, 2017 and terminating the last day of December 2021. The contract may be extended for one (1) successive five (5) year term by mutual agreement of both the Town of Hudson and Republic Services.

The table below includes pricing information for each service.

Service	Cart Size	Cost
Weekly Trash Pick-up	(1) New 96 gallon	\$16.75 / month
Bi-weekly Recycling	(1) New 96 gallon	Included
Additional Trash Cart	New 96 gallon	\$7.00 each/month
Additional Recycling Cart	New 96 gallon	No Charge
Bulk Item Pick-up	Upon Request	\$15 per item
Yard Waste Collection	(1) Spring and (1) Fall Event	Included

Costs for additional pick-ups for Town buildings can be found in Exhibit A.

This proposal includes pricing for cart content only weekly trash pick-up and bi-weekly recycle pick-up. The price also includes the considerable cost of rolling out the new service including initial delivery of the new carts to each residence and community outreach education brochures.

Please note as part of this contract Republic Services will provide (1) Spring and (1) Fall yard waste clean-up event for Town residents. Republic Services has considerable experience rolling out transitional automated cart services for cities across the front-range including providing yard waste collection services.

Why Switch to Cart-Only Service?

This is why – (see pic below). We have found that consumers appreciate the value of having a cart-only service and are willing to pay a little more for it. The picture below is indicative of the haphazard way some residents in the Colorado front-range deal with their trash and recycling. Aside from aesthetics, the spectacle in front of many homes detracts from the high-quality feel of the neighborhoods and opens up residents to wind-blown debris, animal infestation, and many other challenges and safety concerns. Often, when asked about cart-only service, many residents express a willingness to pay more as long as they had enough carts and they had wheels.



Now, take a look at a typical street lined with carts from Republic Services. The streets are uniform, less cluttered, and ready for service. Our automated compressed natural gas trucks are designed to quickly pick up your waste streams while ensuring a safer more consistent experience for our drivers and your residents.



Ownership of Trash and Recycle Carts

As specified in our proposal Republic Services shall retain ownership of all trash and recycle carts used in the program for the length of all contracts including any and all extensions and will be responsible for storage, maintenance, and distribution of the carts.

Residents will notify Republic Services of damaged containers in need of repair or replacement. Exchanges for damaged containers will be processed and delivered within one week of notification. Initial replacement of a damaged container is provided at no cost. Subsequent replacement requests from the same residence will be charged \$60 per occurrence and will be billed directly to the residence.

Republic Services will provide the up-front capital necessary to deliver (1) new 96 gallon trash container and (1) new 96 gallon recycling container to each residence. Republic Services agrees to provide all container related services (exchange, repair, cleaning, storage, etc.) during the life of the contract. Different colored lids will distinguish between trash and recycling carts with dark blue lids signifying trash and lite blue lids indicating recycling.

Recyclable Material

Republic Services will collect recyclables in the 96 gallon recycle cart provided in a co-mingled single stream on a bi-weekly basis on the same day of the week as trash collection. Upon collection the recyclables will become the property of Republic Services. Republic Services will deliver the single stream recyclable material to a qualified recycling facility and will keep detailed daily records, by route, as to the tonnage of recyclable material.

Materials acceptable for recycling and placement in the recycling cart, (subject to change in the future with 30-day written notice by the Town), consists of the following materials:

- Newspaper, magazines, and phone books
- Corrugated cardboard
- Chipboard (cereal and tissue boxes)
- Mixed paper (office paper, junk mail, etc...)
- Plastic (#1 through #7)
- Aluminum
- Steel or tin cans
- Glass bottles and jars

Hours and Days of Operation

Residential solid waste collection will occur on one day a week between the hours of 7:00 A.M. – 7:00 P.M. not including an observed Holiday falling on a weekday. In this case service will move to the next day. For recycling the collection will be serviced every other week and will occur the same day of the week as the resident's trash service. In the event an area is

unserviceable due to inclement weather Republic Services, with your approval, will collect the service area the following day.

Holiday Schedules

Republic Services recognizes six holidays throughout the year: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. If the observed Holidays fall on a week day then collection will not occur on these days but will operate on a one day delay schedule.

Tracking, Reporting and Billing

Data will be collected on a daily basis for solid waste and recyclable materials. Using on-board recording forms drivers will record the date of the collection, day of the week, route number, time on route, number of homes that did not put out containers, and non-collection notices left. At the disposal/processing site, trucks will be weighed and the drivers will receive verification of tonnage for trash and recycling prior to leaving the facility.

Drivers will submit records and weight tickets to supervisors. The supervisor will approve the records and enter the information into Republic Services' data input and reporting group. Data is available at all times for the Town to review. A monthly and annual report will be provided to the Town regarding tonnage of waste and recyclables collected. Republic Services will also provide monthly and annual diversion rates, an overview of common customer complaints and other customer service related issues.

Every Republic Services driver is provided with stickered customer notifications to effectively communicate errors to residents. Error examples include improper placement of container and unacceptable items in the recycling container. The tags contain comments for the driver to explain to the resident why the items were not collected by the driver.

Customer Service Standards

At Republic Services, our customers take priority. Our customer-centered service philosophy is central to our business. We take pride in our professional customer service department. Customer service representatives are specifically sought out for quality, efficiency and experience.

Republic Services' customer service programs are based on the following principles that guide customer service:

1. Employ Quality Personnel

We retain highly skilled and experienced personnel. Competitive compensation allows us to attract the best customer service representatives in the field.

2. Easy Access for Customers

Appropriate staffing is critical to ensure timely communication between customer service representatives and the Town of Hudson residents. We maintain a well-staffed local customer service department that allows us to minimize wait times and prioritize quick resolution to customer concerns.

3. Timely and Efficient Complaint Resolution

Republic Services has strong policies and an accountability system that facilitates proper complaint resolution and follow-up.

4. Train All Republic Services Employees in Customer Service

To ensure ownership and high level of quality service, every Republic Services employee is trained in customer service. All employees are evaluated annually on their performance of putting the customer first.

Republic Services is proud to offer Town residents a professional call center to personally handle customer service issues. Our customer service center is open from 7:00am to 5:00pm Monday through Friday. During office hours, customer service representatives are available to handle calls from the public. After business hours, customers have the option to leave a message. The message will be returned the next business day if not sooner.

Our latest customer service statistics demonstrate a high level of customer care and satisfaction. Our average wait time before answering a call is less than twenty seconds. Republic Services employs a sophisticated service formula that prioritizes answering every call and minimizing wait times. The Denver division is consistently a top performer out of the entire West region for outstanding customer service.

Customer Service diligently tracks every customer issue. If a resident calls with a concern that collection has not occurred the situation will qualify as a “missed pick-up” and counts against our performance ratings. Customer calls, concerns and complaints will be documented and are available for your review at any time.

If an after-hours or weekend problem arises Mark Petrovich, Division Municipal Manager, is available for assistance and may be reached on his cell at 720-841-3150.

Trucks and Equipment

Republic Services proposes two automated trucks will service the city and will be dedicated for the city’s sole use in picking up trash and recycling. Unfortunately, GPS technology for every vehicle in service to the Town is not available at this time. However, our local dispatch operation is capable of providing superb customer service and addressing any operational issues that may arise. Republic Services welcomes anyone from the Town of Hudson to see our equipment and operations first-hand. Please contact Mark Petrovich if interested in scheduling a tour.

Subcontractors

No subcontractors will be used in performance of the services specified in this RFP.

Promotion and Education

Republic Services is committed to working in partnership with the Town to develop creative and compelling public outreach tools. In addition to an initial welcome and program information insert, Republic Services will work collaboratively with the Town to develop ongoing outreach opportunities and educational materials to encourage waste reduction and diversion.

Effective waste diversion can only be accomplished through a concerted effort to promote maximum participation in recycling programs. As a key partner in this endeavor, Republic Services will provide the Town with a full range of community relations and education opportunities including (but not limited to):

- Active involvement in community events
- Community presentations
- Billing inserts and announcements
- Regular reporting to Town officials on diversion efforts

Republic Services understands upon selection, and prior to implementation of the collection service, we may be required to participate with Town staff in public meetings to describe the new service to Hudson customers.

Terms of Contract and Cost Escalation

Republic Service's understands that all increases will be reviewed and authorized by the Association prior to implementation. The Water/Sewer/Trash CPI will be used to determine changes in price on the anniversary date of the contract proposed by Republic Services. It is understood that in accordance with Colorado law, the 5-year contract entered into by the Town and Republic Services will be subject to the annual appropriation of funds by the Town.

Additional Services and Commitments

Bulk Item Collection

Large or bulky items shall be defined as any item left out for collection that will not fit completely into your 96 gallon container. Residents must call Republic Services to request the bulk collection service. The price to residents of the Town of Hudson will be \$15 per item for the entire time said agreement between the Town and Republic Services is in effect. The cost will be billed directly to the homeowner.

Sustainability

Republic Services is committed to sustainable practices and joins the Town of Hudson in recognizing the importance of embracing sustainability initiatives and becoming more efficient. We stand ready to assist the Town in cleaning up your neighborhoods while increasing your diversion rate through superior service and education opportunities. Republic Services uses proprietary routing software with a right-turn only policy to increase safety and help reduce vehicle miles traveled. Add our brand new compressed natural gas vehicles with our local landfill on Tower Road and the result is a cleaner more efficient solid waste service for the Town of Hudson.

Republic Services Qualifications

Republic Services is poised to provide exceptional trash and recycling services to the residents of the Town of Hudson. Republic Services has served the Denver metropolitan area for a number of years. Through a number of successful mergers, Republic Services has provided trash and recycling services under trade names Browning-Ferris Industries (BFI) and Allied Waste. Combined, our company has provided services in Colorado for over twenty years.

The following details the names and titles of key personnel and related tasks they would perform during the transition from the existing provider and during the term of the new contract.

Steve Hizel, General Manager

As the General Manager of the Denver division, Steve Hizel is responsible for managing the entire division. He is committed to employee safety, business growth and ensuring smooth operations for the residential, commercial and industrial lines of business. Steve will work closely with the Operations Manager, Municipal Relationship Manager and Customer Service Manager to ensure a seamless transition and properly respond to customer concerns.

Mark Petrovich, Manager Municipal Relations

Mark develops and maintains relationships with Home Owners Associations, Districts, and Municipal Governments. He is also responsible for community outreach and education. Mark will be the point person for the Town staff. His background in partnering with and managing over 180 Associations makes him an excellent representative from Republic Services.

Diane Hornby, Operations Manager

As the Operations Manager, Diane will be responsible for training the drivers who will service the Town of Hudson. She will also play an important role in establishing the service routes in the town and ensuring there are minimal disruptions in service during the transition. Through the term of the contract, Diane will continually work to achieve efficiencies in the program that benefit both Republic Services and the Town of Hudson.

Jacqueline Satterwhite, Customer Service Manager

Jacqueline is an experienced customer service professional. She manages the team that will answer calls and emails from Hudson residents. Jacqueline will work closely with the Town to ensure customer complaints and concerns are addressed in a timely manner.

References

City of Edgewater

2401 Sheridan Blvd Edgewater, CO 80214
HJ Stalf, City Manager
720-763-3008
hstalf@edgewaterco.com

City of Greenwood Village

10001 E Costilla Ave Greenwood Village,
CO 80112
John Sheldon, Public Works Director
303-708-6136
jsheldon@greenwoodvillage.com

City of Sheridan

4101 S Federal Blvd Sheridan, CO 80110
Devin Granbery, City Manager
303-762-2200
dgranbery@ci.sheridan.co.us

City of Lafayette

1290 S. Public Road, CO 80026
Douglas Short, Public Works Director
303-665-5588
douglass@cityoflafayette.com

List of Facilities

Waste Disposal

Republic Services Foothills Landfill
8900 Highway 93
Golden, CO 80403
303-279-2344

Republic Services Tower Landfill
8400 Tower Road
Commerce City, CO 80022
303-371-5115

Recycling

Recycle America Recycling Center
5050 E. 58th Ave.
Commerce City, CO 80301
303-853-9924