City of Milpitas

Solid Waste Procurement - Collection Proposal Summary

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Business Structure	**Business Structure**	**Business Structure**	**Business Structure**

• Authorized to do business in CA and is a California Corporation (Section 1-Pages 1-2)
• Created March 2006
• Ownership:
  • 40% Pellegrini Group
  • 40% South San Francisco Scavenger Group
  • 20% Arata Group
  • 10%+ Owners include: Louie Pellegrini and Don Arata
  • Debt greater than 10% to California Pollution Control Financing Authority (CPCFA)
• Affiliates:
Alameda County Industries (ACI), Livermore Sanitation (LSI), Mission Trail Waste Systems (MTWS), Peninsula Sanitary Service, Inc. (PSSI), South San Francisco Scavenger Company (SSFSC), Specialty Solid Waste & Recycling(SSWR), Bay Counties Waste Services (BCWS) Smart Station Operator
	• Proposing entity is Waste Connections of California, Inc. (WCI); GreenTeam of Milpitas to be formed if awarded
	• GreenTeam founded in 1993, WCI founded in 1997
	• In 2003 GreenTeam sold to subsidiary of WCI, WCI established in 1976
	• A public company, T. Rowe Price Associates, Inc. owns 11.59% of WCI shares, while WCI owns 100% of GreenTeam shares
	• No debt greater than 10% to any one creditor
		• Authorized to do business in CA and is a California corporation (Section 1.A-Page 1)
		• Created May 10, 1991
		• 10%+ owners include:
		  • Richard Cristina
		  • Murray Hall
		  • Frank Weigel
		  • Debt greater than 10% to Bank Of The West, Union Bank, and Wells Fargo
		• GreenWaste shares common ownership in Zanker Road Resource Management, Ltd. (Zanker), GreenWaste of Palo Alto (GWPA), GW Debris Services (GW Debris), Zero Waste Energy Development Company (ZWEDC) and West Valley Collection & Recycling
			• Executing entity; Allied Waste Services of North America, LLC dba Republic Services of Santa Clara County (Republic), a Delaware Corporation (Pages 1-3)
			• Operating in Santa Clara County as Republic since 2004; previously Browning-Ferris Industries; Republic merged with Allied Waste Industries, Inc. in 2008
			• A publicly traded company, Cascade Investment, LLC owns 30.99% of shares with no other 10% owners
			• No creditors owed debt greater than 5% of total assets; no borrowed capital will be used to provide services with respect to agreement

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Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Collection Experience	**Collection Experience**	**Collection Experience**	**Collection Experience**
13 jurisdictions: (Section 1-Pages 6-12) • City of San Jose • City of Alameda • City of San Leandro • Stanford University • City of Sunnyvale • City of Los Altos • City of Santa Clara • City of Livermore • City of Brisbane • City of Millbrae • City of South San Francisco • SFO International Airport • Town of Colma	3 Jurisdictions: (Pages 12-16) • City of San Jose • West Valley Solid Waste Management Authority • County of Santa Clara District West	19 jurisdictions: (Section 1.B-Page 1) • City of San Jose • Town of Woodside • Town of Portola Valley • Town of Los Altos Hills • Burbank Sanitary District • County of Santa Clara South District • City of Palo Alto • County of Santa Cruz • City of Capitola • City of Scotts Valley • Santa Cruz County and San Mateo County State Beaches • CSU, Monterey Bay • City of Carmel-by-the-Sea • City of Del Rey Oaks • City of Marina • City of Pacific Grove • Pebble Beach Community Services District • City of Sand City • City of Seaside	Provides service in 10 northern California counties, including the following jurisdictions in Santa Clara, Alameda & Monterey counties (Page 4): • City of San Jose • City of Santa Clara • City of Cupertino • City of Brentwood • City of San Ramon • City of Livermore • City of Milpitas • City of Salinas City • City of Fremont • City of Union City • City of Newark • County of Santa Clara • More in Counties of Contra Costa, Solano, Fresno, Merced, Sacramento, San Mateo, Sonoma, and San Joaquin…
Street Sweeping Experience	**Street Sweeping Experience**	**Street Sweeping Experience**	**Street Sweeping Experience**
(Section 2-Page 80) • Service provided through affiliate company PSSI (Peninsula Sanitary Service, Inc.) Previous experience of PSSI: • Stanford University Stanford Linear Accelerator Center • ACI MRF • MTWS Transfer Station/MRF	(Page 84) • Will provide in-house except during November and December when high volume will require addition of TBD subcontractor • No previous street sweeping experience documented in proposal	(Section 1.B Page 16) • City of San Jose • Town of Los Altos Hills • Various construction sites	(Pages 85-86) • Performed by Republic with the exception of weekly fall leaf collection, holidays and in other needed support instances when Republic will subcontract to Enviro-Commercial Sweeping • 10+ years' experience in Milpitas

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Initiation Experience	**Initiation Experience**	**Initiation Experience**	**Initiation Experience**
8 jurisdictions (Section 1-Pages 13-25) • City of San Jose • City of Sunnyvale • City of Los Altos • City of Livermore • City of Brisbane • City of Millbrae • City of South San Francisco • SFO International Airport	2 Jurisdictions (Pages 15-17) • County of Santa Clara - District 3 and District West • West Valley Solid Waste Management	11 jurisdictions (Section 1.C-Pages 2-22) • City of Carmel-by-the-Sea • City of Del Rey Oaks • City of Marina • City of Pacific Grove • Pebble Beach Community Services District • City of Sand City • City of Seaside • City of Palo Alto • Santa Cruz County • City of San Jose • CSU, Monterey Bay	7 jurisdictions in the Bay Area: (Pages 8-10) • City of Milpitas • City of Newark • Contra Costa County • City of Antioch • City of Martinez • City of Pleasant Hill • City of Newark

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Key Personnel	**Key Personnel**	**Key Personnel**	**Key Personnel**
(Section 1-Page 27) • Louie Pellegrini, Implementation & Contract Matters • Doug Button & Don Arata, Equipment Procurement • Kent Kenney & Abigail Loveless, Financial Planning & Accounting Operations • David Calegari, Operations & Driver Training • Deanna Halleck Ventura, Information & Database Systems • Alex Button, Route Development & Customer Service • Brian Jones, Route Supervisor & Facility Compliance • Teresa Montgomery, Public Education, Outreach & Technical Assistance • Jillian Hogan, Facility Design Development & Environmental Compliance • Sandra Suess, Human Resources	(Page 18-23) • Paul Nelson, Division Vice President • Bret Faulkner, District Manager • Virginia Palafox, Operations Manager • Brian Bigham, Division Controller • Cindy Nguyen, District Controller, Accounting Manager • Beverley Dokken, Customer Service Manager • Weslie McConkey, Special Projects Manager (Single Point of Contact) • Kristine Dungo, Outreach Manager	(Section 1.D-Page 4) • Sal San Filippo, General Manager • Joshua Dingman, Controller • To Be Hired, Operations Manager • To Be Hired, Operations Supervisor, Collections and Street Sweeping • To Be Hired, Customer Service/Public Outreach Manager • To Be Hired, Environmental Outreach Coordinators (2)	(Page 14-17) • Evan Boyd, General Manager (Primary Point of Contact) • Rich Lanser, Division Controller • Eugene Suslowicz, Division Manager • Connor Vander Zalm, Assistant Division Controller • Nancy Clement, Operations Manager • Shawn Smith, Maintenance Manager • Jeanne Serpa, Municipal Relationship Manager • Jennifer Redondo, Customer Service Manager • Hosea Saffold, Operations Supervisor • Jennifer Crozier, Recycling Coordinator

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Labor Arrangements	**Labor Arrangements**	**Labor Arrangements**	**Labor Arrangements**
Stated Intent to Hire	**Stated Intent to Hire**	**Stated Intent to Hire**	**Stated Intent to Hire**
Will hire: • Prefer to hire existing drivers (Section 3-Page 5)	• "Shall identify plan for arranging labor if selected" (Page 24)	Will hire: • Will make a good-faith effort to recruit existing drivers and street sweeping operators (Section 1.E-Page1)	• Current provider
Labor Agreement	**Labor Agreement**	**Labor Agreement**	**Labor Agreement**
• Teamsters Local Union 350 • Memorandum of Understanding (Section 1-Page 45)	• Teamsters Local Union 350 • Articles of Agreement with Sanitary Truck Drivers and Helpers, IBT, July 1, 2014–June 30, 2017 (Appendix A) (Page 25)	• Teamsters Local Union 350 • Labor Agreement negotiated prior to commencement • Memorandum of Understanding (Section 1.E-Page1)	• Teamsters Local Union 350 • Collective Bargaining Agreement (Page 18)
Past Performance Record	**Past Performance Record**	**Past Performance Record**	**Past Performance Record**
Litigation and Regulatory Actions	**Litigation and Regulatory Actions**	**Litigation and Regulatory Actions**	**Litigation and Regulatory Actions**
• No litigation or other regulatory actions in the past 10 years (Section 1-Page 46)	• Neither WCI, WCN, any affiliate of either or any of their respective officers or directors has been named as a defendant in any criminal proceeding.(Appendix C)	• No litigation in the past five years • In 2013, intent to file suit was settled out of court; related to self-reporting of storm water discharges (Section 1.F-Page 1)	• Republic Services are routinely involved in claims related to personal injury, employment matters and commercial/contractual disputes. (Page 19) • Details are available if the City of Milpitas so requests.
Payment of Fines, Penalties, Settlements or Damages	**Payment of Fines, Penalties, Settlements or Damages**	**Payment of Fines, Penalties, Settlements or Damages**	**Payment of Fines, Penalties, Settlements or Damages**
• No fines or other monetary damages in excess of $25,000 in one calendar year, in the past 5 years	• WCI has several immaterial workers compensation, labor and employment, personal injury and auto liability claims currently pending against it. (Appendix C)	• No fines in 2012-2015 • Fine paid to OSHA in 2010 for lack of fall protection on roof • Fine paid in 2011 to CARB for vehicles that weren't smog tested	• "Has not experienced any claims against officers of the company, local key personnel, a bid, proposal, or performance bond or the results and failure to receive a bid, proposal, or performance bond, or any contractual defaults or termination in the past five (5) years"

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Single Family Solid Waste	**Single Family Solid Waste**	**Single Family Solid Waste**	**Single Family Solid Waste**
Unlimited Option	**Unlimited Option**	**Unlimited Option**	**Unlimited Option**
Container Sizes and Color: • This was not included in the required Base Proposal section, but was found in referenced section • New 64 & 95 gal carts • Black/brown (70% MSW/30% food scraps) ALTERNATIVE (Section 3-Page 6) • Customer owned containers • Reference to 32 gal in Section 2 Page 50 (past due notices; service container size reduced to 32 gal)	Container Sizes and Color: • New 32, 64 & 96 gal carts • Customer owned cans • No color specified	Container Sizes and Color: • New 35, 65 & 95 gal carts • (1) 65 gal cart (default) provided at no charge • Unlimited customer owned containers may also be set out • Carts equipped with RFID tags read by trucks (Section 2, Page 17) • Black or grey; either color will be consistent (Section 2.A-Page 16-17)	Container Sizes and Color: • New 32, 64 & 96 gal carts • Blue w/blue lid • Customers will continue to have the option to use a personal trash can.
Additional Containers: • Not specified	Additional Containers: • 10% of distributed carts	Additional Containers: • Offered for additional unspecified rental fee	Additional Containers: • Offered for additional fee to be negotiated
Cart Rental: • Not specified	Cart Rental: • Carts for rent or purchase offered. Prefer that cart provision be included in monthly rates; no rent or purchase (Page 40)	Cart Rental: • Provide (1) solid waste cart • No rental fee for (1) cart (Section 2A Page 2)	Cart Rental: • Provide (1) solid waste cart no charge • No rental fee
Overages: • Not specified	Overages: • Not specified	Overages: • Unlimited collection of customer owned containers or bags at no charge (Section 2.A-Page 4)	Overages: • Unlimited curbside collection (Page 33)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Vehicles: • Split-compartment (ALTERNATIVE) automated side loaders	Vehicles: • Automated side loader vehicles and front loader vehicles with Curotto-Can	Vehicles: • Single compartment, fully automated, side loader (Section 2.A-Page 18-19)	Vehicles: • Automated CNG front loader with Curotto-Can (Page 24) • Proposes use of recently acquired CNG vehicles (2012) as alternative
Single Family Recycling	**Single Family Recycling**	**Single Family Recycling**	**Single Family Recycling**
Container Sizes and Color: • New 64 & 95 gal, 60/40 split fibers & containers respectively, carts • Blue (Section 3-Page 6) • Reference to 32 gal in Section 2 Page 50 (past due notices; service container size reduced to 32 gal)	Container Sizes and Color: • New 32, 64 & 96 gal carts • No color specified	Container Sizes and Color: • New 35, 65 & 95 gal carts • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • 65 gal default if customer does not state size (via provided size chart) • Blue (Section 2.A-Page 16)	Container Sizes and Color: • New 64 & 96 gal carts • Blue with grey lid
Additional Containers: • Not specified	Additional Containers: • 10% of distributed carts • Oil jugs • Oil filter bags	Additional Containers: • Offered for additional rental fee to all customers	Additional Containers: • Offered at no charge to encourage diversion

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Overages: • Not specified	Overages: • Not specified	Overages: • Will pick-up bundled cardboard next to recyclables container (Section 2.A, Page 4) • Unlimited collection of customer owned containers or bags at no charge Additional Collection Services: • Used Motor Oil Collection – no additional cost, provided up to 1x/week in customer requested used oil recovery kit (Section 2.A, Pages 4-5) • Used Cooking Oil Collection – no additional cost, provided up to 1x/week in customer requested used oil recovery kit (Section 2.A, Page 5) • Household Battery Collection – no additional cost, in sealed bag on top of recycle cart (Section 2.A, Page 5) • E-Waste Collection – no additional cost if a) fits in recycle cart; or b) if too large or contain lead or mercury and part of four (4) free bulky item collection (Section 2.D, Pages 1-3)	Overages: • Additional recycling and cardboard folded to fit inside the cart will also be collected (Page 33)
Vehicles: • Split-compartment automated side loaders to accommodate split carts	Vehicles: • Automated side loaders (Page 30)	Vehicles: • Single compartment, fully automated, side loader (Section 2.A-Page 18-19)	Vehicles: • Automated CNG front loader with Curotto-Can (Page 24) • Proposes use of recently acquired CNG vehicles (2012) as alternative
Single Family Yard Trimmings	**Single Family Yard Trimmings**	**Single Family Yard Trimmings**	**Single Family Yard Trimmings**
Frequency: • Weekly (Section 2-Page 3)	Frequency: • Weekly (Page 32)	Frequency: • Weekly (Section2.A-Page 5)	Frequency: • Weekly (Page 35)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • New 64 & 95 gal carts (Section 3-Page 6) • Green	Container Sizes and Color: • New 96 gal carts (Page 32) • No color specified	Container Sizes and Color: • New 35, 65 & 95 gal carts • 95 gal default • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • Green (Section 2.A-Page 16-17)	Container Sizes and Color: • New 64 & 96 gal carts (Page 35) • Blue with green lid
Additional Containers: • Not specified	Additional Containers: • 10% of distributed carts	Additional Containers: • Offered for additional rental fee to all customers	Additional Containers: • Additional carts offered at no charge to encourage diversion
Overages: • Not specified	Overages: • Not specified	Overages: • At no extra charge in customer-provided 32 gal carts or bundled adjacent to cart (Section 2.A–Page 5)	Overages: • Customer may set out personal 32 gal as needed labeled with provided "Extra Yard Trimmings" sticker
Holiday Tree Service: • 2 weeks following Christmas	Holiday Tree Service: • 2 weeks following Christmas • Trees must be cut to less than 4 ft. lengths (Page 31)	Holiday Tree Service: • Begins Monday following Christmas for ten days. • If Christmas falls on Monday then begin ten day service the second following Tuesday	Holiday Tree Service: • Will be collected for a TBD specified period following Christmas
Vehicles: • Automated side loaders (Section 3-Page 7)	Vehicles: • Automated side loader	Vehicles: • Single compartment, fully automated, side loader (Section 2.A-Pages 18-19)	Vehicles: • Automated CNG front loader with Curotto-Can (Page 24) • Proposes use of recently acquired CNG vehicles (2012) as alternative
Multi-Family Solid Waste	**Multi-Family Solid Waste**	**Multi-Family Solid Waste**	**Multi-Family Solid Waste**
Frequency: • Weekly, up to 6x/week (Section 2-Page 1)	Frequency: • Weekly, up to 5x/week (Page 33-36)	Frequency: • Weekly, up to 6x/week (Section 2.A-Page 7)	Frequency: • Weekly, up to 6x/week (Page 37)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • New 64 & 95 gal split carts • Black/brown (70% MSW/30% food scraps) ALTERNATIVE (Section 3-Page 6) • New 1, 1.5, 2, 3, 4 & 6 CYD bins • Wet/Dry collection system • Grey (wet) (Section 3-Page 6) • Reference to 32 gal in Section 2 Page 50 (past due notices; service container size reduced to 32 gal)	Container Sizes and Color: • New 32, 64 & 96 carts • New 1-8 CYD bins • No color specified	Container Sizes and Color: • New 35, 65 & 95 gal carts • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • Black or grey, consistent color (Section 2.A-Page 16-17) • New 1-8 CYD bins • 10, 20, 30 and 40 CYD drop boxes or compactors (as requested by customer) (Section 2.A-Page 7)	Container Sizes and Color: • New, providing no less than 96 gal cart capacity per 5 units (approx. 20 gal/resident); 32 & 64 gal carts will be available • Blue with blue lid • New 1-8 CYD bins • Blue • 10 or 40 CYD roll off containers
Overages: • Not specified	Overages: • Not specified	Overages: • Will automatically collect at needed frequency for additional charge (Section 2.A-Page 7)	Overages: • Not specified. Additional yardage collected for a fee based on additional lifts or yardage. Fee to be negotiated.
Vehicles: • Semi-automated/fully automated side loaders and/or front loaders and/or roll off, depending on the type of containers at the premises (Section 3-Page 5) & (Section 2-Page 2)	Vehicles: • Front-end loader compaction	Vehicles: • Single compartment semi-automated side/front/ rear loader • Roll-Off for Drop boxes (Section 2.A – Page 20)	Vehicles: • CNG AFL; fitted with an automated Curotto-Can for carts only • CNG Front-end loaders for bins • CNG Roll off trucks for 10 - 40 CYD containers (Page 24 & 26) • Proposes use of recently acquired CNG vehicles (2012) as alternative (Page 25)
Multi-Family Recycling	**Multi-Family Recycling**	**Multi-Family Recycling**	**Multi-Family Recycling**
Frequency: • Weekly, up to 6x/week (Section 2-Page 3)	Frequency: • Weekly, up to 5x/week (Page 33)	Frequency: • Weekly, up to 6x/week (Section 2.A-Page 8)	Frequency: • Weekly, up to 6x/week (Page 38)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • New 64 & 95 gal, 60/40 split fibers & containers respectively, carts • Blue (Section 3-Page 6) • New 1, 1.5, 2, 3, 4 & 6 CYD bins • Wet/Dry collection system • Blue (dry) (Section 3-Page 6) • Reference to 32 gal in Section 2 Page 50 (past due notices; service container size reduced to 32 gal)	Container Sizes and Color: • New 32, 64 & 96 gal carts • New 1-8 CYD bins (Page 36) • No color specified	Container Sizes and Color: • New carts 35 (mobile homes only), 65 & 95 gal • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • Blue (Section 2.A-Page 16-17) • New 1-8 CYD bins • 10, 20, 30 and 40 CYD drop boxes or compactors	Container Sizes and Color: • New 64 & 96 carts (32 gal carts available for Mobile Homes) • Blue with grey lid • 32 gal available for mobile homes • New 1-8 CYD bins • White
Overages: • Not specified	Overages: • Not specified	Overages: • Will automatically collect at needed frequency for additional charge (Section 2.A-Page 8)	Overages: • Not specified. Collected at no additional fee to encourage diversion.
Vehicles: • Semi-automated/fully automated side loaders and/or front loaders and/or roll off, depending on the type of containers at the premises (Section 3 Page 5) & (Section 2 Page 2)	Vehicles: • Front-end loaders and side loaders (Page 35)	Vehicles: • Single compartment semi-automated side/front/rear loader • Roll-Off for Drop boxes (Section 2.A – Page 20)	Vehicles: • CNG AFL fitted with an automated; Curotto-Can for carts only • CNG Front-end loaders for bins • Proposes use of recently acquired CNG vehicles (2012) as alternative
Multi-Family Yard Trimmings	**Multi-Family Yard Trimmings**	**Multi-Family Yard Trimmings**	**Multi-Family Yard Trimmings**
Frequency: • Weekly, up to 6x/week (Section 2-Page 3)	Frequency: • Weekly, up to 6x/week (Page 33)	Frequency: • Weekly, up to 6x/week (Section 2.A-Page 8)	Frequency: • Weekly, up to 6x/week (Page 38)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • New 64 & 95 gal carts • Green (Section 3-Page 6) • New 1, 1.5, 2, 3, 4 & 6 CYD bins • Wet/Dry collection system • Grey (wet) (Section 3-Page 6)	Container Sizes and Color: • New 96 gal carts (Page 36) • 4 CYD bins • No color specified	Container Sizes and Color: • New 65 & 95 gal carts • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • Green (Section 2.A-Page 17) • New 1-8 CYD bins • 10, 20, 30 and 40 CYD drop boxes or compactors (as requested by customer) (Section 2.A-Page 9)	Container Sizes and Color: • New 64 & 96 gal carts • Blue with green lid (Page 31) • New 1-8 CYD bins • Green
Overages: • Not specified	Overages: • Not specified	Overages: • Will automatically collect at needed frequency for additional charge (Section 2.A-Page 9)	Overages: • Not specified. Collected at no additional fee to encourage diversion.
Holiday Tree Service: • 2 weeks following Christmas	Holiday Tree Service: • 2 weeks following Christmas • Trees must be cut to less than 4 ft. lengths (Page 31)	Holiday Tree Service: • Begins Monday following Christmas for ten days • If Christmas falls on Monday then begin 10 day service the second following Tuesday	Holiday Tree Service: • Will be collected for a TBD specified period following Christmas
Vehicles: • Semi-automated/fully automated side loaders and/or front loaders and/or roll off, depending on the type of containers at the premises (Section 3-Page 5) & (Section 2-Page 2)	Vehicles: • Front-end loader,* MFD truck is split within commercial system (Page 35)	Vehicles: • Single compartment semi-automated rear loader • Roll-Off for Drop boxes (Section 2.A–Page 20)	Vehicles: • CNG AFL fitted with an automated; Curotto-Can for carts only • CNG Front-end loaders for bins • Proposes use of recently acquired CNG vehicles (2012) as alternative (Page 25)
Commercial Solid Waste	**Commercial Solid Waste**	**Commercial Solid Waste**	**Commercial Solid Waste**
Frequency: • Minimum weekly, up to 6x/week (Section 2-Page 3)	Frequency: • Minimum weekly, up to 6x/week (Page 37)	Frequency: • Minimum weekly, up to 6x/week (Section 2.A-Page 10)	Frequency: • Minimum weekly, up to 6x/week (Page 38)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • This was not included in the required Base Proposal section, but was found in referenced section • New 64 & 95 gal carts • Black/brown (70% MSW/30% food scraps) ALTERNATIVE (Section 3-Page 6) • New 1, 1.5, 2, 3, 4 & 6 CYD bins • Wet/Dry collection system • Grey (wet) (Section 3-Page 6)	Container Sizes and Color: • New 32, 64 & 96 gal carts • New 1-8 CYD bins • Color not specified	Container Sizes and Color: • New 35, 65 & 95 gallon carts, (Section 2.A-Page 10 or 12) • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • New 1-8 CYD bins • 10, 20, 30 and 40 CYD drop boxes or compactors (as requested by customer) • Consistent dark neutral color (Section 2.A-Page 17)	Container Sizes and Color: • New 32, 64 & 96 gal carts • Blue with blue lid (Page 31) • New 1-8 CYD bins • Blue (Page 31) • 10 - 40 CYD roll off (available)
Overages: • Not specified	Overages: • Not specified	Overages: • Will automatically collect at needed frequency for additional charge (Section 2.A-Page 10)	Overages: • Not specified. Additional yardage collected for a fee based on additional lifts or yardage. Fee to be negotiated.
Vehicles: • Semi-automated/fully automated side loaders and/or front loaders and/or roll off, depending on the type of containers at the premises (Section 3-Page 5) & (Section 2-Page 2)	Vehicles: • Front load compacting collection vehicles (Page 37)	Vehicles: • Single compartment semi-automated side/rear/ front loader • Roll-Off for Drop boxes (Section 2.A – Page 20)	Vehicles: • CNG AFL fitted with an automated; Curotto-Can for carts only • CNG Front-end loaders for bins • CNG Roll off trucks for 10 - 40 CYD containers (Page 38) • Proposes use of recently acquired CNG vehicles (2012) as alternative
Commercial Recycling	**Commercial Recycling**	**Commercial Recycling**	**Commercial Recycling**
Frequency: • Minimum weekly, up to 6x/week (Section 2-Page 3)	Frequency: • Minimum weekly, up to 6x/week (Page 37)	Frequency: • Minimum weekly, up to 6x/week (Section 2.A-Page 2)	Frequency: • Minimum weekly, up to 6x/week (Page 38)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • New 64 & 95 gal, 60/40 split fibers & containers respectively, carts • Blue (Section 3-Page 6) • New 1, 1.5, 2, 3, 4 & 6 CYD bins • Wet/Dry collection system	Container Sizes and Color: • New 32, 64 & 96 gal carts • New 1-8 CYD bins • Color not specified	Container Sizes and Color: • New 35, 65 & 95 gallon carts • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • New 1-8 CYD bins • 10, 20, 30 and 40 CYD drop boxes or compactors (as requested by customer) • Blue (Section 2.A-Page 17)	Container Sizes and Color: • New 32, 64 & 96 gal carts • Blue with grey lid • New 1-8 CYD bins • White (Page 31) • 10 - 50 CYD roll off (Page 39)
Overages: • Not specified	Overages: • Not specified	Overages: • Will automatically collect at needed frequency for additional charge (Section 2.A-Page 11)	Overages: • Not specified. Collected for no additional fee to encourage diversion.
Vehicles: • Semi-automated/fully automated side loaders and/or front loaders and/or roll off, depending on the type of containers at the premises (Section 3-Page 5) & (Section 2-Page 2)	Vehicles: • Front/side load compacting collection vehicles (Page 37)	Vehicles: • Single compartment semi-automated side/rear/ front loader • Roll-Off for Drop boxes (Section 2.A – Page 20)	Vehicles: • CNG AFL fitted with an automated; Curotto-Can for carts only • CNG Front-end loaders for bins • CNG Roll off trucks for 10 - 50 CYD containers (Page 38) • Proposes use of recently acquired CNG vehicles (2012) as alternative
Commercial Yard Trimmings	**Commercial Yard Trimmings**	**Commercial Yard Trimmings**	**Commercial Yard Trimmings**
Frequency: • Minimum weekly, up to 6x/week (Section 2-Page 3)	Frequency: • Minimum weekly, up to 6x/week (Page 37)	Frequency: • Minimum weekly, up to 6x/week (Section 2.A-13)	Frequency: • Minimum weekly, up to 6x/week (Page 38)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • This was not included in the required Base Proposal section, but was found in referenced section • New 64 & 95 gal carts • Green (Section 3-Page 6) • New 1, 1.5, 2, 3, 4 & 6 CYD bins • Wet/Dry collection system • Grey (wet) (Section 3-Page 6)	Container Sizes and Color: • New 32, 64 & 96 gal carts • New 1-8 CYD bins • Color not specified	Container Sizes and Color: • New 65 & 95 gallon carts • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • Green • New 1-8 cubic yard bins • Green (Section 2.A-17) • 10, 20, 30 and 40 CYD drop boxes or compactors (as requested by customer) • Food scrap bins 1-3 CYD only (Section 2.A-Page 10)	Container Sizes and Color: • New 32, 64 & 96 gal carts • Blue with green lid • New 1-3 CYD bins • Green
Overages: • Not specified	Overages: • Not specified	Overages: • Will automatically collect at needed frequency for additional charge (Section 2.A-Page 11)	Overages: • Not specified. Collected at no additional fee to encourage diversion.
Vehicles: • Semi-automated/fully automated side loaders and/or front loaders and/or roll off, depending on the type of containers at the premises (Section 3-Page 5) & (Section 2-Page 2)	Vehicles: • Front load compacting collection vehicles (Page 37)	Vehicles: • Single compartment semi-automated front/side/rear loader • Roll-off for drop boxes (Section 2.A – Page 20)	Vehicles: • CNG AFL fitted with an automated Curroto-Can for carts only • CNG Front-end loaders for bins • Proposes use of recently acquired CNG vehicles (2012) as alternative
Drop Boxes and Compactors	**Drop Boxes and Compactors**	**Drop Boxes and Compactors**	**Drop Boxes and Compactors**
• Full range of sizes	• Full range of sizes. Proposal includes the purchase of 36 compactors.	• Full range of sizes	• Full range of sizes

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Service Implementation	**Service Implementation**	**Service Implementation**	**Service Implementation**
Jul 17 • Container procurement; containers are staged at our corporation yard and inspected prior to delivery Aug 17 • Container delivery to customers ContainerPros will be hired swap/deliver containers (Section 2-Page 84)	GreenTeam's implementation team will be responsible for ensuring a smooth transition from Republic Services to GreenTeam. Every person on our team will be available to give immediate attention to any issues or concerns expressed by the City. • Dec-Jun 2017 Order equipment and carts • Jan 2017 Full, Detailed Transition Plan Developed for 2017 • Jan – June 2017 Facility Set-up • Jun – Aug 2017 Hire Local Qualified Personnel • Apr – Jun 2017 Public Education, Develop and Deliver "How to" guides to Customers • Apr – May 2017 Customer Database Development • Aug 2017 Employee "off-truck" Training • Jul – Aug 2017 Customer Service Training • Aug 2017 Deliver Bins and Carts, can obtain equipment from other operations if needed • Sept 2017 Commencement of Service	3-4 months prior to commencement • Rehrig distributes carts & bins behind previous hauler removal • 1,000 per day • Outreach pieces attached in bags to new carts • Consolidated distributes drop boxes prior to commencement • GreenWaste to coordinate with previous hauler and customer for drop box removal (2.A-Pages 18 & 19)	Jan-Mar-17 • Order all new containers. Containers staged at NIRRP Jan-Mar-17 • Develop plan and timeline for delivering containers Jul-Aug-17 • Execute container delivery plan and swap out old containers on customers service day (Page 87)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Aug-Oct 16 • Will work with equipment vendors to acquire new hardware & updated software and database • Will also generate geocoding and maps with assistance from vendors and create, test, and refine routes, which can be provided to the City for review	• Implementation team to lead in route planning • First several weeks, supervisors will be alerted to missed pick ups and other issues related to route implementation (Pages 86 & 92)	• No changes to residential city provided routes • Some proposed changes to commercial due to downsizing & increased recycling • 2 week outreach to impacted customers prior to route change commencement • Residential operating hours: 7am-7pm • Commercial operating hours: 7am-7pm (<200 ft.) 4am-7pm (>200 ft.), Except April-Sept 3am-7pm (2.A-Page 24)	Mar-Jun-17 • Use Route Editor, provide City staff with implementation plan Jul-Aug-17 • Customers receive notification of collection day; follow up reminder call the night before Sep 6, 2017 • Implement new organics route and any other route modifications
Residential Vehicles	**Residential Vehicles**	**Residential Vehicles**	**Residential Vehicles**
Vehicle Type: • Automated Side Loaders (Section 3-Page 5)	Vehicle Type: • Automated front end load-compacting collection vehicles with Curotto can • Side-Load Compaction Truck (Pages 29 & 31)	Vehicle Type: • Single Compartment, Fully Automated, Side-loader (Section 2.A – Page 20)	Vehicle Type: • Automated front-end loader (AFL) fitted with a Curotto-Can (Page 24)
Fuel Type: • CNG	Fuel Type: • CNG	Fuel Type: • CNG • Cost-saving option for Bio-Diesel (Section 2.A–Page 19)	Fuel Type: • CNG
Capacity: • Not specified	Capacity: • 40 CYD	Capacity: • 31 yd3	Capacity: • 42 CYD
Crew Size: • 1	Crew Size: • 1	Crew Size: • 1 per vehicle	Crew Size: • 1

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Multi-Family Vehicles	**Multi-Family Vehicles**	**Multi-Family Vehicles**	**Multi-Family Vehicles**
Vehicle Type: • Automated Side/Front Loaders (Section 3-Page 5)	Vehicle Type: • Front-end load compaction (Pages 32 & 34,35)	Vehicle Type: • Single compartment Semi-automated Rear/Front-loader (Section 2.A – Page 20) • Front-load vehicles to be equipped with truck scale system (Section 2.A, Page 18)	Vehicle Type: • Front end loader (FEL) vehicles (Page 24)
Fuel Type: • CNG	Fuel Type: • CNG	Fuel Type: • CNG • Cost-saving option For Bio-Diesel (Section 2.A, Page 19)	Fuel Type: • CNG
Capacity: • Not specified	Capacity: • 40 CYD	Capacity: • 11-28 yd3	Capacity: • 40 CYD
Crew Size: • 1 per vehicle	Crew Size: • 1 per vehicle, one split with commercial	Crew Size: • 1 per vehicle	Crew Size: • 1 per vehicle
Commercial Vehicles	**Commercial Vehicles**	**Commercial Vehicles**	**Commercial Vehicles**
Vehicle Type: • Automated Side/Front Loaders (Section 3-Page 5)	Vehicle Type: • Front-end load compaction (Pages 32 & 38,39)	Vehicle Type: • Single compartment Semi-automated Rear/Front-loader (Section 2.A, Page 20) • Front-load vehicles to be equipped with truck scale system (Section 2.A, Page 18)	Vehicle Type: • (FEL) vehicles will be used to service MFD and commercial
Fuel Type: • CNG	Fuel Type: • CNG	Fuel Type: • CNG • Cost-saving option for Bio-Diesel (Section 2.A, Page 19) • CNG	Fuel Type: • CNG

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Age: • New	Age: • New	Age: • New	Age: • Recently new 2012 as alternative (Page 25)
Capacity: • Not specified	Capacity: • 40 CYD	Capacity: • 11-28 yd3	Capacity: • 40 CYD
Crew Size: • 1 per vehicle	Crew Size: • 1 per vehicle	Crew Size: • 1 per vehicle	Crew Size: • 1 per vehicle
Cost: • Not specified	Cost: • $410,000	Cost: • $333,000	Cost: • $260,000
Manufacturer: • Autocar	Manufacturer: • Whitke	Manufacturer: • Peterbilt	Manufacturer: • Autocar
Recyclable Materials Processing	**Recyclable Materials Processing**	**Recyclable Materials Processing**	**Recyclable Materials Processing**
Processing Site Information: • Alameda County Industries MRF, San Leandro (Base) (Section 2-Page 11) • SMaRT (Alternative)	Processing Site Information: • GreenWaste MRF, San Jose (Page 41)	Processing Site Information: • GreenWaste MRF, San Jose (Section 2.B,Page 2)	Processing Site Information: • Newby Island Resource Recovery Park (NIRRP), Milpitas (Page 41)
Processing Capacity: • ACI Permitted to accept up to 412 tpd • SMaRT Capacity up to 1,500 tpd; Attachment A	Processing Capacity: • Capacity up to 2,000 tpd • Capacity Guarantee	Processing Capacity: • Capacity up to 3,500 tpd • Capacity Guarantee (Section 2.B, Page 3)	Processing Capacity: • Capacity up to 1,600 tpd • Capacity Guarantee

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Organic Materials Processing	**Organic Materials Processing**	**Organic Materials Processing**	**Organic Materials Processing**
Processing Information: • Yard trimmings: SMaRT with pre-processing and transfer off-site for composting (2-12, 3-25, 3-31) • Commercial FW: SMaRT Station - SAFE SOS Operation (3-2, 3-32) • Operator of SMaRT: Bay Counties Waste Services (Section 3-Page 27)	Processing Information: • Residential yard trimmings transferred at Zanker Road Landfill to Z-Best Composting Facility. • Commercial organics transferred at Charles St and composted at Z-Best Composting Facility (Page 47)	Processing Information: • SFD: Zanker Road Resource Management, Ltd. for transfer; composting at Z-Best (Section 2C, Page 2) • Commercial: ZWEDC (Section 2C, Page 2) • (2B-1 to 2B-7, 2C-2)	Processing Information: • Newby Island Organics and Composting Facility (Page 49)
Available Processing Capacity: • 1,500 tpd guaranteed capacity (SMaRT) (Attachment A)	Available Processing Capacity: • Capacity up to 1,500 tpd • Guaranteed Capacity	Available Processing Capacity: • Capacity up to 1,500 tpd (Z-Best) • Z-Best Guaranteed Capacity (Section 2.C, Page 3) • Capacity up to 2,600 tpd (Zanker) • Zanker Guaranteed Capacity (Section 3.E, Page 3) • Capacity up to 500 tpd (ZWEDC) • ZWEDC Guaranteed Capacity (Section 2.C, Page 8)	Available Processing Capacity: • Capacity up to 160,680 tons annually • 508 current average tpd • 67 tpd available capacity (Page 50) • Capacity Guaranteed
Bulky Item Collection	**Bulky Item Collection**	**Bulky Item Collection**	**Bulky Item Collection**
Bulky Collection: • 4 free on-call (additional for fee) bulky item pick up for each SFD utilizing "Bulky Bags" • Customer requests up to 3 bulky item bags for any waste type (CSR instructs how to sort) • Customer may set out 3 additional bulky items, collected the following week during regularly scheduled pick-up. (Section 2-Page 15)	Bulky Collection: • 4 free on-call (additional for fee) bulky items collection events per year • If possible, items will be recycled • Will offer small bins if needed • Customers can request 4 or 6 CYD front-load bins or containers (Page 55)	Bulky Collection: • 4 free on-call bulky items collection events per year for SFD's and smaller MFD's (additional events for a fee) • MFD and Commercial for a City approved Fee • Curbside service within 7 days of customer request at customer's convenience (Section 2.D, Pages 1-3)	Bulky Collection: • 4 free on-call (additional for fee) bulky item clean-ups per year by way of bulky item collection request form for SFD's and MFD's (Page 50) • Free "Bin for a Day" services offered as substitute for bulky clean-up • Option of 1-4 CYD containers available Mon-Fri, with removal within 48 hours (Page 51)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Materials not Accepted: • Not specified, except as "hazardous or unacceptable materials"	Materials not Accepted:	Materials not Accepted: • Waste exceeding 3 cubic yards in volume; • Hazardous waste; • Excluded waste; • Abandoned automobiles; • Large auto parts; and, • Any single item that exceeds seventy-five (75) pounds in weight	Materials not Accepted: • Motor vehicles • Vehicle parts & car batteries • Hot ashes • Animal waste • Hazardous and Infectious Waste (toxic substances, paint & thinners) • Materials over 5 feet in length or over 75 lbs. (unless alternate arrangements are made through customer service)
Collection Methodology: • Flat bed w/grapple & lift (Section 3 Page 8)	Collection Methodology: • Flatbed trucks (Page 31)	Collection Methodology: • Flatbed or other appropriate vehicle	Collection Methodology: • Automated front-end loader (AFL) and Flatbed for recyclables (Page 51)
Processing Location: • Sunnyvale SMaRT Station	Processing Location: • Zanker Road or reuse facility such as Giving Tree	Processing Location: • Zanker Road Materials Processing Facility	Processing Location: • Newby Island Processing Facility

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Public Education and Outreach	**Public Education and Outreach**	**Public Education and Outreach**	**Public Education and Outreach**
Outreach Tactics: • Initial website campaign (Section 2-Page 17-28) • Social media • Press releases • Container labels • Service guides • Special Events • Compost give-away • School functions • Tours • Cart/Door hangers; (1) graphic rich brochure • MFD move in kits • MFD site visits • AB 341 reporting • PSA's & newsletters • Driver data of issues; non collection notices	Outreach Tactics: • Outreach begins far in advance of start-up and continues throughout the contract • Initial direct mailing informing all customers of new program, up to 16,000 (June 2017) (Page 60) • Create "how to" guide, up to 19,500, for residents, multifamily tenants, & commercial customers at service start-up • Once startup is completed, primary focus will be to provide presentations and attend events in Milpitas neighborhoods and schools • Distribute, up to 5,000, "how to" guides to residents, multifamily and commercial managers through community events and presentations • Newsletters up to 17,000 • Bill inserts up to 16,000 • Posters, up to 4,000, for SFD MFD & commercial; ongoing • Non-collection notices, up to 7,000; ongoing • Promotional items, up to 10,000, made from recycled material; ongoing • AB 341 & AB1826 Compliance • Website/Social Media • Event Participation	Outreach Tactics: • Public Outreach Transition Plan • Collateral development in multiple languages and photo oriented • Extensive transitional and ongoing outreach and collateral development • Annual Public Outreach Plan w/City staff • AB 341 and AB 1826 Outreach Activities (Section 2.F, Pages 2-3) • Seasonal outreach messaging through postcards and newsletters • Promotion of the New Food Scraps Collection Program • Website Development, tailored by sector and programs • Community Service Events • Public Outreach Team • Use of Social Media • Facility Tours (Section 2.E-Pages 1-15)	Outreach Tactics: • Initial Mailing (Pages 53) • Service questionnaire • Quarterly Newsletters • Corrective Action Notice • Advertisements and • Web Banners • Existing Website • Social Media • Senior Citizen Recycling • Ambassador • Green Family Spotlight • Community Participation • Public Events

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Community Events: • 4R's education/services offered, SMaRT tours, & classroom presentations • Diversion Coordinator to promote availability of free assistance through website, newsletters, social media, community involvement activities, & other outreach methods (Section 2-Page 37)	Community Events: • Provide recycling & organics presentations to the community • Topics include: • Benefits of traditional & organics recycling, • Other programs (along with reusing & reducing) • How to recycle in places of employment & at home • Where to get more information (Page 59)	Community Events: • Educate & provide support to customers & schools through education, outreach, & technical assistance programs • Offer support to community groups, youth groups, business associations, & non-profit charitable organizations (Section 2.E, Page 14)	Community Events: • "Over the past 30 years, Republic has received countless community recognitions due to unwavering support of various non-profit organizations, schools and other community events."
Staff: • (1) Part-time Public Outreach Manager, & • (1) full-time Diversion Coordinator • Annual budget $50,000 (Section 2-Page 34)	Staff: • 1.5 full-time outreach coordinators (Page 60)	Staff: • (1) Public Outreach Manager • (2) Environmental Outreach Coordinators (Section 2.E.-Page 11)	Staff: • (1) Diversion Coordinator 40 hours per week • (1) Outreach Manager 20 hours per week (Page 54)
School: • Presentation topics such as AB 341 & AB 1826 • Mini-grants for 4R's education • Truck demonstrations (Section 2-Page 20)	School: • Provide recycling and organics presentations to schools • Topics include: • The benefits of recycling & organics recycling • Other program initiatives (along with reusing and reducing) • How to recycle in their places of employment, at home • Where to get more information	School: • Provide coloring book • Distribute kid-friendly recycling posters • Kid's section of SFR newsletter • Activity book • Use of 'Curiosity Quest' video classrooms upon request • Mini-Grants Program (Section 2.E-Page 13)	School: • Diversion Coordinator responds to school/teacher requests for educational materials, resources, and presentations • Educational curriculum & fun format, how-to information • Annual recycling contest among local schools • Educational programs at local schools • Coloring book • Mini-Grant • Truck demonstrations (Page 61)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Technical Assistance	**Technical Assistance**	**Technical Assistance**	**Technical Assistance**
Commercial and Multi-Family: • Technical assistance to all multi-family and commercial accounts (Section 2-Page 37) • Workshops & Presentations • Comprehensive onsite technical assistance with AB 341 & AB 1826 requirements 1x/year/site (Section 2-Page 31) • Website "one stop shop" with all technical assistance & resources available • Coordination with all business owners & MFD managers	Commercial and Multi-Family: • Target commercial & multifamily customers who fall under parameters of AB 341 and AB 1826 (Page 64) • Then focus on outreach & implementation of organics service for those affected by AB 1826 standards • Key outreach benefits: • Increased diversion, • Increased compliance with AB 341 and AB 1826, • Increased "right sizing" of customer's service levels, • Litter reduction, and • Promote positive image of garbage, recycling and organics service in the community	Commercial and Multi-Family: • Conduct audits of existing service containers to assess whether they meet customer needs & diversion requirements; (Section 2.F, Pages 1-5) o Collaborate with appropriate contact person/decision-maker to improve the waste system; o Suggest service changes to maximize waste diversion and fit customers with best service; o Provide posters & stickers that clearly show, describe proper sorting of materials at their source; o Offer extensive training onsite and for janitorial staff; o Monitor any changes to ensure adequate service capacity for any further improvements; and, o Utilize driver feedback to assess program	Commercial and Multi-Family: • "Recycling Welcome Kit" for property managers • Recycling commitment pledge form requiring resident signature • Mailings and "How-to's" • Reusable recycling bag • Recycling Workshops (Page 61) • MFD Recycling Champion: • Post clear signage and educational posters • Oversee shared containers to identify contamination • Present recycling information at resident meetings • Serves as on-site contact & coordinator of education & outreach resources • Mailings, newsletters & press outreach
Customer Service	**Customer Service**	**Customer Service**	**Customer Service**
Local Office: • Administrative Office 1080 Walsh Avenue Santa Clara, CA (Section 2-Pages 43 & 44)	Local Office: • GreenTeam Office: 1333 Oakland Road San Jose, CA (Page 65)	Local Office: • At TBD corporation yard or • GreenWaste Recovery Corporate Headquarters 1500 Berger Drive San Jose, CA (Section 2.G-Pages 1-2, 5)	Local Office: • Call Center: Republic Services 42600 Boyce Road Fremont, CA • Walk-In location: NIRRP (Page 68)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Customer Service Staffing: • (3) CSR's • (1) CSR manager	Customer Service Staffing: • (6) CSR's • (1) CSR manager • (1) CSR supervisor	Customer Service Staffing: • (3) CSRs • (1) CSR manager	Customer Service Staffing: • (16) representatives cross-trained to respond to inquiries from customers from various jurisdictions.
Performance Standards: • Approximately sixty (60) calls per day per CSR. • Staffing levels: 5,500 customers per CSR • Approximately seven and a half (7.5) minutes per call	Performance Standards: • Additional staff, including a billing clerk, available to handle influx of customer calls • Max wait time 5 minute	Performance Standards: • Approximately sixty (60) calls per day per CSR • Allotting approximately seven and a half (7.5) minutes per call	Performance Standards: • Approximately 55 calls per day per CSR • Answer 80 percent of customer calls within an average of 25 seconds. • Have a call abandon rate of three percent or less.
Customer Billing	**Customer Billing**	**Customer Billing**	**Customer Billing**
Billing Data Approach: • AMCS software • Integrate Republic data with City data to complete customer database • Send out service level notice to elicit customer requests for changes (Section 2-Pages 47-49)	Billing Data Approach: • Route Manager software • Will coordinate with City to ensure accuracy of billing data (Page 76) Any changes are sent to City for approval • Real time between CSR Trucks & dispatch via the on-board tablet allows for periodic vetting • Web based system • Real time access to billing system and CSR call logs (Page 79)	Billing Data Approach: • PC Scale Tower • Commercial and roll-off customer billing information will be provided by Republic Services, the current hauler, and that residential customer billing information will be provided by the City • Scrub and import data into e-Tower from Republic by August 2017 (Section 2.H – Page 1)	Billing Data Approach: • Metavante system • Customer rates are entered into InfoPro by billing staff, CSRs and diversion coordinators

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Procedural Strategy: • Bill in waves; staggered billing statements to smooth call influx • Affiliate ACI's facility in San Leandro handles billing using AMCS software • Pay by phone & online, also in person or by mail • Call system available 7am-6pm with • Multilingual support • Staggered staff shifts and • Call log database for procedural review (Section 2-Page 45)	Procedural Strategy: • Billing system informs customer of service change via alerts • Pay by website, phone (24/7), mail, or in-person, • Invoices reviewed by district controller and CSR manager • Billing company uses OCR scan to verify delivery allowing for automated payment processing • Billing statements offer paying by CC, changing their mailing address, & preaddressed return envelope (Page 76)	Procedural Strategy: • Commercial and centrally invoiced multi-family dwellings billed monthly in arrears (Section 2.H-Pages1-4) • Residential quarterly in advance billing • Electronic invoicing option available • Mobile home parks offered per-unit billing • Pay by phone, online, mail or in-person • Influx addressed through flowing call system (all departments on hand, not just billing)	Procedural Strategy: • Each month all data files are transmitted via InfoPro to Metavante • Pay in-person, online, by mail, CC by phone, My Resources mobile app (Page 72) • Each month, reports are viewed by the billing staff to review stop service accounts as well as reports that show start service. All Starts/stops reviewed before changes are initiated
Multi-Family and Commercial Recycling and Organics Plan	**Multi-Family and Commercial Recycling and Organics Plan**	**Multi-Family and Commercial Recycling and Organics Plan**	**Multi-Family and Commercial Recycling and Organics Plan**
AB 341 & AB 1826 Monitoring: • Systematically target these materials through enhanced outreach programs, effective curbside collection and processing options proposed in Hybrid-Alternative Proposal (Section 2-Page 59)	AB 341 & AB 1826 Monitoring: • Each customer addressed to determine if included under the scope of AB341 & AB1826 Outreach includes: • Newsletters • Site visits • Website • Direct mailings • Billing messages (Page 70)	AB 341 & AB 1826 Monitoring: • Dedicated team: Environmental Outreach Coordinator & Outreach Program Manager Outreach • By way of posters, starter-kits, fliers distributed to approx. 145 target customers with solid waste in excess of 4 CYD for organics program and all customers will be targeted for recycling program expansion (Section 2.F, Page 5)	AB 341 & AB 1826 Monitoring: • As current hauler, MFD in Milpitas is currently in compliance with AB 341 • Nearly 100% of commercial customers are in compliance • Proactively offer yard trimmings collection to all locations • 20-30 site visits per month (Page 74 & 75)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Estimated Volume by Customer Class: Commercial Recycling • Weekly CYD (not specified) • Annual Tonnage 4,907 Organics • Weekly CYD (not specified) • Annual Tonnage 2,862 (increasing to 8,094 in 2017) *(MFD weekly CYD, annual tonnage, not specified; may be in referenced Attachment D)	Estimated Volume by Customer Class: Commercial Recyclables • Weekly CYD 3,076 • Annual Tonnage 4,558 Yard Trimmings • Weekly CYD 100 • Annual Tonnage 416 Organics • Weekly CYD 202 • Annual Tonnage 1,103 MFD Recycling • Weekly CYD 3,076 • Annual Tonnage 4,558 Yard Trimmings • Weekly CYD 100 • Annual Tonnage 416 Organics • Weekly CYD 202 • Annual Tonnage 1,103	Estimated Volume by Customer Class: Commercial Yard Trimmings • Weekly CYD • Annual Tonnage 300 Organics • Weekly CYD • Annual Tonnage 2,050 All sectors Recycling • Weekly CYD 2,900 (base and alternative together) • Annual Tonnage 18,718	Estimated Volume by Customer Class: Commercial Recycling • Weekly CYD 8,919 • Annual Tonnage: 1,739 • Participation: 100% Organics • Weekly CYD: 190 • Annual Tonnage 1,040 • Participation: 19 (businesses) 100% MFD Recycling • Weekly CYD: 1,500 • Annual Tonnage: 5,334 • Participation: 100% Organics • Weekly CYD 80 • Annual Tonnage: 742 • Participation: 15 (properties) 100%
Subcontractors	**Subcontractors**	**Subcontractors**	**Subcontractors**
• Recyclables processing: Alameda County Industries (ACI) (single stream) (Section 2-Page 63)	• Food waste processing: GreenWaste Recovery (Page 71) • Composting: Z-Best • Transfer of yard trimmings: Zanker Road Landfill • C&D & bulky Item: Zanker Materials • Street sweeping: subcontractor for high demand period	• Transport of organics: O&S Trucking, MG Trucking, Keith & Day Trucking (Zanker to Z-Best) (Section 1.A – Page 2)	• Street sweeping: Enviro-Commercial Sweeping (Page 78)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Corporation Yard and Maintenance Facilities	**Corporation Yard and Maintenance Facilities**	**Corporation Yard and Maintenance Facilities**	**Corporation Yard and Maintenance Facilities**
Proposed Facilities: • Specialty Solid Waste and Recycling (SSWR) in Santa Clara • Truck parking, fast CNG fueling and adequate storage for operations All other Milpitas operations: • Maintenance, dispatch, administrative, payroll, & customer service at Garden City's current facility in Santa Clara (Section 2-Page 75)	Proposed Facilities: Location: • 1333 Oakland Road San Jose, CA 95112 Will house: • Vehicle parking • Personnel staging • CNG fueling • Management & administrative operations • Customer service • Dispatch • Maintenance facilities for collection services (Page 83)	Proposed Facilities: • Property within or close proximity to city limits for operations yard, maintenance facility, and administrative office TBD • Contingency plan is GreenWaste & affiliate locations in the City of San José (Section 2.L, Page 2) • Work with Trillium CNG to design & construct a Time-fill CNG fueling station at local corporation yard site (Section 2.L-Page 1)	Proposed Facilities: Staging, Maintenance & Administration • Newby Island Resource Recovery Park 1601 Dixon Landing Road Milpitas, CA Will house: • Management • Administrative • Operations • Equipment • Fueling • Outreach • Technical assistance • Billing (Page 84)
Facility Upgrade/Acquisition: • Upgrade equipment at SSWR • Employee facilities, • Additional parking, • Expand current fueling station	Facility Upgrade/Acquisition: • Facility to be procured for container storage and may be located in Milpitas	Facility Upgrade/Acquisition: • CNG fueling station; site TBD • Contingency plan of using existing facilities – no need for upgrades	Facility Upgrade/Acquisition: • None planned

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Street Sweeping	**Street Sweeping**	**Street Sweeping**	**Street Sweeping**
Frequency, Operating Days, Routes: • 2x/month in all residential areas • 4x/month in commercial and industrial areas • Provided through affiliate PSSI (Peninsula Sanitary Service, Inc.) (Section 2-Page 79)	Frequency, Operating Days, Routes: • Coordinate with the City to determine routes & schedules • Performed by GT pursuant to contract, except during increased frequency, when GT will subcontract (TBD) (Page 85)	Frequency, Operating Days, Routes: • 2x/month, weekly in Nov & Dec; residential areas 8am-5pm • 4x/month; commercial & industrial: 12am-8am • No proposed changes to City routes • Unscheduled service offered 2x/month no charge, additional unscheduled service for fee • (2) vehicles, (3) in Nov & Dec • Performed by GW (Section 2.M–Page 1-2)	Frequency, Operating Days, Routes: • Residential every other week • Commercial weekly • Area of Milpitas split into 10 residential areas sectioned A-J • Weekly fall leaf collection • Subcontracted to Enviro-Commercial Sweeping during winter months and when needed (Page 78)
Staffing and Reporting: • Current staffing	Staffing and Reporting: • Not specified	Staffing and Reporting: • (1) driver per sweeper • Operations Supervisor (TBD) as point of contact (Section 1.D – Page 4) • Daily reporting of curb miles, cubic yards, and tonnage of material & route impediments	Staffing and Reporting: • Enviro-Commercial Sweeping: Mike Delucci 408-920-0274 San Jose, CA (Page 78) • Republic: Nancy Clement 408-586-2241 NIRRP
Alternative Service Single-Family Solid Waste Cart-Only System	**Alternative Service Single-Family Solid Waste Cart-Only System**	**Alternative Service Single-Family Solid Waste Cart-Only System**	**Alternative Service Single-Family Solid Waste Cart-Only System**
Frequency: • Weekly	Frequency: • Weekly (Pages 29-32)	Frequency: • Weekly	Frequency: • Weekly (Page 29)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Container Sizes and Color: • New 64 & 95 gal carts • Solid waste (black/brown-solid waste/food scraps split (70/30) cart) • Recyclables (blue-fibers/containers split (60/40) cart) • Organics (green) (Section 3-Page 6)	Container Sizes and Color: • New 32, 64 & 96 gal carts for solid waste • New 96 gal carts for recyclable materials • New 96 gal carts for organic materials (Page 96)	Container Sizes and Color: • New 35, 65, & 95-gal black or grey carts (65 gal default if customer does not state size) • Carts equipped with RFID tags read by trucks (Section 2.A, Page 17) • Solid Waste (black or grey) (Section 3.A, Page 2 and Section 2.A, Pages 16-17) • Recyclable (blue) and organics (green) (Section 2.A, Pages 16-17)	Container Sizes and Color: • New 32, 64 & 96 gal carts for solid waste (blue body/blue lid) • New 64 & 96 gal carts for recyclable materials (blue body/grey lid) • New 96 gal carts for organic materials (blue body/green lid). Option to set out 32 gallon customer cans (Page 93)
Additional Containers: • Not specified	Additional Containers: • Not specified	Additional Containers: • Available for additional fee (Section 3.A, Page 1)	Additional Containers: • Available for additional fee to be negotiated (Page 93)
Overages: • Not specified	Overages: • Not specified	Overages: • Overage stickers for purchase at a City-approved rate (Section 3.A, Page 1)	Overages: • Additional bags will be picked up manually (Page 93)
Processing: • All materials processed at SMaRT Station (Section 3, Page 9)	Processing: • Not applicable	Processing: • Not applicable	Processing: • Not applicable
Vehicles: • Automated side loaders	Vehicles: • Automated side loader vehicles (Page 95)	Vehicles: • Single-compartment fully-automated side-loader (Section 3.A, Page 1)	Vehicles: • Automated CNG front loader with Curotto-Can (Page 93) • Proposes use of recently acquired CNG vehicles (2012) (Page 25)
Alternative Service Single-Family Food Scraps with Yard Trimmings	**Alternative Service Single-Family Food Scraps with Yard Trimmings**	**Alternative Service Single-Family Food Scraps with Yard Trimmings**	**Alternative Service Single-Family Food Scraps with Yard Trimmings**
Frequency: • Weekly	Frequency: • Weekly (Page 33)	Frequency: • Weekly (Section 3.B Page 1)	Frequency: • Weekly (Page 37)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Containers and Collection: • Kitchen pails provided for food scraps (2 gallon) • New 64 & 95 gal carts • Food scraps collected in yard trimmings cart, prefer collecting food scraps separately in split cart (Section 3-Page 11-12)	Containers and Collection: • Kitchen pails provided for food scraps upon customer request • 96 gallon carts • Food scraps collected in yard trimmings cart (Page 101)	Containers and Collection: • Kitchen pails provided for food scraps • New 95-gal carts and will collect unlimited additional 32 gal customer carts with GWR labels placed on them • Food scraps collected in yard trimmings cart (Section 3.B page 1-3)	Containers and Collection: • Kitchen pails provided for food scraps • New 32, 64 & 96 gal carts blue with green lid • Food scraps collected in yard trimmings cart (Page 94-95)
Processing and Vehicle: • All material processed at the SMaRT Station (Section 3, Page 1) • Automated side loader vehicles	Processing and Vehicle: • Transferred through GreenWaste MRF for preprocessing then to Z-Best Composting Facility (Page 102) • Automated side loader vehicles	Processing and Vehicle: • Transferred through GreenWaste MRF for pre-processing and then to Z-Best Composting Facility • Automated side-loader vehicles	Processing and Vehicle: • Newby Island Composting Facility (94) • Automated CNG front loader with Curotto-can (Page 24)
Alternative Service Multi-Family Yard Trimmings Collection AB 1826 – Post 2017 Requirements	**Alternative Service Multi-Family Yard Trimmings Collection AB 1826 – Post 2017 Requirements**	**Alternative Service Multi-Family Yard Trimmings Collection AB 1826 – Post 2017 Requirements**	**Alternative Service Multi-Family Yard Trimmings Collection AB 1826 – Post 2017 Requirements**
Frequency: • Weekly; up to 6x/week (Section 2-Page 3)	Frequency: • Weekly; up to 6x/week (Page 34)	Frequency: • Weekly; up to 6x/week (Section 2.A-Page 8)	Frequency: • Weekly; up to 6x/week (Page 37)
Containers and Collection: • 64 & 95 gal carts, 1 to 8 CYD bins (Section 3-Page 15) • Yard Trimmings cart/bin (Section 3, Page 6)	Containers and Collection: • Same as base proposal; New 96 gal carts and 1-8 CY bins (page 36)	Containers and Collection: • Same as base proposal. • GreenWaste will process all solid waste in bins as part of its base proposal (Section 2.A Page 7) • Customers electing for separate yard trimmings collection will be provided green carts/bins (Section 3.C, Page 1)	Containers and Collection: • Same as base proposal (Page 96); • New 64 & 96 gal carts (blue with green lid) (Page 38) • New 1-8 CYD mixed waste blue bins will contain solid waste and yard trimmings/ food scraps (Page 98)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Processing and Vehicle: • All materials processed at the SMaRT Station and collected utilizing automated collection vehicles	Processing and Vehicle: • Transferred at GreenWaste MRF and processed at Z-Best Composting (Page 47) • Fully automated front loader vehicles (page 34)	Processing and Vehicle: • Transferred at Zanker Road and composted at Z-Best Composting Facility • Single-compartment, automated side-loader vehicles; rear and front loader vehicles; roll-off vehicles	Processing and Vehicle: • Processing at Newby Island Recyclery (Page 96, 97)
AB 341/AB 1826 2019/20 Support: • Introductory announcement & site visits to property managers • Service guide explaining available services and how to sort materials • Program posters and videos to encourage participation and proper sorting • Will provide customers a phone number and email address for questions • Presentations & workshops • Will provide outreach materials on website (Page 15-16)	AB 341/AB 1826 2019/20 Support: • Will provide education to all MF customers (no specifics) • Will notify customers who fall within boundaries of AB 1826 of the requirements (no specifics) (Page 104)	AB 341/AB 1826 2019/20 Support: • Starter kit to inform customers and property managers about program • Presentation posters in highly trafficked areas • Quarterly newsletters • Semi-annual AB 341 and/or AB 1826 non-compliance notices with steps for compliance (Section 2.F – Page 2)	AB 341/AB 1826 2019/20 Support: • Offer program to all MFD (including those not required) • Will host group meetings onsite or at community centers (frequency not specified) • Direct mail, door hangers and posters to all property managers (Page 99)
Alternative Service Commercial Yard Trimmings and Food Scraps Collection as Mandated by AB 1826 – Post 2017 Requirements	**Alternative Service Commercial Yard Trimmings and Food Scraps Collection as Mandated by AB 1826 – Post 2017 Requirements**	**Alternative Service Commercial Yard Trimmings and Food Scraps Collection as Mandated by AB 1826 – Post 2017 Requirements**	**Alternative Service Commercial Yard Trimmings and Food Scraps Collection as Mandated by AB 1826 – Post 2017 Requirements**
Frequency: • Multiple collection days (no specifics) (Section 3-Page 17)	Frequency: • Weekly; up to 6x/week (Page 33)	Frequency: • Weekly; up to 6x/week (Section 2.A-Page 11-12)	Frequency: • Weekly; up to 6x/week (Page 37)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Containers and Collection: • 64 & 96 gal carts; 1-8 CY bins • Wet/dry containers • Various drop boxes and compactors will be available upon request • Has success with comingled food scraps, yard trimmings and food soiled paper. (Section 3, Page 17)	Containers and Collection: • 32, 64, 96 gal carts • 1-8 CY bins • Color not specified	Containers and Collection: • 65 & 95 gal; 1-8 CY bins for commingled organics or yard trimmings only; 1-3 CY bins for food scraps only • Drop boxes or compactors will be available upon request • Commercial yard trimmings and food scraps comingled in same container or collected separately, depending on customer's generation	Containers and Collection: • 32, 64 & 96 gal carts; 1-3 CY bins; 10-40 CY compactors for organics (Page 101 refers to Page 39) • 64 & 96 gal carts; 1-3 CY bins for food waste and compostable paper (Page 101)
Processing and Vehicle: • All materials will be processed at the SMaRT Station • Automated front-loaders and some side loaders depending on containers (Page 17)	Processing and Vehicle: • Transferred to and preprocessed at GreenWaste MRF and processed at Z-Best Composting (Page 47) • Fully automated front loader vehicles (page 34)	Processing and Vehicle: • Taken to ZWED for anaerobic digestion and composting • Single-compartment fully-automated side-loader, rear- or front-loader, & roll-off vehicles, depending on service location and type of container (Section 2A-Page 12)	Processing and Vehicle: • Food scraps and compostable paper will be sent to Newby for Composting (Page 101) • Carts will be serviced with automated front loader fitted with Curotto-Can; Bins will be served with front end loaders with 42-CY capacity; Compactor customers will be served with 3-axle roll-off trucks (Page 101 refers to page 38)
Participation Rates: • 58 businesses by 2017 • 50% participation of commercial customers • No average setout or annual tonnage provided (Section 3 – Page 19 refers to Section 2 – Pages 53-60)	Participation Rates: • 224 businesses • 55% participation of commercial customer • 139 pounds average setout • 4,019 estimated annual tonnage (Page 105)	Participation Rates: • 145 customers will be targeted for organics collection implementation • 2,520 estimated annual tonnage (520 yard trimmings and 2,000 food scraps) • 200 pounds average setout (Section 3.D – Page 1 refers to Section 2F – Page 6)	Participation Rates: • 408 businesses • 50% participation of commercial customers • 281 pounds average setout • 3,264 estimated annual tonnage (Page 103)

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
AB 341/AB 1826 2019/20 Support: • Introductory announcement & site visit • Service guide • Program posters and videos • Food scraps hotline • Presentations & workshops • Will mail information to every commercial customer • Anticipates visiting each business prior to commencement • Will recognize businesses that participate (Section 3 Page 18)	AB 341/AB 1826 2019/20 Support: • Not specified	AB 341/AB 1826 2019/20 Support: • Starter kit for food scraps collection program • Conduct initial site visits to all schools, institutions, restaurants, bakeries, grocery stores, etc. to customize the program to needs • Food scraps posters in high visible area • Not more than quarterly, newsletters or bill inserts informing customers about the food scrap collection program • Provide employee training to businesses, annually upon request • At least semi-annually, notices to customers that are not compliant with the requirements of AB 341 and/or AB 1826, which identify why not compliant and what actions to take to be compliant	AB 341/AB 1826 2019/20 Support: • Republic will target all commercial customers for organics by 2020 despite the potential State contingency re: efficiency • Proposes to add one full route dedicated to organics • Will identify high food-waste generating customers and will target them in phases to maximize business participation • Will perform documented site visits to each targeted business identifying locations for food scrap container placement • Will attempt to schedule a follow-up training session • Will perform weekly site visits for first month of implementation • Will provide feedback on contamination to business manager including pictures (Page 100-102)
Alternative Service Exclusive Temporary Debris Box Service	**Alternative Service Exclusive Temporary Debris Box Service**	**Alternative Service Exclusive Temporary Debris Box Service**	**Alternative Service Exclusive Temporary Debris Box Service**
Containers and Materials: • 5 CY "Mini Box", 7, 14, 20, 30 & 40 CY containers (Section 3 – Page 21 refers to Section 3 – Page 6)	Containers and Materials: • 8-40 CY (solid waste); 20 CY (recyclables); 10 CY (organics); 10-40 CY Compactors (Page 106 refers to Page 39)	Containers and Materials: • 10, 20, 30, & 40 CY containers (Section 3.E – Page 3)	Containers and Materials: • 10-40 CY; 50 CY for recyclables

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Processing: • SMaRT Station "High diversion floor sort" for C&D materials with proposed 50% C&D diversion • Processing of other materials will be done in the SMaRT Station's MSW and recyclables lines (Page 22)	Processing: Zanker Road Landfill • Demolition debris recycling • Asphalt shingle processing • Concrete recycling • Wood waste/brush recycling Zanker MRF • Sheetrock processing area • Soils processing area • Mixed construction wastes recycling GreenWaste MRF • Solid waste will be transferred with no pre-processing (Page 106 refers to Page 55-56)	Processing: Zanker Road Landfill • Demolition debris recycling • Asphalt shingle processing • Concrete recycling • Wood waste/brush recycling Zanker MRF • Sheetrock processing area • Soils processing area • Mixed construction wastes recycling Monterey Peninsula Landfill: • Residue disposal	Processing: • Materials will be processed at Newby Island RRP

Garden City Sanitation	GreenTeam	GreenWaste Recovery	Republic Services
Additional Alternative Services Proposed	**Additional Alternative Services Proposed**	**Additional Alternative Services Proposed**	**Additional Alternative Services Proposed**
• Hybrid-Alternative proposal using split carts for paper/containers and for Food waste/garbage and Wet/Dry bin system • SMaRT Station processing	• No other service enhancements or innovations proposed	• Multi-family solid waste bin processing, estimated at 5,630 tons of solid waste with ~70% recovery rate - included in base proposal (Section 2.A, Page 7) • "Dump Days" alternative available at Zanker Road Facility • Optional biodiesel fleet as cost-saving option	• Continuation of "Household Dump Days" at Newby Island • All new carts at commencement and all new metal containers over 5 years • Neighborhood watch program • Gravity locked containers to prevent scavenging • Annual community-wide re-use event • Multi-cultural and faith based outreach • Annual recycling contest for local elementary schools with winning school having an expense-paid recycling fair • Milpitas high school summer internship program • High schools dumpster art contest • EcoDiversion calculator • Annual pledge to preserve campaign where residents vote to determine $5,000 donation for charity of their choice <u>Additional Considerations Proposed:</u> • Deferment/rollback of portion or all of the January 1, 2016 rate increase • Provision for a per ton royalty payment on tons disposed at Newby Island LF • Continuation of Household Dump Days • Input on pending modifications at the facility