



REPUBLIC
SERVICES



Request for Proposals for Solid Waste, Recyclables
and Organics Collection, Processing and Disposal Services
Prepared for the City of Milpitas, October 27, 2015

REQUEST FOR PROPOSALS

for

Solid Waste, Recyclables and Organics Collection, Processing and Disposal Services

Prepared for:



The City of Milpitas

October 27, 2015



October 27, 2015

Mary Lavelle, City Clerk
City of Milpitas
City Hall
455 East Calaveras Boulevard
Milpitas, CA 95035

Subject: Request for Proposals for Solid Waste, Recyclables and Organics Collection, Processing and Disposal Services

Dear Ms. Lavelle:

Allied Waste Services of North America, LLC dba Republic Services of Santa Clara County, a wholly-owned subsidiary of Republic Services, Inc., is pleased to respond to the City of Milpitas Request for Proposals (RFP) for Solid Waste, Recyclables and Organics Collection, Processing and Disposal Services. *With submittal of this Collection Proposal, Republic Services of Santa Clara County acknowledges and accepts all terms and conditions of the RFP, except for any exceptions taken in Section 5 of our proposal.*

We have received, thoroughly reviewed and considered the City of Milpitas' RFP and all attachments and exhibits. These addenda were downloaded by and fully reviewed by Republic Services of Santa Clara County:

- Addendum 1, dated August 13, 2015
- Addendum 2, dated September 21, 2015
- Addendum 3, dated September 29, 2015

Republic Services (Republic) has successfully provided reliable collection and processing services in the Milpitas service area for nearly 30 years. The drivers who provide service to Milpitas are recognized, trusted and respected within the community. Without a doubt, Republic offers a more secure and viable option in comparison to other competing companies who may face a variety of transition related issues and less experience with large municipal clients such as the City of Milpitas. With ever-changing environmental requirements and regulations, our goal is to continue to be open-minded and accessible to the City. We remain committed to making sure we effectively work toward providing superior service at fair and reasonable rates.

Republic Services proudly owns and operates the Newby Island Resource Recovery Park (NIRRP), the only expanded recycling facility capable of processing, renewing or re-using 100 percent of material onsite. Our proposed collection options require all materials to be processed through the NIRRP recycling and organics facilities. Other waste companies are required to transfer composting and/or residual waste to remote or out of county locations, dramatically impacting the environment. By partnering with Republic and NIRRP, the City of Milpitas will greatly minimize carbon footprint while achieving maximum diversion of material. Additionally, recent capital improvement projects and investments in our infrastructure allow Republic to offer Milpitas the most unique and innovative diversion programs in the waste industry.

Republic focuses on providing convenient, compliant and successful closed-loop diversion systems beginning with curbside collection through reuse and re-creation. These services and systems maximize diversion and minimize hassle. Our service offerings will provide Milpitas with the most comprehensive and cost effective programs in the industry, as recently validated by the City of San Jose, the City of Daly City and the Central Contra Costa Solid Waste Authority. Republic has provided the City with an attractive and highly-competitive collection proposal including enhanced recycling and organics programs supported by comprehensive technical outreach.

The applicant responding to this proposal is Allied Waste Services of North America, LLC dba Republic Services of Santa Clara for collection services. During this process, please use the following information for communications with our key contact person:

Evan Boyd, General Manager

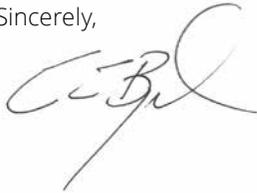
Phone: 408-586-2281

Eboyd@republicservices.com

The combination of decades of experience serving Milpitas and our post-collection assets in conjunction with our national presence will provide the City of Milpitas with the resources necessary to get the job done. Republic looks forward to continuing our partnership with Milpitas and will leverage our proven diversion systems to meet the City's future needs.

Thank you for your consideration. We welcome the opportunity to meet with you to further discuss our proposal.

Sincerely,

A handwritten signature in black ink, appearing to read 'E. Boyd', written in a cursive style.

Evan Boyd

General Manager

Newby Island Resource Recovery Park

Executive Summary

Republic's response to the Request for Proposals from the City of Milpitas includes detailed and thorough research, analysis and explanations of various strategies and approaches.

As waste and recyclable material managers, our proposal offers an innovative, high value and cost-effective approach to achieving Milpitas' long-term waste collection and recycling needs. As a fully integrated solid waste management and recycling services company with 30 years of experience serving the City, our local personnel possess the capability to immediately implement all of the services we have proposed. The following is a brief summary of Republic's proposal.

Who We Are

At Republic Services, we are passionate about what we do because we are passionate about you – our customer. Every day, we strive to make your world and our planet better. We are committed to providing reliable and responsible collection and recycling services to you because we know our efforts have a direct impact on your homes, your communities, and your businesses.

As we serve residential, municipal, commercial, and industrial customers nationwide, we are dedicated to bringing you dependable solutions for your recycling and waste challenges. We are committed to on-time service for your needs while bringing positive changes to the environment in ways such as expanding our recycling offerings, responsibly handling your waste, and adding low-emissions vehicles to our fleet. We make it our priority to find new and innovative ways to best serve our customers, minimize environmental impact and make our planet better.

Our Philosophy

At Republic Services, we're guided by five essential core values – to be Respectful, Responsible, Reliable, Resourceful, and Relentless in all we do, every day. Our highly passionate, professional team is reminded of these principles every time they see the five R's joined together to form the Republic Services Star. It's what makes us who we are, reminding us to keep our customers at the heart of it all.

Our Operations

Republic Services, Inc. was incorporated in 1996 with a "can do" spirit, driving its dramatic growth and acquisitions through the years, welcoming other organizations that share its values and fiduciary discipline. Today, Republic Services, Inc. is the second largest provider of services in the domestic non-hazardous solid waste industry, as measured by revenue as well as a Fortune 500 company, publicly traded on the New York Stock Exchange (NYSE: RSG).

As part of Republic's standard practice, we will incorporate the following core values and principles into our business practices, policies and programs to serve the residents and businesses in Milpitas:

- Effective regulatory compliance, pollution prevention, continuous improvement and transparency in environmental performance
- Active participation in local and regional sustainability partnerships and strong encouragement of sustainable practices in the waste industry and the region
- Detailed, comprehensive and continual customer education/public outreach that maximize the ability of our firm to divert materials from the waste stream
- Continued analysis and improvement in our operating costs and impacts of our facilities, operations and services to determine economic sustainability



***R*espectful**
***R*esponsible**
***R*eliable**
***R*esourceful**
***R*elentless**

- Establish a work environment that maximizes our employee assets and stimulates an atmosphere of innovation, productivity, pride and personal commitment to sustainability
- Exercise leadership in sustainability initiatives that strengthen the social well-being and community relationships with the customers we serve

Qualifications

Our Northern California operations currently provide high-quality solid waste, recycling, transfer and disposal services to approximately 550,000 residential and commercial customers in Alameda, Contra Costa, Santa Clara, San Mateo and Solano counties. Republic Services was named among America's 100 Most Trustworthy Companies by Forbes magazine, the only waste management company on that list.

More specific to Milpitas, our local operations have been providing high quality collection and post-collection services to the city for 30 years. We have an intimate knowledge of the service area and understand the required contractual arrangements. Our track record of continuous improvement has resulted in an incredibly stable cost structure which in turn has limited, or eliminated in many cases, annual rate increases that have been requested by others over the past several years.

The City's transition risk with our firm will be essentially non-existent and their comfort level in dealing with an entity that will honor their commitments as we have will be very high. Our knowledge of the service area and the fact that we currently manage all customer interaction should provide a high level of confidence to Milpitas that we understand the makeup of the existing service levels and will not require any insurance on what revenues will be at the start of the contract.

Selecting Republic provides the best combination of a locally based company, staffed by tenured local management who are empowered to make decisions regarding the services provided to Milpitas and our customers. Additionally, our employees live in the community and understand the community's needs. This coupled with the financial strength and vast resources of a national company provide Milpitas with a strong foundation for the performance of the required services.

Under the leadership of General Manager, Evan Boyd, Area President, Mike Caprio and a highly experienced team of professionals, Republic has the proven ability to achieve outstanding customer satisfaction using innovative approaches and sustainable technologies that benefit the communities we serve.



Services

The following is a summary of the services that we have proposed for the various required proposals (Base and Alternative).

CATEGORIES/ SERVICES	BASE PROPOSAL	ALTERNATIVE PROPOSAL
Trucks	Less than 5 years old	Less than 5 years old
Fuel	CNG	CNG
Containers	New	New residential, phase-in commercial
Recyclable Materials	Current services; direct haul to Newby Island Recyclery	Resi, comm and MFD - direct haul to Newby Island Recyclery
Yard Waste	Resi - direct haul to Newby Island Composting Facility; Commercial and MFD organics direct haul to Newby Island Composting Facility	Resi co-mingled YW/FW – direct haul to Newby Island Composting Facility; Comm/MFD organics program – direct haul to Newby Island Composting Facility; mixed waste processing for MFDs – direct haul to Newby Island Recyclery
Food Waste	Current services; no resi FW collection; Comm for specific accounts – direct haul to Newby Island Composting facility	Resi co-mingled YW/FW – direct haul to Newby Island Composting Facility; Comm/MFD organics program – direct haul to Newby Island Composting facility; mixed waste processing for MFDs – direct haul to Newby Island Recyclery
Other	Expanded public education and outreach; Eco-Diversion Calculator; Specific diversion goals and requirements; On-call bulky item collection for Resi, Comm and MFD, resi battery collection, resi used cooking oil collection, mail-in sharps program	Temporary debris box service; Household Dump Day; Bin for a Day program

As is evident from the table above, Republic has offered service packages that are comprehensive, diverse and innovative in their scope. This proposal focuses on the provision of all services in a safe, environmentally responsible, high value and cost effective way. With the expertise and experience our company possesses, customers will be assured of receiving high levels of courteous, efficient and timely service.

Republic has implemented service packages very similar to the ones outlined above in communities throughout California and the United States. The key is to have an experienced team, high quality customer service, effective and active community participation and the availability of assets to implement services. Republic possesses all of these.



Public Education & Customer Satisfaction

Republic takes a proactive, integrated approach to customer communications and education, and will use a variety of methods to convey new service and recycling messages – including AB 341 and AB 1826 requirements - to reach our various audiences. These include direct mail, residential deliveries, posters, media relations, special events, co-marketing and community sponsorships, email, automated phone calls, our website, social media, extensive on-site education and other methods as appropriate. Republic will work collaboratively with Milpitas to develop and implement an effective and targeted public education plan. Republic will enlist the services of various designers to develop a robust inventory of outreach and educational materials dedicated to the City of Milpitas. The use of Cascadia's Eco-Diversion Calculator will also assist with material characterization for identification of recyclable and organic content locations. Republic is also interested in the opportunity to discuss mixed waste collection and processing services at multi-family properties with the intent of maximizing diversion beyond AB 1826 requirements.

Republic is dedicated to providing the highest quality customer service on the street and over the phone. Many tools, including Route Editor routing, FleetMind and a sophisticated phone system, are used to measure the quality of our service delivery. Drivers are held accountable for misses and litter and customer service representatives are held accountable for answering a specific number of calls per day within an acceptable time limit. This creates more capacity to handle Milpitas call flow to our experienced, local call center.

An independent commercial customer satisfaction survey and report concluded that our business customers in the City of Milpitas have a high level of satisfaction with their trash service. Republic was named "Best of Milpitas 2015" by Milpitas residents in four separate categories and was also selected as the 2015 Corporate Citizen of the Year by the Milpitas Chamber of Commerce. Why switch from Republic when customers are satisfied and service is good?

Environmental Considerations

Republic shares Milpitas's environmental goals and places sustainability at the forefront of our business strategy and operations. At Republic, we "walk the talk" in our day-to-day practices, and bring a high-level corporate commitment to sustainability. Republic continues to invest in alternative fuel vehicles and infrastructure, renewable energy options, as well as leading and providing support for greener buildings and infrastructure. We take our dedication to the environment very seriously and, to that end, have received recognition for our sustainable business practices.

Republic is committed to cost-effective, responsible programs and initiatives to limit the environmental impact of our operations and to increase diversion from our landfills. One example of this is our proactive implementation of vehicles fueled by Compressed Natural Gas (CNG) fueled at our own Newby Island Resource Recovery Park. This facility fuels the CNG collection vehicles that currently service and we are proposing to service the City of Milpitas. Republic is constantly looking to increase efficiencies and reduce greenhouse gases and will look for additional ways to reduce our overall carbon footprint. Our Route Editor software maps the current customer base for each area and determines the most efficient, lowest mileage means of collecting material from a given service district, saving fuel and truck emissions.

As noted above, Republic also proposes continuing the commercial food waste program and adding a food waste collection program for residents. We anticipate these programs will divert a significant amount of waste from the landfill and quickly increase CalRecycle's recycling rate for the City of Milpitas.



Transition Experience

As the incumbent hauler, Republic would provide Milpitas with a seamless transition to the new service package. Republic's expertise in collecting solid waste and recyclables in over 400 cities across the country has been perfected over many years of fine-tuning various collection methods, vehicle maintenance, safety programs, customer service training and support services. By listening to our customers' needs and responding through the implementation of efficient, effective and user-friendly services, Republic continues to be an industry leader in solid waste and recycling services.

Republic has a vast pool of experience available to assist with operational plan development and implementation. We are confident in our ability to perform, not only because of the nationwide expertise of our company, but more specifically because of the experienced team of professionals that will be available to, and responsible for, serving Milpitas. A detailed implementation plan is outlined in the body of the proposal. We believe this is something that the City of Milpitas should strongly consider when making the final selection of a service provider.

Processing Services

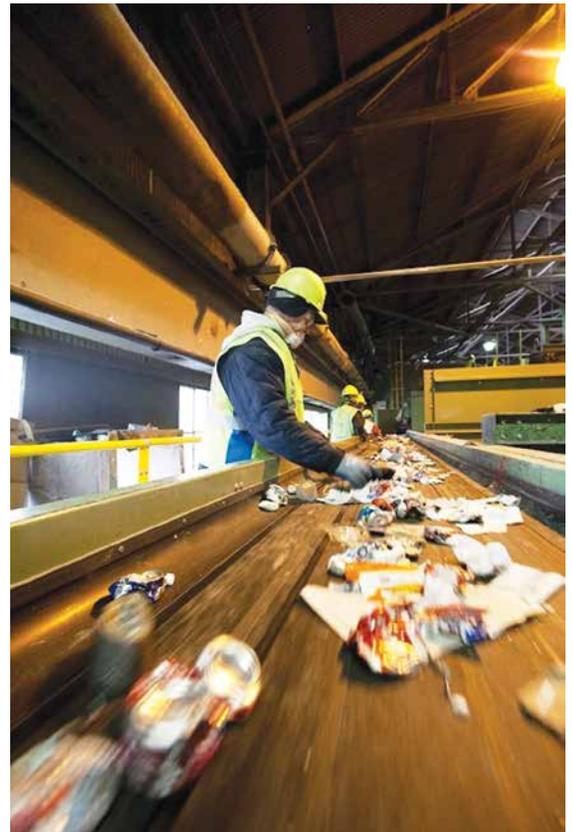
Republic has proposed the use of our Newby Island Resource Recovery Park (NIRRP) for recycling and organics processing. The NIRRP is owned and operated by Republic's parent company, Republic Services.

The NIRRP has been Milpitas' recycling and organics service provider for decades and is a fully-integrated, one stop shop. Our proposed collection options require all materials to be processed through the NIRRP whereas other waste companies are required to transfer recycling and organic material to remote or out of county locations, dramatically impacting the environment. By continuing the partnership with Republic, the City of Milpitas will greatly minimize their overall carbon footprint while achieving maximum diversion of material. Additionally, recent capital improvement projects and investments in our infrastructure allow Republic to offer Milpitas the most unique and innovative diversion programs in the waste industry. We remain committed to making sure we effectively work toward providing superior services at fair and reasonable rates.

Cost Proposal

In generating our cost proposal we took great care in evaluating the services to be offered in comparison to the projected costs. We also evaluated these costs relative to the existing revenue requirement for services offered today. We believe we have arrived at a set of service offerings that not only provide comprehensive, innovative new programs but also provide the ability to achieve a large amount of new diversion from various segments of the material stream. Additionally, we have proposed all of the new programs in a manner that is extremely cost effective in relation to existing rates. As always, we will approach our discussions on this topic with flexibility towards service offerings and timing of program implementation to best meet the needs of the City of Milpitas.

All of our capital requirements will be funded through operating cash flows and we will not require any financing to implement the project. We can stand behind all of the assumptions we have put forth while other bidders will most likely need to depend upon the use of multiple facilities that have several unrelated ownership relationships.



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Summary

As outlined in this Executive Summary there are numerous benefits to selecting Republic as the City of Milpitas's service provider for the services outlined in this RFP. These include:

- Extremely low transition risk by utilizing a proven existing service provider currently performing the work. Ability to greatly enhance diversion from residential, multi-family and commercial customers through enhanced public education and use of our state of the art processing facility at the Newby Island Resource Recovery Park
- Implementation of several key environmental initiatives such as a CNG powered fleet, automated front-load (AFL) vehicles with use of the Curotto Can for the most efficient residential collection, numerous add on programs, expanded single-stream material recycling, expanded food waste collection and processing and mixed-waste processing for multi-family dwellings
- Proven success in meeting current State requirements (i.e. AB 341) providing us with the experience to meet future requirements (i.e. AB1826)
- One-stop shopping with a single entity that owns and operates all of the required assets, leaving no convoluted partnerships or third party agreements to navigate and manage capital requirements will be funded through operating cash flows and there will be no financing necessary that could impact contractual provisions
- Cost proposals for all required services in both the Base and Alternative proposals that are consistent with the current 2015 rates
- Innovative concepts for further discussion, as outlined in Section F, page 104 of our proposal that offers the lowest-cost, best value service package available, such as continuation of the highly coveted Household Dump Day Events, a potential future revenue stream and other significant benefits to the City and its constituents
- Continued partnership with an entity that has a proven track record of doing what is best for the customer first.

By choosing Republic to remain as your business partner, the City of Milpitas will be making a choice that allows them to partner with a local company with a proven track record of excellent service. Our local management team is empowered to make decisions in the community and has the backing of a national company with strong cash flow and assets. Our dedication will provide the City of Milpitas with a proven industry leader and an organization that thinks progressively with a strong focus on sustainability.

Our familiarity and experience with the services required, contract structure and availability of our asset base enables Republic to offer the City of Milpitas the best quality service at the most reasonable cost. Our company possesses the knowledge and expertise to implement the desired programs and provide innovative solutions towards achieving Milpitas's sustainability goals for years to come.

Our proposal offers the City of Milpitas a diverse array of ancillary services designed to ensure that the City not only achieves, but ultimately exceeds their diversion goals. These services include multiple options for increasing diversion in Milpitas's multi-family sector through Republic's unique two bin processing system. The ease of implementation of this system coupled with the virtually seamless transition from the current program and the unmatched back-end processing capabilities provide Milpitas a service package that cannot be found anywhere else in the Bay Area. Our ability to offer this one of a kind service package makes our proposal truly the best option for Milpitas in achieving the highest possible diversion, with the best quality service, at the lowest possible cost.



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A. Business Structure

Allied Waste Services of North America, LLC dba Republic Services of Santa Clara County (Republic), a Delaware Corporation, is the entity that will execute and serve as the guarantor of the future Franchise Agreement with the City of Milpitas (City). Republic is a company in good standing to transact business in the State of California.

State of California
Secretary of State

CERTIFICATE OF STATUS

ENTITY NAME: ALLIED WASTE SERVICES OF NORTH AMERICA, LLC

FILE NUMBER: 200502910245
REGISTRATION DATE: 01/26/2005
TYPE: FOREIGN LIMITED LIABILITY COMPANY
JURISDICTION: DELAWARE
STATUS: ACTIVE (GOOD STANDING)

I, ALEX PADILLA, Secretary of State of the State of California, hereby certify:

The records of this office indicate the entity is qualified to transact intrastate business in the State of California.

No information is available from this office regarding the financial condition, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of August 11, 2015.

ALEX PADILLA
Secretary of State

RYM

NP-25 (REV 01/2015)



“Republic Services has been providing collection and other recycling and solid waste services to Milpitas customers since 1986.”



Republic Services of Santa Clara County has been organized and doing business under this structure since 2004. Prior to 2004, we operated under Browning-Ferris Industries. Our parent company, Republic Services, provides solid waste collection services to commercial, industrial and residential customers in 40 states through 400 collection companies. In December 2008, Republic Services, Inc. and Allied Waste Industries, Inc. completed their merger to create one of the nation's leading waste and environmental services providers.

Republic Services of Santa Clara County has been providing collection and other recycling and solid waste management services to Milpitas customers and in the Bay Area for more than 50 years and in Northern and Central California for more than 60 years. We also hold long-term contracts in Solano, Alameda, Contra Costa, Santa Clara and Sacramento Counties.

There are no other firms or entities entering into this agreement as all of the required services will be performed by entities owned by Republic Services.

Ownership

Republic Services of Santa Clara County is a wholly owned subsidiary of Republic Services, Inc., a publicly traded company on the New York Stock Exchange (NYSE symbol: RSG).

Ownership beyond ten percent

The following table shows certain information as of May 11, 2015 with respect to the ownership of Republic Services:

Name of Owner	Number of Shares	Percent
Cascade Investment, LLC	108.80 million	30.99%

William Gates III
2365 Carillon Point, Kirkland, Washington 98003

No other individual or entity owns more than 10% of the outstanding stock



Credit

Republic Services, Inc. has an “investor grade” rating. No creditor is owed a debt greater than five percent of the company’s total assets. All capital required for provision of service as part of this agreement will be funded through operating cash flows of the company and will not be borrowed from outside financing sources. **This should be a point that is carefully considered by the City of Milpitas as procurement of financing from external sources is often times associated with debt covenants and restrictions that impact the creditor’s flexibility and the contractual terms that can be agreed to.**

In addition to Republic’s experience specific to the requirements of this RFP, we have a vast network of nationwide collection, recycling and post-collection operations that continually provide industry “best practices” through an internal communications network. This allows the local operators to receive the benefit of a vast hundreds of similar operations throughout the country.

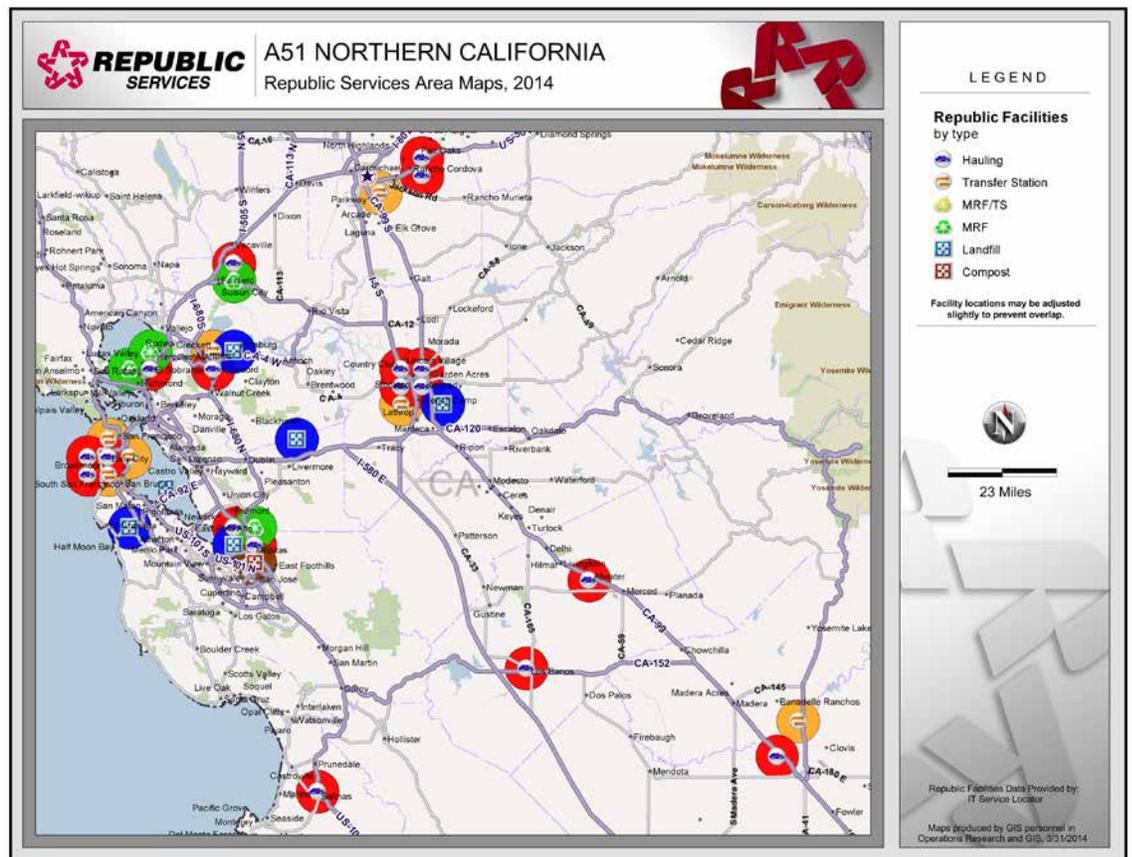
Subcontractors

Republic proposes to continue subcontracting certain street sweeping services to Enviro-Commercial Sweeping including assistance during weekly fall leaf collection, holidays and in other instances when Republic requires support. More information regarding Enviro-Commercial Sweeping can be found in Section 1, J, Subcontractors.

B. Collection Experience

Republic Services is proud to be known for the important work our people do in providing essential collection and recycling services to the communities we serve.

Our Milpitas customers know they can trust us to always put them first as evidenced by the letters of customer support found in Attachment 1. At Republic, we do what we say we will do, finish on time and deliver service with a smile.



Northern California Operations

Republic has a significant presence in the Northern California Area and the 10 – county region that includes Alameda, Contra Costa, Fresno, San Joaquin, Monterey, San Mateo, Santa Clara, Solano, Sacramento and Merced Counties. In our Northern California Area, Republic services nearly 550,000 residential customers and over 50,000 commercial and industrial businesses. In this Northern California Area, Republic has franchise contracts with the following communities:

County(ies)	Contracting Municipality
Contra Costa/Solano	City of Antioch City of Benicia City of Clayton Contra Costa County City of Danville City of Lafayette City of Moraga City of Orinda City of Walnut Creek City of Martinez Mt. View Sanitary District City of Pleasant Hill City of Richmond City of Hercules City of San Pablo City of Pinole City of Crockett City of Rodeo City of Piedmont City of Fairfield City of Suisun City County of West Contra Costa County of Solano
Fresno	City of Fresno City of Clovis County of Fresno
Merced	City of Los Banos City of Atwater
Sacramento	Elk Grove Citrus Heights Rancho Cordova County of Sacramento
San Mateo/Sonoma County	City of Daly City Town of Colma City of Half Moon Bay County of San Mateo County of Sonoma
Santa Clara, Alameda & Monterey	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
San Joaquin County	City of Stockton City of Manteca City of Lathrop County of San Joaquin



“Republic’s hard working employees from the drivers to the administrative staff are the right people to continue to service Milpitas.”

Republic Services has a long and proud history of reliably meeting the needs of our customers in Milpitas. As those needs change, we change as well. We have great respect for the extra care and hard work required to be the collection provider for the City of Milpitas and, as evidenced by our excellent service for 30 years and by our service experience detailed below, it is clear we are the best choice to continue working in this community. In fact, Republic has a number of drivers and managers that have serviced the City of Milpitas for over 25 years. That’s experience and knowledge that can’t ever be replaced.

The following provides a sampling of the customers Republic serves from our Northern California area with each of them willing to share information relative to our solid waste collection experience. Detailed programmatic information included contact information, contract term, type of service and tons collected and diverted are presented for each community on the following pages.



Trash Driver Timothy Albaugh has been driving his residential route in Milpitas for 26 years

City of Daly City Julie Underwood Assistant City Manager 333 90th Street Daly City, CA 94015 650-991-8101	Services Provided	Exclusive and mandatory residential, commercial and industrial solid waste, recycling and organics services. Mandated diversion requirements. Used motor oil and oil filter, household battery, cell phone and CFL curbside collection programs. Christmas tree collection program. On-call bulky goods, illegally dumped bulky goods, special collections, public containers and city property collection services. Multi-family valet service upon request. Annual Community Reuse Event in partnership with City. On-call HHW collection program upon City request. Local customer service requirements. Monthly, quarterly and annual reports. Performance and route audits per City discretion. Community relations program, including public education, multi-family and commercial technical assistance, school programs, Neighborhood Watch program.
	Commencement Date/Term of Agreement: 1995-January 2016, February 2016-2031	
	Customers Served	Residential: 22,000 Customers Multi-Family: 600 Commercial: 1,650 Customers

City of Half Moon Bay Alex Khojikian Deputy City Manager 501 Main Street Half Moon Bay, CA 94019 650-726-8272	Services Provided	Exclusive and mandatory residential, commercial and industrial solid waste, recycling and green waste services. Street sweeping services. Used motor oil and oil filter, household battery, cell phone and CFL curbside collection programs. Christmas tree collection program. On-call cleanups, illegal dumping, public containers and city facility collection services. Annual compost giveaway event in partnership with City. Large venue and event collection. Local customer service requirements. Monthly, quarterly and annual reports. Public education, including commercial technical assistance and waste assessments, school outreach, community events, presentations.
	Commencement Date/Term of Agreement: 2002-2016	
	Customers Served	Residential: 3,605 Customers Multi-Family: 35 Commercial: 327 Customers





City of Antioch Jim Jakel City Manager P.O. Box 5007 Antioch, CA 94531 925-779-7011	Services Provided Exclusive and mandatory residential, commercial and industrial solid waste and recycling services. On call solid waste and recycle cleanups. Litter removal. Manage property lien program. Collect oil and oil filters curbside. Collect household batteries, cell phones and CLF's curbside. Partner with city on Citywide Garage Sale. Bulky item pick up. Annual Customer Guide includes calendar of green events, compost workshops, collection calendar. Reuse Day and Costume Exchange. Coordinate holiday tree collection with local Boy Scout troops. Ewaste collection. Illegal dumping collection. Partner with Antioch Police Department with True Blue Looking Out for You Neighborhood Watch Program. School outreach. Commercial reuse with waste audits. Billing agent. Curbside oil and oil filter collection. School outreach.
	Commencement Date/Term of Agreement: 1994-2025
	Customers Served Residential: 26,255 Customers Multi-Family: 115 Commercial: 688 Customers

City of Benicia Brad Kilger City Manager 250 E. L Street Benicia, CA 94510 707-746-4210	Services Provided Exclusive and mandatory residential, commercial and industrial solid waste and recycling services. On call solid waste and recycle cleanups. On call reuse program and Reuse Day. Compost give always. On call residential curbside HHW program. Provide sharps collection container at Fire Department. Responsible for street sweeping. Curbside collection of household batteries, cell phones and CFL's. Customer Guide includes calendar of Reuse Day, HHW collection days, compost classes, compost give always and other special dates. Bulky item pick up. Pay for Boy Scout chipping program for holiday trees. Curbside Ewaste collection. School outreach. Manage Batteries, Oil and Paint Drop Off Center. Quarterly newsletter. Commercial reuse with waste audits. Billing agent.
	Commencement Date/Term of Agreement: 1996-2021
	Customers Served Residential: 8,148 Customers Multi-Family: 73 Commercial: 561 Customers

City of Clayton Gary Napper City Manager 6000 Heritage Trail Clayton, CA 94517 925-673-7300	Services Provided Exclusive and mandatory residential, commercial and industrial solid waste and recycling services. On call solid waste and recycle cleanups. Curbside oil and oil filter collection. Curbside collection of household batteries, CFL's and cell phones. Unlimited curbside recycling. Curbside Ewaste collection. Bulky item pick up. School outreach. Provide sharps collection container at city hall. Commercial reuse with waste audits. Billing agent. Commercial reuse with waste audits.
	Commencement Date/Term of Agreement: 1996-2022
	Customers Served Residential: 3,776 Customers Multi-Family: 2 Commercial: 30 Customers

Contra Costa County Deidra Dingman Senior Planner 651 Pine St. Martinez, CA 94553 925-674-7825	Services Provided Exclusive residential, commercial and industrial solid waste and recycling services. On call solid waste and recycle cleanups. Collect oil and oil filters curbside. School outreach. Billing agent. Ewaste collection. Commercial reuse with waste audits.
	Commencement Date/Term of Agreement: 1995-2015; Currently in contract extension negotiations
	Customers Served Residential: 3,243 Customers Multi-Family: 47 Commercial: 236 Customers

City of Martinez Phil Vince City Manager 525 Henrietta St. Martinez, CA 94553 925-372-3520	Services Provided Exclusive and mandatory residential, commercial and industrial solid waste and recycling services. On call solid waste and recycle cleanups. Curbside collection of oil and oil filters. Curbside collection of household batteries, cell phones and CFL's. Bulky item pickup. Litter removal. Illegal dumping collection. Customer Guide include calendar with green events. Coordinate Reuse Day. Annual citywide cleanup with separate collection of yard/wood waste, cell phones, household batteries and CFL's. Commercial reuse with waste audits. Billing agent. Ewaste collection.
	Commencement Date/Term of Agreement: 2000-2023
	Customers Served Residential: 10,767 Customers Multi-Family: 153 Commercial: 477 Customers

Mt. View Sanitary District Mike Roe District Manager 3800 Arthur Rd. Martinez, CA 94553 925-225-5635	Services Provided Exclusive and mandatory residential, commercial and industrial solid waste and recycling services. On call solid waste and recycle cleanups. Mandatory multifamily recycling. Collect household batteries and cell phone curbside. Collect oil and oil filters curbside. Provide sharps collection container at district office. Commercial reuse with waste audits.
	Commencement Date/Term of Agreement: 1992-2021
	Customers Served Residential: 1,883 Customers Multi-Family: 29 Commercial: 86 Customers

City of Pleasant Hill June Catalano City Manager 100 Gregory Lane Pleasant Hill, CA 94523 925-671-5267	Services Provided Exclusive and mandatory residential, commercial and industrial solid waste and recycling services. On call solid waste and recycle cleanups program. Graffiti removal. Citywide garage sale. Annual citywide cleanup with separate collection of yard/wood waste, cell phones, household batteries and CFL's. Responsible for street sweeping. Will be partnering with Pleasant Hill Police Department with True Blue Looking Out for You Neighborhood Watch Program. Commercial reuse with waste audits. Billing agent. Ewaste collection. Curbside oil and oil filter collection. Collect household batteries, cell phones and CLF's curbside.
	Commencement Date/Term of Agreement: 1996-2021
	Customers Served Residential: 9,502 Customers Multi-Family: 77 Commercial: 373 Customers

City of Fremont Ken Painin Solid Waste Manager 3300 Capital Ave Fremont, CA 94538 510-494-4582	Services Provided Exclusive and mandatory residential, commercial and industrial solid waste and recycling services. Annual compost giveaway. On call solid waste and recycle cleanups program. Graffiti removal. Commercial reuse with waste audits. Billing agent. Ewaste drop-off. Curbside oil and oil filter collection; cooking oil drop-off.
	Commencement Date/Term of Agreement: 1994-2018
	Customers Served Residential: 44,473 customers Multi-Family: 340 Commercial: 2,425 customers Industrial: 444 customers



“Our long history of service and our substantial knowledge of the City’s needs will minimize any service interruptions for collection programs.”



C. Service Initiation Experience

As Milpitas’ service provider for the past 30 years, Republic Services is in the unique position to provide the City with the assurance of a strong asset base and decades of experience serving the residents and businesses of the City. As we continue to prove on a daily basis, Republic is an efficient, effective, and responsive partner meeting the solid waste, recyclables and organic materials collection needs of our customers with a high level of environmental sensitivity.

In 2006, Republic implemented service transition for Milpitas residents from recycling tubs to a cart system without any interruption in service. Approximately 14,000 residential recycling carts were delivered within a span of four weeks. During this transition, Republic prepared and executed a detailed outreach campaign advising customers of the new services including how to subscribe, delivery and cart set-out instructions, how to use the new service and the benefits of the new services. Additionally, a reroute was performed to accommodate the new collection system which provided for more efficient service for our customers. Our team worked closely with City staff to ensure that our activities were in line with their expectations and that customer inquiries were handled effectively.

We offer a number of distinct competitive advantages in continuing to serve the needs of the City of Milpitas including:

- Our long history of service and our substantial knowledge of the City’s needs will minimize any service interruptions for collection programs. Only Republic can provide assurances that there will be no transition issues associated with the solid waste, recycling and organics programs.
- We believe and practice a philosophy of continuous improvement and will continually advance internal management controls that result in highly reliable and responsive customer service that will exceed the performance expectations of the City.
- Republic is the only company that can offer the use of the Newby Island Resource Recovery Park, home of the largest and most capable recycling center in the world. We are the only company who can process recycling and organics material all in one location. Other waste companies are required to transfer composting and/or residual waste to remote or out of county locations, dramatically impacting the environment.

Republic has taken on the complex task of initiating or providing expanded services to numerous communities in California. Our personnel understand the need for attention to detail and the organizational skills necessary to successfully complete these types of projects. Ultimately, implementing new services in a community not only depends on the ability of the service provider to prepare properly in advance, but to also execute the plan in a manner that minimizes disruption to existing



service. Since Republic is already recognized as the collection services provider in the City of Milpitas, our customers can rest assured that the transition of any new services will be handled in a consistent and organized manner. A major contributor to our transition success is the integration of best practices, which include:

- Relying on our strong Corporate Procurement team to order vehicles and/or containers through our national suppliers
- Execution of strict safety training for all employees in the months leading up to service transition
- The use of Route Editor to efficiently route and to assist in the execution of any container delivery plan
- Distributing simple, easy to understand, outreach material that educates the customer on the transition, subscribing to services, contacting us for assistance and provides details on diversion practices at homes and businesses
- Utilizing our integrated management and customer service system, InfoPro, allows for smooth transition for customer account information and any other pertinent details to ensure no interruption of service. **The billing and service information for both residential and business customers in Milpitas are already current within this system.**

Republic employees are consistently trained and updated on all of our policies, procedures and systems so they are always prepared for any new contracts or changes in service with little impact on the customer. If any challenges arise, we are able to manage and resolve in a timely manner.

Examples of Republic's experience with service initiation in several communities are provided below.

City of Newark

In 2013, Republic Services completed a successful service transition for approximately 10,000 single family residents, 700 commercial locations and 36 multi-family properties in the City of Newark in less than six months.

Customers received detailed and easy to understand educational material on the transition; a fleet of automated front load trucks with Curotto Cans were secured for residential collection and; containers and carts were ordered and arrived on time. A respected third party vendor was engaged to remove and replace metal containers and residential carts by the contract start date. Services include residen-

tial food scrap collection, expanded single-stream commercial recycling collection and free on-call clean-ups for multi-family and residential customers. The previous service provider shared billing and service information prior to the transition. An invoice message was included on the initial invoices to customers requesting verification of service levels. Republic drivers also note any service discrepancies on their routes and report to management.

Contra Costa County

The Contra Costa County operation has performed 17 service transitions and new program implementations since 1999. These transitions include transition from manual to single stream collection of recyclables in the cities of Clayton, Benicia, Antioch, Martinez, Pleasant Hill and Unincorporated Contra Costa County as well as the implementation of fully automated green waste collection programs in the cities of Antioch, Benicia, Clayton, Martinez, Unincorporated Contra Costa County and Pleasant Hill and fully automated refuse and green waste collection programs in the Cities of Martinez and the Mountain View Sanitary District.

All of these programs involved development of extensive transition plans and community education programs as well as interaction with City staff in order to incorporate their preferences for cart sizes and program education.

In all, the service transitions or new program implementation involved nearly 70,000 customers in various cities with diverse layouts and service criteria (i.e. terrain, alleys, street width, parking restrictions and special service requirements such as multifamily and senior citizen requirements).

Republic also successfully implemented mandatory commercial and multifamily recycling programs in Antioch, Benicia, Martinez, Mt. View Sanitary District and Pleasant Hill for approximately 2,600 customers. In all these transitions, public outreach, site visits and waste audits were conducted, tracked and reported. Republic was also responsible for all AB 341 customer notification requirements.

Republic currently partners with the CCCSWA on a unique commercial food waste collection (better known as the "Food Recycling Project") program that converts the organic material into renewable energy. Republic's comprehensive outreach and education program have resulted in a significant amount of organics diverted from the landfill.



City of Antioch Jim Jakel, City Manager P.O. Box 5009, Antioch, CA 95409 925-779-7011	Service Initiation	Automated yard waste in 2000; Automated single stream recycling in 2005; Weekly recycling and additional new residential services, mandatory commercial and multifamily recycling and variable rates in 2010.
	Commencement Date/Term of Agreement: 1994-2025	
	Customers Served	Residential: 26,255 Customers Commercial: 688 Customers Multi-family: 115 customers

City of Martinez Phil Vince City Manager 525 Henrietta St., Martinez, CA 94553 925-372-3520	Service Initiation	Automated garbage and yard waste in 2000; Automated single stream recycling in 2005; New residential services in 2011 including mandatory multifamily recycling; mandatory commercial recycling in 2012.
	Commencement Date/Term of Agreement: 2000-2023	
	Customers Served	Residential: 10,767 Customers Commercial: 477 Customers Multi-family: 153 customers

City of Pleasant Hill June Catalano City Manager 100 Gregory Ln., Pleasant Hill, CA 94523 925-671-5267	Service Initiation	Automated yard waste in 1999; Automated single stream recycling in 2004; weekly single stream with variable rates and mandatory commercial recycling in 2008.
	Commencement Date/Term of Agreement: 1996-2021	
	Customers Served	Residential: 9,502 Customers Commercial: 373 Customers Multi-family: 77 customers

City of Newark Susie Woodstock Administrative Services Director 37101 Newark Blvd., Newark, CA 94560 510-578-4804	Service Initiation	AFL with Curotto-Can weekly three cart residential collection, including food waste, with variable rates; commercial and MFD trash, recycling and organic service; battery and oil collection, on-call bulky collections
	Commencement Date/Term of Agreement: 2013-2023	
	Customers Served	Residential: 9,629 customers Commercial: 550 customers Multi-Family: 59 customers



D. Key Personnel

Over the years, Republic's local management team has demonstrated exceptional commitment to the highest service standards in the industry. We've proven responsiveness to solving customer service issues, developing effective public education materials, implementing new and environmentally responsible programs, and are working in partnership with the City of Milpitas to improve reporting metrics and consistency.

"Every Republic employee is considered 'key personnel' in our eyes."

The primary contact person for the City during the term of the Franchise Agreement is:

Evan Boyd, General Manager

Phone: 408-586-2281

Eboyd@republicservices.com

Every Republic employee is considered "key personnel" in our eyes, from the drivers on the street, to the administrative and management staff. As a result, our customers in Milpitas recognize, trust and enjoy a friendly relationship on a daily basis with Republic staff. We provide the basic necessity of collection service in a manner that allows customers to never question our ability and dedication. With a combined 200-plus years of experience, it's with great pride we introduce our drivers – the pillar of our key team members in Milpitas.

The current management team has worked together for several years and will continue to provide service to Milpitas if awarded the franchise contract. They are a seasoned and professional group with many years of collective industry experience and are dedicated to providing the best customer experience possible. Customer experience is derived from a combination of factors such as highly trained customer service representatives and drivers, our commitment to the environment and a skilled operations and management staff that puts the customer first, always.

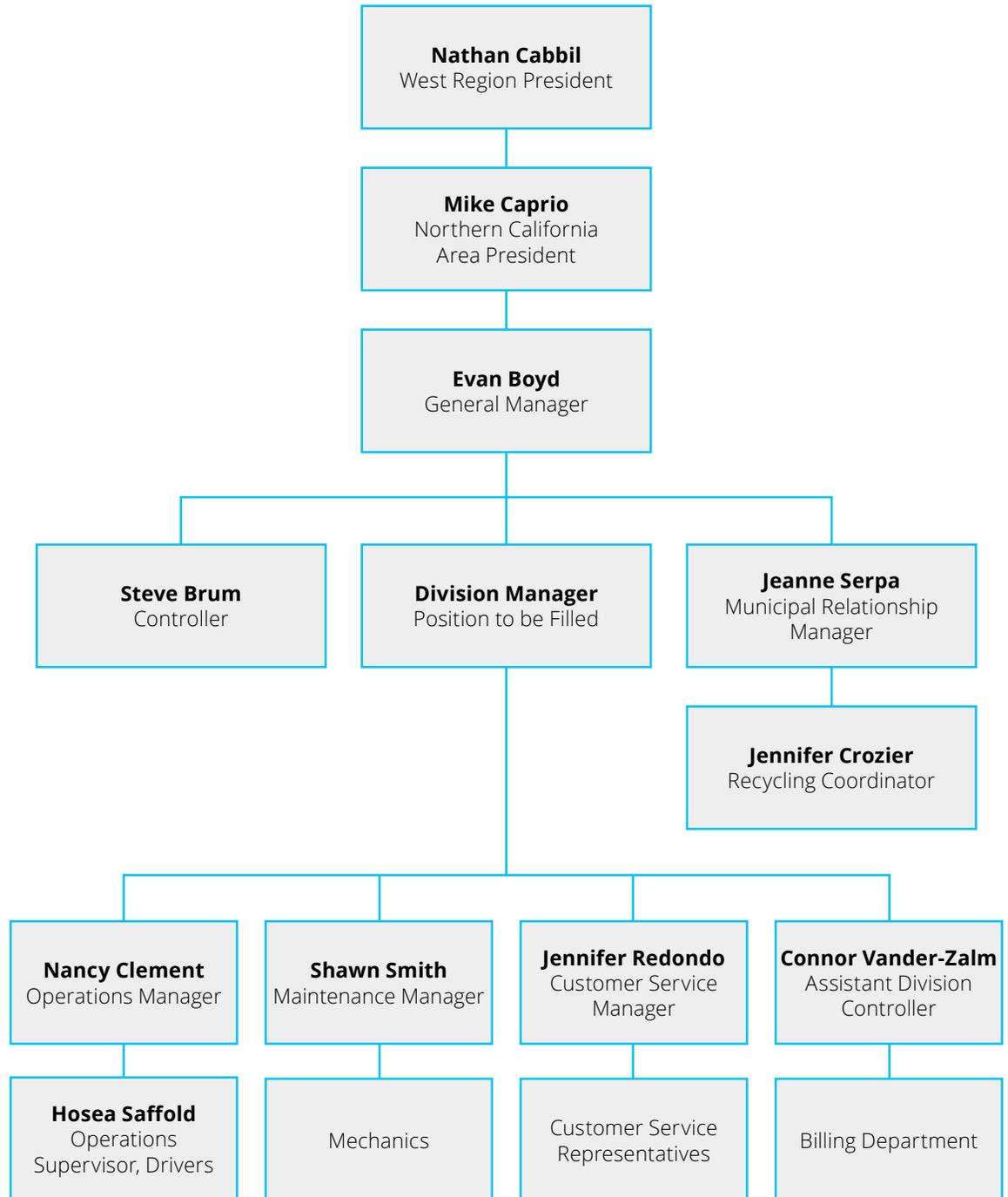
As a result, we are the experts when it comes to performing the various day to day responsibilities required to successfully service Milpitas – no transition or learning curve required.



Republic's Milpitas Driver Team - Front Row (From Left): Hugo Montano, Angel Maldonado, Alfredo Velazco, Nancy Clement, Hosea Saffold, Anthony La Rosa, Jose Moreno, Rafael Agreda, & Jose Martin

Back Row (From Left): Jose Loza, Hector Rosas, Timothy Albaugh, Ruben Hernandez, Keith Usry, Donald Carini, & Armando Quiroz





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The key personnel that will be assigned to the ongoing management of this contract are described below.

Executive Leadership Team

“We are the experts when it comes to performing the various day to day responsibilities required to successfully service the Milpitas – no transition or learning curve required.”



Nathan Cabbil

**Region President,
West Region**

480-477-5100
Pryan@republicservices.com

Nathan Cabbil is President of the West Region, a role he assumed in July 2014. He joined Republic Services as Region Vice President, West Region in May 2013. His 20 years of experience in operational excellence and change management is essential in continuing to drive profitable growth in the West Region. He has significant leadership experience transforming Service into a sustainable advantage for the companies he has worked.

Prior to joining Republic Services, Mr. Cabbil was Senior Director, Customer Services Operations at Philips Healthcare, a global leader in diagnostic imaging and medical informatics. He joined Philips Healthcare in 2008, as Zone Vice President - Midwest, Customer Service. From 1994 to 2008, Mr. Cabbil held various management positions at General Electric including P&L Management, Operations, and Six Sigma. He is an alumnus of the GE Manufacturing Management Program, GE Manager Development Course and the GE Corporate Audit Staff.

Mr. Cabbil has a B.S. in Chemical Engineering from Wayne State University. He has also completed executive development courses with Wharton Executive Education and the Center for Creative Leadership.



Michael Caprio

**Northern California
Area President**

510-262-7566
Mcaprio@republicservices.com

Mike Caprio began his career as a geologist and systems programmer for a major environmental consulting firm and holds degrees in Geological Sciences (B.S.) and Environmental Management (M.S.). He has held positions of increasing responsibility in the solid waste industry for 20 years, beginning with extensive experience as Regional Environmental Manager with Norcal Waste Systems, Inc. Mike was employed with Browning-Ferris Industries (BFI) for over five years as Operations Manager and Facility Manager at the Vasco Road Landfill and as District Manager of BFI's Northern California Landfills.

Mike also became involved with management of municipal contracts and market development activities in the Bay Area. He joined Republic Services as their Northern California District manager in October 1998 and was later promoted to his current position as Republic Services' Northern California Area President.

Mike has successfully taken on duties in every major area of responsibility in the solid waste business. He has worked on projects ranging from landfill, transfer station and household hazardous waste facility permitting and compliance, contract development and management, construction management and heavy equipment maintenance as well as management of legal and labor relations. He has extensive experience in motivating and coordinating a team of professionals and having full financial and operating responsibility for a group of operating subsidiaries. This experience has qualified him for a senior leadership role with Republic from which he continuously seeks to meet and exceed customer expectations.

With Republic, Mike has managed an increasingly large number of operating subsidiaries and successfully managed growth related to expansion of services with municipalities, acquisitions and the roll-out of new service packages in franchised markets. This success has been largely based upon



his ability to define the goals necessary to complete a task and assembling a team of individuals that will carry out the requirements of the program.

Through his experience with Republic, Mike has become very familiar with the issues facing jurisdictions such as the City of Milpitas and the need to identify a company able to provide reliable and cost effective collection, processing and disposal services.

Local Leadership Team



Evan Boyd

General Manager

408-586-2281

Eboyd@republicservices.com

Evan has over 17 years of executive level management and operations experience in the aerospace manufacturing, consumer goods manufacturing, business consulting and waste management industries. Evan also brings with him a very unique combination of public and private sector experience, combining his time in the private sector with his experience serving as the director of public works for the City of Redwood City. Evan holds a Bachelor's of Science (B.S.) in Business Administration with a minor in Finance from Chapman University in Orange, CA.

Evan has held positions of increasing responsibility in the solid waste industry for the last nine years, beginning with his experience as the general manager for Allied Waste Services of San Mateo County in San Carlos, which was one of the company's largest U.S. operations serving more than 100,000 residential customers and 10,000 commercial customers. This operation served 13 of the 20 cities in San Mateo County, as well as the majority of the unincorporated areas within the County. During his tenure, Evan launched several system wide green initiatives including the conversion of Republic's 225 truck fleet to biodiesel fuel, implementation of a curbside household battery and cell phone collection program, roll-out of a residential food waste collection program and installation of a used cooking oil collection center. Most recently, Evan served as the division manager for Republic's Daly City and Half Moon Bay operations. While in Daly City, Evan was extremely active in the community serving on the Board of Directors for the Daly City-Colma Chamber of Commerce, the North Peninsula Food Pantry &

Dining Center of Daly City and the Doelger Senior Center. In August 2015, Evan was named general manager over Republic's Newby Island operations.



Steve Brum

Division Controller

408-586-2299

Sbrum@republicservices.com

Steve joined the Republic Services of Santa Clara County team in July 2013 when he assumed the role of Division Controller for Republic's Santa Clara County, Newby MRF, and Newby LF, and Ox Mountain LF operations. Previously, Steve worked in the same role for Republic's operations in the Portland, OR Metro Area for 11 years. Steve is responsible for the day-to-day operations for the accounting, purchasing, city reporting, accounts payable, sales, and collections functions. Prior to joining Republic's local team, Steve's role in Oregon included the management and compliance of over 20 franchise agreements, a municipal transfer facility, and service on multi-company regional hauler associations.

Steve is a native of north San Jose. He graduated from San Jose State University with a Bachelor of Science in Business Administration with a concentration in Accounting.

Position to Be Filled

Division Manager

Within a business unit, the Division Manager - Collections is responsible for managing the collections activities for commercial and residential customers, as well as container delivery and pick up, in a geographically dispersed area. The position manages a team of Operations Supervisors, Route Supervisors, Dispatchers, Operations Clerks, Drivers and Helpers who are responsible for the route system for commercial, roll-off and residential customers throughout the division. The Division Manager works with his or her General Manager and other managers within in the business unit to execute a local market strategy that complements the business unit's overall strategic operating and marketing plans and implements tactical initiatives to drive functional excellence and budget achievement. The Division Manager oversees all matters related to collections operations and oversees effective safety and accident prevention programs and leads



all operations to ensure compliance with standards; and drives change management initiatives to introduce and sustain new processes that contribute to the growth and durability of the operations of the business unit. Specific duties include:

- Provide leadership for the collections operations of a business unit by providing management oversight to route supervisors, dispatchers, operations clerks, drivers and helpers, who are responsible for the route system for commercial, roll-off and residential customers, including prompt and courteous waste removal service and customer service.
- Manage staff, including hiring, training, coaching, performance management; develop supervisory goals and objectives; and effective resolution of safety issues and claims.
- Implement and execute plans to complement the business unit's strategic and operating plan; champion the execution of tactical initiatives within the division to maximize the customer experience, growth and durability, while optimizing profitability.
- Drive functional plans within the operations group to execute against the business plan to achieve or exceed the division's budget and strategic plan to grow the business, achieve customer experience goals, and meet or exceed service business objectives.
- Lead all matters related to collections operations to ensure overall operations meet safety, compliance and P & L objectives.
- Ensure maximum productivity and route management systems for commercial, roll-off and residential routes and establish productivity goals where needed; ensure adherence to operating standards; and manage labor hours and disposal expenses.
- Interact with customers and local, state and federal government employees to resolve customer service concerns; ensure regulatory compliance standards are met.

- Oversee effective safety and accident prevention programs to ensure all reasonable action are taken to prevent accidents and injuries; ensure a safe and productive work environment for all employees; implement and maintain an effective loss control and safety program.
- Lead operations to ensure compliance with all standards including environmental, operating, regulatory, safety, accounting and ethics.
- Approve expenses and manage budget for the operations department including approval of purchase orders and vendor pricing.
- Develop a best-in-class team and workplace culture and effectively manage performance and talent development; drive best-practice sharing.
- Build and maintain strong and effective relations with relevant government, community and environmental groups.



Connor Vander Zalm

Assistant Division Controller

408-586-2253

Cvanderzalm@republicservices.com

Connor received his master's degree in business administration with emphasis in accounting from the State University of New York at Buffalo. He has worked with Republic Services in a number of different finance related roles. His previous positions in Oregon and Washington have helped him build a broad understanding of the waste and recycling services industry as well as the knowledge base and flexibility to apply and adjust for market specific factors when necessary. His background has helped him implement efficiency and/or out of the box process improvements while effectively coaching, mentoring and training others to meet performance expectations.

Connor's duties include assisting the division controller in managing the accounting workflow, providing accounting direction and analytical support to division management. This includes providing direction and acting as a resource to accounting and general administrative staff to ensure complete, accurate, and timely work.





Nancy Clement

Operations Manager

408-586-2241

Nclement@republicservices.com

Nancy is responsible for overseeing daily operations of 83 drivers and helpers, four route supervisors and four clerical staff. Nancy is an expert in strategic route management, DOT and OSHA regulations and ensuring compliance within the division.

Nancy applies her 30 years of local experience with Republic to manage the daily collection schedule, ensure route optimization and achieve maximum driver efficiency. Nancy has worked in customer service, accounting and operations. Nancy inspires morale and teamwork throughout the organization and is known for her ability to get things done. Her effective leadership for job training, staff development and performance management allows the operations department to run smoothly and efficiently.



Shawn Smith

Maintenance Manager

408-586-2264

SSmith1e396b@republicservices.com

Shawn has over 25 years in the vehicle maintenance industry, the past seven in the waste industry. Shawn's career began as a teenager when he worked in an automotive repair shop. In 1995, he moved on to Sierra Detroit Diesel, located in San Leandro, as a diesel apprentice. After completing the apprenticeship, he was moved into the field service division where he performed repairs out of a mobile truck at customer locations. Sierra Detroit became Stewart and Stevenson in 2000 and, the same year, the company transferred Shawn to Casper, WY to work on mining and gas field equipment out of the. In 2002, Shawn relocated to central Oregon and gained employment with a Freightliner truck dealership. Through his tenure with Stewart and Stevenson and Freightliner, Shawn received numerous master technician certifications through factory training in heavy duty trucks. In 2007, he recruited by Waste Management to work as a heavy equipment technician at its landfill in Eastern Oregon. Shawn was quickly promoted into the shop supervisor position for that location then, five years later, he was transferred to a Waste Management in Walnut Creek, CA as the shop foreman.

Shawn joined Republic services as a maintenance supervisor in the Richmond, CA hauling division in 2013. During his tenure in the Richmond division, he received his bachelor's degree in business management from Arizona State University. Shawn was promoted to the maintenance manager position at Republic's Newby Island facility in July 2014.



Jeanne Serpa

Municipal Relationship Manager

408-586-2267

Jserpa@republicservices.com

Jeanne has 14 years in the waste industry, beginning in 2001 as community affairs manager with Republic Services' Salinas division. She promoted and transferred to Newby Island in 2004 and has since focused her efforts in the Milpitas community. Jeanne has served as president of the Milpitas Chamber of Commerce, president of the Rotary Club of Milpitas and was selected as the 2008 Milpitas Business Person of the Year.

Jeanne's direct responsibilities include ensuring compliance for municipal franchise agreements, a direct liaison to city staff, elected officials and community organizations. Her extensive public outreach skills have proven invaluable in the development of public education materials and the creation of diverse methods for communicating with all our customers. Jeanne has developed and maintained relationships with community leaders and is a member of numerous boards and commissions within the communities we serve. She gained invaluable communications background while working at Ketchum Public Relations Agency in New York City prior to joining Republic.

Jeanne received her B.A. in Communications and M.A. in Strategic Communications and Leadership from Seton Hall University located in South Orange, NJ.





Jennifer Redondo

Customer Service Manager

510-354-2444

Jredondo@republicservices.com

Jennifer Redondo brings 22 years of customer service experience to the Republic Services team, including customer service/call center experience serving as a representative, lead, supervisor and manager. She joined Republic in 2007 as a customer service supervisor in San Mateo County then was quickly promoted to customer service manager. Jennifer joined our the south bay team, overseeing the Milpitas franchise, in 2011.

Jennifer currently manages a team of 18 Customer Service Representatives (CSRs). Her duties include reviewing and reporting daily phone statistics, maintaining the CSR schedules, handling escalated situations, creating and implementing department incentives and procedures, coaching and developing representatives, conducting trainings, processing payroll, and working with other departments to ensure the customer's voice is heard.

Since joining Republic, Jennifer has streamlined its call center operations, decreased average hold time, increased service levels, lowered abandonment rates and created training manuals/procedures that have enhanced Republic's overall customer experience. She has mentored new customer service managers and works closely with her peers to share best practices.



Hosea Saffold

Operations Supervisor

408-586-2242

Hsaffold@republicservices.com

Hosea Saffold began his career with Republic Services in early 2015. He is the operations supervisor responsible for Republic's Milpitas service area, including both residential and commercial collection. Hosea also directly manages Milpitas' eight residential drivers and three commercial drivers. He also enjoys assisting with community events such as the Annual Compost Giveaway and interacting with the residents of Milpitas.

Prior to joining at Republic Services, Hosea worked with Berkeley Farms, located in Hayward, CA, where he was responsible for milk distribution accounts spanning from the north bay area to the south bay area.



Jennifer Crozier

Recycling Coordinator

408-586-2268

Jcrozier@republicservices.com

Jennifer began her career in customer service at ACI Distribution where she quickly learned how important relationships are when it comes to providing valuable service. After two years with ACI Distribution, Jennifer joined Western States Glass in Fremont, CA. For the next five years, she worked with specialty glass orders and remaking difficult specialty pieces for glass companies all over the bay area.

Jennifer joined Republic Services in 2011 as a customer service representative. Due to her extensive experience in customer service, Jennifer became a trainer for other customer service representatives, in particular, those serving the City of Milpitas. Jennifer's knowledge and hard work in customer satisfaction earned her a positive reputation and was known by her colleagues as the "Milpitas Person". Jennifer was promoted to recycling coordinator for Republic's Milpitas franchise in 2013 where she works with businesses and multifamily dwellings to assist with starting, maintaining and improving their recycling programs. She's also become a valuable member of the community by being elected as the executive secretary of the Milpitas Chamber of Commerce Board of Directors and the secretary of the Rotary Club of Milpitas.



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E. Labor Agreements and Wages

Republic provides its employees with some of the most competitive wages and benefits packages of any organization in the industry, as demonstrated by our collective bargaining agreement (CBA). We offer a safe, respectful and rewarding workplace for our employees and provide the best training and safety programs that the industry has to offer. These programs, developed by Republic, often lead the way for the rest of the industry.

Republic focuses on maintaining a positive and professional relationship with its workforce through continuous training and consistent communication. We utilize this approach with both our represented and non-represented employees. Nearly 50 percent of Republic Services' over 30,000 employees are represented under various collective bargaining agreements (CBAs) across the country.

We negotiate fairly with our labor unions, carefully balancing the needs of the workforce with the cost to provide service and the ultimate impact it will have upon the entity we are partnering with. Republic works tirelessly with our labor partners

to ensure labor peace and although the parties do not always agree, both sides work respectfully and relentlessly to reach an expeditious resolution. We are committed to positive labor relations and will continue to work in an open, transparent and mutually beneficial manner with Teamsters Local 350 which represents our Milpitas operation drivers and mechanics. Republic will continue to partner with the Teamsters during the term of the collection agreement and will always negotiate in good faith.

A copy of the current CBA is included as Attachment 1.



“Republic intends to finance all of the capital requirements for the collection of materials from the City of Milpitas with operating cash flows.”



F. Past Performance Record

Republic Services is involved in routine judicial and administrative proceedings that arise in the ordinary course of business and that relate to, among other things, personal injury or property damage claims, employment matters and commercial and contractual disputes. We are subject to federal, state and local environmental laws and regulations.

Due to the nature of our business, we are also often routinely a party to judicial or administrative proceedings involving governmental authorities and other interested parties related to environmental regulations or liabilities. From time to time, we may also be subject to actions brought by citizens' groups, adjacent landowners or others in connection with the permitting and licensing of our landfills or transfer stations, or alleging personal injury, environmental damage, or violations of the permits and

licenses pursuant to which we operate. Additional detailed information can be provided upon request from the City of Milpitas.

Republic 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.

G. Financial Information

Republic Services, Inc. provides audited financial statements on behalf of its subsidiaries. Republic Services, Inc. is a publicly traded (NYSE:RSG), Fortune 500 Company and will be the signatory for the corporate guarantee.

Republic's most recently completed audited financial statements can be found at <http://phx.corporate-ir.net/phoenix.zhtml?c=82381&p=irol-reportsannual>. The Annual Reports to Shareholders have been prepared in accordance with Securities and Exchange Commission requirements, with New York Stock Exchange Commission requirements, and in accordance with generally accepted accounting principles.

The financial statements contained in the Annual Report were audited by Ernst & Young LLP (Independent Certified Public Accountants) – Phoenix, Arizona.

This should be something the City of Milpitas takes into serious consideration when choosing a service provider. In many instances, the ability of a service provider to agree to contractual provisions is greatly inhibited by debt covenants and lending requirements. By continuing a partnership with Republic, all of these concerns are set aside and the City can rest assured that we will stand behind our commitments and obligations. Please refer to Section 6, Cost Proposal, for more information on financing.

Financing Plan

Republic intends to finance all of the capital requirements for the collection of materials from the City of Milpitas with operating cash flows. We will not require third party financing and as such, the City will not need to be concerned with the potential for adverse business or performance conditions affecting the ability of our company to perform or obtain financing.



2

Technical Proposal for Base Proposal

Republic's long term partnership in Milpitas has allowed us to become a trusted, familiar presence in the community. We understand the needs of our Milpitas customers - needs that have become second nature to us over the years. By choosing Republic to remain as the service provider for Milpitas, customers will continue to work with the company they know and respect and will never be required to deal with the challenges that come with transition.

Republic is proposing a comprehensive and environmentally responsible package of services for the City of Milpitas:

- Full fleet of CNG vehicles
- Existing CNG fueling station
- 30 years of experience providing collection to Milpitas
- Innovative technology to reduce environmental impacts and provide efficient services
- Local call center
- Republic is the only company that can offer "one stop shopping". Our proposed collection options require all materials to be processed through the NIRRP recycling and organics facilities.
- Use of the Newby Island Resource Recovery Park to increase diversion for residential, multi-family and commercial customers
- Best-in-class preventative maintenance program (One Fleet)
- 99% compliance in meeting customer Service Commitment tracking to ensure our customers received service as expected within their expectations.
- Numerous service enhancements including multi-family dwelling and commercial organics collection and expanded single-stream recycling materials collection
- Extensive outreach, technical assistance and education for schools, residential, commercial and multifamily customers
- Offer of additional programs including two compost giveaways, household battery collection and curbside bulky collections.



A. Collection

“Republic is the only company that possesses the extensive local expertise and knowledge to meet the objectives of the City.”

The following section details Republic’s plan to perform collection for single-family, multi-family, commercial customers, drop box and compactor service within Milpitas. **Having served the collection needs of the City for 30 years, Republic is the only collection company that possesses the extensive local expertise and knowledge to meet the objectives of the City.** Our drivers and administrative staff are familiar with every detail and every special circumstance surrounding collection in Milpitas – something that can only come from a company with our longevity in the community. Our experience and understanding of the various requirements are of great value in serving the residents and businesses in Milpitas. The 2013 Commercial Customer Satisfaction Survey showed that 99 percent of Milpitas businesses are pleased with the services Republic provides. See Attachment 2 for the full survey report.

Republic’s locally-based management and operations team has proven its commitment to delivering the most efficient use of equipment and labor, with an emphasis on cost-saving measures, safety and sustainable practices. The local Republic team will continue to build upon its extensive operational and customer service experience, including expanding the public education program to foster

greater residential, multi-family and commercial recycling; adopting “best practices” for continual improvements in customer service; investing in new equipment, systems and technology to maximize operational efficiencies in continuing to provide services to Milpitas. Additionally, Republic takes great care in ensuring timely and effective measurement, reporting and communications with City staff.

All collection services will be performed in strict accordance with the service requirements outlined in the RFP. **With 30 years of experience in providing excellent service in Milpitas,** Republic has created an operational framework that allows the integration of collection techniques and service routes to be done in the most efficient and timely manner. The new services required by the RFP will be complementary to our existing service offerings. Therefore, any service transition will be minimal and can benefit from the experience we have gained locally and throughout our Northern California Area.

Republic’s experience and use of advanced industry technologies allow us to create efficient routes that can be modified to accommodate any transition requirements. Our team has a proven track record of working in partnership with City staff to ensure customers receive seamless collection on a daily basis.



“Republic’s Route Editor program creates the most effective, productive and efficient routing for our trucks.”



Through the use of routing software, Route Editor, in tandem with Republic’s customer management system, InfoPro, we can ensure a thorough approach to routing to enhance worker/public safety, create efficiencies, reduce carbon emissions and street wear and tear. The integration of Route Editor and InfoPro ensure the best routing plans for all collection systems within Milpitas.

Our reputation as a successful collection provider precedes us and we are confident that our customers trust we will make the best decisions when it comes to excellence in service.

Collection Methodology

Republic will offer collection systems to residential, multi-family, commercial and industrial customers that provide high quality, efficient, cost-effective and customer friendly services. These collection systems are explained in detail in the following sections.

We have developed a routing program, Route Editor, which creates the most effective, productive, and efficient routing for our trucks. This system establishes a safe pathway through the local streets, while also eliminating unnecessary crossover and backtracking miles. This state-of-the-art program also maximizes fuel savings and minimizes emissions.

Since any necessary route modifications will be done using the Route Editor program, each home and customer location will be geo-coded by location (located by GPS coordinates) and loaded into the program. This software takes our current operating metrics and service area statistics and creates routes using this information. The Route Editor program takes into account things like population density or transfer station trip times, historical operating statistics, weight per home and truck capabilities to create the most efficient routes. The system then tells us the most safe and efficient way to operate these routes, eliminating potential safety hazards like left hand turns and backing. This program also takes into consideration the cumulative weight on the truck and routes it to minimize truck weights to help reduce wear and tear on local

streets. We use GPS tracking system Fleetmind which enables us to track our drivers throughout the day. FleetMind is an innovative GPS/AVL software package and onboard computer system (OBC) integrated with Republic’s customer management system, InfoPro. The FleetMind OBC is designed to support multi-mode wireless communications based on BlueTooth, GPS and satellite platforms and is able to record real-time truck and driver data. Simply put, FleetMind allows Republic to provide service verification for each and every service it delivers and the verification is available in InfoPro whenever one of our staff, a customer, or the City needs it.

Each Republic truck is equipped with a GPS enabled onboard computer which records the location of the vehicle every 30 seconds and communicates that data to our office servers every two minutes over the Nextel iDen network. The OBC does more than just record the truck’s position – it is a true two-way link. The route sheet is provided electronically to the OBC, and that route sheet is displayed for drivers. Service information is date and time stamped then posted to the route and to the specific customer in InfoPro when the service is performed. This two-way linkage provides the ability to track real-time collection activity in the field, including on-route events (e.g. pick-up by



“Each Republic truck is equipped with a GPS-enabled onboard computer.”

customer/by container, extra collection services) as well as off-line time (e.g. breaks, trips to the transfer station). It also includes service notes generated by the driver as he provides the service.

Each morning, when our driver arrives at the yard and completes the pre-trip inspection on the vehicle his next activity is to download his route electronically to the OBC in the truck. The route is transferred wirelessly from InfoPro directly to the truck, and includes any customer notes, special activities or requests as well as container information. The route is already sequenced in the order the driver will complete it.

Throughout the day as the driver completes each service, the GPS/AVL continues to track the location of the truck, and, when a lift is performed, matches the location of the truck against the location of the customer's container recorded both in InfoPro and in the driver's electronic version of the route sheet, and then records and timestamps the service activity to that customer. At all times, the driver can override or correct the information being recorded by the truck's sensors.

Using FleetMind, the driver can input notes and other information directly into InfoPro. An excellent example of this occurs when a driver encounters a blocked container or a “not out.” In the past, the driver would have to contact dispatch, verbally provide the information to the dispatcher who would then enter the information into InfoPro. Errors and delays in entering data created problems when the customer called because the customer service representative (CSR) might not have the most up-to-date information and therefore could not immediately resolve the issue with the customer. With FleetMind, the driver simply enters the note himself and the information is always attached to the customer account when the customer calls or when the CSR contacts the customer proactively. Bringing the driver directly into the communication chain increases accountability, provides immediate feedback on service issues and always leads to more consistent driver behavior on the route. This, in turn, has a very positive impact on the timely and efficient service to the customer.

Flexibility in managing routes during the day is a critical need in operations. Trucks may breakdown, routes can be delayed due to traffic, higher volumes on the route, wait times at the transfer station—these issues can and do arise during a normal day. FleetMind allows our operations supervisor to remotely access the driver's route, transfer and



Dispatcher Tony Bettencourt accesses SkyMail to retrieve on-route notes from drivers

re-assign stops to another route and still document service to those accounts by the second driver. We can provide a seamless, electronic process to ensure that all routes are completed, even in the event of vehicle breakdowns or other challenges.

Because route activity data is tracked at a very granular level, it can be used to ensure accurate customer billing and provide information to quickly settle disputes. Additionally, the OBC can be configured to integrate with a broad range of add-ons including on-board cameras, RFID antennas and weigh-in-motion scales. In addition to the communication feature, this system gives us access to SkyMail, which allows our drivers to leave messages with dispatch and take photos on the route of safety issues, blocked stops, and overloaded containers. Dispatch will then add notes to the customer's account or escalate the issue to a supervisor. The CSR's can access these notes and pictures and use them in their phone discussions with homeowners and businesses. Our drivers are encouraged to take a pro-active approach to safety and customer service, and this tool gives them the ability to do so.

Collection Equipment Specifications

Republic will service all cart customers – residential, MFD and commercial - using eight (8) automated front-end loader (AFL) fitted with a Curotto-Can, – four (4) for trash, two and a half (2.5) for recycle and one and a half (1.5) for organics. Front-end load (FEL) vehicles will be used to service MFD and commercial bin customers – three (3) for trash, two (2) for recycle and one (1) for organics. Roll-off vehicles will be used to service industrial customers – one and a half (1.5) for both trash and recycle.



“Republic proactively introduced AFL CNG vehicles in Milpitas in 2012.”

Routes

Residential:

- Solid Waste: 4
- Recycle: 2.5
- Organics: 1.5

Commercial:

- Solid Waste: 3
- Recycling: 2
- Organics: 1

Roll-off

- Solid Waste: 2
- Recycling & Organics: 1

Bulky Waste: 1

Republic has selected these particular vehicles for numerous reasons, including:

- The vehicles have proven to be among the strongest, safest and lowest maintenance trucks in the industry.
- Our first-hand local knowledge shows that the vehicle sizes and attributes are best suited for the service area.
- Republic’s use of this equipment in Milpitas and other cities on the west coast will enable the sharing of common parts and factory-trained technicians within the network.

All collection vehicles are operated by a single driver. Each truck is painted in a uniform manner in Republic blue and features the Republic logo. Each vehicle is also equipped with the GPS tracking and onboard computer systems outlined above.

AFL Vehicle

Republic took the proactive step of introducing compressed natural gas (CNG) automated front-end load (AFL) vehicles, fitted with a Curotto-Can, in Milpitas in 2012. The AFL is the only vehicle that can efficiently and effectively meet the demands of unlimited collection service in Milpitas. Since all our vehicles currently servicing the City of Milpitas have been recently purchased and are essentially new, we propose beginning the new service agreement with the existing fleet of trucks serving the City.

The AFL vehicle has 42-cubic yard body and a 4.6-cubic yard device – developed by the Curotto-Can Company in Sonoma, CA - that attaches to the fork of a front-end loader when servicing carts. A lift-arm on the device picks up carts and dumps them into the Curotto-Can. It takes five seconds to stop the vehicle, grip and dump a can and start moving down the street again. In addition to carts, the arm can pick up bulky items like refrigerators and sofas eliminating the need for separate bulky item and clean up routes and further reducing the wear and tear on road surfaces and reducing emissions. After 10 to 15 lifts, the front-end loader’s fork arm empties the Curotto-Can into the truck’s hopper.



Features of the AFL Vehicle

Reduced Cart Costs (from loss or damage)

Cart loss and damage are accepted as the cost of doing business with automation but the Curotto-Can automated carry can never packs carts. If a cart drops into the container hopper, the driver can simply and safely remove it. The Curotto-Can dumps carts much lower and with a much smoother action/ This means fewer damaged lids, wheels, and axles. The unique gripper design ensures no metal contacts the cart while gently applying pressure to the cart body, resulting in extended cart life. Costs from cart damage with the Curotto-Can automated carry can will go to near zero.

Greater Maneuverability

Because the arm is forward of the cab and steer axle it behaves like a boom. This unique feature enables the Curotto-Can to easily move around parked cars and cul-de-sacs – up to 20 percent faster in an independent comparison. Better maneuverability means fewer backing events resulting in improved productivity and enhanced safety.



“As testament to the effectiveness of the Curotto-Can, Republic’s recent testing of Milpitas’ residential recycle material showed contamination at only 10 percent.”



AFL Means Safety

The Curotto-Can is the only automated system that provides an “Eyes-Forward” working environment and results in improved driver and public safety. Drivers aren’t required to “rubber neck” 1,000 times a day, drastically reducing Repetitive Stress Injury risk. Eyes-Forward collection improves driver awareness and focus, reducing the chance of personal property damage (mailboxes etc.) and general public injury due to driver error. These inherent safety benefits combined with fewer backing events make a front loader equipped with a Curotto-Can a sound choice for collection services.

Contamination Mitigation

The Curotto-Can is the only automated system that allows the driver to see material before it’s packed. Contamination and collection of hazardous waste material can be stopped in any stream at the curb-side. Identifying and safely removing contamination while recording violations ensures clean waste streams. Collecting clean material is a major cost avoidance and mitigates the risk of culling, handling, and disposing of contamination. **As testament to the effectiveness of the Curotto-Can, Republic’s recent testing of Milpitas’ residential recycle material showed contamination at only 10 percent.**

This technology is proven to retrieve and return carts in even the most hard-to-reach locations, enabling the industry’s most efficient, safe, and environmentally responsible curbside automated collection services. Republic successfully uses AFL vehicles in a number of our service cities including Antioch, Pleasant Hill, Martinez, Benicia, Newark and Milpitas.



This investment in this state of the art collection technology is designed to improve operational efficiency, reduce spillage/litter, ensure driver safety and provide protection of customers’ personal property. The AFL vehicle will also be used to service MFD and commercial cart customers. The cost of the residential CNG AFL Curotto-Can vehicles is \$285,000 with a standard crew size of one driver.

FEL Vehicle

Republic proposes to continue to provide bin service to MFD and commercial customers with a CNG FEL vehicle with a 40-cubic yard volume body at a cost of \$260,000 with a standard crew size of one driver. We have selected this vehicle for a number of reasons:

- The supplier is a company that has proven to be among the strongest, safest and lowest maintenance trucks in the industry.
- Our first-hand local knowledge shows that this truck’s size and attributes will “fit” every neighborhood Republic services, including hard-to-service accounts.
- Republic’s use of this equipment in other cities on the west coast will enable the sharing of common parts and factory-trained technicians within the network.

Roll-Off Vehicle

Republic will provide drop-box and compactor service to customers using three axle collection vehicles with a rail and hydraulic hoist system. These vehicles will service commercial, industrial, construction and residential customers that utilize roll-off debris box or compactor services. These vehicles can service a variety of bin sizes (10-40 yard containers) and can maneuver in tight locations and varying terrain. The cost of the CNG roll-off vehicle is \$200,000 with a standard crew size of one driver.



Vehicle Maintenance

Preventative Maintenance Program for Collection Vehicles and Equipment



ONE VISION ONE WAY

Republic is dedicated to owning the best running, safest and most environmentally friendly vehicles for our customers and we are able to achieve this through a rigorous maintenance program called OneFleet. With standardized procedures and consistent execution, we provide the best-in-class

fleet management system, which gives our customers improved reliability and fleet availability.

There are six pillars to OneFleet:



1. Preventive Maintenance (PM)

PMs are the hallmark of OneFleet. Republic Services prescribes six levels of PM activity (A-F) at varying truck hour markers.

- A. Every 150 hours (full inspection, including nuts/ bolts/fluids/no cracks)
- B. Every 450 hours (A plus, full lubrication service)
- C. Every 1350 hours (transmission, front suspension, air-to-air, hydraulics, CNG inspection)
- D. Every 2700 hours (A, B, C plus drain transmission, new filters and fluids; crank ventilation filters; exhaust system inspection/service, cleaning, catalyst inspection/service)
- E. Every 5400 hours (A, B, C, D plus differential fluids, DPF system, overhead valve adjustment, fuel systems inspection/service)
- F. Every Year – Annual Federal Safety Inspection



2. Planning and Scheduling

Standardized planning and scheduling leads to increased shop capacity and/or reduced fleet down time. By planning preventative repairs, we have parts on hand, mechanics scheduled during off-route hours. This keeps the shop from being reactive and unprepared. We prioritize ticket items to adequately meet our operational needs – making sure the fleet is ready at route time and can remain in sync with the City of Milpitas service schedule.

3. Workplace Organization

A clean and organized workplace provides a safer and more efficient environment. At Republic, we manage the Five S's:

- ✓ Sort
- ✓ Straighten
- ✓ Sanitize
- ✓ Standardize
- ✓ Sustain

4. Repair Quality and Training

Republic OneFleet initiatives are only as strong as the training we give our technicians. Quality Tech Training is our mantra – from on the job training to formal classroom programs.





5. Driver Practices

Joint accountability and proper communication between maintenance crews and operations personnel (drivers and supervisors) fosters fewer unscheduled repairs and breakdowns. Each day, drivers:

- Perform a pre/post-trip driver quality control inspection
- Ensure that any issues they identify are accurately communicated to the shop
- Ensure that customer & route expectations are understood in the mornings.

6. Parts Management

The right part at the right time is critical to maintaining a fleet. With proper parts management, parts are on hand for all scheduled repairs, which decreases truck and labor down or delay time. Integral to the parts maintenance program is a maintenance bay, floor and shelves are clean and orderly. With proper scheduling, parts are staged on carts in advance of a technician's arrival.

The bottom-line benefit of OneFleet is the positive impact to our customers. We begin the day (everyday) with a reliable fleet – both operationally and environmentally.

Vehicle Inspection Reports

Key to the preventive maintenance program is daily completion of vehicle inspection reports. This is done by the collection vehicle's assigned CDL driver and includes both a pre-trip inspection and post-trip inspection. Drivers check fluid levels, lights, tires and other safety related areas of their truck and indicate on the inspection report any defects or deficiencies found that day. Shop personnel review the report and check any items marked by the driver as being questionable or problematic. Mechanics then make any needed repairs before the vehicle returns to the route. Furthermore, each vehicle undergoes a thorough and comprehensive preventative maintenance inspection (PMI) every 150 hours of service. This inspection is conducted by a trained and certified brake inspector, according to USDOT requirements.

Preventative Maintenance Program

Each vehicle is inspected from the top to the bottom and the front to the rear including, but not limited to; tires, air pressure, brakes, air system, safety camera system, gauges, engine, cooling system, hydraulic system, batteries, road tested and general overall equipment operation. The vehicle is thoroughly lubricated and fluids sampled and changed if required. If repairs are needed, all priority repairs are completed prior to the vehicle being returned to service and repairs that can be, are scheduled to be completed at the next service.

Preventative Maintenance Inspections (PMI) are set at different levels, ranging from PMI-A to PMI-E. Each level is an increasingly more detailed inspection and/or requires different fluids to be changed e.g., oil, hydraulic, coolant, differential, etc. Once a year each vehicle is given a complete annual inspection in accordance with 49 CFR 396. Adherence to these programs reduces downtime and road calls which correspondingly increases customer satisfaction due to on time service and driver morale.

Vehicle Appearance

It is a fact that vehicles that are clean in appearance are usually well-maintained as well. Republic washes its collection vehicles weekly, utilizing biodegradable cleansing products, high and low pressure washers using a brush. Truck washings will comply with BMP's governing storm water management.

Safety Overview

Safety is Republic's highest priority. We've created a strict policy of safety protocols with supporting infrastructure, where employees are trained to think, choose, and work within a training framework designed for safety. Safety is our portal for the achievement of exceptional customer service, and is viewed as the responsibility of all employees. We take every step to ensure safety in our administrative offices, operations yards, on collection routes, and at our transfer/recycling facilities.





Our excellent safety record is achieved by the clear system of safety checks and balances we employ, our safety policies and procedures, and sound decision-making used when hiring, combined with the active retention of the very best employees.

New employees are required to attend and pass a new employee orientation/safety training class. In this class, company policies and standards are fully explained. These include: Republic's alcohol and drug-free workplace; DOT requirements; personal protective equipment standards; operation and care of equipment; injury and accident reporting procedures; hazardous communications procedures; spill prevention and contamination training; collection service standards; recycling and waste contamination communication procedures, service reporting and paperwork procedures. New drivers typically receive four weeks of training prior to being allowed to operate a vehicle without on board supervision. This training is conducted by a full time Driver Safety Trainer employed by the Northern California Area office in Richmond.

Primary Safety Initiatives

10-Key Safety Audit

The 10-Key Safety Audit is one of the Republic's primary safety tools. It is used to measure the culture within Republic divisions through the thorough examination of 10 key areas related to management's effectiveness in leading their team's safety attitude.

The ten key areas are:

- General Manager Management
- General Manager Involvement
- Hiring
- Vehicle Specifications
- Hours of Service
- Safe Actions for Excellence
(Republic's general safety handbook)
- Preventive Maintenance
- Employee Recognition and Discipline
- Republic Standards and Policies
- Claims Management

Under each of the above key areas, there are sub-topics that drill down to the core of the safety culture. Audits are performed by our regional safety staff, and take over three days to complete. The process includes: employee interviews and observations; record and program reviews; equipment and facility inspections; and process reviews with the leadership team. Upon completion of the audit a closing conference is conducted with the local leadership team as well as regional and corporate safety personnel. The leadership team receives a verbal and written report on each item listed, along with recommendations and action items for future growth. The final report is made available to leadership at all levels through an on-line reporting system.

School Safety Program

This is an educational safety curriculum for schools featuring Garbage Gus. It is Republic's goal to ensure that children understand the hazards surrounding large trucks to create enhanced safety for them. This program includes activities, DVD video, sing-a-long music video, posters, comic books, and coloring books. High visibility safety vests are supplied to school crossing guards. Materials are currently made available in English and Spanish.

Weekly Safety Conference Call

Safety topics including local safety-related experiences are discussed for learning purposes.

Daily Route Observations

Field supervisors ensure services are delivered in a safe manner and take the opportunity to counsel and interact with drivers on a regular basis through.

Monthly Safety Alerts

Republic's regional and corporate headquarters safety departments send out alerts on various safety topics and safety related experience across the country that to bring awareness and education to Republic's employees.

Not on My Watch

This is a training video conveying our employees' responsibility to take personal ownership in safety.



Focus-Six Program

This innovative program is designed to bring our drivers' attention to the six types of accidents that cause the greatest human tragedy and most disruption to operations. These six categories are 1) Intersections; 2) Employees; 3) Rear Collisions; 4) Rollovers; 5) Pedestrians; and 6) Backing. Also included are DVDs, posters and discussion points for training.



Weekly Safety Tool Box

Republic has a tremendous on-line safety program for managers to access. One of the outstanding features of this resource is its comprehensive list of topics for weekly safety meetings. For each of the dozens of topics listed is a detailed initiative to guide the presentation of the topic to workers.

Dedicated to Safety - Employee Safety Award Program

This is a safety incentive program designed to motivate employees to achieve greater levels of safety through monthly and annual awards. This program has proven effective in keeping employees focused on safety and reducing accidents. Employees enrolled in the program receive vouchers each month if they have not had one of the following: a preventable accident; a lost-time injury; or a safety-related corrective action.

Voucher values range from \$25 to \$75 or more and can be redeemed on-line for merchandise that can be used for themselves or as gifts for family or friends. Republic employees have redeemed vouchers for refrigerators, television sets, sports equipment and even jewelry for their spouses. This program generates excitement among employees and encourages them to take the extra time to make the best decision: one that will allow them to complete their day, month, and even career, accident and injury free.

Additional Driver Requirements

Driver Appearance and Compliance with All Applicable Rules, Regulations and Policies

Republic drivers will wear identification and a clean uniform each day. Drivers will at all times have on their person a valid California Driver License and medical card. Medical cards are good for two years and dictate that drivers must have passed a physical examination to obtain one. Drivers will behave responsibly and professionally, and will comply with all applicable Federal, State and Local regulations and laws governing any and all aspects of their work for Republic.

Zero Tolerance Safety Guidelines

These guidelines list unsafe practices that will absolutely not be tolerated at Republic. An example of such an unsafe practice is "Refusal or failure to use appropriate personal protective equipment." We believe that setting expectations high and clearly stating behaviors and incidents that will trigger

disciplinary action at the inception of an individual's employment creates the best work force possible.

Progressive Discipline Policy

Republic strongly believes in developing and mentoring its employees. When it is necessary to administer corrective action, every effort is made to correct the behavior by coaching and/or retraining the employee as prescribed by the Collective Bargaining Agreement. Progressive discipline is used only when the behavior has not been corrected through coaching efforts. Progressive discipline is administered as follows:

1st Offense: Verbal Warning

2nd Offense: Written Warning

**3rd Offense: 2nd Written Warning
with Suspension**

4th Offense: Discharge of Employment

Employees may be immediately discharged on grounds of dishonesty; recklessness; gross negligence; misrepresentation related to sick leave; failure to report an accident or injury; gross insubordination; abuse of customers or other persons; possession of firearms; criminal conduct; violation of Republic's Alcohol and Drug-Free Workplace and Substance Abuse policy; and/or if the removal of an employee is demanded by a municipality or government body. In the case of a safety violation or any accident, the 1st Offense step (verbal warning) is always skipped and a written warning is issued immediately.



Alcohol and Drug Testing

Alcohol and drug testing are performed per the State Department of Transportation's testing procedures under the following circumstances:

- Pre-Employment
- Post-Accident
- Random
- Reasonable Suspicion
- Return-to-Work

Other Driver Requirements

In addition to the above, Republic drivers must also:

- Pass a road test.
- Attend an orientation program that includes extensive management observation and coaching of driving skills.
- Review a copy of Republic's "SAFE - Safe Actions For Excellence" and Employee handbooks.
- Participate in the Driver's Alert 24-Hour Vehicle Monitoring Safety Management System. Each collection vehicle is identified with the Driver's Alert telephone number, where concerns and compliments can be registered and forwarded to the appropriate Republic division. Individual divisions have 24 hours in which to respond to negative remarks and observations.
- Receive bi-annual training in the National Safety Council's Defensive Driving Course for the Professional Truck Driver.
- Attend required monthly safety meetings.
- Attend monthly tailgate meetings to receive defensive driving/space cushion instructions developed by the Smith System.

Additionally, Republic has created a continuous improvement model for its collection personnel, under which each month an incident/accident report is generated and used to identify any issues that compromise safety or the provision of exceptional customer service.

Republic drivers and other personnel are required to be current on our Policies and Procedures. On-line education and testing is available to ensure that knowledge of policies and procedures is kept at the most current level.



Carts

Republic enjoys a partnership with a vast network of national suppliers who accommodate our collection container needs with accuracy, efficiency, durability and use of recycled material. We propose to purchase and deploy wheeled carts manufactured by Otto Environmental Systems and Rehrig Pacific Company that are specially designed to accommodate the fully automated collection system. While performance of a fully automated wheeled cart can be measured in numerous ways, we gauge cart viability by a set of principal criteria: durability, functionality, appearance, and most importantly, ease of customer use. Republic expects a cart placed into service should remain serviceable for its intended life of 10 years, barring any extraordinary misuse or mistreatment. Republic's experience in Milpitas and our other service cities has shown that a high level of container reliability has a positive impact on customer satisfaction. We intend to replace existing customer carts with Republic branded carts all of which have a blue body and are differentiated by lid color – blue for trash, grey for recycle and green for organics.

The carts have a one-piece mold-in handle for easier customer handling and an attached lid that seals the cart interior. The carts also contain approximately 30 percent post-consumer materials and have a manufacturers' warranty of 10 years. An adequate inventory of replacement units will be available. Each cart will have an in-mold label regarding proper materials, use and unacceptable materials. Republic proposes to purchase 14,204 trash carts, 14,208 recycle carts and 12,377 organics carts with a 3 percent overage.

Approximate per unit cart costs:

32-gallon	\$38
64-gallon	\$41
96-gallon	\$46





Commercial Bins

Republic takes pride in the vehicles we place on the street, from both a safety and quality standpoint. The containers we provide for customer use are viewed in the same way – Republic is committed to delivering only the best and most durable equipment. Therefore, multi-family dwelling (MFD) and commercial customers will be provided with metal container bins made by Wastequip, one of Republic’s reliable national suppliers. The bins are designed for compatibility with our FEL vehicles and come in a range of sizes, from 1-6 and 8 cubic yards. Most bins also have four heavy-duty wheels, are easily maneuverable into position and have plastic lids. Our containers have been proven the most durable in what is typically the most punishing segment of a collection program. The average life span of these containers is typically 10 years. Container colors are blue for trash, white for recycling and green for organic material.

Republic anticipates utilizing 1,076 metal bins and 217 carts (see above for cart costs) at the following approximate costs:

1 CY Container	\$350
1.5 CY Container	\$375
2 CY Container	\$400
3 CY Container	\$450
4 CY Container	\$500
6 CY Container	\$700
8 CY Container	\$730

Hard to Service High-Density Housing Locations

Republic identifies hard to serve accounts as those premises in Milpitas which require special service considerations resulting from one or more factors that affect vehicle operations, access, and safety, including narrow streets, steep streets, areas with overhanging plant growth, cul-de-sacs or other terrain or geography that may interfere with regular collection.

As Milpitas’ collection provider for 30 years, Republic is the expert at maneuvering hard to service areas with success and safety. We have met the demands of servicing the increasing number of high-density housing developments in Milpitas efficiently and effectively through open communication with city staff, developers and property managers. As proof of our proficiency, city staff shares new development plans with Republic and relies on our comments including estimated waste generation, suggestions for alternate collection plans and approval for interim collection plans during construction. Republic is the only company who can continue to provide collection to these areas without transition challenges or interruption in regular service.



Single-Family Dwelling Solid Waste Collection

Republic intends to service all single-family carts using an automated front-end load (AFL) truck fitted with a Curotto-Can. The AFL is proven to retrieve and return carts in even the most hard-to-reach locations such as narrow streets, courts and alleyways, enabling the industry’s most efficient, safe, and environmentally responsible curbside automated collection services. The AFL is currently being used successfully for collection of residential material.



“Keith does an excellent job for the City and Republic should be proud of the work he does. He’s always courteous and just pleasant to say hello to.”

- Milpitas Resident Scott Cawein of Recycle Driver Keith Usry



Republic proposes to use blue carts for residential trash collection. Residents will be offered the option of choosing either a 32, 64 or 96-gallon cart. If a customer needs more than one collection cart, Republic will provide an additional cart for a fee to accommodate the customer’s needs. Republic proposes to supply all residential customers with a trash cart as part of the cost of residential collection service and eliminate the cart rental fee. Customers will continue to have the option to use a personal trash can rather than a Republic cart. If this option is selected by the customer, Republic will remove its trash cart at no fee.

The AFL cart collection methodology is fast and efficient and requires approximately 8 to 12 seconds to complete the cycle (pick up cart, deposit contents, place cart back onto the curbside) before the driver moves to the next stop. The curbside collection process is as follows:

1. Driver pulls up to the curb.
2. Driver activates a toggle switch to extend the automated arm to the curbside container.
3. Driver activates another toggle switch to position the arm-grabbing mechanism and takes hold of the container.
4. Driver operates the arm and brings the cart to the automated Curotto container.
5. Driver operates the arm to activate the vertical lift that dumps the contents of the cart into the Curotto container. The vertical lift reverses and brings the container back to the operating surface.
6. Driver operates the arm, grabs the container, and returns it to its original location at the curb.
7. When the Curotto container on the front of the truck is full, after 10 to 15 carts are dumped into it, it is dumped into the body of the truck.
8. The hydraulic mechanism within the body of the vehicle automatically compacts the load within the truck body.

At each stop, our driver will also make sure that the following procedures are followed:

1. Cart container is returned to the curb in an upright position.
2. Lid on cart container is closed.
3. Any spillage is picked up and deposited in the collection vehicle.
4. Report any service issues, i.e., damaged containers; carts not out; over loaded cart.

As Milpitas residents receive unlimited curbside collection, Republic drivers will step out of the vehicle and manually collect additional bags of material.

Single-Family Dwelling Recycling Collection

Republic will offer all single-family customers weekly, fully automated single-stream recycling collection services. Recycling carts will be serviced with the same equipment and manner as residential solid waste. Customers will be offered 64- or 96-gallon carts. If a customer needs more than one collection cart, Republic will provide additional carts for free to accommodate the customer’s needs and as an incentive to increase diversion. Additional recycling materials set out next to the carts and cardboard folded to fit inside the cart will also be collected. Smaller recycle carts will be available to senior citizens and certain high-density housing areas. The carts will have an in-mold label with single-stream recycling information and instructions.

Republic is committed to keeping contamination in recyclables at the absolutely lowest level possible. The local management team will collaborate with City staff to develop proactive public education programs to ensure the lowest level of contamination and the highest levels of diversion. Working with individual customers to reduce contamination in the materials set out for collection is the one of the keys to collecting clean loads. Republic believes the success of its recycling program is due to consistent interaction with the individual customer. Customer education and Republic’s involvement is vital in meeting and exceeding diversion requirements and establishing solid sustainability practices. By ensuring customers receive appropriate and easily accessible educational material we are able to deliver clean material to the Newby Island Resource Recovery Park for processing.



“[Recycle Driver Tony LaRosa] goes beyond being just an employee but a civic-minded, caring person – much needed in our world.”

- Customer
Lori Stottar,
485 Heath St.



ACCEPTED RECYCLABLE MATERIALS

- Clean paper (including newspapers & mixed papers)
- Cardboard & chipboard
- Paper milk cartons
- Glass bottles & jars
- Rigid plastics
- Aluminum & scrap metals
- Steel, tin & bi-metal cans
- Aseptic beverage boxes

RECYCLABLE MATERIALS NOT ACCEPTED

- Solid waste
- Food waste & food soiled paper
- Treated wood
- Pallets
- Landscape waste
- Restroom waste
- Hazardous or medical waste
- Construction debris
- Concrete, dirt & asphalt

Republic Services will also process several material types not normally recovered, including:

- Clean Expanded Polystyrene block packing materials
- Plastic bags & film
- Black plastic
- All other materials for which a viable market can be found



Republic's Milpitas Residential Team

Single-Family Dwelling Weekly Organics Materials Collection

Republic will offer all residential customers weekly, automated collection of accepted organic materials. Organics carts will be serviced with the same equipment and manner as residential solid waste and recycling carts.

All single-family customers will be issued a green 96-gallon wheeled organics cart with the option to set out personal 32-gallon cans labeled with an “Extra Yard Trimmings” decal (provided by Republic). The carts will have an in-mold label with organic recycling information and instructions.

Holiday trees will be collected curbside for a specified period of time at no additional charge to the customer.

Additional Residential Collection Services



Used Motor Oil and Used Motor Oil Filter Recycling Collection

Republic currently collects used motor oil in Republic-issued one-gallon containers for Milpitas residents in an environmentally responsible and efficient process. We are proposing to expand this program to include used oil filters. Upon request, customers will receive “Used Oil Recovery Kits” with one-gallon containers labeled with guidelines and labeled filter bags.

On regular recycling days, our drivers will pick up used motor oil and used filters that are placed in approved, sealed containers. Specific directions for proper containment of used motor oil and used motor oil filters will be provided to all single-family customers.

At the curbside point of collection, our drivers will exit the vehicle, pick up the used oil containers and deposit them into a special holding container on the body of the vehicle for emptying and recycling. The used oil filters will be deposited in a special holding container on the body of the vehicle for emptying and recycling. Drivers will leave a used oil recovery kit on the curbside, next to collection carts, after servicing.

Used Cooking Oil Collection

Used cooking oil can be collected in the same manner as used motor oil or disposed of at the Newby Island Resource Recovery Park. The most efficient collection method can be determined in discussion between Republic and the City. A “Used Cooking Oil Recovery Kit” will be delivered upon request to the customer with gallon jugs labeled with proper use instructions.

Back Yard and Side Yard Collection

To meet the needs of senior and disabled customers, Republic will provide special handling back yard and side yard service to any resident who is physically unable to transport their solid waste, recycle and organic carts to the curb. Single-family customers without any physical or age limitations may also request special handling back yard and side yard service for a fee.



Battery Recycling Collection

Republic will collect household batteries placed on top of the recycling cart in customer provided clear zip-lock or tie-close plastic bags clearly marked “Used Batteries”. Republic collection personnel will empty the bag at the point of collection and leave the bag to be reused by the customer by placing the bag inside the cart handle.

Acceptable batteries for collection include:

- Batteries that bear the three (3) chasing arrows or a comparable recycling symbol
- Nickel-cadmium batteries labeled “nickel-cadmium” or “Ni-Cad,” with the phrase “Battery Must Be Recycled Or Disposed Of Properly.”
- Regulated lead-acid batteries labeled “Pb” or with words “Lead, Return, and “Recycle” and if the regulated batteries are sealed, the phrase “Battery Must Be Recycled.”
- Rechargeable consumer products containing non-removable Ni-Cad batteries must be labeled with the phrase “Contains Nickel-Cadmium Battery. Battery Must Be Recycled Or Disposed of Properly.”
- Rechargeable consumer products containing non-removable regulated lead-acid batteries must be labeled with the phrase “Contains Sealed Lead Battery, Battery Must Be Recycled.”



Annual Compost Giveaway Event



Annual Compost Giveaway

When: Saturday, April 18, 2015 **Where:** Republic Services
7 a.m. - 11 a.m. Newby Island Resource Recovery Park

**Bring a Coupon to Receive:
Two Free Bags of Compost!**

Call Republic Services at 432-0444 or visit www.ci.milpitas.ca.gov.
Coupons also available at City of Milpitas centers.

Annual Compost Giveaway
Saturday, April 18, 2015
7 a.m. - 11 a.m.
Bring this coupon to receive:
Two Free Bags of Compost
Newby Island Resource Recovery Park
Milpitas, CA 95035

There is no better way to close the environmental loop than to provide residents with the compost their yard waste creates. Republic has successfully planned and executed Milpitas' Annual Compost Giveaway event for many years and each year distributes a few thousand bags of compost to residents. Additionally, Republic offers a "Second Chance" Compost Giveaway for those residents who may have missed the first event. It should be noted that Republic offered the "Second Chance" event for many years at the request of the City despite not being required through the franchise agreement until recently.

Each year, Republic provides the following outreach in advance of the compost events:

- Advertisement with a coupon for two free bags of compost in the Milpitas Post
- Coupons available at the following locations:
 - Public Counters (Milpitas Community Center, Sports Center, Senior Center and City Hall)
 - Available for download from the City of Milpitas website, Republic's website
 - Customers may receive by email or mail from Republic customer service
 - Customers may pick-up a coupon from Republic's local office
 - Creates web banners for display on the City of Milpitas website and local access channel
 - Prepares and submits event media advisories to the Milpitas Post newspaper

The Newby Island Resource Recovery Park (NIRRP) is the optimal location for the compost giveaway events and we propose to continue hosting the events at the NIRRP. Due to the size and accessibility of the NIRRP, traffic impact on city streets is minimal and we are capable of storing and distributing compost safely and efficiently. Republic understands how important the compost giveaway is to Milpitas residents and is the only company that can continue to provide this service smoothly and without changing the structure of the event.



“Republic has always offered larger MFD 20 or 30 cubic yard roll-off boxes free of charge for holiday tree collection.”



Sharps Disposal by Mail – An Added-Value Service

Republic is a full-service provider of sharps mail-back disposal systems. We provide a complete, safe, cost-effective, and convenient method for disposal of medical sharps.

Customers simply visit www.republicsharps.com for ordering and pricing information. Kits include all components required for collection, transportation and disposal of medical sharps:

- Step-by-step instructions
- Pre-paid and pre-addressed return shipping labels
- Pre-paid disposal
- Tested for safety and Approved by the United States Postal Service for use in all 50 States

The following items are acceptable under Republic’s program:

- Needles and syringes
- Razor blades
- Orthodontic wires
- Scalpel blades and lancets
- Glass pipettes, slides and tubes
- Broken, contaminated glass
- Staples and wires (cardio-catheter wires)
- Disposable suture sets and biopsy forceps
- Electrocautery tips

Multi-Family Solid Waste Collection Service

In Republic’s experience, serving multi-family dwellings (MFD) demands an innovative combination of programs and services. Therefore, we offer an array of cart and container sizes to customize service to different sizes and needs of MFDs. FEL vehicles will be used to service MFD container customers and roll-off vehicles will be used for drop box and compactor customers (refer to Commercial Roll-off Collection below for description of services).

Republic may integrate MFD cart collection on to existing residential collection routes (Please refer to the curbside collection process as outlined above for single-family collection). In all cases, Republic will identify the correct equipment to service MFD complexes based on individual location and unique characteristics. If the complex requests container service, they will be offered 1-6- and 8-cubic yard capacity solid waste bins and/or 10- or 40-cubic yard roll-off boxes. As a baseline for MFDs, Republic will

provide no less than 96-gallons of container capacity for every five units in the complex equating to approximately 20-gallons per resident. However, both 32- and 64-gallon will be made available to all MFDs.

Republic will service multi-family solid waste carts, bins, drop boxes or compactors at least once per week, and up to six times per week, depending upon customer service levels. In all cases, our drivers have been trained to ensure the utmost personal safety and property protection, including awareness of traffic stops, distance to parked cars and other objects, overhead power lines, low-hanging trees, and undulated street surfaces. Republic drivers take these factors into consideration to ensure the most efficient and safe operations in multi-family complexes and surrounding neighborhoods.

Republic will implement the same equipment and methodology used in single-family cart collection when servicing MFD trash cart customers. Republic will implement the same equipment and methodology used in commercial container collection when servicing MFD trash container customers since these customers are integrated into commercial routes.

Republic’s collection methodology for MFD container customers for solid waste is intended to efficiently collect container contents with as few driver steps as possible, while ensuring customer safety, efficiency and limited spillage. Republic’s container collection process is as follows:

1. Driver arrives at address.
2. Multi-family container is located so the driver can approach the container and begin the lifting process. If necessary, the driver will exit the vehicle, unlock/open a gate, and position the container for lifting.
3. Once the container is properly and safely positioned for lifting, the driver moves the vehicle into position, maneuvers the forks into the container slots, lifts the bin automatically, and deposits the contents of the container into the body of the truck.
4. Driver controls the forks to slowly lower the container back to its standing position.
5. When the container has been properly emptied, the driver either leaves the location or exits the vehicle to physically move the container back into its proper area and, if applicable, closes and relocks the gate.



6. In all multi-family collections, our drivers ensure the lid of the container is closed before leaving the area and will clean up any litter as a result of the collection activity. Our operations team will factor in different collection methods at each stop to accommodate various service requirements.

Multi-Family Dwelling Weekly Single-Stream Recycling Collection

Republic will offer weekly single-stream recycling services as part of its core services for all MFD customers. Cart options include 64- or 96-gallon capacity or bins ranging in size from 1-6- and 8-cubic yard containers. 32-gallon carts will be available for mobile home parks.

Republic will implement the same equipment and methodology used in single-family cart collection when servicing MFD recycling cart customers. MFD recycling front-load bin customers will be serviced using the same methodology as MFD trash front-load bin customers and will be integrated into commercial routes. Roll-off vehicles will be used for drop box and compactor customers (refer to Commercial Roll-off Collection below for description of services).

As with single-family customers, MFD customers will be able to co-mingle all accepted recyclable material into the appropriate recycle cart(s) or bin(s). These recycle containers will be collected at a minimum of once per week depending on the service level.

Multi-Family Dwelling Organics Recycling Collection

Republic will offer weekly organics (yard trimmings) services as part of its core services for all MFD customers. Cart options include 64- or 96-gallon capacity or bins ranging in size from 1-6 and 8 cubic yard containers.

Republic will implement the same equipment and methodology used in MFD solid waste and recycling cart and container collection when providing organics service.

Organics containers will be collected at a minimum of once per week and up to six days per week depending on the service level.

Holiday trees will be collected for a specified period of time from all MFD. Tree collection from MFD can be a complicated process however, as Republic has provided this service to MFD in Milpitas for decades, we have implemented a successful program which responds to the needs of the individual MFD. Smaller MFD are offered curbside tree collection similar to residential tree collection. Although not required by the current franchise agreement, Republic has always offered larger MFD 20- or 30-cubic yard roll-off boxes free of charge for holiday tree collection.

Commercial Solid Waste Collection

Republic will offer container, cart, roll-off box and compactor collection services for commercial solid waste customers depending on the customer's specific needs. Service will be provided using collection trucks similar to services offered for MFD. Commercial solid waste customers will be given a choice of subscription service levels: Customers may select solid waste cart(s) 32-, 64-, and 96-gallon; 1-6- and 8-cubic yard-capacity solid waste bins; or 10 to 40-yard capacity open roll-off or compactor boxes (refer to Commercial Roll-off Collection below for description of services). Commercial customers will be serviced at least once per week and up to six times per week depending on service needs.

Commercial carts will be serviced with an AFL fitted with an automated Curotto-Can that is capable of collecting both carts and containers. Please refer to Single-Family Dwelling Solid Waste Collection for description of collection methodology.

Republic will service its commercial solid waste container customers with front end loaders with a 42-yard capacity. These trucks are the same collection vehicles used to efficiently service multi-family customers. Republic's roll-off and compactor customers will be serviced with 3-axle roll-off trucks capable of transporting containers ranging in capacity from 10- to 40-cubic yards. Compactor service will be available using compactors ranging from 10- to 40-cubic yard capacity.



REPUBLIC
SERVICES



Commercial Roll-off and Compactor Collection Methodology and Procedures

Roll-off and compactor collections may be regularly scheduled, temporary or on-call. Collection services are accomplished with roll-off trucks and boxes or compactors in sizes ranging from 10-to 40-cubic yards (up to 50-cubic yards

for recyclable materials) and a crew of one highly trained, professional driver. To ensure Republic roll-off drivers do not encounter overweight boxes, and to maximize diversion, Republic customer service representatives will query customers when setting up the service as to the type and amount of waste materials they plan to discard.

Roll-off solid waste loads, recyclables, construction and demolition and organic loads are direct hauled to the designated facilities for disposal, processing, recycling or composting. Scale technology is utilized on our roll-off vehicles to eliminate the possibility of overweight compactors/roll-off boxes, which can present a safety problem.

Roll-off boxes will be made available to Milpitas customers of every generator type in a full range of sizes. Republic customer service representatives will help customers correctly size their containers to maximize diversion and mitigate weight issues. Hauling companies generally provide a link between customers who desire compactors and compactor manufacturers and Republic has well established compactor manufacturer connections that we will provide to the customer upon request. Customers generally either lease or purchase a compactor.

Republic's roll-off and compactor customers will be serviced with 3-axle roll-off trucks capable of transporting containers ranging in capacity from 8-to-50 cubic yards. Compactor service will be available using compactors ranging from 10- to 50-yard capacity.

Commercial Single-Stream Recycling Collection

Single-stream recycling services will be offered as part of our core services for all commercial customers. Each commercial single-stream recycling customer may subscribe to 32-, 64- or 96-gallon cart service; container service with a capacity of 1-6- to 8-cubic yards; roll-off service with capacities ranging from 10-to 50-cubic yard; or compactor service with service up to six days per week (refer to Commercial Roll-off Collection below for description of services).

Republic will implement the same equipment and collection methodologies as previously noted for cart and front-load containers.

Commercial Organics (Yard Trimmings & Food Scraps) Collection

Republic will offer organics collection for all commercial accounts based on customer need. 32-, 64- or 96-gallon carts or 1- to 3-cubic yards bins will be made available with collection options ranging from one to six days per week. Republic currently provides a very successful pilot commercial food waste collection program and intends to expand the program to all applicable customers if awarded the franchise.

The same equipment and methodology will be implemented for commercial organics cart and container collection as previously described. Republic's roll-off and compactor customers will be serviced as described below.



“Republic customer service representatives will help customers correctly size their containers to maximize diversion and mitigate weight issues.”

Roll-Off Collection Methodology

The driver activity methodology for roll-off is as follows:

1. The driver arrives at the service address and checks the route sheet or work order for any notes pertaining to that customer, such as information pertaining to the customer contact, disconnecting coupling lines, etc.
2. The driver performs a safety check to ensure there is proper clearance and access to the container and that site activity at the collection point is zero. If conditions are questionable, the driver will talk to a site manager or will call the route supervisor to the site to act as a spotter.
3. The driver carefully backs up to the container and raises the truck’s hydraulic rails.
4. The driver dismounts the vehicle and locks the coupling device to the container, double checks it to ensure it is secure.
5. For compactors, the driver then disconnects the units’ electrical/hydraulic couplings.
6. The driver remounts the vehicle and engages its controls to pull the container onto the truck rails. When the rail reaches the locking stops, the driver lowers the rails.
7. All Republic roll-off trucks are equipped with automatic tarps. At this point, the tarp mechanism is engaged to cover the load if the box is not covered or enclosed.
8. The driver checks the area for any litter spilled during collection and cleans the area if litter is found.
9. The driver transports garbage drop-boxes and compactors to the transfer station, recyclables or C&D loads to the recycling facility, and yard/food waste loads to the compost facility, and obtains a weight ticket at the scale house.
10. The driver signs off on the work order that the job is complete, and files it away with the weight ticket in the company-provided file/clipboard. (All paperwork is turned into dispatch during the check in procedure at the close of the day.)
11. The driver repeats the process for the next work order or route sheet until all work is complete for the day.

Republic’s collection methodology for commercial roll-off and compactor customers efficiently collects containers providing the utmost customer and public safety, while providing maximum efficiency and avoiding waste.

Special collection conditions such as nearby parked cars, narrow public parking areas and alleyways may require modified methodologies to efficiently pick up containers. The driver may be required to conduct a 3-point turn within a public parking area to maneuver the truck for the best position on the egress side of the street. By the very nature of roll-off collection, the vehicle will need to back into a street or public parking area in order to line up with the box and to position the container for collection.

B. Recyclable Materials Processing

As one of the nation’s premier recycling companies, Republic has taken our commitment to environmental sustainability to the next level at the Newby Island Resource Recovery Park (NIRRP) which features state-of-the-art enhancements.

The NIRRP is a “one stop shop” featuring fully-integrated waste management and recycling facilities capable of processing, renewing or re-using 100 percent of material onsite. Our proposed collection options require all materials to be processed through the NIRRP recycling and organics facilities. Other waste companies are required to transfer organics and/or recycling to remote or out of county locations, dramatically impacting the environment. By partnering with Republic and NIRRP, the City of Milpitas will greatly minimize carbon footprint while achieving maximum diversion of material. Additionally, recent capital improvement projects and

investments in our infrastructure allow Republic to offer Milpitas the most unique and innovative diversion programs in the waste industry. The NIRRP also features an onsite clean natural gas fueling station and many other sustainable features.

Due to the unique processing system and Republic’s ability to effectively market high volumes of recyclable material, we are capable of offering collection





and sorting of multiple single-stream materials. If Republic is chosen to remain the franchisee for Milpitas, all recyclable materials will continue to be collected and hauled to the Recyclery at the NIRRP.

Processing Site Information

Recyclable materials will be received and processed at Republic’s Newby Island Recyclery located at 1601 Dixon Landing Road in Milpitas, California. The facility is a wholly-owned and operated subsidiary of Republic Services, Inc.

Contact:

Evan Boyd, General Manager
Address: 1601 Dixon Landing Road
Milpitas, CA 95035
Phone: 408-586-2281

The Newby Island Recyclery is considered the largest and most capable materials recovery facility in the world with the capability of processing 110 tons of multi-stream material per hour. This system marks a revolutionary shift in how materials are processed by diverting up to 80 percent of recoverable commercial material processed and 95 percent of recoverable residential material processed. As the City of Milpitas’ current recycling processor, the diversion benefits of the Recyclery are already being recognized. By continuing to contract with Republic and taking advantage of all the Recyclery has to offer, the City will easily meet its diversion goals as set out in the RFP.

Single-stream recycling facilities are common. There are even large systems that process a mix of commercial and residential waste. But no other facility processes this wide range of the waste stream at this rate of recovery. Republic is the ONLY company able to offer Milpitas this type of processing service.



The uniqueness of our facility was acknowledged in July 2013 when the Solid Waste Association of North America (SWANA) recognized Republic with its prestigious

Excellence Award. This award honors outstanding solid waste programs and facilities that advance the practice of environmentally and economically sound solid waste management through their commitment to utilizing effective technologies and processes in system design and operations.

Republic can provide single-stream and single-commodity processing in addition to an innovative mixed waste sorting system for the City’s multi-family dwellings (MFD). The mixed waste system is a unique approach to waste processing and one that could not be accomplished without the Recyclery: a single material recovery facility with the capability to process an unprecedented list of recovered commodities at an unprecedented rate.

General operating parameters

Receiving Hours of Operation:

- Monday – Friday: 4 a.m. – 5 p.m.
- Saturday: 5 a.m. - 1:30 p.m.
- Sunday: Closed

Closed on the following holidays:
Thanksgiving, Christmas, and New Year’s Day.

The operation is currently not set up to accept material outside of the receiving hours.

Average Turn Around Time: 24 Minutes

Guaranteed Turn Around Time: No Guarantee



Processing Methodology

To achieve the highest and best use, Republic processes recovered recyclables to minimize contaminants shipped to the manufacturers of new products who buy our recovered materials. As the most advanced recycling facility in the world, Newby Island has the ability to sort and recover a large amount of recyclables. The process maximizes both the amount of material diverted from the landfill and the amount of recyclables available for our buyers. Additionally, Republic works with the buyers of our materials to make sure that they are getting only the materials that they want.

Republic has historically been able to effectively move recovered materials to buyers because of the rigorous methodology used to ensure the highest quality. The facility has a dedicated material analysis station where randomly selected loads are inspected before being processed. By carefully sorting these materials, we are able to ensure that our high standards are being met by our staff. This is exemplified by our ongoing use of the sorting station to analyze material received, as well as, our fully processed materials. We also sort materials bound for landfill to ensure that we are not losing valuable recyclables.

It is important to note that our dedicated Materials Marketing Group maintains alliances with a broad array of buyers so that even when commodity markets are depressed, we are still able to move saleable product consistently. This should be an important consideration for the City when entering into a long term business arrangement. Several smaller processors were unable to move recovered recyclables during the recent Oakland port shut-down and the severe downturn in 2008 and were

forced to dispose of collected and processed recyclables, and many failed to honor their contractual commitments for rebates and diversion goals.

We also continue to seek new markets for materials that can be recovered. Republic's National Materials Marketing Group works to identify markets and processes that will recover more materials and achieve the best re-use of those materials. Installation of a polystyrene densifier is another key example of this strategy. The operation of the densifier allows Republic to process and recycle expanded polystyrene, a bulky lightweight material with limited recycling capabilities which often ends up in the landfill.

Although several communities have passed ordinances banning the use of expanded polystyrene for food service take-out, expanded polystyrene still has many packaging applications, and it is collected in commercial waste and recycling streams. Republic has identified two firms that will accept the densified polystyrene and use this material to create picture frames, decorative moldings used in home construction and various other products.

Method of Tracking Tonnage

Each jurisdiction is assigned a separate account in Republic's scale system. All inbound and outbound materials will be weighed in at the Recyclery scales. Transaction data will be recorded in our electronic database program. The system has been customized for use by recycling operations and allows for the recording and reporting of inbound and outbound material flow. Inbound materials are recorded by weight, truck number, date, time, material type and city of origin. Republic has the capability to provide reports to Milpitas detailing diversion information that may be required by CalRecycle.



Current Monthly Residue Rate

There are no individual or collective limits on the amount of acceptable contamination. Residue can be tracked by material type by utilizing the previously mentioned dedicated sorting station. The material analysis is performed by a dedicated employee who can accomplish multiple characterizations per day. This allows Republic to develop metrics to minimize the amount of stray recyclables within the residue and focus market development efforts on potentially recyclable or compostable materials. The overall current average monthly residue is 26 percent.



The following is a sample of some of the Characterization Test forms.

MATERIAL CHARACTERIZATION FORM			
Material Origin (City, Line, Etc...):			
Hauler:			
Date of Collection:			
Date of Characterization:			
BIN #:			
Gross Weight (lbs):			
Tare (empty) Weight (lbs):			
Net Weight (Gross-Tare):			
Check (sum of weights below):			
Check (Difference):			
Truck #:			
Tester:			
Detail (Y/N):	No		

MATERIAL	#	WT.	%
RESIDUAL	0	0.0	
All Residue Combined			
DETAIL RESIDUE CHARACTERIZATION BELOW (If Needed)			
C&D MATERIAL (RESIDUE)			
Asphalt Shingles/Roofing			
Carpet & Carpet Padding			
Ceramics (SM PCS)			
Clean Gypsum Board/Sheetrock			
Other Rock/Soil/Fines			
Remainder/Composite C & D			
Treated/Painted Wood			
HAZARDOUS MATERIAL			
HHW			
Pharmaceuticals/Household Medical			
Other Remainder Composite HHW			
UNIVERSAL WASTE (RESIDUE)			
Compact Fluorescent Bulbs (CFLs)			
Fluorescent Tubes			
Car & Other Lead Acid Batteries			
ORGANIC MATERIALS (RESIDUE)			
Food Wastes			
Wet Mix			
Yard Waste (Leaves/Grass/Brush)			
Cooking Grease			
Remainder/Composite Organics			
OTHER MATERIALS -			
Ash			
Diapers/Sanitary Items			
Expanded Polystyrene			
Furniture			
Leather/Shoes			
Mattresses & Box Springs			
Missed Opportunity			
Mixed Residue/Trash			
Rubber/Latex Gloves			
Textiles/Fabric/Clothing			
Tires			
Treated Medical Waste			

	Weight	%
Summary		
FIBER	0.0	
OCC/Kraft	0.0	
ONP (Newspaper)	0.0	
Mixed Recyclable Paper	0.0	
Office Paper	0.0	
PLASTIC	0.0	
#1 PET Bottles/Jars	0.0	
#2 HDPE - Natural	0.0	
#2 HDPE - Color	0.0	
Mixed Plastic (#3 - #7)	0.0	
Recoverable Film	0.0	
Mixed Rigid Plastic	0.0	
METAL	0.0	
Aluminum Cans	0.0	
Ferrous/Bimetal Cans	0.0	
Scrap Metal	0.0	
GLASS	0.0	
OTHER RECOVERABLE MATERIAL	0.0	
Wood (clean)	0.0	
Rock/Concrete/Brick/Aggregate	0.0	
Electronics	0.0	
Residue	0.0	
TOTAL SAMPLE	0.0	0.0%

Republic can develop individualized Characterization Test forms for materials delivered and processed from Milpitas if it wishes to have a waste characterization performed.



Other Features of the Recyclery Facility Site Operations

Considered the world's largest multi-material processing system, the Recyclery began operations in July 2012 as the first of its kind: a single material recovery facility built to accept four unique material streams to produce a significant list of recovered commodities at a rate never before achieved. The facility is capable of processing 420,000 tons of food, single-stream recyclables, and commercial waste each year at rates up to 110 tons of multi-stream material per hour. This makes the facility the largest (by volume) and most capable materials recovery facility in the world.

The unparalleled efficiency of the Recyclery allowed the City of San Jose to report that its commercial recovery rate tripled just a few months after the opening of the facility, from less than 25 percent to 75 percent. Due to the unique Wet/Dry processing system, Republic is able to guarantee every customer that participates in Wet/Dry collection automatic compliance with California Assembly Bill 341 and, in some cases, AB 1826. All Wet/Dry material collected is delivered to the Recyclery for processing with minimal residue actually being disposed of in the landfill.

The key to efficiency of the Recyclery is four specially-designed processing lines which are able to process four separate material streams simultaneously. The lines include a the 33-tons per hour (tph) residential single-stream line and three commercial lines: a 20-tph wet line for food and organics, a 35-tph dry waste line, and a 22-tph commercial single-stream line. The system processes single-stream material and all types of commercial waste, including demolition debris, paper, metals, cardboard, wood, film, rigid plastics, aggregate, wall board and other materials that might traditionally be discarded.

The commercial wet line is designed to process food waste from all restaurants, groceries and other commercial outlets, a task performed in few other communities. Recovered organics can be converted into feedstock for conventional windrow composting.

The facility also features an advanced optical container processing system capable of handling inputs from the 4 separate processing lines simultaneously.

This system completely eliminates much of the up-front work required through traditional commercial recycling programs. The system is capable of taking



mixed waste in the form that it exists in trash containers today and achieves an extremely high level of diversion without the need for customer education and action on the front end. While traditional programs that require this type of involvement from the customer struggle to improve diversion to any great extent, the Newby Island Recyclery Mixed Waste Processing system achieves the end result initially and will be durable over time as well. This system can handle mixed commercial wet and dry waste as well as material collected through a one-container collection program.

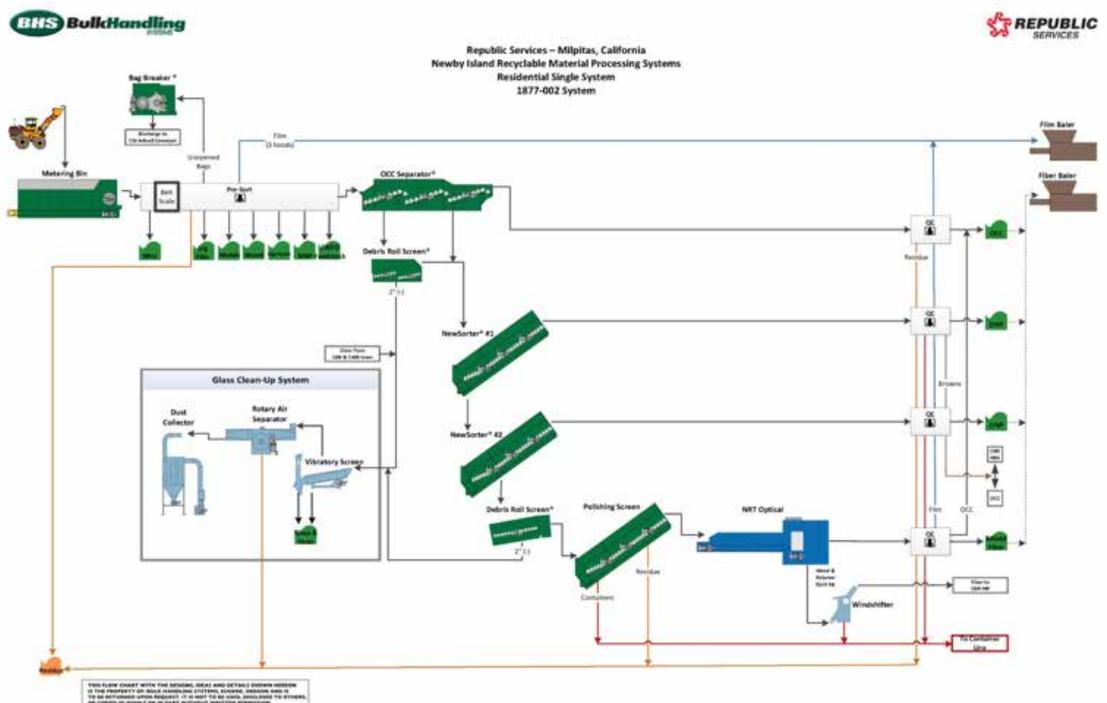
The following schematics detail the system process flow and include several key pieces of sorting and recovery equipment of interest to the City for processing of its residential commingled recyclables including:

- Metering bins to provide a steady flow of materials to the system for maximum recovery;
- Belt scales to monitor and record inbound volumes to the system;
- Bag Breaker unit to open bagged materials to improve recovery;
- OCC Separators to recover large cardboard;
- Debris Roll Screens to recover glass and fines;
- NewSorter Screens to recover ONP fiber;
- Polishing Screens to recover mixed fiber;

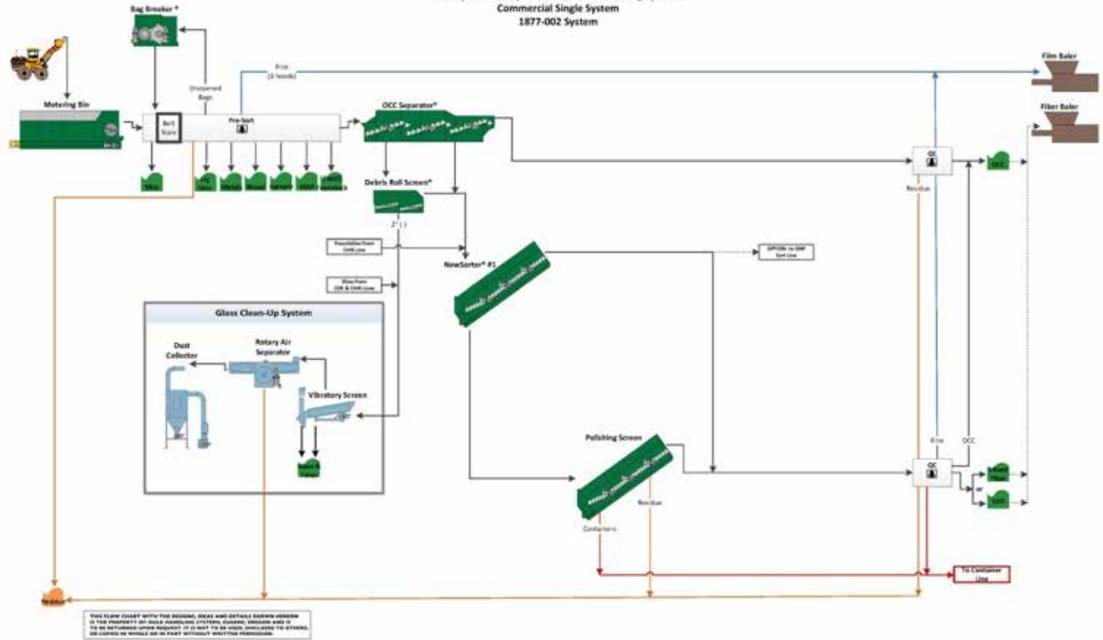




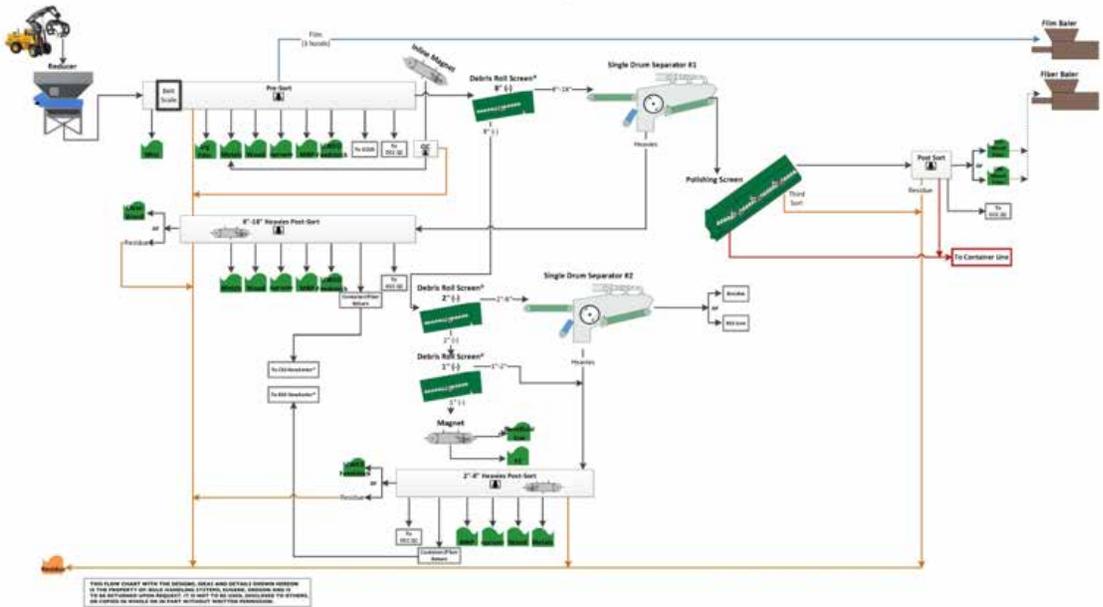
- Automated walking floors to store and feed fiber products to the balers;
- Single Drum Separators to separate material streams based on density;
- Optical sorters to recover PET, HDPE, and other Plastics;
- Automated container storage bins to feed recovered containers to the balers;
- Eddy Current Separators to recover Aluminum;
- Ferrous magnets to recover Ferrous metals;
- Glass clean up system to improve quality of recovered glass;
- Four balers to bale all fiber, containers, film and other outbound commodities.



Republic Services – Milpitas, California
 Newby Island Recyclable Material Processing Systems
 Commercial Single System
 1877-002 System

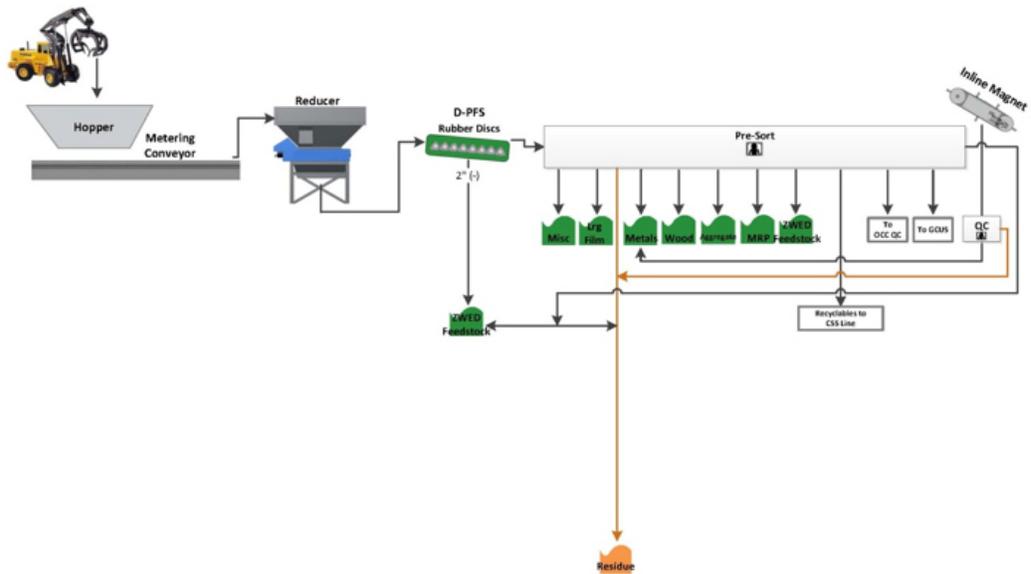


Republic Services – Milpitas, California
 Newby Island Recyclable Material Processing Systems
 Commercial Dry Recyclables
 1877-002 System



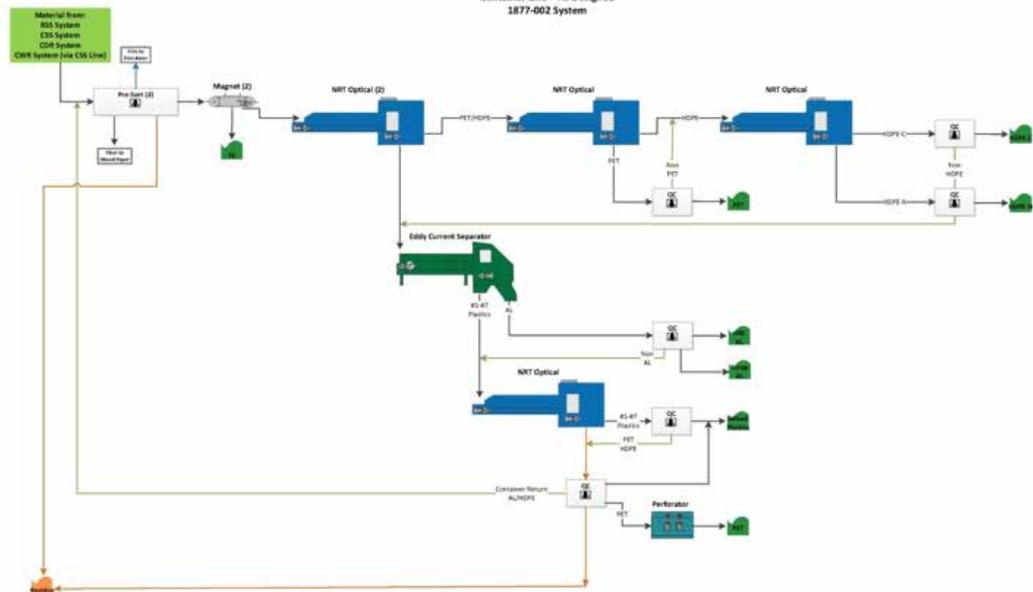
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Republic Services – Milpitas, California
Newby Island Recyclable Material Processing Systems
Commercial Wet Recyclables
1877-002 System



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Republic Services – Milpitas, California
Newby Island Recyclable Material Processing Systems
Container Line – As Designed
1877-002 System



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Permits and Regulatory Compliance

Republic strongly supports and advocates the five R's of Sustainability: Reduce, Reuse, Recycle, Renew, and Responsibility. The five R's of Sustainability reflect Republic's values and the continued commitment to sustainability. Republic understands that the sustainability of the environment depends on protecting and preserving natural resources and educating current and future generations on environmental compliance. In fact, Republic's sustainability program centers on the theme of "Protecting Today's Environment for a Better Tomorrow." This message is important to the quality of life and regional prosperity in the communities it serves and why compliance is so important to us.

The Recyclery's Solid Waste Facility Permit (SWIS No. 43-AN-0014) allows for Material Recovery, Transfer Station, and Processing Facility operations. The facility is permitted to operate 24 hours per day and 7 days per week and can accept up to 1600 tons per day. The facility is inspected monthly by the City of San Jose LEA.

Regulatory Agency Contact:

Bob Bates , REHS
Environmental Inspector
Code Enforcement, LEA
City of San Jose
200 E Santa Clara Street
San Jose, CA 95113
(408)535-7640

Processing Services

Processing Throughput

The annual processing capacities by material type are:

- Total annual permitted Recyclery tonnage is 584,000 tons for all processing lines combined (1,600 tons per day, seven days per week)
- Total annual permitted composting tonnage is 160,680 tons.
- Wet pre-processing capacity is 182,500 tons annually
- Single-stream processing system capacity is 185,000 tons annually
- Commercial dry material processing capacity is 142,000 tons annually
- The combined capacity of all processing lines is projected as 603,000 tons annually (1668 tons daily processing capacity)



Available Processing Capacity

The Newby Island Recyclery has the necessary capacity to guarantee capacity to process all recyclable materials delivered from the City of Milpitas throughout the Agreement term. This guarantee is easily made as Republic is the City's current recycling processor and is familiar with its processing needs.

Republic successfully offers expanded single stream materials processing in the communities of Milpitas, San Jose, Union City, Fremont, Newark, Daly City, Half Moon Bay, cities within Contra Costa County, Fresno, Clovis, Los Banos and many others in Northern California.

Import Restrictions or Fees

The City of San Jose collects \$1.08/inbound ton as an LEA fee (as of October 2015). Historically the increases to this fee have been modest.

Transfer Method

All recyclable material will be hauled directly by Republic's collection drivers to the NIRRP Recyclery with no need for a transfer station.



C. Organic Materials Processing

Processing Site Information

Organic materials will be received and processed at Republic's Newby Island Organics and Composting Facility located at 1601 Dixon Landing Road in Milpitas, California. The facility is a wholly owned subsidiary of Republic Services, Inc.

Contact:

Evan Boyd, General Manager

**Address: 1601 Dixon Landing Road
Milpitas, CA 95035**

Phone: 408-586-2281

The NIRRP houses a state-of-the-art organics recycling program that delivers the most environmentally responsible, efficient and cost-effective organics recycling services to our customers. We turn yard and food waste scraps into nutrient rich, certified organic compost, mulch and wood chips that are used by local businesses, residents, school districts and parks. We also sell the material as biomass fuel. Republic does not utilize any organic material for alternative daily cover or beneficial use. All material is processed and recycled.



Organic Materials Processing

Conventional Windrow Composting

The NIRRP has an active 18 acre windrow composting facility that has been in operation for over 20 years. The facility accepts a wide range of organic materials and produces a wide variety of products for end use and sale. Material that arrives at the facility is pre-sorted for contaminant removal, sized in a tub grinder and placed in windrows for commencement of the composting process. These windrows are approximately 17 feet wide and 8 feet in height and remain in place for 85 days. Windrows are turned on weekly basis and moisture conditioned daily. The end product is then screened with the overs being delivered to various off-site end users for fuel and ground-cover or are re-introduced into the composting process. The end product produced from the compost process is marketed to a variety of end users and the facility has long standing, established outlets for the material. We continue to pursue other end users with the largest growth area being agricultural application predominantly in vineyards and orchards.

Republic has the ability to accept clear plastic bags from commercial customers. The material is placed into a grinder, which breaks the bags. Residual are mechanically screened out of the compost at the end of the process.

The 2015 year-to-date residual from our Organics Facility is approximately 9.5 percent.

Method of Tracking Tonnage

Each jurisdiction is assigned a separate account in Republic's scale system and all inbound loads of organic materials are weighed when they arrive at the facility.





Available Processing Capacity

Total annual permitted composting tonnage is 160,680 tons.

Average daily tonnage for composting is 508 tons per day (based on 2014 volumes) with available capacity of 67 tons per day.

Republic guarantees the Newby Island Organics Facility has enough capacity to process organic materials collected throughout the term of the Future Franchise Agreement.

Permits and Regulatory Compliance

Bob Bates , REHS
Environmental Inspector
Code Enforcement, LEA
City of San Jose
200 E Santa Clara Street
San Jose, CA 95113
408-535-7640

Import Restrictions or Fees

The City of San Jose collects \$1.08/inbound ton as a San Jose LEA fee. Historically the increases to this fee have been modest.

Transfer Method

All organic material will be hauled directly by Republic's collection drivers to the NIRRP organics facility with no need for a transfer station.

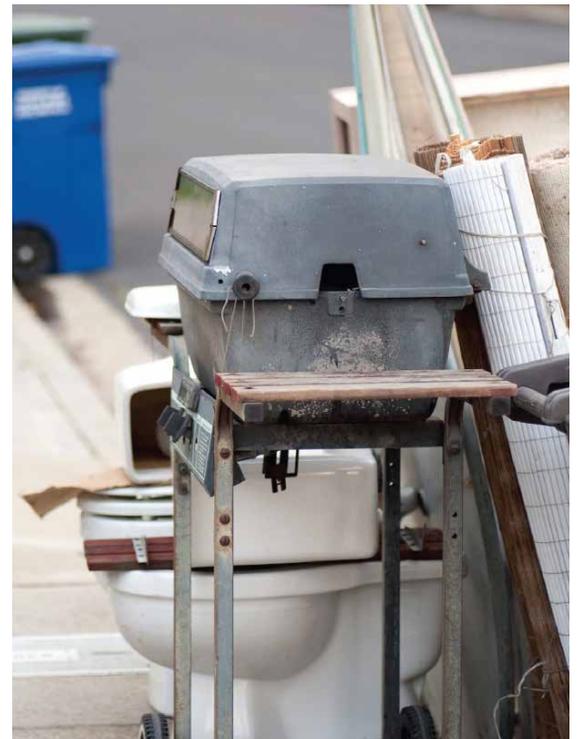
D. On-Call Bulky Item Clean-Up Events

Republic proposes to sort all on-call bulky items at our Newby Island C&D processing facility - an effective method which will result in increased diversion for the City.

Residential Bulky Item Clean-Ups

Republic's goal is to increase household diversion rates while being responsive to customer needs. Both single-family and MFD which receive curbside collection will have the opportunity request four (4) free on-call bulky item clean-ups per year. Customers will have two options for scheduling a bulky item clean-up which include a convenient bulky item collection request form on our website or call customer service to schedule a pick-up, at which time they will be asked for their name, service address and daytime phone number, as well as what types of items they will be setting out for collection.

Bulky item collection will occur on regularly scheduled collection days with tracking managed via our InfoPro system. Once an on-call appointment is scheduled, the customer will receive a mailed brochure confirming collection date and detailing reuse options. It will also include set-out guidelines and provide a visual aid to support the guidelines and accepted materials list.



“Republic’s goal is to increase household diversion while being responsive to customer needs.”

To perform bulky item clean-up service, Republic will collect in AFL trucks - as specified in the collection portion of the Technical Proposal for Base Services - and a flatbed truck to collect large appliances and other recyclable materials. Residents will be instructed to leave materials at the curb on their collection day by 6 a.m.

In addition to curbside bulky collection, Republic will offer “Bin for a Day” services as specified by the Future Franchise Agreement. Customers will have the option to order a free “Bin for a Day” as a substitute for the free bulky clean-up. 1- to 4-cubic yard containers will be offered for delivery Monday-Friday on the customer’s regular collection day. Republic proposes to remove the container 48 hours after initial delivery. Customers may order the service through customer service or via our website.

MFD and Commercial Bulky Item Clean-Ups

Prior to the start of the new franchise agreement, Republic staff will meet with each MFD property manager/owner to determine collection locations for on-call bulky items collection. The agreed upon collection details will be provided to customer service and communicated to the MFD resident during scheduling. A brochure, triggered by the customer’s request of an on-call bulky item collection, will be sent to the customer’s unit prior to their on-call bulky

item collection and will include set out guidelines, accepted materials, reuse options (as mentioned above) and move in/move out information. Residents will be billed individually for on-call clean-ups.

For MFD locations that cannot accommodate a specific bulky-item collection location, Republic will coordinate with the property owner/manager to schedule community bulky-item clean-up day. Roll-off box(es) will be delivered to a mutually agreed upon location on the MFD site where residents can dispose of bulky material. Each clean-up event handled in this manner will include a site visit and walk-through with a member of Republic’s staff. The clean-up cost will be billed to the MFD directly.

Because Republic has been providing service to MFD in Milpitas for many years, we understand the complexities of overloaded containers due to move in/move out situations, something which infrequent on-call bulky item collection may not always resolve. To that end, Republic has already created collateral material specific to this challenge and regularly delivers them to MFD property owners/managers for distribution to residents. These materials will also be made available on Republic’s website and in the bulky collection brochure. The on-call bulky collection program will also aid in minimizing abandoned waste.

Commercial customers are offered the option to request a bulky item collection for a fee.

Welcome to Your New Home!

Important Tips to Remember

- City of Milpitas Reuse Line may be called at 408-586-2680 for information about recycling and reuse options available for Milpitas residents. This is a voice message service. Please allow 24 business hours for a response.
- Center for Development of Recycling (CDR) is a free referral service that provides detailed information about where to recycle or dispose of household and business items. Call 800-533-8414 or go to www.RecycleStuff.org to find places that reuse or recycle just about anything!
- E-Waste Recycling Visit www.ci.milpitas.ca.gov/~pdfs/res_ewaste.pdf for referrals in Milpitas or you can call the Reuse Line at 408-586-2680.
- Household Batteries & Fluorescent Bulbs may be disposed off at the customer service desk at Orchard Supply Hardware on N. Milpitas Blvd. or Home Depot on Great Mall Drive. This service is for residents only; bulk drop-offs from businesses are not accepted.
- Household Hazardous Wastes (HHW) Santa Clara County's HHW Program provides Saturday drop-off centers for medicines, cleaning chemicals, batteries, etc. Appointments required! Call 408-299-7300 or visit www.hhw.org to schedule an appointment.
- Scavengers that are seen stealing recycling from outside recycling containers are to be reported to the Milpitas Police Department at 408-586-3400.
- Household Dump Day (HDD) is a Milpitas resident, you may dispose of household items at the Newby Island Landfill on the 2nd and 4th Saturday of each month from 8 a.m. to 4 p.m. You must bring two consecutive month PG&E bills from the current year and your driver's license. Strict entrance requirements, load restrictions, and charges for specific items apply. Customers not meeting requirements will be turned away. Please call Republic at 408-432-0444 for more information prior to using the HDD for the first time. This service is for residential waste generated within your Milpitas household only.
- Motor Oil Recycling is not offered to multi-family, high-density, and mixed-use developments. Residents may recycle motor oil at several retail outlets in Milpitas. Call the City of Milpitas Reuse Line at 408-586-2680 for referrals.

Accepted Recycling

Mixed paper (Magazines, Newspaper, Office Paper, Junk Mail, Cardboard), Aluminum Cans, Soup Metal, Aluminum Foil, Glass Bottles, A-lens, Plastic, Food & Beverage Containers, 1" Plastic Bags (bag in a bag), Shredded Paper (in clear plastic bag)

NO Trash, Food Snags and Food Soiled Paper, Styrofoam, Pallets, Plant Trimmings, Redroom Waste, Hazardous or Medical Waste, Construction Debris, Concrete, Asphalt, Dirt

RECYCLING MADE EASY

Republic Services of Santa Clara County
1601 Dixon Landing Road, Milpitas, CA 95035
408-432-0444
RepublicServices.com/site/santa-clara-ca

Good Luck with the Move!

You may have items in good condition that you want to get rid of - please use alternatives to throwing away these materials! Try the resources listed here:

- Center for Development of Recycling (CDR) is a free referral service that provides detailed information about where to recycle or dispose of household and business items. Call 800-533-8414 or go to www.RecycleStuff.org to find places that reuse or recycle just about anything!
- Household Batteries & Fluorescent Bulbs may be dropped off at the customer service desk at Orchard Supply Hardware on N. Milpitas Blvd. or Home Depot on Great Mall Drive. This service is for residents only; bulk drop-offs from businesses are not accepted.
- E-Waste Recycling Visit www.ci.milpitas.ca.gov/~pdfs/res_ewaste.pdf for referrals in Milpitas or you can call the Reuse Line at 408-586-2680.

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Talk to your property manager about the following reuse ideas:

- Share tables. Some complexes set up "share tables" where people can leave behind unwanted goods and exchange them for others. Share tables should be regularly monitored by a volunteer or staff person. Lingering items should be donated to local charity on a regular basis.
- Apartment-wide garage sale. Some apartment complexes have found that hosting a swap meet at the apartment complex is a great way to exchange unwanted items and also meet more neighbors.

RECYCLING MADE EASY

Republic Services of Santa Clara County
1601 Dixon Landing Road, Milpitas, CA 95035
408-432-0444
RepublicServices.com/site/santa-clara-ca

ACCEPTED BULKY MATERIALS

- Up to three (3) cubic yards of Solid Waste or;
- Recyclable Materials or;
- Organics Materials including:
 - Small tree stumps not to exceed 16 inches in diameter and length
 - Yard Trimmings
- Reusable Materials
- Appliances
- Construction & Demolition (excluding concrete)
- Universal Waste
- E-waste items
- Bulky Items such as furniture, couches, etc.
- Materials, (except for bulky items, furniture and appliances) will be limited to five (5) feet in length and can weigh no more than seventy-five (75) pounds (excluding bulky items), and must be bundled
- Customers will have the option to have material collected that does not meet this criteria by making alternate arrangements through Allied customer service

MATERIALS NOT ACCEPTED

- Motor vehicles
- Vehicle parts and automotive batteries
- Hot ashes
- Animal waste
- Hazardous and Infectious Waste (toxic substances, paint, thinners)
- Materials longer than 5 feet in length or weighing more than 75 pounds (unless alternate arrangements have been made through Allied customer service).



Republic will include information on setout procedures and acceptable and unacceptable materials in outreach pieces and on www.republicservicesSCCO.com. This information will also include Santa Clara County resources for disposing of Household Hazardous Waste, as well as local options for donating unwanted but reusable to the following organizations:

- The Milpitas Food Pantry and Clothes Closet
- Goodwill
- Salvation Army
- RAFT
- St. Vincent DePaul
- Disabled American Veterans

Additionally, Republic will continue to guide residents to The Center for Development of Recycling at <http://recyclestuff.org/> for a full listing of reuse and recycling opportunities within the local area.

MATERIALS TARGETED FOR REUSE/RECYCLING

Republic will target the following materials for reuse and/or recycling:

- Wood (untreated)
- Yard Trimmings
- Cardboard
- Appliances
- Computer monitors and televisions
- Inert Materials
- Metal



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E. Public Outreach

Republic is committed to continuing to work in partnership with the City of Milpitas to develop and disseminate effective, targeted public education and promotional materials on a regular basis to all customers as part of a larger effort to achieve the City's sustainability goals. Republic brings a proactive, integrated approach to its customer communications and will use a variety of methods, such as direct mail, posters, media relations, special events, website and other methods as appropriate, to convey service and recycling messages to reach various audiences. As evidenced by our many years of performing outreach in Milpitas, we have extensive experience designing and implementing customized education and outreach programs that effectively promote recycling and increase diversion.

The goal of Republic's public education and outreach program in Milpitas is to increase recycling participation by directly educating residents, MFD and commercial customers about the key elements of the program, including relevant program changes, and highlighting customer service, cost, environmental benefits and State recycling requirements.

Go beyond recycling and provide comprehensive sustainability services. In addition to offering recycling-related services, Republic plans to equip Milpitas customers with the tools to tackle other important environmental opportunities such as source reduction education, environmentally preferable purchasing, resource conservation, sustainability, and mitigating climate change impacts. This strategy will be guided by State mandatory recycling requirements.

Other elements of our messaging strategy include:

- Terminology – It is important to use words that the public understands, and avoid industry jargon. Prior to developing outreach materials, Republic will meet with City staff to decide on preferred terminology.
- Limited Text – Writing clearly will enhance key message comprehension and retention. Avoiding use of excessive text, using simpler words, and eliminating redundancy are key to Republic's plan for effective collateral development.
- Use of Graphics – Messaging has moved from long "Yes, No" lists, to full-color photos and catchy graphics, especially in items designed to appeal to children. The use of blue to indicate recyclables and green for organics is becoming more widely accepted.
- Easy-to-read – Nearly every focus group review of outreach and marketing collateral reminds us that the usage of simple font in an appropriate text size is critical to the production of easy-to-read documents.

- At a minimum all written materials to be distributed to the public shall conform to the requirements of the following plan.
- Written materials shall be printed in English, Spanish, and other languages specified by the City.
- Republic shall provide outreach material to the City for staff's review and approval prior to printing and distribution.
- Printed materials shall be professionally printed on paper stock with not less than fifty percent (50%) recycled paper content including at least ten percent (10%) post-consumer recycled paper content.

Outreach Campaign Components

The following collateral materials comprise the general components of Republic's public education and outreach plan, organized by service type. Should a component be one created specifically for the transition period only, it is indicated below.

The schedule of distribution of items is noted with each outreach piece and the quantity distributed will be based on number of single-family, MFD and commercial customers. All Republic materials have a professional, branded look and feel which will achieve a level of recognition and familiarity among our customers. We always ensure a minimum of 10 percent overrun of printed materials for any additional distribution and outreach material will be available for download on our website as appropriate.

Samples of Republic's educational materials can be found in Attachment 3.



Staffing

To accomplish all of the activities described in our public education and outreach plan, Republic will employ for the City one diversion coordinator who will dedicate 40 hours per week especially focused on special events and outreach to residential, MFD and commercial customers. The diversion coordinator will be managed by Republic's public outreach manager (municipal relationship manager) who will also be assigned to support the City for a minimum of 20 hours per week.

Budget

The proposed budget for public education and outreach during the start-up period is approximately \$89,600 and on an annual basis is approximately \$129,500.

Residential Public Outreach

Initial Mailing

Republic will, in advance of the contract start date and in accordance with the finalized Agreement, prepare and mail an initial brochure to all customers explaining any changes from the existing to new programs. The brochure will summarize the bulky item collection program, holiday schedules and



more. The mailing will describe program changes, dates of program implementation, recycling and yard trims diversion programs available, special services available, holiday collection schedule, proper handling and disposal of HHW and Republic contact information. Approximately 14,000 pieces will be

mailed two weeks prior to the Agreement start date. The brochure will be updated for use in 2018 to be mailed and/or emailed to new customers.

Services Questionnaire

Republic has successfully provided questionnaires to Milpitas residents in the past when changing cart service and it will be no different with the new franchise agreement. Residents will receive a services questionnaire detailing everything they need to know about our services including available container sizes, current and new rates and other pertinent information. Mailers can also be made available in a variety of languages available for download on our website. Approximately 14,000 pieces will be mailed three months prior to Agreement start date. Customers will also have the option of submitting their cart selection through Republic's website.

Quarterly Newsletters

Republic proposes to use quarterly newsletters as an opportunity to provide informative and engaging information (e.g. special collection events, resources for disposing of household hazardous waste, e-waste recycling options, and the benefits of recycling and resource conservation). Republic will incorporate special articles into each newsletter, such as spotlighting summer safety in May to reminding residents to compost their pumpkins in October. Additionally, we propose to dedicate a portion of the newsletter to our younger recyclers; from waste prevention word searches to recycling quizzes, we want to engage family members of all ages.



Since a growing portion of the population prefers digital over paper, Republic proposes to provide both paper and electronic newsletter options. Republic maintains a database of customer email addresses, provided by customers who prefer to receive electronic correspondence. These customers will receive electronic newsletters instead of paper.



The benefits of providing an electronic newsletter option are two-fold. We will accommodate customer preferences, but electronic newsletters will also enable us to learn more about the effectiveness of our articles—for example, e-newsletters provide data regarding open rates, read rates for each article, and forward information—allowing us to understand what matters most to customers and tailor future outreach efforts. Approximately 14,000 newsletters will be inserted with residential invoices once per quarter.

Corrective Action Notice (Oops Tag)

Corrective Action Notices are tags that drivers leave that indicate set-out problems, and are tailored to residential and commercial generator types. These tags can be used as a courtesy notice, or as a notice of non-collection when so marked. When used as a courtesy notice, the materials in question are taken, but customers are informed of the improper element of their set-out and advised of what to do to ensure a proper set-out for next collection. When used as a non-collection notice, the cart in question is not collected, and the customer is advised of the exact problem. The problem must be corrected prior to the following week's service.



Republic's Corrective Action Notice, or Oops Tag, will be utilized in one of two ways, depending upon Milpitas' preference. The tag can be utilized regularly by drivers, whenever improper set-outs are observed, or it may be used as part of a campaign, where, for example, one route will be focused on per month, and Corrective Action Notices issued during collections in that month. The one exception to limited Corrective Action Notice distribution

would be in cases where serious or unacceptable, recurring set-out problems by a particular customer or household are observed by the route driver. Naturally, Corrective Action Notices will be used whenever a collection is unacceptable for health and safety reasons or due to an unpermissible level of contamination is observed in either the recyclables or yard waste cart, which warrants the attention of the customer to clean up the materials or have the materials disposed of as trash. When drivers turn in their Corrective Action Notices, the information is entered into a database and used for detecting behavioral patterns or trends that need correcting via Republic's public education and outreach program. The form can be revised based on Milpitas staff input. Republic prints at least 2,000 correction action notices for each line of business (trash, recycling and yard trimmings) per year.



Advertisements and Web Banners

Republic places advertisements in local newspapers, on its website as well as the City of Milpitas' website to communicate special events, holiday collection schedules and other important information. Although the current franchise agreement does not require this outreach to this extent, Republic believes it is necessary to ensure our customers receive timely and accurate information.

Website - www.republicservicesCCO.com

Republic's local website is designed to be a one-stop resource for news, information, and education on collection, recycling, transfer, and disposal services, providing in-depth information on residential and commercial programs, downloadable outreach information and environmental initiatives. The current website will be updated to include even more tips and resources for maximizing curbside recycling, information to boost diversion rates, and specifics on how to responsibly dispose of e-waste, hazardous household materials, and other environmentally harmful materials. Republic's



website already enables customers to view their collection schedule by simply typing in the service address, securely pay their bill online, and identify who to contact at Republic with service requests questions. The website will also include a Kids' Place section featuring activities designed for children to learn more about the environment and recycling using puzzles, games, and word searches.

Social Media

Republic proposes to utilize appropriate social media methods to outreach to customers, including Facebook and Instagram. Diversion education and collateral, advertisement of special events such as compost giveaways, holiday closings, etc. can be easily communicated in this matter. Republic currently has a Facebook page "Republic Services Milpitas" that will be modified to meet the needs of the franchise agreement.

Additional ways Republic plans to engage residential customers and maximize diversion include:

Green Family Spotlight

Partner with a local media outlet such as radio, TV or newspaper (AM news segments work well for this) to create a monthly "green family spotlight" promoting local families that have submitted a story/tip on living green. If local media is cost-prohibitive, we will spotlight the family using social media outlets such as Facebook, Republic's webpage, quarterly residential newsletters, and the City website. In order to accomplish this, Republic will provide information to residents letting them know of this opportunity, create an outreach piece that describes the program and review all of the applications to see which families would be a perfect fit. Once the families are chosen, Republic will write the spotlight and place it in appropriate media locations.



Republic employees volunteer their time at the 2015 Milpitas Chamber of Commerce International BBQ & Festival

Senior Citizen Recycling Ambassador

Republic recognizes the importance of utilizing community figures who love where they live, have time to help, and are looked upon as leaders in their community. As such, Republic will identify senior citizens in the community who would like to become green stewards and help move Milpitas towards zero waste. This ambassador program will recruit, train, and support recycling outreach by using these individuals during community gatherings, art and wine festivals, trainings at senior centers, and other activities as appropriate.

We will work collaboratively with Milpitas staff to design and implement this program and will use mailings, newsletters, and press outreach efforts to promote the Senior Citizen Recycling Ambassador program during implementation and throughout the program.

Community Participation & Public Events

Republic is known as a true leader in the City of Milpitas, not only because of our dedication to excellence in service, but because we are a proud community partner. Over the past 30 years, Republic has received countless community recognitions due to our unwavering support of various non-profit organizations, schools and other community events. Most recently, Republic has received the following awards and recognitions:

- Corporate Citizen of the Year, 2009 & 2015. Nominated and selected by the members of the Milpitas Chamber of Commerce
- Most Community-Minded Large Company, 2012-2015. Selected by the residents of Milpitas in the Milpitas Post "Best of Milpitas" Survey.
- Most Eco-Minded Company, 2015. Selected by the residents of Milpitas in the Milpitas Post "Best of Milpitas" Survey.
- Best Junk/E-Waste Hauler, 2010 & 2015. Selected by the residents of Milpitas in the Milpitas Post "Best of Milpitas" Survey.
- Best Business Person of the Year, Honor Award, 2010 & 2015
- Business Person of the Year, 2008. Nominated and selected by the members of the Milpitas Chamber of Commerce.



“Milpitas can count on Republic to be a true corporate citizen and community partner in greening the service area and educating residents and businesses every step of the way.”



Thank you for selecting Republic Services as the **“Most Community-Minded Company”** in Milpitas.

It's our goal to provide the best collection service possible but equally important to make a difference in the community. We are honored to be selected as the Best of Milpitas 2012-2015!

Republic Services is honored to be selected as the **“Most Eco-Minded Company”** in Milpitas.

Whether it's the land uses of our operations or the water, fuel, energy or other resources we rely on to serve our customers, we are keenly aware that the decisions we make have an impact on the environment. We work hard to ensure that the impact is a positive one.

Our Promise
Our customers can always rely on us to handle their recycling and waste needs in a way that's easy and effortless for them.

At Republic Services, it starts with a simple promise...
We'll handle it from here.™

Each day, we are working hard to convey that Republic Services is committed to delivering **effortless** recycling and waste solutions for homes, businesses and the planet.

We are passionate about what we do because we are passionate about our customers. We are committed to providing **reliable and responsible recycling and waste disposal services** because we know our efforts have a direct impact in the communities where they live and work.

Thank you for voting Republic Services as the Best Junk/E-Waste Hauler in Milpitas.

Thank you for voting Republic Services' Jennifer Crozier as an **Honor Winner for the Best Business Person in Milpitas!**

Not only is Jennifer a dedicated member of the Milpitas community through her various volunteer efforts, she is also focused on ensuring every business in Milpitas has the opportunity to implement sustainable practices and recycle right.

For more information on recycling, visit: www.republicservicescco.com

We participate in numerous community events on an annual basis and propose to build on these existing efforts by partnering with City to develop and launch sustainability-themed outreach for public events.

This would involve creating a family of “green” recycling-specific educational hand-outs, and a common, customizable booth design that could be used at local street fairs, art festivals and concerts to highlight local environmental initiatives. Republic will collaborate with City staff on publicity to increase awareness and foot traffic.

Republic will not only continue to provide service and assistance to community events, we will also work with event planners to bring additional value. This would include upfront planning for logistics detail, such as placement of containers, providing a full contingent of containers at each collection point with clear messaging to encourage recycling participation, sponsorships, and educational materials. We see this as an opportunity to engage with the community to become even stronger and more vibrant. Milpitas can count on Republic to be a true corporate citizen and community partner in greening the service area and educating residents and businesses every step of the way.

“Republic was named 2015 Milpitas Corporate Citizen of the Year by the Chamber of Commerce.”

In Partnership with the Community

Republic has been an integral partner in the City of Milpitas for 30 years as the exclusive waste and recycling collection provider. We believe in reinvesting in the community by supporting schools, non-profit organizations and citywide events and causes. We have long assisted the Milpitas Unified School District with fundraisers, school uniforms for low-income families and environmental outreach. The Milpitas Food Pantry also benefits from our support with annual funding of \$10,000 and compost donations that has allowed for the building and maintenance of a garden to grow fresh food for customers. Republic has been the presenting sponsor of the Rotary Club of Milpitas’ Annual Pumpkin Patch for a number of years as well as provided significant sponsorships to the Milpitas Chamber of Commerce’s various events and programs through funding and countless volunteer hours.

Republic’s involvement with the Milpitas community over the past three decades is vast and includes:

- Milpitas International BBQ & Festival (formerly Milpitas Chamber Art & Wine Festival)
- Milpitas Chamber of Commerce Crab Feed
- Milpitas Chamber Business Breakfast
- Milpitas Rotary Pumpkin Patch
- Milpitas Rotary Carnival
- The Family Giving Tree
- Milpitas PAL Soccer & Football
- Milpitas Little League
- Milpitas Boy Scouts Troup 92
- Milpitas Food Pantry
- Milpitas High School Parent Teacher Student Association
- Milpitas High School Athletic Booster Club
- The Kiwanis Club of Milpitas
- Milpitas Relay for Life
- City of Milpitas July 4th Red, White & Boom!
- City of Milpitas 60th Anniversary Celebration
- Parks & Recreation Foundation Festival of Trees
- Milpitas Fire Department Toy Drive
- Jack Emery Food Drive
- Rebuilding Together
- Milpitas Cares
- Creek Clean-ups
- City of Milpitas Summer Movie Nights
- Milpitas Unified School District (Beautification events, Crab Feed, Golf Tournaments, School Uniform donations, investment of over \$100,000 in recycling and composting mini-grants)



Community Leadership

- Long term members of the Milpitas Chamber of Commerce and Milpitas Rotary Club Board of Directors
 - President Milpitas Chamber of Commerce Board of Directors, 2009-2010
 - President, Rotary Club of Milpitas Board of Directors, 2010-2011
 - Secretary, Milpitas Chamber of Commerce Board of Directors, 2015-2016
 - Captain, Rotary Club of Milpitas Relay for Life Team, 2015

In 2014, Republic was also named on Business Insider’s latest list of the 30 most meaningful companies to work for in America, providing employees the opportunity to engage in work that matters.



Milpitas Food Pantry receives a compost donation from Republic Services for its onsite garden



In partnership with Republic, Milpitas Food Pantry Director Karen Kolander finally achieved her dream of providing fresh fruits and vegetables to her customers



Food Pantry customers now have organic produce for their families

Republic Drivers: Community Heroes

Republic's drivers come to work every day with a plan to do their job to the best extent possible by providing collection in a safe, clean and efficient manner. While they go about their usual duties, friendships with customers tend to be forged. We could share countless stories about our drivers making a difference in their customers' lives, but two particular friendships really stand out. Residential Recycle Driver Tony LaRosa, a 15-year Milpitas driver, met the Plaza Family on his Thursday morning route in 2012. Every week, Jonathan (3) and Michael (5) greeted him, watched him collect recyclables on their court and sent him off with handshakes and hugs. Tony soon discovered that his visits each week meant a lot to these kids - Jonathan was in treatment for Non-Hodgkin T-cell lymphoblastic lymphoma and Michael liked to take Jonathan outside to see the truck as a fun distraction. The family moved from Milpitas in 2015 but not before Tony gave both boys



Jonathan and Michael Plaza cheer as Tony arrives at their home

a ride along in his truck, secured a \$1,000 donation from Republic toward Jonathan's medical expenses and cemented the memory of special friendship with Michael (who incidentally dreams of being a recycle driver when he grows up). The Milpitas Post Newspaper placed Tony, Jonathan and Michael's story on the front page of its paper along with an article sharing their story. Please refer to Attachment 3, Public Outreach for the full Milpitas Post article.



The Plaza family and Tony



Presentations to Schools and Other Community Organizations

Education for Schools

Republic is a well-known friend, supporter and partner to schools in Milpitas. We believe that providing an environmental education to students will build a foundation and an appreciation to preserving and protecting the planet. Students, in turn, bring this knowledge back to their families and become catalysts for promoting sustainable habits at home.

It's our goal to cover all aspects of environmental stewardship including trash, electricity, water, paper, chemical, and emissions reductions, as well as empowering students to utilize what they have learned in their school communities about environmental sustainability to make a global impact.

Republic has proven to be a dedicated partner to local schools by training teachers, staff and students on proper sorting to increase diversion. We've donated hundreds yards of compost to local

schools to support gardening projects as well as beautification events. In fact, Republic has planned and funded Fall Beautification Events at every Milpitas elementary school and both middle schools. In 2015, after discussion with Milpitas Unified School District (MUSD) staff and city staff, Republic made the decision to provide recycling receptacles for every classroom, office and common area in every MUSD building. Educational outreach is included with each receptacle as well as the ongoing offer to provide presentations on sustainable behavior. Our diversion coordinator reaches out to every school multiple times throughout the school year to share information on diversion practices and schedules multiple classroom presentations.

As support for classroom education, Republic provides up to \$10,000 per year in Recycling and Composting Mini-Grant funds. To date, Republic has distributed well over \$100,000 in Mini-Grant funds for the advancement of diversion education for Milpitas students. The following letter illustrates the effectiveness of Republic's recycling education for MUSD.

March 8, 2015

Dear Ms. Crozier (Republic Diversion Coordinator),

We would like to thank you and your brilliant presentation that taught us so many new things to help our environment. We thank you for sacrificing your time for our education. The fact that you came all the way out here just to show us the right way to recycle, shows your dedication towards helping our Earth. You have taught us a lot of information about recycling and how to make our community a better place. I learned how landfills are complicated and not just to throw trash in there. I am now aware of how to recycle, and if we don't, we are wasting energy and our landfills are growing rapidly.

You taught us many things about what would happen if we don't recycle and the many great things that would happen if we do. I learned that many recyclable objects can be reused into something useful and new for someone else. I gained a lot more knowledge about recycling, why it's important and how it can affect our future. I learned what different things are recyclable and what are not. I'm now currently showing my parents how to recycle the correct way. I learned all these facts about recycling that I didn't know before. I have been teaching my mom and she has learned a lot from the information you shared. I will now take a reusable bag every time I go to the grocery store because I do not want to waste any plastic bags.

I learned that some things aren't recyclable like Capri Sun and some items are recyclable like water bottles. We really appreciate you coming and I never knew that all those things could be recycled!

Thank you so much and we will appreciate seeing you next time (and we love that you came just for us!). We really, truly want to thank for giving us the intel on recycling. My perspective on recycling now has changed since you talked about it.

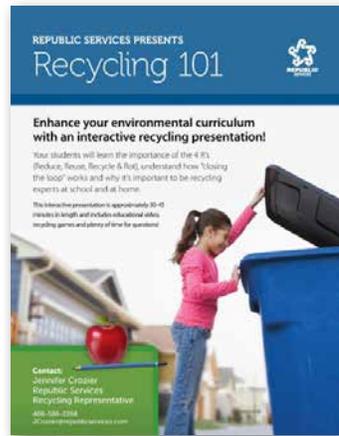
Sincerely,

The 7th grade AVID students

Thomas Russell Middle School



Enroll and Involve the Entire School Community in Becoming Great Recyclers



Republic will engage school administrators, faculty, staff, and students in its efforts to conduct a successful recycling program and will include the following elements when addressing education and training needs :

1. Communication and Feedback

Republic will communicate the availability of its educational resources to each school's administrators through a variety of avenues (email, posters, Facebook) prior to the opening of school each fall, and our diversion coordinator will follow up and respond to school/teacher requests for educational materials, resources, and presentations throughout the year.

2. Logistical Training in an Educational Format

Republic will meet with administrators, faculty, facilities personnel, and parents (through PTA meetings and other means) initially and as needed to establish and provide training on internal materials capture systems. Republic will provide educational curriculum and program how-to information in a fun format—such as through story-telling, recycling relays, competitions, waste audits, and via video. Educational curriculum, activities, and presentations are geared toward grade level/age group.

3. Recycling Champions

Republic will work with all schools within the district to identify a recycling champion within each school who will act as the school's recycling coordinator to monitor faculty, staff, and administrators for optimal, proper recycling program participation, know of and utilize educational resources provided by Republic and other sources, and communicate recycling program results to students.

4. District Recycling Committee

Republic proposes that the school district recycling committee be comprised of the identified recycling champions named in Item 3, above, and headed by a District administrator and Republic's diversion coordinator. The recycling committee would meet according to need and District preference until recycling programs are functional in all schools.

5. Recycling Education

All educational materials will be provided in the primary languages represented in the student body of the District overall. Republic will provide the educational components enumerated throughout this section.

Our involvement with local schools go beyond how we can help with environmental education, we also believe in supporting students at all levels. For example, Republic provides educational and safety programs at local schools featuring Recycling Rosie, Garbage Gus and Driver Mike. The presentation is interactive and features information on how to recycle and teaches children how to be safe around collection vehicles. Children receive a complementary coloring book that reinforces the safety messages. At the conclusion of the presentation, children are escorted out to the parking lot, where an Republic truck and driver are on hand so that children can sit in the cab, view the controls, and ask the driver questions.

We also propose to offer an annual recycling contest among local elementary schools – schools will be challenged to reduce waste, recycle more, and separate their food scraps for composting. Schools will compete for the greatest year-over-year diversion results (measured fall through early spring), and the winning school will be rewarded with an all-expenses paid recycling fair that will feature multiple activity stations including: recycled art projects, an opportunity to view the inside of a recycling collection truck, and products made from recycled materials.

In addition to provide a unique and comprehensive school outreach program, Republic plans to reach out to various community organizations such as the Chamber of Commerce, Rotary, business associations and other appropriate groups to provide detailed recycling outreach education and offer tools and support for successful programs.

Descriptions of multi-family dwelling and commercial public outreach and technical assistance follow in Section F.



F. Multi-Family/Commercial Recycling and Organics Technical Assistance

MFD Public Outreach

Republic understands that the success of a MFD recycling and organics programs is contingent on achieving the following:

- Gaining the support of resident managers or associations in larger complexes.
- Educating a relatively transient population on a continuous basis.
- Getting commitment from the renting population.
- Finding adequate storage space for central collection containers, as well as storage within the individual units.
- Distance between rental units and the central collection locations.
- Contamination issues.

To address these potential barriers, Republic will continue to reach out to property managers and residents of multi-family units to provide recycling and organics information using direct mail, recycling totes, events on-site, delivery of door hangers (as needed), posters and any other means to create a successful program. Our diversion coordinator will conduct on-site visits and waste assessments and be available via telephone and email.

Republic currently submits an annual public outreach action plan to the City of Milpitas which includes creative educational ideas for MFD. Many of the outreach examples below have recently been revised to reach every MFD resident and property manager.



Support for the MFD recycling and organics programs include:

Multi-Family Recycling Champion

Multi-family recycling champion or ambassador programs recruit, train, and support recycling and organics outreach efforts of volunteer multi-family residents and onsite managers. Such programs have grown in popularity in recent years. Municipalities in the United States and abroad have implemented similar programs, which center on the identification of an onsite multi-family resident or manager that has an interest in volunteering a small amount of time to help his or her neighbors to increase recycling.



Efforts often made by onsite volunteers include:

- Posting and maintaining clear signage and educational posters
- Keeping an eye on shared recycling and garbage containers to identify contamination issues and note specific items of confusion
- Presenting recycling information at resident meetings or hosting a recycling information night
- Serving as an on-site contact for coordination, with additional education and outreach resources and programs provided by haulers and municipalities

Republic will implement an ongoing multi-family recycling champion program that incorporates best practices and lessons learned from similar programs. For example, similar champion programs have indicated that keeping on-site recycling champions engaged is key to producing diversion results.

We will work collaboratively with City staff to design and implement this program and will use mailings, newsletters, and press outreach efforts to promote the recycling champion program during implementation and throughout the program.

“Recycling Welcome Kit” for Multi-Family Residents

Republic will develop recycling kits for property managers to distribute to residents upon lease agreement. With information gathered through property manager meetings, Republic proposes to provide a comprehensive set of resources that may include:

- A recycling commitment pledge form requiring resident signature and commitment to recycle
- A reusable recycling tote bag to transport recyclables to shared containers (this tote bag will have an explanation of the acceptable/not-acceptable material list)

- Recycling guidelines, such as a move-in/move-out resources guide with information on how to dispose of bulky items
- Local options for donating usable items

In addition, Republic proposes the development of resources that can be easily edited or customized by property managers, including identifying the location of recycling and solid waste containers/enclosures, information regarding who to contact if the containers are full or overflowing, and how to notify property management of illegal dumping concerns. Approximately 2,000 pieces will be printed per year for distribution as needed.

Twice-Yearly Multi-Family Resident Newsletter

Depending solely upon a property manager or building owner to disseminate key recycling information and resources to multi-family residents is ineffective. Unlike single-family residents, multi-family residents have traditionally received limited direct communication or educational materials about the recycling collection programs available at their property. As a supplement to Republic’s quarterly newsletter to multi-family property managers, we propose to send multi-family residents two newsletters, one every six months, with specific information regarding recycling, organics and resource conservation; tips for disposing of bulky items when moving; and promotion of our recycling champion program and other multi-family specific collection services, resources, and programs. Similar to our single-family newsletter, Republic also suggests the inclusion of kid-friendly content such as recycling word searches or a waste prevention crossword puzzle. Approximately 14,000 will be distributed annually. The amount will be adjusted as new MFD are developed.



Outreach and Program Tool Distribution

Republic will provide a variety of tools for multi-family dwellings to assist with active participation and increase diversion. Research has shown by providing different tools for a program to help with incentivizing and making a program easier will increase diversion. To that extent, Republic will provide the following tools:

- Recycling Totes: On commencement of the contract, all property managers and owners will be contacted by Republic to determine the number of recycling totes they will need for distribution to their residents. Multi-family totes will include “Recycling How-To” information in English, Spanish and any other language as specified by the City as well as a list of acceptable targeted recyclable materials as part of the recycling program.



Complex Manager Information

An information packet will be developed especially for multi-family complex managers providing a brief synopsis of program and corresponding contact information. This packet will include information on regular service features: refuse, recycling, and organics collection services, but will also include information on special services such as holiday tree and bulky item collection services, rate changes, State mandatory recycling requirements; proper handling of hazardous material, E-waste, U-waste; move-in/move out information for distribution to residents. Complex managers will receive this general information annually or upon request.

Container Labels

Containers will be labeled with Republic contact information that are proportionally sized. These will include warning and acceptable content labels. For example, recycling bins will be labeled as forbidding refuse, and will display an in-mold label describing acceptable contents. All labels will employ simple line graphics to convey general messages.



Collection Point Posters

It is common to receive requests from multi-family managers for program information to post at collection points or other common areas. This is an effective outreach mechanism since the message is posted at the place of materials discard, and often there is room for posting, such as on an enclosure wall. Posters will be distributed and/or displayed by Republic at collection points, with complex permission, just prior to transition between contractors. Route supervisors and the recycling representative will inspect collection points to ensure collection point signage (including container labels) is maintained. Approximately 500 posters will be printed annually.

We anticipate the following collection assumptions for MFD recycling and organics collection:

Recycling:

- Weekly Cubic Yards: 1,500
- Estimated Annual Tonnage: 5,334
- Estimated Participation: 100 percent

Organics:

- Estimated Weekly Cubic Yards: 80
- Estimated Annual Tonnages: 397
- Estimated Participation: 15



Commercial Public Outreach

Initial Mailing

Republic will, in advance of the contract start date and in accordance with the finalized Agreement, prepare and mail an initial mailing to all commercial customers explaining the transition from the existing to new programs. The mailing will describe program changes, route changes, dates of program implementation, recycling and diversion programs available, special services available, holiday collection schedule, and Republic contact information. The initial mailing will be tailored to meet the collection specifics of each commercial generator type. Approximately 800-1,000 pieces will be distributed via mail or in-person.

Instructional How-To Packets

Commercial customers will receive an introductory packet delivered via direct mail that will explain the transition to new services including organics collection. Key transition dates, such as container delivery and start of service will be provided in the mailing, as will referrals for more information. These packets will be used primarily for transition, however, service guides will be used when new service is established for any customer, and will be updated from time to time with program changes. Approximately 800-1,000 pieces will be distributed via mail or in-person.



Annual Services Brochure

Republic will collaborate with Milpitas in the design and delivery of the once annual distribution of program information in a newsletter or brochure format per the requirements of the finalized Agreement. Approximately 800-1,000 pieces will be distributed via mail or in-person.



Quarterly Newsletters

Republic will prepare and distribute customer information on a quarterly basis for all commercial customers. The notices will explain specific programs, such as recycling, organic waste, and commercial food scraps collections. Most likely, this information will be developed as billing inserts. Approximately 800-1,000 pieces will be distributed via mail or in-person.

Container Labels

Appropriate container labeling for all containers is part of Republic's education program. Container labeling will be primarily graphics-based, and with simple, general information about allowable container contents and our contact information when additional labels are requested by the customer.

Deskside Recycle Boxes

Republic proposes to continue current practice of distributing free deskside recycling boxes at the request of the business. Approximately 3,000-5,000 boxes will be ordered on an annual basis.



Informational Flyers and Posters

Republic will develop informational flyers and posters addressing the following business types:

1. Retail;
2. Business office;
3. Restaurant and bar; and
4. Manufacturing

Each flyer and poster will highlight recycling opportunities for the applicable business type, and will discuss program logistics—both for refuse and recyclable materials. Also, a specific flyer will be developed for roll-off customers that details recycling options, debris box sizes and the like. All flyers will emphasize State mandatory recycling requirements such as AB 341 and AB 1826.



Technical Assistance

Recycling Workshops

Recycling workshops will be offered to those businesses with a need for, or that request such a service. In addition, workshops will be offered to business associations, Chamber of Commerce, Kiwanis and Rotary Clubs and any other applicable or interested organizations in Milpitas.

It has been Republic's experience that often a particular business may need specialized outreach materials, such as information flyers to post in lunch rooms, or directives to send to each employee. Republic is committed to developing such materials, as requested by customers on a case-by-case basis. Republic is driven to produce collateral materials that will make business recycling programs a success.

Republic promotes the concepts of diverting waste from the landfill, waste reduction, reuse, recycling, and composting, as well as promoting the safe disposal of waste that cannot be diverted. Our diversion coordinator is critical to delivering these messages. The diversion coordinator will target initial educational efforts on high-volume waste generators and the top 30 employers, and work directly with owners/ property managers. Republic will also include the following approaches to ensuring the highest levels of commercial customer education, awareness and satisfaction:

- **Waste Audits and Technical Assistance:** Republic will continually track and monitor participation and contamination. Whenever issues are identified, we will provide appropriate solutions at the customer level, including but not limited to, personal phone calls, emails and on-site visits.
- **Annual Recycling Workshop:** Once a year, Republic will invite the largest 25 commercial customers and top 30 employers in Milpitas to a hosted Recycling Workshop, to discuss program strategies to recover targeted recyclables materials, and distribute recycling information kits to attendees.
- **Janitorial and Food Service Employee Training Programs:** Republic will offer training for in-house and contracted janitorial companies, including multilingual educational materials and presentations to educate janitorial employees on recycling options, how to minimizing contamination, set-out procedures, and other recycling information.



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“Republic Services - Where the Best People Come to Work”

- **Green Business Program:** Information on How to Become a Certified Green Business will be provided and promoted. The diversion coordinator will be available to assist the business with their certification if they are interested.
- **AB 341 and AB 1826 Outreach:** Notify customers twice a year of the requirements and benefits of AB 341 and AB 1826. Customers will receive a thank you for fulfilling their requirements in maintaining a recycling program.
- **Seal of Sustainability Award:** Republic will award commercial customers who have increased their recycling service levels by 10 percent or more with a “Seal of Sustainability” decal recognizing their achievement and commitment to the environment and “greening” their community. Republic will announce the recipients of the annual Seal of Sustainability via news releases, website, and newsletter.

Additional methods that Republic plans to engage commercial customers and maximize diversion include:

Business Recycling Recognition

This program will include a competition between businesses to reduce waste and increase diversion of recyclable and compostable materials. In addition, Republic will produce and make available on its website case studies that inspire other businesses to take action.

Republic’s website currently provides customers with service information, recycling guidelines, how to sustain a green business, and more. Upon award



of the contract, Republic’s website for Milpitas customers will be updated and become a tool customers can use to succeed in their recycling efforts.

Green Business Ambassador Training and Engagement Program

Republic will offer a training program for conservation ambassadors within Milpitas business community in exchange for their time educating others in their industry on sustainable business issues. These ambassadors could also be encouraged to get their peers to participate in recycling and organics programs. Ambassadors who successfully complete the training and their volunteer hours could receive a certificate of recognition from the City.

We anticipate the following collection assumptions for commercial recycling and organics collection:

Recycling:
• Weekly Cubic Yards: 8,919
• Estimated Annual Tonnage: 1,739
• Estimated Participation: 100 percent
Organics:
• Weekly Cubic Yards: 1,047
• Estimated Annual Tonnages: 5,200
• Estimated Participation: 33 percent (18 percent diversion out of MSW)

Diversion Coordinator Staffing and Budget

To accomplish all of the activities described in our Public Education and Technical Assistance Plan, Republic will employ one diversion coordinator who will be dedicated 100 percent (40 hours per week) to the Milpitas contract especially focused on commercial, MFD and schools, including community organizations and events. This position will report to our public outreach manager (municipal relationship manager), who will dedicate at least 20 hours per week to Milpitas.

The estimated hours of technical assistance that will be provided per account is two (2) hours and the total annual hours for the technical assistance program is unlimited. Some customer appointments take longer than others for various reasons so it’s difficult to estimate the total technical assistant hours.

The proposed budget for public education and outreach during the start-up period of the contract is approximately \$89,600 and on an annual basis is approximately \$129,500.

G. Customer Service

Republic's customer service call center is conveniently located at:

Republic Services
42600 Boyce Road
Fremont, CA 94538

We also have walk-in service available at the NIRRP located at:

1601 Dixon Landing Road
Milpitas, CA 95035

Customer Service Excellence

Delivering exceptional customer experiences is Republic's number one priority and maintaining high customer satisfaction is the cornerstone of our success. We take pride in the efficiency of our local call center and in our friendly, professional and experienced customer service representatives (CSR). Combining the training of our customer service representatives with ongoing development insures that we meet our customer's needs. In fact, placing the customer first in the moment of decision is one of Republic's core priorities and instilled into all of our customer service representatives and staff nationwide at all levels.



Where the best people come to work

Republic strives to develop a company where the best people come to work, devoted to meeting the needs of our customers every day. We take pride in our recruiting effort and retaining talent. The average tenure of our customer service representatives is six (6) years, well above average for a call center environment. This translates to a local staff that is not only experienced, but also knowledgeable in the customer's waste disposal needs. Our representatives' experience and knowledge does not just come from the customer interactions, our representatives spend time in a class room environment and participate in monthly/ weekly training sessions to ensure they are in touch with the customer's needs and the ever changing conditions of the waste disposal industry. This is why our representatives are always ready, willing and able to help our customers and exceed their expectations.

Customer Service Hours of Operations

Republic's call center will be available from 8 a.m. to 6 p.m. In addition to our extended hours of operations, Milpitas customers benefit from our after-hours response (voicemail) system. By utilizing this system, residents can request service by leaving a message and our friendly staff will respond to the request the next business day. In addition to the after-hours response system, customers also have the ability to reach us via our website on a 24/7 basis. Through our easy to use website, customers have the ability to quickly and easily contact us to ask questions or request services, such as an extra pick up or bulky item collection, sign-up for online bill pay, download public education materials and much more. Any requests made are responded too and processed within 24 hours of receipt. Republic's self-service options are designed to improve overall response and resolution to customer inquiries and needs anytime, anywhere with the least amount of customer inconvenience as possible.



Basic Customer Service Principles

Republic's customer services programs are based on the following five principles that guide our daily business operations and excellent service:

- 1. Employ the highest quality personnel.** Republic retains highly skilled and experienced personnel and compensates them accordingly.
- 2. Ensure easy and immediate access for customers and City staff.** Appropriate staffing is critical to ensure easy and streamlined access to our professional staff for both customers and City staff. Our CSRs who take residential, commercial and industrial calls must average 55 calls per day. It is a performance measurement that enables us to handle each call in a timely and appropriate manner.
- 3. Ensure timely and efficient complaint resolution and follow-up.** Republic has detailed policies and procedures for our customer service systems and controls which facilitate expeditious complaint resolution and follow-up. Republic's use of appropriate methods, field communication, and same-day complaint resolution goals will translate into a timely and efficient turnaround from point of contact by customer to resolution. All customer concerns are responded to within eight (8) business hours of receiving the customer's phone call or message.
- 4. The customer is always right.** Republic's customer service motto is "In a moment of decision put the customer first." Republic employees are taught to give the benefit of the doubt to every customer even if the facts may imply customer error. For instance, when a customer calls about a missed pick-up, Republic's CSR assures them that their trash will be picked up promptly and thanks them for calling. Customers will receive a friendly reminder regarding setout hours in the event that the missed pick-up was due to a late set-out by the customer. This friendly approach generally mitigates future calls and prevents unnecessary complaints to the City staff.

- 5. Train all Republic employees in customer service.** To ensure a high level of quality service, every Republic employee—whether a driver, administrative, or manager—is trained in customer service. This ensures all customer interactions, whether internal or external, are processed efficiently, professionally and up to Republic's standards. Employees are evaluated annually on their performance in this area. Republic's extensive training program includes annual training for CSR's and staff.

Customer Service Standards

1. CSRs will process and accurately enter to our customer management program, InfoPro, customer related documentation, route sheets, equipment work orders and other paperwork on a same day basis and we will provide error-free invoices. All customer complaints are resolved to the customer's satisfaction, (or a customer agreed plan exists to solve the complaint), within eight (8) business hours of the receipt. A closed loop process must exist in all instances.
2. Residential on-call service is provided on the same day requested if called in before 10 a.m. If after 10 a.m., the service will be provided the next day. Roll-off service requested will be provided by the end of the next day.
3. Clean, decaled containers and carts will be delivered and/or placed on time and exactly to Republic's customer requirements.
4. Customer site conditions left in a clean, orderly fashion—litter picked up, lids and gates closed and locked, cans and carts are left neatly on the curb.
5. All dispatched services are completed on the day assigned with zero missed pick-ups.

These Customer Service Standards are evaluated on a regular basis by the customer service manager and monthly reports can be generated for review. These reports are transparent and its results are shared the customer service team, local management and if necessary with our franchise partners.



Customer Service Staffing

The City of Milpitas has always enjoyed Republic's extended hours of operations, a benefit that will remain if Republic continues to be the City's service provider. Additionally, Republic's local call center is staffed by highly trained and experienced representatives who are experts when it comes to the city and our customers. Our call center is, and will continue to be, staffed with a total of 16 representatives all trained to respond to inquiries from Milpitas customers.

Republic recognizes its CSRs play a vital role in customer satisfaction and their opinion of Republic and the communities it serves. How Republic CSRs conduct themselves on the telephone and how competently customer inquiries are handled is a direct reflection of the Company. Republic ensures CSRs answer customer calls courteously and professionally, using good diction and language. Our CSRs are trained and evaluated on their ability to handle stressful calls without losing control of the conversation. At Republic, management encourages CSRs to take ownership of customer interactions to drive customer advocacy through process resolution skills and with professionalism and respect. Republic's local team of CSR's receive ongoing training to enable them to resolve issues on the spot and drive first call resolutions.



Call Center Metrics

Republic is proud of the service it provides to customers. At a minimum, Republic's customer service standards are as follows, with the goal to continually exceed these metrics.

- Answer 80 percent of customer calls within an average of 25 seconds.
- Have a call abandon rate of three percent or less.
- To receive monitoring scores of 80 percent or greater.

Calls are monitored for quality daily, and scored monthly. Republic utilizes a third-party vendor, Medallia, which conducts over 5,000 online and telephone surveys of industrial, commercial, and residential customers every quarter to assess customer satisfaction and determine ways in which the company can improve its service. The results are accessible real-time via a user-friendly database that allows district and division leaders to see how their group is performing and where they need to improve. Additionally, a feedback loop was put in place to enable Republic executives to be notified when significant complaints arise.

Medallia also conducts focus groups of current and potential customers to ascertain additional services that may be offered, how to price them, and how to best market the new services.

Call Volumes and Management

- Each CSR currently handles an average of 55 calls per day which includes residential, commercial and industrial.
- Inbound/Outbound calls are tracked by the Avaya phone system.
- Avaya allows Republic to create reports that fit our needs to better serve our customer.
- Reports can be compiled by several different specifications (i.e. Inbound calls by half hour allows us to see where we may need more staffing for a certain time of day or which hunt group is busiest).

Per the draft franchise agreement, phones will be answered by a live person and will not be on hold longer than three (3) minutes. To date, our CSRs have easily met the service standards expected by Milpitas. We make it a regular practice to evaluate CSR performance and monitor calls. If there are concerns or performance issues with a CSR, we have the ability to record their calls to use for coaching or performance improvement plans. The customer service manager also conducts side by side additional training.



To ensure that the average speed of answer is maintained during peak call volume intervals:

- A small number of CSRs are on for vacation at any given time, ensuring maximum phone coverage for customers.
- No vacations are scheduled the week before or during the week of special events. Phone reports will be run to analyze the trend of high call volume so staffing adjustments can be made.

Customer Service During Transition

Selecting Republic to remain as Milpitas' service provider will avoid the challenges that come with transition. Customers can rest assured that any changes to the collection program upon commencement of the new franchise will be handled expertly. Republic's customer service department is known for its organized and systematic planning and implementation of any new services with particular emphasis on a high degree of communication between us, City staff and our residential and commercial customers prior to, during, and after the start of any adjustments to service. This is emblematic of our commitment to excellence in customer experience. Republic prepares a comprehensive program plan that details the duties and responsibilities among the various key employees.

Website

The Republic Services' website is key to providing an effortless customer experience to residents and businesses. With current news and information about waste reduction and recycling, disposal services and more, our website connects customers with solutions and ideas to help them maximize the benefits Republic offers. In addition to delivering real-time information to customers, our website provides a wealth of "further reading" and links to topics such as landfill gas to energy and carbon footprint reducing measures currently deployed to benefit our local communities. With the award of the new franchise, the website will also include a popular section designed just for kids. Our Kids' Place program features interactive education tools to help children learn how to become better stewards of the environment through waste reduction and recycling, natural resource conservation and more. Complete with vibrant visuals and meaningful, age appropriate lessons, Republic's award winning education materials enable parents and teachers to help kids become future ambassadors of the environment.

Customers will find employee highlights that help foster familiarity with those who provide our services whether it is a friendly voice on the customer care line or your neighborhood route driver. And for those interested in Republic's far-reaching efforts to preserve the environment, our website grants access to the company's Annual Sustainability Report, which highlights the programs and partnerships that continue to make a difference both locally and nationally. Ultimately, the Republic Services' website helps customers get the assistance they need, when and where they need it. Designed with input from customers, our website is a welcoming gateway to world-class service.

My Resource™

The My Resource application allows customers to manage their Republic account anytime, anywhere. With 24/7 access on any device, customers can:

- Pay their bill
- Schedule an extra pickup
- Discover new services
- Receive weather and holiday service updates

Customers are invited to visit www.republicservices.com/residents to learn more and sign up for My Resource™.

Customer Web Portal

Republic can easily provide City staff read-only access to our customer service system through an application we call the Customer Web Portal. This gives the City access to key customer information such as rates, services history, service levels, accounts receivable, billing information, site information and notes. This system meets the needs of many of our municipal customers who request access to a group or grouping of customers including the cities of San Jose, Newark and the Central Contra Costa Solid Waste Authority.



H. Customer Billing

Republic utilizes an industry leading billing software system called Metavante. Billing staff and CSRs have access to the billing system and Republic's corporate office has system administration rights. Any inquiry or support needed is immediate for our local division.

- All customer rates are entered into InfoPro by Republic's billing staff, CSRs and diversion coordinators where appropriate.
- Each month all data files are transmitted via InfoPro to Metavante and a "full-charge" or amount to be invoiced is available for the billing staff to audit to ensure any discrepancies are adjusted before invoices are sent to customers. During month-end close, all approved charges are sent via Metavante and reviewed one more time prior to invoices being released.
- To make bill paying convenient and easy for customers, Republic offers online bill pay service which allows customers to make one-time payments with either a credit card or electronic debit to a checking account. In the interest of conserving paper, customers who select this option will have the ability to have paperless bills, billing inserts, newsletters, and program announcements sent to an email account. As described in Section G, Customer Service, Republic also offers My Resource™ for convenient invoice viewing and payments.

Republic's billing department also supports/accepts electronic funds transfers, automated recurring check or credit card payments, payments by mail, payments made at its office at both the customer service center in Fremont and at the NIRRP, and credit card payments by phone.

- Each month, reports are viewed by the billing staff to review stop service accounts as well as reports that show start service. These service changes could be due to past due balances, business closing, moving or opening. All stops/starts are thoroughly reviewed before changes are initiated.

When a customer calls the office regarding a billing inquiry, Republic's CSR will first verify the service level on the account and invoice to ensure the customer is being billed correctly. If the service levels and rate are correct, the CSR will go into the AR screen in InfoPro and check the customer's payment history. If the customer claims they are being billed for a service they did not receive or do not subscribe to, a CSR will send out a Route Supervisor to confirm the service level. The account will be credited immediately if Republic has made an error. If the customer has made an error a friendly phone call to the customer will be placed to give them the opportunity to choose the service level that matches their budget and waste generation rate. All options will be reviewed with them.

Republic's system already includes all residential address and service information to provide the best possible service when interacting with customers. However, an audit will be performed to ensure all addresses are accurate along with service level. Republic currently invoices all commercial and MFD over five (5) units.

Accounts Receivable

The open item Accounts Receivable system is fully integrated with InfoPro and the General Ledger. This module provides invoice tracking/aging, cash application and collection processing. Cash is received electronically from an external lockbox company and is automatically posted to customer accounts/invoices. The system provides a strong query tool to aid in customer collections in addition to monthly and ad-hoc aged trial balances. Accounts receivable invoice history is maintained for a period of twelve months. At any point in time an invoice may be re-printed at the division. Customer collection notices and interruption service takes place automatically but can be overridden by associates at the division.

Invoicing

Invoice amounts for our customers are produced by the system and then transmitted to our printing service provider. Invoicing is integrated with the General Ledger and AR. On average, we generate over 2.5 million invoices per month. Invoice formats can be tailored for specific customer requirements, such as page breaks or total amounts by service location or other the City required inclusions. Included in the invoicing module are features that allow for tax and fee administration such as Franchise, FRF, ERF, Late and SI.



REPUBLIC
SERVICES

Republic provides billing services in several Bay Area cities:

- City of Fremont
 - Contact: Ken Pianin (510) 494-4582
- City of Union City
 - Contact: Roberto Munoz (510) 675-5466

- City of Newark
 - Contact: Susie Woodstock (510) 578-4804

Sample invoices from these three service cities are below.

REPUBLIC SERVICES
4260 Boyce Rd
Fremont CA 94538-3131

ALEXANDER GUZMAN Invoice
Managing your account is now easier than ever with the My Resource App. Free download on the App Store or Google Play
Page 1 of 2

Payments/Adjustments

Date	Description	Reference	Amount
02/15	Payment - Thank You	702	\$100.01

Current Invoice Charges

Alexander Guzman 39645 Blacow Rd (L1)
Fremont, CA
Contract: 9160200 (C1)

Date	Description	Reference	Quantity	Unit Price	Amount
07/28	Residential Service: 07/01/15-10/31/15				\$100.59

Current Invoice Charges \$100.59

Pay This Amount \$100.59
Due By: 08/20/15

Contact Information
Customer Service (910) 657-3900

Important Information
Republic Services & the City of Fremont offer...
Manage your account online 24/7...
Visit republiconline.com to get started.

REPUBLIC SERVICES
4260 Boyce Rd
Fremont CA 94538-3131

Return Service Requested

ALEXANDER GUZMAN
39645 BLACOW RD
FREMONT CA 94538-1805

3091600001930000024676830000100990000100599

Pay This Amount \$100.59
Account Number 3-0916-000193
Invoice Date 09/15/15
Invoice Number 0916-002467683
Previous Balance \$100.63
Payments/Adjustments -\$100.63
Unpaid Balance \$0.00
Current Invoice Charges \$100.59

Please Return This Portion With Payment

Total Enclosed

For Billing Address Changes, Check Box and Complete Reverse.

Make Checks Payable To:
REPUBLIC SERVICES #916
PO BOX 78829
PHOENIX AZ 85062-8829

CURRENT	30 DAYS	60 DAYS	90+ DAYS
100.59	0.00	0.00	0.00

1 A With My Resource you can schedule a pickup, pay your bill and discover new services - all with a touch of a button. Visit republiconline.com to get started.
Please see reverse side for terms and conditions.

REPUBLIC SERVICES
1601 Dixon Landing Rd
Milpitas CA 95035-41000

TAQUERIA LAS VEGAS Invoice
Managing your account is now easier than ever with the My Resource App. Free download on the App Store or Google Play
Page 1 of 2

Payments/Adjustments

Date	Description	Reference	Amount
09/21	Payment - Thank You	3949	\$315.46

Current Invoice Charges

Taqueria Las Vegas 1417 N Milpitas Blvd (L100) CSA 8022307JM
Milpitas, CA
Contract: 9910901 (C1)

1 - Frost Load (6 Yr) Scheduled Service (S2)

Date	Description	Reference	Quantity	Unit Price	Amount
09/29	Basic Service: 09/01/15-09/30/15			\$315.46	\$315.46

Current Invoice Charges \$315.46

Pay This Amount \$315.46
Due By: 10/19/15

Contact Information
Customer Service (408) 432-1234

Important Information

Manage your account online 24/7...
Visit republiconline.com to get started.

REPUBLIC SERVICES
1601 Dixon Landing Rd
Milpitas CA 95035-41000

Return Service Requested

TAQUERIA LAS VEGAS
MILPITAS INC
1417 N MILPITAS BLVD
MILPITAS CA 95035-3154

3091520724940000008137260000315460000315465

Pay This Amount \$315.46
Account Number 3-0915-2072494
Invoice Date September 28, 2015
Invoice Number 0915-200913724
Previous Balance \$315.46
Payments/Adjustments -\$315.46
Unpaid Balance \$0.00
Current Invoice Charges \$315.46

Please Return This Portion With Payment

Total Enclosed

For Billing Address Changes, Check Box and Complete Reverse.

Make Checks Payable To:
REPUBLIC SERVICES #915
PO BOX 78829
PHOENIX AZ 85062-8829

CURRENT	30 DAYS	60 DAYS	90+ DAYS
315.46	0.00	0.00	0.00

CA With My Resource you can schedule a pickup, pay your bill and discover new services - all with a touch of a button. Visit republiconline.com to get started.
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REPUBLIC SERVICES
4260 Boyce Rd
Fremont CA 94538-3131

WAYNE L SERVICE Invoice
Managing your account is now easier than ever with the My Resource App. Free download on the App Store or Google Play
Page 1 of 2

Payments/Adjustments

Date	Description	Reference	Amount
09/08	Payment - Thank You	2908	\$78.44

Current Invoice Charges

Wayne L Service 35480 Cleremont Dr (L1)
Newark, CA
Contract: 9160400 (C2)

1 - Trash Cart (20 Gallon) Scheduled Service (S1)

Date	Description	Reference	Quantity	Unit Price	Amount
08/28	Residential Service: 09/01/15-11/30/15		1.0000	\$78.03	\$78.03
08/28	Rate Adjustment: 07/31/15-08/31/15		1.0000	\$0.43	\$0.43
08/28	Www.Stopwaste.Org/Be		08/01/15-11/30/15		\$0.43

Current Invoice Charges \$78.44

Pay This Amount \$78.44
Due By: 09/17/15

Contact Information
Customer Service (910) 657-3900

Important Information
Fall is in the air! Don't forget you can put holiday...
Manage your account online 24/7...
Visit republiconline.com to get started.

REPUBLIC SERVICES
4260 Boyce Rd
Fremont CA 94538-3131

Return Service Requested

WAYNE L SERVICE
35490 CLEREMONT DR
NEWARK CA 94560-1103

309167000045000002519304000078440000078443

Pay This Amount \$78.44
Account Number 3-0916-700045
Invoice Date August 28, 2015
Invoice Number 0916-002493304
Previous Balance \$78.49
Payments/Adjustments -\$78.49
Unpaid Balance \$0.00
Current Invoice Charges \$78.44

Please Return This Portion With Payment

Total Enclosed

For Billing Address Changes, Check Box and Complete Reverse.

Make Checks Payable To:
REPUBLIC SERVICES #916
PO BOX 78829
PHOENIX AZ 85062-8829

CURRENT	30 DAYS	60 DAYS	90+ DAYS
78.44	0.00	0.00	0.00

9 A With My Resource you can schedule a pickup, pay your bill and discover new services - all with a touch of a button. Visit republiconline.com to get started.
Please see reverse side for terms and conditions.



REPUBLIC SERVICES

I. Multi-Family and Commercial Recycling and Organics Plan

Compliance

Republic will identify, educate and monitor all multi-family and commercial customers required to be in AB 341 and AB 1826 compliance and will implement plans that provide support and education. The implementation plan will include updating our website and print materials with information pertaining to the mandatory requirements.

It should be noted that through the dedication of Republic's diversion coordinator every applicable MFD in Milpitas is currently in compliance with AB 341 and nearly 100 percent of commercial customers are in compliance. We believe, based on our achievements with AB 341, that we will be equally successful in AB 1826 implementation.

Multi-Family Recycling and Organics (Yard Trimmings) Plan

Republic recognizes the importance of providing multi-family customers with the opportunity to participate in a successful recycling program, especially with the advent of State recycling mandates. For this reason, we propose to offer them the resources and assistance necessary to maximize participation and diversion results.

Republic has succeeded in bringing every applicable MFD into AB 341 compliance yet we will continue to monitor each account to check for contamination and provide ongoing outreach. We will also continue to work with any smaller generators that may not currently subscribe to recycling services. Republic knows that maintaining ongoing success of MFD recycling programs requires a significant amount of focus as well as creative ideas to keep the stakeholders engaged.

Although the majority of Milpitas MFD are not required to be compliant with AB 1826 until 2019, Republic is committed to proactively offer yard trimmings collection to all locations that can benefit from organics service service. It is our intention to include yard trimmings discussions in every one of our meetings and during site visits at all MFD. We anticipate performing approximately 20-30 visits per month.

We are aware of at least five (5) MFD that may currently generate 8-cubic yards of non-food organic

waste. Prior to April 1, 2016 Republic will perform waste characterizations at these properties to determine compliance requirements. Republic is aware of at least 10 MFD that may currently generate 4-cubic yards of non-food organic waste. Waste characterizations will be performed starting in September 2016 to ensure compliance of these MFD by January 1, 2017.

Currently, yard trimmings at the majority of these locations are removed by landscaping contractors which would place the locations in compliance. Republic intends to continually monitor the onsite containers to ensure AB 1826 mandates are being met.

MFD recycling and organics collection will be performed with the same equipment (carts and containers) and vehicles as indicated in Section A, Collection. Republic is proposing to add one full route to collect all organic material and will maintain two full routes for recycling collection.

Please refer to Section F, Multi-Family/Commercial Technical Assistance for outreach and technical assistance programs proposed for MFD recycling and organics services.

We anticipate the following collection assumptions for MFD recycling and organics collection:

Recycling:

- Weekly Cubic Yards: 1,500
- Estimated Annual Tonnage: 5,334
- Estimated Participation: 100 percent

Organics:

- Estimated Weekly Cubic Yards: 80
- Estimated Annual Tonnage: 742
- Estimated Participation: 15



“Republic has succeeded in bringing every MFD into AB 341 compliance.”



“Republic currently provides a successful food waste collection pilot program.”

Commercial Recycling and Organics (Yard Trimmings and Food Scraps) Plan

Commercial generators are more receptive to recycling programs when two elements are present:

- the opportunity to save money; and
- when the program is easy to use, so that staff time to manage wastes is not increased.

Knowing this, Republic’s diversion coordinator will emphasize these points during the initial recycling opportunity assessments with each business. Outreach materials will be combined in a manner that addresses the business customer need, and will be submitted to business customers during our review and audit process for each commercial business that wishes to participate or in a subsequent mailing.

Public education and outreach materials will be mailed if personal contact cannot be made between Republic and business managers during the initial assessment process.

Republic will provide commercial technical assistance as specified by the City, including meeting with all employers, educating staff and personal on the programs and maximizing diversion, providing educational materials, completing the required reporting and meeting with the City. The following areas are a priority for Republic in order to meet Milpitas’ needs for reporting and compliance with such State mandates as AB 341 and AB 1826:

- **Outreach and education:** Republic will conduct outreach activities to inform the affected commercial generators of the mandatory recycling requirements and educate commercial generators about recycling opportunities available to them.
- **Monitoring:** Republic will review lists of affected generators to ensure they are subscribing to and participating in the commercial recycling and organics collection programs. We will also identify and notify businesses that are not in compliance, as well as provide the proper technical assistance to ensure they have recycling and comply with the ordinance.
- **Reporting:** Republic will report on progress implementing the commercial recycling programs, including outreach, education, and monitoring efforts as part of the CalRecycle annual report process. This reporting will include the activities to educate businesses on the mandatory requirements, as well as efforts to track and monitor compliance on the part of business.

- **Enforcement:** Republic will actively seek businesses that do not comply with the regulation and provide technical assistance efforts to recycle. If the business chooses not to comply, Republic will work with the City to come up with an appropriate solution and potential enforcement follow through.

AB 341

Due to Republic’s dedicated efforts to AB 341, nearly 100 percent of commercial customers are in compliance. If awarded the contract, Republic will remain steadfast in our efforts to bring every customer into compliance, all the while reaching out to smaller generators who may not already have recycling services. We will continue to reach out to at least 20 customers per week with the ultimate goal of achieving 100 percent compliance.

- Estimated Weekly Cubic Yards: 8,919
- Estimated Annual Tonnage: 1,739
- Estimated Participation: 100 percent

AB 1826

Republic currently provides a successful food waste collection pilot program to Milpitas businesses however, initiating a full commercial food scraps collection program is an important step toward increasing diversion in the commercial sector.

It is our intention to expand the program by April 1, 2016 to offer this service to the following types of businesses currently generating at least 8-cubic yards of organic material:

- Grocery Stores and Markets: 19
- Estimated Weekly Cubic Yards: 190
- Estimated Annual Tonnage: 1,040

In September 2016, Republic will also begin outreach to businesses generating at least 4-cubic yards of organic waste per week to proactively bring them into compliance by July 1, 2017. These types of businesses include:

- Sit-Down Restaurants: 43
- Estimated Weekly Cubic Yards: 258
- Estimated Annual Tonnage: 3,119

Republic’s efforts toward AB 1826 will be ongoing. We’ve proven our success in encouraging participation in recycling services through our AB 341 efforts and intend to respond to AB 1826 compliance with the same dedication.

Commercial recycling and organics collection will be performed with the same equipment (carts and containers) and vehicles as indicated in Section A, Collection. Republic is proposing to add one full route to collect all organic material and will maintain two full routes for recycling collection.



The following section details how Republic will further target commercial food waste generators in Milpitas.

In order to maximize customer participation and material diversion, it is essential to implement a thoughtful and carefully executed approach that focuses on targeting key food generators and providing them with the tools, resources, and onsite assistance necessary to ensure a successful collection program.

Food scraps collection participants will be provided with food scraps and compostable paper in 64-or 96-gallon carts or 1 to 3-cubic yard containers. Businesses that participate in the food scraps program (i.e. organics) will have their materials delivered to the Newby Island Organics facility for composting.

We will use the following steps to estimate potential diversion from the commercial food waste program:

1. Identify commercial and industrial accounts that belonged to high food-waste-generating groups: health care facilities, hotels, restaurants, other food services, food stores, and food manufacturing.
2. Estimated annual volume collected from these accounts using the below equation. Assumed containers were full at pick-up.
 - Size of container x number of containers x number of weekly pick-ups x 52 weeks/year
3. Summed estimated volume disposed for each industry group.
4. Converted annual volumes to annual tons using industry specific densities from California Integrated Waste Management Board (now CalRecycle). Statewide Waste Characterization Study Results and Final Report, prepared by Cascadia Consulting Group, December 1999.
5. Using business sector-based waste composition data from Republic's database of generator samples, we will estimate volume and tons of food waste and compostable paper disposed by each industry group.
6. Assuming that 50 percent of businesses would participate in program and that it would be possible to capture 65 percent of food waste and compostable paper from those businesses.

Republic's diversion coordinator will target businesses that generate a high volume of organics material and will work in phases to maximize business participation and recycling performance. In developing our target business list, we reviewed the service levels and business sectors for all businesses in Milpitas and highlighted those businesses that fall within the selected "high-volume organics generator" categories.

Each targeted business will receive a letter introducing the organics program two weeks prior to the Republic diversion coordinator performing an onsite visit. We find that providing notice ahead of time allows businesses to prepare for our visit and increases their willingness to discuss new service offerings.

During the site visit, the Republic diversion coordinator will perform a visual assessment of solid waste and recycling containers, documenting the percentages of material types, overall volumes, and recommendations for optimized service levels. They will perform a facility walk-through to identify areas where food scraps are generated, recommend locations for internal food scrap collection containers, and identify opportunities for improved recycling collection systems. The diversion coordinator will also provide educational materials that explain the new food scraps collection program, and will attempt to schedule a follow-up visit to conduct employee training. During this initial site visit, we will recommend a food scraps collection service level and formalize next steps for cart or container delivery and service implementation. When performing the site visit, the diversion coordinator will also assess businesses on a case-by-case basis to create an individualized program that is tailored to each business. The Republic diversion coordinator will use an audit form which allows for an easy way to accumulate all data from site visits and provides a brief summary report that can be provided to the customer. For all businesses, both pre-consumer "back of-house" collection and post-consumer "front-of-house" collection will be evaluated, and the best collection system will be recommended.

For sit-down restaurants, outreach staff will focus on back-of-house collection and help train kitchen staff, bussers, and dishwasher staff to place materials in the correct container.

For cafeterias, and fast food style restaurants, we will address both back-of house and front-of- house collection to see if there are opportunities for adding proper signage or additional containers, as well as if the business could use compostable products to help prevent contamination. For each type of business, a phased-in approach would begin with:

1. implementing back-of-house recycling first to establish a successful program, and
2. adding front of-house food scraps and approved compostable paper products when the restaurant is able to manage collection of clean materials.



Following up with onsite business contacts in a timely manner is essential when launching a new collection service. Republic proposes sending a follow-up email or letter to the business documenting selected food scraps service levels, delivery dates for new containers, and dates for staff training (preferably coinciding with the cart or container delivery date). After the containers are delivered and all trainings have been performed, the Republic diversion coordinator will perform weekly site visits for the first month of service, monitoring the food scraps container to confirm the business is maximizing their diversion of food scraps with minimal contamination.

The Republic diversion coordinator will follow up with the business manager one month after their site visit to review progress and provide additional educational support or resources as needed, including photos of contamination if applicable. Republic recognizes that in order to maintain a successful food scraps collection program, it is essential to provide ongoing feedback and assistance throughout the term of the contract. Therefore, Republic will contact commercial food scraps participants annually, addressing staff turnover and the need for ongoing engagement and educational refreshers.

Our proposed approach to educating and assisting business customers will involve a combination of onsite technical assistance, including staff trainings, and annual customer follow-up as well as on-call customer assistance based on customer email or phone requests. We will also use collection drivers' notes on contamination levels to identify potential training opportunities and begin a conversation with businesses on easy and affordable ways to reduce contamination.

We will also develop educational tools and resources for front-of-house and back-of-house collection stations that can be customized by businesses. All outreach materials will be readily accessible on our website, which will also include an interactive diversion calculator that allows businesses to calculate their diversion rate, associated greenhouse gas reductions, and cost savings. Businesses can use these statistics to engage and motivate employees and impress customers. They will be encouraged to include this information in quarterly newsletters, on their website, and in other communication channels.

Organics educational materials will highlight specific materials accepted in the program, such as clean food scraps, green waste, approved compostable paper products including cutlery and service-ware. Additionally, organic material can be placed either in a clear plastic bag or biodegradable bags that are accepted at the composting facility.

Monitoring Diversion and Reporting

Republic is committed to providing innovative programs and technical assistance in order to increase diversion and meet the statewide goal. Part of the continual oversight and management will be to monitor how the program is working and remain nimble and open to changing the outreach plan in order to hit target diversion.

There are a number of steps that go into monitoring a program, starting with understanding the community being served and the dynamics that come into play, and continually evaluating where the diversion numbers are, what is working, what is not, and what additional steps should be considered to keep the diversion meter moving forward.

Analysis of how the program is working will come from visiting businesses, performing characterizations or visual audits of containers to assess contamination and participation levels, talking with drivers who are on the route each day to learn about any gaps in the program, and reviewing commodity tonnage. Evaluation of all these pieces is critical to understanding the Milpitas' progress with diversion and identifying opportunities to continually improve the program.

Reporting is a priority for Republic. We work closely with our communities to effectively provide accurate and reliable data. For example, our accounting department has robust experience using spreadsheets and InfoPro to generate reports. While Republic has standard reports that we use, we are also open to any new reports that the City would like to see generated. We will integrate all the data points we collect into an easy-to-read spreadsheet that provides detailed specifics on each route and commodity type. Reports prepared for the City will follow the parameters set in the Future Franchise Agreement.



J. Subcontractors

Republic proposes to continue subcontracting certain street sweeping services to Enviro-Commercial Sweeping including assistance during weekly fall leaf collection, holidays and in other instances when Republic requires support.

Enviro-Commercial Sweeping is has a long history providing sweeping services to Milpitas as the primary sweeper for a number of years up to 2004 when Republic was awarded the exclusive street sweeping contract with the City. The company continued providing services as an occasional sub-contractor under Republic for the past 11 years.

Contact Information:

Mike Delucci
Phone: 408-920-0274
Address: 210 San Jose Ave, #5,
San Jose, CA 95125

About Envio-Commercial Sweeping

Enviro-Commercial sweeping (ECS) is doing its part in keeping America beautiful by providing the best services in the industry. With over 15 years of experience in the industry, ECS staff knows the importance of excellent customer service. ECS provides sweeping services for municipalities and construction companies as well as full time maintenance of parking areas including sweeping, seal

coat and asphalt repair and high pressure washing.

ECS provides both mechanical broom sweepers as well as regenerative air machines which are especially useful in the fall season to remove leaves.

All ECS supervisors and equipment operators are highly trained and experienced and in tune with the needs of their customers.

Sweeping Experience

Enviro-Commercial Sweeping was the exclusive street sweeper for the City of Milpitas from 1989-2004 and continues to subcontract with Republic for Milpitas fall leaf collection services. Enviro has also provided sweeping services to the City of San Jose, City of Saratoga, City of Cupertino, Burbank Sanitary District, Contra Costa County including Discovery Bay, North Richmond and Crockett. Corporate Structure

Enviro-Commercial Sweeping is a Chapter S Corporation. Incorporated in 1996 and in business since 1985.

President: Mike Delucci
Secretary: Rebecca Rossi



K. Management and Customer Service Systems

Republic's customer management system, InfoPro, is a fully integrated system that provides the information base in order to operate the hauling divisions on a day-to-day basis. This system has been programmed entirely in house, with a platform of the IBM I-Series, and the programming language of RPG. The InfoPro system has been in place at Republic divisions for over 20 years and is used company-wide.

The system is divided into several modules. The majority of the modules within InfoPro are driven by the information within the Customer Maintenance module. There is a high level of data flow and interaction between the different modules thus eliminating duplicate keying in any area. At the end of the day the information that has been keyed into InfoPro by the various users of the system is processed. At that point history files are updated, charges are generated for customers, production values are updated, container inventory is updated, preventative vehicle maintenance values are calculated. The primary modules are as follows:

Customer Maintenance

This is the main customer database. Billing information, service location, container specification and rate information are the primary components of this module. Accounting controls as well as collection event information is displayed. A direct link to Account Receivable is available. Sales management

information including territory, representative, contract information, SIC, and key contacts is stored in the service location section. The container's routing, disposal and billing schedule is defined. The rate logic allows for multiple rate variations to be applied to the single container group such as; monthly rates, lift rates, volume rates, excess weight disposal, minimum lifts, multiple additional rates and supplemental service rates. Historical rate information is also retained.

Each customer account is specific to service type and each line of business is assigned a contract number. For example, residential and commercial customers can easily be searched for and reported on based on contract numbers.

Customer Service

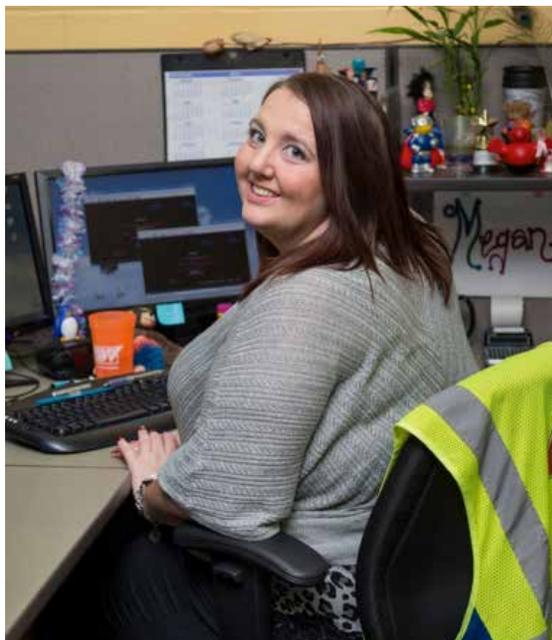
This module is used by our CSRs to allow easy access to almost any part of the InfoPro system so that they can answer customer inquiries without forwarding calls, detaining the customer, or interrupting other staff members. Access to the customer's service history, billing history, next service date, requested services already entered, charges to be invoiced, the entire customer maintenance module and accounts receivable is available. Call-in service requests are entered here and automatically forwarded to the dispatching system. System issues are entered and permanently recorded against that customer's record, which are the foundation of multiple different customer service reports.

Republic has a local call center located at:

**42600 Boyce Road
Fremont, CA 94538**

Routing

From the information keyed into customer maintenance, a routing record is created within the routing system for permanent routing. The routing system has been developed to maximize efficiency through automated grid routing. Major and minor days of service, depending on the customers service address GPS, are highlighted for ease of routing. Route maintenance is also made easy by the search capabilities, which are included in order to locate a service location. Transferring stops from one route to another, moving and inserting stops are all done with a few keystrokes.



The route maintenance allows for standard service times, distances, weights, lifts, yards, trips, and operating hours to be entered, to produce a baseline in which the daily route may be measured against for productivity results.

Creation of route sheets is flexible enough to allow for route sheets to be created for today, tomorrow, or next week if necessary. Single routes, same lines of business routes, or all routes may be created independent of one another. Route sheets may be created and sent to a truck's onboard computer system. Route sheets can certainly be printed however Republic rarely, if ever prints hard copies.

Collection schedule changes are either communicated by postcard notification or direct phone contact by customer service team.



Dispatch

The dispatch module allows for the real time daily dispatching of permanent routes, and container delivery routes to take place. After a route is created within routing, the dispatcher can access this route to proceed with that day's dispatching activities. The same capability of transferring, moving and inserting stops exists here as in the route maintenance. Within dispatch, stops can be flagged as no service or blocked, additional lifts added for a stop, call-ins added to a route, or supplemental services can be flagged as well. Once entered, this information for regular lifts, additional lifts, supplemental services, blocks and no service is automatically sent to the billing system for accurate billing.

- Multiple system edits are in place to ensure that correct service times and weights are keyed in by dispatchers, in order to produce accurate invoicing. These values are also the basis of several of the productivity reports.
- All landfill weights and times keyed by driver and verified by dispatch then automatically moved to the disposal production reports and to the disposal reconciliation area.
- All vehicle times and mileages are entered into the onboard computer system and verified by dispatch.
- Dispatch information is easily accessible by the customer service function to allow for real time information.

Route Model

The route model allows for a re-route to be done on any scale within a model without affecting the production routes. Re-routing of one, several or all routes can be done using the model. Moving, transferring, splitting, inserting, and grid maintenance can all be accomplished within the model. Any route activity that occurs within the production system will be mirrored within the model. Once the routes within the model have been modified in order to meet the requirements, they can be moved back into the production area with no inconvenience to the route supervisors, dispatchers or operators.

Divisional Management Reports

This section is made up of numerous reports that aid in the overall management of the division. They include:

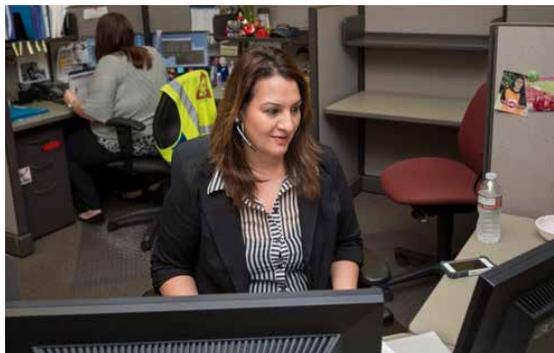
- Revenue Analysis by Service Period
- Revenue Analysis by General Ledger
- Customer Count Report
- Customer Profitability for accounts on routes with on board computers
- Manual Invoice Report
- Service History Report
- Revenue Forecast Report
- Municipal Contract Payments Report
- Franchise Commercial Billing Report
- Multiple Audit Reports





Container Inventory

The inventory is broken down into container type and size, number of containers ready for use, required, in repair, unusable, at a remote site, customer owned, on order, being transferred in or out to another facility, and the number currently at the customers' sites. The container inventory system is automatically updated by the dispatching system when container delivery / removal routes are updated in that system. The system inventory can be reconciled to the in yard inventory at any point in time.



Record Keeping

Daily logs of all complaints and inquiries will be retained for a minimum of 36 months. Republic will maintain and retain customer service center records which, at a minimum, include the following customer service center statistics:

1. Number of calls received and answered on a daily and monthly basis;
2. Number of abandoned (dropped) calls on a daily and monthly basis as well as the
3. Average abandoned time (i.e., hold time before abandoning call);
4. Percentage of calls answered by a person within twenty five (25) seconds on a daily and monthly basis;
5. Number of complaints and inquiries received on a daily and monthly basis;
6. Number of responses sent from the customer service department to customers on a monthly basis, including the number and percentage of complaint and inquiry emails or submissions through the website that received responses either:
 1. before close of business on the day received or
 2. by the close of business on the following day.





Vehicle Maintenance

Republic utilizes vehicle maintenance module system Dossier. All pertinent information regarding vehicles are entered in this module, such as the vehicle make, model, serial number, number of axles, axle capacity, engine number, odometer reading, fuel tank capacity, and so forth. Preventative maintenance hours are tracked and reports produced in order to ensure vehicle maintenance is done at the appropriate time on the vehicle. Work done against a vehicle is recorded and broken down into labor, parts and outside repairs. Reports can be generated in order to analyze expenses against a vehicle, work done, mechanics hours, and fuel consumed.

Production Reports

This module includes:

- Route Analysis
- Route Downtime Analysis
- Customer Service History
- Daily Operating Summary
- Daily Fuel Report
- Daily Disposal Report
- Disposal Exception Report
- Daily Truck / Employee Replacement Report
- Customer Service Report
- Blocked / No Service Report

These reports are used in the daily activities of the division in order to monitor productivity and effectiveness.

Missed Pick-Ups, Late Setouts, Spills, and Litter Resulting from Collection

After processing a work order for a missed pick-up, late set-out, or spills and litter resulting from collection, the CSR will notify dispatch with specific information regarding the work order. This information, also communicated to the route supervisor, is maintained as an open work order until the route supervisor and/or driver radios back to the CSR that the task has been completed.

Republic will collect late set-outs upon notification by the customer on the first instance of violation as a courtesy without any additional charge. After a second violation, the driver radios dispatch and the dispatcher enters the information in the customer file to maintain a record of late setouts and actions taken by drivers.

To provide an efficient and effective mechanism to monitor the work orders, the administrative assistant will print a summary report of all open work orders daily and distribute such to the entire management team. The report includes name and account number, service location, reason for call, time of call, and actions being taken. Operations information will be sorted by route supervisor area and distributed to the appropriate route supervisor for review. Customer service notes are reviewed by an assigned CSR and all notes are closed within two business days.





Containers in Need of Repair, Replacement, or Exchange

Drivers are charged with reporting all containers in need of repair. Once reported, either by customer or driver, a work order is entered into InfoPro and forwarded online to the container delivery department. Then either a supervisor vehicle or a container delivery vehicle will be directed to the customer address for container delivery. Upon delivery of the container, the supervisor and/or container delivery driver will note that the container has been delivered. The work order is then closed by the operations clerk, pending sign off by the driver and supervisor.

Improperly Prepared Setouts

If the customer sets out containers that include nonconforming materials, Republic will leave a non-collection notice. As an enhancement and to mitigate frustration on the part of the customer, Republic proposes to collect nonconforming materials on the first instance of violation and leave a courtesy notice provided the non-conforming materials do not contain hazardous materials/substances, or pose physical risk to the driver. The courtesy notice will describe the type of violation and will warn the customer that in the future the container will not be collected if it contains non-conforming materials. In the event of subsequent violations, the material will not be collected and a notice will be left on the container identifying the reason(s) for non-collection. After leaving the notice on the container, the driver will make a note for the customer service department and explain the action taken, which will be entered nightly by the operations clerk. The CSR fielding the call will enter this information in the customer file to maintain a record of non-conforming setouts and the actions taken by the driver.



Noise complaints

CSR notes any received noise complaint from customers and informs operations. Route supervisors immediately contact driver and take appropriate action to ensure drivers are operating within authorized collection times. CSR contacts customers and reports action taken.

Traffic and Sidewalk Obstruction During Collection

In the event that there is a traffic and sidewalk obstruction that prevents collection vehicles from serving the customer, the following steps are taken:

- The driver immediately reports the situation to the route supervisor and dispatch, identifying the problem and the affected service addresses. The driver then proceeds safely around the obstruction on an alternative route to continue collection on the remainder of the route.
- Next, the driver discerns whether or not they believe the obstruction is temporary and enters this information into the onboard computer system and if he will be able to return at the end of the route, or whether collection will take place that day, or whether a double-collection should be scheduled for the following scheduled collection day at no additional charge. The dispatcher communicates their decision to the customer service department via InfoPro. This information will be recorded in the affected customers' files on the onboard computer system.
- Customer service will attempt to contact all customers to advise them of any service change.
- The CSR will attempt to contact every affected service address as well as the City to inform them of the situation, the method of resolution, and estimated time of collection.



Graffiti

Drivers are required to report instances of graffiti immediately via InfoPro. Dispatch notifies customer service and a work order is placed for maintenance staff to visit the customer site to remove graffiti or remove and replace the marked container. Reports of graffiti on enclosures or buildings are noted on the customer account and the City will be notified the same day.

Collection outside of the times authorized in the Municipal Code

CSR notes any received noise complaint from customers and informs operations. Route supervisors immediately contact driver and take appropriate action to ensure drivers are operating within authorized collection times. CSR contacts customers and reports action taken.

Service tags - type and size of tag, date received, how issue was resolved and date of resolution

Service tags are entered electronically through InfoPro and sent to the driver's onboard computer system (OBC). When service is completed, the driver indicates on OBC and a date and time stamp are created on the electronic tag. All service information is available in real time to all InfoPro users.

Miscellaneous service requests, including requests for extra pick-ups

Extra service requests are generated through customer service for the date requested by customer. Same day requests are available until noon, Monday through Friday and next day or future requests for

miscellaneous service requests. The requests are submitted electronically through InfoPro and, once completed transfer to dispatch. Dispatch sends same day requests to appropriate route. Future requests are keyed in InfoPro to the appropriate future route.

Vehicle number providing specific collection

All Republic vehicles are uniquely numbered according to type of vehicle. The same route vehicle is used each day on the same assigned route. If another vehicle is used due to mechanical or other reasons, the replacement vehicle is logged in InfoPro so a vehicle can be identified at a specific customer on a specific date and time.

How data errors will be minimized

Three staff members, at a minimum, review all customer service data at the close of each day to correct any possible errors. Additionally, the accounting department receives and reviews all data as well. Quarterly audits are also performed on all customer accounts to minimize data errors.

Please see Attachment 4 for samples of actual reports for at least three jurisdictions that document the actual performance level against our targets, including, at a minimum, hold times of the customer service call center and missed pick-ups; Attachment 5 for copies of monthly or quarterly reports submitted to at least two jurisdictions that document monthly tonnage, customer account, and complaint information. We believe this report sampling proves our ability to easily meet the reporting requirements as stated in Article 6 and Exhibit C of the Future Franchise Agreement.

L. Corporation Yard and Maintenance Facilities

Staging activities for equipment, containers, fueling and personnel will take place at:

Newby Island Resource Recovery Park
1601 Dixon Landing Road
Milpitas, CA 95035

Full maintenance facilities for all equipment are provided at:

Newby Island Resource Recovery Park
1601 Dixon Landing Road
Milpitas, CA 95035

All management and administrative, operations, including outreach and technical assistance and billing functions are located at:

Newby Island Resource Recovery Park
1601 Dixon Landing Road
Milpitas, CA 95035

There are no new proposed facilities anticipated at the present time. No additional facilities are needed to fulfill the requirements of this contract.



M. Street Sweeping

The following section details Republic's plan to perform collection for residential and commercial street sweeping services within Milpitas. **Having served the sweeping needs of the City for over a decade, Republic is the only company that possesses the extensive local expertise and knowledge to meet the objectives of the City.** Our drivers and administrative staff are familiar with every detail and every special circumstance surrounding sweeping in Milpitas – something that can only come from a company with our longevity in the community. Our experience and understanding of the various requirements are of great value in serving the residents and businesses in Milpitas.

We understand the complexities of providing street sweeping service and have established a system, in partnership with City staff, which responds to the requirements to keep the streets as debris-free as possible. Due to extensive outreach efforts, we touch every customer to ensure they understand the importance of moving cars off the street and proper preparation of yard trimmings for collection.

Collection Vehicle

Republic proposes to provide street sweeping services with the following specifications:

- 2008 Freightliner vehicle
- M2 chassis with 152" wheel base
- 2008 Cummins clean diesel engine (EGR, diesel particulate filter, electronic engine controls.)
- Elgin Crosswinds sweeper body
- 2008 John Deere Power Tech Engine (EGR, diesel particulate filter, electronic engine controls)
- 144" sweeping path with recirculating vacuum head
- Duel side broom assembly
- 8 cubic yard capacity

Republic disposes of collected sweeping material either through direct haul or through the use of roll-off boxes placed throughout the City. The use of strategically placed boxes allows for the driver to empty the truck and return to the route in a timely manner. Boxes are located at the Milpitas Sports Center and on Redwood Avenue during fall leaf collection. All boxes are delivered and removed from these locations on a daily basis.

"We understand the complexities of providing sweeping service to Milpitas customers."



Routing

Following the requirements of Exhibit O, Republic sweeps in 10 residential areas of the City sectioned off by letters A-J. Each residential area receives service every other week and, to avoid any scheduling confusion, does not provide sweeping service the final three days of each month. Commercial areas are swept on a weekly basis.

Public Outreach



Quarterly Advertisements

Republic has long taken the lead on effectively providing public outreach for street sweeping services. A full-page advertisement is placed in local print media

each quarter indicating guidelines for sweeping, why the service is important and how to use Republic's website to search for customer sweeping days.

Annual Calendars

Prior to the beginning of each year, Milpitas residents receive a direct-mailed calendar indicating individual sweeping days, divided by section. The calendar also includes special events throughout the year including Republic and City of Milpitas special events along with Pollution Prevention Week, Hazardous Material Collection events, holiday information and set-out guidelines. Residents may also request additional calendars through our customer service department via mail or email. Those residents living on private streets who do not receive sweeping services are also mailed a calendar indicating special events dates throughout the year.

Website

An up-to-date searchable database is available on Republic's website, www.republicservicesSCCO.com, for residents to find their individual sweeping and curbside collection days. Street sweeping guidelines are also included on our website.



Fall Leaf Collection

In preparation for the sweeping sections that receive weekly fall leaf collection (approximately eight (8) weeks between November 1 and December 31), Republic direct mails letters to each affected resident. Sweeping guidelines, dates of service and customer service information is provided in each letter.



N. Implementation Plan

Category	Task	Assigned To	Start Date	End Date	Comments
Contract Negotiations, Award of Franchise Agreement and Pre-Transition Plan					
1	Interviews and/or Presentations	Lead: M. Caprio Assist: E. Boyd	Dec-15	Mar-16	Some dates subject to change based on the City's procurement schedule and decision timeline
1.1	Contractor Approved by City Council	Lead: M. Caprio Assist: E. Boyd	Mar-16	Mar-16	
1.2	Attend meetings to negotiate contract	Lead: M. Caprio Assist: E. Boyd	Apr-16	Jun-16	
1.4	Franchise Term Begins	Republic	Sept 6, 2017		
1	Total Elapsed Time		22 Months		

Contract Negotiations, Award of Franchise Agreement and Pre-Transition Plan					
2	Container procurement	Lead: S. Smith Assist: N. Clement	Jan-17	Mar-17	Order all new containers. Containers will be staged at NIRRP
2.1	Review current service levels	Lead: N. Clement Assist: H. Saffold	Jan-17	Mar-17	Develop plan and timeline for delivering new bins and containers
2.2	Container Delivery	Lead: N. Clement Assist: S. Smith Assist: H. Saffold	Jul-17	Aug-17	Execute container delivery plan and swap out old containers on customers service day
2	Total Elapsed Time		8 Months		

Routing/New Maps					
3	Reroute Organics Customers	Lead: N. Clement Assist: S. Smith Assist: H. Saffold	Mar-17	Jun-17	Use Route Editor, provide City staff with implementation plan
3.1	Reroute notification	Lead: N. Clement Co-Lead: J. Redondo Assist: J. Serpa Assist: J. Crozier	Jul-17	Aug-17	Customers receive notification of collection day change where applicable; follow up reminder call the night before their new collection day begins
3.2	Implement new route	Lead: N. Clement Assist: H. Saffold	Sept 6, 2017		Implement new organics route and any other route modifications
3	Total Elapsed Time		6 Months		

Customer Service					
4	Initiate customer service plan	Lead: J. Redondo Co-Lead: J. Serpa	Jun-17	Aug-17	Train existing Customer Service Representatives and Diversion coordinator on new services
4.1	Train Call Center on new services	Lead: J. Redondo Co-Lead: J. Serpa	Jun-17	Aug-17	Train Call Center management and staff on new services to provide for coverage when needed
4	Total Elapsed Time		3 Months		



Category	Task	Assigned To	Start Date	End Date	Comments
Coordination with City of Milpitas					
5	Establish schedule to provide City with updates	Lead: E. Boyd Assist: N. Clement Assist: J. Serpa	Jan-17	Aug-17	Create regular meeting schedule with City staff for implementation plan updates and changes
5.1	Address any concerns that may arise during transition	Lead: E. Boyd Assist: N. Clement Assist: J. Serpa	Mar-17	Sep-17	Follow up with phone call and face to face meetings as necessary
5	Total Elapsed Time		9 Months		

Public Education-Start-up					
6	Mail announcements to residential, commercial and multi-family	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo	Jan-17	Aug-17	Draft, review, approve and mail in collaboration with City
6.1	Mail subscription selection to residential, commercial and multi-family	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo	Apr-17	Jun-17	Sent customer info on service level choices
6.2	Collection day change notification to commercial and multi-family organics customers	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jun-17	Jul-17	Reminder calls prior to the implementation of new services including the night before new service day in September
6.3	Commercial recycle posters	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar-17	Jul-17	Draft, review, approve and print
6.4	Commercial food waste posters	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar-17	Jul-17	Draft, review, approve and print
6.5	Garbage, recycle and organics non-collection tag	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar-17	Jul-17	Draft, review, approve and print
6.6	Bulky waste non-collection tag	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar-17	Jul-17	Draft, review, approve and print
6.7	Website update	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: Corp IT	Jun-17	Aug-17	Include new services and schedule
6.8	Container delivery & pick-up notification	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo	Jun-17	Aug-17	Containers pick-up, new containers delivered on customer's notification day. Notify customer of date
6	Total Elapsed Time		8 Months		



REPUBLIC
SERVICES



Category	Task	Assigned To	Start Date	End Date	Comments
Public Education-Start-up					
7	Mail annual customer guide for residential	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Sept	Jan	Begin updates in September for January mailing
7.1	Mail annual customer guide for commercial/multifamily	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Sept	Jan	Begin updates in September for January mailing
7.2	Residential quarterly newsletter - bill insert	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Dec	Will develop schedule for drafts, approval, printing, delivery to mail house
7.3	Mail commercial quarterly newsletter	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Dec	Will develop schedule for drafts, approval, printing, delivery to mail house
7.4	Mail multifamily semi-annual newsletter	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar	May	Review current brochure for any changes and current supply
7.5	Commercial posters for food waste	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar	May	Review current brochure for any changes and current supply
7.6	Commercial posters for recycle	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar	May	Review current brochure for any changes and current supply
7.7	Commercial flyers - four times per year	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Dec	Will develop schedule for drafts, approval, printing, delivery to mail house
7.8	Garbage, recycling and organics non-collection tag	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar	May	Review current brochure for any changes and current supply
7.9	Bulky waste non-collection tag	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar	May	Review current brochure for any changes and current supply
7.10	Commercial/ AB341 mailer 2 times per year	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Dec	Will develop schedule for drafts, approval, printing, delivery to mail house
7.11	Holiday tree bill insert	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Sept	Nov	Will develop schedule for drafts, approval, printing, delivery to mail house
7.12	Commercial/ Multifamily mailer (inserts)	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Dec	Will develop schedule for drafts, approval, printing, delivery to mail house
7.13	Commercial mailer promoting food waste program	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Mar	May	Review current brochure for any changes and current supply

Category	Task	Assigned To	Start Date	End Date	Comments
7.14	Develop school curriculum	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jun	Aug	Review current brochure for any changes and current supply
7.15	Other office/ event/food waste containers	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Dec	Assess current inventory
7.16	Compost give aways	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Apr	Will develop production schedule for events
7.17	Container stickers/ desk side boxes	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Jan	Dec	Assess current inventory
7.18	Website updates	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier Assist: Corp IT	Jan	Dec	Update as needed
7.19	Fall Leaf Collection Letter	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Sept	Nov	Will develop schedule for drafts, approval, printing, delivery to mail house
7.20	Street Sweeping Calendars	Lead: J. Serpa Assist: E. Boyd Assist: J. Redondo Assist: J. Crozier	Oct	Dec	Will develop schedule for drafts, approval, printing, delivery to mail house
7	Total Elapsed Time		12 Months		



Technical Proposal for Alternative Services

Republic is proposing cost effective and environmentally responsible alternative services for the City of Milpitas. Our alternative services proposal includes all of the primary components of the Base Proposal with some adjustments in terms of containers and post-collection processing options for MFD materials.

To assist in review of this segment of the proposal, we have not provided detailed information on the vehicles, containers, collection methods, routing technology, customer service, public education and other facets of the operation in an effort to highlight the elements that will be different versus reiterating the contents of the Base Proposal. The reviewer can assume that the contents of the Base Proposal that pertain to these and other facets of the operation not described below will remain consistent with what has been described in the Base Proposal.

The following is a summary of the services to be offered as part of our Alternative Proposal:

- Required carts for residential trash collection
- Inclusion of food scraps collection in residential organics collection
- Expansion of the Commercial Food Waste Collection program Post-2017
- Expansion of the MFD Organics Collection program Post-2014
- MFD mixed waste collection and processing at Republic's one of a kind Newby Island Recyclery
- Enhanced public education for commercial and MFD customers through the use of the Eco-Diversion Calculator
- Household Dump Day and other community-wide events
- Offer of creative concepts of significant benefit to the City of Milpitas and its constituents

A. Single-Family Solid Waste Cart-Only System (Required)

Republic will supply, and residents will be offered, the option of choosing a 32-, 64- or 96- gallon cart. If a customer requires more than one collection cart, Republic will provide an additional cart for a fee to accommodate the customer's needs. Encouraging residents to subscribe to volume-based trash collection services allows the opportunity for residents to choose the service level that best fits their household and provides for additional opportunities in increasing single-family diversion practices. As Milpitas residents receive unlimited curbside collection, Republic drivers will step out of the vehicle and manually collect additional bags of material.

Republic intends to service all single-family carts using a CNG automated front-end load (AFL) truck fitted with a Curotto-Can with the same specifications as described in Section 1,A, Collection. The AFL is proven to retrieve and return carts in even the most hard-to-reach locations such as narrow

streets, courts and alleyways, enabling the industry's most efficient, safe, and environmentally responsible curbside automated collection services.

This truck specification is currently being used for the effective and efficient collection of residential material in the City of Milpitas. The AFLs design is especially effective when considering the City of Milpitas continuation of unlimited set-out of solid waste cans or bags. This universal design provides for a quick and effective way for drivers to collect all solid waste set-out in a cart/container or allows the driver to exit the cab and quickly and easily discard any and all garbage bags set-out for collection.

The AFL cart collection methodology is fast and efficient and requires approximately 8 to 12 seconds to complete the cycle (pick up cart, deposit contents, place cart back onto the curbside) before the driver moves to the next stop. The curbside collection process is as follows:



1. Driver pulls up to the curb.
2. Driver activates a toggle switch to extend the automated arm to the curbside container.
3. Driver activates another toggle switch to position the arm-grabbing mechanism and takes hold of the container.
4. Driver operates the arm and brings the cart to the automated Curotto container.
5. Driver operates the arm to activate the vertical lift that dumps the contents of the cart into the Curotto container. The vertical lift reverses and brings the container back to the operating surface.
6. Driver operates the arm, grabs the container, and returns it to its original location at the curb.
7. When the Curotto container on the front of the truck is full, after 10 to 15 carts are dumped into it, it is dumped into the body of the truck.
8. The hydraulic mechanism within the body of the vehicle automatically compacts the load within the truck body.

If a driver arrives at a residential location where bags are left curbside for collection, the

driver will exit the cab and discard the bagged materials into the Currotto-Can for disposal. This non-automated collection method will add approximately 4 - 5 seconds to the 8 - 12 second collection cycle described above. The exact amount of additional time required to perform collection in this manner will depend on the amount of bagged material set out for collection.

At each stop, our driver will also make sure that the following procedures are followed:

1. Cart container is returned to the curb in an upright position.
2. Lid on cart container is closed.
3. Any spillage is picked up and deposited in the collection vehicle.
4. Report any service issues, i.e., damaged containers; carts not out; over loaded cart.

Residents will receive a subscription mailer several weeks prior to the anticipated delivery date allowing for a choice of cart sizes with a default being a 96-gallon cart. Existing carts will be removed and replaced with a Republic-branded cart chosen by the customer.

B. Single-Family Food Scraps with Yard-Trimming (Required)

Adding a new single-family food scraps collection program within Milpitas is an important step toward increasing diversion in the residential sector. In order to maximize resident participation and material diversion, it is essential to implement an efficient and carefully executed approach that focuses on educating residents and providing them with the tools and resources to ensure a successful collection program. Republic's approach to providing an effective single-family food scraps collection program is described below.

Republic proposes a comprehensive commingled organics program that adds food scraps and food soiled paper to the existing yard trimmings program for single-family customers. Commingled systems,



which collect all organics, maximize diversion and efficiently collect these materials using a single container, unified collection infrastructure,

and integrated processing. Republic proposes to collect clean green waste, all food scraps, and food soiled papers that are placed in a single 32-, 64- or 96- gallon cart. Cart size selection will be offered through a subscription mailer. All organic materials will be delivered and processed at Republic's owned and operated, fully permitted Newby Island Composting Facility.



ACCEPTABLE ORGANIC MATERIALS

- Fruits and vegetables
- Breads and pastas
- Yard trimmings and clean wood
- Food-soiled cardboard, paper, napkins and cups
- Dairy products
- Meat and seafood
- Coffee grounds & filters
- Biodegradable bags

Milpitas single-family residents currently divert 5,157 tons of yard trimmings material each year. By adding food scraps collection, it is anticipated that an additional 479 tons of material will be diverted, which would be 3.5 percent decrease in annual residential disposal. This is based on 87 percent of customer participation.

Republic will offer all residential customers weekly automated collection of organic materials including food scraps and will be serviced with the same equipment and manner as residential solid waste and recycling carts. All residents will receive outreach materials describing how to participate in the program, a kitchen food scraps pail to collect their food and food soiled paper, and an organics cart (blue body with a green lid). The carts will have an in-mold label with organic recycling information and instructions. Food scraps pails will be delivered along with organics carts.

Food scraps may be placed in approved biodegradable bags that are accepted at the composting facility. Residents can also use the pail to transport food scraps directly to their cart or use biodegradable plastic or paper bags for this purpose.

Implementing this single-family food scraps recycling program will entail an extensive outreach campaign informing residents of the change and when the program will begin. Our educational materials will highlight specific materials accepted in the program, including food scraps and food soiled paper.

Republic will also plan three single-family informational meetings located in different parts of the city, to outline the residential organics implementation plan, discuss what is acceptable in the program, outline the importance of food scrap recycling, and answer any questions. Additional information will be placed on the Republic Milpitas website in a “Frequently Asked Questions” section, and will be updated on a regular basis to add any new questions that arise. Residents are also encouraged to call customer service or stop by the Republic offices to ask questions and receive further clarification.

Diversion for this program will be tracked and compared to the existing baseline yard trimmings program annually. This will be accomplished by placing a new code on the customers’ account that specifies a commingled organics recycling container. Those codes will generate reports that will identify the cubic yards being generated as well as tonnage from the route servicing the containers.

An outreach plan and timeline will be agreed upon by the City and Republic and is included below in Table 1. Republic is proposing full implementation of a comprehensive comingled residential organics program on day one of the new Agreement.

Table 1. Food Scraps Implementation Schedule

Single-Family Food Scraps Implementation		
	Item	Implementation Timeline
1	Initial outreach mailing to residents	1 month prior to delivery
2	Reminder in newsletter	Quarter before delivery (dependent upon billing cycle)
3	Single-family informational meetings	Initial meetings 1 month before delivery; Additional meetings ongoing
4	Call to resident	1 day prior to delivery
5	Delivery of containers	To be decided
6	Follow up call to residents day after delivery to make sure they received everything	1 day after delivery
7	Follow up outreach mailing to residents	1 month after delivery
8	Program information placed in newsletter quarter after implementation	Quarter after delivery (dependent upon billing cycle)



C. Multi-Family Yard Trimmings Collection as Mandated by AB 1826 – Post 2017

Republic recognizes the importance of providing multi-family customers with the opportunity to participate in a successful recycling program, especially with the advent of State recycling mandates.

“There is no other company that can offer a collection and processing program that will significantly increase diversion without inconveniencing the customer.”

For this reason, we propose to offer them the resources and assistance necessary to maximize participation and diversion results. Republic knows that maintaining ongoing success of MFD recycling programs requires a significant amount of focus as well as creative ideas to keep the stakeholders engaged.

We are committed to achieving full compliance post-2019 and also intend to offer the service to MFD not required to participate. It is our intention to include yard trimmings discussions in every one of our meetings and during site visits at all MFD. We anticipate performing approximately 20-30 visits per month.

Republic proposes to offer MFD customers similar services as described in Section 2, I, Multi-Family and Commercial Recycling and Organics Plan, through the close of 2018. Republic will begin outreach to all MFD generating at least 4-cubic yards of solid waste per week in September 2018 to ensure AB 1826 compliance starting January 1, 2019.

MFD recycling and organics collection will be performed with the same equipment (carts and containers) and vehicles as indicated in Section A, Collection. Republic is proposing to add one full route to collect all organic material.

Please refer to Section F, Multi-Family/Commercial Technical Assistance for outreach and technical assistance programs proposed for MFD organics outreach.

We anticipate the following collection assumptions for Post-2017 MFD organics collection (these assumptions are in addition to the pre-2019 MFD AB 1826 customers):

Organics:
• Estimated Participation: 44
• Estimated Annual Tonnage: 600
• Average Set-Out Weights: 480 pounds

MFD Mixed Waste and Recycling Collection

As an additional alternative Post-2017 proposal, Republic proposes to go beyond the AB 1826 requirements to offer MFD a two-stream collection service which includes mixed waste processing and single-stream recycling to significantly increase diversion, with little to no required change in behavior for residents. Please find the mixed waste processing plan outlined below. If this alternative plan is of interest to the City, Republic is willing to discuss assumptions and rates.

No other company can offer MFD collection and processing to the extent Republic is able to for the simple reason that our Newby Island Resource Recovery Park (NIRRP) houses the largest (by volume) and most capable recycling facility in the world. With the ability to process 110 tons of multi-stream material per hour, this system marks a revolutionary shift in how materials are processed by diverting 80 percent of recoverable commercial material processed and 95 percent of recoverable residential material processed. **Our exclusive mixed waste collection and processing system is the optimal solution to easily increase MFD diversion across the board for MFD communities of ALL sizes.**

Republic has attempted to find a balance between development of a service package that is comprehensive and state of the art while at the same time being cost effective. We believe we have found this balance in terms of utilizing our extensive asset base in Northern California with the centerpiece being the Newby Island Resource Recovery Park. Republic believes this is the best solution for increasing MFD diversion city-wide, for properties of all sizes. There is no other company that can offer a collection and processing program that will significantly increase diversion without inconveniencing the customer.



“The Newby Island Recycling has easily proven its worth by more than tripling the City of San Jose’s commercial recycling rate to over 70 percent since July 2012.”



It is worth noting that the same high level of customer education and outreach described in our Base Proposal will also occur in our Alternative Proposal for MFD. However, we believe that use of the Newby Island Resource Recovery Park for processing of multi-family waste, which has been historically difficult to achieve high levels of diversion from, is unique and game changing.

To assist Milpitas in 100 percent MFD AB 1826 compliance, while at the same time nearly eliminating any program transition challenges, Republic proposes to offer all MFD communities a two-container system allowing for the continued collection of single-stream recyclables and mixed waste/trash. Because Republic has the most advanced sorting technology at our fingertips, MFD residents won't be required to make any special considerations or engage in significant source separation beyond the process they are accustomed to. That's our job. Through this collection system, we anticipate diverting at least 50 percent more from the multi-family sector than what is currently being diverted.

Most importantly, implementation of mixed waste processing in this manner to the MFD sector is essentially invisible to the customer. We will perform the characterization of the material within their container and simply route the collection of the material to consolidate it with like kind feedstock from other customers.

Collection

Republic will implement the same equipment and methodology used in single-family cart collection when servicing MFD recycling cart customers. MFD recycling front-load bin customers will be serviced using the same methodology as MFD trash front-load bin customers and will be integrated into commercial routes. Roll-off vehicles will be used for drop box and compactor customers.

Two-Container Collection

Beginning January 1, 2019, Republic is proposing a two stream approach for all MFD. In this collection program, each MFD would receive separate containers for source-separated recyclables and for mixed waste. All materials will be delivered to the NIRRP for processing. It's important to note that this system can work for small or large MFD so it does not matter what the threshold or number of units is.

Currently food scraps are not being collected from MFD nor does AB 1826 require this service. However, Republic's proposed post-collection mixed waste processing will recover food scraps and any dry recyclables placed in the trash. Through the implementation of this collection approach, we estimate the diversion to be:

- Additional 2,667 tons of mixed waste and 640 tons of recyclables each year from MFD.
- Average Set-Out Weights:
 - Recycling: 220 pounds
 - Mixed Waste: 606 pounds
- Participation: 100 percent

This two-stream high-diversion program is a system that only Republic can offer and relies heavily on our ability to manage the materials from collection location through processing at Newby Island, our state of the art, high-diversion facility. This approach offers single stream recycling which maintains the quality of collected recyclables, but also allows for the capture of recyclables and food scraps placed in the mixed waste to deliver outstanding diversion results.



“The beauty of this new system is the majority of MFD are able to keep their existing containers”

Republic does not recommend performing a pilot program for the two stream approach. The level of property manager and resident education necessary for this collection approach is minimal since most MFD already have a source-separated recycling program onsite. The only change would be in adding post-collection mixed waste processing, which does not require resident behavior change. The beauty of this system is that the majority of Milpitas MFD will keep their existing containers.

Republic’s collection containers will be clearly identified to help residents easily distinguish what materials go where: mixed waste containers will be painted blue, while recycling containers will be painted white. Containers will also be clearly identified with large decals, in multiple languages.

Regardless of how minimal customer impacts will be with the implementation of this collection approach, Republic will still develop effective educational materials that help ensure quality program participation from residents. Our outreach materials will emphasize what is accepted in the single-stream recycling program and additional efforts will be made to keep household hazardous materials and electronic waste out of either stream for separate collection and disposal through tenant outreach materials, bulk collection brochures and the possible pilot program with Integrity Waste. For more information on acceptable items for Republic’s recycling program, refer to Figure 1 below.

Figure 1

Trash (Wet) Container	Recycling (Dry) Container
ACCEPTABLE FOOD SCRAP MATERIALS	ACCEPTABLE DRY RECYCLABLE MATERIALS
<p>All wet material, including food scraps, and dry non-recyclable material</p> <ul style="list-style-type: none">• Fruits and vegetables• Breads and pastas• Yard trimmings and clean wood• Food-soiled cardboard, paper, napkins and cups• Dairy products• Meat and seafood• Coffee grounds & filters• Biodegradable bags	<ul style="list-style-type: none">• Clean paper and cardboard• Glass bottles and jars• Rigid plastics• Metal cans and scrap metal• Clean wood <p>Republic will also collect several material types not normally recovered, including:</p> <ul style="list-style-type: none">• Reusable Items• Carpet and carpet padding• Clean Expanded Polystyrene block packing materials• PLA bioplastic bottles• Plastic bags• Mixed plastics• Non-container aluminum (foil and extruded)• All other materials for which a viable market can be found



“If it is trash being processed at Newby Island, we know 60 percent of the material is being diverted according to facility sorting averages.”

Diversion tracking

Republic understands the importance of tracking all tonnages by sector and material type in order to properly identify diversion numbers to help inform future program decisions and highlight the progress towards diversion goals. In order to ensure we provide data in an efficient and accurate manner, we propose that:

- All MFDs will have a unique “customer type” code that allows for them to be tracked separately from commercial and single family accounts.
- All commodity types such as recycling and trash and their corresponding container sizes will receive unique codes. For example, a 96 gallon organics container will be 96O or a 2-yard recycling container will be 2R.
- Material types will be serviced by corresponding routes

When running reports, we will be able to filter by sector (MFD, commercial or single family), by commodity type (food scraps or processed trash), by route to identify cubic yards serviced, and provide a calculation of the amount and type of material collected. If it is trash being processed at Newby Island, we know 60 percent of the material is being diverted according to facility sorting averages. We can then take these numbers, analyze them and provide accurate diversion data to the City on a regular basis.

Outreach Technical Assistance

Republic will go beyond the requirements of AB 1826 by promoting a two stream system for all MFD in the Milpitas service area beginning in 2019 through the remainder of the contract.

Republic will provide printed outreach materials and encourage property owners and managers to provide this information to their current residents, to new residents upon move-in and at least annually thereafter. To maximize the number of residents reached at each complex, we will host group meetings at community centers or onsite at MFD to explain the program. With property manager permission, Republic will go door-to-door to meet with individual tenants.

To support increased diversion from MFD in Milpitas, Republic will:

- Provide service and recycling information to all property managers and residents using direct mail, on-site delivery of door hangers, and posters. Republic will work with property managers at individual MFD to distribute supplemental outreach materials that address the recovery of unwanted household items during move-in/move-out, waste prevention and material reuse tips, and hazardous and electronic waste disposal, and illegal dumping prevention techniques.
- Mail multi-family residents a twice-annual newsletter with information regarding recycling and resource conservation; updates on Milpitas recycling goals and the community’s progress; tips for disposing bulky items when moving; promotion of our “recycling champion” program and other multi-family specific collection services, resources, and programs. The Republic multi-family newsletter will include kid-friendly content, such as recycling word searches or a waste prevention crossword puzzle.
- Educate and assist MFD customers in multiple languages, including producing outreach materials in primary languages that Milpitas residents speak. Republic also has an easy to navigate website for the community to use that provides recycling related program information and includes options for translation in different language.
- Provide an interactive diversion calculator on the Republic website that enables MFD to calculate their diversion rate, associated greenhouse gas reductions, and cost savings related to recycling program implementation. MFD can use these statistics to engage and motivate residents.
- Upon commencement of the contract, Republic will contact all MFD property managers and owners to determine the number of recycling totes that each MFD will need for distribution to their residents. Multi-family totes will include “Recycling How-To” information in multiple languages and a list of recyclables accepted in the new single-stream recycling program printed on the totes.



REPUBLIC
SERVICES

D. Commercial Yard Trimmings and Food Scraps Collection as Mandated by AB 1826 – Post 2017 (Required)

The following areas are a priority for Republic in order to meet Milpitas' needs for reporting and compliance with AB 1826 post 2017:

- Outreach and education: Republic will conduct outreach activities to inform the affected commercial generators of the mandatory recycling requirements and educate commercial generators about recycling opportunities available to them.
- Monitoring: Republic will review lists of affected generators to ensure they are subscribing to and participating in the commercial recycling and organics collection programs. We will also identify and notify businesses that are not in compliance, as well as provide the proper technical assistance to ensure they have recycling and comply with the ordinance.
- Reporting: Republic will report on progress implementing the commercial recycling programs, including outreach, education, and monitoring efforts as part of the CalRecycle annual report process. This reporting will include the activities to educate businesses on the mandatory requirements, as well as efforts to track and monitor compliance on the part of business.

- Enforcement: Republic will actively seek businesses that do not comply with the regulation and provide technical assistance efforts to recycle. If the business chooses not to comply, Republic will work with the City to come up with an appropriate solution and potential enforcement follow through.

AB 1826 Compliance

Republic's efforts toward AB 1826 will be ongoing. We've proven our success in encouraging participation in recycling services through our AB 341 efforts and intend to respond to AB 1826 compliance with the same dedication. It is our intention to expand the commercial organics program by January 1, 2019 for businesses that generate 4 cubic yards or more of commercial solid waste a week.

AB 1826 also provides that beginning January 1, 2020, generators of 2 cubic yards or more of solid waste per week must divert yard trimmings and food scraps. However, the 2020 requirement is contingent on a State finding that the level of organics disposal has decreased by less than fifty percent compared to 2014 levels. Republic intends





to expand the commercial organics program to include all customers regardless of the the State's decision regarding the smaller generators.

Commercial recycling and organics collection will be performed with the same equipment (carts and containers) and vehicles as indicated in Section A, Collection. Republic is proposing to add one full route to collect all organic material and will maintain one full route for recycling collection.

The following section details how Republic will further target commercial food waste generators in Milpitas.

In order to maximize customer participation and material diversion, it is essential to implement a thoughtful and carefully executed approach that focuses on targeting key food generators and providing them with the tools, resources, and onsite assistance necessary to ensure a successful collection program.

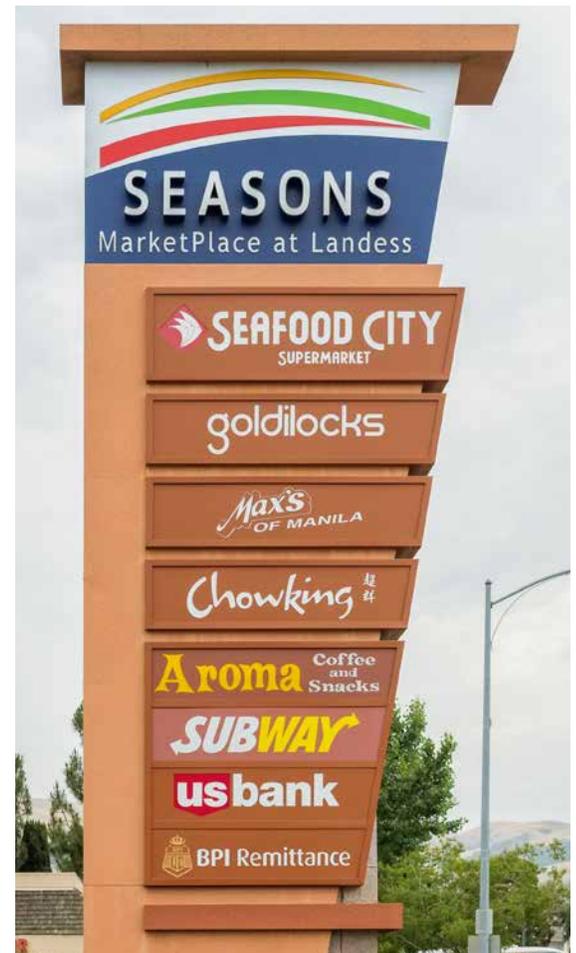
Food scraps collection participants will be provided with food scraps and compostable paper in 64-or 96-gallon carts or 1 to 3-cubic yard containers. Businesses that participate in the food scraps program (i.e. organics) will have their materials delivered to the Newby Island Organics facility for composting.

We will use the following steps to estimate potential diversion from the commercial food waste program:

1. Identify commercial and industrial accounts that belonged to high food-waste-generating groups: health care facilities, hotels, restaurants, other food services, food stores, and food manufacturing.
2. Estimated annual volume collected from these accounts using the below equation. Assumed containers were full at pick-up.
 - Size of container x number of containers x number of weekly pick-ups x 52 weeks/year
3. Summed estimated volume disposed for each industry group.

4. Converted annual volumes to annual tons using industry specific densities from California Integrated Waste Management Board (now CalRecycle).Statewide Waste Characterization Study Results and Final Report, prepared by Cascadia Consulting Group, December 1999.
5. Using business sector-based waste composition data from Republic's database of generator samples, we will estimate volume and tons of food waste and compostable paper disposed by each industry group.
6. Assuming that 50 percent of businesses would participate in program and that it would be possible to capture 65 percent of food waste and compostable paper from those businesses.

Republic's diversion coordinator will target businesses that generate a high volume of organics material and will work in phases to maximize business participation and recycling performance. In developing our target business list, we reviewed the service levels and business sectors for all businesses in Milpitas and highlighted those businesses that fall within the selected "high-volume organics generator" categories.



Each targeted business will receive a letter introducing the organics program two weeks prior to the Republic diversion coordinator performing an onsite visit. We find that providing notice ahead of time allows businesses to prepare for our visit and increases their willingness to discuss new service offerings.

During the site visit, the Republic diversion coordinator will perform a visual assessment of solid waste and recycling containers, documenting the percentages of material types, overall volumes, and recommendations for optimized service levels. They will perform a facility walk-through to identify areas where food scraps are generated, recommend locations for internal food scrap collection containers, and identify opportunities for improved recycling collection systems. The diversion coordinator will also provide educational materials that explain the new food scraps collection program, and will attempt to schedule a follow-up visit to conduct employee training. During this initial site visit, we will recommend a food scraps collection service level and formalize next steps for cart or container delivery and service implementation. When performing the site visit, the diversion coordinator will also assess businesses on a case-by-case basis to create an individualized program that is tailored to each business. The Republic diversion coordinator will use an audit form which allows for an easy way to accumulate all data from site visits and provides a brief summary report that can be provided to the customer. For all businesses, both pre-consumer “back of-house” collection and post-consumer

“front-of-house” collection will be evaluated, and the best collection system will be recommended.

For sit-down restaurants, outreach staff will focus on back-of-house collection and help train kitchen staff, bussers, and dishwasher staff to place materials in the correct container.

For cafeterias, and fast food style restaurants, we will address both back-of house and front-of-house collection to see if there are opportunities for adding proper signage or additional containers, as well as if the business could use compostable products to help prevent contamination. For each type of business, a phased-in approach would begin with:

1. implementing back-of-house recycling first to establish a successful program, and
2. adding front of-house food scraps and approved compostable paper products when the restaurant is able to manage collection of clean materials.

Following up with onsite business contacts in a timely manner is essential when launching a new collection service. Republic proposes sending a follow-up email or letter to the business documenting selected food scraps service levels, delivery dates for new containers, and dates for staff training (preferably coinciding with the cart or container delivery date). After the containers are delivered and all trainings have been performed, the Republic diversion coordinator will perform weekly site visits for the first month of service, monitoring the food scraps container to confirm the business is maximizing their diversion of food scraps with minimal contamination.





The Republic diversion coordinator will follow up with the business manager one month after their site visit to review progress and provide additional educational support or resources as needed, including photos of contamination if applicable. Republic recognizes that in order to maintain a successful food scraps collection program, it is essential to provide ongoing feedback and assistance throughout the term of the contract. Therefore, Republic will contact commercial food scraps participants annually, addressing staff turnover and the need for ongoing engagement and educational refreshers.

Our proposed approach to educating and assisting business customers will involve a combination of onsite technical assistance, including staff trainings, and annual customer follow-up as well as on-call customer assistance based on customer email or phone requests. We will also use collection drivers' notes on contamination levels to identify potential training opportunities and begin a conversation with businesses on easy and affordable ways to reduce contamination.

We will also develop educational tools and resources for front-of-house and back-of-house collection stations that can be customized by businesses. All outreach materials will be readily accessible on our website, which will also include an interactive diversion calculator that allows businesses to calculate their diversion rate, associated greenhouse gas reductions, and cost savings. Businesses can use these statistics to engage and motivate employees and impress customers. They will be encouraged to include this information in quarterly newsletters, on their website, and in other communication channels.

Organics educational materials will highlight specific materials accepted in the program, such as clean food scraps, green waste, approved compostable paper products including cutlery and service-ware. Additionally, organic material can be placed either in a clear plastic bag or biodegradable bags that are accepted at the composting facility.

We anticipate the following collection assumptions for commercial organics collection post 2017 (these assumptions are in addition to the pre-2017 AB 1826 customers):

- Estimated Participation: 408
- Average Set-Out Weights: 281 pounds
- Estimated Annual Tonnage: 3,264

Monitoring Diversion and Reporting

Republic is committed to providing innovative programs and technical assistance in order to increase diversion and meet the statewide goal. Part of the continual oversight and management will be to monitor how the program is working and remain nimble and open to changing the outreach plan in order to hit target diversion.

There are a number of steps that go into monitoring a program, starting with understanding the community being served and the dynamics that come into play, and continually evaluating where the diversion numbers are, what is working, what is not, and what additional steps should be considered to keep the diversion meter moving forward.

Analysis of how the program is working will come from visiting businesses, performing characterizations or visual audits of containers to assess contamination and participation levels, talking with drivers who are on the route each day to learn about any gaps in the program, and reviewing commodity tonnage. Evaluation of all these pieces is critical to understanding the Milpitas' progress with diversion and identifying opportunities to continually improve the program.

Reporting is a priority for Republic. We work closely with our communities to effectively provide accurate and reliable data. For example, our accounting department has robust experience using spreadsheets and InfoPro to generate reports. While Republic has standard reports that we use, we are also open to any new reports that the City would like to see generated. We will integrate all the data points we collect into an easy-to-read spreadsheet that provides detailed specifics on each route and commodity type. Reports prepared for the City will follow the parameters set in the Future Franchise Agreement.

“Republic customer service representatives will help customers correctly size their containers to maximize diversion and mitigate weight issues”



E. Temporary Debris Box Service (Required)

Collection Methodology and Procedures

Roll-off collections may be regularly scheduled, temporary or on-call. Collection services are accomplished with roll-off trucks and boxes in sizes ranging from 10 to 40 cubic yards (up to 50-cubic yards for recyclable materials) and a crew of one highly trained, professional driver. To ensure Republic roll-off drivers do not encounter overweight boxes, and to maximize diversion, Republic customer service representatives will query customers when setting up the service as to the type and amount of waste materials they plan to discard.

Roll-off solid waste loads, recyclables, construction and demolition and organic loads are direct hauled to the designated facilities for disposal, processing, recycling or composting. Scale technology is utilized on our roll-off vehicles to eliminate the possibility of overweight compactors/roll-off boxes, which can present a safety problem.

Roll-off boxes will be made available to Milpitas customers of every generator type in a full range of sizes. Republic customer service representatives will help customers correctly size their containers to maximize diversion and mitigate weight issues.

Republic's roll-off customers will be serviced with 3-axle roll-off trucks capable of transporting containers ranging in capacity from 8-to-50 cubic yards.

Roll-Off Collection Methodology

The driver activity methodology for roll-off is as follows:

1. The driver arrives at the service address and checks the route sheet or work order for any notes pertaining to that customer, such as information pertaining to the customer contact, disconnecting coupling lines, etc.
2. The driver performs a safety check to ensure there is proper clearance and access to the container and that site activity at the collection point is zero. If conditions are questionable, the driver will talk to a site manager or will call the route supervisor to the site to act as a spotter.
3. The driver carefully backs up to the container and raises the truck's hydraulic rails.

4. The driver dismounts the vehicle and locks the coupling device to the container, double checks it to ensure it is secure.
5. For compactors, the driver then disconnects the units' electrical/hydraulic couplings.
6. The driver remounts the vehicle and engages its controls to pull the container onto the truck rails. When the rail reaches the locking stops, the driver lowers the rails.
7. All Republic roll-off trucks are equipped with automatic tarps. At this point, the tarp mechanism is engaged to cover the load if the box is not covered or enclosed.
8. The driver checks the area for any litter spilled during collection and cleans the area if litter is found.
9. The driver transports garbage drop-boxes and compactors to the transfer station, recyclables or C&D loads to the recycling facility, and yard/food waste loads to the compost facility, and obtains a weight ticket at the scale house.
10. The driver signs off on the work order that the job is complete, and files it away with the weight ticket in the company-provided file/clipboard. (All paperwork is turned into dispatch during the check in procedure at the close of the day.)
11. The driver repeats the process for the next work order or route sheet until all work is complete for the day.

Republic's collection methodology for commercial roll-off customers efficiently collects containers providing the utmost customer and public safety, while providing maximum efficiency and avoiding waste.

Special collection conditions such as nearby parked cars, narrow public parking areas and alleyways may require modified methodologies to efficiently pick up containers. The driver may be required to conduct a 3-point turn within a public parking area to maneuver the truck for the best position on the egress side of the street. By the very nature of roll-off collection, the vehicle will need to back into a street or public parking area in order to line up with the box and to position the container for collection.

General Site information

Construction and demolition (C&D) debris materials will be received and processed at

Newby Island Resource Recovery Park
1601 Dixon Landing Road
Milpitas, CA 95035

The facility is a wholly-owned and operated subsidiary of Republic Services, Inc.

Contact:

Evan Boyd, General Manager
Phone: 408-586-2281
Eboyd@republicservices.com

General Operating Parameters

Receiving Hours of Operation:
Monday-Friday, 7 a.m. – 3 p.m.
Saturday: 8 a.m. - Noon
Closed Sunday

Closed on the following holidays:

Thanksgiving, Christmas and New Year's Day. The operation is currently not set up to accept material outside of the receiving hours.

Average Turn Around Time: 20 minutes

Guaranteed Turn Around Time: No Guarantee



Republic is easily able to meet the City of Milpitas' requirement of diverting at least 50 percent of all C&D material delivered to Newby Island and since approximately one-third of the waste destined for landfills comes from C&D debris, cities are increasingly looking to contractors to take a pro-active role in diverting waste from landfills. Using Republic's BluePrint™ Waste Assessment program, our dedicated team will work with customers to create a customized, sustainable waste program that is focused

on servicing efficiently, optimizing waste stream goals and promoting environmental responsibility.

Republic proposes the fully permitted Newby Island Landfill C&D facility for the processing of the City's materials. Republic is a leader in the industry when it comes to environmental initiatives and materials processing.

As Milpitas' current collection and post-collection service provider, we have a vested interest in providing the services necessary for the City to achieve each of its sustainability goals. To that end, it is our goal to ensure the City's minimum requirements are met. Additionally, we are dedicated to pursuing new opportunities in recovering material for the highest use and best use. For example, ground wood chips that might otherwise be used for biofuel are transformed onsite through the use of eco-friendly colorization into decorative landscape cover.

The Newby Island facility accepts such recoverable materials as drywall, painted and unpainted wood, roofing materials, metal, cardboard, dirt, brick, rock and various aggregates and concrete.

Upon receipt of the contract with Milpitas, Republic will perform detailed C&D material characterizations on up to four loads of C&D material delivered to our facility. The characterizations will identify the percent by weight of each category of material, and their end uses. Subsequent detailed C&D characterizations will be performed twice annually or as necessity requires, up to a maximum of four times per calendar year.

Construction and Demolition Debris Processing Description

Construction and Demolition (C&D) debris loads arriving at the facility first stop at the scale house where the loads are weighed, origin and material determined, and tipping fees assessed. The scale house attendants direct the loads to the processing area of the facility. C&D material loads will be off loaded in the C&D tipping locations, dependent upon the type of materials to be unloaded. Spotters assist the drivers when the vehicles are delivering C&D materials to the tipping area and direct the drivers to the appropriate tipping location. Tipping area personnel also assist in guiding vehicles to the proper tipping location and to ensure that the area is clear and safe for unloading. Once unloaded, trucks will immediately leave the tipping area and depart back to the scale house for additional weighing if required and exit the facility.



Material Separation and Sorting

When C&D material is deposited in the C&D tipping area staff conduct an initial inspection. Personnel inspect each load to determine if any hazardous or unacceptable materials are present and remove those items for temporary storage in a designated area; separate charges for managing such hazardous or unacceptable materials will apply. Large or bulky items such as appliances, large dimensional metals, metal pipe, spooled wire and laminated beams will be removed from the waste and placed in appropriate locations. After initial pre-sort, material will be crushed using a track loader to reduce the dimensions of wood and other materials to facilitate a more efficient sorting and screening process. Materials to be processed will then be loaded onto the sort line in-feed power screen using an excavator. The incline in-feed power screen mechanically separates six inch minus wood and inert fines from larger materials that will continue onto the C&D sort line. Metal is magnetically separated at the conveyor head while other materials travel onto an elevated platform sort conveyor where recoverable items will be positively hand-picked by trained personnel. It is here that items such as wood, drywall, metal, organics, qualifying plastics and trash are selected for either recovery or disposal. Once separated the wood waste is transported to the wood storage/processing area where it is temporarily stored before being ground for a characterization specific end-use. The inert fines material is conveyed into semi end-dump trailers and hauled for end use, generally as beneficial reuse. Non-recoverable materials are conveyed into roll off containers and weighed before being disposed in the landfill.

As noted in Section 1, D, On-Call Bulky Item Clean-Up Events, Republic proposes to process all on-call bulky items in the same manner.

Method of Tracking Tonnage

All inbound and outbound loads of materials will be weighed in at the facility scales and load data will be recorded in a PC Scales/TRUX or similar weighing database program. The weighing system has been specifically designed for use by transfer, disposal and recycling operations and allows for the recording and reporting on all material flows. Inbound and outbound loads are recorded by customer, weight, truck number, date, time, material type and city of origin.

Republic will provide detailed reports on the materials processed to the City. These reports will include a

characterization of materials processed, identifying the percent, by weight of each category of material, and their end uses. This report will be provided twice annually or as necessity requires, up to a maximum of four times per calendar year. A monthly electronic report listing the ALL materials received and diverted, how such materials were used, and the amount of residual materials that are disposed of at a permitted landfill will also be provided.

Current Monthly Residue Rate

- Average monthly residue level – 30%
- Contaminants that can be accepted up to proposer specified limits, or with differential rates-per-ton based on the level of contamination – less than 10%
- Any individual or collective limits on the amount of acceptable contamination – less than 10%

Permits and Regulatory Compliance

Republic strongly supports and advocates the five R's of Sustainability: Reduce, Reuse, Recycle, Renew, and Responsibility. The five R's of Sustainability are not mere slogans, but rather they reflect Republic's values and the continued commitment to sustainability. Republic understands that the sustainability of the environment depends on how well it protects and preserves natural resources and educate current and future generations on environmental compliance. In fact, Republic's sustainability program centers on the theme of "Protecting Today's Environment for a Better Tomorrow." This message is important to the quality of life and regional prosperity in the communities it serves and why compliance is so important to us.

Newby Island Landfill's Solid Waste Facility Permit (43-AN0003) allows for Material Recovery, Transfer Station, and Processing Facility operations. The facility is permitted to operate 24 hours per day and six days per week and can accept up to 4,000 tons per day. The facility has monthly inspections performed by the LEA.

Regulatory Agency Contact

Bob Bates , REHS

Environmental Inspector

Code Enforcement, LEA

City of San Jose

200 E Santa Clara Street

San Jose, CA 95113

(408) 535-7640 Processing Services



Processing Throughput

The annual processing capacities are subject to the total tonnage limitations as approved through the Solid Waste Facility Permit:

- Total annual permitted tonnage is 1,117,120 tons.
- Peak or maximum daily tonnage is 4,000 tons per day. Newby Island is allowed an annual average or 3,260 tons per day, six days per week with no restrictions based on truck traffic.

Republic guarantees the Newby Island Landfill C&D processing facility has enough capacity to process recyclable materials delivered from Milpitas throughout the 10 year term.



Diversion Activities

We accept commingled construction materials and single commodity materials including:

- Timber (No chemically treated wood as defined by CCR, Title 22), Structural Wood, Wood Shelving, Plywood, Pallets, Wood Shingles & Shakes All Scrap Metal – (All pieces must weigh under 500 pounds and fit loosely in dumpster and cannot be of closed cylinder design)
- Metal Posts, Metal Sheets, Sheet Metal, Metal Equipment(Drained of all fuels & fluids), Metal Window Frames, Metal Lath
- Electrical Cables & Structural Cables
- Glass – All Types
- Concrete – Odd Sizes with rebar trimmed to within four inches
- Dirt mixed with rock & small concrete (Under 12 inches)
- Mixed Aggregates
- PVC, Metal, Concrete, Clay, and Ceramic Piping (Lengths 4 feet or less, diameter 2 feet or less)
- Stucco without tar paper or wire
- Sheet Rock(Drywall)
- Cardboard
- Soil Strippings (High organic material from land stripping)
- Tree limbs, Tree Trunks. Tree Roots, Gravel and Sod

Material Restrictions:

- No Wet Waste (Food or By-Products)
- No Chemically Contaminated Soils/Materials
- No Household/Commercial Waste
- No Asbestos
- No Hazardous Waste
- No Containers designed for compressing gases
- No Liquids/Paints
- No Whole Vehicles
- No Unused Cleaning Solutions
- No Explosives
- No Linoleum Carpets
- No Furniture, Mattresses, Appliances

Republic will not pick up any loads deemed to be toxic or hazardous. Loads contaminated with garbage will be handled as trash.

Inert Materials: Large quantities of soil, asphalt, concrete, brick, cinder block, stucco, etc., are restricted to 10 cubic yard dumpster. No individual piece may be greater than 2 feet in any dimension.

Land Strippings: Tree material is limited to 6 inches diameter and 4 feet long. Soil clod or rock limitations are 2 foot in any direction.

Wood Products: Structural lumber is restricted to 8 feet in length and 2 feet in width and height. Sheet material is limited to 8 feet by 4 feet.

Since Republic records all transactions and provides diversion reports, paperwork and compliance are effortless on the part of either developer or contractor receiving our C&D processing services. Republic Services has created a processing functionality enhancing the overall construction LEED diversion metrics. This processing functionality has enabled contractors to gain back premium deposits (Certified, Silver, Gold, & Platinum).

To achieve the highest and best use, Republic processes recovered recyclables to minimize contaminants shipped to the manufacturers of new products who buy our recovered materials. Newby Island has the ability to sort and recover a very high amount of recyclables. The process maximizes both the amount of material diverted from the landfill and the amount of recyclables available for our buyers.

Republic has historically been able to move recovered materials to buyers because of the rigorous methodology used to ensure the highest quality.



Materials Marketing

Metal and lumber are sold to local vendors for reuse. Remaining C&D materials are diverted onsite for beneficial reuse.

Contingency Plan

No other company can match Republic's local resources and infrastructure to meet all the City's needs throughout the life of the contract. Additional construction and demolition processing is available at our Forward facility in Stockton and OMPF facility in Richmond.

F. Other Service Enhancements and Innovations (Optional)

Household Dump Day Events

Milpitas residents have enjoyed the opportunity to participate in free Household Dump Day (HDD) at Newby Island for nearly 30 years and Republic feels this service should continue to be offered. Although the Disposal portion of the RFP offers the option to propose this service, Republic has made the decision to include HDD as an alternative proposal in our collection proposal because we know how important the service is to residents. In just the past two years, over 13,000 residents have participated in HDD saving the City over \$1.5 million in disposal costs. If continuing this service is of interest to the City, Republic is open to further discussion on determining how the service could be offered upon commencement of the new service contract.

Replacement of Metal Containers

Republic's base proposal indicates replacement of all carts and metal containers at the inception of the contract. The alternative proposal offers all new residential carts delivered at inception of the contract but replaces commercial containers over a five (5) year timeframe. This decreases upfront capital investment and delivery costs.

"We're Looking out for You" Neighborhood Watch Program

The Republic Services "We're Looking Out For You" program is a crime prevention and safety enforcement initiative that enlists the active participation of our drivers, in cooperation with law enforcement and emergency services, to reduce crime and maintain neighborhood safety.

Our drivers have been trained to observe and report any suspicious events, crimes in progress, traffic accidents and other emergency situations. If a Republic Dispatcher receives an emergency call from a driver, the dispatcher will in turn notify the proper authorities of the location and circumstance.

We serve millions of customers everyday with high-quality, professional waste management services. Because of our wide-spanning network, our extra 'eyes and ears' serve as an invaluable security maintenance and crime prevention resource nationwide.

The Milpitas community is OUR community. In addition to working here, many of our employees and their families live, shop and play here. We take our leadership role very seriously and this neighborhood watch program proves our solid commitment to you and our community.

Recyclables Theft Prevention



Republic takes scavenging seriously, not only because it's important to us as company to protect and retain our recyclable material for processing, but also for the safety of scavengers

and our customers. In many cases our drivers service containers before first light and are unable to see if someone is inside a container scavenging for recyclables. A situation like this can cause significant injury and even death for the scavenger. We encourage customers to keep their containers locked to prevent theft of recyclables, which can occur at any time of the day or night, and any liability that may come with injuries sustained by a scavenger.



To make the process as simple as possible for our customers, Republic proposes to install “gravity locks” on all new and replacement commercial containers. A gravity lock is an automatic lock release that is secured to your waste container and locked with a padlock, which can be opened with a key. The lock releases when tipped by the collection truck, allowing the container to be emptied. It relocks into place upon returning to the ground.

Stop-And-Swap: A Community Reuse Event

“One man’s trash is another man’s treasure” is a classic idiom that captures the importance of reuse. Accordingly, Republic proposes to implement an annual community-wide “Stop and Swap” one-day reuse event, which has proven successful in many communities throughout the Country.

Republic will invite all residents to attend the event, whether or not they have something to drop off as this event is designed to divert quality goods from entering the landfill by making them easily available to neighbors and non-profits that can use them. A list of accepted items will be distributed to residents and reusable items in working condition may be dropped off at a specific location one day prior to the Stop and Swap event. The following day, residents may stop by to pick up used goods such as furniture, sporting and exercise equipment, tools and gardening supplies. Items remaining at the end of the event will be donated to a local nonprofit or recycled/disposed of properly.

Multi-Cultural and Community Faith-Based Outreach

Republic understands the dynamics within the multi-cultural community, specifically the extensiveness of different languages within Milpitas. Although most managers we meet speak English, in the instance where the manager’s primary language is different, Republic will identify community leaders to help assist with translation, hire third party translators, or use its own staff throughout the Bay Area to come in and help meet or train in that language. Additionally, Republic currently has available a language line that customers can call into for translation assistance: we will continue to offer this line for Milpitas customers as part of this new contract.

Republic has also worked with community faith-based organizations over the years, and proposes to focus more heavily on engaging these organizations to help get the word out on how to properly recycle and why it is so important. The different ways Republic proposes to do this is by attending different community events, talking with key personnel such as the pastor or manager, identifying a “green steward” that can be used as the liaison between Republic and the organization, and by providing outreach resources that can be disseminated to the members.

Republic Services Recycling Fair: A School-to-School Contest

Republic will work closely with local school districts and Milpitas to support recycling education efforts among school children. Children are key to instituting behavior change in their homes – and that includes recycling. Reaching as many children and youth as possible is an important part of increasing waste reduction and recycling now and for many years to come.

Republic proposes to conduct an annual recycling contest among local elementary schools within MUSD – schools will be challenged to reduce waste, recycle more and compost their food scraps. Schools with the greatest year-over-year diversion results (measured fall through early spring) will win and be rewarded with an all-expenses paid recycling fair. Located at their school during either the school day or on a weekend, the recycling fair will include multiple activities stations including: recycled art projects, an opportunity to view the inside of a recycling collection truck, and observe a bale of recycled material up close.

High School Summer Internship Program

Republic will work with Milpitas High School to develop a Summer Internship program for graduating seniors, specifically focused on recycling and outreach within the community. By providing an opportunity for graduating seniors to understand and develop skills within the recycling industry, it will not only provide a learning opportunity for students, but also give back to the community. Republic will offer two internships who will work directly with Republic’s diversion coordinator. The position will be for two to three months over the summer and will be funded by Republic.



Youth Engagement Dumpster Art Contest

In partnership with the public high schools, Republic proposes a dumpster art contest. This contest will provide an artistic venue for educating students on recycling, as well as beautifying containers at the school. Awards will be provided by Republic and will go to the top three entries exhibiting the zero waste spirit by using theme's that speak of environmentalism and references the Milpitas community. The awardees will be highlighted on Republic's website and in our quarterly newsletter.

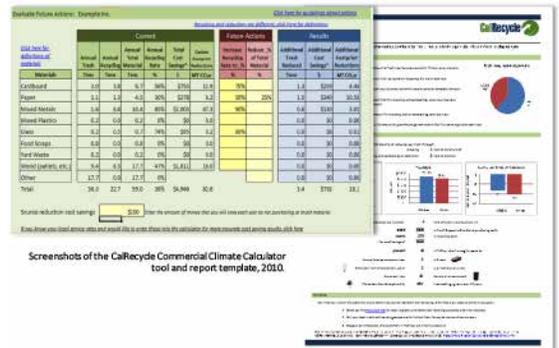
Eco-Diversion® Calculator

Republic proposes to use the EcoDiversion® Calculator (EDC) developed by Cascadia, to further enhance commercial technical assistance. This Excel-based tool is used to facilitate more efficient commercial outreach activities. Cascadia will modify the EDC for this project in order to provide a customized tool for Milpitas. The EDC will automatically draw from the uploaded hauler waste account records, minimizing the data entry effort required by outreach staff, while still allowing staff to enter critical information while on-site with the business. This outreach tool efficiently generates recommendations and calculates cost savings, tonnage reductions, and greenhouse gas savings from a single waste reduction and recycling site visit. It compiles useful reports for the business and for the service provider, while streamlining information that the outreach staff needs to communicate on-site.

Existing Features

- The tool can upload hauler data and will automatically draw from these waste account records, minimizing the data entry effort required by audit staff.
- The tool allows the outreach staff to review the existing contact information and service levels for each commercial waste and/or recycling account. If the information is incorrect, outreach staff can flag the incorrect field and change information directly in the form.
- The outreach staff can select the business sector, which automatically populates an average waste disposal composition profile for the business. If the profile seems wrong, the staff can conduct a visual waste audit and input the new composition, overriding the default values.

- The outreach staff selects the actions that the business is interested in implementing from a menu of options. The tool will automatically calculate the reduction in waste from these actions, based on average business experiences, and recommend new service levels based on the change in volume. If necessary, the staff can manually change the tool's assumptions and recommendations.
- In addition to providing a report for the business, the tool can also summarize the results of the outreach in a report for the waste hauler or City. This report highlights any information that was updated in the visit, recommended service level changes, whether additional follow-up is needed, and any other information helpful to track the project.



Residential Recycling Pledge Campaign

An online pledge campaign—Republic's Annual Pledge-to-Preserve—will incorporate community-based social marketing principles, seeking to go beyond a traditional awareness and education campaign by leveraging local community relationships and interests. Republic's Annual Pledge-to-Preserve campaign will allow residents to make an online pledge to recycle, compost or reduce waste and browse pledges made by others. After submitting their pledges, residents will be given an opportunity to cast a vote to help determine which local non-profit or community organization will receive a \$5,000 community improvement project grant from Republic. Republic staff will work closely with member jurisdictions to select potential grant recipient non-profits and/or community organizations that will compete for pledges. Potential grant recipients will be encouraged to help residents make recycling pledges in their effort to attain votes and secure the grant funding.



Additional Considerations

Republic Services has provided a comprehensive and thorough response to the Request for Proposals for Collection of Solid Waste and Collection and Processing of Recyclable Materials and Organic Materials. We trust that the City will find our response innovative, customer centric and forward thinking and that the prospect of continuing the current partnership is brought more into focus. Our company has invested a great amount of time, thought and resources into the development of the collection services response.

In addition, we have placed much thought into how to approach the disposal services component of the Request for Proposals. Due to the public attention surrounding the permitting efforts at the Newby Island Landfill, we came to the conclusion that our best chance to continue our existing partnership with the City was to possibly provide only collection services and materials processing. This approach seemed to make sense from the standpoint of allowing the City to separate the issues contained within the collection services RFP from the permitting issues at the landfill.

This being said, Republic believes that there is a path for the City to potentially utilize the landfill facility and provide significant benefit to the community. We believe this benefit can be achieved in a way that the City will be viewed by those involved in the landfill permitting effort favorably and be seen as having achieved significant long term benefits for the City that otherwise may not have been available.

The Republic team has contemplated a number of creative concepts that we would like to explore further with the City that we feel could be of substantial benefit to the City and its constituents.

These concepts include the following:

- Deferment of a portion or all of the projected 7.8% January 1, 2016 rate increase due under the existing agreement
- Potential for provision of a per ton royalty payment on all or a portion of the disposal tonnage going into the facility for the remaining life of the facility
- Potential for inclusion of permit conditions in the pending PD Zoning Permit that the City would have input on and would represent a significant benefit over pending permit conditions
- Continuation of Household Dump Day events
- Other mutually beneficial items as negotiated between the parties (i.e., odor sensing network previously discussed between the City and Republic)

Due to the history of prior negotiations on the landfill permit and the complex nature of the issues surrounding the project, Republic believed that approaching the disposal component of the RFP in this manner was the most responsible, prudent means of addressing our continued interest in providing services to the City. We trust that the City will understand that our intentions are sincere in this regard and that by responding to the RFP in this manner, we have provided a few different avenues for the relationship to continue that we hope will be considered acceptable to all of the stakeholders involved.

More details of some of the concepts outlined herein can be discussed during the interview phase of the RFP process should Republic be fortunate enough to be included in those proceedings.



Environmental Considerations (Optional)

Republic shares Milpitas' environmental goals and places sustainability at the forefront of our business strategy and operations. In 2014, we launched our BluePlanet initiative, which is our dedication to preserving a cleaner, safer and healthier world where people thrive – not just for today, but for future generations.

We are guardians of our environment and have a responsibility to regenerate our planet with the materials we are entrusted to handle every day by driving increased recycling, generating renewable energy and helping our customers be more resourceful.

We must lead by example, working diligently to improve our relationship with the environment and society through decreased vehicle emissions, innovative landfill technologies, use of renewable energy and community engagement.

By embodying the five R's on the Republic Star – Respectful, Responsible, Reliable, Resourceful and Relentless – our employees will thrive in an atmosphere where safety is a key priority and each person can be a compassionate steward of our Blue Planet.

We're committed because it's more than picking up and handling waste. This is a collective effort to do what's best for our communities, customers, employees and environment.

Our local initiatives include:

- Investment in alternative fuel vehicles and infrastructure, renewable energy options and providing support for greener buildings and infrastructure.
- Adoption of local sustainability policies
- Paperless billing system
- Certified as a "Green Business" through the Bay Area Green Business Program
- Sustainability Best Practices Policy for Managers

At Republic, we "walk the talk" in our day-to-day practices, and bring a high-level corporate commitment to sustainability.

Sustainability Best Practices for Managers Policy

Republic is committed to implementing cost-effective and responsible programs and initiatives to limit the environmental impact of our operations and increase diversion from our landfills. At our local office, we implemented a "Sustainability Best Practices Policy for Managers" and expect that the guidelines outlined will be used when making daily decisions because, after all, we believe in leading by example. Our policy is outlined below:



Office Supplies

- 100% post-consumer recycled paper is the default copy paper. No other copy paper should be ordered.
- Notebooks, calendars & paper products MUST contain post-consumer recycled content.
- Whenever possible, reasonably priced recycled content products (post-its, pens, pencils, plastic and metal supply items) should be purchased above their virgin-material counterparts.
- Supplies with the capacity for reuse (refillable pens, etc.) should be ordered when possible.
- Barring supply shortage emergencies, supplies should be ordered only in large quantities to cut back on fuel consumption & pollution.





Cleaning & Custodial Supplies

- **Paper products:** All paper products used in cleaning, restroom and kitchen capacities must contain a minimum of 30% post-consumer recycled content. These products include, but are not limited to: paper towels, toilet paper, toilet seat covers, tissues and napkins.
- **Cleaning Products:** All cleaning products must be environmentally friendly, i.e. non-toxic, biodegradable and phosphate- and chlorine-free. This includes the cleaning products utilized by whatever janitorial service the company is contracting with. Recommended brands include: Seventh Generation, Ecover, Method. If possible, stay away from larger corporations who have come out with their own line of “green” products (i.e. Clorox Greenburst). Cleaning products include, but are not limited to, dishwashing liquid, dishwasher soap, window/surface cleaner, all-purpose cleaner, degreaser, toilet cleaner and bleach.
- **Anti-bacterial cleaning products:** Anti-bacterial soap or cleaning products should NEVER be purchased. Antibacterial products have been shown to disrupt the hormone levels of aquatic life and pollute the water supply. Further, antibacterial soap has not been shown to significantly reduce the amount of bacteria on our skin.

- **Kitchen Supplies:** No Styrofoam: Styrofoam cups or dishes should NEVER be purchased. There are numerous paper, plastic and vegetable based alternatives. Reusable dishes and cutlery are preferable.
- **Condiments:** Should be purchased in bulk. No individually wrapped condiments.
- **Cleaning Products:** See above.
- **Paper products:** See above.

Recycling

Internal

- All desks must have a recycling receptacle.
- All copy machines must have a recycling receptacle.

External

The following locations in the yard should have garbage and recycling service:

- Front office/Customer Service
- Locker Room
- Operations Trailer
- Shop

The containers should be clearly marked in both English and Spanish.



Hazardous Waste

Battery Recycling

- There must be a battery recycling receptacle located in every building. Please contact Recycling Representative when the receptacle is full.

Ink & Toner Cartridge Recycling

- Ink and toner cartridges are considered hazardous waste (even small inkjet cartridges). Xerox and Lexmark provide free cartridge recycling in combination with UPS. Keep the original packaging and adhesive return label for when the cartridge runs out. If there is no packaging visit their websites (Lexmark.com or Xerox.com) to print out a free return label.

Office Reuse & Waste Reduction Practices

Paper Reduction

- Clear signage posted at all copy machines instructing how to print double-sided.
- Centrally located bulletin board with announcements, memos etc.

Unsolicited Mail & Fax

Junk mail should be regularly cancelled by recycling representative. Utilizing services like stopjunkmail.org or greendimes.org is encouraged.

Employee Behaviors

Employees should be actively encouraged to:

- Print double sided.
- Fax directly from their computer.
- Email documents rather than faxing when applicable.
- Not print emails unless necessary.
- Discourage others from printing emails by adding a footer to email signatures.
- Shut down computers at night & turn off computer monitors.
- Turn off lights when leaving a room.
- Reuse paper as scratch.

Reuse Corner

A reuse corner is located in the customer service department. Employees are encouraged to bring in gently used goods they no longer want, as well as take any items they may want.

Use Energy Efficient Equipment

Any equipment ranging from appliances such as refrigerators, electronic equipment, heating/air conditioning systems used in this operation are Energy Star compliant.

Paperless Systems

Republic has also implemented the most up to date internal systems related to billing and accounting. Not only do we provide paperless invoicing per customer request, we also offer online bill payment options and have the ability to email or post any account information for customer review.

Sustainability Report

Republic believes that the sustainability of our environment depends on how well we protect and preserve our natural resources and educate future generations on environmental stewardship. In fact, our sustainability program centers on the theme of "Protecting Today's Environment for a Better Tomorrow." This message is important in our quality of life and regional prosperity.

Republic incorporates the following core values and principles into our business practices, policies and programs:

- Effective regulatory compliance, pollution prevention, continuous improvement and transparency in environmental performance;
 - Active participation in local and regional sustainability partnerships and strongly encourage sustainable practices in the waste industry and the region;
 - Analyze our operating costs and impacts of our facilities, operations and services to determine economic sustainability;
 - Establish a work environment that maximizes our employee assets and stimulates an atmosphere of innovation, productivity, pride and personal commitment to sustainability;
 - Exercise leadership in sustainability initiatives that strengthen the social well-being and community relationships with the customers we serve.



E-Recycling of California, E-Waste Processor

Republic uses E-Recycling of California as our Ewaste processor. E-Recycling of California is an e-Stewards Certified® facility, an e-Stewards Founder and has been a leader in the global effort to ethically and domestically process materials, ensuring no non-working electronics are shipped outside the United States to impoverished nations and supports initiatives like BAN e-Stewards and the Federal Coalition of American Electronics Recyclers.

E-Recycling of California believes in providing a closed loop “Product Lifecycle” solution for electronic devices. This ecosystem has evolved over the past 30 years since the company's inception. Starting with the process of post manufacturing scrap recycling in the 1980's, they evolved a process that starts with testing a device which has 3 optional paths:

1. If a device is reusable, E-Recycling of California performs the necessary value add services before reintroducing it into the market.
2. If a device is not reusable, it is harvested for working parts to be reintroduced into the market.
3. If a device has completely reached the end of its useful life (EOL), it is refined into commodities to be manufactured into new products.

100% of the products E-Recycling of California receives are resold or processed to raw materials. Recyclers, enterprises, manufacturers, municipalities, governments, solar companies, and other electronics producers or collectors are safe knowing that E-Recycling of California will commit to the best, domestic and conscientious processing of your equipment.



Recyclery

The Recyclery at Newby Island is the most advanced recycling facility in the world with the ability to process (sort) more material per hour and recover very high percentages of recyclables. The system in place consists of four processing lines designed to process 400,000 tons per year. This processing system allows Republic to sort through wet and dry trash, organics and recyclables to divert as much material as possible from the landfill.

Organics Facility

Republic's state-of-the-art organics recycling program delivers the most environmentally responsible, efficient and cost-effective organics recycling services to our customers. We turn yard and food waste scraps into nutrient rich, certified organic compost that is used by local businesses, residents, school districts and parks.

Currently the Newby Island Organics Facility markets more than 100,000 cubic yards of compost, mulch and wood chips each year. Sales of our trademark Super Humus Compost are extensive, reaching as far north as Sacramento and Cloverdale and as far south as Salinas and Carmel. With an extensive list of customers throughout northern California the facility has grown from 216 tons per day in 1988 to an average of 625 tons per day currently.

Green Energy Facility

The NIRRP contains an onsite gas-to-energy facility that provides clean fuel to operate the San Jose/ Santa Clara Water Pollution Control Plan. It also generates enough clean energy to power over 3,000 homes by capturing landfill gas and converting it into green energy.

Landfill gas is created when organic waste in landfills decomposes, producing methane - the primary ingredient in natural gas and a greenhouse gas. The landfill gas-to-energy plant captures the methane and turns it into electricity for use by residential and business customers. Converting landfill gas to energy prevents the release of greenhouse gases and creates electricity from a renewable, affordable source - reducing the need for power created from fossil fuels.

Foam Recycling Drop-off

Republic Services offers foam recycling drop-off at the Newby Island Resource Recovery Park for residents and commercial customers. Block packaging forms and clean food service containers are accepted and recycled into reusable items such as crown molding and picture frames.

Construction & Demolition (C&D) Facility

Found near the rear of the NIRRP property, Republic operates a C&D material processing facility able to divert approximately 90 percent of C&D material from the landfill. Materials like concrete, asphalt, drywall, wood and scrap metals are all mined out for reuse.

Compressed Natural Gas (CNG) Fueling Station & CNG Collection Trucks

Republic's Compressed Natural Gas (CNG) onsite fueling station fuels a fleet of 75 trucks, many of which service the City of Milpitas. This innovative approach reduces greenhouse gas emissions by 65% and noise pollution by 80%.



5

Acceptance of RFP and Franchise Agreement

Republic has reviewed the draft Franchise Agreement provided in the RFP and understands the roles, responsibilities, rights, and obligations of both the City of Milpitas and Republic. We have included redlined versions of the Future Franchise Agreement and Exhibit A that have very minor edits which benefit both Republic and the City.



6

Cost Proposal

Republic has provided a variety of service packages for Milpitas to choose from. All of them have the basic elements at their core:

- High quality service with virtually no transition risk
- Both residential and commercial rates are consistent with 2015 rates. These rates are inclusive of the additional services offered in Republic's proposal
- Offer of solutions to residential trash cart services
- Enhanced diversion that requires limited amounts of customer participation and use of Republic's post-collection infrastructure
- Implementation of CNG collection technology throughout the City
- Offering of a significant number of add on programs and services that are not available through other service providers

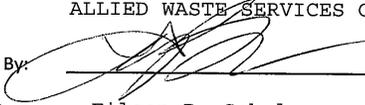


- A. Secretary's Certificate
- B. Anti-Collusion Affidavit
- C. Iran Contracting Certification

**ATTACHMENT 5:
SECRETARY'S CERTIFICATE**

I, Eileen B. Schuler, certify that I am the secretary
 of the ~~corporation~~ ^{limited liability company} ~~named herein~~; that Evan Boyd ^{Name} who signed this
 Proposal on behalf of the ~~corporation~~ ^{limited liability company}, was then Authorized Agent ^{Name} of
 said ~~corporation~~ ^{limited liability company}; that said Proposal is within the scope of its corporate powers and was duly signed for
 and on behalf of said ~~corporation~~ ^{limited liability company} by authority of its governing body, as evidenced by the attached true
 and correct copy of the the sole member of Allied Waste Services of North America, LLC ^{resolutions duly adopted by Browning-Ferris Industries, LLC,}
 Name of Corporate Document (the "Company")

ALLIED WASTE SERVICES OF NORTH AMERICA, LLC

By: 
 Name: Eileen B. Schuler
 Title: Secretary
 Date: August 11, 2015



**ATTACHMENT 6:
ANTI-COLLUSION AFFIDAVIT**

Proposer's Name Republic Services

FOR: CITY OF MILPITAS SOLID WASTE, RECYCLABLES AND ORGANICS COLLECTION, PROCESSING AND DISPOSAL SERVICES

Proposer declares under penalty of perjury under the laws of the State of California that this proposal is not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation; that such proposal is genuine and not collusive or sham; that said Proposer has not directly or indirectly induced or solicited any other Proposer to put in a false or sham proposal and has not directly or indirectly colluded, conspired, connived, or agreed with any Proposer or anyone else to put in a sham proposal, or that anyone shall refrain from submitting a proposal; that said Proposer has not in any manner directly or indirectly sought by agreement, communication, or conference with anyone to fix the proposal price of said Proposer or of any other Proposer, or to fix any overhead, profit, or cost element of such proposal price, or of that of any other Proposer, or to secure any advantage against the public body awarding the Contract of anyone interested in the proposed Contract; that all statements contained in such proposal are true, and further, that said Proposer has not directly or indirectly submitted his proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid and will not pay any fee in connection therewith, to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof, or to any other individual except to any person or persons as have a partnership or other financial interest with said Proposer in this general business.

The above Non-Collusion Declaration is part of the proposal. Signing this proposal on the signature page thereof shall also constitute signature of this Non-Collusion Declaration.

Proposers are cautioned that making a false certification may subject the certifier to criminal prosecution.

July 6, 2015

Page 1

HF&H Consultants, LLC



**ATTACHMENT 7:
IRAN CONTRACTING CERTIFICATION**

Pursuant to Public Contract Code Section 2200 et seq., ("Iran Contracting Act of 2010"), Contractor certifies that:

- (1) Contractor is not identified on the list created by the California Department of General Services ("DGS") pursuant to California Public Contract Code Section 2203(b) as a Person engaging in investment activities in Iran; and
- (2) Contractor is not a financial institution that extends twenty million dollars (\$20,000,000) or more in credit to another Person, for forty-five (45) Days or more, if that Person will use the credit to provide goods or services in the energy sector in Iran and is identified on the DGS list made pursuant to Section 2203(b).

As used herein, "Person" shall mean a "Person" as defined in Public Contract Code Section 2202(e).

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY, that I am duly authorized to legally bind the Contractor to this Certification, which is made under the laws of the State of California.

Republic Services ("Contractor")

By:  (Signature)

Name: EVAN E. BOYD (Printed Name)

Title: General Manager

Date: October 27, 2015



Proposer Attachments



REPUBLIC
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