Executive Summary

Reliability and Leadership

For almost 30 years, Republic has been a waste services provider in Whittier and a partner to the City. Republic is very proud to be known for the important work its people do to provide an essential service to the Whittier community. Republic is a local company, with over 50 of its employees living in the City of Whittier, staffed with a total committed team of nearly 2,000 professionals in the Los Angeles area who take personal responsibility for serving customers with care, and Republic is also an industry leader providing the strength of its national network, decades of experience, diversified capabilities and expertise serving clients of all sizes—including, proudly, the City of Whittier.

When you need us, we will be there. From basic service to complex solutions, Republic will answer the call and we will deliver. We do what we say and will relentlessly strive to bring you the assurance you deserve. Isn't that what you expect from a leader?
Don Slager, CEO,
Republic Services, Inc.

Republic has an established track record of reliably meeting the needs of its customers. And as customer needs change, Republic changes and innovates. Republic collects and processes more than 100 million tons of recyclable materials and trash annually for nearly 14 million customers nationwide. In the Los Angeles area alone that number is approximately 25,000 tons per day. Republic's continuing investment in recycling facilities and successful diversion programs has made it a sustainability leader as demonstrated in jurisdictions throughout southern California and the entire State.

Financial Resources to Benefit the City

Republic is proposing a substantial signing fee of $6 million dollars with no increase to the current competitive rates, a guaranteed recycling rebate, and the option of rate reductions to ratepayers based on the City's consideration and acceptance of Republic alternative proposals 1-3 relating to the initial universal procurement and deployment of new carts.

Superior Privatization Experience

In addition to providing similar services to over 100 jurisdictions in California and dispatching over 480 routes daily from its three Los Angeles area divisions, hauling more than 25,000 tons of material a day, Republic has tremendous privatization experience and has documented its experience specifically for new privatization contracts such as in Whittier. Republic has included privatization references for three major U.S. cities in *Section 1*, which includes a video message from the Mayor of Toledo voicing his perspective on Republic's successful project in that City.

Best in Class Tools and Resources

Republic's existing majority account base and depth of information technology (IT), routing, and customer service resources allows its focus to be solidly on implementing new programs over implementation basics. Some of these tools and resources include:

- Sophisticated, proprietary container delivery software which belongs solely to Republic.
- PDV Connect – a GIS service verification tool with advanced reporting.
- My Resource – a web portal and mobile app/customer self-management tool which allows customers more control over their service features.
- An award-winning driver training program and highly recognized and multi-faceted safety training program. Republic's Experience Modification Rate is better than the industry average and trending lower.

A Seamless No-Risk Transition

Having our experienced personnel who are especially familiar with Whittier business districts, traffic patterns, and unique service requirements — such as found in Uptown -- is a tremendous advantage for the City and customers. Our 30 year service record and zone saturation guarantees the most seamless transition possible. Republic's greatest asset is its people, a well-organized local team of dedicated employees who have been working with and servicing Whittier customers for decades, backed and supported by layers of Republic's experienced Region and Executive personnel—technological and systems experts. The City deserves to have a seamless transition with no risk. Only Republic can offer that to the City. No other company can.

We Are an Integral Part of the Community

A hallmark of Republic is being an involved and caring partner to its municipal clients and communities. Republic accomplishes this by giving back to the cities it serves through working in partnership with community and business groups and organizations, contributing in meaningful ways to the sustainability and vibrancy of the communities Republic serves. In Whittier, Republic has been consistently giving — in sponsorships, volunteerism, and service — to over two dozen community-based organizations and causes every year. With a City-wide contract, that commitment will continue to expand, to benefit all who live and work in Whittier. We look forward to the continued dedication of Republic's local team to the community, and the valuable relationships we have built with our decades-long experience in the City.

Enhancements Plus

In addition to our excellent programs, initiatives, employee benefits and diversity inclusion program, Republic has included proposed enhancements that are included in this proposal at no additional charge. These include an annual food drive for the homeless and expanded services for homeless encampments, ten annual scholarships for college-bound high school seniors, a bike recycling program that repairs bikes and returns them to residents free of charge, extensive emergency response services and FEMA certification and interface, a recycling rewards program, shred days, compost giveaways, a school program grounded in the success of Republic's LAUSD experience, and free initial and ongoing recycling opportunity assessments for commercial businesses that will significantly boost diversion from the outset of the contract.

Unmatched Recycling and Organics Programs and Processing Infrastructure

Republic is going to offer each and every commercial customer prior to the operations start date, a free recycling opportunity assessment. Republic's team of expert auditors/Zero Waste Coordinators will help Whittier businesses eliminate excess capacity and the associated cost, right-size services to match their waste generation rates and waste stream composition, and optimize recycling.

As part of its initial recycling opportunity assessments, Republic will identify food-centric businesses for inclusion in its organics collection program. Republic is currently developing its local organics processing infrastructure in sync with AB 1826 milestones to ensure compliance for all its Southern California customers.

This includes traditional processing with Ecology (current), composting with Republic's Agromin[1] (2016), and anaerobic digestion (AD) with Anaheim Energy (2017) with which Republic negotiated capacity. Republic is also working with Harvest Power in the citing and development of AD infrastructure in Los Angeles County. Very soon Republic will also have on line in several of its transfer stations organics pre-processing technology to extract for recovery the greatest amount of organic material possible from any wet waste stream, preparing it for one of the destinations discussed above.

Only a committed company with the substantial resources, vision, and talented local team that Republic has can make and keep these commitments and provide the smooth transition that only Republic can offer.

Republic's unique and superior local knowledge and substantial stake in Whittier will greatly smooth transition with a contract award to Republic. Republic will provide leadership during transition and beyond, working in a spirit of cooperation to affect a smooth, successful contract implementation experience. These facts, together with Republic's commitment and dedication to increasing positive recycling habits within the community, to its relentless dedication to supporting the community, make Republic worthy of the City's serious consideration. Republic looks forward to many highly productive years in partnership with the City and guarantees its every effort and all available resources to assist Whittier in achieving all its current and future sustainability and efficiency goals.

[1] Republic owns 50 percent of Agromin Orange County.

"I cannot speak more highly of Republic Services and their dedication to improving the Whittier Community."

-Dr. Carmella S. Franco, Chairperson
YMCA OF GREATER WHITTIER

1 Company Qualifications + Experience

1A Business Structure

Republic is one of the largest and most financially sound solid resources services provider in the nation. In 39 states and Puerto Rico, Republic owns or operates:

- 334 hauling companies
- 194 transfer station
- 191 active solid waste landfills
- 74 recycling facilities
- 69 landfill gas and renewable energy projects
- 2 solar energy projects

Republic is under contract to serve more than 13 million customers nationwide, including over one million commercial customers:

- Municipal Contracts: +3,000
- Residential Customers: 14,000,000
- Commercial Customers: +1,000,000

As one of the largest providers of waste services contracts in the Los Angeles-Orange-San Bernardino County area, Republic holds long-term exclusive solid waste collection contracts with 40 municipalities in Los Angeles (25 contracts) and Orange County (ten contracts), and San Bernardino (two contracts). In addition, Republic has non-exclusive contracts or permits for residential and/or commercial solid waste collection in twenty-one (21) jurisdictions in Los Angeles County, and approximately 34,000 open area commercial/industrial accounts in Los Angeles County.

Republic operates one of the largest materials recovery and waste transfer Station facilities in North America (CVT). CVT has recently undergone a complete upgrade to an advanced processing system and Republic has developed plans to enhance its infrastructure to include anaerobic digestion of the organic materials it collects. Republic's solid waste and recycling services impact the daily lives of millions of Southern Californians.

Additionally, Republic processing and markets nearly five million tons of recyclable materials annually and is committed to partnering with its communities to create greater sustainability. As a practical and relevant example of this, Republic is leading the waste services industry in the development of compressed natural gas infrastructure through the procurement of CNG-

powered collection vehicles for the majority of its new fleet purchases as well as the active commissioning and construction of ten CNG fueling stations now in process nation-wide, evenly dispersed between the East, Central, and West Regions, with many more in planning.

For more information on Republic's sustainability initiatives, please see:
http://www.republicservices.com/our-company/environmental-responsibility.

1A.1 Authorized to do Business in California

The proposer, Consolidated Disposal Service, LLC is authorized to do business in California and has been doing so for decades.

1A.2 Legal Entity

The legal bidding entity, as designated above, is Consolidated Disposal Service, LLC, d/b/a Republic Services (Republic). This is the entity which would execute an *Agreement* with the City of Whittier. Please see the *Corporate Data Sheet* on the following page for detailed information on Consolidated Disposal Service, LLC.

1A.3 Number of Years Doing Business

Consolidated Disposal Service, LLC was incorporated in 1998 as indicated in the following *Corporate Data Sheet;* it has been operating continuously as this legal entity since that time. However, Consolidated has been operating as a solid waste services company in Southern California for at least 60 years.

1A.4 Subcontractors

Republic will not utilize subcontractors to perform its scope of work in Whittier.

"Not only is Republic Services known for their outstanding services, they're generous with providing support to local community causes."

-Charlene Dimas-Peinado, CEO
The Whole Child

Corporate Data Sheet Report

As of June 23, 2015

Republic Waste Services of Southern California, LLC

Incorporated in Delaware on 06/25/1998

Status: Current
Entity Type : Limited Liability Company
Federal ID #: 65-0845646 **Internal #:** VS
Domicile:

Primary Address

18500 North Allied Way
Phoenix, Arizona 85054

Officers

	Title
Nathan Cabbil	President
Steven Heath Eddleblute	Executive Vice President
Brian A. Bales	Vice President
Tim M. Benter	Vice President
Brian M. DelGhiaccio	Vice President
W. T. Eggleston, Jr.	Vice President
Ronald R. Krall	Vice President
James H. Olson	Vice President
Michael P. Rissman	Vice President
Andrew J. Sweet	Vice President
Lawrence Focazio	Vice President, Tax
Eileen B. Schuler	Secretary
Tim M. Benter	Assistant Secretary
W. T. Eggleston, Jr.	Assistant Secretary
Michael P. Rissman	Assistant Secretary
Warren Semper	Assistant Secretary
Andrew J. Sweet	Assistant Secretary
Marsha A. Lacy	Treasurer

Direct Owners

	Registered in	%Ownership
Republic Services, Inc.	Delaware	100.0000 %

Registrations

		Charter No.	Tax ID No.	Date	End Date
California	Qualification	199819010024		07/09/1998	
Delaware	Incorporation	2913786		06/25/1998	

Bridgeway Report
Corporate Data Sheet - v.3 Generated 06/23/2015 8:06:47 AM *Page 1 of 1*

1 Company Qualifications + Experience

1B Collection Experience

Republic provides service under an exclusive franchise agreement to the more than 100 jurisdictions in California, collecting an estimated 25,000 tons per day. The chart below provides an overview.

CALIFORNIA CONTRACTS		
Alhambra	Fullerton	Pinole
Anaheim	Garden Grove	Placentia
Antioch	Half Moon Bay	Naval Air Facility (El Centro)
Artesia	Hawaiian Gardens	Pleasant Hill
Athens GDD (LA County)	Hawthorne	Rancho Cordova
Bell	Hercules	Richmond
Benicia	Huntington Beach	Rodeo
Belvedere GDD (LA County)	Imperial	Rolling Hills
Brawley	Imperial County	Rosemead
Brea	Imperial Irrigation District	Sacramento
Calexico	Inglewood	Salinas
Central Contra Costa County SWA	La Canada Flintridge	San Bernardino
Chino Hills	Lathrop	San Diego
Chula Vista	Lawndale	San Fernando
Citrus Heights	Lennox GDD (LA County)	San Joaquin County
Clayton	Long Beach	San Jose
Clovis	Los Alamitos	San Pablo
Colma	Los Angeles	Santa Clarita
Colton	Los Angeles Unified School District	Santa Fe Springs
Compton	Los Banos	Seal Beach
Contra Costa County	Manteca	Solano County
Crockett	Martinez	Stockton
Cudahy	Maywood	Suisun City
	Midway City Sanitary Dist.	Sunset Beach Sanitary Dist.
Dos Palos	Milpitas	Union City
El Centro School District	Mt. View Sanitary District	Vernon
Elk Grove	Naval Air Facility (El Centro)	Villa Park
El Segundo	Needles	Walnut Park GDD (LA County)
Fairfield	Newark	West Contra Costa County
Firestone GDD (LA County)	Norwalk	Whittier
Fountain Valley	Old Sacramento Historic District	Winterhaven Water District
Fremont	Orange County Unincorporated Area	Yorba Linda
Fresno City	Pasadena	
Fresno County	Piedmont	

A complete listing of Los Angeles, Orange County, and San Bernardino County contracts are also included in the following list, which provides ample support for the services the City is seeking to engage a contractor.

Republic is also well versed in privatization, having done so multiple times in cities all across the country. Specific case studies for three highly relevant references following the chart.

	Jurisdiction + Contact Information	Contract and Service Features	
1	**County of LA- Athens Garbage Disposal District** Fonda Khuu Contract Administrator, GDD Section, Environmental Programs Division Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 Ph: 626-458-5115 Fax:626-458-3569 Email: fkhuu@dpw.lacounty.gov	Years Accounts Service Features	5+ 13,755 refuse units • Weekly automated collection of solid waste, recycling, and green waste. • District-wide curbside recycling and green waste program. • County bills through tax rolls.
2	**County of LA- Belvedere Garbage Disposal District** Adriana Ornelas Contract Administrator, GDD Section, Environmental Programs Division Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 Ph: 626-458-2537 Fax:626-458-3569 Email: aornelas@dpw.lacounty.gov	Years Accounts Service Features	10+ 35,644 refuse units • Weekly automated collection of solid waste, recycling, and green waste. • District-wide curbside recycling and green waste program. • County bills through tax rolls.
3	**County of LA- Firestone Garbage Disposal District** Cheryl Wyche Contract Administrator, GDD Section, Environmental Programs Division Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 Ph: 626-458-6570 Fax:626-458-3569 Email: cwyche@dpw.lacounty.gov	Years Accounts Service Features	15+ 30,199 refuse units • Weekly automated collection of solid waste, recycling, and green waste. • District-wide curbside recycling and green waste program. • County bills through tax rolls.
4	**County of LA- Lennox Garbage Disposal District** Fonda Khuu Program Director, GDD Section, Environmental Programs Division Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 Ph: 626-458-5115 Fax:626-458-3569 Email: fkhuu@dpw.lacounty.gov	Years Term Accounts Service Features	7+ 6/30/15 5,506 refuse units • Weekly automated collection of solid waste, recycling, and green waste. • District-wide curbside recycling and green waste program. • County bills through tax rolls.

	Jurisdiction + Contact Information	Contract and Service Features	
5	**County of LA- Walnut Park Garbage Disposal District** Adriana Ornelas Contract Administrator, GDD Section, Environmental Programs Division Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 Ph: 626-458-2537 Fax:626-458-3569 Email: aornelas@dpw.lacounty.gov	Years Accounts Service Features	14 • 4,903 refuse units • Weekly automated collection of solid waste, recycling, and green waste. • District-wide curbside recycling and green waste program. • County bills through tax rolls.
6	City of Alhambra Cynthia Jarvis Assistant to the City Manager 111 S. First St. Alhambra, CA 91801 Ph: 626-570-5011 Fax: 626-281-2248 Email: cjarvis@cityofalhambra.org	Years Accounts Service Features: *Commercial Contract*	11 • 862 Units • Selected source separated programs for commercial, industrial, and multi-family • Mixed waste processing/recycling for commercial/industrial solid waste • Commercial billed monthly in advance; roll-off in arrears
7	City of Alhambra Cynthia Jarvis Assistant to the City Manager 111 S. First St. Alhambra, CA 91801 Ph: 626-570-5011 Fax: 626-281-2248 Email: cjarvis@cityofalhambra.org	Years Accounts Service Features: *Residential/ MFD Contract*	16+ 17,250 (residential) 850 (MFD bin accounts) • Citywide residential curbside recycling and green waste programs • Weekly automated collection of solid waste, recycling, and green waste • Selected source separated programs for MFD customers • Mixed waste processing/ recycling for a portion of the MFD waste stream • City bills all residential customers.
8	City of Artesia William Rawlings Interim City Manager 18747 Clarkdale Ave. Artesia, CA 90701 Ph: 562-865-6262 Fax: 562-865-6240 Email: wrawlings@cityofartesia.us	Years Accounts Service Features: Residential and Commercial Contract	27+ 3,540 (residential, solid waste) 363 (commercial/industrial accounts) • Automated collection of solid waste, recycling, and green waste. • City-wide residential curbside recycling and green waste programs. • Selected source separated programs for commercial, industrial and multi-family • Mixed waste processing/ recycling for commercial/ industrial solid waste • City bills residential accounts through tax bills • Republic bills commercial accounts monthly in advance; roll-off in arrears.

	Jurisdiction + Contact Information	Contract and Service Features	
9	**City of Bell** Jerry Grooms City Manager 6330 Pine St. Bell, CA 90201 Ph: 323-588-6211 Fax: 323-711-9473 Email: jgrooms@cityofbell.org	Years Accounts Service Features *Residential and Commercial Contract*	21+ 5899 (residential, solid waste, green waste) 564 (commercial/Ind.) • Automated collection of solid waste, recycling, and green waste. • Manual collection of green waste. • Selected source separated programs for commercial, industrial and multi-family • Mixed waste processing/ recycling for commercial/ industrial solid waste • City bills residential accounts through tax bills • Republic bills commercial accounts monthly in advance; roll-off in arrears.
10	**City of Compton** G Harold Duffey City Manager 205 S. Willowbrook Avenue Compton, CA 90220 Ph: 310-605-5585 Fax: 310-631-0322 Email: ghduffey@comptoncity.org	Years Accounts Service Features: *Residential and Commercial Contract*	1+ 21,307 (residential) 1,650 (commercial) • Weekly automated solid waste and recycling collection. • Selected source separated programs for commercial, industrial, and MFD • City bills residential, commercial, industrial through water bills.
11	**City of Cudahy** Jose Pulido City Manager 5220 Santa Ana Street Cudahy, CA 90201 Ph: 323-773-5143 Fax: 323-771-2072 Email: jpulido@cityofcudahyca.gov	Years Accounts Service Features: *Residential and Commercial Contract*	21 2,129 (residential) 432 (commercial/industrial accounts) • Automated collection of solid waste and recycling • City-wide residential curbside recycling program • Selected source separated programs for commercial, industrial and multi-family • City bills residential accounts through tax bills • Republic bills commercial accounts monthly in advance; roll-off in arrears.

	Jurisdiction + Contact Information	Contract and Service Features	
12	**City of El Segundo** Stephanie Katsouleas Public Works Director 350 Main St. El Segundo, CA 90245 Ph: 310-524-2356 Fax: 310-640-0489 Email: skatsouleas@elsegundo.org	Years Accounts Service Features: *Residential Contract*	17 4,475 • Weekly manual collection of solid waste and recycling. • Citywide curbside recycling • 202 commercial accounts • Republic bills City for residential collection services • Republic bills commercial monthly in advance; roll-off in arrears.
13	**City of Hawaiian Gardens** Melissa Roa City Executive Assistant 21815 Pioneer Blvd. Hawaiian Gardens, CA 90716 Ph: 562-420-2641 x201 Email: mvaledez@hgcity.org	Years Accounts Service Features: *Residential and Commercial Contract*	15 2,000 (residential, all services) 183 (commercial/industrial accounts) • Automated collection of solid waste and recycling • Manual green waste collection • Mixed waste processing/ recycling for commercial/industrial solid waste • Republic bills residential accounts quarterly in advance. • Republic bills commercial accounts monthly in advance; roll-off in arrears.
14	**City of Hawthorne** Doug Krauss Public Works Assistant 4455 W. 126th St. Hawthorne, CA 90250 Ph: 310-349-2987 Fax: 310-978-9862 Email: dkrauss@cityofhawthorne.org	Years Accounts Service Features: *Residential and Commercial Contract*	8+ 14,150 (residential, all services) 1,710 (commercial/industrial) • Weekly Automated collection of solid waste, recycling and green waste • City-wide residential curbside recycling and green waste programs • Selected source separated programs for commercial, industrial and multi-family • Republic bills residential bi-monthly in advance • Republic bills commercial accounts monthly in advance; roll-off in arrears.
15	**City of Inglewood** Angela Williams Environmental Service Manager One Manchester Blvd. Inglewood, CA 90301 Ph: 310-412-8722 Fax: 310-412-5552 Email: awilliams@cityofinglewood.org	Years Accounts Service Features: *Residential, Commercial and Industrial Contract*	2+ years 17,900 (residential) 3042 (commercial/industrial) • Weekly Automated collection of solid waste, recycling and green waste • City-wide residential curbside recycling and green waste programs • Selected source separated programs for commercial, industrial and multi-family

	Jurisdiction + Contact Information	Contract and Service Features	
16	**City of Lawndale** Grace Huizar 4722 Manhattan Beach Blvd. Lawndale, CA 90260 Ph: 310-973-3260 Fax: 310-973-3268 Email: Nabbaszadeh@lawndalecity.org	Years Accounts Service Features: *Residential and Commercial Contract*	12+ 6,657 (residential, all services) 500 (commercial) • Weekly automated/semi automated collection of solid waste, recycling, and green waste • Citywide residential curbside recycling and green waste programs. • Selected source separated programs for commercial, industrial, and MFD • Mixed waste processing/recycling for commercial/industrial solid waste • Republic bills residential accounts quarterly in advance • Republic bills commercial monthly; roll-off in arrears.
17	**City of Los Alamitos** Bret M. Plumlee City Manager 3191 Katella Ave. Los Alamitos, CA 90720 Ph: 562-431-3538 ext.201 Fax: 562-493-0678 Email: bplumlee@cityoflosalamitos.org	Years Accounts Service Features: *Residential and Commercial Contract*	40 + 1,909 (residential, all services) 602 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and green waste. • Citywide residential curbside recycling and green waste programs. • Selected source separated programs for commercial, industrial, and multi-family • Mixed waste processing/recycling for commercial/industrial solid waste • Republic bills residential accounts quarterly in advance. • Allied bills commercial monthly in advance; roll-off in arrears.
18	**City of Maywood** Lillian Myers City Manager 4319 East Slauson Ave. Maywood, CA 90270 Ph: 323-562-5700 Fax: 323-773-2806 Email: lmyers@cityofmaywood.org	Years Accounts Service Features: *Residential and Commercial Contract*	21 4,554 (residential, all services) 388 (commercial/industrial) • Weekly automated collection of solid waste and recycling • Manual green waste collection • Selected source separated programs for commercial, industrial, and multi-family • Republic bills residential accounts quarterly in advance • Republic bills commercial monthly in advance; roll-off in arrears.

	Jurisdiction + Contact Information	Contract and Service Features	
19	**City of Norwalk** Mike Egan City Manager 12700 South Norwalk Blvd. Norwalk, CA 90650 Ph: 562-929-2677 Fax: 562-929-5780 Email: megan@ci.norwalk.ca.us	Years Accounts Service Features: *Residential and Commercial Contract*	50 17,104 (residential, all services) 812 (commercial/industrial) • Weekly automated collection: solid waste, recycling, green waste. • Citywide residential curbside recycling and green waste programs. • Mixed waste processing/ recycling for commercial/ industrial solid waste. • Republic bills residential accounts quarterly in advance. • Allied bills commercial monthly in advance; roll-off in arrears.
20	**City of Rolling Hills** Raymond R. Cruz City Manager 2 Portuguese Bend Rd. Rolling Hills, CA 90274 Ph: 310-377-1521 Fax: 310-377-7288 Email: rcruz@cityofrh.net	Years Accounts Service Features: *Residential Contract*	16 685 (residential, all services) • Manual backyard collection, all waste streams. • Twice weekly service • City bills residential accounts through tax rolls.
21	**City of Rosemead** Matt Hawkesworth Assistant City Manager 8838 East Valley Blvd. Rosemead, CA 91770 Ph: 626-569-2100 Fax: 626-307-9218 Email: mhawkesworth@cityofrosemead.org	Years Accounts Service Features: *Residential and Commercial Contract*	20+ 11,696 (residential, all services) 736 (commercial/industrial) • Weekly automated collection of solid waste and recycling • Manual collection of green waste • Selected source separated programs for commercial, industrial, and multi-family • Republic bills residential accounts quarterly in advance. • Republic bills commercial accounts monthly in advance; roll-off in arrears.
22	**City of San Fernando** Chris Marcarello Public Works Director 117 MacNiel San Fernando, CA 91340 Ph: 818-898-7316 Email: cmarcarello@ci.san-fernando.ca.us	Years Accounts Service Features: *Residential and Commercial Contract*	1+ year 4,200 (residential) 650 (commercial/industrial) • Weekly automated solid waste and recycling collection. • City-wide residential curbside recycling. • Selected source separated programs for commercial, industrial and MFD. • Republic bills residential (bi-monthly), commercial and industrial directly.

	Jurisdiction + Contact Information	Contract and Service Features	
23	**City of Santa Fe Springs** Thaddeus McCormak City Manager 11710 East Telegraph Rd. Santa Fe Springs, CA 90670 Ph: 562-868-0511 Fax: 562-868-7112 Email: tmccormack@santafesprings.org	Years Accounts	50+ years 2,241 (residential, all services) 968 (commercial/ind.—Non Exclusive)
		Service Features: *Residential and Commercial Contract*	• Weekly automated collection of solid waste, recycling, and green waste. • Selected source separated programs for commercial, industrial, and multi-family. • City bills residential accounts • Republic bills commercial accounts monthly in advance; roll-off in arrears.
24	**City of Seal Beach** Patrick Gallegos Assistant City Manager 211 8th St. Seal Beach, CA 90740 Ph: 562-431-2521 x1305 Fax: 562-493-9857 Email: pgallegos@cityofsealbeach.gov ***County of Orange***	Years Accounts	45+ years 5,997 (residential, all services) 278 (commercial/industrial)
		Service Features: *Residential and Commercial Contract*	• Weekly automated collection of solid waste, recycling, and green waste. • Selected source separated programs for commercial, industrial, and multi-family. • City bills residential accounts through utility bills. • Republic bills commercial accounts monthly in advance; roll-off in arrears.
25	**City of Whittier** Jeff Collier City Manager 13232 East Penn St. Whittier, CA 90602 Ph: 562-945-8200 Fax: 562-464-3572 Email: jcollier@cityofwhittier.org	Years Accounts	40+ years 8,943 (residential, solid waste) 18,866 (residential, recycling) 18,866 (residential, green waste) 564 (commercial/industrial)
		Service Features: *Residential Solid Waste Exclusive Zone 1 and Commercial Exclusive Zone 1, 2*	• Weekly automated collection of solid waste, recycling, and green waste • Selected source separated programs for commercial, industrial, and multi-family • Republic bills residential accounts quarterly in advance. • Republic bills commercial accounts monthly in advance; roll-off in arrears.

Jurisdiction Reference Chart- *All Recent (ten years) Experience*
EXCLUSIVE FRANCHISE AGREEMENTS – WITHIN COUNTY OF ORANGE

	Jurisdiction /Contact Information	Contract and Service Features	
1	**City of Anaheim** Dan DeBassio Public Works Superintendent 400 E. Vermont Street Anaheim, CA 92805 (714) 765-6845 Fax: (714) 765-6842 Email: ddebassio@anaheim.net	Years Accounts Service Features	1949 to current –recently extended 15 years 57,373 (residential, including 1,800 multi-family) 3,740 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes) • A pioneer in the industry, we implemented the first pilot program for automated single-stream collection in in the City of Anaheim in 1989. The two cart collection program called ***Recycle Anaheim*** was roll-out city-wide in 1991. In 1999, the program adopted a third cart for green waste collection.
2	**City of Brea** Charlie View Director of Maintenance Services 1 Civic Center Circle Brea, CA 92821 (714) 990-7698 Fax: (714) 671-1493 Email: charliev@ci.brea.ca.us	Years Accounts Service Features	1988 to current 10,775 (residential) 925 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes) • The two cart collection program called ***Recycle Brea*** was roll-out city-wide in 1990. In 1997, the program adopted a third cart for green waste collection.

	Jurisdiction /Contact Information	Contract and Service Features	
3	**City of Chino Hills** Ray Hanson Senior Administrative Analyst 14000 City Center Drive Chino Hills, CA 91709 (909) 3642616 Fax: (909) 364-2695 Email: rhansen@chinohills.org	Years Accounts Service Features	2001 to current – Take over from Waste Mgmt. 19,678 (residential) 263 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes) • The three cart collection program called ***Chino Hills Recycles*** was roll-out city-wide in 2001. We removed WM carts and replaced them with brand new carts.
4	**City of Fountain Valley** Michael Vo, Mayor 10200 Slater Ave. Fountain Valley, CA 92708 (714) 593-4410 Email: michaeldmv@gmail.com	Years Accounts Service Features	1960 - Present 15,661 (residential) 458 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes)

	Jurisdiction /Contact Information	Contract and Service Features	
5	**City of Fullerton** Phyllis Garrova Treasurer 303 W. Commonwealth Fullerton, CA 92832 (714) 765-6845 Fax: (714) 525-8071 Email: phyllisG@ci.fullerton.ca.us	Years Accounts Service Features ***Residential Contract***	1996 to current – Merger with MG Systems, Inc. 48,077 (residential) 1,304 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes) • Initially, residential service was manual. The three cart collection program called ***Fullerton Recycles*** was implemented city-wide in 2009. This program is unique in that it includes unlimited set-out. It also includes 35-gallon carts for small parcels.
6	**City of Garden Grove** A.J. Holmes Environmental Services/Streets Manager 11222 Acacia Garden Grove, CA 92840 (714) 741-5956 Fax: (714) 741-5419 Email: ajh@ci.garden-grove.ca.us	Years Accounts Service Features	1988 - current 31,049 (residential) 2,464 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream Permanent/temporary roll-offs and bins (all sizes) In 1988 acquired residential and commercial contract with the acquisition of Jaycox. The two cart collection program called ***Recycle Garden Grove*** was roll-out city-wide in 1990. In 1997, the program adopted a third cart for green waste collection.

	Jurisdiction /Contact Information	Contract and Service Features	
7	**City of Garden Grove** A.J. Holmes Environmental Services/Streets Manager 11222 Acacia Garden Grove, CA 92840 (714) 741-5956 Fax: (714) 741-5419 Email: ajh@ci.garden-grove.ca.us	Years Accounts Service Features	1988 – current 31,049 (residential) 2,464 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream Permanent/temporary roll-offs and bins (all sizes) In 1988 acquired residential and commercial contract with the acquisition of Jaycox. The two cart collection program called ***Recycle Garden Grove*** was roll-out city-wide in 1990. In 1997, the program adopted a third cart for green waste collection.
8	**City of Huntington Beach** Fred Wilson City Administrator 2000 Main St. Huntington Beach, CA 92648 (714) 536-5202 Fax: (714) 536-5233	Years Accounts Service Features	1957 – Present 55,541 (residential) 2,196 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection • Industrial/Construction, mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes)

	Jurisdiction /Contact Information	Contract and Service Features	
9	**Midway City Sanitary District** Ken Robbins General Manager 14451 Cedarwood St. Westminster, CA 92638 (714) 893-3553 Fax: (714) 891-8624	Years Accounts Service Features	1992 - Present 200 (residential) 1,221 (commercial/industrial) • • Exclusive Franchise – Commercial Only • Commercial solid waste, recycling, green waste, food waste recycling • HHW program • Residential single-stream recycling processor + Residential mixed waste processing
10	**City of Newport Beach** Mike Pisani 100 Civic Center Dr. Newport Beach, CA 92660 (949) 644-3309	Years Accounts Service Features	1992 - Present Commercial + Beach Front Waste Collection • • Commercial and Beach Front collection only • Non-Exclusive Franchise • Recycling and solid waste collection
11	**County of Orange** Dylan Wright Director 300 N. Flower St. #400 Santa Ana, CA 92703	Years Accounts	Current contract: 2010 to Present Areas #4, #7; John Wayne Airport, Permit Area #7 • Recycling, green waste, and solid waste collection services. • Commercial food waste recycling
12	**City of Placentia** Steve Pischel Director of Administrative Services 401 E. Chapman Avenue Placentia, CA 92807 (714) 993-8117 Fax: (714) 961-0283 Email: administration@placentia.org	Years Accounts Service Features	1988 - Present 11,573 (residential) 676 (commercial/industrial) • • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes)

	Jurisdiction /Contact Information	Contract and Service Features	
13	**City of Villa Park** Jarad Hildebrand City Manager 17855 Santiago Blvd. Villa Park, CA 92861 (714) 998-1500 Fax: (714) 998-1508 Email: jhildebrand@vil;lapark.org	Years Accounts Service Features: ***Commercial Contract***	1992 to current – Take over from Briggeman Disposal 2,009 (residential) 13 (commercial/industrial) • • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes) • The two cart collection program was implemented city-wide in 1992. In 1996 a third cart was added for green waste collection.
14	**City of Yorba Linda** Mark Aalders 4845 Casa Loma Ave. Yorba Linda, CA 92686 (714) 961-71060 Fax: (714) 993-7530 Email: maalders@yorba-linda.org	Years Accounts Service Features: *Residential/ MFD Contract*	1988 to current – Merger with Yorba Linda Disposal 19,683 (residential) 464 (commercial/industrial) • Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection, sharps mail-back program • Commercial mixed waste • Industrial/Construction mixed waste and single-stream • Permanent/temporary roll-offs and bins (all sizes) • The three cart collection program called ***Recycle Yorba Linda*** was roll-out city-wide in 1994.

1 Company Qualifications + Experience

1B Collection Experience – Additional Information

Republic has provided the following references, with detailed citations that pertain specifically to service implementation experience associated with the privatization of municipal contracts. Republic's extensive experience in privatization contracts across the U.S. has been captured in a guidance document—*Privatization Playbook*—that will provide additional support to the Whittier process.

Additional information concerning these references is available upon request.

	Jurisdiction + Contact	Scope of Work
1	City of Fresno, California Jerry Schuber Asst Public Works Director (559) 621-1801	Privatization of Commercial Collection Services
2	City of Toledo, Ohio Mayor Michael P. Bell (419) 245-1835	Privatization of Residential/Cart Collection Services 95,500 homes.
3	City of Flint, Michigan Michael Brown (810) 237-2017	Privatization of Residential Collection Services 37,323 homes.

"It's great to see companies like Republic Services contribute in such a substantial way. Republic Services has been a true community partner."

-Michael Rosario, 1st Vice President
Whittier Police Officers' Association

Relevant Privatization Experience

Example No. 1

In 2010 the City of Fresno proposed and developed a commercial solid waste franchising system to privatize service for the city's 95,500 households and businesses. Republic Services was one of two service providers selected to provide collection service city-wide with a mandate to also introduce commercial recycling to all businesses.

Fresno hired a consultant to review the city's waste needs and draft a Request for Proposal (RFP) that in addition to seeking cost effective service also included provisions to transfer the city's waste collection resources to a private firm and protect the jobs of city sanitation employees.

Facing an $18.5 million budget gap, privatization proved advantageous to the City - providing approximately $2.5 million for the City's general fund annually.

Once the contract was awarded, Republic Services partnered with city staff to implement an effective and targeted public education plan which included a variety of tools and tactics to provide information about the new privatized service. Prior, and throughout, the roll out process, Republic Services employed bill inserts, direct mail, residential deliveries, posters, paid advertising, media relations, participation at special events, community sponsorships, email communications, automated phone calls, website development, and on-site education.

To address opposition to the city's privatization effort by the Stationary Engineers Local 39, the City's labor union, Republic Services offered to hire qualified employees for one year.

Through its public-private partnership with Fresno and labor, Republic Services continues to delivers waste and recycling services in the most effective, cost efficient and environmentally sound manner.

City of Fresno – Contact Information
Jerry Schuber Asst Public Works Director (559) 621-1801

Relevant Privatization Experience

Example No. 2

Faced with severe budget challenges in 2011, the City of Toledo sought out Republic Services to privatized the city's refuse collection operations to more than 180,0000 households. In discussions with city officials, Republic demonstrated how privatizing could achieve the type of savings the city was looking for and still protect the jobs of dozens of city drivers.

Republic Services answered the call by proposing a low-cost response that provided an immediate $2.8 million in savings to the city and included a rewards program that offered residents an incentive to recycle and recoup savings on their monthly trash fee.

After months of negotiations and planning meetings, a contract was signed in July, 2011, and collection of recycling routes started six days later. Republic Services partnered with city staff to quickly and efficiently educate the public on the service transition and the cost benefits of the privatization effort. To minimize service disruptions, Republic Services did not alter collection days for anyone and hired existing City workers since they had familiarity with the service area and job requirements. In fact, Republic intentionally over-hired by 20 percent expecting to lose some of the new hires and not impact operations.

Republic's public education campaign included joint messages with the city to announce the new service roll out and establish lines of communications to address customer concerns. A proactive media campaign included numerous interviews on broadcast news announcing changes. Republic also informed residents about its rewards program using direct mail and paid ads in local papers.

To recruit City workers, Republic held two job fairs designed to introduce job candidates to Republic. The company met with union leadership present Republic's pay structure, HR requirements and other standards.

To successfully address customer inquiries, Republic's customer service staff received in-depth training focused on Republic's customer management and telephone systems, as well as policies and procedures.

Toledo's privatization program remains the most effective initial rollout of a large city ever thanks to the extensive communications, driver training, and customer service preparation.

City of Toledo – Contact Information
Mayor Michael P. Bell
(419) 245-1835

Insert CD/video here.

MICHAEL P. BELL
MAYOR

August 5, 2011

Dear City of Toledo Resident:

The City of Toledo is no longer providing refuse and recycling services to its citizens. The County, through the Lucas County Solid Waste Management District is now providing this service within Toledo. The County has contracted with a private waste collection company, Republic Services, to provide service that meets or exceeds those services previously provided by the City. City residents will experience very few changes with this transition, but the biggest change provides a great opportunity for you.

My Republic Rewards powered by RecycleBank will offer an incentive to recycle. Each time you recycle, your household can earn points that can be redeemed for rewards at local and national restaurants and retailers. **But you must register for the program.**

Soon you will receive information in the mail from My Republic Rewards with details on how to register, including a unique PIN number. This number is required to link your rewards account to your household recycling. When you receive the information and PIN number in the mail, you can establish your account online or by calling a fully-staffed customer service phone number listed on the mailer.

Effective September 1, City of Toledo residents who have registered will begin accumulating points. Similar to a frequent flyer program, the more you recycle, the more points you'll earn and the more rewards you can receive. Rewards can be redeemed via coupons at a number of local and national retailers including Imagination Station, The Toledo Zoo, The Andersons, Quiznos and more.

Also, as part of the transition, the LEAP Forward Program has ended. Your waste collection will remain on the current day indefinitely. You'll be seeing the same trucks on the streets (with added images of popular Toledo scenes). You'll use the same collection carts. Waste will be continue to be picked up every week and recyclables every other week. You'll still pay a trash collection fee through your water bill.

Thank you for your cooperation in advance, and I hope you take advantage of and enjoy the discounts available to you through My Republic Rewards. Remember to register when you receive your PIN number in the mail!

Sincerely,

Michael P. Bell
Mayor

One Government Center Suite 2200 Toledo, Ohio 43604
Office (419) 245-1004 Fax (419) 245-1370
E-mail mayor@toledo.oh.gov

CITY OF TOLEDO

DEPARTMENT OF PUBLIC SERVICE

MICHAEL P. BELL
MAYOR

RE: Location of Refuse/Recycling Collection

Dear Sir/Madam:

As you may be aware, the City of Toledo will be ceasing its collection operations in the near future. We are working with Allied Waste Services ("Allied") to ensure that a smooth transition occurs for our residents.

In order to ensure a high level of service, we have identified your household as one that needs to have their containers relocated. **Effective the week of July 5th, 2011, please place your refuse and recycle containers in the alley behind your residence.**

In the near future, Allied personnel will be placing a sticker on your carts to clearly mark where they will need to be located. Additionally, they will be providing a sticker to you so that you can clearly mark your carts so that they do not get confused with your neighbors' carts.

We thank you in advance for your cooperation. We look forward to ensuring that you receive exceptional service. If you should have any questions regarding this change, please do not hesitate to contact the City of Toledo at (419) 936-2511.

Sincerely,

CITY OF TOLEDO

Edward A. Moore
Director of Public Service

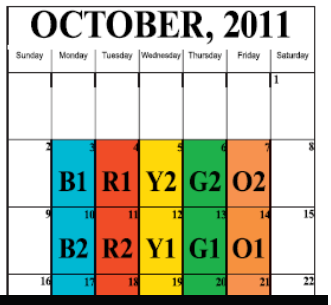
ALLIED WASTE SERVICES

Dave Vossmer
General Manager

110 N. Westwood Avenue, Toledo, OH 43607 USA
Telephone: 419-245-1835 FAX: 419-936-7299

Various Outreach Materials Used

City of Toledo residents can now earn discounts just for recycling. Register at **www.myrepublicrewards.com** or call **1-888-727-2978.** Remember the LEAP Forward Program has ended. To find your color and number, visit **www.toledo.oh.gov** or call **419-936-2511.**



REPUBLIC SERVICES

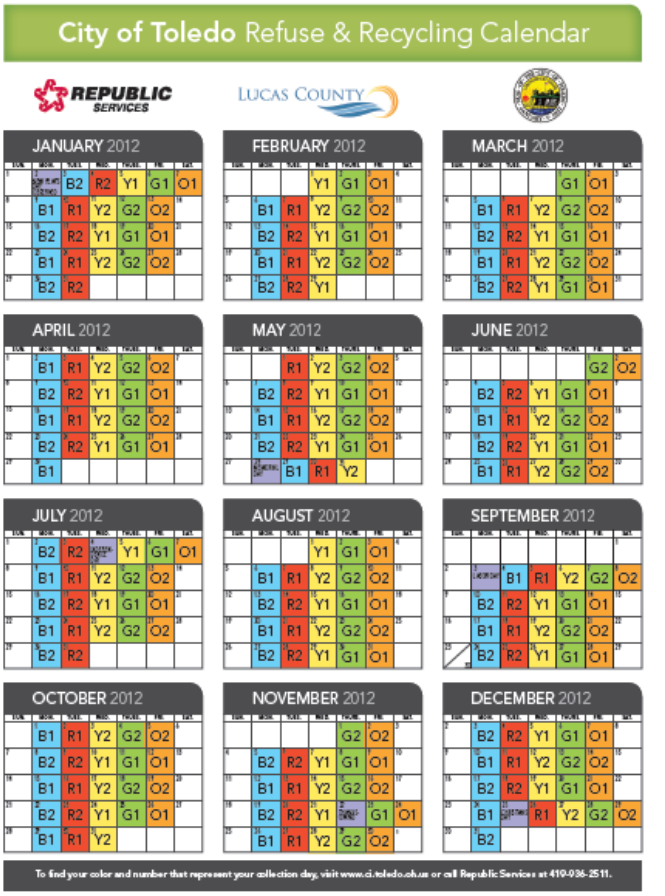
Thanks, Toledo!
Now allow us to return the favor.

We are honored to provide waste and recyclable collection services to the citizens of Toledo. To show our gratitude, we invite everyone to join our My Republic Rewards program. It's how you earn points for recycling that are redeemable for money-saving coupons to local retailers and restaurants. Just sign up for My Republic Rewards, powered by Recyclebank, using the PIN number you received in the mail.
Check us out at **myrepublicrewards.com.**

MY REPUBLIC REWARDS
POWERED BY RECYCLEBANK

Get recycling. Get rewards.
Sign up at myrepublicrewards.com

REPUBLIC SERVICES



Recyclable Materials

Aluminum and metal (tin) cans
- Soda cans
- Soup cans
- Coffee cans
- Pet food cans

Cardboard
- Cereal boxes
- Tissue boxes
- Corrugated boxes

Cartons
- Milk cartons
- Orange juice cartons
- Broth cartons

Clear, brown or green glass containers
- Jars
- Bottles (soda, wine and beer)

Plastic containers with symbol #2, 4, 5, 6, 7 (Not #3) Remove caps
- Milk jugs
- Water jugs
- Shampoo bottles
- Bleach bottles

Printed paper products
- Newspapers
- Magazines
- Catalogs
- Junk mail
- Soft-cover books
- Paper bags
- Shredded office paper

MY REPUBLIC REWARDS

Relevant Privatization Experience

Example No. 3

In 2012, the City of Flint determined that the cost of waste collection services performed by city employees exceeded the revenues collected from fees levied on residents. As a result, the city issued a Request for Proposals for its solid waste, recycling, and yard waste collection contract. Republic won the contract award for all services: residential and commercial solid waste and recyclable materials collection and residential yard waste collection services.

To assure a smooth transition and roll out of privatized service – specifically the new city-wide recycling program - Republic worked hand in hand with city officials and staff to implement a robust public education and engagement program. Republic staff attended community meetings, City and community events, and block watch meetings, to promote the new recycling program and address questions about the city's new privatized solid waste collection service.

Republic launched an extensive earned and paid media campaign that featured media events that generated widespread earned news coverage; paid ads in large and ultra-local newspapers; tailored outreach materials explaining Republic's recycling collection schedules, program dos and don'ts, and general information about each service, acceptable materials, and how to sign-up for recycling.

Republic also implemented a phone program to survey and educate residents that signed up for the new recycling program and address inquiries. Survey results showed that 90 percent of respondents gave Republic a ranking of 4 or better out of 5.

Understanding the need to protect job opportunities, Republic made job offers to the city's 21 sanitation workers. For the 17 hired, a special expedited hiring process was implemented to complete all necessary interviews, background checks, and training within 2 weeks to minimize employment interruptions.

As part of its agreement with the City of Flint, Republic also provides collection services for City events and purchased the city's fleet of waste collection vehicles.

City of Flint

Contact Information

Michael Brown (810) 237-2017

See the following letter of support and related materials.

CITY OF FLINT
OFFICE OF EMERGENCY MANAGER
EDWARD J. KURTZ

April 19, 2013

To Whom It May Concern:

During the development of the fiscal budget for 2013, the City of Flint (the City) determined that the cost of waste collection services performed by City employees was far more than the garbage millage that was levied for said services. As a result, the City found itself subsidizing this operation using General Fund dollars.

During the latter part of 2012, the City issued a request for proposal (RFP) for waste collection services in order to ascertain the cost to perform said services from private companies. The City received five proposals from vary reputable firms, and following an initial evaluation of all proposals, two companies were selected for further evaluation. The City selected Republic Services (Republic), because their proposal best met the requirements of the RFP and their pricing model was lower than how the services were currently being provided. The proposal also provided our residents with an added benefit of implementing a City wide recycling program.

The City executed a contract with Republic during the month of February 2013. Republic has been a good corporate partner to work with as the City embarked upon this major change n providing these services. The transition was flawless and our residents did not experience any interruptions in services. Over these last few months, Republic has been very amenable tc our requests and has been very diligent in addressing any concerns. We continue to look forward in building a good partnership with Republic and feel that the City will fully benefit from their services.

If you have any questions, please feel free to contact me at the number listed below.

Sincerely,

Edward J. Kurtz
Emergency Manager

City Hall
1101 S. Saginaw Street - Flint, Michigan 48502
810-766-7346 FAX: 810-766-7218 www.cityofflint.com

REPUBLIC SERVICES SECURES PUBLIC-PRIVATE PARTNERSHIP WITH CITY OF FLINT

City to Save $1 Million Annually; Residents to Have Curbside Recycling

FLINT, Mich.—Feb. 7, 2013 – Republic Services, Inc. (NYSE:RSG) today announced a five-year public-private partnership with the city of Flint that demonstrates the Company's commitment to accelerate its growth through strategic alliances that provide cities with alternative solutions to meet their waste and recycling needs.

"Today's announcement is a victory for the city of Flint and its residents," said Chris Synek, executive vice president of sales and customer experience for Republic. "The city will benefit through cost savings, and residents and businesses will enjoy additional services, including curbside recycling."

"I'm confident that our decision to contract with Republic Services for Flint's waste collection needs is the right one for our residents," said Ed Kurtz, emergency financial manager for the city of Flint. "Not only will it save the city money, it will also provide residents with the additional benefit of recycling service, which they currently do not have."

Added Synek, "We specialize in waste and recycling services on a day-to-day basis and are in a position to improve efficiency and provide service innovations to cities when they are facing declining revenues and severe budget shortfalls. We will continue to pursue these opportunities to offer cost-effective solutions in an environmentally sound manner to other cities and towns across the country."

The primary benefits of a public-private partnership for a municipality include lower costs; consistent safety training and service standards; greater efficiency; and risk mitigation. Republic can better leverage costs through competition and economies of scale because it specializes in waste and recycling services; deliver service quality and safety that is equal to or exceeds that of the public sector; perform with greater flexibility; and reduce the risks associated with providing waste services.

In addition, the private solid waste sector is one of the fastest growing adopters of alternative and hybrid fuel vehicle technologies to reduce emissions in communities

nationwide. Republic has better access to capital to improve or replace trucks and technologies to more efficiently manage a collection fleet. In 2012, 65 percent of the Company's collection fleet purchases were natural gas vehicles.

Under the agreement, Republic also will phase in a new curbside recycling program that will support the city's commitment to increase recycling participation and reduce its environmental impact. As part of the agreement, Republic will service the city's municipal waste needs, provide services for city-sanctioned events, launch a recycling education campaign and purchase Flint's collection trucks for $1.5 million.

Additionally, the city's sanitation workforce has the opportunity to join Republic Services. Republic will consider these highly-skilled workers first to fill company positions created by the contract.

Republic operates the Citizen's Disposal landfill and has provided residential, commercial and industrial service to the Flint area for more than two decades. The Company employs 80 people at its Flint office.

About Republic Services
Republic Services, Inc. is an industry leader in the U.S. non-hazardous solid waste industry. Through its subsidiaries, Republic's collection companies, transfer stations, recycling centers and landfills focus on providing reliable environmental services and solutions for commercial, industrial, municipal and residential customers. Republic and its employees believe in protecting the planet and applying common sense solutions to customers' waste and recycling challenges. For more information, visit the Republic website at republicservices.com.

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For more information, contact:

Media Inquiries:
Darcie Brossart (480) 718-6565
Peg Mulloy (480) 627-2887

Investor Inquiries:
Ed Lang (480) 627-7128
Brian DelGhiaccio (480) 627-2741

1 Company Qualifications + Experience

1C Service Initiation Experience

In the previous section, Republic provided a listing of all its California contracts, as well as several detailed, relevant references pertaining to privatization and a complete, more detailed listing of all exclusive and non-exclusive solid waste franchises Republic holds in Orange, Los Angeles, and San Bernardino counties. Each of these contracts involved some form of implementation experience even if Republic has held the contract for decades, since the passage of AB 939 and ensuing related legislation required mandatory recycling; hence recycling programs were added, initiated in each case.

Republic prides itself on ensuring environmental compliance on behalf of the municipal clients it serves.

The following relevant service initiation examples are offered as additional assurance of the capabilities of Republic's local team to seamlessly implement new programs and entire contracts. Detailed references follow the chart below.

	Jurisdiction + Contact	Scope of Work
1	City of Inglewood, CA 2012	Exclusive Franchise – New contract Full implementation of collection services, all waste streams, all generator types.
2	City of Hawthorne, CA 2007	Exclusive Franchise - New contract. Full implementation of collection services, all waste streams, all generator types.
3	City of Anaheim 1994	Exclusive Franchise All waste streams, all generator types.
4	Huntington Beach 1991	Exclusive Franchise All waste streams, all generator types.
5	San Fernando 2014	Exclusive Franchise – New Contract Full implementation of collection services, all waste streams, all generator types.
6	Rosemead 2013	Exclusive Franchise – Re-Award Full implementation of collection services, all waste streams, all generator types.

Transition Experience Reference 1

City of Inglewood, California

Jurisdiction/ Contact Information	**Contract Features**	
Angela Williams Environmental Services Manager 1 Manchester Boulevard Inglewood CA, 90301 Ph: 310-412-8722 Fax: 310-412-5552 Email: awilliams@cityofinglewood.org	*Years:*	Exclusive Franchise; from 2012 to current
	Accounts:	17,900 residential accounts 3,042 commercial/industrial accounts
		Residential, commercial and roll off Recycling and solid waste services, including green waste, Household Hazardous Waste (HHW.)
	2013 Diversion	Target Population:5.2 Per Capita Population (PPD):3.4 Below Target: 1.8

Service Features

- Weekly Automated collection of solid waste, recycling and green waste
- City-wide residential curbside recycling and green waste programs
- Source separated programs for commercial, industrial and multi-family
- Republic's commercial recycling program in Inglewood includes an AB 341 business recycling program consisting of onsite waste and recycling audits and assisting businesses with compliance with the law.
- Permanent/temporary roll-offs and bins (all sizes)
- Household battery collection, e waste, universal waste and shred days
- Recycling Rewards Program

Service Transition Reference

The Inglewood contract involved the issuance of a new ten-year exclusive services contract pursuant to an *RFP* process, and a transition from a previous hauler.

The City continued a three-cart automated system for refuse, recyclable materials and green waste collection, effective August 1, 2012.

Republic procured new automated side-loader vehicles and carts, undertook driver and customer service training, customer data base development, route development, container delivery, and public education and outreach in advance of start-up pursuant to a detailed implementation plan in

accordance with the new contract terms. These efforts resulted in a successful start-up as of the date of commencement of services.

In addition to the aforementioned services, Republic:

- Created job placement opportunities for Inglewood residents in partnership with the South Bay One-Stop Business and Career Center and attended job fairs at City events.
- Provided initial commercial recycling opportunity assessments and commercial and multi-family recycling technical assistance. This included on-site employee training, to help ensure the commercial recycling programs success and continually generate higher diversion throughout the term of the *Agreement.*
- Implemented additional curbside recycling programs such as household batteries collection, e-waste collection, and shred days.
- Implemented Republic's community safety program *We're Looking Out for You*.
- Contract award was also based on Republic programs that extended beyond the City's base scope of work, such as Republic's commitment to a strong community partnership.

Transition Experience Reference 2

Hawthorne

Jurisdiction/ Contact Information	**Contract Features**	
Doug Krauss Public Works Assistant 4455 W. 126th St. Hawthorne, CA 90250 Ph: 310-349-2987 Fax: 310-978-9862 Email: dkrauss@cityofhawthorne.org	*Years:*	Exclusive Franchise; 2007 to present
	Accounts:	14,150 (residential, multifamily) 1,710 (commercial/industrial) Recycling, commercial and roll off solid waste services and recycling services, including green waste
	2013 Diversion	Target Population:5.2 Per Capita Population (PPD):3.1 Below Target: 2.1

Service Features

- Weekly Automated collection of solid waste, recycling and green waste
- City-wide residential curbside recycling and green waste programs
- Source separated programs for commercial, industrial and multi-family
- Republic's commercial recycling program in Inglewood includes an AB 341 business recycling program consisting of onsite waste and recycling audits and assisting businesses with compliance with the law.
- Permanent/temporary roll-offs and bins (all sizes)

Service Transition Reference

- The City of Hawthorne contract involved a transition from the City's previous residential service provider to Republic, using an automated three-cart collection system for solid waste, recyclables, and green waste.
- The new contract also involved the transition of commercial/multi-family bin and industrial collection services, from multiple haulers operating under non-exclusive contracts with the City, to an exclusive services contract with Republic.
- Republic procured automated side-loaders to service the City. and the City retained ownership of all residential carts;
- Republic procured and delivered new commercial containers to service the commercial/industrial sector of the City, as well as providing for replacement carts and bins in case exchanges were requested by customers or deemed necessary by Republic.

- Republic also undertook driver and customer service training, customer data base development, route development, and public education and outreach, in advance of start-up pursuant to a

detailed implementation plan, and in accordance with the new contract terms, so as to launch a successful start-up as of the date of commencement of services.

- Republic's customer data base development involved the procurement and systems integration of all residential and commercial service level information and service/billing addresses in order to complete the customer service center database, and to facilitate future communications with customers, work order initiation/closure, and direct billing to all residents and businesses. From a billing standpoint, Republic was required to facilitate the transition from a utility billing-based system to a direct billing system for residential properties, and to develop a billing system for all other commercial and industrial customers.

Transition Experience Reference 3

Anaheim, California

Jurisdiction/ Contact Information	Contract Features	
Dan DeBassio Public Works Superintendent 400 E. Vermont Street Anaheim, CA 92805 714-765-6845 Office	*Years:*	Exclusive Franchise; 1994 to current
	Accounts:	57,373 residential, including 1,800 multi-family 3,740 commercial/industrial accounts Recycling and solid waste services, including green waste, commercial food waste recycling, bulky item collection, e-waste/universal waste collection
	2013 Diversion	Target Population: 8.2 Per Capita Population (PPD): 5.7 Below Target: 2.5

Service Features

- City-wide residential curbside recycling and green waste programs
- Commercial mixed waste processing
- Commercial and Industrial mixed waste and single stream processing
- Permanent/temporary roll-offs and bins (all sizes)
- Commercial food waste pilot program

Service Transition Reference

Republic partnered with and assisted the City of Anaheim reach its sustainability goals for more than 64 years through consistent consultation, innovation, and environmentally-safe practices.
With a population of 336,265, the City's residential sector is comprised of diverse master-planned communities, mixed-use districts and neo-urban redevelopment. Recycle Anaheim, one of the most innovative fully-automated curbside recycling programs to be introduced in Southern California changed how solid waste was collected and processed. Since its implementation 4,671,360,000 pounds of waste have been diverted from landfill disposal.

Assertive, Comprehensive Public Education
In addition to a family of printed educational materials and its website, the extensive public outreach and education efforts Republic developed for Anaheim and surrounding cities included the installation of an Eco-Center when it redesigned CVT to help individuals understand the continuing life cycle of materials once they leave the curb.

Transition Experience Reference 4

Huntington Beach

Jurisdiction/ Contact Information	Contract Features	
Travis Hopkins Director of Public Works City of Huntington Beach 2000 Main Street Huntington Beach, CA 92648 (714) 536-5431 Office (714) 475-4112 Fax Email: thopkins@surfcity-hb.org	*Years:*	Exclusive Franchise; contract term 1991-current; Service over 60 years
	Accounts:	55,541 Residential accounts 2,196 Commercial/industrial accounts 732 Multi-family accounts Residential, commercial roll off solid waste and recycling services, green waste, commercial food waste recycling, Household Hazardous Waste (HHW)
	2013 Diversion	Target Population: 10.4 Per Capita Population (PPD): 4.8 Below Target: 5.6

Service Transition Reference

- Weekly automated collection of solid waste, recycling, and yard waste, bulky item collection, e-waste/universal waste collection
- Commercial mixed waste
- Industrial/Construction mixed waste and single-stream
- Permanent/temporary roll-offs and bins (all sizes)
- Republic's Commercial recycling program in Huntington Beach includes an AB 341 business recycling program which assists businesses in complying with the law.
- Republic has provided Huntington Beach with sustainable special event services for state beach clean-up (porter service), U.S. Open; annual 4th of July Parade; annual HB Chamber Green Expo, B.B. Jazz Festival and AVP Volleyball.
- In 2009 the California Integrated Waste Management Board (now CalRecycle) named Huntington Beach as one of the top two recycling cities in California. Rainbow was the City's franchise hauler.
- Rainbow was named 2012 Environmental Business of the Year and received the 2013 Educational Partnership Award for its School Environmental Education Program by the Huntington Beach Chamber of Commerce. The 2012 award recognizes a business that demonstrates environmental improvements and cost savings associated with resource use efficiency.
  In 2014, the Albertsons food waste collection program surpassed 2 million pounds of food waste recycled. Albertson's was presented with a certificate recognizing its achievements at a Huntington Beach City Council meeting.

Service Transition Reference

- Proposer has been providing residential and commercial trash and recycling services to the City of Huntington Beach for over 50 years. Currently, residential waste, recycling, green material collection, and commercial food material collection take place weekly using vehicles powered by clean compressed natural gas (CNG) vehicles.
- In 2007, Rainbow converted from manual to automated pickup for residential service and implemented an advanced single-stream recycling program at its material recovery facility.
- This program change is equivalent to assuming a new collection contract. As in any new contract, the following steps were undertaken:
- Conducted public education outreach as to the new method of collection, recycling procedures and cart size selection.
- Implemented team approach, contacting all HOA's, senior centers, church groups and service organizations; advertising in local media; and participation in city events leading up to the changeover.
- Held Town Meeting in conjunction with council meetings and workshops.
- Created all new routes to accommodate the new collection method and formed two teams: the Cart Distribution Team and Rainbow Customer Satisfaction Team. They operated during the 26-week roll-out period to ensure timely delivery and 100% customer satisfaction. All customers had cart selections delivered on schedule and on time.
- Rollout, coordinated with existing routes—approximately 120,000 carts.
- Gave all residents their specific chosen cart on their collection day.
- Coordinated the collection of residents' old manual refuse cans.
- Serialized all carts and attached them to address record.

Transition Experience Reference 5

San Fernando

Jurisdiction/ Contact Information	**Contract Features**	
Chris Marcarello Public Works Director 117 MacNiel San Fernando, CA 91340 Ph: 818-898-7316 Email: cmarcarello@ci.san-fernando.ca.us	*Years:*	+1
	Accounts:	Residential Accounts Commercial/Industrial Accounts Recycling and solid waste services, including green waste, commercial food waste recycling, Household Hazardous Waste (HHW.)
	2013 Diversion	Target Population: 8.3 Per Capita Population (PPD): 4.3 Below Target: 4.0

Service Features

- Weekly automated collection of solid waste, recycling and green waste
- Selected source separated programs for commercial, industrial, and multi-family
- Commercial organics and food waste collection
- Republic bills residential accounts in advance.
- Republic bills commercial accounts monthly in advance; roll-off in arrears.

Service Transition Reference

The San Fernando contract involved the issuance of a new ten-year exclusive services contract pursuant to an *RFP* process, and a transition from a previous hauler.

The City continued a three-cart automated system for refuse, recyclable materials and green waste collection, effective February 15, 2014. Republic procured new automated side-loader vehicles and carts, undertook driver and customer service training, customer data base development, route development, container delivery, and public education and outreach in advance of start-up pursuant to a detailed implementation plan in accordance with the new contract terms. These efforts resulted in a successful start-up as of the date of commencement of services.

In addition to the aforementioned services, Republic:

- Provided initial commercial recycling opportunity assessments and commercial and multi-family recycling technical assistance. This included on-site employee training, to help ensure the commercial recycling programs success and continually generate higher diversion throughout the term of the *Agreement*.
- Implemented additional curbside recycling programs such as household batteries collection, e-waste collection, and shred days.
- Implemented Republic's community safety program *We're Looking Out for You*.

- Contract award was also based on Republic programs that extended beyond the City's base scope of work, such as Republic's commitment to a strong community partnership.

Transition Experience Reference 6

Rosemead

Jurisdiction/ Contact Information	**Contract Features**	
Matt Hawkesworth Assistant City Manager 8838 East Valley Blvd. Rosemead, CA 91770 Ph: 626-569-2100 Fax: 626-307-9218 Email: mhawkesworth@cityofrosemead.org	*Years:*	20+
	Accounts:	Residential Accounts Commercial/Industrial Accounts Recycling and solid waste services, including green waste, commercial food waste recycling, Household Hazardous Waste (HHW.)
	2013 Diversion	Target Population: 7.1 Per Capita Population (PPD): 4.5 Below Target: 2.6

Service Features

- Weekly automated collection of solid waste, recycling and green waste
- Selected source separated programs for commercial, industrial, and multi-family
- Source separated programs for commercial, industrial and multi-family
- Republic's commercial recycling program in Rosemead includes an AB 341 business recycling program consisting of onsite waste and recycling audits and assisting businesses with compliance with the law.
- Permanent/temporary roll-offs and bins (all sizes)
- Republic bills residential accounts quarterly in advance.
- Republic bills commercial accounts monthly in advance; roll-off in arrears.

Service Transition Reference

Republic served the City of Rosemead for over 20 years and the contract was re-awarded to Republic in March 2012 through a competitive RFP process (with agreement Start date of August 1, 2013). Republic collaborated closely with the City to ensure new program requirements were met:

- Provided initial commercial recycling opportunity assessments and commercial and multi-family recycling technical assistance. This included on-site employee training, to help ensure the commercial recycling programs success and continually generate higher diversion throughout the term of the *Agreement.*
- Implemented additional curbside recycling programs such as automated green waste collection, recycling rewards program, bike recycling, and shred days.
- Contract award was also based on Republic programs that extended beyond the City's base scope of work, such as Republic's commitment to a strong community partnership.

1 Company Qualifications + Experience

1D Customer Service Experience

Republic views customer service as the reason it is in business—not just a function or department. As such, a laser-like focus on customer experience is woven through all aspects of daily business at Republic, as is evidenced by Republic's customer service training for all employees, which is comprehensive, geared toward each particular position type, assigned, required initially and annually thereafter, and monitored.

Recognizing the importance technology plays in measuring and improving performance and customer satisfaction, in addition to the sophisticated suite of tools in current use at Republic, the Company has charted a critical path to evolve its technology to enhance environmental mindfulness, accountability, and customer service providing real-time metrics and enabling additional communications channels for the City and customers.

Republic self-monitors its performance and has built in the ability to do so at every level. For example, Customer Service Representative (CSR) performance is monitored through the automated collection of a number of metrics and also through live monitoring of phone calls. Republic is committed to one-call resolution of all customer inquiries. Driver performance is monitored through the gathering of metrics from a variety of sources and the posting of these metrics on the Company intranet to inspire friendly competition among hauling divisions. Results are monitored and used to help employees continue to develop along their chosen career paths and so Republic can hold true to its model of continuous improvement. Republic's *Customer First* principles guide employee interaction and the prioritization of work throughout the Company.

As one of the nation's leading waste services companies and holding a significant share of Southern California municipal accounts, Republic brings to the City a toolkit of sophisticated resources which will likely exceed the City's customer service requirements.

Delivering an exceptional customer experience to each customer is Republic's first priority and the cornerstone of program success. Each and every Republic employee, from Drivers to Republic's executive team, receives formal initial and ongoing customer service training.

Recognizing the importance technology plays in measuring and improving performance and customer satisfaction in the management of exclusive municipal collection franchises, Republic will utilize advanced resources to provide an exceptional level of efficiency, environmental mindfulness, accountability, and customer service providing metrics and enabling additional communications channels. These resources and tools are the result of a thorough investigation of Best Available Technology (BAT) and the collaborative efforts of Republic's Geospatial Intelligence, Information Technology, Customer Service, and Marketing teams.

Customer First Principles

These guide Republic's daily operations and customer interactions to ensure consistently excellent service.

1. Quality Personnel
   Republic recruits and retains highly skilled and experienced personnel and compensates and incentivizes them accordingly.
2. Easy Communications
   Republic maintains a high ratio of CSRs to customers so that customers have as much time with Republic CSRs as necessary to respond to any inquiry or permanently resolve any service matter. Customers have multiple communication channels to Republic's customer service team to facilitate open and easy communication.
3. Timely One-Call Resolution
   Republic has detailed policies and procedures for its customer service systems and controls which facilitate expeditious concern resolution and follow-up. Republic's use of proven and appropriate methods, field communication, and same-day complaint resolution translates into timely and efficient response.
4. The Customer is Right
   Republic employees are coached to give the benefit of the doubt to every customer even if facts may imply customer error. This friendly approach generally mitigates future calls and prevents unnecessary complaints to City staff.
5. All Republic Employees Trained in Customer Service
   To ensure a high level of quality service, all Republic employees including drivers, administrative personnel, and managers, are regularly trained in customer service, ensuring efficient and professional processing of all customer interactions.

When customers contact Republic through the My Resource web portal or mobile application, information is immediately and directly sent to the proper department for prompt handling.

1D.1 Equipment and Software: Routing and Customer Information

Republic bills customers using InfoPro, a fully integrated customer management system. InfoPro has been programmed and is maintained entirely in house, with a platform of the IBM I-Series platform, relational database DB2-UDB with core programming languages of RPG/ILE, SQL, and Java. This system is owned and continually updated by Republic and its Information Technology department, which ensures full integration other applications.

The system is divided into several modules. The majority of the modules within InfoPro are driven by the information within the Customer Maintenance module. 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.

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, and preventative vehicle maintenance values are calculated.

1D.2 Management Procedures for Customer Inquiries

Republic's *Information Technology* and *Geospatial Intelligence* executives have thoroughly reviewed and understand the scope of the City's aspirational range of customer service tools and technology requirements.

When fielding a customer request, CSRs immediately access the customer's account information in Republic's customer management system, InfoPro. Republic owns the InfoPro application and continues to invest in it. When a new technology must be integrated, Republic's IT team makes the necessary modifications. CSRs can access all pertinent customer information through InfoPro, including service address, pick-up day, rate, service level, and a complete history of service requests and resolutions.

After determining customer need, CSRs input all required information into the customer's permanent file history and, if necessary, generate an on-line automated work order.

- If the inquiry is simply for information or clarification about Republic programs, the CSR will answer the question and close the file.
- If the request requires action on the part of Republic, a work order will be generated for the appropriate department address, end the telephone call, and produce an online work order in InfoPro, which must be closed out within two days.
- When customers contact Republic through the My Resource web portal or mobile application, the process is automated, and information is immediately and directly sent to the proper department for prompt handling.

Each time a customer contacts Republic, inquiries and concerns are entered into InfoPro, including date, time, customer name, address, and the nature, date and manner of the resolution is also logged and pushed out to drivers and Supervisors. Dispatch monitors all work orders requiring driver action. Upon receipt of a work order requiring same-day completion, a special alert it generated, and the appropriate driver is instructed as to what is needed to complete the order. In addition, each driver verbally contacts dispatch prior to completion of their assigned route to ensure all outstanding requests are fulfilled prior to returning to the operations base.

Republic Route Supervisors spend the majority of their time working in their assigned area(s), which enables them to meet drivers at the customer location to ensure quick, permanent resolution. Drivers document completion of all same-day service orders in the system.

Common Customer Requests and Concerns

Expedient handling of customer requests occurs per the process flow chart located on the following page, with relevant narrative below. Common customer requests and concerns are tracked and reported by Republic business unit company-wide, which has resulted in an exceedingly high level of customer service.

Missed Pick-Ups, Late Setouts, Spills, and Litter

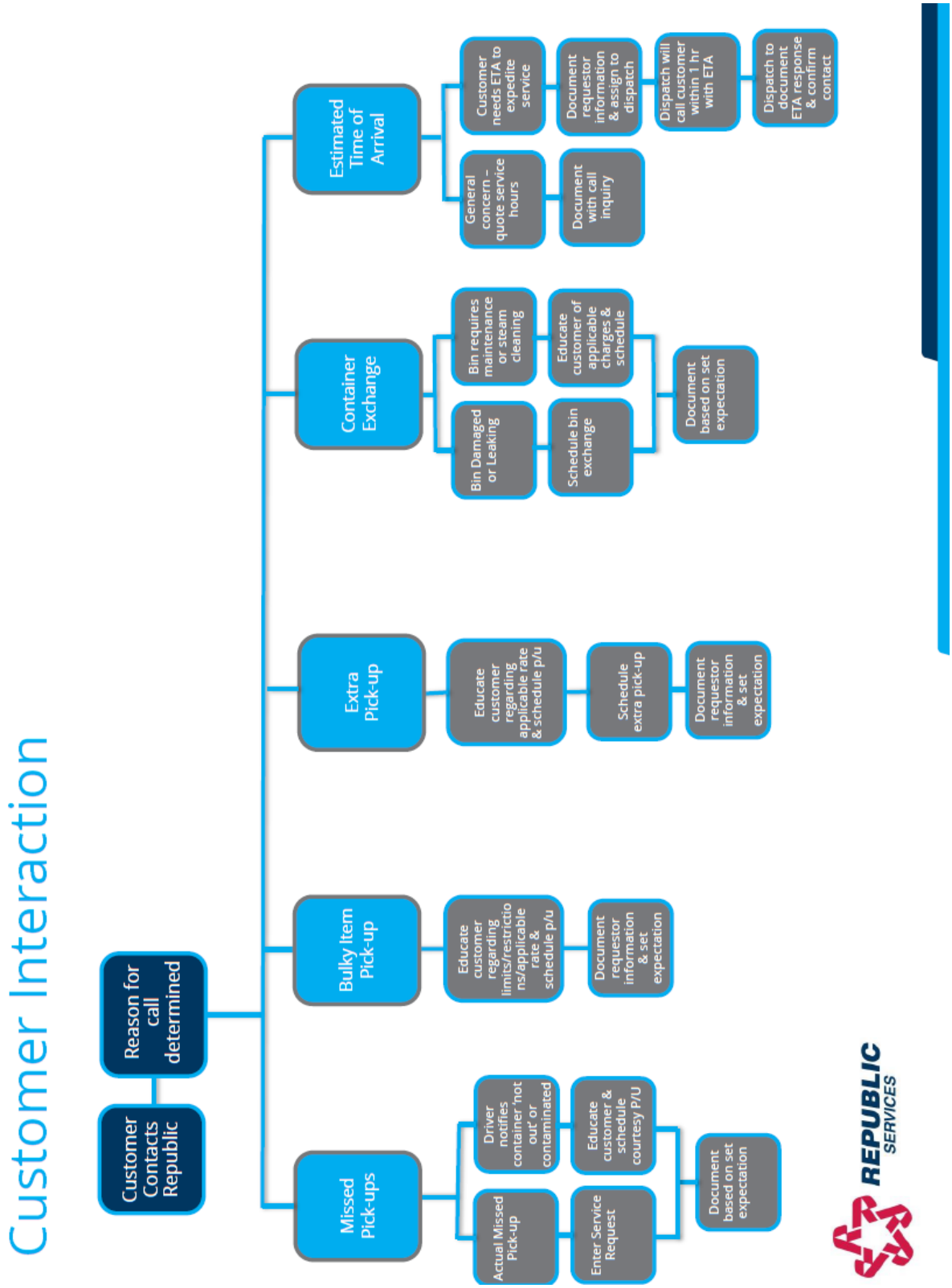
When a missed collection is reported—whether a miss actually occurred or not, Republic's operations team takes it seriously and responds immediately as if every incident is actual. The Route Supervisor completes a root cause analysis on each miss, and addresses it with the driver. Together they drill down on the incident to permanently resolve issue or the conditions that created it. The final step is to call the customer and apologize for the error and gather customer feedback. This ensures a cycle of continuous improvement. The general procedure for addressing all customer service inquiries and concerns is:

- *Process a work order for a missed pick-up, late set out, or spills and litter resulting from collection.*
- *Republic's 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 task has been completed.*

The *Customer Interaction* flow chart on the following page maps Republic's general response to common customer inquiries.

"I have witnessed the incredible support and participation by Republic at city functions, community events, and for local non-profit and service organizations."

-Howard Kummerman, President
Rotary Club of Whittier


Customer Interaction
Customer Contacts Republic
Reason for call determined
Missed Pick-ups
Actual Missed Pick-up
Driver notifies container 'not out' or contaminated
Enter Service Request
Educate customer & schedule courtesy P/U
Document based on set expectation
Bulky Item Pick-up
Educate customer regarding limits/restrictions/applicable rate & schedule p/u
Document requestor information & set expectation
Extra Pick-up
Educate customer regarding applicable rate & schedule p/u
Schedule extra pick-up
Document requestor information & set expectation
Container Exchange
Bin Damaged or Leaking
Bin requires maintenance or steam cleaning
Schedule bin exchange
Educate customer of applicable charges & schedule
Document based on set expectation
Estimated Time of Arrival
General concern – quote service hours
Document with call inquiry
Customer needs ETA to expedite service
Document requestor information & assign to dispatch
Dispatch will call customer within 1 hr with ETA
Dispatch to document ETA response & confirm contact

1D.3 Ensuring Timely Accessibility of Information

To ensure timely data reporting, Republic can grant authorized City personnel real-time access to Republic's database, InfoPro. This will provide the City with information pertaining to missed collections, customer inquiries and concerns, customer account history, and service related issues. Access to InfoPro will also enable City personnel and Republic to collaboratively trace root causes of issues in order to permanently resolve those issues. Access will be web-based for city personnel. Once Republic grants access, the City will be able to immediately view customer information.

To gain access the following steps must take place:

- The City must identify and authorize City employees to whom Republic is to grant access.
- Republic will obtain access parameters from its Area Controller.
- Republic's Information Technology personnel will partner with City IT to gain access (open security ports).
- Republic's IT personnel will install InfoPro database (web portal) on City personnel computers.
- A Republic trainer will provide City personnel InfoPro training.

1D.4 Call Centers

The backbone of its interface with customers, Republic takes pride in the efficiency of its three local call centers and team of nearly 80 local professional, experienced Customer Service Representatives (CSRs). To create customer service excellence, Republic continually develops its extensive library of customer service training materials, programs, and tools which are regularly reviewed and updated.

Whenever a new contract is awarded to Republic, local CSRs receive extensive training and receiving written directives on contract distinctions. Again, Republic customer service metrics are tracked internally.

All employees receive initial and ongoing customer service training. Please see the included Customer Service Training Manual for more information.

1D.5 System Use

Republic invests heavily in its systems, ensuring they are continually updated and flexible enough for use in any market. The systems described throughout this section are used nation-wide but tailored to municipal client needs. Republic will ensure that, throughout the life of the contract with Whittier, the City will have the data it requires.

1D.6 Customer Service/Route Information Interface

Republic's technology expertise is grounded by a team of seasoned information technology professionals dedicated to the identification, development, and integration of advanced and appropriate technology solutions to automate data capture and reporting functions to the greatest possible extent. Republic currently uses, in several US markets, a sophisticated suite of integrated applications to ensure Republic and its municipal clients have access to accurate data. The brief description of each primary technology component follows.

InfoPro

Republic's InfoPro software is the backbone of the Company's customer management system, as indicated previously. InfoPro 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 the Accounts 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, processing/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 service location (site) within the customer account has a unique contract number, each service location can have multiple containers types such as frontloader, frontloader recycling, or roll-off. Line of business is designated at the container level.

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, and preventive vehicle values are also calculated. InfoPro routing and dispatch modules are fully integrated with Republic's customer portal, *My Resource* which allows customers to view their accounts and service levels, review and pay invoices, and submit service requests.

Trux

TRUX Weigh-IT is the industry standard software for ticketing, billing, materials management, and accounts receivable processing in the waste industry. Designed specifically for landfills, transfer stations, and recycling facilities. Weigh-IT is a Windows-based application which uses the .NET platform and Microsoft SQL service technology to organize and securely store data. Weigh-IT is scalable and capable of handling operations and billing processes for any size company, from single-site facilities to multiple scale locations with centralized reporting. Scale ticket entry has been optimized to be as quick and efficient as possible, allowing scale operators to process loads quickly. All Republic-owned facilities as of 9/30/14 and listed in this proposal run TRUX software.

Dossier

At its core, Dossier includes a powerful and flexible relational database which helps users manage fleet assets. Dossier allows for the definition of an unlimited number of asset categories, and each category may have an unlimited number of user defined characteristics. There is no practical limit to the number of assets which may be maintained with the Dossier system. Installed Dossier system sizes ranges from single locations with less than ten assets, to large enterprise systems with hundreds of shops or sites, hundreds of thousands of assets, and thousands of users. Assets can be added or inactivated at any time by user personnel with appropriate program security credentials.

Dossier also provides the business management environment for the support of maintenance management, namely cataloging of maintenance, operations, and management personnel along with relevant licenses and certifications, parts, or along with relevant licenses and certifications, parts and inventory management, as well as a purchasing environment for materials and externally sourced services.

In addition to characterization of static asset data, Dossier's unique architecture allows for the definition of hierarchical scheduled maintenance activities and equipment and parts warranties based on time and/or utilization. Once assets exist in Dossier, the program tracks all asset activity, including, but not limited to:

- Scheduled and unscheduled work, including cost, parts, technician, and time spent;
- Work and cost performed by external providers;
- The asset utilization in terms of miles and hours;
- Fuel and parts inventory and individual asset usage;
- Special handling for tires, and tracking even if transferred to different assets or sent out for recapping;
- Requests for work or repairs reported by drivers and technicians.

Data capture functions are automated in Dossier eliminating duplicate entry and associated errors. Some of this automation is achieved within Dossier and some is the result of live interfaces to other business systems. For example, Dossier can electronically import fuel dispensing systems records and external provider work records.

The true benefit of Dossier's ability to integrate data from a variety of sources, as in the above example, is the resulting business analysis and decision support, including cost and productivity optimization, compliance, and safety management. Dossier includes management dash-boarding for key fleet metrics such as fuel cost and efficiency, preventive maintenance on-time scorecard, and more.

The system containers over 150 built-in reports which allows Republic to get clarity on and so drive improvements and change in its fleet operations. Dossier is a best-in-class fleet management tool designed to optimize maintenance operations.

Service Verification, Data Tracking: PDV Connect

Republic will utilize PDV connect to collect on-route data in real time. PDV provides the following:

- Service Verification
  GPS tracking including visit documentation help improve customer service by eliminating disputes.
- Photo Documentation
  Drivers can take photos of issues to help identify trends and to help explain potential problems. These photos help resolve disputes.
- Customer Service Tools
  Republic's customer service team has access to GPS history and driver estimated arrival times.
- Decreases Driver Distraction
  Less voice traffic between dispatch and driver.
- Historical Route Data
  PDV's system keeps the tracks of the vehicles for 90 days.

Republic utilizes PDV Connect in well over a hundred markets, which are included in the list on the following page, ensuring its usefulness for the Whittier contract.

PDV-Republic Reference Projects

AL, Albertville / Anniston	IN, Elkhart	OH, Sandusky
AL, Birmingham	IN, Fort Wayne	OH, Youngstown
AL, Brewton	IN, Indianapolis	OK, Alderson
AL, Huntsville	IN, Sumner	OK, Oklahoma City
AL, Mobile	IN, Terre Haute	OK, Stillwater
AR, Little Rock	IN, Vincennes	OK, Tulsa
AZ, Bullhead City	IN, Wabash	OR, Albany/Lebanon
AZ, Lake Havasu City	KY, Lexington / Danville	OR, Corvallis/Dallas/Bio-Med
AZ, Phoenix	KY, Louisville	OR, Salem
AZ, Tucson	LA, Baton Rouge	OR, Wilsonville
AZ, Yuma	LA, Lafayette (Scott)	PA, Allentown
CA, Anaheim	LA, Metairie	PA, Carnegie (Pittsburgh)
CA, Chula Vista	MA, Auburn	PA, King of Prussia
CA, Colton	MA, Cheshire	PA, Marietta
CA, Daly City	MA, Fall River	PA, Philadelphia
CA, Fairfield	MA, Revere (Boston)	PA, Scottsdale
CA, Fresno/Atwater/Los Banos	MA, Springfield (Chicopee)	PA, Telford
CA, Gardena	MD, Baltimore	PA, West Grove
CA, Imperial	MD, Capitol Heights	PA, York
CA, Long Beach	MD, Delmar	SC, Beaufort (Hilton Head)
CA, Pacheco (Contra Costa)	MD, Frederick	SC, Greenville
CA, Richmond	MD, Hagerstown	SC, West Columbia
CA, Sacramento / Rancho Cordova	MI, Adrian	TN, Chattanooga
CA, Salinas	MI, Erie	TN, Church Hill
CA, San Diego	MI, Flint	TN, Memphis
CA, Sun Valley	MI, Jenison	TN, Murfreesboro
CO, Denver (Commerce City)	MI, Kalamazoo	TN, Nashville
DE, Wilmington	MI, Marshall	TX, Aledo
FL, Ft. Lauderdale	MI, Muskegon	TX, Amarillo / Hereford
FL, Hudson	MI, Stevensville / South Haven	TX, Arlington
FL, Jacksonville	MN, Blaine	TX, Beaumont
FL, Lakeland	MN, Eden Prairie	TX, Brenham
FL, Orlando	MN, Inver Grove Heights	TX, Corsicana
FL, Pensacola	MO, Hazelwood	TX, Del Valle (Austin)
FL, Sarasota	MO, Kansas City (West)	TX, Fort Worth
FL, St Augustine	MO, St. Louis	TX, Houston (Brookglen Drive)
FL, Tampa	MS, Jackson	TX, Houston (Fondren Road)
FL, West Palm Beach	MS, Marks	TX, Houston (Tanner Road)
GA, Adairsville	NC, Asheville / Sylva	TX, Hutchins
GA, Atlanta	NC, Morganton	TX, Kerrville
GA, Port Wentworth (Savannah)	NC, Raleigh	TX, Lubbock
GA, Vidalia	NC, Shelby	TX, Midland
GA, Waycross	NJ, Clinton	TX, Plano
GA, Winder (Lawrenceville)	NJ, New Brunswick	TX, San Antonio
IL, Aurora	NJ, South Plainfield	UT, Park City
IL, Bloomington	NJ, Tinton Falls	VA, Charlottesville
IL, Chicago	NV, Henderson	VA, Fairfax
IL, Dixon	NV, Las Vegas	VA, Fredericksburg
IL, Joliet	NY, Latham	VA, Richmond
IL, Melrose Park	OH, Cincinnati / KY, Williamstown	VA, Winchester
IL, Mount Prospect	OH, Cleveland	VA, Yorktown
IL, Quincy	OH, Columbus	WA, Bellevue
IL, Springfield	OH, Dayton	WA, Lynnwood
IN, Bloomington	OH, Elyria	WV, Fairmont
IN, Crown Point	OH, Lima	

On the following pages reviewers will find a PDV Connect presentation describing Republic's application.

pdvConnect

Service Verification, Call Management & GPS Tracking Solutions

Value to Republic Services

1 7/22/2015 Copyright © 2012 Pacific DataVision, Inc. All Rights Reserved pdvConnect

GPS Services - Applications

Exception Stamping: Connecting location stamps to issues reported by the driver.

- **Data reduced disputes**

Service Verification: Helping to prove that the truck performed that route at an approx. time.

- **Alleviating Customer Concerns / Justifying Return-Trip Fees / Decreasing Write-Offs**

ETAs: Giving Customer Service more tools at their fingertips

- **One-Call Resolution**

New Service Call / Closest Driver Identification: Enter the customer's address, select the appropriate LOB or team and we will identify the closest drivers

- **Decrease in Fuel Consumption.**

Employee Location Verification: Real-Time or Entire Route(Past / Present)

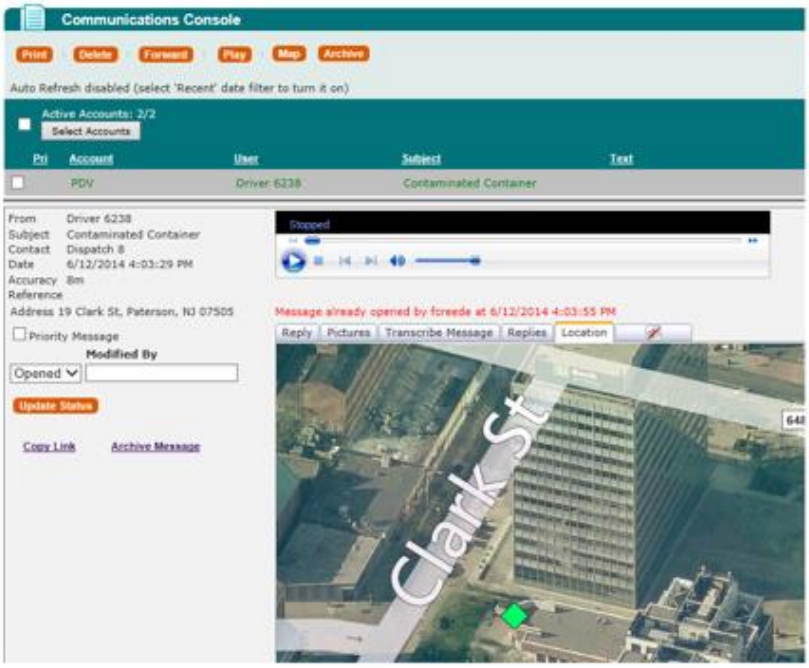
- **Management Tool**

Geofencing: Automatic notifications of your drivers entering & exiting a selected location.

- **Leaving the yard analysis / Disposal site visits / Problem accounts / Customer Alerts**

2 pdvConnect

GPS Stamping of Events



Function:
Each pdvConnect message arrives with a location stamp and can be inserted into an F2 note.

Value:
This stamp will help resolve disputes.

pdvConnect

GPS / Addresses: Helping Trend Customer Behavior

Overloaded Reports allow you to easily identify those customers with a history of overloaded can behavior. Sharing these reports with the customer, which contain the links to the actual messages, makes the task of upselling them to additional service levels an easier one.

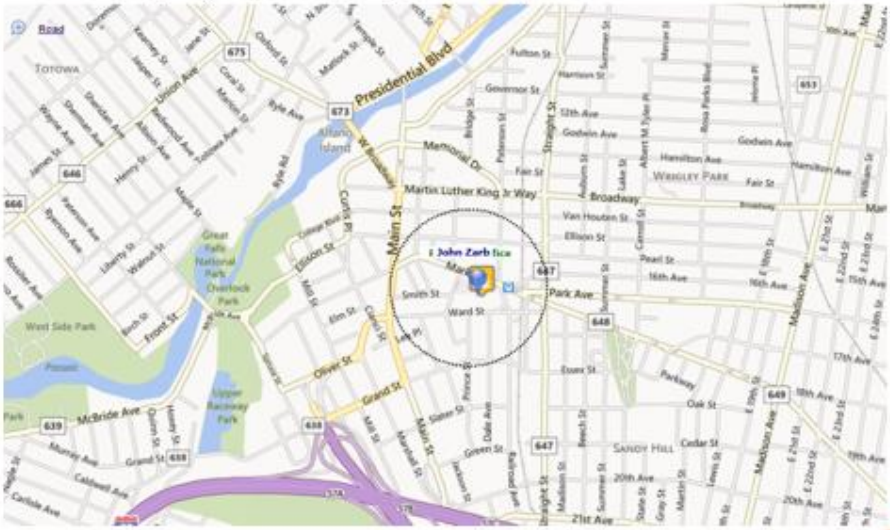
Date	Time	Type	First Name	Cust Account	Extra Yardage	Catego	Address	MessageLink
12/4/2012	11:10:03	Overloaded	Curtis Blanding	64371833	4	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2785
12/7/2012	6:47:29	Overloaded	Curtis Blanding	64371833	3	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2784
12/10/2012	6:07:46	Overloaded	Curtis Blanding	64371833	2	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2790
12/13/2012	7:25:13	Overloaded	Curtis Blanding	64371833	3	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2794
12/17/2012	6:10:35	Overloaded	Curtis Blanding	64371833	4	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2796
12/20/2012	8:51:18	Overloaded	Curtis Blanding	64371833	3	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2784
12/26/2012	9:39:46	Overloaded	Curtis Blanding	64371833	4	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2784
12/29/2012	9:24:10	Overloaded	Curtis Blanding	64371833	3	FEL	Stratford Townes Dr, Richmond, VA 23225	http://www.skymail.net/innm/R.aspx?2784
12/1/2012	12:41:58	Overloaded	Wondriet Bland	43528505	5	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2785
12/4/2012	8:45:03	Overloaded	Wondriet Bland	43528505	3	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2787
12/7/2012	13:13:02	Overloaded	Wondriet Bland	43528505	4	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2789
12/10/2012	11:00:40	Overloaded	Wondriet Bland	43528505	3	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2791
12/13/2012	11:57:19	Overloaded	Wondriet Bland	43528505	5	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2791
12/17/2012	7:20:47	Overloaded	Wondriet Bland	43528505	4	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2790
12/20/2012	11:53:23	Overloaded	Wondriet Bland	43528505	3	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2791
12/26/2012	12:33:14	Overloaded	Wondriet Bland	43528505	4	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2791
12/29/2012	12:54:01	Overloaded	Wondriet Bland	43528505	5	RES	5675 Audubon Dr, Sandston, VA 23150	http://www.skymail.net/innm/R.aspx?2791
12/4/2012	9:31:16	Overloaded	Rhonda Williams	71363291	4	FEL	11806 US-250, Richmond, VA 23233	http://www.skymail.net/innm/R.aspx?2794
12/7/2012	8:46:24	Overloaded	Rhonda Williams	71363291	3	FEL	11806 US-250, Richmond, VA 23233	http://www.skymail.net/innm/R.aspx?2794
12/10/2012	8:26:55	Overloaded	Rhonda Williams	71363291	4	FEL	11806 US-250, Richmond, VA 23233	http://www.skymail.net/innm/R.aspx?2787
12/13/2012	7:35:42	Overloaded	Rhonda Williams	71363291	3	FEL	11806 US-250, Richmond, VA 23233	http://www.skymail.net/innm/R.aspx?2787
12/17/2012	7:56:37	Overloaded	Rhonda Williams	71363291	4	FEL	11806 US-250, Richmond, VA 23233	http://www.skymail.net/innm/R.aspx?2790
12/20/2012	9:47:29	Overloaded	Rhonda Williams	71363291	7	FEL	11806 US-250, Richmond, VA 23233	http://www.skymail.net/innm/R.aspx?2784
12/26/2012	5:27:14	Overloaded	Rhonda Williams	71363291	4	FEL	11806 US-250, Richmond, VA 23233	http://www.skymail.net/innm/R.aspx?2793

4

pdvConnect

Real-Time Location Identification

Locating a single employee, a specific team or your entire fleet is crucial to responding to customer issues & opportunities. Documented communication with them is equally important and provided by our Locate & Communicate tools.

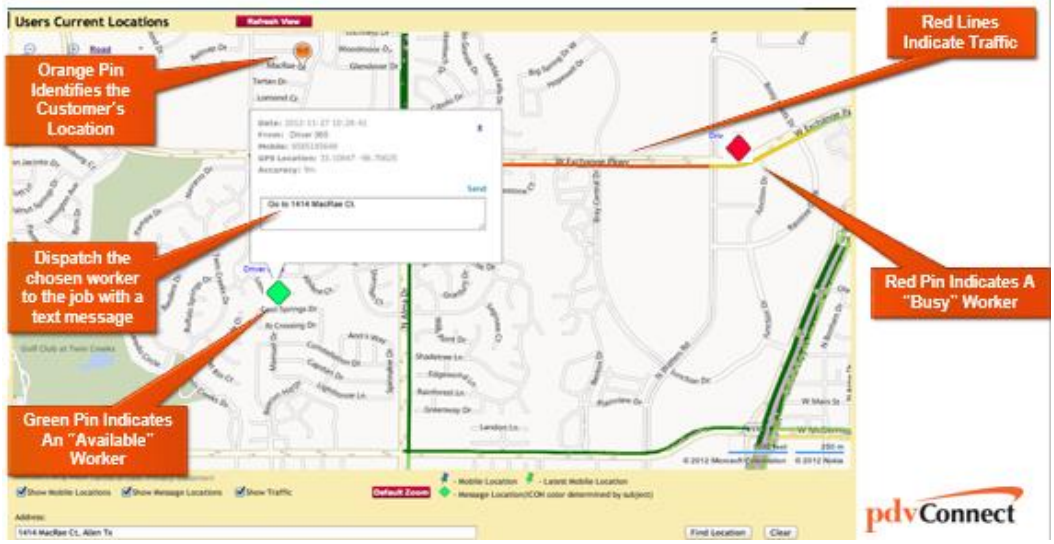


5

pdvConnect

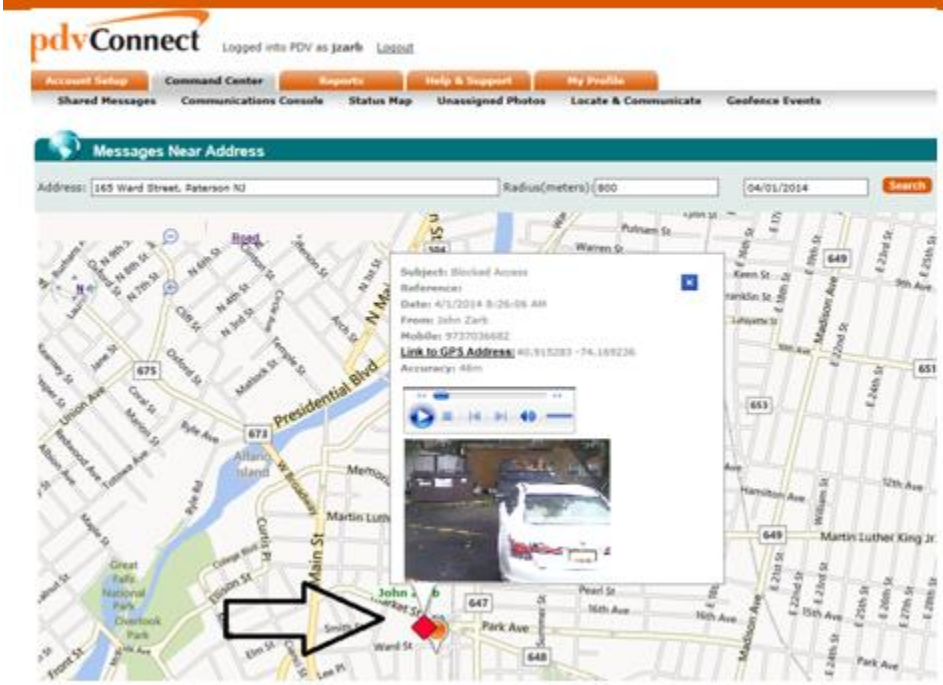
Closest Worker Identification with Job Status & Traffic Updates

Want to decrease fuel consumption, improve your response time to opportunities and increase your jobs/hour? If so, you'll appreciate identifying the driver within the req'd LOB who is available AND can arrive at the customer the quickest.



pdvConnect

The audio, photos & GPS data are displayed

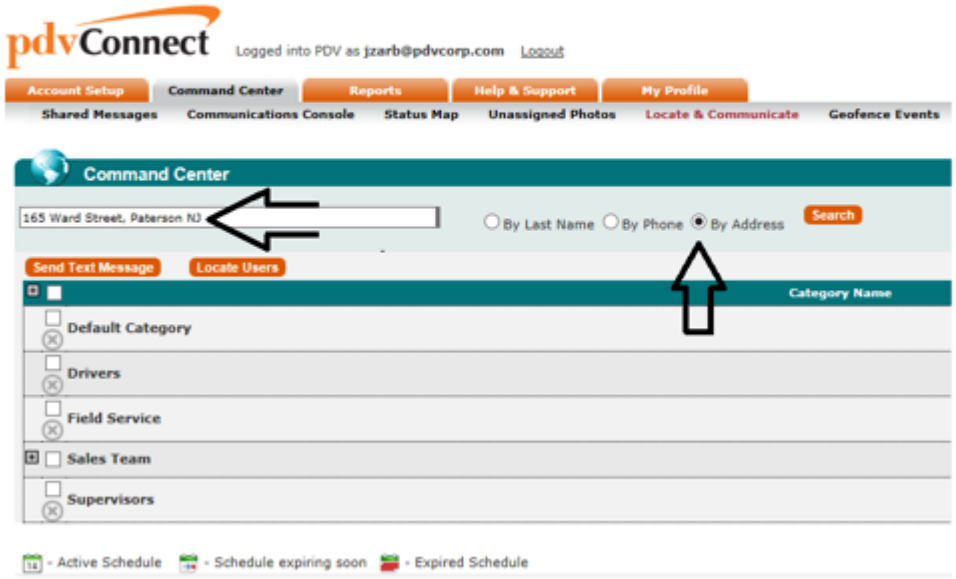


8

pdvConnect

Service Verification

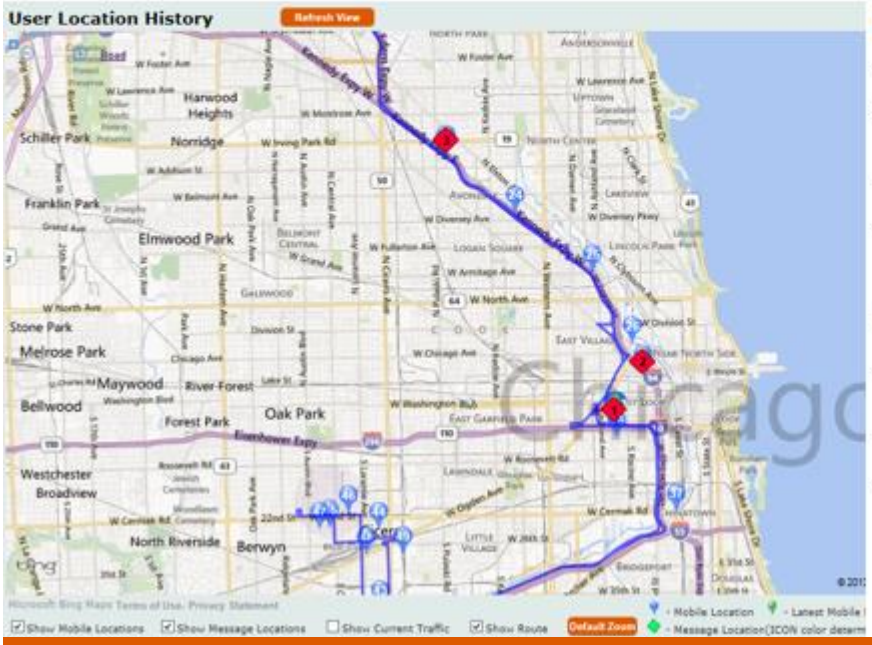
Quickly identify the messages sent near the customer's address. Knowledge of which driver had that route that day is not required.



pdvConnect

Route Verification

Monitoring your team's routes & stops provides the business intelligence to improve performance and customer service.



Use Cases:

- Service Verification
- Providing ETAs for Customers
- Route Analysis
- Correct Costly Driver Behavior

Financial Benefits:

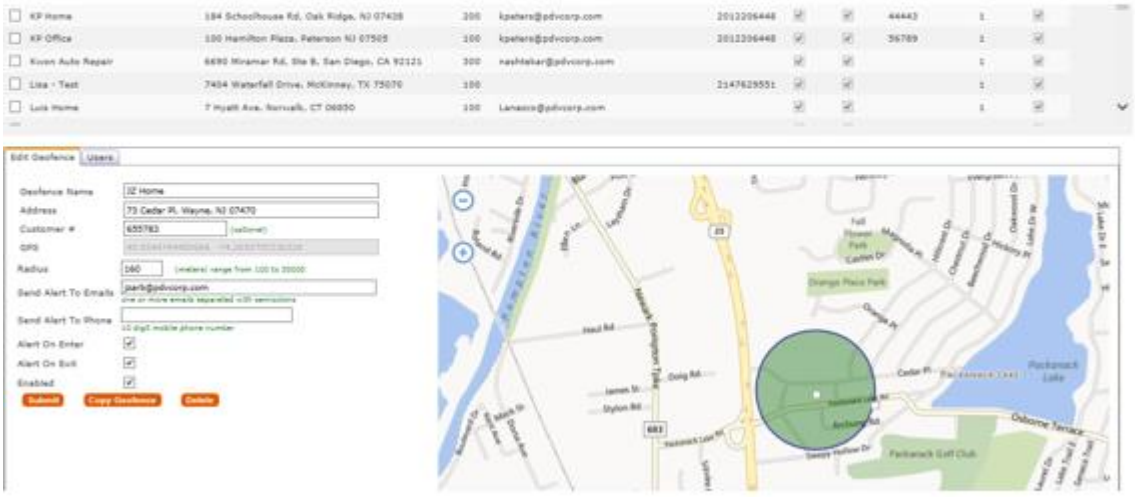
- Reducing fuel & mileage expenses
- Decreasing disputes
- Decrease overtime

pdvConnect

Route Verification – RESI

Geofencing

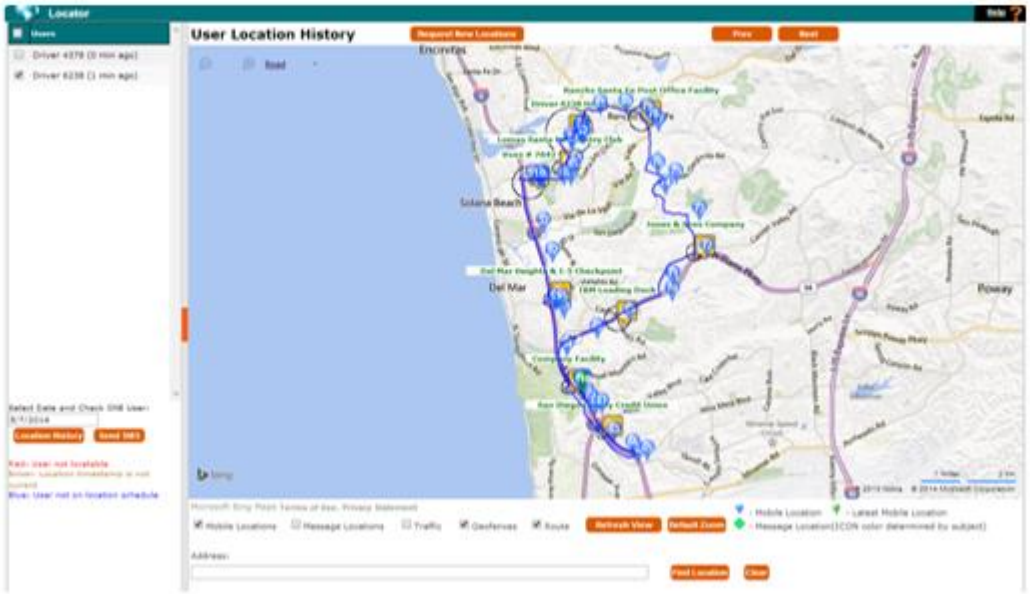
Adding Geofences to your Yard, Disposal Sites and even accounts will provide valuable business intelligence to your operations.



11

pdvConnect

Geofences Displayed By User & Route

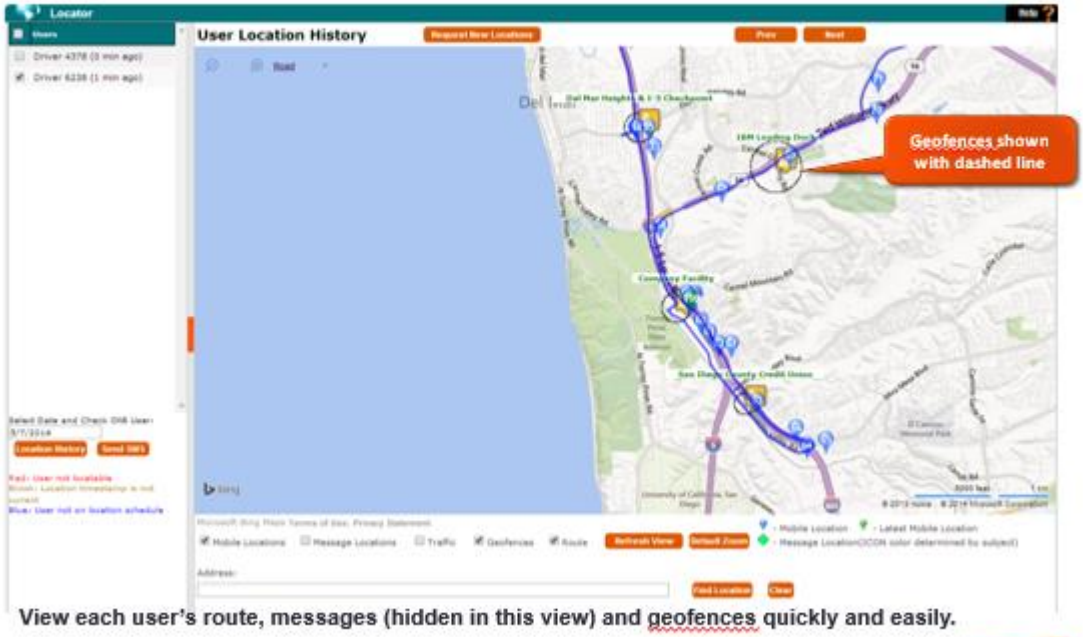


View each user's route, messages (hidden in this view) and geofences quickly and easily.

12

pdvConnect

Geofences Displayed By User & Route (Zoom)



View each user's route, messages (hidden in this view) and geofences quickly and easily.

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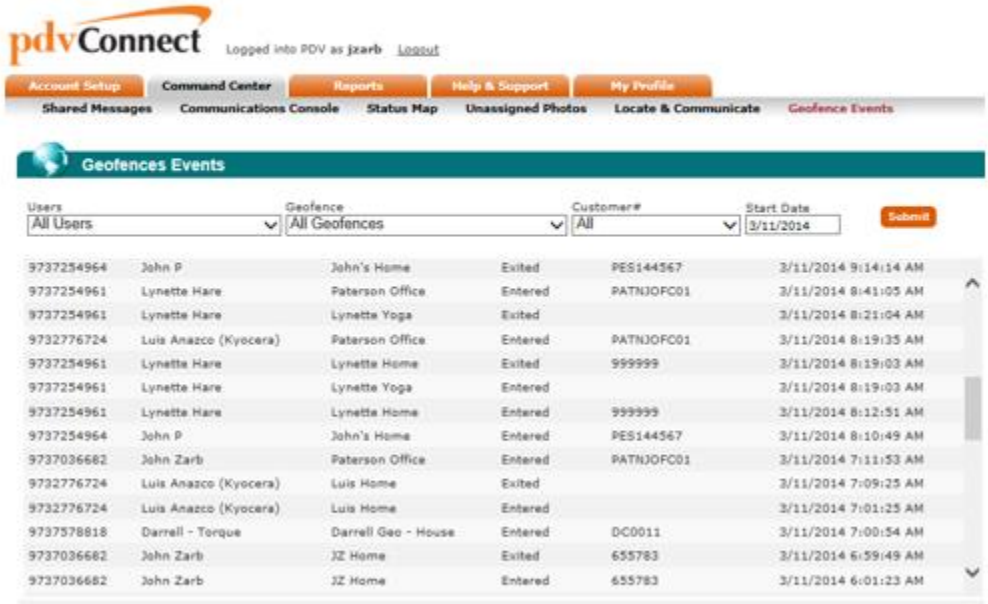
Geofence Events Page



9737254964	John P	John's Home	Exited	PES144567	3/11/2014 9:14:14 AM
9737254961	Lynette Hare	Paterson Office	Entered	PATNJOFC01	3/11/2014 8:41:05 AM
9737254961	Lynette Hare	Lynette Yoga	Exited		3/11/2014 8:21:04 AM
9732776724	Luis Anazco (Kyocera)	Paterson Office	Entered	PATNJOFC01	3/11/2014 8:19:35 AM
9737254961	Lynette Hare	Lynette Home	Exited	999999	3/11/2014 8:19:03 AM
9737254961	Lynette Hare	Lynette Yoga	Entered		3/11/2014 8:19:03 AM
9737254961	Lynette Hare	Lynette Home	Entered	999999	3/11/2014 8:12:51 AM
9737254964	John P	John's Home	Entered	PES144567	3/11/2014 8:10:49 AM
9737036682	John Zarb	Paterson Office	Entered	PATNJOFC01	3/11/2014 7:11:53 AM
9732776724	Luis Anazco (Kyocera)	Luis Home	Exited		3/11/2014 7:09:25 AM
9732776724	Luis Anazco (Kyocera)	Luis Home	Entered		3/11/2014 7:01:25 AM
9737578818	Darrell - Torque	Darrell Geo - House	Entered	DC0011	3/11/2014 7:00:54 AM
9737036682	John Zarb	JZ Home	Exited	655783	3/11/2014 6:59:49 AM
9737036682	John Zarb	JZ Home	Entered	655783	3/11/2014 6:01:23 AM

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Geofence Uses

- Analysis of time spent in yard
- Start of each route
- Completion of each route
- Problem Accounts
- Disposal Sites
- Locked Containers: Automatic notification to cust. that RS is 15 minutes away

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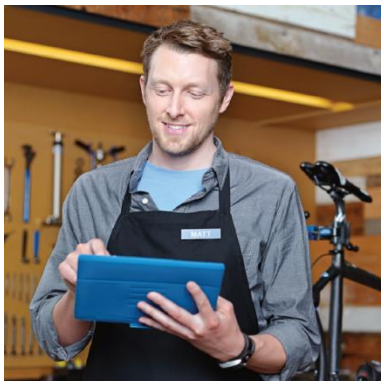
pdvConnect

Customer Self-Management: My Resource



Republic's *My Resource* web portal and mobile application allows customers to self-manage their services. After a one-time registration process, users can establish their billing and notification preferences and grant/restrict access for other account users.

Through *My Resource*, customers can view account information, services, view multiple accounts and set preferences across multiple accounts, and view service details at each location in the account. Customers can self-manage the following functions:

- Schedule an extra pick-up;
- Report a missed collection and reschedule service;
- Schedule container repair;
- Schedule a large item pick-up;
- Request additional information, such as a zero waste assessment.

Demo site available upon request.

1D.7 Procedures for Responding to Customer Requests

This was covered in *Section A.4.1,* above. Please refer to that section.

Additionally, in response to the City's request for safely navigating around construction and so forth, please see the abbreviated safety information included in the *Appendix* at the conclusion of this section. Republic drivers receive best-in-class, award-winning daily and weekly safety information and training delivered in a variety of formats to ensure the Republic is doing its part to maintain the safety of the communities it serves.

1D.8 Customer Service Metrics

Training and ongoing development of Republic CSRs revolves around meeting customer needs with strict sensitivity to each individual customer and situation and is key to a highly functional and productive call center. Placing the customer first in the moment of decision is one of Republic's core priorities and it is an essential component of Republic's personnel training nationwide.

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 customer calls within an average of 25 seconds.
- Have a call abandon rate of less than two percent.
- Calls are monitored for quality daily, and scored monthly, with a monitoring score target of 90 percent or greater.

Republic utilizes a third-party vendor, Cicero Group, which conducts thousands of online and telephone surveys of Republic's customers every quarter to assess customer satisfaction and

improve service. The results are accessible real-time via a user-friendly database that allows Area 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. Cicero 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. All new accounts are personally contacted after their first service day to verify container delivery and driver courtesy, as well as answer any questions. The chart below indicates current system metrics tracking capability.

Key Customer Service Metrics
Calls answered within specific period of time
Percentage of abandoned (by customer) calls
Call completion cycle (time required)
Average time required to pick up a call
Average time calls spend in agent-induced hold
Average time to respond to non-real time contact
Total number of contacts received per day

Call Center Metrics

Republic's Santa Fe Springs call center implemented key performance metrics in 2008. Since implementation, agent performance and call handling efficiency has significantly increased. On average Republic's CSRs complete individual calls within 290 seconds (4:50). This includes the processing of the request, documentation, and ensuring any service requests are communicated to operations; in addition to adding value to the call by promoting self-services, such as *My Resource*. The call center, which services the City of Whittier and other surrounding cities, also tracks average abandoned rate, average speed of answer, and average hold time. Detailed statistics can be viewed below.

Month(s)	Calls Offered	Abandon Rate	Average Speed of Answer	Average Handling Time	Hold Time
January	55,118	1.00%	0:14	4:42	0:02:33
February	50,135	1.50%	0:19	4:45	0:02:32
March	54,541	1.10%	0:17	4:56	0:02:39
April	57,158	1.80%	0:24	4:59	0:02:39
May	54,315	1.50%	0:19	4:54	0:02:35
June	61,273	2.60%	0:37	4:54	0:02:39

Complaint Log Rates

Republic Services uses documented notes, based on customer interactions, to track customer complaints vs. normal customer inquiries. An analysis of six months' worth of documented interactions indicates a 1.1percent complaint rate in comparison to total interactions. Complaints can include customers reporting miss pickups, reporting service issues, or lack satisfaction with drivers or customer service representatives. Republic Services takes pride in its first call resolution policy. Republic's goal is to drive customer experience by empowering

representatives to handle all calls on the first attempt. A log of complaints for the last six months has been provided for city review.

F2 Code	January	February	March	April	May	June	July	Grand Total
CSEI	38	12	15	17	14	16	9	121
CSIN	2114	1254	1452	1573	1311	1628	1295	10627
Grand Total	1.8%	1.0%	1.0%	1.1%	1.1%	1.0%	0.7%	1.1%

Missed Pick-Ups by Municipality

Republic is proud of its 99 percent service rate. This metric indicates that solid waste, recycling, and yard waste is collected per the customer's schedule. Below is an analysis of four major municipalities in the Los Angeles Area including Whittier. Based on these finding during a six-month period ***the Los Angeles Area and Whittier has maintained a 99.7 percent service reliability rate.***

City	January	February	March	April	May	June	YTD
Alhambra	0.3%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Los Alamitos	0.5%	0.2%	0.2%	0.3%	0.1%	0.3%	0.3%
Yorba Linda	0.4%	0.3%	0.3%	0.4%	0.3%	0.4%	0.3%
Whittier	**0.6%**	**0.2%**	**0.3%**	**0.1%**	**0.2%**	**0.3%**	**0.3%**
Grand Total	0.6%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%

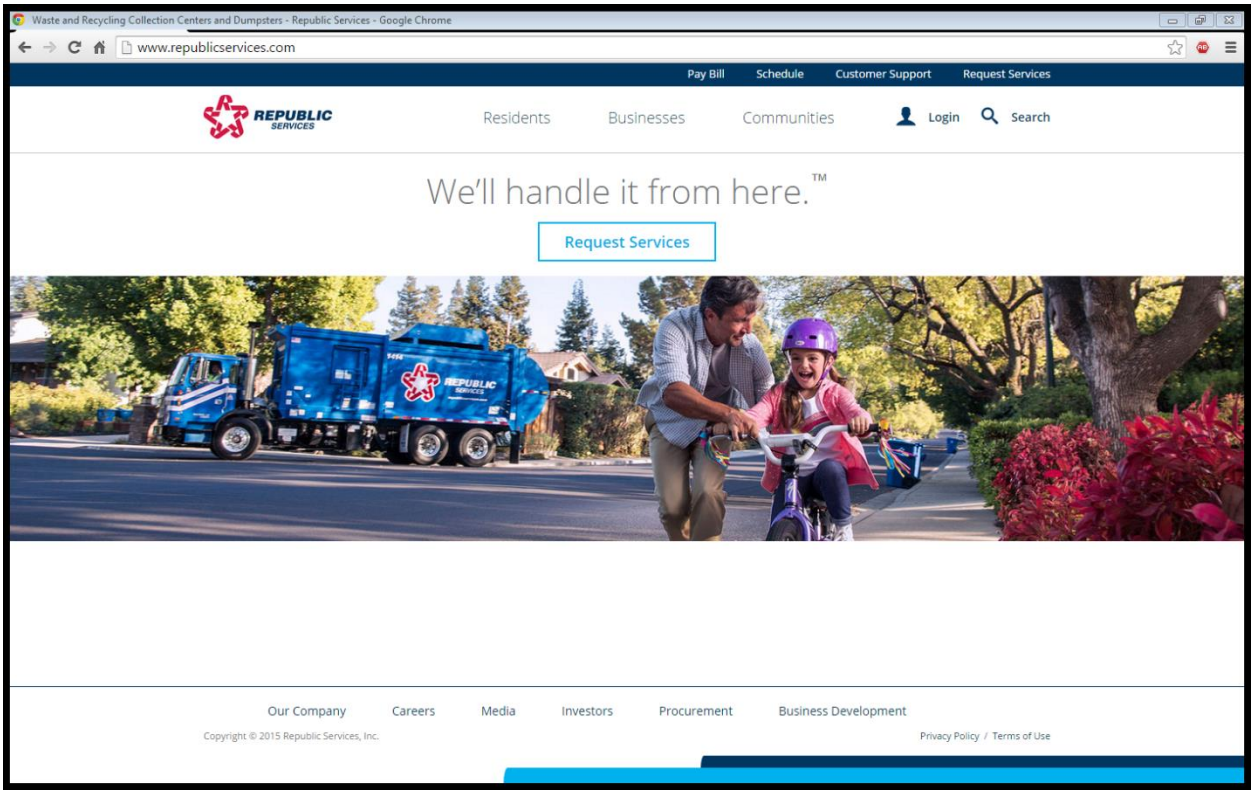
Service Commitment Compliance

An organization's success is based on providing its customers' needs and ensuring that Republic delivers when promised. Republic strives to provide the very best service and therefore it tracks service commitment. Based on the data for the last six months, Republic's service commitment average has been at 99.7 percent. That means that 99.7 percent of the time, Republic completes its service commitment by the set commitment date. This includes any cart exchanges, deliveries, removals, and extra pick-ups. Republic is equipped with the tools necessary to maintain the highest compliance rate.

City	January	February	March	April	May	June	Total
Yorba Linda	99.9%	99.6%	100%	99.8%	100.0%	99.9%	99.9%
Los Alamitos	99.6%	99.5%	100%	100%	99.4%	100%	99.8%
Alhambra	100%	99.8%	99.3%	99.3%	99.1%	99.0%	99.3%
Whittier	**99.6%**	**99.4%**	**99.9%**	**99.9%**	**99.5%**	**99.7%**	**99.7%**
Total	99.7%	99.6%	99.7%	99.8%	99.6%	99.7%	99.7%

1D.9 Company Website

All Republic customers can easily find their local web page by logging onto www.republicservices.com. A landing page for Whittier will be developed based on contract requirements. A direct link to the Whittier website will be provided in education and outreach materials. Republic's website not only contains comprehensive service information, but there are also educational resources for teachers and students, as well as environmental and sustainability information.



Republic's **customer service training manual**—which includes Republic's initial and on-going training plans for all employees is included as an insert between pages 52 and 53.

1 Company Qualifications + Experience

1E Key Personnel

Republic's extensive experience in Whittier provides Republic and the City with a distinct advantage in smoothing transition and implementation of the Agreement.

Republic is structured along functional lines, which allows for local decision-making and purchasing by managers with direct responsibility and experience relevant to Whittier operations. These individuals are highly/continuously trained industry professionals who are knowledgeable of local solid waste collection and post-collection processing activities and are supported by the extensive resource management and recovery technical expertise and financial strength of parent company Republic Services, Inc.

Republic's local and experienced Whittier team will continue to be well-supported by the parent company and Republic's talented local team in having direct oversight of the implementation and ongoing management of the City of Whittier contract.

The local personnel identified in this section, all of whom are currently engaged in Whittier programs, are considered key to the success of the implementation of the City's programs and daily operations, and will continue to manage the various operational and administrative components of contract implementation and ongoing service to the City and service recipients.

This team's unique combination of Whittier experience, solid resources collection experience, recycling expertise, innovative management systems, and knowledge of emergent technological advances for resource recovery places Republic in the best position to implement the City's initiatives and programs, and attain the City's recycling goals.

Also of note: Republic's in-house training, personnel advancement and career-pathing guidance, recruitment programs, strong diversity inclusion program, and work force development—arguably the most comprehensive in the industry—enable Republic to attract and retain the most highly qualified, dedicated, and experienced professionals in the business today.

Contract Oversight and Agreement Liaisons

Contract oversight and assurance of contract compliance is the responsibility of this core team of experts:

- Ron Krall, Area President
- Matthew Niklas, General Manager and Contract Liaison
- Susanne Passantino, Sr. Area Municipal Services Manager
- Elizabeth Martinez, Agreement Liaison

Ron Krall and Matthew Niklas will conduct contract negotiations with the City and ensure Republic's compliance with the *Franchise Agreement* terms and conditions. Susanne Passantino and Elizabeth Martinez will continue to manage communications with the City throughout the transition period and ongoing, and Min Wang, as the local Division's Public Education and

Outreach Coordinator will ensure the City's recycling messaging and Republic service guidelines are effective and distributed per Republic's annual *Public Education Plan* as approved by the City.

Collection Operations Oversight and Service Liaisons

This team of operations experts will ensure that the transition is seamless, that collections activities are of the highest caliber, that safety and efficiency are continuously addressed, and that customers are completely happy with the services they are receiving. Juan Tolentino will be directly responsible for collection crew performance and quality of collection services.

- Matthew Niklas, General Manager
  - Lupe Vasquez, Operations Manager
    - Juan Tolentino, Service Liaison

Whittier Commitment

Republic has a transition and ongoing experienced management team fully dedicated to the City of Whittier. As requested by the City, the following features the scheduled minimum time allocations and references for the Republic managers assigned to the Whittier contract. Also of note: Cynthia Vant Hul, of Mariposa Eco-Consulting, will provide additional recycling technical assistance and training resources to Republic's local division, in collaboration with Kennetha Jespers, Area Marketing and Outreach Manager, Min Wang, Whittier Public Education and Outreach Manager, and Elizabeth Martinez, Agreement Liaison. Cynthia's qualifications can be found at the conclusion of this subsection.

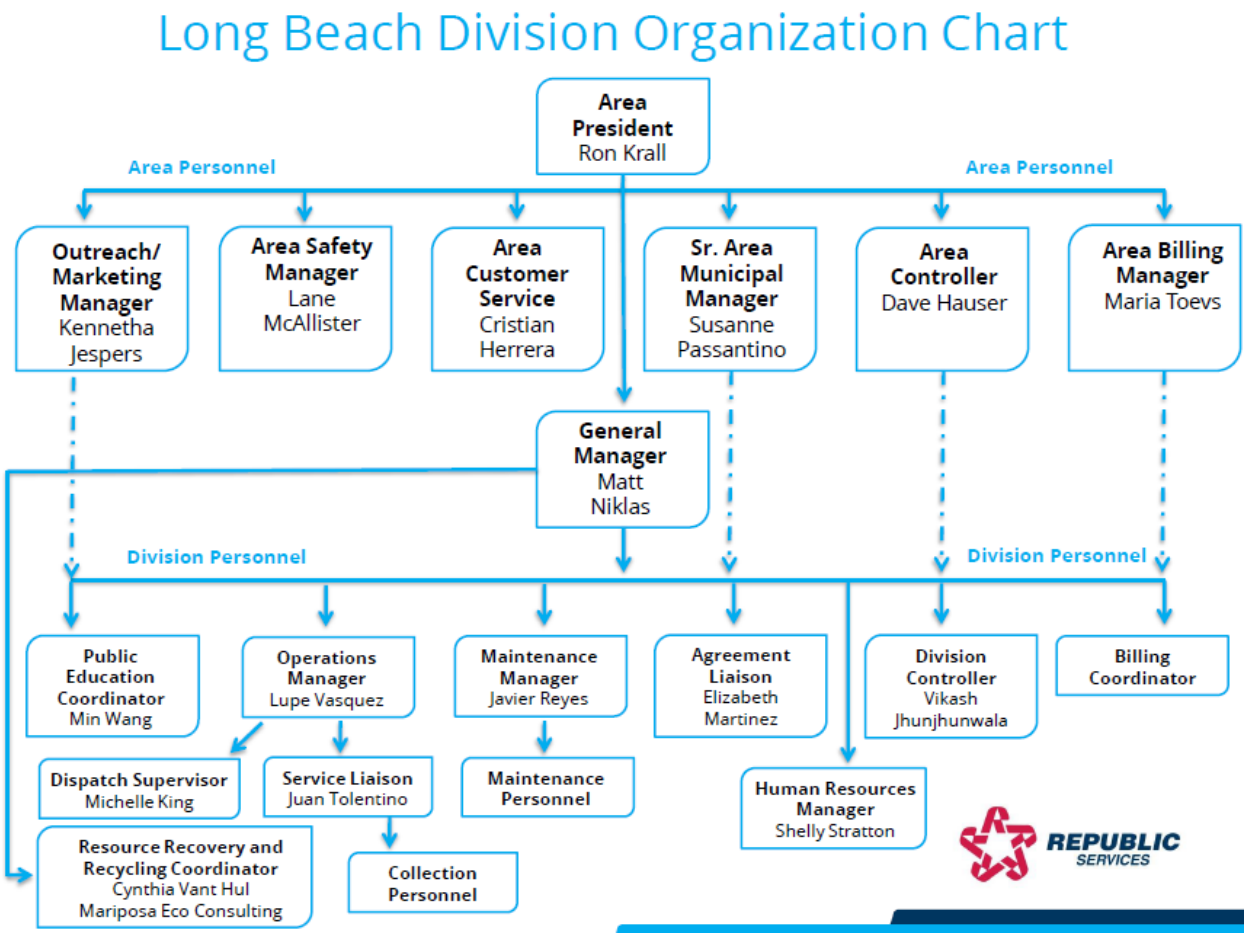
- Municipal Contract Representative/Agreement Liaison (Elizabeth Martinez)
- Route Supervisor/Service Liaison (Juan Tolentino): 100%
- Customer Service Representative (TBD): One full-time CSR to be dedicated to Whittier 100%. Additionally a professionally and continuously trained customer service staff consisting of a Customer Service Manager (Cristian Herrera), three customer service supervisors, and 50 CSRs will provide customer service support from Republic's customer service call center located in Santa Fe Springs.
- Sustainability Coordinator: 100%
- Billing Coordinator: 100%
- Public Education Outreach Coordinator (Min Wang): Varies
- Marketing and Outreach Manager (Kennetha Jespers): Varies
- Operations Manager (Lupe Vasquez): Varies
- Maintenance Manager (Javier Reyes): Varies
- General Manager (Matt Niklas): Varies
- Area Controller (Dave Hauser): Varies
- Area President (Ron Krall): Varies

Note: Several Republic Service representatives are shown as providing "various" amounts of their time dedicated to the service needs of the City. Actual time to be spent working on City related matters varies based on the needs of the City and additional resources can be deployed based on need or as directed by the City. Each of these managers will routinely spend time in the City, however, all are a 100% committed to the City and are available on a 24-7 basis to serve the needs of Whittier.

Republic would like to emphasize to the City that, while the above percentages reflect approximate hours allocated to managing the Whittier contract, Republic offers additional layers of management, technical assistance, and resources through its Area and Corporate personnel and capital.

Organization Chart

Below is the *Organization Chart* for Republic's Long Beach division. This is followed by the resumes of the key personnel named in the chart.



Resumes

The resumes for all personnel named in the *Organization Chart* begin on the following page.

Area Personnel

Ron Krall, Area President

Resume

Ron graduated from Canisius College with a B.S. in Accounting in 1984 and has been employed in positions of significant responsibility with Republic affiliated companies since 1986. Ron began his career with Browning Ferris Industries (BFI) as an Accounting Manager for in New York and was later promoted to General Manager. Ron was promoted several times at BFI, eventually relocating to Michigan as an Area Vice President overseeing services for America's automotive industry.

In April 1999, Ron joined Republic as Vice President of Sales and Marketing, and was subsequently promoted to Vice President prior to accepting the role of Area President in October 2000. In 2003, Ron was promoted to Regional Vice President of Republic's East Region, leading 68 operating divisions in eight states with annual revenue of more than $800 million. In 2008, Ron was promoted to Senior Vice President of the East Region, leading 9,800 employees in 228 divisions across 14 states with total annual revenue of $2.3 billion. Ron relocated back to California in 2012 to manage Republic's Los Angeles-Orange County Area.

Ron is one of the most well respected leaders in our industry, possessing a unique cross section of experience and management skills that helps to set Republic apart from the competition. His hands-on approach and dedication to managing Republic's operations is reflected in the superior service that we provide to our municipalities as well as our unparalleled contract retention rate.

Responsibilities

- Ron will be responsible for the overall success of the Whittier contract implementation, compliance and programs. He will maintain communication with the City either through direct contact or supervision of the local Republic staff members and is responsible for a successful transition to and implementation of new programs. Above all, he is responsible for seeing that employees in the LA Area are motivated, excited about the program, and provides excellent customer service.

Area Personnel

Susanne Passantino, Sr. Municipal Services Manager

Resume

Susanne serves as Republic's Senior Area Municipal Services Manager for the Los Angeles Area. Susanne has over 20 years of experience in the Waste Industry and she has been with Republic over 16 years. Susanne's many years of experience and leadership in the solid waste industry infuses her vision of greening Southern California with pragmatism, resulting in recycling programs that work. She is committed to ensuring all Republic customers comply with and exceed California recycling regulations. Susanne has a high level of engagement in the community and identifies opportunities to better understand how to drive customer service effectiveness. The uniqueness of each city is of key awareness to how Susanne determines the best approach to providing exemplary service. Susanne holds a Bachelor's degree from UC-Irvine.

Responsibilities

- Susanne is responsible for Whittier's public education program, contract compliance and implementation of the Area strategy for customer satisfaction and contract compliance and extensions, new business and re-bid of municipal hauling contract opportunities to ensure growth, retention, and quality of service in the area. Following are some specific job responsibilities:
- Meets regularly with key decision-makers within assigned municipalities, state and federal agencies to continuously bring value-added services to the relationship.
- Conducts on-site client reviews continually to ensure that quality service is effectively delivered, documents deficiencies and effectively recommends corrective action to operations team as appropriate.
- Attends industry trade shows and participates in local or state industry associations and trade groups. Develops/implements approved strategies and activities to increase account satisfaction to ensure client retention.
- Meets with operations management as appropriate to coordinate surveys and service efforts for assigned accounts/territory.

Area Personnel

Dave Hauser, Area Controller

Resume

Dave brings over 25 years of leadership experience to this role having served in various General Manager and Controllership roles for Republic Services, Allied Waste and Waste Management. Prior to returning to the Los Angeles Area in 2013 as the General Manager – Los Angeles Post Collections, Dave was the General Manager for Phoenix Post Collections. He has also held the titles of District Controller and Director of Operations. Dave has a Bachelor's degree in Accounting from Marquette University and received his CPA license in the State of Wisconsin. Throughout his career, Dave has consistently built cohesive teams working successfully with municipal customers and governmental and regulatory agencies.

Responsibilities

- Directing and overseeing general accounting functions and supporting financial functions throughout the Los Angeles area, including integrity and reliability of financial reporting, timely and accurate transaction processing, analytical support for marketing and strategic business functions, and statutory financial performance.
- Oversees, manages and mentors seasoned accounting managers including hiring, on-boarding, developing, coaching and managing performance.
- Provides direction to leadership of the different accounting functional areas in each business unit to ensure that activities are carried-out in a timely and effective manner.
- Provides decisional support and recommendation to the Area President as it relates to all facets financial reporting and business analysis.
- Ensures that Division Controllers provide appropriate and accurate accounting support to the General Manager and all departments within the business unit. This includes analytical support, commercial and municipal bids, and market development projects.
- Working with the Division Controller, he will see that monies are being spent responsibly and that all employees feel a vested interest in program efficiency.
- Manages and provides support to financial audits including internal audits, external audits and peer reviews.
- Directs, reviews, and coordinates the monthly reporting of financial and statistical reports and information for the area. Ensures all periodic and on demand reports are completed and submitted accurately and timely.

Area Personnel

Lane MacAllister, Safety Manager

Resume

Lane joined Republic Services in February of 2009 as the Area Safety Manager for the Southern California Area. Shortly after serving in the Area role, Lane was promoted to West Region Safety Director, responsible for safety at Republic's sites spanning over eight states. Lane served as a police officer for 16 years, with expertise in traffic accident investigation/reconstruction, as well as Commercial vehicle enforcement. Lane has approximately ten years' experience in the waste industry, teaching defensive driving, accident investigation, as well as drug and alcohol reasonable suspicion. Lane also spent 4 years in the television and radio industry, all in the greater Los Angeles market place. Lane has over 14 years of operations and safety experience in the Solid Waste and Transportation industries, with extensive training in OSHA, Cal OSHA and Department of Transportation Standards.

Responsibilities

- Implements and ensures compliance with policies, procedures, and regulations relating to safety programs and risk management.
- Responsible for training programs and related continuing education, supervising and mentoring Safety Representatives, Claims Administrators, and Driver Trainers at each of Republic's Los Angeles Area Divisions, in conjunction with other Republic managers.
- Recognizes, evaluates, recommends, and implements policies and procedures to assure awareness of and compliance with all regulatory and safety requirements of the organization.
- Responsible for establishing and enforcing compliance with all applicable local, state, and federal regulations pertaining to safety.
- Assess hazards, drives to root causes and implements containment and controls to prevent incident. Creates and administers formal safety review.
- Reviews incident trends and adjusts programs' focus accordingly. Drives all actions to timely completion and final closure.
- Generates all necessary internal and external reports, as needed.
- Develops and provides basic safety training that is compliant with all regulations.
- Promotes communication programs to increase employee awareness of all safety issues
- Responsible for communicating, providing training, and enforcing safety initiatives.

Area Personnel

Cristian Herrera, Sr. Customer Service Manager

Resume

Cristian Herrera is the Los Angeles Area Call Center Sr. Manager overseeing the Santa Fe Springs and Anaheim Call Centers. Over his career Cristian has accumulated more than fifteen years of experience in customer service and call centers management. Cristian joined Republic Services in June of 2007 as a Call Center Analyst. In this role Cristian managed the call center workforce, forecasted call volume, and developed key performance metrics reporting. In February of 2013, Cristian was promoted to Customer Service Manager of the Anaheim Division. Then in early 2014, Cristian was promoted to Area Call Center Sr. Manager. In this new role Cristian works closely with the Republic Services Area, Region, and Corporate Offices to implement standardized initiates and strategies to drive customer experience.

Responsibilities

- Supervises Customer Service Representatives performing customer service activities including responding to service inquiries, retaining existing accounts, and problem resolution including, but is not limited to, hiring, training, and coaching representatives.
- Takes corrective action to manage performance as appropriate and ensures accurate processing of employee payroll.
- Conducts side-by-side observations and quality assurance (call monitoring) reviews to ensure quality customer interactions and productivity procedures are followed.
- Coaches and develops team members in soft skills and account management skills including, but not limited to, probing, closing, supporting, mirroring, voice inflection, benefit/value statements, active listening, and call control techniques.
- Manages support functions for the team ensuring access to systems such as Salesforce.com, Cisco telephone system, and other systems required by the customer service department to achieve targets/goals.
- Monitors and assesses the department's operational performance and trends to adjust activities as appropriate. Ensures the most efficient use of labor while balancing quality levels of customer service based on current and historical data.
- Analyzes and understands customer needs based on customer feedback, call monitoring and various information sources. Uses information received to make recommendations to support business goals. Seeks out and coordinate development of new solid waste infrastructure projects and manages projects through the development cycle and conclusion, working in coordination with Corporate Development and all stakeholders.

Area Personnel

Maria Toevs, Billing Supervisor

Resume

Maria has 30 years of experience in supervision, accounting and finance. Maria spent most of those years in either a supervisory or front office role in several different industries, and joined the Republic team in 2003. Maria currently supervises the Los Angeles Area InfoPro billing team.

Responsibilities

- Provides administrative support to the Division.
- Supervises and coordinates the effective and timely preparation of monthly invoices, accurate monthly billing adjustments, and the handling of billing questions and discrepancies. In doing so, the utilization of independent discretion and judgment to matters of significance is required.
- Develops local billing processes, procedures and policies to ensure compliance with Republic region, area and corporate policies. Ensures that the billing staff follows standard operating procedures, taking the appropriate action when performance does not meet targets and objectives.
- Acts as a resource for others in the approach, research and resolution of complex billing questions and discrepancies. This includes providing direction or interacting with customers to resolve customer billing issues.
- Reviews various billing system reports to identify billing discrepancies. Makes corrections as appropriate to ensure accurate billing following standard operating procedures.
- Ensures that cash receipts are properly processed and posted to customer accounts following standard operating procedures. Directs others or is involved in research where necessary to resolve differences or unidentified payments.
- Acts as a resource for other functions including credit and collections, customer service, and operations to answer questions and provide training and support on billing issues. Ensures the acceptable resolution of billing issues in a timely and effective manner, exercising judgment and discretion as appropriate.

Division Personnel

Matthew Niklas, General Manager

Resume

Matt has over ten years of experience in the service industry. Matt recently joined the Republic team and brings with him extensive leadership and customer service experience. Matt is responsible for the success of the Whittier program and compliance with the contract and program objectives. He manages daily solid waste collection operations, overseeing everything from route activities, to customer service, to fleet maintenance.

In conjunction with the management team, Matt will review and approve all daily department reports, including those processed through the work order system to assure all performance and safety metrics and program objectives for all contracts are met. Matt will ensure that all operations are functioning optimally. He has the authority to enact any necessary change to assure continuity of service in all situations. Matt is responsible for coordinating the efforts of all team members and will always be available to assist City staff with any collection program matter.

Prior to coming to Republic Services, Matt worked over ten years in various roles for Aramark Uniform Services. Before entering his long career in the service industry Matt served six years in the United States Marine Corps as a Captain working in the logistics field. While in the Marine Corps, Matt held various billets which include Maintenance Management Officer and Regimental Motor Transport Officer.

Matt's extensive experience with Aramark, combined with his experience in the Marine Corps, gives him a unique blend and cross section of management experience and organizational discipline in a multitude of areas, including employee training and supervision, transportation logistics and systems, policy and procedure development and compliance monitoring, safety practices, route management, customer service, and equipment maintenance. Matt is the recipient of the Navy Commendation Medal and Navy and Marine Corps Achievement Medal.

Responsibilities included on the following page.

Responsibilities

- The General Manager is responsible for the operation of the Company's field operations, including profit and loss responsibilities. Working in a matrix management environment, the position manages an infrastructure team comprised of division-level managers who support the total operation of the Business Unit.
- 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 Republic.
- Implements and executes plans to complement the area's strategic and operating plan; champion the execution of the strategic plan and tactical initiatives within the Business Unit to maximize the customer experience and growth and durability of operations.
- 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. Lead operations to ensure compliance with all standards including environmental, operating, regulatory, safety, accounting and ethics.
- Develop a best-in-class team and workplace culture and effectively manage performance and talent development; drive best-practice sharing.
- Identify and develop key external alliances that will deliver complete customer solutions.
- Build and maintain strong and effective relations with relevant government, community and environmental groups.

Division Personnel

Elizabeth Martinez, Municipal Relationship Manager

Resume

Elizabeth delivers over 20 years of experience in the solid waste industry. Joining Republic as an Account Manager in 2004, Elizabeth worked to become a Municipal Relationship Manager. The breadth of her experience extends from overseeing commercial accounts, school districts, and franchise contracts. More importantly, Elizabeth is well-informed with mandated local and state disposal policies. Elizabeth is a five-time prestigious Republic Services Chairman Awards winner. Elizabeth credits her success to her passion for providing exceptional customer service and being proactive with understanding the needs of her cities.

Elizabeth grew up in El Monte and graduated from Rosemead High School. She is a resident of Temple City with her husband and three beautiful children. In her spare time, Elizabeth enjoys volunteering at local school activities, partnering in opportunities that promote diversity, and assisting in projects at the Annunciation Catholic Church.

Currently, Elizabeth serves as the Vice President of Business Information for the Whittier Chamber of Commerce and is a proud member of Rotary International in Whittier.

Responsibilities

- Meets regularly with key decision-makers within assigned municipalities to continuously bring value-added services to the relationship.
- Maintains awareness of political and social issues impacting customers and strategizes for best results.
- Participates in and manages the government and community affairs activities in assigned cities.
- Conducts on-site client reviews to ensure that quality service is effectively delivered and recommends corrective action to operations team as appropriate.
- Prepares and delivers responses to customer issues and follows up directly.
- Maintains an awareness of market dynamics and competitors' activity in areas where the company conducts business. Attends industry trade shows and participates in local or state industry associations and trade groups. Develops/implements approved strategies and activities to increase account satisfaction to ensure client retention.
- Meets with operations management as appropriate to coordinate surveys and service efforts for assigned accounts/territory.

Division Personnel

Lupe Vasquez, Maintenance Manager

Resume

Lupe has over 25 years of service with Republic. As the Operations Manager, Lupe is responsible for daily collection operations, including development and evaluation of routing (in conjunction with the General Manager), training and oversight of drivers, and implementation and enforcement of safety procedures. Lupe has a high level of understanding about the logistics of program operations, and is able to communicate with the public in a courteous, professional, intelligent, and informed manner. As the person responsible for daily collections, Lupe has contact with the drivers and the customer service center to respond immediately to any unusual collection occurrence. He is also responsible for ensuring a high level of morale among Republic's drivers. Lupe has hands-on experience in all aspects of waste hauling operations as well as knowledge of all City service areas. Lupe has rolled out the residential automated trash, recycling, and green waste collection services in numerous cities throughout Los Angeles County.

Responsibilities

- Manages daily operations of the hauling company. Implements operating procedures and ensures excellence driven standards are met.
- Manages department staff, including hiring, training, performance management and safety issues/claims.
- Interacts with customers and local, state and federal government employees to resolve customer service concerns, and ensure regulatory compliance standards are met.
- Ensures maximum productivity and route management systems for commercial, roll off and residential routes and establishes productivity improvement goals where needed.
- Responsible for the adherence to operating standards, the development of supervisory goals and objectives, and the management of labor hours and disposal expenses.
- Implements and maintains an effective loss control and safety program.
- Provides coaching and counseling for staff development. Trains supervisors to interpret and understand productivity and other line of business reports.
- Works with General Manager and other department managers to ensure the long-term success of the division.
- Approves expenses and manages the budget for the operations department including approval of purchase orders and vendor pricing. Approves the payroll of all employees under direct supervision.
- Oversees and supports a good working relationship between management and employees.

Division Personnel

Juan Tolentino, Route Supervisor

Resume

Juan has over six years of experience working in the waste industry, the entirety of his tenure focusing on roles enhancing customer experience with the desire to maintain existing clientele while also growing the business. Juan joined Republic in the capacity of a Customer Service Representative which aided in developing a strong service oriented skillset. He then promoted into a role of an Account Manager looking out for the interests of customers. Juan recently elevated his career again by stepping into the ranks of an Operations Supervisor. Juan has been the recipient of numerous awards and customer commendations. Prior to joining Republic Services, Juan worked for the City of Long Beach Parks, Recreation and Marine Department as a recreational advocate. Juan is a licensed minister for the Church of the Nazarene.

Responsibilities

- Supervises employees performing collection services, including development and evaluation of routing (in conjunction with the Operations Manager), training and oversight of drivers, and implementation and enforcement of safety procedures.
- Ensures adherence to all accident prevention programs and leads operations to ensure compliance with all safety, environmental, operating, regulatory, accounting, ethics and other standards.
- Execution and delivery of Safety, Customer Experience, and Efficiency while supporting a culture of employee and customer engagement.
- Anticipates and organizes work to meet operational needs. Plans routes and other operational activities to ensure efficient daily staffing levels.
- Serve as the Company's field Service Liaison and will be available to the City at all times.
- Coordinating with dispatch, customer services, and accounting, as well as working closely with the maintenance shop concerning vehicle repairs and maintenance.
- Audits the level of service provided to customer accounts and conducts employee observations to ensure safety and productivity procedures are followed. Investigates accidents, incidents, and injuries or property damage claims.
- Monitors, assesses, and controls the department's operational performance and takes action to redirect activities as appropriate. Reports on the department's performance for the Division leadership's review, making recommendations for process or programmatic changes were opportunities for improvement exist.

Division Personnel

Min Wang, Community Relations/Public Education Coordinator

Resume

Long Beach Division's Community Relations Manager, Min Wang is responsible for the recycling and community outreach administration for the Los Angeles and Long Beach area, while reporting to the General Manager. Min has six years of industry experience in community outreach, contracts compliance and program development. Min graduated with a B.A. in Economics from the University of California San Diego and has an M.B.A in International Finance/Business Law. Min's passions range from delivering high quality graphically artistic collateral utilized for communicating and educating employees and communities on recycling and sustainability efforts to engaging in community activities.

Responsibilities

- Creates marketing materials and publications to ensure compliance in contractual outreach responsibilities within the Los Angeles/Long Beach area. This includes the development of collateral materials describing Republic programs and customer instructional materials for all generator types. He develops and coordinates mailings, such as billing inserts and newsletters, ensuring they meet contract specifications.
- Serves as the liaison with the County and LA Franchised cities on the marketing and outreach materials.
- Works with Republic's outreach and education specialists to ensure programs are refreshed and effective.
- Develops/implements approved Republic strategies and activities to increase account satisfaction to ensure client retention.
- Actively participates in local associations and organizations to build relationships in the community.

Division Personnel

Shelly Stratton, Human Resource Manager

Resume

Shelly is a Human Resource Manager with over 10 years' experience in large domestic and global firms. She currently works with two Republic Divisions in Los Angeles for over 600 employees delivering core HR functions including employee and labor relations, talent management, training and development, legal compliance, benefits, compensation and recruitment. Shelly works with Republic's line management and area corporate services to achieve our business goals. Shelly provides human resources advice and consultation to management including coaching and counseling on performance management issues, conflict management, and employee engagement and retention.

Responsibilities

- Provides effective employees relations support. Counsels employees. Assists and guides managers with disciplinary matters, evaluates and determines corrective action.
- Coordinates the Employee Survey process and development of related action plans.
- Recruits and screens qualified applicants; consults with hiring managers during the interview and decision making process.
- Organizes, coordinates, and maintains new employment opportunities through utilizing job posting and recruiting programs.
- Ensures consistent application of company policies, implementation of company programs, and area staffing requirements are achieved.
- Maintains federal, state, and local compliance reporting and tracking requirements.
- Ensures compliance with all company operating policies and procedures.
- Assures HR processes are implemented effectively, fairly, and equitably throughout the organization.
- Ensures pertinent business and employee relations information is provided to employees.
- Supports and oversees the performance management system that fosters feedback and continuous improvement.
- Reviews all personnel changes and makes recommendations to managers.
- Plans and conducts new hire orientation to foster a positive attitude toward organizational objectives.
- Develops and conducts supervisor/manager leadership skills training.

Division Personnel

Vikash Jhunjhunwala, Division Controller

Resume

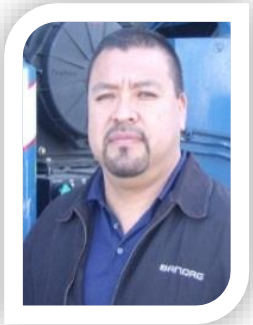
Vikash has over eight years of work experience in accounting and business analyst fields, including three years in the waste management industry. Vikash joined Republic in 2011 as an Assistant Controller, responsible for month-end closings, financial review and balance sheet reconciliations for the Long Beach division. He was promoted to City Reporting Manager wherein he and his team were responsible to oversee the City reporting for the Los Angeles Area. Immediately prior to joining Republic, Vikash served as a Controller for Aramark Uniforms, for their Riverside and San Diego divisions. Vikash holds a Bachelor in Finance and Business Administration (emphasis in Accounting) from India.

Responsibilities

- Provides the General Manager with financial analytics to support sound and profitable business decisions. Supports and provides financial expertise to the General Manager during the annual budget and interim forecasting process. Manages workflow, timeliness and analytical review of all budget and forecast data
- Responsible for full cycle accounting including preparation and review of journal entries, financial reporting, budget and forecasting , general ledger reconciliation and balance sheet reconciliation. Plans, directs and organizes accurate and timely reporting of weekly and monthly financial reporting.
- Supervises accounting personnel and provides direction to the different accounting functional areas (month-end close, journal entries, statistical data, and payroll.)
- Responds to staff questions concerning systems operation, software, program changes and operator issues, and he is responsible for reports, queries and communications related to franchise billing functions and rate adjustments.
- Ensures that all internal and external reporting deadlines are met.
- Provides analytical support to sales and marketing for customer pricing and profitability analysis, commercial and municipal bids, and any market development projects. Updates and maintains division pricing model per corporate policy.
- Provides accounting direction and analytical support to all departments, as required, within the division. (General management, sales, operations, maintenance, customer service, etc.)
- Assists in completion and submission of financial filings and returns required by contractual agreements and government entities (e.g., tax filings, franchise, host and royalty fees).

Division Personnel

Javier Reyes, Maintenance Manager

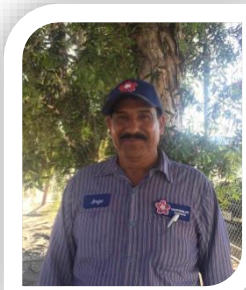


Resume

Javier has been a maintenance professional in the solid waste industry for over 20 years, starting his career at BFI's Gardena Division in 1985 as a floor mechanic. He worked his way up from Mechanic to Maintenance Lead, to Shop Supervisor and to Maintenance Manager in 1994 for BFI. Javier transferred to Republic's Long Beach Division in February 2009, holding the same position. Javier is passionate and understands the significance of keeping equipment top notch to enable the best possible customer service to the community. Throughout his tenure at Republic Services, Javier has developed a strong reputation for his ability to lead and develop a team and is highly regarded for his business acumen and contributions to running a world class service providing operation.

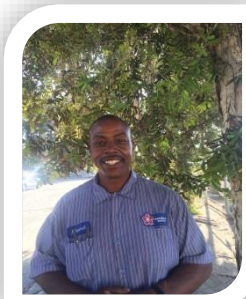
Responsibilities

- Manages the department staff, including responsibility for hiring, training, scheduling work assignments, performance management, discipline, and authorization of overtime.
- Serves as an integral part of the Division's management team in assuring coordination of efforts of all departments in providing quality service to customers, budget preparation, and goal attainment.
- Regularly communicates with operations and sales regarding status of fleet vehicles, containers and/or other equipment.
- Ensures that the Maintenance department maintains quality and safety standards.
- Maintains adherence to company policy in regards to operations and safety issues.
- Maintains a safe and productive work environment for all employees. Investigates accidents, injuries and property claims.
- Sets the standard for excellence in the Maintenance department.
- Maintains an ongoing preventive maintenance program.
- Ensures corrective maintenance is performed safely, effectively, and expeditiously.
- Controls maintenance costs relating to personnel, purchasing, inventory control and outsourcing of repairs.
- Reviews status reports including road calls, break downs, and shop hours vs. work order hours.
- Assists in the purchasing of new vehicles, equipment, tools and containers/compactors.
- Assures all maintenance-related data is available for input into the vehicle maintenance system.
- Oversees maintenance of the building/facility including building maintenance and repairs.



Jorge Barajas has been with Republic Services for 20 years and proudly services the residential customers of Whittier.

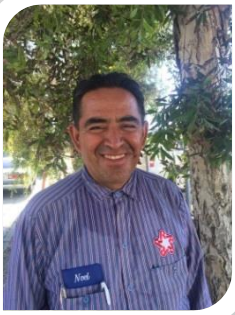
Francisco Chavez has been with Republic Services for 12 years and proudly services the residential customers of Whittier.



Edward Davis has been with Republic Services for 14 years and proudly services the residential customers of Whittier.

Lauro Franco has been with Republic Services for 13 years and proudly services the residential customers in Whittier.

Jose Galvez has been with Republic Services for 10 years and proudly services the residential customers of Whittier.



Noel Lara has been with Republic services for 24 years and proudly services the commercial customers of Whittier.

Luis Munoz has been with Republic Services for 23 years and delivers residential carts and commercial bins to Whittier customers.

Alfonso Navarro has been with Republic Services for 15 years and proudly services the residential customers of Whittier.

Jose Torres Nino has been with Republic Services for 20 years and drives a scout vehicle assisting our commercial driver with difficult areas of service.

Frank Quiones has been a commercial driver since the age of 18 and has been with Republic Services for the last 22 years.

Roberto Santos has been with Republic Services for 12 years and proudly services the residential customers of Whittier.

Jose Segura has been with Republic Services for 16 years and proudly services the residential customers of Whittier.

Republic Services is guided by the principles we have adopted as our core values. We are reminded of these principles every time we see the five Rs of Republic Services' Star.

Respectful
We value others and demonstrate that in everything we do.

Responsible
We do the right thing – always and every day.

Reliable
We are trustworthy and accountable.

Resourceful
We maximize our strengths to get the job done.

Relentless
We work hard and never give up.

"I would like to share with you our high regard for Consolidated Disposal Services/Republic Services as a vendor company that operates with integrity in providing excellent recycling and solid waste services."

-Margaret Clark, Mayor
City of Rosemead

1 Company Qualifications + Experience

1F Legal and Regulatory Disclosures

Matter Name	Matter Description	Date of Resolution	Resolution/Status	Court/Forum	Case No.	Start or Filing Date
Allied Waste Services (Legal Entity: Allied Waste Systems, Inc. d/b/a Allied Waste Services of Chula Vista // Republic Services of Chula Vista)/Notice of Violation from the County of San Diego - CUPA Report	Notice of Violation for alleged (1) unauthorized disposal of hazardous waste to the trash dumpster, and (2) inadequate employee training program. During an annual UST Monitoring Certification and Routine Inspection, solid blue paint sweepings from a trash dumpster near the paint booth were collected by the HMD Inspector. The sweepings were analyzed for toxic metals concentrations and a "high" lead content was identified.	1/15/2015	Received a letter from the County of San Diego that the violations had been resolved.	County of San Diego, Department of Environmental Health, Hazardous Materials Division	DEH2002-HUPFP-100298	02/24/2014
Anaheim Disposal (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim Disposal//CVT Recycling)/Notice of Violations Filed by OSHA	Alleged "Serious" and "General" violations relating to, among other things, an AccentWire (Mode 470) wire tier machine. Proposed violations: $32,325.		Pending.	California Department of Industrial Relations, Division of Occupational Safety and Health	CHSO ID Z7284	6/10/2015
Arreola, Carlos/Allied Waste Industries (correct legal entity: Allied Waste Services of North America, LLC d/b/a Allied Waste Services of Sun Valley)	Application for Discrimination Benefits Pursuant to Labor Code 132(a). Plaintiff alleged his employment was terminated, and he was discriminated against, because of an injury he sustained while he was working and for filing a related workers compensation claim.	03/07/2011	Order Approving Compromise & Release received from the State of California Division of Worker's Compensation stipulated to dismissal of 132(a) claim with prejudice, with no money being paid for the 132(a) claim.	Workers' Compensation Appeals Board, State of California	Case No. ADJ 6669686; ADJ 6669647	09/30/2009
Avalos, Julio/Republic Waste Services of California, Old Republic Brookfield and CCMSI (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim TS/MRF)) - 132(a) Claim AKA Julio Avalos Sanchez	Applicant filed a Petition & Complaint for Award Under Labor Code Section 132(a), alleging his employment was terminated because he filed a Worker's Compensation Claim.	04/23/2015	This case was settled by compromose and release, and the order approving the compromise and release was granted on April 23, 2015. The 132(a) claim was settled with the underlying worker's compensation claim and no money being paid for the 132(a) claim.	Workers' Compensation Appeals Board, State of California	13388C969725	03/11/2014
Barriga, Raul E. v. Republic Waste Services of Southern California, LLC	Plaintiff alleged disability discrimination, failure to accommodate a disability, wrongful termination and retaliation.	08/27/2012	Confidential settlement, case dismissed.	California Superior Court, Orange County	30201200567541	05/07/2012
Barriga, Raul/Republic Industries (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim Disposal))	Complainant filed a Complaint of Discrimination alleging termination, denial of accommodation, retaliation and denial of family or medical leave because of a disability and retaliation for engaging in protected activity or requesting a protected leave or accomodation.	05/14/2012	Complainant requested an immediate case closure and right-to-sue from the California Department of Fair Employment and Housing, which was granted on 4/25/2012.	California Department of Fair Employment and Housing	E2011112R0687-00-prc	04/17/2012
Beltran, Asencion v. Republic Waste Services of Southern California, LLC (formerly Salvador Perez & Asencion Beltran) Republic Services, Inc. dismissed as a Defendant on 7/13/12 Class Action	Class Action Complaint alleging failure to pay wages, failure to provide meal periods or compensation in lieu thereof, failure to provide rest periods or compensation in lieu thereof, failure to pay wages of terminated or resigned employees, knowing and intentional failure to comply with itemized employee wage statement provisions and violations of the Unfair Competition Law. Subsequently, Perez and Republic Services, Inc. dismissed from the case.	11/8/2013	Confidential Settlement.	United States District Court, Central District of California	SACV12-773-JVS (RNBx)	04/06/2012
Brown, Delvon M./Republic Services (correct legal entity: Consolidated Disposal Service, L.L.C. (Gardena Hauling))	Charging Party alleges discrimination based on race when he was not hired as a commercial driver at Division 3893.		Pending.	U.S. Equal Employment Opportunity Commission	480-2014-02090	07/07/2014

California Communities Against Toxics (CCAT) v. Allied Waste Transfer Services of California, LLC d/b/a BFI Falcon TS (Falcon Transfer Station).	Complaint filed by CCAT, which is a California non-profit association, alleging unlawful discharge of pollutants from the Falcon Transfer Station through the Los Angeles municipal storm sewer system into Dominguez Channel which empties into the East Basin of the Los Angeles Harbor.	04/30/2013	Settled and case dismissed with prejudice.	U.S. District Court, Central District of California	CV1110533	12/21/2011
Carter, Robert/Republic Services, CCMSI (correct legal entity: Allied Waste Systems, Inc. d/b/a Allied Waste Services of San Diego and Republic Services of San Diego)-132(a) Claim	Petition for CA LC 132 A Benefits. Petitioner alleged his termination of employment was due to his filing a worker's compensation claim, and that the termination of his health care benefits was illegal as he was on disability from a worker's compensation injury.	08/16/2013	Confidential settlement.	Workers' Compensation Appeals Board, State of California	Case No. ADJ8171639 and ADJ8171629	04/11/2012
Casmalia Disposal Site / BFI Medical Waste Systems of California, Inc.; Allied Waste Industries, Inc.; BFI Waste Systems of North America, Inc.; Also, Consolidated Disposal Service, L.L.C. successor to Briggeman Disposal Services, Inc. Also, Republic Waste Services of Southern California, LLC fka Taormina Industries, LLC	The Site encompasses the former Casmalia Resources Hazardous Waste Management Facility, an inactive commercial hazardous waste facility, which operated from 1973 to 1989. Located on a 252-acre parcel in Santa Barbara County, California. Complaint for Recovery of Response Costs and Declaratory Relief Pursuant to CERCLA filed on 8/26/11.		In 1996, Consent Decree entered into with the Casmalia Steering Committee (does not include the Company). USEPA is working on de minimis settlements for the site. Republic Waste Services of Southern California, LLC agreed to a de minimis cash-out settlement offer, which was paid in November 2011. Still pending as to Consolidated Disposal Service, L.L.C.	U.S. District Court, Central District of California	CV11-07051	10/14/1998
Chavarin, Clicerio/Consolidated Disposal Service; Republic Services, Inc., et. ux (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Gardena Hauling) - 132(a) Claim	Applicant filed an Application for Reinstatement and Damages for Wrongful Termination Pursuant to Labor Code Section 132a with the CA Workers' Compensation Appeals Board, in which he claimed he was terminated from his employment because a claim for industrial injury was made and filed.	09/21/2012	This case was settled by compromise and release, and the order approving the compromise and release was granted on September 21, 2012. The 132(a) claim was settled with the underlying workers' compensation claim with no money being paid for	Workers' Compensation Appeals Board of the State of California	TBD	01/04/2011
Checkman, Jeff v. Republic Services of So. Cal, LLC and Republic Services, Inc. (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim TS/MRF) Class Action Complaint	Class Action Complaint. Plaintiff alleged, among other things, failure to provide meal periods and rest periods, failure to pay wage and overtime, failure to provide accurate wage statements and failure to pay final wages. Republic Services, Inc. was dismissed from the action with prejudice on 6/1/2012.	06/13/2012	Confidential settlement. Matter settled with the Samano case (See below). Final Order and Judgment Approving Class Action Settlement filed on 6/1/2012.	San Diego County, Superior Court, CA	37-2010-00086105-CU-OE-CTL	02/23/2010
Samano, Narciso v. Republic Services, Inc.; Republic Waste Services of Southern California, LLC; and Taormina Industries, LLC (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim TS/MRF	Class Action Complaint. Plaintiff alleged failure to pay hourly wages and overtime wages, failure to provide rest periods and meal periods or compensation in lieu thereof, failure to timely pay wages, knowing and intentional failure to comply with itemized employee wage statement provisions and violations of the Unfair Competition Law. Republic Services, Inc. was dismissed from the action with prejudice on 6/1/2012.	06/13/2012	Confidential settlement. Matter settled with the Checkman case (See above). Final Order and Judgment Approving Class Action Settlement filed on 6/1/2012.	Superior Court of California, County of Orange	30-2010-00421264-CU-OE-CXC	10/29/2010
Citizens For A Fair Trash Contract, Citizens of Los Alamitos v. City of Los Alamitos, Consolidated Disposal Service, LLC, Marilynn Poe, a Los Alamitos City Council member, Kenneth Stephens, a Los Alamitos City Council member and Troy Edgar, a Los Alamitos City Council member	Plaintiff sought an order rescinding and or/declaring void the Los Alamitos refuse collection contract awarded by the City Council to Consolidated Disposal Service, L.L.C. ("CDS") and executed on or about July 1, 2010. The Plaintiff alleged the City failed to follow its municipal code for procurements in awarding the contract after an RFP selection process. Trial court found the City's code required a revised process; matter was settled while on appeal. CDS retained the contract originally awarded July 1, 2010.	05/22/2012	Settled and case dismissed.	Superior Court of the State of California, Orange County, Central Justice Center	00420414	10/27/2010

Consolidated Disposal Service, LLC v. Key Disposal, Inc.; John Katangian and Cross-Complaint Key Disposal, Inc. v. Consolidated Disposal Service, LLC, Republic Services, Inc.; Kurt Bratton	Cross-Complaint for: Breach of Written Agreement; Interference with Contract, etc.		Pending.	California Superior Court	BC499931	06/03/2013
County of Los Angeles, et al. v. BFI of California, Inc. (incorrect entity) et al.	The 157-acre Cal Compact Landfill Site operated as a Class II landfill from 1959 until about 1965. Plaintiffs filed suit against various defendants, including BFI of California, Inc., for reimbursement of monies that plaintiffs expended in connection with the Cal Compact Landfill Site. Plaintiffs allege that the Company is a successor to Removal, Inc.	08/10/2011	Matter settled. Settlement Agreement and Release of All Claims signed by Browning-Ferris Industries of California, Inc., Allied Waste Industries, Inc., Republic Services, Inc. and System Disposal Service, Inc. on 8/11/2011.	Superior Court of the State of California, County of Los Angeles, Central District	BC345002	01/11/2006
CR&R Incorporated v. Rainbow Disposal Co., Inc.	Rainbow and CR&R are co-contractors to the Midway City franchise agreement. CR&R asserts that Rainbow breached a joint venture agreement, which allegedly required Rainbow to pay CR&R a certain percentage of the profit. A portion of the dispute has been settled and the parties have agreed to conduct an audit on the profits for the period June 2007 - present, which has not yet occurred.		Pending.	Orange County Superior Court, California	30-2013-00691104	
Fernandez, Giovanni / Republic Services (correct legal entity: Consolidated Disposal Service, LLC d/b/a Republic Services of Los Angeles//Republic Services)	Charging Party alleged discrimination based on disability.	03/11/2015	The EEOC issued the following determination: Based on its investigation, the EEOC is unable to conclude that the information obtained establishes violations of the statutes. No finding is made.	U.S. Equal Employment Opportunity Commission	480-2015-00797	02/12/2015
Gamez, David v. Republic Waste Services of Southern California, LLC and William Gabriel (Anaheim Truck Depot)	Plaintiff alleges disability discrimination, interference with FMLA rights, retaliation, harassment and failure to prevent discrimination.		Pending.	Superior Court of the State of California, Orange County	30-2014-00763908-CU-WT-CJC	12/31/2014
Garcia, Ricardo/Taormina Industries, LLC (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim Disposal) Also d/b/a Taormina Industries	Application for Penalty and Benefits Under Section 132(a) of the Labor Code. Applicant alleged his employment was terminated because of an injury he sustained while he was working.	02/14/2013	The parties reached a settlement of 132(a) Claim only.	Workers' Compensation Appeals Board	WCAB No.: LAO 0888342	10/13/2008
Gomez, Jose / Republic Waste (correct legal entity: Allied Waste Services of North America, LLC d/b/a BFI Waste Services of Salinas)	Charging party alleged discrimination based on age.	06/11/2012	The EEOC issued a Dismissal and Right to Sue on 5/10/2012.	U.S. Equal Employment Opportunity Commission	556-2012-00331	03/23/2012
Gordon, Joseph v. Republic Services Inc. (correct legal entity: Consolidated Disposal Service, L.L.C. (Gardena	Plaintiff alleged race discrimination, intentional infliction of emotional distress and wrongful termination.	09/09/2013	The parties have reached a settlement including a confidentiality provision.	Superior Court of California, County of Los Angeles	BC491550	09/05/2012
Gordon, Joseph/Republic Services (correct legal entity: Consolidated Disposal Service, L.L.C. (Gardena Hauling))	Plaintiff filed a claim for alleged unpaid wages (PTO-192 hours).	12/07/2011	Confidential settlement.	CA Department of Industrial Relations, Division of Labor Standards Enforcement	05-53943 DG	11/02/2011
Gordon, Joseph/Republic Services Inc. (correct legal entity: Consolidated Disposal Service, L.L.C. (Gardena Hauling))	Charging party alleged race discrimination.	09/09/2013	Confidential settlement.	U.S. Equal Employment Opportunity Commission and California Department of Fair Employment & Housing	480-2011-03189	09/14/2011
Green, Toriano/Republic Services Inc. (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of Southern California (Gardena Hauling))	Charging Party alleged discrimination based on race when he was not hired as a Commercial Driver.	08/15/2014	On 8/13/14, parties entered into confidential settlement. On 8/15/14 the charging party requested for the charge to be withdrawn.	U.S. Equal Employment Opportunity Commission and California Department of Fair Employment & Housing	846-2014-17876	05/01/2014

Guerrero, Carlos/Allied Waste of Imperial (correct legal entity: Allied Waste Transportation, Inc. d/b/a Allied Waste Services of Imperial and Republic Services of Imperial)	Charging party claimed he was discharged because of his National Origin.	09/04/2014	Dismissal and Notice of Rights issued by the U.S. Equal Employment Opportunity Commission. Based upon its investigation, the EEOC was unable to conclude that the information obtained established violations of the statutes.	U.S. Equal Employment Opportunity Commission and California Department of Fair Employment & Housing	488-2012-00077	12/25/2011
Guerrero, Evangelina/Republic Services (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim TS/MRF))	Complainant alleged discrimination based on age and sex when she was not hired as a permanent employee at the Anaheim MRF. She was employed by Labor Ready at the time she was assigned as a temporary employee at the MRF.	02/12/2014	Case closed by the California Department of Fair Employment & Housing on 9/4/13 for the following reason: "Investigated and Dismissed: Insufficient Evidence." The DFEH was unable to conclude that the information obtained established a violation of the statute.	California Department of Fair Employment & Housing and U.S. Equal Employment Opportunity Commission	63296-29964; 37A-2013-17982-C	11/17/2012
Guevara, Jose A./Consolidated Disposal Service (correct legal entity: Consolidated Disposal Service, LLC d/b/a Consolidated Disposal Services Hauling or Long Beach Hauling)	Charging Party alleged discrimination based on sex (male), age (50) and retaliation for complaining of sexual harassment, when his offer of employment was withdrawn and his employment assignment was terminated.	12/08/2011	No action on matter since 2009.	CA DFEH & EEOC	E200708R1948-00-arse; 37AAB12223	03/29/2008
Guevara, Jose A./Republic Waste Services (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim TS/MRF)	Complaint claimed he was subject to harassment, age discrimination and discriminated against because he did not speak English.	06/20/2012	EEOC issued a Dismissal and Notice of Rights stating that based upon its investigation, the EEOC was unable to conclude that the information obtained established violations of the statutes.	U.S. Equal Employment Opportunity Commission	37A-2012-12126	12/09/2011
Heredia, Vicente G. and Abrica, Jorge a. v. Republic Services, Inc., Consolidated Disposal Service, LLC and Allied Waste Transportation, Inc. (correct legal entities: Consolidated Disposal Service, L.L.C. and Allied Waste Transportation, Inc.)	Plaintiffs alleged the following: - failure to provide meal periods or compensation in lieu thereof, - failure to provide rest periods or compensation in lieu thereof, - knowing and intentional failure to comply with itemized employee wage statement provisions, - failure to pay wages of terminated or resigned employees	05/13/2014	Confidential settlement on 5/13/14.	California Superior Court, County of Los Angeles - Central District	BC523466	10/03/2013
Heredia, Vicente G./Republic Services, Inc. (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Atlas Transport (Sun Valley Hauling)	Charging Party alleged discrimination based on national origin.	04/21/2014	U.S. Equal Employment Opportunity Commission issued an Dismissal and Notice of Rights after determining that, based on its investigation, it was unable to conclude that the information obtained established violations of the statutes.	California Department of Fair Employment & Housing and U.S. Equal Employment Opportunity Commission	480-2014-00620	04/21/2014
Holland, John E./Republic Services (correct legal entity: Browning-Ferris Industries of California, Inc. (Sunshine Canyon Landfill))	Complainant alleged discrimination based on Race (African American) and Color in connection with his termination of employment.	05/17/2012	Received Notice of Case Closure and Right-to-Sue letter from the Department of Fair Employment & Housing.	California Department of Fair Employment & Housing and Equal Employment Opportunity Commission	E-201112-R-0471-00-e; 37AB212232	02/10/2012
Inland Empire Waterkeeper & Orange County Coastkeeper v. Republic Services, Inc., Taormina Industries, Inc., Republic Waste Services of Southern California, LLC, et ux (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Inland Regional Material Recovery Facility)	Complaint For Declaratory and Injunctive Relief and Civil Penalties sought relief for alleged violations of the storm water permit for the MRF located at 2059 East Steel Road, Colton, CA.		This matter has settled. Parties have entered into a Consent Decree filed 11/20/2013. Settlement encompasses Case Nos. SACV13-00113-BRO(MLGx) and SACV-13-00115-BRO(JPRx).	United States District Court Central District of California	SACV13-00115 CJC (JPRx)	01/24/2013
Orange County Coastkeeper v. Republic Services, Inc.. Taormina Industries, Inc., Republic Waste Services of Southern California, LLC, et ux (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim Disposal))	Complaint For Declaratory and Injunctive Relief and Civil Penalties sought relief for alleged violations of the storm water permit for the facilities located at 1131 N. Blue Gum Street, Anaheim, CA, 1231 N. Blue Gum Street, Anaheim, CA and 1071 N. Blue Gum Street, Anaheim, CA.		This matter has settled. Parties have entered into a Consent Decree filed 11/20/2013. Settlement encompasses Case Nos. SACV13-00113-BRO(MLGx) and SACV-13-00115-BRO(JPRx).	United States District Court, Central District of California	SACV13-00113-JST (MLGx)	01/24/2013

Jimenez, Jose A./Republic Services dba Allied Waste of Imperial (correct legal entity: Allied Waste Transportation, Inc. d/b/a Allied Waste Services of Imperial and Republic Services of Imperial)	Complainant alleged discrimination based on National Origin (Mexican).	04/21/2015	EEOC unable to establish that the company violated the law and issued a right to sue letter 7/30/13. Matter is closed.	California Department of Fair Employment & Housing and U. S. Equal Employment Opportunity Commission	480-2012-00943	04/13/2012
Johnson, Benito/Consolidated Disposal Service (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of Southern California // Allied Waste Services // Republic Services)	Claimant Benito Johnson, alleged color, race, engagement in protected activity and that he was denied a work environment free of discrimination and/or Retaliation. The matter was immediately closed as an immediate Right to Sue letter was	06/30/2015	Claimant was issued an immediate right to sue letter.	California Deptment of Fair Employment & Housing	578147-163285	06/03/2015
Legorreta, Edith / Republic Services (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Atlas Transport)	The Complainant alleged retaliation & discrimination.	12/09/2013	Investigation closed - complainant has abandoned the complaint.	California Department of Industrial Relations	31968-STARCI	07/01/2013
Legorreta, Edith / Republic Services, Inc. (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Atlas	The charging party alleged non-payment of wages earned.	08/22/2013	Notice received that the investigation was completed, the file is closed and no further action will be taken by the Labor	State of California Labor Commissioner	17-63675 CJ	07/13/2013
Legorreta, Edith/Consolidated Disposal Service, LLC (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Atlas Transport (Sun Valley Hauling))-California Labor & Workforce Development Agency Administrative Charge	Charging Party alleged she was retaliated against, when her employment was termination, after having made complaints about the conditions in the work place (i.e. no separate facilities for women).	04/25/2014	Confidential settlement.	California Labor & Workforce Development Agency	TBD	01/07/2014
Local 396 (Teamsters)-Fernando Medina-Tapia / Republic Services (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of Southern California // Allied Waste Services // Republic Services); ULP-National Labor Relations Board; Case No. 21-CA-145070 (Fernando Medina-Tapia Discharge)	Charging Party (Fernando Medina-Tapia) alleges discrimination resulting from a suspension and was subsequently discharged allegedly in order to discourage union activities or membership.	03/27/2015	NLRB dismissed ULP as insufficient evidence provided by claimant.	National Labor Relations Board	21-CA-145070	01/23/2015
Local 396 (Teamsters)-Martin Picazo / Republic Services (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of Southern California // Allied Waste Services // Republic Services)	Charging Party alleged discrimination resulting from a suspension and refusal to schedule him for an earlier shift in order to discourage union activities and/or membership, and in retaliation for filing a prior unfair labor practice charge.	03/27/2015	NLRB dismissed ULP as insufficient evidence provided by claimant.	National Labor Relations Board	21-CA-144682	01/15/2015
Local 396, (Teamsters)-Saul Parra / Consolidated Disposal Service, L.L.C. d/b/a Bel-Art Waste Transfer Station	Union grieved the discharge of Saul Parra.	12/20/2010	Arbitration was held on August 4, 2010 with an arbitrator decision in favor of Republic Services.	Orange County Court of Appeals	2519055	08/30/2008
Lopez, Juan J./Taormina Industries, CCMSI (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim TS/MRF) 132(a) Claim	Petition for Benefits Pursuant to Labor Code Section 132(a). Plaintiff alleges wrongful termination and harassment due to an industrial injury and workers compensation claim.	03/04/2011	Parties reached a settlement. Employer contribution to resolve 132(a) claim.	Workers' Compensation Appeals Board	Case No. ANA0407169	04/08/2009
Los Angeles Waterkeeper v. Republic Services, Inc., et al - Litigation involving 7 LA Area Divisions Also, Consolidated Disposal Service, LLC (Divisions 3849, 3893, 3887, 3886, 3840 & 3895) Allied Waste Services of North America, LLC (Divisions 3893 & 3895) Republic Services of California II, LLC (Division 3887) Allied Waste Transfer Services of California, LLC (Division 4403) BFI Waste Systems of North America, Inc. (Division 4403)	Notices of Violation and Intent to File Suit Under the Federal Water Pollution Control Act (Storm Water Permit violations) addressed to the various Parties for the following Divisions/Sites, : 3840 - Long Beach Hlg 3886 - Bel-Art Transfer Station 3887 - American Waste TS 3893 - Gardena Hlg 3894 - East LA T/S 3895 - Sun Valley Hlg 4403 - Compton T/S Complaints filed on 2/6/14.	02/06/2014	Settled.	United States District Court, Central District of California	CV14-0931, CV14-932, CV14-0933, CV14-0927, CV14-929, CV14-925, CV14-0928	02/06/2014

Macias, Richard F, as Trustee of Pacific Coast Waste and Recycling, LLC Liquidating Trust v. Consolidated Disposal Service, LLC; Republic Services, Inc. (correct legal entity: Consolidated Disposal Service, L.L.C.)	Macias, Richard as Trustee of Pacific Coast Waste and Recycling, (PCW) alleges Breach of Contract, Fraud, Unfair Competition, and Breach of Implied Contract.	05/27/2015	Settled and case dismissed with prejudice on 5/27/15.	Superior Court of the State of California	BC575273	03/13/2015
Mackley, Timothy v. Rainbow Disposal Co. Inc.	Plaintiff alleges wrongful termination, libel, slander and intentional infliction of emotional distress.		Pending.	TBD	TBD	01/05/2015
Maravilla, Manuel/Allied Waste Industries (correct legal entity: Allied Waste Services of North America, LLC d/b/a Allied Waste Services of Sun Valley)	Application Pursuant to Labor Code Section 132a. Plaintiff alleged wrongful termination because of an injury he sustained on the job and a subsequent workers compensation claim.	08/24/2011	Underlying workers' compensation claim settled, which included a dismissal of applicant's 132(a) petition (with prejudice). Settlement of wc claim paid by insurance companies.	Workers' Compensation Appeals Board	Case No. ADJ6651501; ADJ6651804	08/28/2009
Mardini, Rafi v. Republic Services, Inc. (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Atlas Transport (Sun Valley Hauling)	Plaintiff alleged: (1) discrimination based on national origin, race and ancestry; (2) harassment based on national origin, race and ancestry; (3) intentional infliction of emotional distress; (4) failure to take reasonable steps to prevent discrimination and harassment; (5) wrongful termination; and (6) retaliation for complaining about harassment and	03/17/2014	Confidential settlement. Case dismissed without prejudice on 3/18/14.	California Superior Court, County of Los Angeles	BC514253	07/05/2013
Mardini, Rafi, on behalf of himself and all others similarly situated, and on behalf of the general public v. Consolidated Disposal Service, LLC Class Action	Plaintiff alleged the Company failed to provide employees with accurately itemized wage statements.	04/22/2014	Confidential settlement.	California Superior Court, County of Los Angeles	BC522487	09/25/2013
Marquez, Luis/ Republic Services (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of Los Angeles // Republic Services)	Charging Party alleges discrimination based disability.		Pending.	U.S. Equal Employment Opportunity Commission	480-2015-00798	01/07/2015
McKenzie, Molly v. Republic Services, Inc.; Juan Rodriguez and Christina (last name unknown) (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of Southern California // Allied Waste Services (Garena	Plaintiff alleged wrongful termination and disability discrimination.	12/04/2014	Confidential settlement.	Los Angeles Superior Court Central District	BC533976	01/23/2014
Medina, Jose D. / Republic Waste (correct legal entity: Allied Waste Transportation, Inc. d/b/a Allied Waste Allied Waste Services of Imperial // Republic Services of Imperial)	Charging Party alleged he was not paid for vacation hours following his termination.	09/04/2014	Settled with labor grievance on 11/30/10.	Department of Industrial Relations	10-74733 EA	12/06/2010
Medina, Manuel v. Republic Services, Inc. and Allied Waste Systems, Inc. Class Action	Class Action Complaint filed by Manuel Medina alleging failure to provide meal and rest breaks, provide accurate and proper wage statements, timely pay wages due at termination, and reimburse business expenses.	4/29/2013	Confidential settlement.	United States District Court For the Northern District of California, San Jose Division	CV12-02596 PSG	04/13/2012
Medina, Mario/Republic Services (correct legal entity: Republic Waste Services of Southern California, LLC (Colton Disposal))	Petition for Discrimination Per Labor Code 132 (a). Plaintiff alleged his employment was terminated, and he was discriminated against, because of an injury he sustained while he was on the	07/24/2014	Confidential settlement. Case dismissed on 9/25/13.	Workers' Compensation Appeals Board	Case No. ADJ7877373	10/04/2011
Mendoza, Salvador/Consolidated Disposal Service (correct legal entity: Consolidated Disposal Service, LLC d/b/a Republic Services of Los Angeles//Republic Services)	Charging Party alleged he was discharged on 2/16/15 in retaliation for filing a grievance against his supervisor.	03/17/2015	EEOC was unable to conclude that the information obtained establishes violations of the statutes. No finding was made.	U.S. Equal Employment Opportunity Commission	480-2015-01205	03/05/2015
Meza, Jesus B. / Allied Waste Systems, Inc. d/b/a BFI, Inc. (Correct Legal Entity: Browning-Ferris Industries of California, Inc. d/b/a Sunshine Canyon Landfill)	Charging Party alleged he is owed payment for rest periods.	12/06/2010	Resolved.	California Department of Industrial Relations	17-29748-TB	11/01/2002
Mitchell, Charles/Allied Waste, AIG Claim Services (correct legal entity: Allied Waste Services of North America, LLC d/b/a Allied Waste Services of Gardena) 132(a) Claim	Petition for benefits pursuant to Labor Code Section 132(a) for alleged discrimination.		Pending.	Workers' Compensation Appeals Board	Case No. ADJ 868639	12/15/2008

Moorman, Joseph/Republic Services (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim TS/MRF) - 132(a) claim	Petition for Benefits for alleged wrongful discharge in Violation of Labor Code Section 132(a)	10/19/2011	Order Approving Compromise and Release (with signed release) and an Order Dismissing Applicant's Labor code Section 132(a) Claim With Prejudice. The underlying workers' compensation case settled for $10,000 (paid by our Insurance Company), and the 132(a) retaliation claim was dismissed as part of that settlement.	Workers' Compensation Appeals Board	ADJ7210062	09/10/2010
Nuno, Isidro / Republic Services (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Atlas Transport (Sun Valley Hauling) - 132(a) Claim	Applicant filed an Application for Penalty Benefits Under Section 132(a) of the California Labor Code alleging harassment and discrimination in violation of Section 132(a).	04/21/2015	Settled with the litigation matter on 5/28/14.	Worker's Compensation Appeals Board, State of California	ADJ9154243, ADJ9154242	03/14/2014
Nuno, Isidro v. Consolidated Disposal Service Inc., Republic Services, Inc. and Louis Santana (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Atlas Transport (Sun Valley Hauling))	Plaintiff alleged disability/medical condition discrimination; failure to accommodate disability; failure to engage in the interactive process; age harassment; age discrimination and wrongful termination.	05/28/2014	Confidential settlement on 5/28/14. Case dismissed with prejudice.	California Superior Court, Central District of Los Angeles	BC526492	11/04/2013
Ocean View School District v. Rainbow Transfer/Recycling, Inc. and Rainbow Disposal Co., Inc. (correct legal entity: Rainbow Transfer/Recycling, Inc.)	Plaintiff alleges that the Rainbow Transfer Station emits odors, dust, noise, friable asbestos and other hazardous pollutants into the air, which has allegedly adversely affected teachers and students at the two OVSD schools		Pending.	Orange County Superior Court, California	30-2013-00692278	10/10/2014
Ortega, Christopher/Republic Service (correct legal entity: Rainbow Transfer/Recycling, Inc. (Huntington Beach Post Collection))	Charging Party alleges discrimination based on retaliation.		Pending.	U.S. Equal Employment Opportunity Commission	480-2015-01981	05/08/2015
Ortega, Jesse v. Rainbow Disposal Co., Inc. (correct legal entity: Rainbow Disposal Co. Inc. d/b/a Rainbow Environmental	Jesse Ortega alleges violations of ERISA, copyright Infringement, breach of oral agreements, promissory estoppel, quantum meruit and malicious		Pending.	US District Court Central District of California	15-CV-669	04/27/2015
Ortega, Jesse/Rainbow Disposal Co. Inc.	Ortega alleges that he was placed on administrative leave as a result of his involvement in attempting to obtain information regarding Rainbow's ESOP and recent activity that may affect the ESOP Plan, in violation of Section 510 of ERISA.		Pending.	U.S. Department of Labor	72-035943(43)	09/30/2014
Ortega, Jimmy/Republic Services (Rainbow Transfer/Recycling, Inc. d/b/a Huntington Beach Post Collection)	Charging party alleges discrimination based on retaliation.		Pending.	TBD	72-035943(43)	03/10/2015
Ortiz, Jose J. v. Republic Services, Inc. (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim TS/MRF))	Plaintiff alleged age discrimination, failure to prevent discrimination and harassment, wrongful termination in violation of public policy.	06/21/2012	The parties reached a settlement, including a confidentiality provision. Request For Dismissal with prejudice filed with the Court on 6/21/2012.	California Superior Court, Orange County	30201100520617	11/03/2011
Ortiz, Jose J./Republic Services, Inc. (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim TS/MRF))	Charging party alleged he was terminated because of his age.	08/11/2011	Notice of Case Closure issued by the California Department of Fair Employment & Housing, effective 8/10/11, because an immediate right-to-sue notice was requested.	California Department of Fair Employment and Housing	E201112T0138-00-ac	08/10/2011
OSHA Violation - Gardena Hauling/Consolidated Disposal Service, L.L.C.	Alleged "Serious" violation because the Company did not effectively implement an operative injury and illness prevention program in connection with employees hand position during container handling. On December 1, 2010, an employee sustained a serious injury when he aligned the side channel of the container to the fork of the truck. Inspection Sites: Alley of 334 Arena St., El Segundo, CA (location of employee's injury) and 14905 S. San Pedro St., Gardena, CA 90247 (location of employee's place of employment).	04/23/2012	Settled. Order regarding the settlement and resolution of the case entered on 4/23/12. Final penalty reduced and categorized as a "General" violation.	California Division of Occupational Safety and Health	314858432	12/09/2010

Perez, Salvador v. Republic Services Inc. and Toarmina Industries Inc. (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim Disposal))	Plaintiff alleged wrongful termination and failure of the Company to engage in the interactive process to accommodate Plaintiff's work related disability.	08/13/2012	Settled as a part of a global confidential settlement of this civil action, Perez's claim in the class action suit and the 132(a) claim. Case dismissed with prejudice.	Orange County Superior Court	0049533CJC	07/29/2011
Perez, Salvador/MG Disposal/Republic Services (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim Disposal)	Application for Discrimination Benefits Pursuant to Labor Code 132(a). Plaintiff alleged his employment was terminated, and he was discriminated against, because of an injury he sustained while he was working.	07/12/2012	Settled as part of a global confidential settlement with Applicant's civil claim and class action claim.	Workers' Compensation Appeals Board	Case No. ADJ4125634; AHM 0096839	02/19/2010
Perez, Salvador/Republic Services/Toarmina Industries (correct legal entity: Republic Waste Services of Southern California, LLC (Anaheim Disposal))	Perez filed a Complaint of Discrimination with the CA DFEH and requested an immediate right-to-sue notice, which was issued on 11/24/2010. Perez alleged he was discriminated against because of an alleged disability, that the Company failed to engage in an interactive process to find an accommodation for him, and that he was terminated for claiming and filing a workers compensation case and for requesting an accommodation.	06/28/2011	On 11/24/2010, the California Department of Fair Employment & Housing issued a Notice Case Closure, which included a right-to-sue notice.	California Department of Fair Employment and Housing	E201011 H-0628-00-prc	11/18/2010
Riad Abboud, a.k.a. Ray Abboud; Steven Acevedo, Western Loan & Jewelry, LLC; and Shahram Mousavi, as individuals and on behalf of all similarly situated "PERSONS" of Unincorporated Los Angeles County v. Consolidated Disposal Service, LLC, Republic Services, Inc., Allied Waste Services of North America, LLC, Allied Waste Transfer Services of California, LLC, et. al. Class Action	Plaintiffs allege, among other things, negligent misrepresentation and violation of unfair competition law in connection with charges for garbage collection and disposal to businesses in garbage disposal districts within unincorporated County of Los Angeles.		Pending.	California Superior Court, County of Los Angeles, Central District	BC464116	06/22/2011
Robb, John/Allied Waste Services (correct legal entity: Allied Waste Systems, Inc. d/b/a Allied Waste Services of Chula Vista)	Charging party alleged he was discriminated against because of race (Black) when he allegedly attempted to apply for an open position as a Helper at Division 4529.	02/08/2013	Based on its investigation, the U.S. Equal Employment Opportunity Commission was unable to conclude that the information obtained established violations of the statutes. The EEOC issued a Dismissal and Notice of Rights. Previously, the DFEH had notified the Company that is was deferring to the EEOC's investigation.	U.S. Equal Employment Opportunity Commission and California Department of Fair Employment & Housing	846-2011-36748	04/20/2011
Salazar, Ramon/Consolidated Disposal Service (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Gardena Hauling) (Charge No. 2)	Complainant alleged discrimination based on a disability.	02/19/2014	Claim dismissed as part of global settlement.	U.S. Equal Employment Opportunity Commission	480-2012-02905	10/26/2012
Salazar, Ramon/Consolidated Disposal Services (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Gardena Hauling)	Complainant alleged discrimination based on a disability.	01/15/2013	Department of Fair Employment & Housing issued a Notice of Case Closure and Right to Sue. Based upon its investigation, DFEH was unable to conclude that the information obtained established a violation of the statute.	U.S. Equal Employment Opportunity Commission and California Department of Fair Employment & Housing	DFEH: 36567-17622; EEOC: 37A-2012-445445C	08/02/2012
Salazar, Ramon/Republic Services, Inc. 132(a) Claim (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Gardena Hauling)	Applicant filed a Petition for Increased Compensation and Reimbursement for Lost Wages and Work Benefits by Reason of Employer Discrimination Under Labor Code Section 132(a), in which he alleged that his termination of employment was due to his industrially sustained injuries and as such, constitutes unlawful discrimination and retaliation.	10/17/2013	On October 17, 2013, the parties to the underlying workers' compensation case entered into a global settlement of the underlying case. As part of the Compromise and Release Agreement signed by Claimant, he agreed to dismiss his 132a claim at no extra cost to the Company. As a result, an Order approving the parties' Compromise and Release Agreement and dismissing the 132a claim was issued. Accordingly, this case is now closed.	California Workers' Compensation Appeals Board	ADJ7500629	04/28/2011

Salgado, Rene Daniel/Allied Waste Services/Republic Services Inc. (correct legal entity: Allied Waste Systems, Inc. d/b/a Allied Waste Services of San Diego & Republic Services of San Diego)	Complainant alleged he was denied equal pay, terminated from a temporary position as a Mechanical Welder, not hired for a permanent position and retaliated against because of this background check.	05/18/2012	After the Complaint of Discrimination was filed, the DFEH determined that further investigation was not warranted and an accusation of discrimination would not be issued. The case was immediately closed and a right-to-sue notice was issued.	California Department of Fair Employment & Housing	E-201112-G-0709-00-rb	05/15/2012
Sanchez, Roberto/Allied Waste Industries 132 (a) Claim (correct legal entity: Browning-Ferris Industries of California, Inc. - Sunshine Canyon Landfill)	Applicant filed a Petition For Benefits Pursuant to Labor Code Section 132a, in which he alleged he was wrongfully discharged after he sustained an on the job injury and filed a related workers	01/07/2013	Order Approving Compromise and Release dated 1/7/2013 for the underlying workers' compensation claim includes a release of the 132a and 4553 claims. A Request to Dismiss Applicant's Petition for Benefits Pursuant to Labor Code Section 132A was previously filed with the California Department of Industrial Relations DWC/WCAB on 1/24/2013	California Workers' Compensation Appeals Board	ADJ7741304	06/03/2011
Sigala, Valentin/Allied Waste Services (correct legal entity: Allied Waste Systems, Inc. d/b/a Allied Waste Services of Chula Vista)	Complainant alleged retaliation based upon engaging in protected activity, discrimination based upon disability and failure to accommodate.	05/24/2011	Complaint filed with the California Department of Fair Employment and Housing and an immediate right-to-sue letter was requested. Notice of Case Closure (and right-to-sue notice) issued by DFEH on the same date.	California Department of Fair Employment and Housing	E201011S5782-00	05/24/2011
South Coast Air Quality Management District vs. Allied Waste Company, Inc. and Republic Services, Inc. dba Sunshine Canyon Landfill - Abatement Hearing (correct legal entity: Browning-Ferris Industries of California, Inc. d/b/a Sunshine Canyon Landfill)	The South Coast Air Quality Management District is seeking an Order for Abatement to require the Company to cease violating District rules and the California Health and Safety Code by its operation of the Sunshine Canyon Landfill until procedures are in place to control the odors, which odors have been the subject of various NOVs issued		2012 - Settlement Agreement dated 7/13/2012 - paid $435,000.00 on 7/24/2013 via wire transfer 2013 - Settlement Agreement dated 9/24/2013 - paid $82,000.00 on 9/27/2013 via wire transfer	Hearing Board of the South Coast Air Quality Management District	Case No. 5750-1	02/22/2010
Southern California Lumber Industry Welfare Fund; and Board of Trustees for Southern California Lumber Industry Welfare Fund v. Allied Waste Systems, Inc., etc. (correct legal entity: Allied Waste Systems, Inc. d/b/a Allied Waste Services of Chula Vista and Allied Waste Services of San Diego) aka Chula Vista Trust Reimbursement	Complaint For Damages alleging failure to pay fringe benefit contributions.	11/14/2012	Settled.	United States District Court, Central District of California, Western Division	CV 12-03289	04/16/2012
Stockstill, Colby/Taormina Industries (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim Disposal) Also d/b/a Taormina Industries	Petition for Discrimination Pursuant to Labor Code Section 132(a). Applicant alleged his employment was terminated, and he was discriminated against, because of an injury he sustained while he was working. Applicant has also filed an Application For Increased Compensation For Serious and Willful Misconduct by Employer Pursuant to CA Labor Code Section 4553.	09/11/2012	Both the 132(a) and 4553 claims were dismissed.	California Workers' Compensation Appeals Board	WCAB No.: LAO 0885067	02/20/2008
Stovall's Inn, LLC vs. Republic Services, Inc. & Republic Services of Southern California, LLC (Anaheim Disposal)	Plaintiff alleged that the Company continued to bill and collect payment from Plaintiff for disposal services for compacted garbage when the Company knew that no such services were being performed or requested.	08/24/2012	Settled and case dismissed.	Superior Court of California, Orange County	30-2011-00503084	08/25/2011
Vaca, Luis A./Consolidated/Republic (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of	Charging Party alleged discrimination based on age and retaliation.	07/18/2013	Notice of Case Closure issued by the California Department of Fair Employment & Housing, effective 7/18/13, because an immediate right-to-sue notice was	U. S. Equal Employment Opportunity Commission	480-2013-00950; 141705-60548	01/15/2013
Vaca, Luis v. Republic Services, Inc., Consolidated Disposal Services, LLC and Enrique Flores (correct legal entity: Consolidated Disposal Service, L.L.C. d/b/a Republic Services of Los Angeles)	Plaintiff alleged discrimination based on disability, failure to accommodate disability, failure to engage in interactive process, retaliation and harassment based on disability,	09/25/2014	Confidential settlement. Action dismissed with prejudice on August 28, 2014.	California Superior Court, County of Los Angeles	NC059049	08/29/2013

Valencia, Javier / Republic Services (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim Disposal) - 132(a) Claim	Javier Valencia filed a Petition For Labor Code Section 132a Benefits.			California Department of Industrial Relations Division of Workers'	ADJ9314596	03/07/2014
Valencia, Javier v. Republic Services, Inc., Republic Waste Services of Southern California, LLC and Republic Services of Southern California, LLC (correct legal entity: Republic Waste Services of Southern California, LLC / Anaheim Hauling)	Plaintiff alleges, among other things, discrimination based on a disability, failure to provide reasonable accommodation, retaliation and wrongful termination.		Pending.	California Superior Court, Orange County	30-2014-00744872-CU-WT-CJC	09/12/2014
Valencia, Joseph v. Russell Dix, Consolidated Disposal Service, L.L.C., does 1-10 (correct legal entity: Republic Services of CA II, LLC d/b/a American Transfer Station (Gardena Address))	Plaintiff alleged (1) Intentional Tort because "Defendant condoned and allowed to exist a discriminatory work environment that caused the dismissal of plaintiff"; and (2) Exemplary Damages (malice and fraud) because "Defendant willfully and maliciously condoned and allowed to exist a discriminatory work environment that caused the dismissal of plaintiff". Plaintiff also alleged that he ws approximately two-months shy of twenty (20) years employment with the Defendant's company.	08/13/2010	Dismissal without prejudice filed by Plaintiff.	California Superior Court, County of Los Angeles	BC415096	06/10/2009
Villa, Elesvan/Republic Services, Inc. (correct legal entity: Republic Waste Services of Southern California, LLC d/b/a Anaheim Disposal)	Complainant alleged discrimination based on religion and claims he was retaliated against for requesting religious accommodation.	10/18/2011	The California Department of Fair Employment & Housing closed the case because the Complainant elected court action. Complainant has until October 18, 2012 to file suit based on his state claims alleged.	California Department of Fair Employment & Housing	E201011R0627-00	01/18/2011
Yeshayahu Michaely, Dean Michaels, Andrea Provenzale, Stephen Beck, Michael Hemming and Ani Gevshenian v. Browning-Ferris Industries of California, Inc./Sunshine Canyon Landfill Class Action	Class Action Complaint for Private Nuisance, Public Nuisance and Negligence/Gross Negligence involving the alleged emission of pollutants, air contaminants and noxious odors from Sunshine Canyon Landfill.		Pending.	California Superior Court, County of Los Angeles - Central District	BC 497125	12/11/2012

"Republic has been an invaluable community partner that provides in-kind donations, sponsorships and free services to various local nonprofit organizations and events."

-Margaret Clark, Mayor
City of Rosemead

1 Company Qualifications + Experience

1G Financial Information and Requirements

Republic is a national waste services company and one of the strongest financially among the major publicly-held solid waste management companies, with annual revenue of approximately $8.7 Billion and total assets of over $20 Billion. The financial prospects for Republic are very strong and indicate long-term stability based on the Company's assets and free cash flow. The Company has the financial capabilities and more than sufficient working capital or access to sufficient working capital to fund or finance and perform the required work. Republic's strong financial base serves to lend more value to the City of Whittier.

1G.1 Financial Statements

Republic Services, Inc. files audited consolidated tax returns on behalf of itself and all of its subsidiaries, including Consolidated Disposal Service, LLC—the proposing entity.

The 2014 *Annual Report to Shareholders* and *Form 10-K* are complete, included with this submittal, and demonstrate the companies' substantial financial resources and stability, as well as the companies' ability to finance any future capital expenditures related to the Long Beach contract. The *Annual Report* and *Form 10-K* also includes information as to available working capital, annual revenue figures, total assets, net worth, and key financial ratios. This financial information is for Republic Services, Inc. and its subsidiaries, including the responding entity. Complete financial information can be viewed and downloaded from www.RepublicServices.com and is also included as an attachment in Section 9.

Summary 5-years of Financial Data
(In millions)

	2014	2013	2012	2011	2010
Revenue	$8,788.3	$8,417.2	$8,118.3	$8,192.9	$8,106.6
Operating income	$1,233.1	$1,210.3	$1,320.6	$1,552.7	$1,539.1
Net income	$547.9	$589.1	$572.1	$588.9	$507.5
Total assets	$20,094.0	$19,949.2	$19,616.9	$19,551.5	$19,461.9
Stockholders' equity	$7,747.8	$7,906.1	$7,705.7	$7,683.4	$7,848.9

Republic Services, Inc. and its affiliates represent the second largest integrated waste management company in the United States by revenue, and one of the strongest financially among the major publicly-held solid waste management companies in the nation, with annual revenue of approximately $8.4 Billion and total assets of almost $20 Billion. The financial prospects for the Republic companies are very strong and indicate long-term stability based on the companies' assets and free cash flow. The Republic companies have the financial capabilities and more than sufficient working capital or access to sufficient working capital to fund or finance and perform the required work.

1G.2 Financing Plan

As of December 31, 2014, Republic had $75.2 million of cash and cash equivalents and $115.6 million of restricted cash deposits and restricted marketable securities, including $20.9 million of restricted cash and marketable securities held for capital expenditures under certain debt facilities, $16.8 million pursuant to a holdback arrangement, $26.7 million of restricted cash and marketable securities pledged to regulatory agencies and governmental entities as financial guarantees of Company performance related to our final capping, closure and post-closure obligations at our landfills and $50.4 million of restricted cash and marketable securities related to Republic's insurance obligations.

Republic will use excess cash on hand and cash from operating activities to fund capital expenditures relating to Whittier. Republic's ability to draw from its credit facilities provide sufficient financial resources to meet these anticipated capital requirements.

Credit Information

Republic's credit facilities: $2.4 billion (as of 4/30/2015).

Credit References

Requests for credit references must be made by fax:

Bank of America
Confirmation Department
Reference: Republic Services Inc.
Tax ID: 65-0716904
Fax: (900) 733-5100

J P Morgan Chase
Confirmation Department
Reference: AWIN Management
Tax ID: 76-0353318
Fax: (817) 345-3795

Credit Worthiness – Public Debt Rating

Republic Services, Inc. carries "investment grade" credit ratings.

Rating Agency	Rating
Standard & Poor's	BBB+
Fitch Ratings	BBB
Moody's	Baa3

The ratings on Republic reflect the company's "excellent" business risk profile, characterized by its solidly entrenched market position and solid profitability in the generally stable solid waste services industry.

- Standard & Poor's Ratings Services, March 2015

RSG's ratings are supported by its consistently strong free cash flow (FCF) generation, stable operating profile, strong market position within the waste disposal business, and relatively stable credit metrics.

- Fitch Ratings, March 2015

The Baa3 senior unsecured rating recognizes Republic's national scale as the 2nd largest provider in the U.S. solid waste sector, its GDP-level growth rate characterized by modest revenue volatility and strong margins.

- Moody's Investors Service, March 2015

1G.3 Surety

Republic's bid bond In the amount of $100,000 is included. See the following six pages.

1G.4 Ability to Secure Performance Bond

Please see the documentation following the bid bond documentation relative to Republic's ability to obtain the required $2,500,000 performance bond.

Western Surety Company

BID BOND

Bond No. Bid Bond

KNOW ALL MEN BY THESE PRESENTS, that we, Consolidated Disposal Service, L.L.C. dba Republic Services, as Principal (hereinafter called the "Principal"), and Western Surety Company, 333 S. Wabash Ave., Chicago, IL 60604 (hereinafter called the "Surety"), are held and firmly bound unto City of Whittier, as Obligee, (hereinafter called the "Obligee"), in the sum of $100,000.00 % of the amount of the bid described below but not to exceed One Hundred Thousand Dollars and 00/100 Dollars ($ $100,000) for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns firmly by these presents.

WHEREAS, the Principal has submitted a bid to Obligee for Solid Waste & Recycling Collection Services

NOW, THEREFORE, If the contract be timely awarded to the Principal and the Principal shall enter into a contract with the Obligee in accordance with the terms of such bid or, in the event of the failure of the Principal to enter into such a contract, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and the next low bid received by the Obligee for the work covered by Principal's bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

PROVIDED, HOWEVER, neither Principal nor Surety shall be bound hereunder unless Obligee prior to execution of the final contract shall furnish evidence in a manner and form acceptable to Principal and Surety that financing has been firmly committed to cover the entire cost of the project.

SIGNED, sealed and dated this 18th day of June, 2015.

Consolidated Disposal Service, L.L.C. dba Republic Services
Principal

By

Title John E. Drummey, Jr. Attorney-in-Fact

WESTERN SURETY COMPANY CORPORATE SEAL SOUTH DAKOTA

Western Surety Company

By

Timothy S. Buhite Attorney-in-Fact

POWER OF ATTORNEY

Republic Services, Inc., a Delaware corporation and having its chief place of business at 18500 N. Allied Way, Phoenix, Arizona 85054, hereby makes, constitutes and appoints WELLS FARGO INSURANCE SERVICES USA, INC., acting through and by any of Debbie Lindstrom and/or John E. Drummey, Jr. and/or Timothy S. Buhite and/or Kathleen M. Mitchell and/or Scott C. Alderman, its true and lawful attorney and affix its corporate seal to and deliver for and on behalf as surety thereon or otherwise, bonds of any of the following classes, to wit:

1. Surety bonds and/or bid bonds to the United States of American or agency thereof, including those required or permitted under the laws or regulations relating to Customs or Internal Revenue; license and permit bonds or other indemnity bonds under the laws, ordinances or regulations of any state, city, town, village, board, other body organization, public or private; bonds to transportation companies; lost instrument bonds; lease bonds; worker's compensation bonds; miscellaneous surety bonds; and bonds on behalf of notaries public; sheriffs, deputy sheriffs and similar public officials.

2. Surety bonds and/or bid bonds on behalf of REPUBLIC SERVICES, INC. and its subsidiaries in connection with bids, proposals or contracts.

To sign and seal all bid bonds and surety bonds at or below the monetary threshold of Five Million Dollars ($5,000,000.00) on behalf of REPUBLIC SERVICES, INC. and its subsidiaries, relating to the provision of solid waste collection, transportation, recycling or disposal services by REPUBLIC SERVICES, INC. and its subsidiaries. REPUBLIC SERVICES, INC. hereby agrees to ratify and confirm whatsoever WELLS FARGO INSURANCE SERVICES USA, INC. shall lawfully do pursuant to this power of attorney and the Client Service Agreement dated October 15, 2008 between WELLS FARGO INSURANCE SERVICES USA, INC. and REPUBLIC SERVICES, INC. and until notice or revocation has been given by REPUBLIC SERVICES, INC. the acts of said attorney shall be binding on the undersigned.

IN WITNESS WHEREOF, this Power of Attorney has been signed this 18th day of November, 2014, on behalf of REPUBLIC SERVICES, INC. by its Assistant Secretary Eileen B. Schuler.

REPUBLIC SERVICES, INC.,
a Delaware Corporation

Eileen B. Schuler

STATE OF ARIZONA

COUNTY OF MARICOPA

Subscribed and sworn to before me this 18 day of November, 2014 by Eileen B. Schuler, Assistant Secretary.

Notary Public State of Arizona
Maricopa County
Jessica Ann Beatty
My Commission Expires 05/25/2015

Notary Public

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

Timothy S. Buhite , Individually

of , its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

Surety Bond No.: Bid Bond
Principal: Consolidated Disposal Service, L.L.C. dba Republic Services
Obligee: City of Whittier

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 22nd day of May, 2015.

WESTERN SURETY COMPANY

Paul T. Bruflat, Vice President

State of South Dakota
County of Minnehaha } ss

On this 22nd day of May, 2015, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires
February 12, 2021

S. EICH
NOTARY PUBLIC
SOUTH DAKOTA

S. Eich, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 18th day of June , 2015 .

WESTERN SURETY COMPANY

L. Nelson, Assistant Secretary

Form F4280-7-2012

Authorizing By-Law

ADOPTED BY THE SHAREHOLDERS OF WESTERN SURETY COMPANY

This Power of Attorney is made and executed pursuant to and by authority of the following By-Law duly adopted by the shareholders of the Company.

Section 7. All bonds, policies, undertakings, Powers of Attorney, or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, and Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile.

CALIFORNIA ALL-PURPOSE ACKNOWLEDGEMENT — Civil Code § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfullness, accuracy or validity of that document.

State of Washington
County of King

On June 18, 2015 (Date) before me, Debbie Lindstrom, Notary Public (Name and Title of Notary)

personally appeared John E. Drummey, Jr. (Name and or Names of Signer(s))

Who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

DEBBIE LINDSTROM
COMMISSION EXPIRES
NOTARY PUBLIC
06/22/2017
STATE OF WASHINGTON

Witness my hand and official seal.

Signature Debbie Lindstrom (Notary Public Signature)

Place Notary Public Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to the persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Description of Attached Document

Title or Type of Document _____

Document Date _____ Number of Pages: _____

Signer's Name: _____

- ☐ Individual
- ☐ Corporate Officer – Title(s): _____
- ☐ Partner - ☐ Limited ☐ General
- ☐ Guardian or Conservator
- ☐ Attorney-in-Fact
- ☐ Trustee
- ☐ Other: _____

Signer is representing _____
Consolidated Disposal Service, L.L.C.
dba Republic Services

RIGHT THUMBPRINT OF SIGNER
Top of thumb

- ☐ Individual
- ☐ Corporate Officer – Title(s): _____
- ☐ Partner - ☐ Limited ☐ General
- ☐ Guardian or Conservator
- ☐ Attorney-in-Fact
- ☐ Trustee
- ☐ Other: _____

Signer is representing _____

RIGHT THUMBPRINT OF SIGNER
Top of thumb

CALIFORNIA ALL-PURPOSE ACKNOWLEDGEMENT

Civil Code § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfullness, accuracy or validity of that document.

State of Washington
County of King

On June 18, 2015 (Date) before me, Debbie Lindstrom, Notary Public (Name and Title of Notary)

personally appeared Timothy S. Buhite (Name and or Names of Signer(s))

Who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

Witness my hand and official seal.

Signature Debbie Lindstrom 6/22/17
Notary Public Signature

DEBBIE LINDSTROM NOTARY PUBLIC STATE OF WASHINGTON

Place Notary Public Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to the persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

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- ☐ Corporate Officer – Title(s): _____
- ☐ Partner - ☐ Limited ☐ General
- ☐ Guardian or Conservator
- ☒ Attorney-in-Fact
- ☐ Trustee
- ☐ Other: _____

Signer is representing _____
Western Surety Company

RIGHT THUMBPRINT OF SIGNER
Top of thumb

- ☐ Individual
- ☐ Corporate Officer – Title(s): _____
- ☐ Partner - ☐ Limited ☐ General
- ☐ Guardian or Conservator
- ☐ Attorney-in-Fact
- ☐ Trustee
- ☐ Other: _____

Signer is representing _____

RIGHT THUMBPRINT OF SIGNER
Top of thumb

WELLS FARGO INSURANCE

Wells Fargo
Insurance Services USA, Inc.
CA DOI # 0D08408
601 Union Street
Suite 1300
Seattle, WA 98101

Tel: 206 892 9200
Fax: 206 892 9201
Toll Free: 888 785 2878

June 18, 2015

City of Whittier
13230 Penn St
Whittier, CA 90602

RE: Consolidated Disposal Service, L.L.C. dba Republic Services

Gentlemen:

We are writing to you at the request of Consolidated Disposal Service, L.L.C. dba Republic Services. This principal has or is about to submit a proposal for Bid for Solid Waste & Recycling Collection Services.

If a contract for this work is awarded to Consolidated Disposal Service, L.L.C. dba Republic Services, Western Surety Company a surety licensed to conduct business in the State of CA has agreed to act as surety on the bond as specified in the bid proposal.

Please let us know if you need anything further in this regard.

Sincerely,

Timothy S. Buhite
Attorney-in-fact
Western Surety Company

CNA INSURANCE COMPANIES

CNA Plaza, Chicago, IL 60685

PERFORMANCE BOND

Form to be Used When Bonding Specified Term of a Multi-Year Contract

(Page 1 of 2)

Sample Only

KNOW ALL MEN BY THESE PRESENTS: That, _____ (hereinafter called Principal) as Principal, and _____ a corporation duly organized under the laws of the _____ of _____ and duly authorized and licensed to do business in the _____ of _____ (hereinafter called Surety), as Surety, are held and firmly bound unto _____ (hereinafter called the Obligee), as Obligee, in the full and just sum of _____ DOLLARS, ($_____) to the payment of which sum well and truly to be made, the said Principal and Surety bind themselves, their and each of their heirs, administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the above bounden Principal has entered into a certain written contract with the above mentioned Obligee dated _____ for _____ _____ _____ for a period of _____ years which contract is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein, and

WHEREAS, the Obligee has agreed to accept a bond guaranteeing the performance of said contract for **the specified contract period.**

NOW, THEREFORE, if Principal shall faithfully perform such contract or shall indemnify and save harmless the Obligee from all cost and damage by reason of Principal's failure so to do, then this obligation shall be null and void; otherwise it shall remain in full force and effect.

CNA
For All the Commitments You Make®

PERFORMANCE BOND
(Page 2 of 2)

PROVIDED, HOWEVER, that this bond is subject to the following conditions and provisions:

1. This bond is for the term beginning _____ and ending _____.

2. In the event of default by the Principal in performance of the contract during the term of this bond the Surety shall be liable only for the loss to the Obligee for actual excess costs of performance of the contract up to the expiration of the term of this bond and in no event shall the liability of the Surety exceed the penal sum stated in this bond.

3. No claim, action, suit or proceeding, except as hereinafter set forth, shall be instituted or maintained against the Surety under this instrument unless same be brought or instituted and process served upon the Surety within one year after the expiration of the term of this bond.

4. Neither non-renewal by the Surety, nor failure, nor inability of the Principal to file a performance bond for subsequent terms under said contract shall constitute loss to the Obligee recoverable under this bond.

5. The bond may be extended for additional terms at the option of the Surety, by continuation certificate executed by the Surety and the Principal but regardless of the number of extensions for additional terms and the number of premiums which shall be payable or paid, the liability of the Surety hereunder shall not be cumulative from year to year nor period to period.

6. No right of action shall accrue on this bond to or for the use of any person or corporation other than the Obligee named herein or the heirs, executors, administrators or successors of the Obligee.

Signed and sealed this _____ day of _____, _____.

_____ (Principal)

_____ (Surety)

By: _____

By: _____

Sample Only

1 Company Qualifications and Experience

Appendix: Republic Safety and Personnel Policies/Procedures

Comprehensive Policies, Procedures and Training

Republic and its employees maintain strict compliance with all applicable OSHA and Federal, State, and Local safety requirements while performing all work related functions. These requirements include extensive training and testing, maintaining compliance with all relevant on and off-road policies and procedures, and wearing of suitable clothing, gloves, and shoes, and so forth. Republic has very low occurrence of incidents/accidents due to its company-wide emphasis on safety, and the extensive training and on-going educational programs that Republic uses and continues to develop. Republic requires all of operations personnel to participate in extensive in house (off truck) training and testing as well as on road auditing and policy reinforcement.

- ReSOP Program

  This training process includes on route auditing (by a Supervisor) of our drivers and routes through Republic's Safety Observation Program (ReSOP). ReSOP auditors use a detailed checklist and program for identifying compliance and non-compliance with a variety of driver and helper vehicle operation and collection operation policies and procedures, with corresponding corrective action steps and follow-up actions.

- Safety Policy

  Republic owes it to customers and employees to take a zero tolerance position with respect to company safety policies. In addition to standard disciplinary procedures or point policy enforcement of all safety rules listed in the company's "Driver, Helper, & Equipment Operator Safety Guide", the Company has developed a list of specific safety violations that, when verified, will result in an employee's immediate termination for the first offense. While Republic and Republic's position may be stricter than some other solid waste companies when it comes to certain of the violations under our zero tolerance policy, Republic believes maintaining a zero tolerance stance will in the long term serve the best interests of our customers and our employees on the whole. We would be pleased to answer any questions the City may have regarding our Zero Tolerance Safety Policy.

- Safety Meetings

  Republic's Operations, Maintenance, and Risk Management departments hold weekly and monthly safety meetings and Republic maintains a performance bonus program based upon the safety records. The amount of the safety rewards are significant and have served to create a tremendous incentive for Republic employees to maintain the highest level of safety in the workplace and on City streets. Republic provides intensive safety training for all its employees to develop on-going awareness through a combination of annual training of all supervisory personnel and monthly tailgates for all collection crews. Tailgate topics are developed based on previous accident situations, potential for an accident to occur, or subject matter required under OSHA regulation. Republic prepares well-developed tailgate sessions, provides appropriate translators to engage all employees, encourages open

discussion and participation by all, and documents every session. Tailgate topics include, but are not limited to, the following:

- ✓ Injury and illness prevention/safety rules
- ✓ Back injury prevention
- ✓ Emergency response/fire safety
- ✓ Exposure control plan
- ✓ Drug and alcohol program
- ✓ Personal protective equipment
- ✓ Employee right-to-know
- ✓ Hearing conservation safety
- ✓ Lock out and tag out safety
- ✓ Slips, trips, and falls
- ✓ Confined space entry
- ✓ Workplace violence prevention

In addition, Republic vehicles are equipped with back-up cameras, LED Lighting, back-up lights, audible warning devices and yellow hazard lights that are activated when our vehicle is forced to maneuver in safety sensitive areas. Republic drivers are trained to avoid congested areas and obstructions and to re-route in order to avoid these safety sensitive areas.

- ## Safety Recognition Program

  The Republic Services *Safety Recognizing Excellence* Program is designed to identify, recognize and reward safety-sensitive employees in the company who are dedicated to safety and excellence in their workplace. This program consists of two tiers that recognize and reward safety-sensitive employees who have excelled in key areas. Employee safety and excellence will be measured with six criteria which include no preventable accidents, no lost time injuries, no safety warning letters, and perfect attendance. Annually each employee who qualifies is recognized and wins an award.

- ## Drivers' Alert System

  Republic is dedicated to continually identifying and correcting unsafe behavior. All of our drivers are monitored through the Drivers' Alert System. When any call is made by the public via a phone number and unique truck number identified on a sticker applied to the rear of each vehicle, an alert goes out to the local management, safety and our president identifying the incident. The driver is then counseled and the event logged as part of our driver grading system. This is a closed loop system where once action has been taken to correct the behavior of the employee a report is submitted back to the Drivers' Alert System.

- ## Driver Grading System

  Republic uses a grading system to rate safe driver performance and to identify those drivers who require additional training and monitoring. Each month any incident or Drivers' Alert is catalogued and evaluated relative to each driver. The frequency of events determines a grade. The organization then identifies at-risk drivers and focuses employee observations, in-cab ride-a-longs and training to correct driving behavior.

Quality Control

To ensure extreme reliability and a consistently high level of customer service, Republic has a quality control program called *Driver Service Management* (DSM).

Driver Service Management includes an extensive driver check-in process. Regular auditing of paperwork to ensure procedures are consistently and correctly followed provides another tier of monitoring. The program carries a guaranteed commitment to address and completely resolve all driver issues within seven days of discovery. Other key benefits of this program include:

- Increased driver communication and accountability with Republic management.
- Improved documentation and resolution of driver issues.
- Improved customer service: for example, reduction in misses and accurate reporting of overages.
- Improved on-route safety.

The program is monitored and conducted by a Republic Driver Service Coordinator, whose responsibilities include:

- Conducting pre-route briefing with drivers;
- Conducting post-route briefing with drivers;
- Entering and monitoring DSM issues;
- Running and distributing reports.

Drivers are responsible for observing and recording issues while performing collection duties, and interacting with the Driver Service Coordinator during the pre- and post-route briefings and reporting issues each day.

The following Republic department managers receive daily reports from the Driver Service Coordinator each day: customer service, maintenance, operations, sales, and safety. Republic's General Manager is responsible for stepping in to expedite resolution of critical issues as necessary.

The objective of the pre-route briefing is to ensure all drivers have the necessary tools to run their routes safely, competently, and with great accuracy each day. The Driver Service Coordinator reviews the following topics during the briefing:

- Confirms the driver is wearing the proper uniform and gear: clean uniform and personal protective equipment (PPE).
- Confirms the driver has the necessary route paperwork: sequenced route sheets and special/extra paperwork.
- Confirms the driver has completed the pre-trip vehicle inspection report (VCR).
- Expresses Company expectations that the entire route will be completed that day.

During collection activities, drivers are instructed to make notes on their route sheets throughout the day.

The objective of the post-route briefing is to collect all valuable route information from each driver. Driver Service Coordinators must complete the post-route briefing section of the *Driver*

Check-In form and drivers must sign the form before clocking out each day. Topics covered are conveyed in the post-route information sheets included at the end of this section.

Finally, Driver Service Coordinators are responsible for entering new issues into Republic's computer system on the day the item is reported during the post-briefing. Issues are assigned to the appropriate department in this process. For example, customer service will receive issues such as billing concerns and questions; operations will receive issues such as poorly sequenced routes; sales will receive items such as commercial overage issues; safety will receive information pertaining to safety items such as low hanging wires or dangerous container locations; and maintenance will be forwarded issues such as container repair/replacement needs.

The Driver Service Coordinators are responsible for generating and distributing reports to the appropriate Republic managers for resolution. They are also responsible for follow-up and tracking of open items. Should an item remain open for longer than seven days, it is forwarded to the General Manager to bring matters to a quick resolution. Republic's OSC program auditor reviews all documentation and processes regularly to ensure full compliance. The following reports are issued through this program:

1. *Driver Services Issues Cover Sheets* are printed automatically each day for any route that has associated issues and is distributed to drivers along with their daily route sheets.
2. *Open Issue Reports* are run daily by department managers and includes the day's new issues.
3. *Aged Open Issue Reports* are run by the Driver Service Coordinator as needed and is intended to bring awareness to the General Manager of challenging issues that need to be closed out.
4. *Closed Issue Reports* are posted weekly in the driver break room to increase driver awareness.

Working Condition Commitments and Policies

The company's recent growth has been phenomenal, but the future for the company and its associates holds even more potential. In order to continue to grow and operate its business effectively, Republic places great importance on its human capital — the employees who have helped to bring Republic this far. The Company recognizes that its employees are the most important company asset.

Republic endeavors to provide the very best working conditions, including a safe working environment, competitive pay and benefits, and many opportunities for professional growth. In addition, the Company has established a range of corporate policies and programs benefiting our employees in order to continue Republic's tradition of excellence in creating a healthy, productive work environment for our employees. Some of these policies and programs are described below.

Republic conducts its business according to the highest ethical standards. All Republic employees have a right to work in a safe environment and each employee is responsible for

insuring that business is being conducted according to applicable laws and regulations and the policies of Republic.

Compliance Program

Republic designed a compliance program to help employees understand both what is expected of them and how to accomplish these expectations. The program consists of a *Compliance Program Guide* that is given to every employee, a *Code of Business Ethics and Conduct* that establishes Republic's guiding ethical principles and standards for conducting business, and *Corporate Policies* that are the specific compliance policies to which employees must adhere. This program makes compliance with high standards of business conduct mandatory for every employee. Employees are required to review the program and certify their understanding of their responsibility to abide by it. In addition, a Corporate Compliance Committee has been established to oversee and monitor the Program.

Corporate Policies

Summaries of Corporate Policies addressing working conditions include the following:

- Alcohol and Drug Abuse
  Republic is committed to providing a safe and healthy environment with no tolerance for employees under the influence of drugs or alcohol who jeopardize the Company's commitment and may make driving, operational, or computational mistakes that may cause serious injury, death, or damage to company or public property. We perform a very important and highly visible public service. We also compete for new business in a changing and competitive market. To do this, our employees must perform their jobs to the best of their abilities and with a clear mind.
- Occupational Safety and Health
  All Republic employees are expected to follow safe work practices, comply with health and safety standards, and report unsafe conditions.
- Non-Discrimination
  It is the aim and responsibility of Republic to maintain a fully qualified staff. Republic's policy is to give equal opportunity in employment, training, compensation, promotion, termination, and other company programs without regard to race, color, religion, sex, national origin, age, disability, veteran status, marital status, gender, sexual orientation. Employees are selected from qualified potential applicants based on ability, aptitude, education, experience, reliability, skill, training, and physical ability (with reasonable accommodations) to perform the job. Employment decisions shall comply with all applicable laws prohibiting discrimination in employment including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Immigration and Nationalization Act, and any other applicable state and federal laws and regulations. Discrimination or harassment will not be tolerated from any employee, including supervisors or managers, or from any outsider dealing with Republic. Employees are expected to report such incidents immediately.
- Sexual Harassment
  Republic's policy is to maintain a work environment free from sexual harassment. Unwelcome sexual advances, requests for sexual favors, or other forms of verbal, visual, or

physical conduct of a sexual nature are unacceptable, will not be tolerated, and are expected to be reported immediately. Any employee who feels that the company has not met its obligation under the policy is urged to contact the director of human resources. An effective No-Harassment Policy depends on all employees working together to address this very important subject.

- Wage and Hour Laws
  Republic will comply with all federal, state, and local wage and hour law requirements.

Employees are required to report promptly all known or suspected violations of the law or the program to their manager, Republic's legal department, human resources, or the Corporate Compliance Committee. Reports may be made directly or anonymously through the company's toll free AlertLine. Reports of suspected violations will be promptly and thoroughly investigated, and employees who make reports in good faith will not be subject to reprisals. To the extent permitted by law, Republic will take reasonable precautions to maintain the confidentiality of both the person making the report as well as the person about whom the report is made.

Employees who violate the law or Republic's Program will be subject to discipline up to and including termination. Discipline is enforced in a fair and consistent manner, while the form of discipline is decided on a case-by-case basis.

Workplace Violence Prevention

Republic has a strong commitment to its employees to provide a safe, healthy, and secure work environment. Republic maintains a Zero Tolerance policy when it comes to violence in the workplace. While Republic has no intention of intruding into the private lives of its employees, it expects all employees to perform their job without violence toward any other individual and report to work without possessing weapons.

All employees are strictly prohibited from making physical, verbal, or written threats or engaging in behavior that is intimidating, threatening, harassing, coercive, abusive, or assaultive against any employee, company representative, member of the public, vendor, customer, or any individual engaged in a business relationship with Republic.

Benefits

Republic provides appropriate company benefits to its employees. Republic offers a full range of benefits to non-union employees that typically includes group medical, dental, vision, and prescription drug insurance; life insurance; disability insurance; 401K retirement plan; leave of absence policies; medical leave of absence policies (for non-occupational disabilities); Family Medical Leave Act; personal leave of absence; bereavement leave; military leave of absence; jury/witness duty leave; workers disability; paid vacation; sick/personal time off; and paid holidays. Union employees receive benefits in accordance to their respective collective bargaining agreement with the Teamsters.

Job Opportunities

Republic also offers adequate opportunities for job advancement and career-pathing. Republic promotes and transfers employees based on its policy of equal opportunity employment.

Qualified and experienced individuals who have demonstrated ability to assume greater responsibility will be considered for promotion.

During the introductory period of the new position, employees are involved in several orientation programs designed to acquaint employees with company policies and procedures, work rules, and benefits; safety procedures; and position-specific skills. The orientation programs are also designed for employees to ask questions regarding their duties and responsibilities.

During the first 90 days on the job, employees are expected to develop the necessary skills to perform the work assigned. The first 90 days are designed to give the company a fair evaluation of employees' work habits and to give employees a fair chance to demonstrate their desire to become a regular employee. Once employees complete 90 days of service, they are considered regular employees and receive credit for the time already worked. If the job situation is not beneficial to both parties, the employee may resign or Republic may terminate or transfer the employee to another position. Union employees are governed by their specific union contract.

Performance Evaluations

It is company policy to have employee work performance evaluated on an annual basis. Evaluations also serve as a line of communication between employees and supervisors. Supervisors prepare a written evaluation and will discuss the evaluation with employees, after which the evaluation report is placed in the employee's personnel files. Our annual performance review process also includes self-evaluations by Republic employees.

Employee Training

Republic takes great pride in the quality, aptitude, and high employee morale of its employee base and the in-house training and personnel advancement programs that the Company maintains. Throughout this proposal, Republic discusses the various types of general training programs that it administers to its employees. Republic employee training programs generally fall into four broad categories---(a) Pre-placement, (b) Special Skills, (c) Periodic (i.e, monthly, biannual, annual, and refresher courses, etc.), and (d) Remedial.

The types and numbers of individual training procedures and programs that administered to employees, by job classification, are far too numerous to list in a proposal such as this, but the Company would be pleased to share with the City any additional information (including detailed listings of training courses and manuals) upon request. The amount of time and resources that Republic employs in the area of employee training is significant and at a level that it believes is unmatched by any of our competitors. Company efforts to train and continually educate employees has translated into a higher level of employee morale, one of the best safety track record in the industry, a more productive work environment, better service to customers, a lower cost of operation, and an impeccable compliance record as a company.

Integrity Interactive Ethics and Compliance Program

As part of Republic overall employee training program and curricula, Republic employees are required to complete a variety of web-based interactive training courses in the area of integrity, ethics, and compliance. The following is a listing of the types of courses that employees are

required to complete, with the specific courses for each covered employee being a function of the job classification and duties of the particular employee.

Integrity Interactive Ethics and Compliance Program	
Antitrust Contact with Competitors	Making the Deal (Compliance Issues in Selling)
Code of Conduct	Preventing Workplace Violence
Confidentiality	Records Management
Conflicts of Interest and Gifts	Records Management
The Consequences of a Cover-Up	Respect and Responsibility
Drug-Free Workplace (Manager version)	Safety and Environment (in the Office/Non-Manufacturing)
E-Compliance	Wage and Hour (FLSA)
Financial Integrity	CodeOne
The Government as a Customer	Corporate Citizenship
Government Procurement	Preventing Harassment
Insider Trading	Recognizing Harassment
Managing within the Law	

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2 Programs

Overview

Republic is a known entity through its long service history and proven track record of exemplary performance and safety in Whittier. Personnel, systems, equipment, and infrastructure are in place to enable Republic to continue providing the same excellent service the City has come to expect from Republic. By continuing to have Republic as its contractor, the City will eliminate all the risk, expense, and customer inconvenience associated with transition to a new contractor. Resources can then be directed toward expanding the service area to include Zone 3 trash routes and Zone 2, as well as enhancing programs and creating even greater diversion.

Benefits of Republic's Incumbent Status in Whittier

Having served the City of Whittier for over 30 years, Republic has an intimate working knowledge and complete familiarity with the City's service conditions and requirements, including:

- The City's residential customer base (Zones 1, 3), commercial customer base (Zones 1, 2) current collection days and routes affiliated with these customers (collection schedule), and the resultant optimal level of efficiency and minimal service disruptions to customers when new programs are implemented or routes added.
- Container needs, including set-out requirements and special collection needs of multi-family customers and commercial customers, collection applications and/or set-out locations such as time-sensitive collections, hard to service areas, atypical container locations or collection requirements—such as shared compactors, container pushes, locked containers and enclosures, properties requiring special access (i.e., keys and remotes), and rapport with property owners.
- Street and traffic patterns in the City and collection time frames relative to safety-sensitive areas such as schools, community centers and parks, libraries, and business districts.
- An existing customer service and work order system, including a history of customer requests, service notes, special service needs and customer requirements associated with Republic service areas.
- An existing and highly efficient operations infrastructure that includes a network of transfer stations, recycling and organics processing facilities and disposal sites to provide redundancy and ample capacity in case of unforeseen circumstances or disasters.
- An existing infrastructure tailored to the needs of Whittier residents that are in compliance with the *Agreement* between the City and Republic.

It would take years for another contractor to match Republic's level of service and extensive working knowledge of the City of Whittier, as well as establish the excellent customer relations the Company has consistently worked so hard to achieve. With Republic, efforts will be focused on program expansion instead of transition fundamentals.

Benefits of Republic's Nationwide Privatization Experience

Republic's nationwide large-scale privatization experience, combined with the formalization of corporate support for these types of contracts has informed Republic's *Implementation Plan* and the overall approach described herein.
See Section 1B for privatization references.

Collection Approach Highlights – All Customers/General

The following highlights apply to all Whittier customers.

- High Diversion Bulky Item Program
  Republic will use non-compaction equipment, work with Whittier-based non-profits, and dissemble non-reusable items for recycling—as is the current practice—before disposing of anything. Republic guarantees a minimum of 50 percent diversion for bulky waste.
  See Sections 2A.6 and 2A.7.

- Proactive Ongoing Public Education
  Republic's programming includes a comprehensive and holistic public education program, both to ensure compliance with recycling legislation and to increase diversion throughout every sector. The results of Republic's highly effective public education and outreach is that all Republic Los Angeles areas contracts meet or exceed all State recycling mandates.
  See Section 2A.11.

- Homeless Encampment Assistance
  In order to improve conditions in homeless encampments, protect homeless residents and public health and safety, Republic will include regularly-scheduled steam cleaning and collection point clean-up services at no charge to the City or rate-payers.
  See Section 2G.

- Republic Community First Enhancements
  Republic has included many enhancements—particularly around community involvement and support—that are offered at no additional charge to the City or ratepayers. These are included in *Section 2G*. Republic maintains a strong commitment to the communities it serves, as its track record of service and sponsorships in Whittier have proven.

Collection Approach Highlights – SFD Customers

The Following Programs and features have been complied for Whittier SFD customers

- Automated Weekly Refuse
  Republic Services will provide each SFD with a new 96 gallon, wheeled cart for automated collection of refuse. Republic will also provide cart substitutes depending on the customer's preference and need in the sizes of 64 and or/32 gallon carts. Additional carts will be available for an additional charge. See Rate sheets

- Automated Weekly Single-Stream Recyclable Materials Collection

Republic Services will provide each SFD with a new 96 gallon, wheeled cart for single stream recycling material. Republic will also provide cart substitutes depending on the customer's preference and need in the sizes of 64 and or/32 gallon carts. Additional carts will be available at no additional charge.

- Automated Weekly Green Waste Collection
  Republic Services will provide each SFD with a new 96 gallon, wheeled cart for green waste material. Republic will also provide cart substitutes depending on the customer's preference and need in the sizes of 64 and or/32 gallon carts. In addition Republic will provide SFD (2) additional carts if needed at no charge. Additional carts will be available for an additional charge. As per the agreement, *see rate sheet*.

- Alley Collection
  Republic Services is uniquely familiar with the City's alley areas and will provide collection service based on the Alley List and Map that was provided by the City. See Attachment G – Alley List & Map

- Hard to Service Areas
  Republic Services will provide weekly, curbside collection of refuse, single-stream recyclable materials and green waste to hard-to –service areas such as steep hills, narrow streets, one-way streets, dead-ends, courts and alleys.
  See Section 2A.5

Collection Approach Highlights – Commercial Customers

The following programs and features have been compiled specifically for Whittier in order to meet the City's stated goals and State recycling mandates.

Most importantly, recycling will be offered to all businesses at a rate that is 60 percent of the solid waste rate to encourage recycling.

- Commercial Organics Program
  Republic will conduct recycling opportunity assessments for all commercial customers prior to the operations start date. Using its sophisticated waste diversion calculator tool, Republic will:

  - Examine each customer's waste stream.
  - Confirm current service levels and waste generation rates.
  - Propose new service levels that include optimized recycling
  - Identify opportunities for food waste collection for customers generating significant amounts of food waste (e.g. food waste centric businesses such as restaurants.

  Republic is committed to identifying and enrolling enough commercial organics customers to generate the tonnage and density to have a dedicated commercial organics/food waste route from day one of the operations start date.
  See Section 2A.7.

- Shared Compactor Service
  Republic will assign a service coordinator to initially ensure that billing methods and invoicing remains the same for these customers and will conduct an initial recycling opportunity to assessment analyze and become familiar enough with the waste stream to allocate at least one compactor to recycling without inconveniencing customers.
  See Section 2A.7.

- Commercial Recycling Opportunity Assessments and Recycling Technical Assistance
  Republic will conduct free initial recycling opportunity assessments for all commercial and multi-family customers to right-size services and optimize resource recovery. Even though Republic will increase recycling in Whittier, the non-recyclable tonnage required by the City's contract will be delivered to the City's Savage Canyon Landfill.
  See Section 2B.

- Model Commercial All-in-One Recycling Program
  Republic will implement, free of charge, in all City facilities, Republic's All-in-One Recycling program/kit, which includes interior collection containers, posters, and collateral materials—everything needed to make single-stream recycling easy. A sample kit is included with this submittal for the City's review. Commercial customers will be introduced to the program during recycling opportunity assessments and will have the option to procure Republic's cohesive family of branded materials.
  See Section 2B.

- Split Containers
  Republic proposes providing 3- to 6-yard containers for the City. The rate structure is the equivalent of the rate for the trash capacity plus the recycling capacity. For example, the rate for a 3-cubic yard split bin equals the rate for 1.5 cubic yards of trash plus the rate for 1.5 cubic yards of recycling.
  See Section 2A.7.

- 100- and 300-Gallon Containers
  Republic will continue to service these containers with automated sideloaders, blending them into existing single-family/cart routes for maximum efficiency. During initial on site waste assessments Republic will also identify opportunities to optimize collection services and offer front load containers where appropriate and feasible. The frequencies of service have been estimated for these containers based on an assumed 2X per week frequency in the absence of specific collection data. For these container collection services, we propose to use an agreed upon procedure to capture the initial year collection data to develop a baseline for the collection frequency and associated revenue, and use this agreed upon procedure to reconcile the actual field collection data with the anticipated numbers to update the 100 and 300 gallon service schedules and rates as needed. Additionally, *Republic will offer green waste and recycling assessments to these customers at no additional charge. The assessments are designed to help promote and increase recycling participation, at the same time identifying customer cost savings by reducing the amount of solid waste generated.*
  See Section 2G.

Collection Approach Highlights – MFD Customers

The following programs and features have been compiled for Whittier MFD customers.

- Free MFD Recycling and Green Waste Collection
  Because of the challenges associated with implementing MFD recycling, Republic will offer free recycling and green waste (up to 3 carts free) cart collection for all Whittier MFD customers. Republic will include special outreach including personal contact during the transition phase and ongoing to all MFD customers.
  See Section 2A.7.

Collection Services Approach

Container type, not customer type, drives the collection application. Republic places a serious emphasis on right-sizing services, using waste generation rates, customer preference, access and space constraints, and waste stream information to propose the correct container type and level of service.

The chart on the following page, which captures Republic's approach to rendering regularly scheduled collection services, provides program information for all customer types. Unscheduled services—which are not regularly scheduled weekly collection services, are described at the conclusion of the subsection by generator type.

Additional information in *Section 2B* will highlight Republic's approach to right-sizing services for commercial customers, as well as optimizing resource recovery both now, and in the next few years as AB 1826 regulations take effect.

2 Programs

2A SFD, MFD, Commercial, and City Services

The chart below depicts the collection method Republic will utilize for regularly scheduled collection services. This chart is followed by driver activity sequencing for the primary collection services. Republic will procure the City's equipment for use as spares.

REPUBLIC SERVICES	Core Scheduled Services		Core Special Services
Vehicles *Featuring New CNG-Power (Frontline)* *Legend:* *ASL = Automated Sideloader;* *FEL = Frontloader* *Note: all vehicles are equipped with clean-up kits which include broom, shovel, and absorbent material.*	ASL + Carts	FEL + Bins	Rearloader Truck Scout Truck Roll Off Truck
	Quantity: 12 ASL Truck	Quantity: 1 FEL Truck	Quantity 2: Rearloader Truck
	Routes: Automated Cart Collection Applications All cart-based programs including: • Core services for SFD: weekly solid waste, recycling, and organics collection. • MFD/commercial cart customers. • Hard-to-service (with scout). • Most holiday tree collections.	Routes: Standard Frontloader Collection Applications • MFD bin customers. • Commercial bin customers.	Quantity: 1 Scout Service – Pup Truck Hard-to-Service Areas
Containers	 Company-provided: Company-provided carts in the default size of 96-gl for solid	 Commercial Trash Container	Quantity: 2 Roll Off Truck

	waste, recycling, and green waste. 64- and 32-g refuse carts available. All carts injection-molded.	 Recycling and Refuse Split Bin Commercial Recycling Bin	

The following chart, *Collection Equipment*, lists the collection vehicles Republic will procure for this contract.

2A.1 Equipment List – Frontline

Vehicle Type	Make	Model	Engine	Year	VIN	Condition
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	SCX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX64	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX	CNG	2016	TBD	New
Automated Side Loader	Autocar	ACX	CNG	2016	TBD	New

Flat Bed	Ford	F-750	Diesel	2010	3FRXF7FE1BV397045	Excellent
Roll Off	CCC		CNG	2012	1CVCCZ489CT050213	Excellent
Roll Off	Autocar	ACX64	CNG	2016	TBD	New
Scout	Ford	F-150	Gasoline	2016	TBD	New
Front Loader	Autocar	ACX64	CNG	2016	TBD	New
Rear Loader	Autocar		CNG	2016	TBD	New
Rear Loader	CCC		CNG	2009	1CVCCZ4869TO49027	Excellent

2A.2 Routing Approach

Republic owns its own sophisticated routing software, *Route Editor Plus.* Although most routing software applications may be one step better than planning with pencil and paper maps; it would be a stretch to label those as true route optimization applications. Traditional routing software tools may provide automated sequencing of stops with estimated straight line distances between stops or use some form of generic VRP techniques. A true route optimization tool, such as *Route Editor,* for the waste collection industry adopts specifically tailored operations research computation technique as part of its core route optimization algorithm, as does Republic's software.

The route optimization tool Republic uses is one of the most advanced waste collection route optimization software tools available. The route optimization algorithms are tailored for the waste collection industry to take into consideration waste collection constraints such as truck compaction ratios, landfill trips, maximum lifts, maximum yards, maximum weights, and vehicle approach. The web-based architecture allows for centralized deployment while allowing end users to access the same application nationwide. The end users at various regions of the country will be able to apply their local domain knowledge to ensure feasible routes are generated while using the same standardized tools. The centralized deployment provides easier IT management and support.

The combination of PDV Connect for service verification and Route Editor Plus is field proven to reduce route mileage, reduce costs, confirm service performance and enhance the customer experience.

In order to create the safe, efficient routes upon which Republic's Whittier's assumptions rest, Republic takes these basic steps:

- Republic's team of routing experts, functioning under Lance Carlson, Director of Geospatial Intelligence (a corporate function), begin with a customer or address list with address cleansing and standardization tools;
- Cleansed addressed are geocoded with multiple technologies;
- The geocoded list is imported and validated in *Route Editor Plus*;
- Routing is created (including days of service, number and location of routes, route sequencing);
- The routed information is sent to Republic's customer management software, InfoPro.

Route Audits

Republic conducts route audits on a regular basis to ensure safety and efficiency. These are accomplished through physical ride-alongs via Republic's ReSop program, or route efficiency tools. The efficiency tools are focused on managing Driver productivity, but also incorporate safety and compliance. These tools can deliver Driver safe break-off points to ensure Republic doesn't exceed weight limits, but they also factor in proper rest and meal periods. *Commercial Route Audit Reports* generated through InfoPro, allow Operations and General Managers to check service statistics on any route. Thoroughly trained Republic Operations and General Managers can often identify inefficiencies from this report alone, which leads to additional investigation and a permanent fix.

As indicated in the *Implementation Plan*, initial route planning requires additional inputs, such as pedestrian traffic associated with schools, playgrounds, and community centers. Republic's multi-faceted approach combines sophisticated GIS planning together with layers of strict operational oversight. At Republic, routing is never finished; it's taken very seriously and continually updated.

The chart on the following page provides the productivity assumptions associated with this contract.

2A.3 Productivity Assumptions

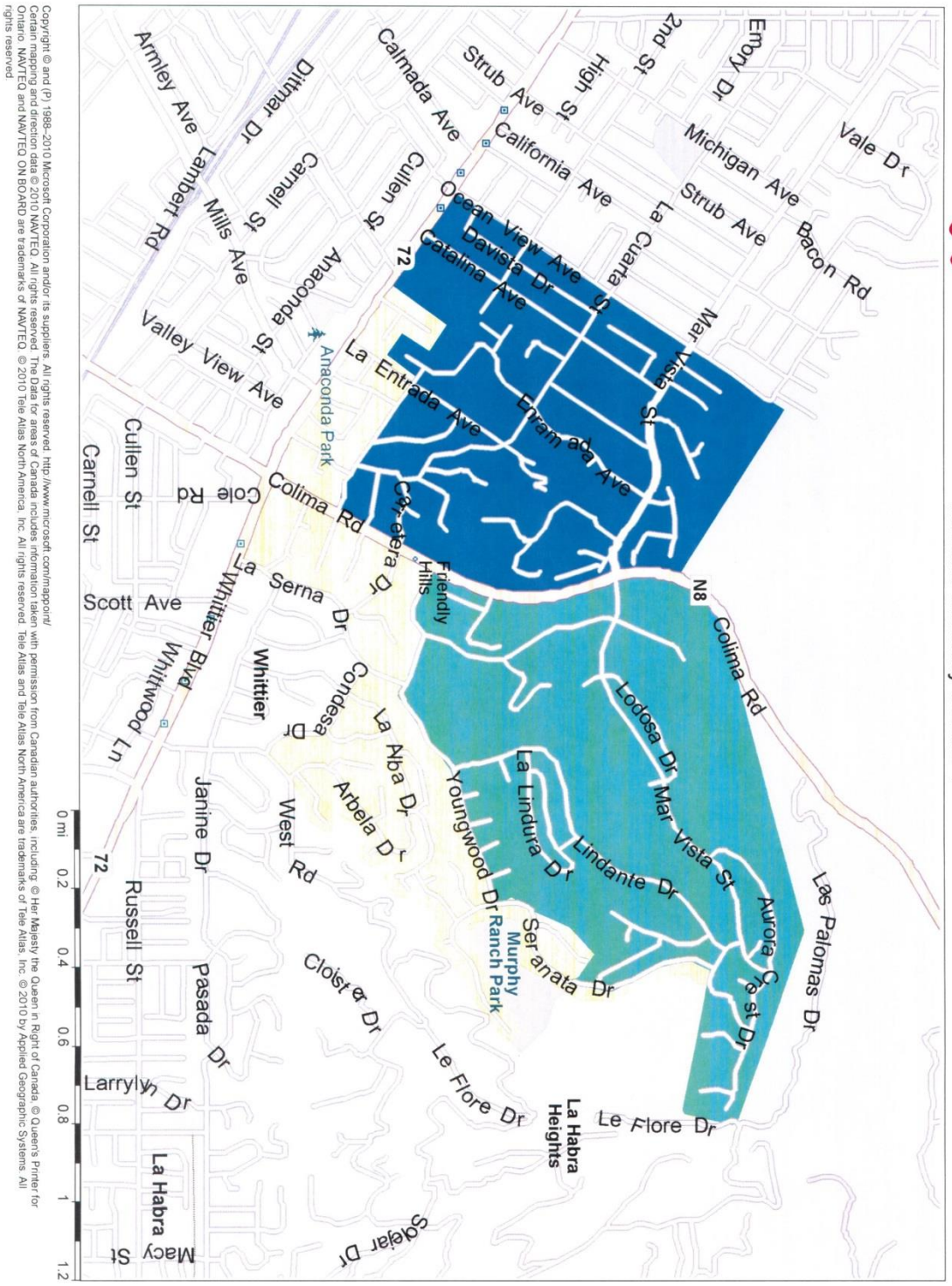
This *Whittier Collection Details* chart present Republic assumptions in the generation of routes. These productivity assumptions present a logical connection with Republic's pricing.

Whittier Collection Details

Residential Routes			Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
#s	Type	Truck Type	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	TotalHours
5.0	MSW	ASL	10.1	2.0	10.1	2.0	10.1	2.0	10.1	2.0	10.1	2			253.5
3.0	REC	ASL	10.6	1.0	10.6	1.0	10.6	1.0	10.6	1	10.6	1			159.6
4.0	GW	ASL	11.1	2	11.1	2	11.1	2	11.1	2	11.1	2			222
1.0	Bulky	RL	8.1	1	8.1	1	8.1	1	8.1	1	8.1	1			40.5
Commercial Routes			Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
#s	Type	Truck Type	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	TotalHours
1.0	MSW	FEL	11.1	1.8	11.1	1.8	11.1	1.8	11.1	1.8	11.1	1.8	5	0.5	55.5
1.0	MSW	RL	10.3	1	10.3	1	10.3	1	10.3	1	10.3	1			51.5
Industrial Routes			Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
#s	Type	Truck Type	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	Hours	Loads	TotalHours
1.0	MSW	RO	9.8	7.5	9.8	7.5	9.8	7.5	9.8	7.5	9.8	7.5			49

2A.4 Proposed Route Maps

Republic's proposed route maps, which are based on its extensive knowledge of the service area and which are based on the efficiencies only Republic can offer with its routing technology are included beginning on the following page.



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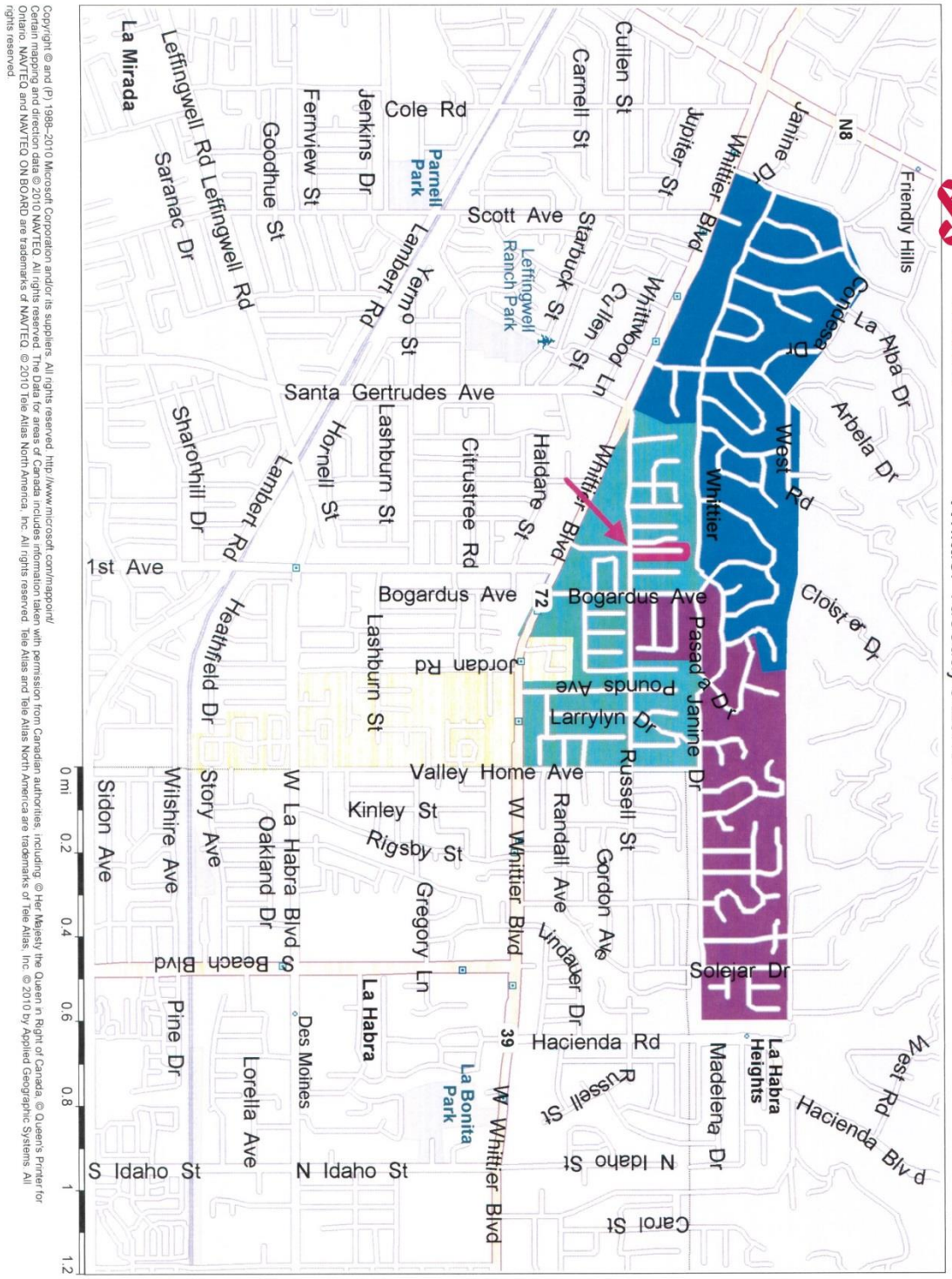

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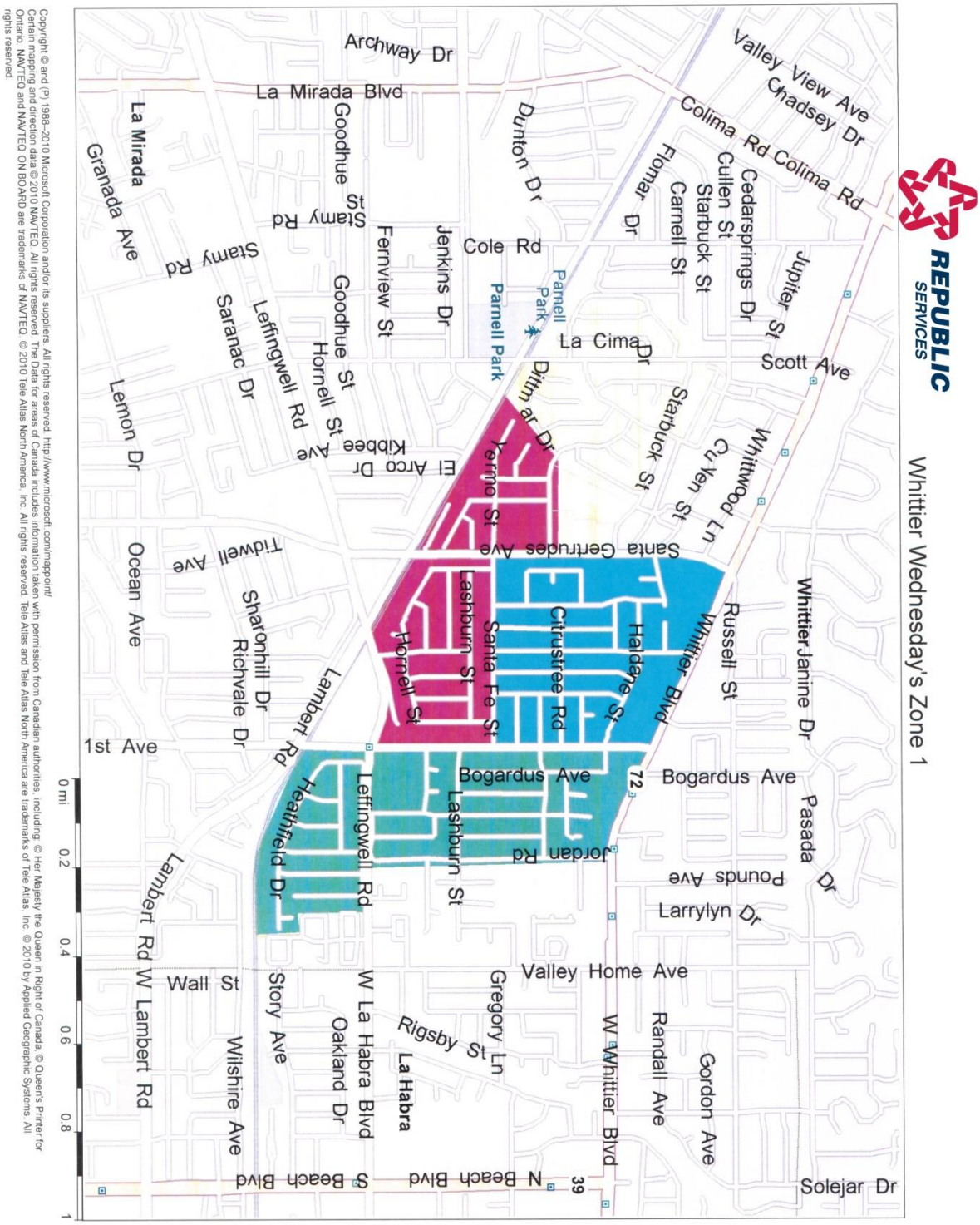

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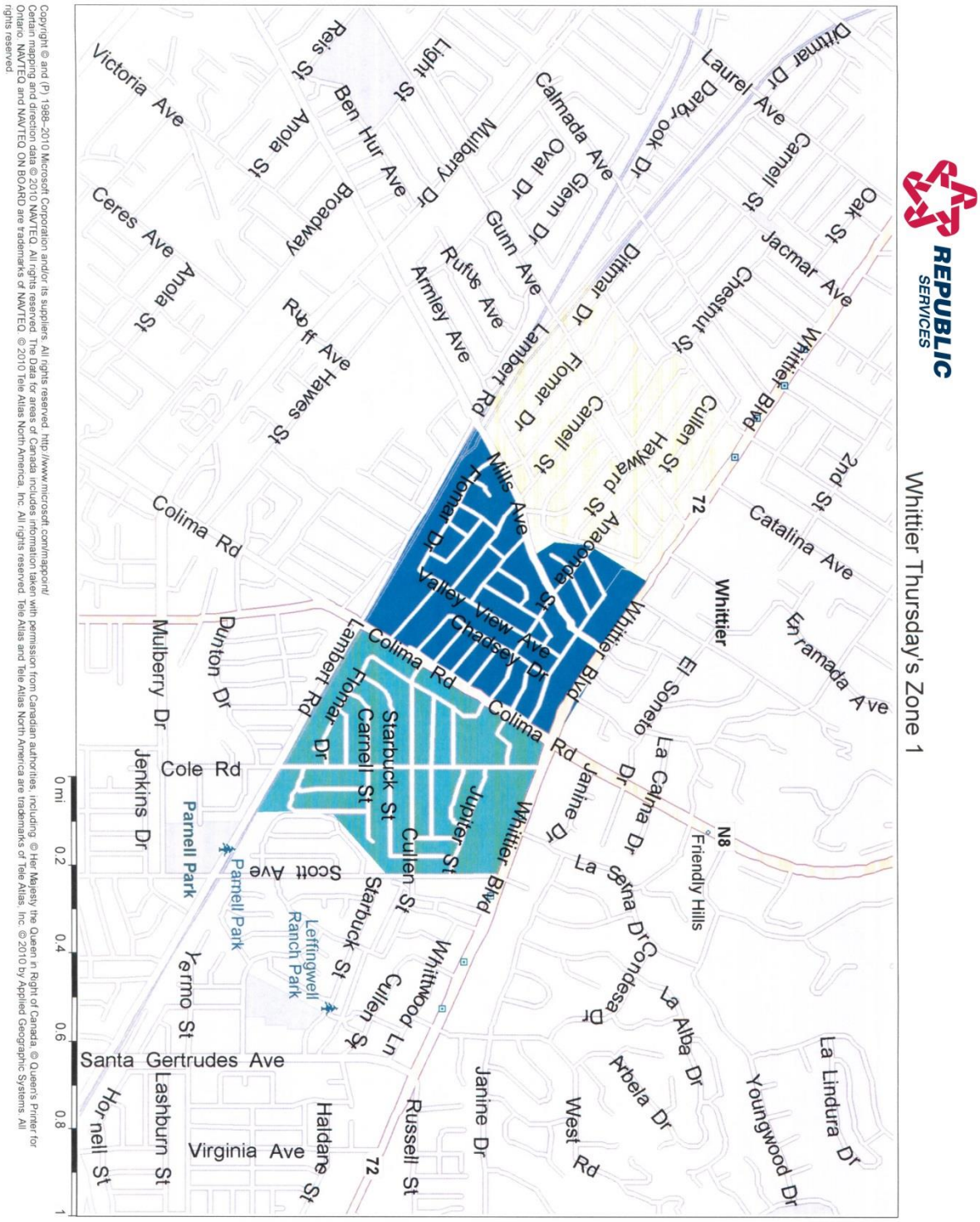
REPUBLIC SERVICES
Whittier Thursday's Zone 1
Whittier
Friendly Hills
Parnell Park
Leffingwell Ranch Park
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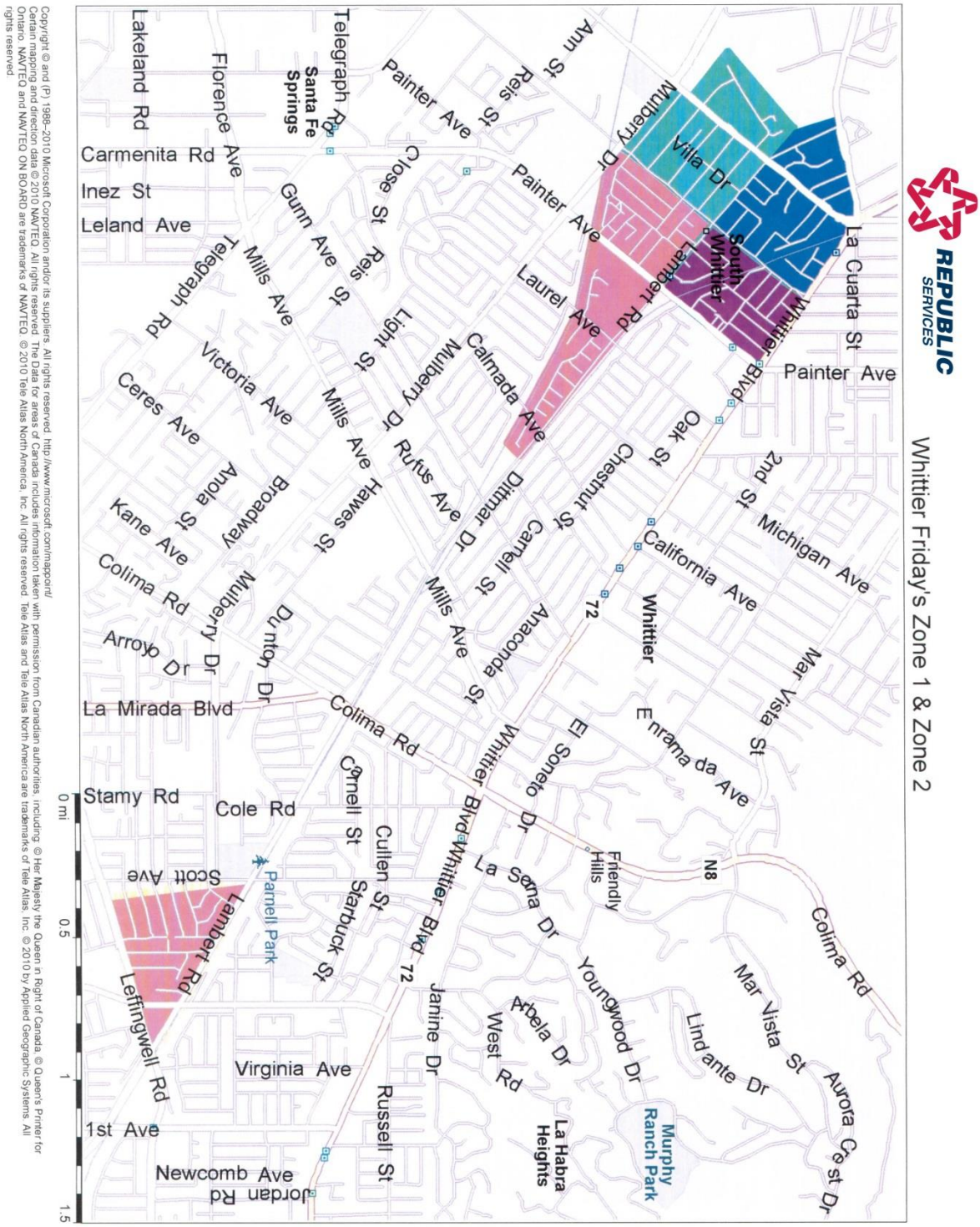

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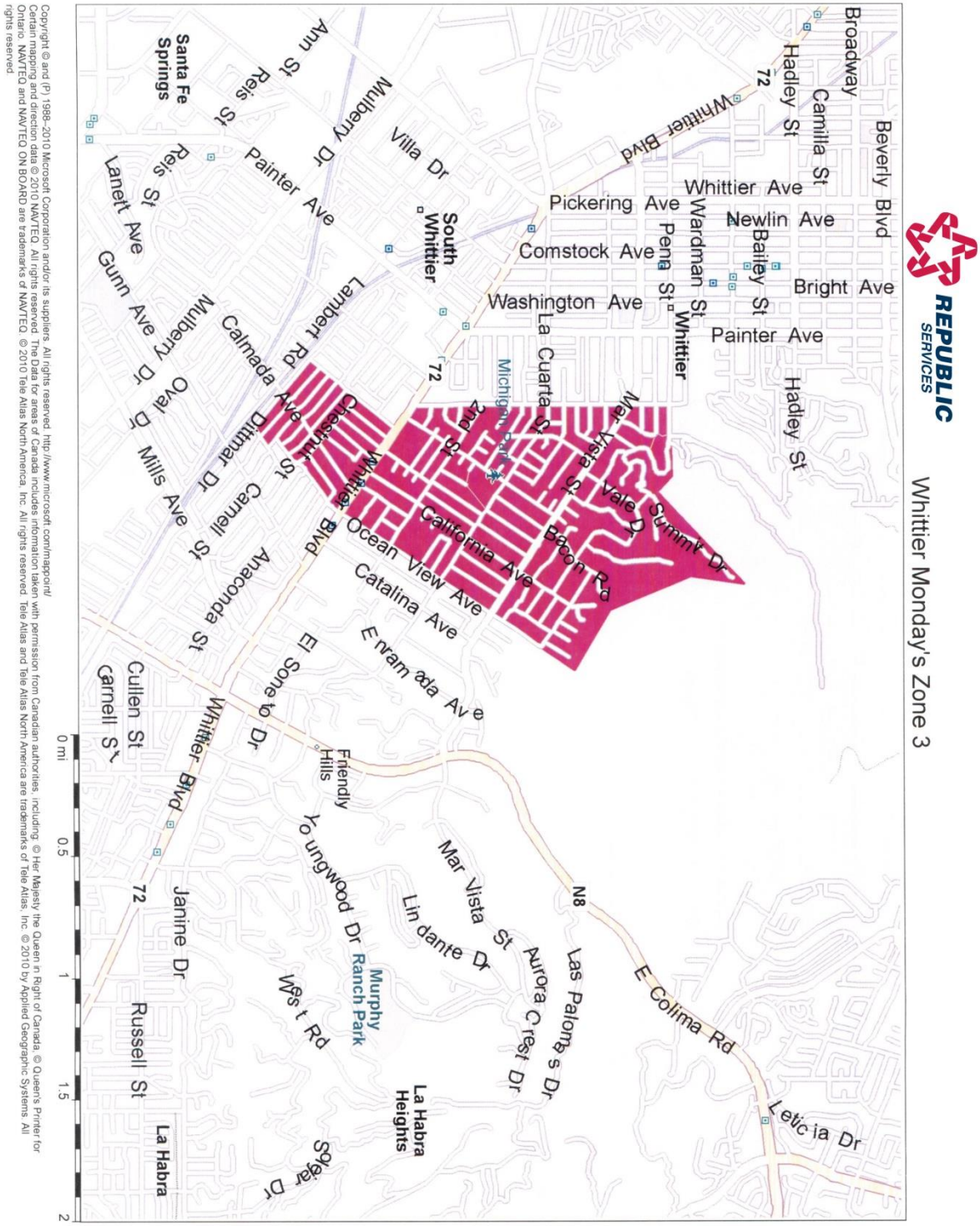

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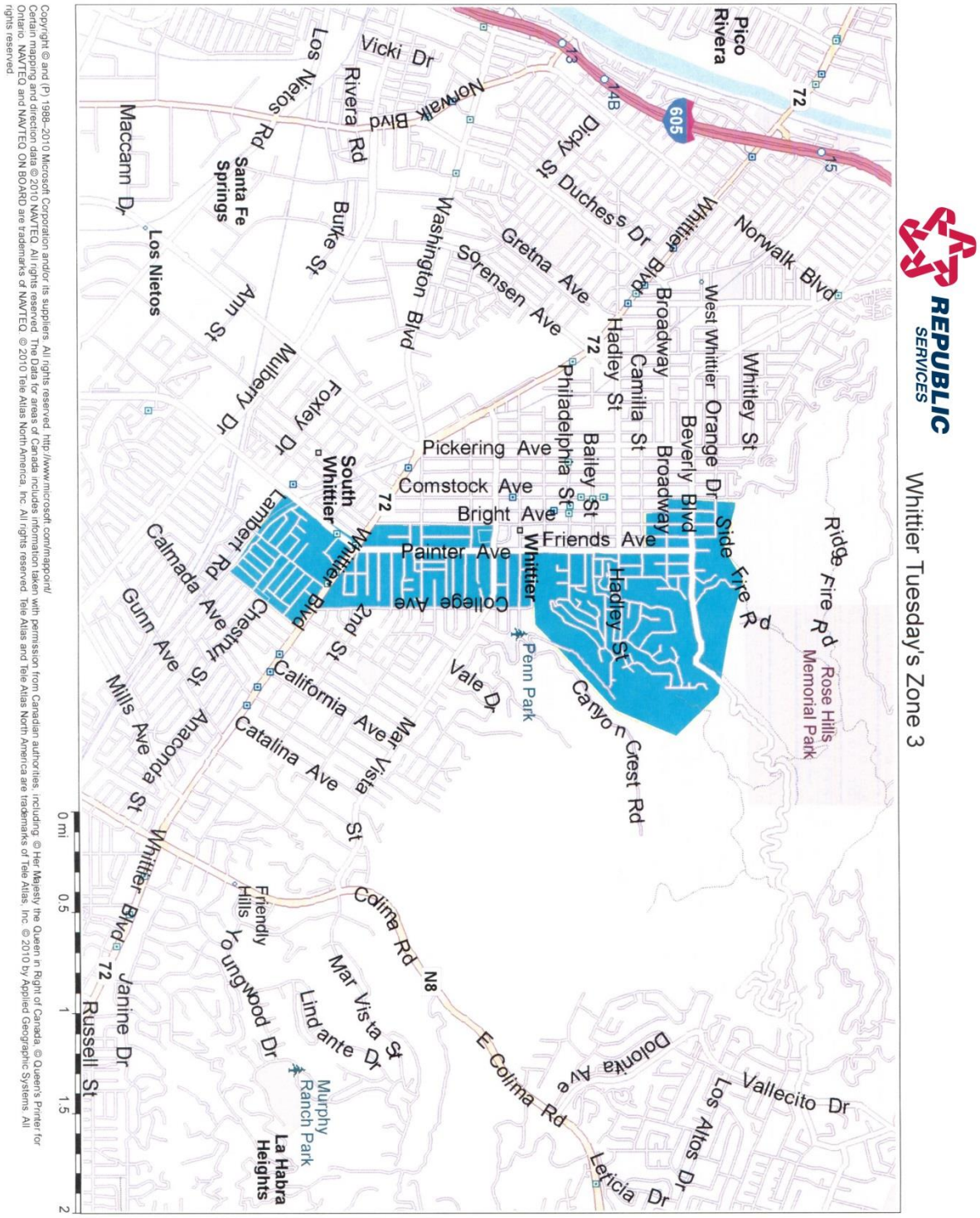

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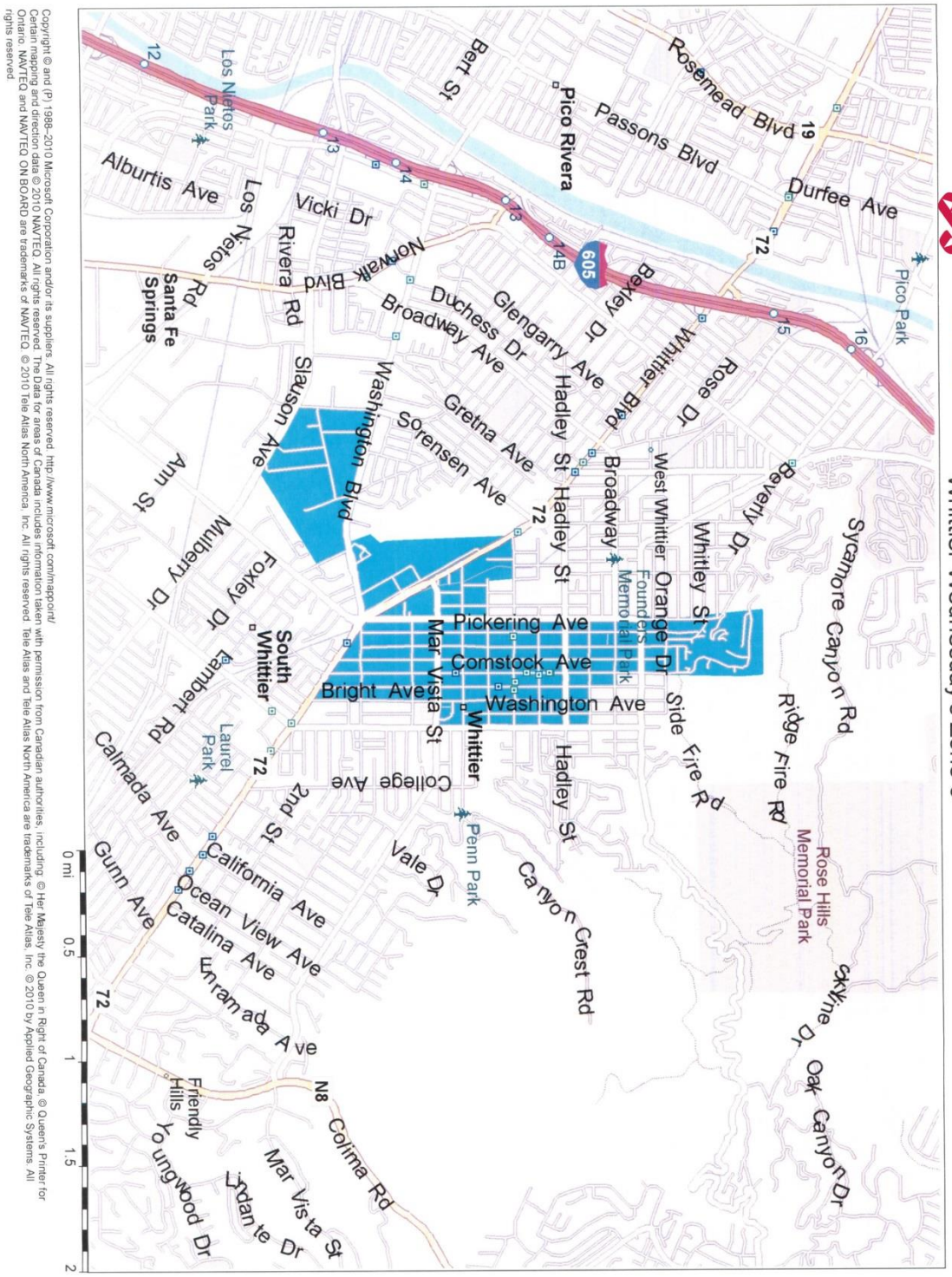

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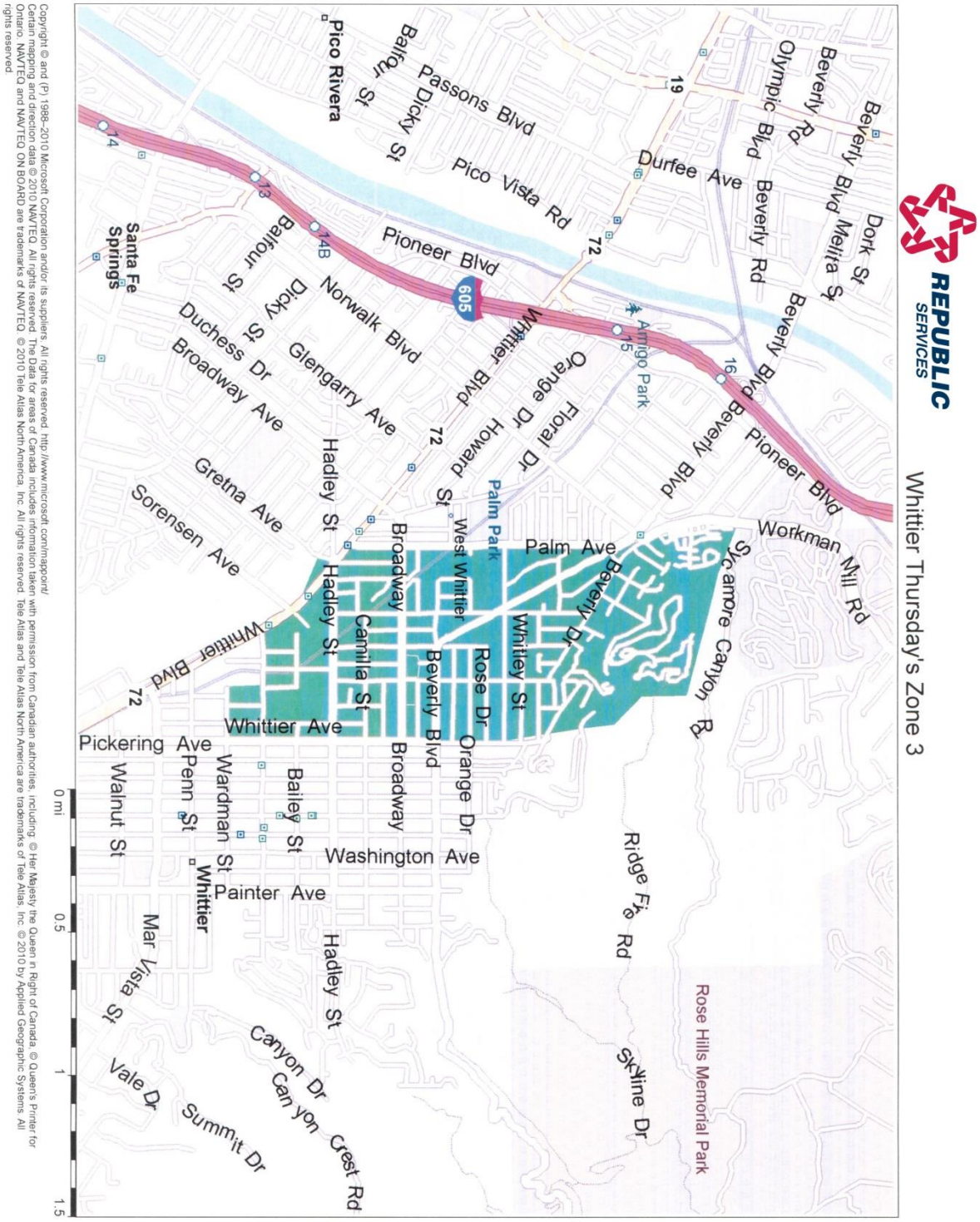
REPUBLIC SERVICES
Whittier Thursday's Zone 3
Dork St
Beverly Blvd
Melita St
Beverly Rd
Olympic Blvd
Beverly Rd
Beverly Blvd
Pioneer Blvd
Workman Mill Rd
Durfee Ave
Pico Vista Rd
Passons Blvd
Pioneer Blvd
Amigo Park
Sycamore Canyon Rd
Palm Ave
Palm Park
Whitley St
Rose Dr
Orange Dr
Beverly Dr
Floral Dr
Orange Dr
Howard St
Whittier Blvd
West Whittier
Beverly Blvd
Broadway
Broadway
Camila St
Hadley St
Hadley St
Norwalk Blvd
Glengarry Ave
Dicky St
Balfour St
Pico Rivera
Duchess Dr
Broadway Ave
Gretna Ave
Sorensen Ave
Whittier Blvd
Whittier Ave
Pickering Ave
Walnut St
Penn St
Wardman St
Bailey St
Washington Ave
Whittier
Painter Ave
Mar Vista St
Vale Dr
Summit Dr
Canyon Dr
Canyon Crest Rd
Hadley St
Ridge Fire Rd
Skyline Dr
Rose Hills Memorial Park
Santa Fe Springs
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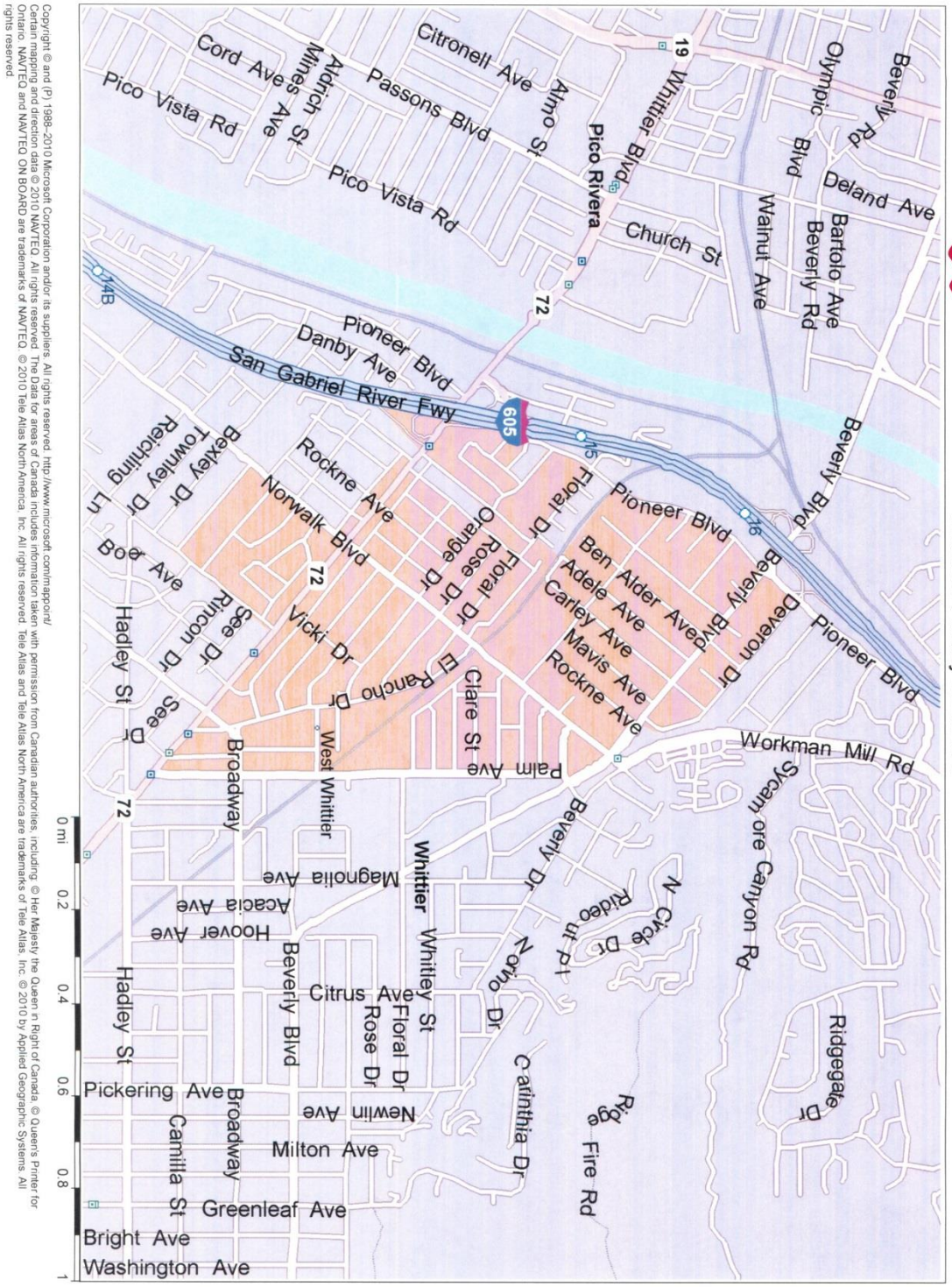

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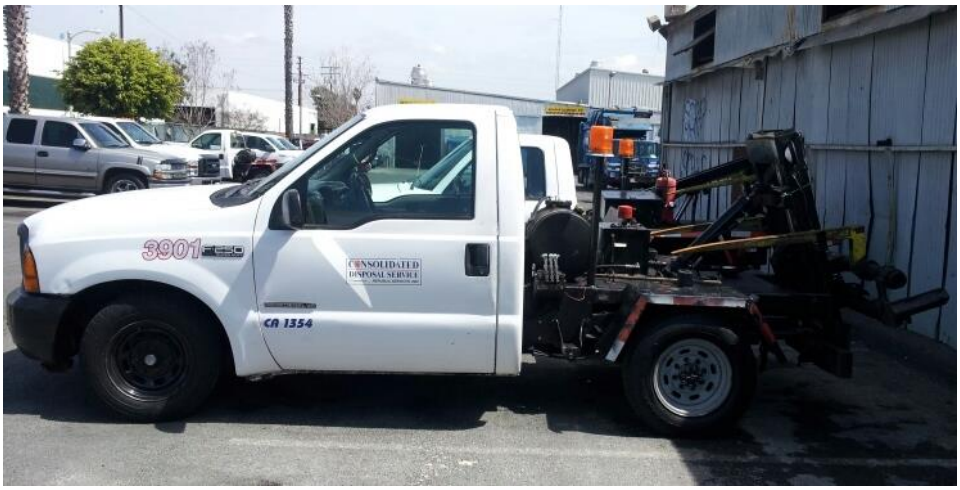
2A.5 General Notes: All Collection Services

The benefits of Republic's choice of collection methodology and equipment for all generator types/all services include:

- Standardization. Standardization of the fleet in the manner described produces maintenance economies of scale and promotes greater safety, since most drivers will use like equipment. Standardizing the fleet lowers the cost associated with stocking parts for various manufacturers; it also allows maintenance personnel to work more efficiently.
- Flexibility. Republic builds flexibility into the collection methods and equipment it chooses to attain the highest levels of efficiency possible.
- Light Weight. Republic works with its collection vehicle vendors to engineer trucks that are lighter weight to increase carrying capacity which in turn creates greater efficiency. For example, a lower torque transmission removes 1,000 pounds of weight from the drive train. The benefit to the City and residents is less wear and tear to City and private roads, greater fuel efficiency, and the ability to increase payloads when necessary to limit the number of routes.
- Maximum Legal Payloads: Routes are configured and wheel weight distributions expertly engineered to maximize payloads/efficiency and minimize Republic's carbon footprint.
- Easily Maneuvered. These collection vehicles are a cab-over, low cab forward style rather than a conventional style, which when combined with the chassis specified, creates excellent maneuverability.
- Quiet: Alternative fuel vehicles produce significantly <u>less</u> noise while idling than a diesel collection vehicle idling.
- All new collection vehicles have an automatic shut-down feature after five minutes of idling to mitigate vehicle noise.
- A scout truck will be utilized along with regular collection equipment for hard-to-service areas, just as is currently done.



Hard-to-Service Areas

Republic is uniquely familiar with the hilly terrain and hard to service areas in Zones 1 and the City's Zone 3 where Republic currently collects all of the recycling and green waste carts for the City. For increased safety and efficiency, Republic will continue to use a modified scout truck system to make collections in hard-to-service areas. Customer carts will be collected by the scout truck and brought to Republic's ASL truck for collection and then returned back to the customer site by the scout vehicle. *Republic will offer stenciling of containers with customer address on all scout customers at no charge.*

2A.6 SFD, MFD, Commercial Cart Customers

Automated Cart Collection Services

In addition to the information in the preceding *General Notes,* the following applies for residential/cart customers:

- Automated Arm: This arm has the ability to be operated from either side of the cab from the driver's position: right side or left side. In the automated mode the driver simply moves the arm using an ergonomically positioned joy stick: the arm can move out to nearly five feet from the body of the hopper to allow for incorrectly positioned carts. The claws grab the can and it is returned to the truck and emptied into the hopper. If necessary, the driver can also perform this operation from a safe position outside the cab, if the situation warrants itself.

Collection Carts

Collection crews will treat carts with care and will return carts to their original positions after servicing, and drivers will check to ensure carts are upright and the collection area clean before moving forward to the next stop. Collection equipment specifications is included in *Section 8 – Additional Information.*

Container deployment is conveyed in more detail in the Implementation Plan.

Optimized Recycling

Republic's current Whittier programs meet or exceed State-mandated diversion requirements. H Republic's proven and continually refined comprehensive *Public Education Plan* and expanded list of acceptable materials will ensure that diversion increases over time.
See Section 8 Public Education Plan and sample material for recent new contract implementations with the City of San Fernando and Inglewood for more information.
See also Section 2G – Enhancements for more information

Driver Activity Sequencing

Please see the *Appendix* located at the conclusion of this subsection.

Other Residential Services

In addition to regularly scheduled solid waste, recycling, and organics collection services, single family and multi-family dwelling service recipients are also entitled to annual holiday tree recycling collection, on-call bulky waste and e-waste collection, and household hazardous waste collection programs. Republic's approach is described below.

Annual Holiday Tree Recycling Collection

Republic will provide holiday tree collection beginning the first collection day after December 25th and continuing until all trees are collected at no additional charge. To the extent possible, trees will be collected using regular route equipment (organics route trucks) to increase collection activity efficiency and safety. However, as needed, Republic will dispatch rearloaders from its spare fleet to ensure that all holiday trees are picked up on the collection day immediately following the customer set-out. Notice of the availability of the holiday tree collection program will be published in the materials described in *Section 2B – Implementation Plan.*

For MFD customers, Republic will also accommodate requests for roll-off containers, as is often the preference of larger complexes.

On-Call Bulky Waste and E-Waste Collection

Republic will provide four bulky waste and e-waste collections per MFD account annually. As per the City's *RFP*, customers will be entitled to discard up to 12 bulky items annually in any combination of collection days. Republic will provide customers, through the outreach methods described in this proposal, program guidelines and instructions for scheduling collections.

To properly adhere to the City's hierarchy of a) reuse as is; b) disassemble for reuse or recycling; c) recycle (through participation of charitable organizations); and as last resort d) disposal, Republic will utilize the non-compaction collection equipment (stakebed truck) referenced in chart in the beginning of this section. This will preserve the condition of all bulky items collected.

Bulky item reuse will be facilitated through a partnership with a local non-profit in Whittier. Republic currently does disassemble large items at its transfer station to optimize recycling and will continue to do so. The last resort, always, is disposal.

E-waste will be collected curbside and recycled through Republic's partnership with E recycling of California.

Between these measures, as well as Republic's detailed program guide and expanded list of acceptable recyclable materials at its processing facility, CVT in Anaheim and Rainbow Environmental in Huntington Beach, Republic will meet or exceed the City's Bulky Item 50 percent recycling requirement.

For MFD customers, Republic will also accommodate requests for roll-off containers and complex clean-up events as is often the preference of larger complexes. In this instance Republic can also provide event guidelines and staff collection points as may be requested.

Household Hazardous Waste Collection

Republic's HHW program will include two annual events. These events, which will strictly follow the guidelines presented in the *RFP,* will be provided at no additional charge and Republic will adhere to the City's list of acceptable and unacceptable materials and conduct events that are in compliance with all governing laws and regulations with the highest regard for safety.

Events will be well organized, and Republic will follow this general schedule in communicating with Whittier residents about the event.

- 8 weeks prior to the event: Prepare outreach materials, including flyers, billing insert, and paid advertising.
- 6 weeks prior to the event: Begin distribution of outreach materials.
- 4 weeks prior to the event: Notify civic and service clubs of project and request promotional support.
- 2 weeks prior to the event: Place ads.

Home > Residents > Household Hazardous Waste

Handling Your Household Hazardous Waste

We know it's not easy determining which household products can be disposed of in your regular trash and what is hazardous. We'll help you identify responsible and convenient disposal options for household hazardous materials to prevent potential harm to the environment and your home. We're here to help with:

- Convenient disposal options.
- Careful handling of your household hazardous waste.
- Easy identification of materials.
- Safe disposal to avoid health hazards.

Request Services

Household Hazardous Waste Tips for the Home

Sharps Collection

As per the *Draft Agreement* Republic will, without charge and within one week of a residential customer request, deliver to the customer's residential premises:

- An approved sharps container with at least a one gallon capacity for discard of sharps in accordance with Federal, State, and local laws and regulations.

Republic will provide a pre-paid postage container for mailing back the approved sharps container.

Within one week after a residential customer request, Republic will provide customer, at the customer's residential premise without surcharge to that customer with an approved sharps container that has at least one gallon capacity for discard of sharps in accordance to the applicable law, and, a pre-paid postage container for mailing the approved sharps container in accordance with applicable law. Republic will include information and education regarding the sharps program in outreach efforts and will coordinate with local law enforcement and fire departments to provide outreach materials at public facilities.

Republic has teamed with Stericycle to create a streamlined approach for proper disposal of sharps. Through Republic's website, republicsharps.com, customers can view the kits available. After selecting a kit customers simply contact customer service and their kit is mailed to them, complete with detailed instructions for use.
Each kit contains the following items:

- *A government-approved plastic container specially designed for sharps waste*
- *Plastic liner*
- *Prepaid-postage return shipping box*
- *Pre-addressed return shipping labels*
- *Disposal*
- *Tracking documents (container return tracking and proof of destruction).*

2A.7 MFD/Commercial Bin Customers

Frontloader Service

In addition to the *General Notes,* customers who have bins will be serviced through the application of standard frontloaders and frontloader bins. The benefits of Republic's approach for commercial scheduled bin collection services include:

- Republic will continue to right-size services levels/container capacity such that collection points look consistently clean and neat.
- This collection system creates an aesthetic appearance whether or not containers are placed within an enclosure.

Frontloader Bins

- Republic utilizes standard 10-(heavy) gauge bins.
- Bins are placed on a rotating system of refurbishment, so that the bin inventory is continually monitored and repairs and repainting completed as needed.

Driver Activity Sequencing

Please see the *Appendix* located at the conclusion of this subsection.

Program Enhancements: True Organics and Optimized Recycling

This program has many significant enhancements associated with it. For that reason, please see the following subsection.

See also Section 2G – Enhancements for more information.

Republic's current Whittier programs meet or exceed State-mandated diversion requirements. Republic's proven and continually refined comprehensive *Public Education Plan* and expanded list of acceptable materials will ensure that diversion increases over time.

See Section 2A.11– Public Education Plan

Commercial Customers: True Organics Program Enhancement

As noted in this section's *Overview*, Republic will also offer a robust organics and food waste program to sync with program thresholds associated with AB 1826.

- Containers
  Republic will offer both frontloader bins and cart service for the organics collection program. However, due to the weight of the material and site logistics for customers, Republic expects greater program participation with 96 gallon carts.

- Service Levels
  Republic auditors will recommend twice weekly service to mitigate odors, however, actual service levels will be based on waste generation rates and customer preference, such that collection schedules for some customers may exceed twice per week.

- Signage
  Republic will provide, at no additional charge, container and collection point signage that is graphics-based indicating allowable materials.

- Recycling Technical Assistance
  Republic will provide free commercial recycling technical assistance and on-site training to all commercial customers. This service will be offered during recycling opportunity assessments and scheduled with business owners and managers and conducted at that convenience. Republic will provide hands-on training for employees and will examine their back-of-house operational logistics to help design programs that are convenient and effective. Recycling technical assistance and employee training will be provided by Republic upon customer request throughout the term of the *Agreement.*

- Education and Outreach
  Program guidelines will be continually reinforced through Republic's education and outreach campaign. As indicated in the City's RFP, Republic will develop and electronic newsletter for commercial customers. It is important for customers to receive printed materials that can be posted at collection points, employee bulletin boards, lunch/break rooms, and other common areas. Republic will develop and produce a selection of materials for this purpose for distribution to customers during recycling opportunity assessments. Program how-to information will be provided to commercial organics customers through direct mail based on their contact preferences. All materials will be downloadable from Republic's Whittier website. Republic is also developing video training for customers that will be available prior to the operations start date.

- Reporting
  Republic will assist the City with reporting to CalRecycle, if needed, and will provide the City with the required data to support City reporting. Republic will work closely with the City prior

to the operations start date to ensure the appropriate reports are generated and forwarded to the City regularly, as per City requirements.

As noted throughout this *Proposal*, Republic owns 50 percent of Agromin Orange County, and currently has the necessary capacity to accept and process commercial organics, allowing Republic to establish robust organics collection programs for all its Whittier commercial accounts from the beginning of the contract. Beginning in 2017 Republic will have an even more extensive array of organics processing options through its partnership with Anaheim Energy—an anaerobic digestion project, as well as through partnerships with Harvest Power (anaerobic digestion) and SAFE—an innovative technology that utilizes organic waste as feedstock to create animal feed. This technology syncs well with CalRecycle's food waste recovery hierarchy which places feeding animals toward the top.

- Proposed Food Waste Collection Rates
  96 Gallon Weekly Collection: $65.00/month
  96 Gallon Twice Weekly Collection: $95.00/month

Republic Services' organics plan and rates are based on current infrastructure and processing technology for organics, we do expect do not expect significant changes in the processing technology of organics, we do expect additional infrastructure to be built as AB1826 is fully implemented and collection of reliable data. We expect the infrastructure development of additional processing capacity should allow more efficient and cost-effective operations. We think it prudent based on expected capacity development and customer participation data to establish an agreed-upon mechanism to allow for interim evaluation of the schedules and rates during the Term to identify opportunities to favorably adjust the initial maximum customer rates based on the efficiencies and cost savings resulting from the economies of scale from additional processing capacity identified during such a review. Rate reductions would be the only consideration in the review.

Other Services

In addition to regularly scheduled solid waste, recycling, and organics collection services, commercial customers are also entitled to on-call bulky waste and e-waste collection, as well as shared compactor service. Republic's approach is described below.

Bulky Waste and E-Waste Collection

Republic will provide bulky waste and e-waste collections to commercial accounts based on customer request and preference. To properly adhere to the City's hierarchy of a) reuse as is; b) disassemble for reuse or recycling; c) recycle (through participation of charitable organizations); and as last resort d) disposal, Republic will utilize the non-compaction collection equipment (stake bed truck) referenced in chart in the beginning of this section. This will preserve the condition of all bulky items collected.

Bulky item reuse will be facilitated through a partnership with a local non-profit in Whittier. Republic currently does disassemble large items at its transfer station to optimize recycling and will continue to do so. The last resort, always, is disposal. E-waste will be collected curbside and recycled through Republic's partnership with E recycling of California.

Between these measures, as well as Republic's detailed program guide and expanded list of acceptable recyclable materials at its processing facility, CVT in Anaheim, Republic will meet or exceed the City's 50 percent recycling requirement.

For MFD customers, Republic will also accommodate requests for roll-off containers and complex clean-up events as is often the preference of larger complexes. In this instance Republic can also provide event guidelines and staff collection points as may be requested

Shared Compactors

As indicated in this section's *Overview,* Republic will assign a service coordinator to initially ensure that billing methods and invoicing remains the same for these customers. Republic will conduct an initial recycling opportunity to assessment analyze and become familiar enough with the waste stream to allocate at least one compactor to recycling without inconveniencing customers. It may also be possible to reduce compactor service levels and identify more convenient locations for wheeled recycling carts to increase diversion, and decrease customer costs through a reduction in compactor service. Free quarterly audits will be part of this representative's responsibilities such that as the waste stream and customer profiles change, service levels and billings will reflect them. Republic will refurbish and paint existing compactors at no additional charge to the customers.

Split Containers

Republic believes additional recycling opportunities could be implemented for multi-family customers where space constraints, traffic flow and other logistical challenges have impeded recycling efforts. Republic's solution to these challenges is to offer a split body container that will prevent materials in each compartment from becoming commingled during collections.

Republic proposes providing 3- to 6-yard containers for the City. The rate structure is the equivalent of the rate for the trash capacity plus the recycling capacity. For example, the rate for a 3-cubic yard split bin equals the rate for 1.5 cubic yards of trash plus the rate for 1.5 cubic yards of recycling.

The advantages of a split container for customers are numerous and include:

- Avoid the need for two containers yet receive the same capacity;
- Each side can be routed separately to accommodate separate volume needs (i.e. waste side could be routed for service two

days per week and the recycling side could be routed one day per week.)

- Diversion opportunities are greater as customer only needs to use one clearly marked container to separate materials.

Mixed Waste Processing

Republic has the capability to perform mixed waste processing at our Recycling Complex (CVT) in Anaheim. Republic will only use mixed waste processing as a last resort, if necessary, to achieve compliance with diversion mandates.

2A.8 City Facilities

A note about scheduled services for City facilities:
Republic will, as indicated in the *RFP*, provide service to City facilities at no charge to the City. Regularly scheduled services are per the previously discussed automated sideloader and standard frontloader collection methodologies previously described. Services rendered are based on container type. Collection schedules for regularly scheduled services are to be mutually agreed upon, as is the case with commercial collection services.

Bulky Waste and E-Waste Collection

Republic will provide bulky waste and e-waste collections to City facilities based on the City's request and preference. This service, as with the other City facilities services, will be provided at no charge to the City.

To properly adhere to the City's hierarchy of a) reuse as is; b) disassemble for reuse or recycling; c) recycle (through participation of charitable organizations); and as last resort d) disposal, Republic will utilize the non-compaction collection equipment (stakebed truck) referenced in chart in the beginning of this section. This will preserve the condition of all bulky items collected.

Bulky item reuse will be facilitated through a partnership with a local non-profit in Whittier. Republic currently does disassemble large items at its transfer station to optimize recycling and will continue to do so. The last resort, always, is disposal.

E-waste will be collected curbside and recycled through Republic's partnership with E recycling of California.

Between these measures, as well as Republic's detailed program guide and expanded list of acceptable recyclable materials at its processing facility, CVT in Anaheim, Republic will meet or exceed the City's 50 percent recycling requirement.

Abandoned Waste Collection

Republic drivers and operations supervisors will proactively monitor for abandoned waste, acting as guardians of the City's streets and public right-of-ways. Republic will provide these services at no additional charge to the City. Republic will track tons of materials collected and can provide reporting to the City.

Universal Waste Collection

Republic will provide universal waste collection services to the City facilities free of charge. Acceptable materials under this program include all waste materials defined by Title 22, Subsections 66273.1 through 66273.9 of the California Code of Regulations. These include, but are not limited to batteries, fluorescent light bulbs, mercury switches, and electronic waste.

Bus Stop and Public Container Collection Service

Republic will collect the solid waste of all bus stop sand other public service containers located throughout the City at no charge to the City, per the schedule of the City's Public Works Director. Republic has made a thorough review of the current stop contained in *Attachment M.*

City-Sponsored Events

As indicated in the *RFP*, Republic will supply carts, bins, and/or roll-off boxes to collect refuse, recyclable materials, and organics from City sponsored events, as well as assist with venue/event organizers to develop recycling plans and reporting data as described in the draft *Agreement.* Republic will work with organizers to ensure resource recovery is optimized to the greatest possible extent, that capacity matches anticipated waste generation rates, and that collection services are rendered as per associated schedule. City-sponsored events include:

- Police Department Open House/Health Fair
- Summer Concerts in the Park (six at each location: Central Park, Parnell Park)
- Eggstravaganza
- Annual Community Theatre Clean-out

An added benefit, which is described in the *Appendix* located at the conclusion of this section, is Republic's commitment to community partnership. Republic views its ability to add value to the communities it serves as a privilege; Republic seeks out opportunities to aid community-based organizations and events through participation and volunteerism, sponsorship, and the provision of services.

Homeless Encampment Clean-Ups

Republic will provide clean-up services to homeless encampments within 24 hours of the City's request. Additionally, Republic will provide auxiliary services as needed to maintain conditions of the encampments, including steam cleaning on a regular basis. Republic will ensure that all waste, including discarded bulky items are removed and properly managed.

Large Venue Events Recycling

Republic will utilize its Service Liaison, Elizabeth Martinez, to assist with large venue recycling planning, which has at her disposal a team of employees to volunteer in the execution of recycling plans. Additionally, Republic will utilize an excellent planning as well as a checklist to ensure that all Whittier events are high diversion. Republic will include organics recycling at every event, and will provide signage for collection points and educational materials as appropriate or required. Post event reporting will be included.

2A.9 Other Collection Services Considerations

The following services, outlined in the *RFP §3.5*, are considered here in the order in which they appear in that section.

On-Call Temporary Services

Republic provides temporary services on an on-call basis. Generally these services relate primarily to construction, as described below, but also relate to special events.

Construction and Demolition Debris Recycling

Having provided roll-off services in the City of Whittier for decades, Republic is both familiar with the type of C/D activity prevalent in Whittier. Republic, through its use of its network of transfer stations, guarantees a diversion rate of these loads of a minimum of 72% Republic can assist the City in establishing its own Construction and Demolition ordinance to increase diversion and update collateral materials to encourage resource recovery. Republic Services has a highly trained C&D representative that can assist in all construction projects providing guidance on how best to handle all waste streams from ground break to permanent weekly waste service.

Cart/Bin Roll-Out/Scout Service

Republic will provide roll-out and scout service to all customers for an additional charge. For residential customers, the rate for this service will include roll-out for all three containers/waste streams. For commercial/bin customers, the rate is per container and based on feet (in increments). Republic will engage use of a scout truck for hard-to-service accounts as highlighted in the chart included at the beginning of this section.

Republic will provide residential roll-out services free of charge to the disabled.

Private Property Access and Waiver Form

Republic will ensure that private property access and waiver forms are executed, up-to-date, and on file for all customers requiring a waiver.

Residential Routes/Re-Routing

Republic does, from time to time, audit routes to ensure efficiency, safety, and accurate billings. As a matter of policy, Republic tries to retain route boundaries in every possible case. In the unlikely event of a re-route requiring a shift in route boundaries, Republic will follow the protocol outlined in the *RFP*, bearing the full cost associated with the route changes including notification to customers, as well as street sweeping and signage changes.

2A.10 Additional Collection Services Requirements

Local Office

Republic will continue to provide in-person access to customer service representatives for Whittier residents and businesses through its Santa Fe Springs office, which are just a few miles from Whittier – 12949 Telegraph Rd., Santa Fe Springs, CA 90670.

Public Education

Republic's holistic and comprehensive approach to the provision of public education is included in an *Appendix* located at the end of this section. All customers will receive appropriate, consistent education and outreach to ensure understanding of and engagement with the City's resource recovery programs.

Furnishing of Labor, Supervision, Equipment, Materials, and Supplies

Republic acknowledges that it is solely responsible for the provision of labor, supervision, equipment, materials, and supplies relative to the scope of work outlined in the draft *Agreement.*

City Business License

As the City's primary franchisee, Republic holds a valid Whittier business license, which it will maintain through the term of the *Agreement.*

Payment of Expenses Related to the Provision of Services

As is its current practice, Republic will continue to pay expenses, such as taxes and fees, related to the provision of services.

Compliance with Applicable Laws, Regulations, Ordinances

Republic prides itself on its policy of ensuring compliance with applicable laws, regulations, and ordinances. As a company, Republic closely follows legislative and regulatory development nationally and locally relating to anything which may impact its business.

2A.11 Public Education and Outreach

Overview

As indicated in the draft *Agreement*, Republic will prepare a public education and outreach plan upon contract execution. Republic has found that programs that are straight-forward, friendly, with cohesive messaging and branding yield the best results. Included in this section are Republic's basic elements of every public education and outreach plan. Republic will work collaboratively with the City of Whittier to tailor a plan that meets the needs of Whittier residents and businesses.

Republic's approach to public education and outreach is proven. Throughout Republic's Los Angeles area, each and every Republic contract is meeting or exceeding State-mandated diversion requirements and is in full compliance of all laws and regulations.

The following outreach plan in San Fernando and Inglewood frame-up Republic's public recent education approach and results in new contract start ups. *A complete one-year review of all material and milestones in Included in Section 8.*

SFD's

- Initial Postcard mailing
- Robo Calls
- Door to Door hanger campaign
- How To Brochures
- Quarterly newsletters
- Corrective Action Notices
- Bully Item and Shred Day Flyers
- Green Waste postcards

Commercial and MFD's

- Introduction Letter
- Ads in local paper
- How To Brochures
- C&D Recycling Guide
- Recycle Posters
- On site recycling assessments all customers
- Republic also identified customers with third party recycling to report to the City.
- Captured all food waste customers for baseline report to the City.
- Implemented food waste pilot program with the first year.
- Conducted community and town hall meetings.

The Below chart is just a sampling of Republic cities and highlights compliance with Cal Recycle diversion and Republic's proven education programs.

Los Angeles	Report Year	Target Population	Per Capita Population (PPD)	Below Target
Alhambra	2013	3.8	2.4	1.4
Bell	2013	3.5	2.8	0.7
Compton	2013	5.8	4.8	1.0
Hawthorne	2013	5.2	3.1	2.1
Inglewood	2013	5.2	3.4	1.8
Lawndale	2013	3.4	2.5	0.9
Los Angeles (LARA)	2013	7.1	4.5	2.6
Norwalk	2013	4.0	2.7	1.3
Rosemead (LARA)	2013	7.1	4.5	2.6
San Fernando	2013	8.3	4.3	4.0
Seal Beach	2013	8.4	5.0	3.4
Whittier	2013	10.8	6.0	4.8

Plan Objective

The objective of this section is to a) convey to the City of Whittier Republic's competency in developing and managing public education programs; b) relay Republic's proposed plan for outreach during the transition period and beyond; and c) illustrate the Company's willingness to engage the community through a menu of ideas and begin ongoing conversations about public outreach and diversion objectives with the City of Whittier.

General Parameters

All transitions and program changes require clear, consistent messaging to customers. The strategy Republic takes with public education and outreach is the same it takes with all facets of operations: practical and effective. People are generally inundated with information and heavily burdened with responsibilities. Key to program success is breaking information down into practical and digestible chunks—presented simply and colorfully, and simultaneously providing customers with motivating reasons for cultivating new recycling behaviors. Additionally, Republic will, through a recycling coordinator, provide comprehensive resources to residential and business customers, utilizing a web page specific to Whittier and distributing general environmental content via quarterly newsletters, event participation and community presentations.

Republic will reinforce good environmental practices with consistent messaging, delivered across a variety of mediums to sustain the level of customer participation. Finally, it is helpful to

highlight the positive difference one person's good recycling practices makes. Republic will promote the City's efforts and produce quarterly recycling reports which may be posted online or communicated to customers through newsletters and press releases.

This past year, Republic integrated its marketing, education and outreach efforts into an attractive customer-focused Republic Services brand. All educational materials created for the City of Whittier will be multi-lingual (English & Spanish) and feature cohesive branding which will strongly engage customers in the transition process.

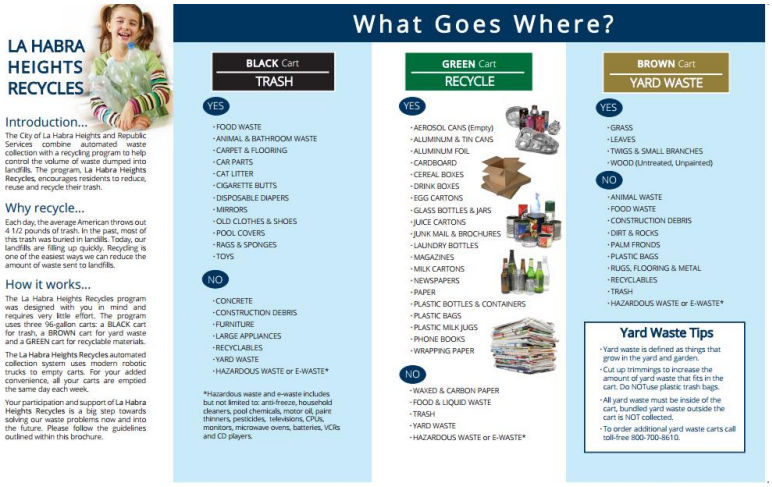
Sample education and outreach materials are included in Section 8.

Public Education/Communication: Programs and Services – Single-Family Customers

The following components will be part of the collateral materials Republic develops for its residential customers. Sample outreach materials are included at the end of this subsection.

- ### Postcard Mailings

  Republic will mail a postcard to all customers to facilitate the transition to new services by providing an introduction to the new program. The postcard will provide Republic contact information for the local, regional and corporate offices.



LA HABRA HEIGHTS RECYCLES

Introduction...

The City of La Habra Heights and Republic Services combine automated waste collection with a recycling program to help control the volume of waste dumped into landfills. The program, La Habra Heights Recycles, encourages residents to reduce, reuse and recycle their trash.

Why recycle...

Each day, the average American throws out 4 1/2 pounds of trash. In the past, most of this trash was buried in landfills. Today, our landfills are filling up quickly. Recycling is one of the easiest ways we can reduce the amount of waste sent to landfills.

How it works...

The La Habra Heights Recycles program was designed with you in mind and requires very little effort. The program uses three 96-gallon carts: a BLACK cart for trash, a BROWN cart for yard waste and a GREEN cart for recyclable materials.

The La Habra Heights Recycles automated collection system uses modern robotic trucks to empty carts. For your added convenience, all your carts are emptied the same day each week.

Your participation and support of La Habra Heights Recycles is a big step towards solving our waste problems now and into the future. Please follow the guidelines outlined within this brochure.

What Goes Where?

BLACK Cart — TRASH

YES
- FOOD WASTE
- ANIMAL & BATHROOM WASTE
- CARPET & FLOORING
- CAR PARTS
- CAT LITTER
- CIGARETTE BUTTS
- DISPOSABLE DIAPERS
- MIRRORS
- OLD CLOTHES & SHOES
- POOL COVERS
- RAGS & SPONGES
- TOYS

NO
- CONCRETE
- CONSTRUCTION DEBRIS
- FURNITURE
- LARGE APPLIANCES
- RECYCLABLES
- YARD WASTE
- HAZARDOUS WASTE or E-WASTE*

*Hazardous waste and e-waste includes but not limited to: anti-freeze, household cleaners, pool chemicals, motor oil, paint thinners, pesticides, televisions, CPUs, monitors, microwave ovens, batteries, VCRs and CD players.

GREEN Cart — RECYCLE

YES
- AEROSOL CANS (Empty)
- ALUMINUM & TIN CANS
- ALUMINUM FOIL
- CARDBOARD
- CEREAL BOXES
- DRINK BOXES
- EGG CARTONS
- GLASS BOTTLES & JARS
- JUICE CARTONS
- JUNK MAIL & BROCHURES
- LAUNDRY BOTTLES
- MAGAZINES
- MILK CARTONS
- NEWSPAPERS
- PAPER
- PLASTIC BOTTLES & CONTAINERS
- PLASTIC BAGS
- PLASTIC MILK JUGS
- PHONE BOOKS
- WRAPPING PAPER

NO
- WAXED & CARBON PAPER
- FOOD & LIQUID WASTE
- TRASH
- YARD WASTE
- HAZARDOUS WASTE or E-WASTE*

BROWN Cart — YARD WASTE

YES
- GRASS
- LEAVES
- TWIGS & SMALL BRANCHES
- WOOD (Untreated, Unpainted)

NO
- ANIMAL WASTE
- FOOD WASTE
- CONSTRUCTION DEBRIS
- DIRT & ROCKS
- PALM FRONDS
- PLASTIC BAGS
- RUGS, FLOORING & METAL
- RECYCLABLES
- TRASH
- HAZARDOUS WASTE or E-WASTE*

Yard Waste Tips
- Yard waste is defined as things that grow in the yard and garden.
- Cut up trimmings to increase the amount of yard waste that fits in the cart. Do NOT use plastic trash bags.
- All yard waste must be inside of the cart, bundled yard waste outside the cart is NOT collected.
- To order additional yard waste carts call toll-free 800-700-8610.

- ### How-To Information

  Republic will develop appropriate how-to guides, such as the one at right, for all customers and all waste streams.

- ### Newsletter

  As indicated in the *RFP*, Republic will produce and distribute a quarterly newsletter for all single- and multi-family customers. Newsletters will include information on annual holiday tree recycling, household hazardous waste events, bulky waste services, and program guidelines.

- ### Corrective Action Notice

  Corrective Action Notices are tags drivers leave with customers to directly communicate on an individual basis to indicate set-out problems (including health and safety concerns, extensive contamination of trash in recyclables, overfilling the container, improperly disposing of hazardous waste, etc.); Notices are tailored to both 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, Republic collects the material, however customers are informed of the improper element and advised on proper set-out for the next collection. Should improper procedure continue, Republic drivers do not service the problem cart of bin and provide customers with a non-collection notice to advise them of the exact problem, which must be corrected before the next service date. Consistent and appropriate use of an *Oops Tag* is an important component of developing good recycling behavior amongst customers.

  Republic's *Corrective Action Notice*, or *Oops Tag,* are utilized regularly by drivers when improper set-outs are observed, however Republic, upon City request, may expand the

Corrective Action Notice into a campaign that targets particular routes that may have greater difficulty in meeting set-out requirements.

When drivers finish their route and turn in their *Corrective Action Notices,* the information is input into a database and used for detecting behavioral patterns or trends that need to be addressed in Republic's public education program.

- Community Workshops

  Republic will provide community workshops and keynote speakers to help encourage recycling and waste reduction. At these workshops Republic educates customers on the importance of recycling and what happens to their materials once it leaves the curb. Backyard composting workshops are just one example of how Republic educates customers about additional ways to reduce waste.

  Even though emphasis will be on the collection program, the meetings will also serve to remind residents as to the basic program requirements and services available to residents, whether new or existing.

- Community Safety Initiative – *We're Looking Out for You*

  We're Looking Out for You is Republic's crime prevention and safety watch program. The program enlists the active participation of Republic collection personnel in cooperation with law enforcement and emergency services to reduce crime and maintain neighborhood safety. The program has already generated success stories, as indicated below.

> "Consolidated performs all services with the various environmental regulations and standards in mind and meets or beats them on an annual basis."
>
> -Sean Sullivan, Public Works Manager
> City of Rosemead

REPUBLIC SERVICES

HERO STORIES

Here are some of the stories we've collected so far in 2009. You may have seen them in the Republic Leader. As you talk to customers and elected officials, please feel free to use the stories as examples of how "We're Looking Out For You" can be effective.

When you learn of heroes in your division, fill in the enclosed template news release to give that person recognition.

1) **Republic's Allied Waste of Daly City, California –** A big part of Republic Services' safety program involves driver awareness and "getting the big picture." At Republic's Allied Waste of Daly City, California, the drivers are always reminded to maintain an elevated sense of awareness when conducting their daily collection routes. The safety slogan "treat every stop as if it is your first time collecting and never become complacent of your surroundings," never rang as true as it did on the morning of July 7.

That morning, Allied Waste driver Enrique Aguayo, and route auditor Raymond Padilla began to perform a pull-out on a local business's commercial front load container. Enrique opened the lid and peered inside to view the container's content to ensure that the correct commodity was being collected.

A partially obscured black bag was protruding from the contents of the container. Being cautious to reduce his exposure to injury, Enrique reached in with his gloved hand and pulled the bag to the surface for a better inspection.

Imagine Enrique's surprise when the item turned out to be one of six high powered, semi-automated, assault riffles! While Enrique called in to the dispatcher, Raymond began photographing the items for documentation.

They secured the scene and waited for the Daly City police and Republic's operations supervisor, Jennifer Chelone, to arrive. The police conducted their investigation of the scene and turned the weapons over to the proper authorities. The Daly City Police Department expressed their gratitude to Enrique and Raymond for their responsible actions. Republic's general manager, Anthony Boccaleoni, also gave Enrique and Raymond special recognition. "These are the types of behaviors we try to instill in all our employees: a firm sense of responsibility to all those we come in contact with," said Anthony. "Republic is successful because we are committed to our community; we are a true partner in every sense of the word."

2) **Republic Services in Cheshire, Massachusetts –** What began as a typical work day for Michael George became a day that he, and a very grateful family, will never forget. Michael is a driver for Republic Services, in Cheshire, Massachusetts. While driving his regular route, Michael noticed a car in a ravine. When he realized it was an accident scene, he immediately went into action. He was able to get the passenger out of the car and kept her calm until emergency medical units arrived. Other cars had been passing by, but were unable to see the vehicle. Because of the height of Michael's truck, he could see the accident scene. He was also utilizing the Smith System keys of defensive driving: keep your eyes moving and get the big picture. The accident victim's father, Steven Brouker, wrote a letter to Kilian Flynn, general manager, Republic's Cheshire division, expressing his deep gratitude to Michael for the heroic actions that saved his daughter's life. Mr. Brouker wrote, "When the accident occurred, my daughter called me and said she was unable to get out of the car and it was filling up with water. She could hear cars passing on the road, but no one was stopping. I felt completely helpless! Then, by some miracle, she said a man was there and trying to get her out! It was Michael George. His selfless act, as the very first responder, helped beyond what could ever be expressed on this paper." Michael, a refuse truck driver for 20 years, has been with Allied Waste since 1998. He lives in Pownal, Vermont, with his wife, Laura, and two children. Michael has served as a volunteer fireman for the town of Pownal for the past 20 years. The emergency training he received as a fireman, along with the defensive driving technique he utilizes at work, made all the difference in saving this young woman's life.

3) **Allied Waste of Justin, Texas –** On a rainy day in March, Travis Carter, a residential rear load driver for Allied Waste of Justin, Texas, was driving his normal collection route along Robinson Road in Denton. Because of the rain, Travis was driving slowly, well below the posted speed limit of 30 mph. Travis noticed a car sitting on the shoulder facing westbound, the same direction of travel as his truck. He kept

We're Looking Out For You · republicservices.com

Public Education/Communication: Programs and Services – Multi Family and Commercial Customers

The objective of Republic's ongoing education plan for multi-family and commercial customers is to maximize diversion and motivate customers to do the right thing for the environment, thus contributing toward a more sustainable and robust community. The plan is straightforward because Republic has found that a clearly stated, concise message repeated consistently and through a number of effective media outlets produces the best results. Sample outreach materials for these generators follow this narrative.

Republic's multi-family dwelling and commercial programs are designed to increase diversion and comply with AB 939, AB 818 (the Renter's Right to Recycle Act), and AB 341 (Mandatory Commercial Recycling) while also providing customers with choice and flexibility. Programs also anticipate the introduction of AB 1826 with its tiered implementation Republic's diversion program ensures compliance and a baseline of diversion for all multi-family and commercial customers.

In addition to providing a high level of excellent customer service, Republic's single-stream recycling program includes a combination of site visits/recycling opportunity assessments, customer education and outreach, and Republic's *My Resource* customer self-management tool—which will enable customers to easily and efficiently manage their services.

Multi-family customers with cart service receive similar outreach materials to those identified in the single-family program. The multi-family bin customers additionally receive signage for property management to post and encourage recycling and cleanliness among tenants.

Recycling Opportunity Assessments

Republic will conduct site visits to assess recycling opportunities with these generators with the distinct objective of implementing, developing, and maintaining recycling participation. At these site visits, Republic will identify the quantities and sizes of all carts and/or dumpster/roll-off receptacles utilized by customers and make any recommendations to add and/or adjust the sizes or quantities of any containers to accommodate customized service needs and address optimized recycling participation.

The data collected as part of the audit will include the following: date of site visit; site address and type of facility; quantities and sizes of all carts/bins/roll-off receptacles utilized on site at the time of the visit; and any recommendations to enhance recycling and waste diversion at the site. In addition, Republic will distribute promotional and educational materials/newsletters to promote recycling and waste diversion services to all multi-family residences the City as needed.

Additional information is included in *Section 2.6 – Implementation Plan.*

Republic will enhance the diversion of multi-family recyclables by employing the following methods:

Priority of Outreach and Technical Assistance

Delivery of initial outreach and technical assistance will be planned, scheduled, and executed by Republic's highly trained auditors. Republic will provide ongoing outreach and technical assistance based on the following scale of priorities:

1. #### Non-Recyclers
   Republic will always focus first on businesses that either reject or do not utilize the resource recovery programs available to them.
2. #### Business Size
   Auditors will be required during preplanning to identify all moderate to high generators within to ensure those customers optimize recycling. Large businesses and key accounts are already identified in Republic's customer management system and will be continuously monitored because of their ability to make a diversion difference and set an example for other businesses.
3. #### Expansion Opportunities
   Republic will introduce new resource recovery opportunities for businesses that are doing a good job with their baseline recycling services. Additional opportunities may include identifying markets for atypical materials and establishing new diversion programs or introducing organics collection.
4. #### Optimize Current Recyclers
   Accounts that are currently taking advantage of all offered resource recovery programs with low contamination will be targeted for maintenance. Periodic assessments may identify new materials entering their waste streams which will trigger corresponding program enhancements. These businesses may qualify to become recycling champions, and their experience will be documented and publicized, and their case studies shared with other similar businesses.

Annual Blue Skies Conference

Each year Republic, in partnership with the City of Whittier, will host and sponsor a *Blue Skies Conference* to promote the environmental initiatives being implemented throughout the City to greatly increase diversion, and bring together recycling and sustainability leaders to discuss best practices and future opportunities.

The conference will provide the City with a venue in which to highlight its leadership and forward thinking in the sustainability space. Cost for the conference will be incurred by Republic and other partners interested in sustainability policies and practices.

Outreach Materials

All promotional and outreach materials will be presented to the City for approval prior to printing, distributing, or mailing of the materials.

A heavy emphasis will be placed on recyclable materials service guidelines, including unpermitted wastes. It has been Republic's experience that customers want program information relayed to them graphically—such as by cart color—and that also succinctly relays

what does and what does not, go into each container. Customers will receive a brochure conveying concise, graphically depicted guidelines.

- ## Collection Point Signage
  Educating at the collection point—this specifically applies to multi-family customers—is most effective due to the somewhat transitory nature of tenants. Complex/property managers have indicated this is also the most desirable and effective manner of outreach. Republic will make collection point recycling posters available free to complex managers.

- ## Container Labels
  Recycling and organics containers are clearly distinguishable from Republic's waste containers and are clearly labeled as to permitted contents.

- ## Electronic Newsletter
  Republic will prepare and distribute and electronic newsletter for business and multi-family property managers providing a wide array of program information and legislative/regulatory updates. An email list will be built during initial resources recovery assessments when contact information will be gathered.

NOTICE
YOUR COMMUNITY. YOUR ENVIRONMENT. YOUR CHOICE.
The choices you make every day impact our environment.
The item(s) below need your attention:
RECYCLING
1 Thank you for recycling, but we found trash in your blue recycling cart: plastic bags/packaging, styrofoam, wood, clothing, or (list):
YARD WASTE
2 Yard waste contaminated with plastic bags, trash or recyclable items.
3 Container is too heavy. 40 gallon can: maximum 60 lbs., 64 gallon cart: maximum 120 lbs., 96 gallon cart: maximum 150 lbs.
4 Improper or damaged container. You may rent a yard waste cart from Allied Waste or use your own container (max 40 gallons).
5 Yard waste was not bundled or bundles were more than 4 feet long, 45 lbs. and 18 inches in diameter.
TRASH
6 Recyclables found in your black trash cart: newspaper, mixed paper, magazines, all CRV containers, glass/plastic bottles or jars, aluminum/steel cans, cardboard, yardwaste, or:
7 Call 421-9400 for a bulky pickup appointment (furniture, appliances or electronics) at least two days before your collection day.
8 Household hazardous waste in trash: fluorescent tubes, auto fluids, paint, solvents, batteries, electronics, etc. For disposal information, call 691-5122 or visit www.chulavistaca.gov/clean
OTHER
PLEASE NOTE:
• Allow 1 ½ feet between containers whenever possible.
• Do not place basketball hoops in the public right-of-way.
• Park parallel to the curb and do not block carts with your vehicle(s).
• Close lids to prevent litter/debris from blowing.
• Carts shall be placed for collection after 6 pm the day before, and removed by 8 pm on collection day.
Please call (619) 421-9400 or visit http://vd.disposal.com for information on how to obtain your free annual landfill or yardwaste passes, prepaid bags and additional or larger carts
CITY OF CHULA VISTA | ENVIRONMENTAL SERVICES
ALLIED WASTE SERVICES
Printed on recycled paper
Date _____ Route # _____
Address _____
Circle the violation number(s) 1 2 3 4 5 6 7 8

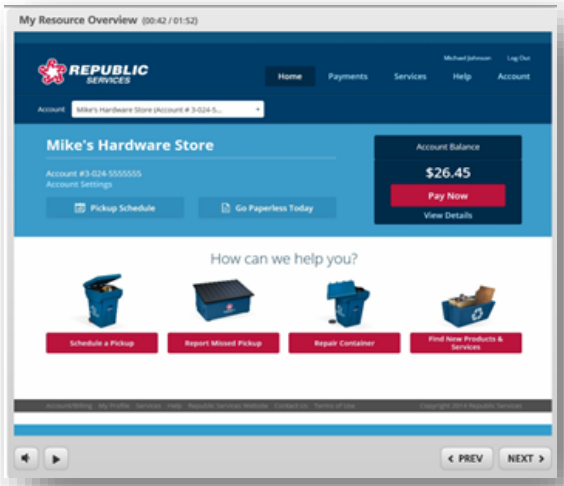
- ## Contamination Audits/Non-collection Notice
  Contaminations audits together with the use of non-collection notices and follow up play a critical role in accomplishing and maintaining diversion rates and are a basic component of public education and outreach. Non-collection notices will be utilized during regular collection and periodic contamination audits and spot checks. They will also be used whenever a driver observes contaminants in any waste stream, including the presence of recyclable materials in trash containers.

- ## On-Site Workshops
  Republic will host free on-site workshops for multi-family complexes, homeowner's associations, and commercial businesses upon request throughout the term of the *Agreement.* Friendly, interactive sessions will focus on hands-on guidelines for proper sorting and disposal of materials and the benefits of doing so.

The ideas outlined in this section represent the minimum annual outreach efforts Republic will employ in Whittier. However, keeping in mind that higher diversion is always the goal, community participation in the recycling program and specific recycling behaviors will determine whether additional outreach is necessary. The Company believes a collaborative outreach effort with the City will ensure the best results.

Customer Self-Management Tool – My Resource

Republic will ensure Whittier multi-family and commercial customers have access to a website to obtain general information about their services and pay bills on line. Republic will work with the City to ensure its preferences are captured.



Republic will also roll out a brand new feature: a web portal/mobile app and self-service tool called *My Resource*. This exciting tool brings an increased level of customer service and gives customers instant access to:

- Manage their account.
- View invoices.
- Pay bills.
- Request services, increase/decrease service.
- Get assistance.

My Resource empowers customers to manage their own accounts in general as well. New data shows that within a few years nearly 70 percent of all people in the U.S. will be on line. As that number grows demand for web-based resources will grow; Republic has responded through the provision of *My Resource*.

2 Programs

Appendix: Driver Activity Sequencing

Driver Activity Sequencing: Automated Cart Collection

The driver activity sequence for automated can/cart collection is:

1) The driver arrives at the service address and checks the route sheet for any notes pertaining to that customer.
2) The driver checks for any possible obstructions to making the collection, and checks mirrors and cameras as a safety precaution.
3) The driver utilizes two controls to make the collection: the first to position the truck arm such that it is properly aligned to the targeted cart; and the second to engage the grabbing mechanism.
4) The driver then returns to use of the first control to lift, empty, and return the cart to its original position. As the cart is being emptied, the driver checks cart contents for hazardous/unpermitted waste via a hopper camera.
5) After the cart is replaced, the driver checks the serviced area (mirrors and cameras) to ensure it is clear or any litter.
6) If the collection is made without incident, the driver continues to the next stop on the route sheet.

Once the truck has reached capacity or the driver has concluded the route, the driver drives directly to Republic's transfer station where the material is screened, accounted for and transferred for processing/recycling.

For recyclable materials set-outs, Republic drivers or supervisors will do a periodic visual contamination check of the cart contents.

If contamination is visible the cart will be tagged with a *Corrective Action Notice* informing the customer about how to properly sort materials in the future. Subsequent infractions or ongoing unacceptable levels of contamination will also be noticed; however, containers will not be emptied until the correction has been made. As with all *Corrective Action Notices* and other route events and incidents, this information will be logged into Republic's customer database.

Note: all cart customers will receive automated/cart collection unless the account is hard-to-service, which will require the use of Republic's mini-rearloader (see previous chart). Republic protocols for quality assurance remain in place for this approach.

Driver Activity Sequencing: Frontloader Collection

Frontloader routes are performed with a crew of one professionally and continuously trained driver. Spotters are dispatched as needed for safety.

The driver activity sequence for frontloader collection is:

1) The driver arrives at the service address and checks the route sheet for any notes pertaining to that customer.
2) The driver checks for any possible obstructions to making the collection, such as overhead wires, and checks mirrors and cameras as a safety precaution.
3) The driver dismounts the collection vehicle, if necessary, to unlock/open entrance or enclosure gates.
4) The driver unlocks the frontloader bin, if locked, and opens the lid to perform a visual check for hazardous/unpermitted wastes.
5) The driver positions the truck or pushes/pulls the container to the truck such that the truck forks are aligned to the bin pockets, and ensuring there is ample overhead clearance empty the container. The driver then slowly drives forward to "stab" the container.
6) The driver utilizes a control to lift, empty, and return the bin to its previous position. During this process, the driver again checks the container contents, as they are being emptied into the truck hopper, for hazardous/unpermitted wastes
7) The driver dismounts the vehicle, if necessary to return the container to its collection point and locks the bin/enclosure gate if necessary.
8) While out of the vehicle, the driver picks up and disposes of any litter that has fallen during collection. If the driver encounters an enclosure or collection point that is exceedingly/consistently messy due to overflow, the driver will call dispatch to place a call to the manager to ask for authorization for an extra dump. Should the manager refuse, Republic will report the matter to the City for resolution, along with service suggestions to remedy the situation long-term.
9) Once the truck has reached capacity or the driver has concluded the route, the driver drives directly to Republic's transfer station where the material is screened, accounted for and transferred for processing/recycling.

2 Programs

2B Implementation Plan

As described in *Section 1,* there are tremendous benefits of Republic's incumbent status as the City's current waste services provider with the majority market share in Whittier and our unrivaled transition experience. This greatly smooths implementation, limiting immediate transition needs to the integration of residential solid waste accounts in Zone 3—a zone in which Republic is intimately familiar as the current contractor for residential recycling and organics collection services, as well as the integration of Zone 2, which represents a very small area. The advantage this affords Republic and the City is that overall disruption to customers is almost completely eliminated. With respect to the integration of new customers, the City can be assured that Republic has completed hundreds of successful city-wide transitions over the past few years in the West region alone. The benefit to the City is that Republic's approach to service initiation is significantly refined based in all this experience and supported by Republic's Region operations team.

Republic's decades-long history in the City is due primarily to the Company's stable management team and workforce. The average Republic driver tenure is 15 years and the local management team's average tenure is over 10++ years. Republic prides itself in providing quality jobs to its employees—the same great jobs that qualified City employees can look forward to—and demonstrates its understanding of the importance of partnership, family, and community through the support and incentives it provides its employees, as well as the high level of community involvement Republic has demonstrated in Whittier for the past several decades.

In addition to continuing to bring competitively priced collection services to Whittier, Republic ensures compliance with State-mandated diversion objectives including Ab1826, as well as the City's own diversions objectives, thereby helping to create an enhanced quality of life in Whittier—making it an even better place to live and work. Continuing and enhancing programs that demonstrate partnership between City and Republic that feature strong community involvement and diversion components have been key to Republic's success with its cities. Republic is a partner Whittier can continue to count on, and looks forward to working with the City to bring service enhancements to residents and businesses that increase recycling awareness and participation, thereby remaining in compliance with new State recycling mandates as they become regulated.

General Approach to Services

Republic will continue to provide all labor, supervision, materials, and equipment necessary for the servicing of customers in Zone 1 (all customers, all waste streams), and Zone 3 (all residential recyclables and organics). With the majority of work in the three districts provided by Republic, Republic and the City can then focus on the smooth integration of services in Zone 2 and solid waste collection and commercial collection services in Zone 3.

A smooth transition is a critical element to the success of a new program and in building confidence and rapport with customers. A summary description of Republic's past experience with new program and contract start-ups is included in *Section 1C* of this proposal.

The key personnel involved in the transition and the specific duties and responsibilities of each team member are delineated below. Every team member involved in the transition has extensive experience in successfully implementing new municipal contracts and are currently providing service to Whittier.

Republic is known for its well organized and systematic planning and implementation of new contracts with particular emphasis on a high degree of communication between Republic, the City, and the service recipients prior to, during, and after the start-up of a new contract.

With every new contract, Republic prepares a comprehensive plan that details the division of duties and responsibilities among the various key employees, specific tasks and procedures, timeline for completion, and checklists for completion of required tasks. To ensure a smooth and orderly transition, *Republic's Implementation Plan*, particularly for the areas of customer service and public information and educational outreach, commences upon the execution of the contract and extends beyond the date of commencement of service. Once a contract is awarded, Republic will, in close collaboration with the City, outline and populate an implementation schedule from which Republic will generate regular progress updates for City staff.

Key Personnel and Transition Team Members

Republic is very experienced in the planning and implementation of new service, whether introducing new services within existing contracts or the initiation of service to an entire jurisdiction. In particular, Republic has recently successfully assisted the Cities of Fresno, Toledo and Flint, as previously documented, in the privatization of collection services.

The key to a successful transition is an experienced transition team led by experienced team leaders. At Republic, the transition team leaders include Ron Krall, Area President; Matthew Niklas, General Manager; and Susanne Passantino, Sr. Area Municipal Services Senior Manager, Lupe Vazquez, Operations Manager and Juan Tolentino, Service Liaison -- who, together, bring extensive transition experience. For this project, Elizabeth Martinez, Agreement Liaison, will

manage ongoing communications and education efforts and serve as the City's daily contact. Additional transition team members include: Customer Service Manager, **Christian Herrera**, Human Resources Manager, **Shelly Stratton**, Public Education Coordinators – **Min Wang and Kennetha Jespers**, Maintenance Manager, **Javier Reyes** and **Joe Noorlag**, West Region VP of Operations.

Matthew will be responsible for rolling out the new services and working with Republic's Operations Manager and Route Supervisors regarding the routing and collection schedule development associated with the new service areas Republic will take on, as well as with service implementation and coordination. He will also coordinate with the Maintenance Manager regarding frontline equipment procurement, and the Human Resources Manager regarding integration of the City's workers and related employee training. Matthew and the operations team along with Susanne and Elizabeth will work with City staff and service recipients to ensure a smooth and orderly transition to the new programs. Elizabeth will serve as liaison to the City after the initial start-up phase. Ron and Matthew will administer the contract, act as liaisons to the City, and work with City staff regarding contract administration, compliance, and contract negotiations.

Transition Team Responsibilities

This transition team will be responsible for implementing the transition plan and ensuring a smooth service expansion into the service area(s). The plan will include integrating new account information into current routes, procuring the City's fleet, hiring and training personnel, coordinating the distribution of any new containers, preparing informational and educational materials for residential and commercial customers, rolling-out a public education and informational program during the start-up period (and thereafter), developing and implementing customer service programs and conducting customer service representative and collection crew training, surveying and accurately identifying customers and service level information, and updating account information with the new customers Republic will take on in order to put a work order system and accurate billing in place.

In addition to implementation responsibilities, Republic's key personnel will maintain ongoing involvement with community relations activities, civic organizations, public education, and program promotion in order to further program objectives and maintain visibility and a good standing as a responsible and involved corporate citizen.

Republic's key transition team members will meet once a week (or more frequently, depending upon the circumstances) throughout the start-up phase of the transition to ensure that all goals, objectives, and timelines are met and adhered to. The team will be in continuous communication with City staff during the transition.

Republic will also develop an internal Continuous Improvement (CI) local team. This team will have a representative from each key department and will meet on a regular basis to ensure that all program objectives are met and to ensure that Republic QA/QC objectives are met.

Customer Service During Transition

Republic's CSRs will handle service-related inquiries and concerns with the utmost courtesy, promptness, and efficiency. Republic CSRs undergo extensive initial and continuous training to ensure the highest quality of service to Republic customers. The members of the transition

team will develop a Customer Service Training Manual that incorporates all key program and contract information, issues discussed during transition team meetings, input from the City, and public education and outreach materials. These materials will contain everything the CSR needs to know (customer courtesy, program details, processing work orders, etc.) and will outline how to access and use Republic's computerized customer call log and work order system as it relates to any unique requirements of the new program. During the transition and implementation phase, Republic Services will provide a CSR at City Hall to address customer requests and concerns.

Initial and ongoing customer service training for all employees is documented in the included Customer Service Training Manual.

CSR Training for New Program Implementation

Prior to program implementation, Republic undertakes extensive training and cross training of all CSRs and dispatch personnel. Republic's implementation plan includes regular staff meeting dates that will be held prior to the start-up of service.

In addition to the new customer service representatives Republic will hire for this contract, Republic will also dedicate an employee as lead in the customer service effort during the transition, to act as expediter for dealing with transitional issues, including making site visits to customers or the City to resolve any issues that may arise. The procedures used at the commencement of a new contract are as follows:

- Every CSR gets a copy of key contract provisions (contract abstract) relevant to their responsibility and, subsequently, receives training by senior managers. This includes, for instance, information regarding rates, service types, collection schedules, hours of collection, container set out requirements, procedures regarding additional containers and container replacement, extra pick-ups, special services/bulky item collection procedures, overage allowances, drop-off programs (if applicable), information regarding the proper materials preparation, the list of recyclable material and acceptable yard waste, holiday schedule, scavenging issues, and the general do's and don'ts of solid waste, recycling, and yard waste collection.

  CSRs are also educated about waste reduction and diversion promotion, re-use programs (and the non-profit organizations involved), and other related topics. All of the above items are also included as part of the ongoing training (including the quarterly training sessions) of CSRs.

- All CSRs are included in the initial review of all program materials prior to distribution including the preparation of the introductory mailer and instructional brochures (as applicable).

- All CSRs are supplied with a surplus of mailers and brochures to be distributed to customers upon request.

- The CSRs are supplied with the phone number and address of previous contractors, if necessary, for referral regarding prior billing issues or old container pickup, for example.

- All CSRs have on-line access to the Republic customer data base and InfoPro system which includes billing information/aging, owner and service address information, contact person,

service levels (i.e. number and size of containers, and frequency/pick-up days of each container, etc.), special service requirements (i.e. special pick-up times, backyard service, etc.), recycling services, dwelling units per service address, and, of course, customer comments that have been inputted into the system for each individual customer as well as the customer's work order history. This helps to ensure a smooth transition and quick resolution of a customer's issue during the critical period at the commencement of new programs and services in the City as well as ensuring a quick and complete service response thereafter.

Collection Route Planning

Republic's technical routing approach is provided previously.

Because Republic currently services all customers in Zone 1, commercial customers in Zone 2 and provides recycling and organics collection services to residents in Zone 3, there essentially will be no collection route planning associated with Zone 1, and minor collection route planning associated with Zone 2. Republic's primary focus will be on establishing services in Zone 3 (commercial customers) and Zone 2 (residential customers).

Republic has successfully achieved seamless transitions to new services when awarded a new contract. This has been accomplished through extensive preparation and field audit work by Republic's experienced operations team. As a key component to its start-up and transition, Republic will conduct a route survey and field audit throughout the service areas not in Republic's current control. Republic personnel have already conducted a preliminary field survey in the service area(s) as a precursor to submitting this proposal. This preliminary fieldwork will be expanded as part of the full audit to be conducted by Republic during the pre-startup phase.

Preliminary Customer Database Information

Republic will use the customer account information received from the City in non-Republic zones to create a preliminary database suitable for routing the residential service sector and to create the customer database that will form the basis for future work order preparation. Republic plans to complete this step through receipt of data files from the City.

Development of Routing System and Route Sheets

Republic has already created residential route maps for all zones (included on the following pages). Through the use of Republic's routing system (which accepts down-loaded data from InfoPro), Republic creates optimal sequential routing, route entry and exit points, and sequential routing printouts (route sheets) and computerized route and base maps for the areas to be served. The routing information is up-loaded back into InfoPro and then a route number for each service recipient account in Republic's database will be generated.

For residential service, route maps are updated periodically as needed. Any modifications to the previous week's route will be reflected on an updated note to the driver. Republic will review routes in more depth well in advance of the operations start date to develop the most efficient routes within the current footprint to create efficiency, increase safety, and decrease emissions and street wear and tear. Republic will develop route patterns and schedules to sync with existing route boundaries to eliminate service interruptions and confusion to residents.

In addition to the above, Republic will pay close attention to the following issues when developing routes:

- Hours of operation
  Republic determines the number of vehicles to be utilized and the ways in which these vehicles will be routed given the parameters of collection hours that are specified by the City.

- Traffic Patterns
  Republic attempts to design routes that are opposite to peak traffic patterns within the service area(s), to the extent possible or applicable. This is not only beneficial to the service area but increases Republic's collection efficiencies.

Billing

Republic has extensive experience in residential, multi-family, and commercial billing and currently bills nearly 2.4 million customers nation-wide on a monthly basis. Republic has the infrastructure and billing system for direct billing to any type of customer along with any special detail or billing messages requested by the City. Republic bills are easy to understand, detailing service levels and corresponding charges, and contain self-addressed envelopes for payment. Republic bills customers using InfoPro, a fully integrated customer management system. InfoPro has been programmed and is maintained entirely in house, with a platform of the IBM I-Series platform, relational database DB2-UDB with core programming languages of RPG/ILE, SQL, and Java.

Sample bills, as required by the RFP §3.9.1 are located at the conclusion of this subsection.

The system is divided into several modules. The majority of the modules within InfoPro are driven by the information within the Customer Maintenance module. 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.

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, and preventative vehicle maintenance values are calculated.

All invoices can include a notification message with important reminders, holiday schedules, and any other information the City would like conveyed. A quarterly newsletter or billing inserts can also be included with invoices. Commercial customers will be billed monthly in advance of service and will be itemized by type of service.

Commercial bills will comply with the terms of the *Agreement.* Temporary roll-off box and bin customers are typically required to pay with a credit card. Permanent roll-off customers will be billed semi-monthly in arrears with payment due 15 days from the invoice date. Zero waste messages can be added to invoices.

Republic understands that it will also bill for street sweeping services.

Billing Audits

Republic will conduct billing audits as outlined in the *RFP §3.9.2,* every four years, and understands that the City has the right to engage a third party contractor to perform the auditing; however, Republic believes the City will find its local billing personnel cooperative and competent.

Access to Billing Records

The City's designated representative(s) will be allowed access to billing records at any time with one day notice as specified in the *RFP.*

Annual Rate Notification

Republic will, within 60 days of prior to any authorized rate change, prepare and distribute notices to each customer containing information pertaining to rates and recapping the holiday collection schedule, recycling programs offered, and a summary of service, as required by the *RFP.*

SFD Billing

Republic will bill all SFD customers directly on a quarterly basis, in advance and bills will comply with all other requirements of the *RFP,* including:

- State the due date;
- Show an integrated rate (no franchise fees separated out);
- Respond to customer requests for annual payment schedules.
- Offer a single-family billing discount to customers who apply for the Utility Users Tax Exemption in accordance with Whittier Municipal Code Section 3.24.110.A.2.

MFD/Commercial Billing

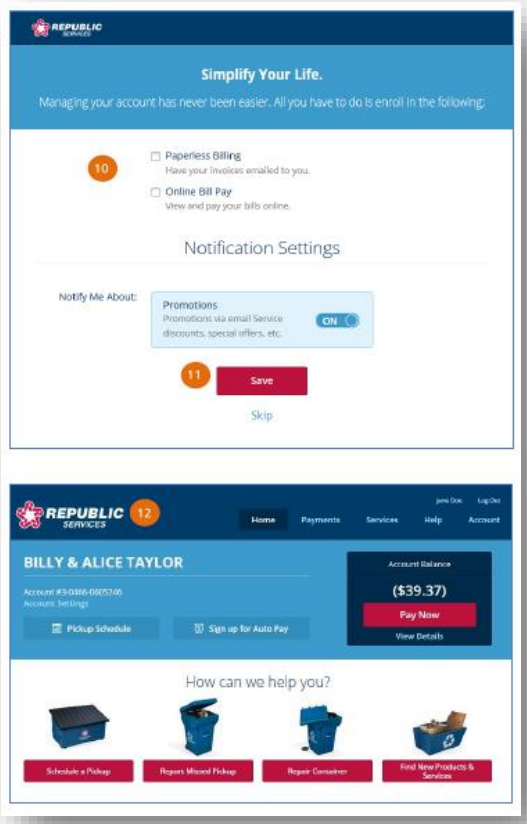
Republic will itemize MFD and commercial bills by type of service but again, will not separate out/display franchise fees. Also:

- MFD/Commercial bills will include a due date.

Roll-Off Box and Temporary Bin Customers

As required by the *RFP*, Republic accepts credit card payments for all customers, and requires it for roll-off box and temporary bin customers (or otherwise, for customers without credit cards,

Republic will accept a deposit for services). For roll-off services that are not temporary, Republic will, as required by the *RFP*, invoice customers monthly in arrears with payment due within 15 days of the invoice date.



Automated Billing Payment

Republic offers the automated billing and payment system to all customers at no charge as described in the *RFP*. Additional information on Republic's electronic payment options is included in this section.

Republic customers can conveniently pay their bills on line in two ways:

- Online Bill Payment allows customers to view their Republic Services invoice, view their online payment details, schedule future payments, and sign up for Republic's automatic payment service. When customers register for online billing they will be prompted to create a user ID and password. If they choose this option account information will be securely stored in their profile for future use.
- One-time Payment is a quick way for customers to pay their bills online. "One-Time Payment" does not require a user ID or password and we will not store payment account information. If customers provide their email address, it will keep it with the customer's payment record so the Company can send an electronic payment confirmation and contact the customer if there is a problem with payment.

Customer Self-Management Too and Mobile Application – My Resource

Customers will have use of Republic's *My Resource* tool. *My Resource* is an online application accessible from any computer tablet, or smartphone (and has a newly-developed mobile application) that is a self service tool for Republic customers. *My Resource* provides enhanced customer service, allowing Republic customers to focus on tasks they deem to be of higher value.This exciting tool gives customers instant access to:

- Manage their account;
- View invoices;
- Pay bills;
- Request services, increase/decrease service, or exchange containers;
- Get assistance.

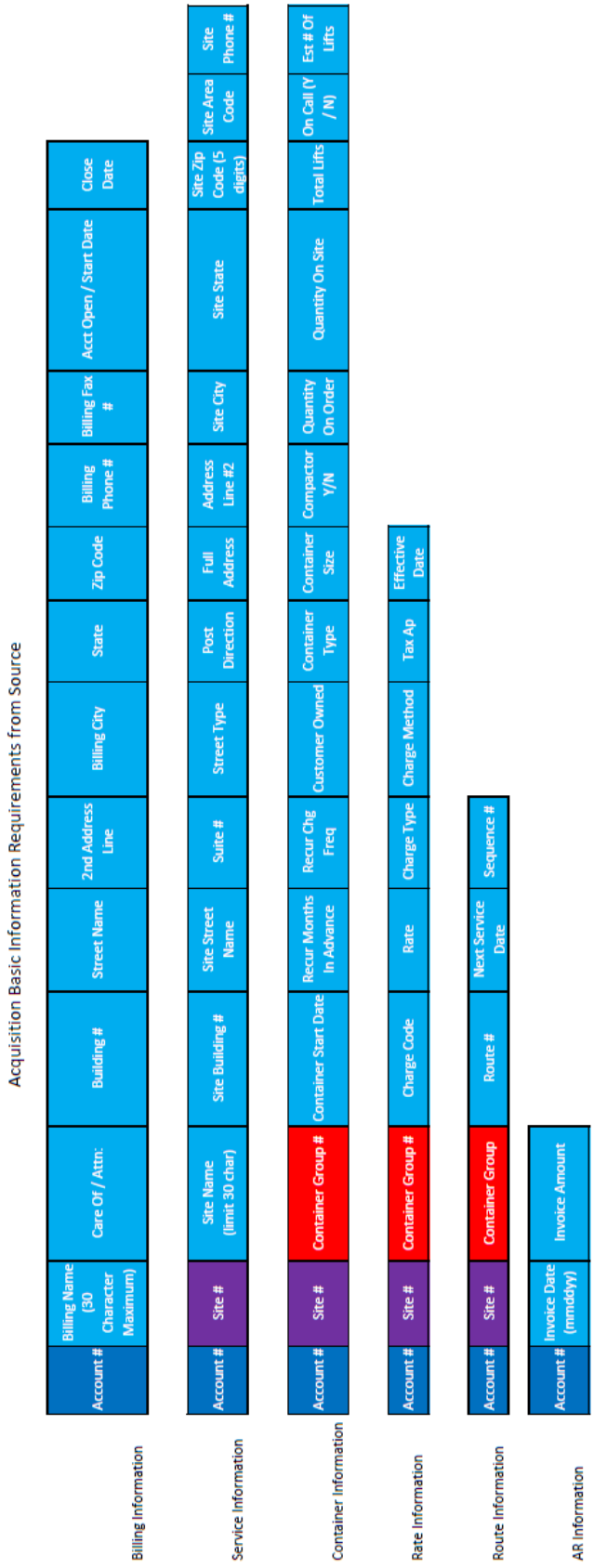
My Resource empowers customers to manage their own accounts in general as well. New data shows that within a few years nearly 70 percent of all people in the U.S. will be on line. As that number grows demand for web-based resources will grow; Republic has responded through the provision of *My Resource*.

Once account information has been obtained from the City, these are the initial steps taken to set up billing on new contracts:

- Data Scrub / Verification
- Verify service levels
- Create InfoPro codes for the new contract
- Create IT templates for mass upload
- Submit to Corporate IT Department for review.
- Set up codes
- Begin billing customers

The chart on the following page provides the targeted information Republic hopes to obtain from the City. (Sample invoices follow.) The City should note, however, that Republic's Information Technology department has assisted in the transition of thousands of municipal contracts to accurately bill customers.

Republic has been able to build an accurate customer account database without the benefit of the transmittal of any account data whatsoever. This being the case, Republic is extremely confident in its ability to work with the City of Whittier to initiate accurate billing from the outset.


Acquisition Basic Information Requirements from Source
Billing Information
Account #
Billing Name (30 Character Maximum)
Care Of / Attn:
Building #
Street Name
2nd Address Line
Billing City
State
Zip Code
Billing Phone #
Billing Fax #
Acct Open / Start Date
Close Date
Service Information
Account #
Site #
Site Name (limit 30 char)
Site Building #
Site Street Name
Suite #
Street Type
Post Direction
Full Address
Address Line #2
Site City
Site State
Site Zip Code (5 digits)
Site Area Code
Site Phone #
Container Information
Account #
Site #
Container Group #
Container Start Date
Recur Months In Advance
Recur Chg Freq
Customer Owned
Container Type
Container Size
Compactor Y/N
Quantity On Order
Quantity On Site
Total Lifts
On Call (Y / N)
Est # Of Lifts
Rate Information
Account #
Site #
Container Group #
Charge Code
Rate
Charge Type
Charge Method
Tax Ap
Effective Date
Route Information
Account #
Site #
Container Group
Route #
Next Service Date
Sequence #
AR Information
Account #
Invoice Date (mmddyy)
Invoice Amount

REPUBLIC SERVICES

12949 Telegraph Rd
Santa Fe Springs CA 90670-404949

A division of REPUBLIC SERVICES

Account Summary

Account Number	[redacted]
Invoice Date	May 31, 2015
Invoice Number	[redacted]
Previous Balance	$109.94
Payments/Adjustments	-$109.94
Unpaid Balance	$0.00
Current Invoice Charges	$109.94

Pay This Amount

$109.94

Due By: 06/20/15

Contact Information

Customer Service	(562) 347-4000
Toll Free	(800) 299-4898

Important Information

Effective July 1, 2015 your invoice may reflect a rate adjustment, if you have questions after receiving your invoice please contact us. Thank you.

AB341 requires California commercial enterprises and public entities that generate four or more cubic yards per week of waste and multi-family housing complexes with five or more units to adopt recycling practices. Republic Services makes it easy to comply, visit www.calrecycle.com or call us at 800-299-4898 to learn more.

Manage your account online 24/7, on any device with My Resource. Visit republiconline.com to get started.

[redacted]

Invoice

Page 1 of 2

Managing your account is now easier than ever with the My Resource App. Free download on the App Store or Google Play.

Payments/Adjustments

Date	Description	Reference	Amount
05/18	Payment - Thank You	2042	-$109.94

Current Invoice Charges

[redacted] (L1) CSA S040212LAV
Whittier, CA

Contract: [redacted]

Date	Description	Reference	Quantity	Unit Price	Amount
05/31	Monthly Service Charge 06/01/15-06/30/1				$109.94
	Current Invoice Charges				**$109.94**

CURRENT	30 DAYS	60 DAYS	90+ DAYS
109.94	0.00	0.00	0.00

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- **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

12949 Telegraph Rd
Santa Fe Springs CA 90670-404949

Return Service Requested

[redacted]
WHITTIER CA 90602-3049

Please Return This Portion With Payment

Pay This Amount	$109.94
Account Number	[redacted]
Invoice Date	May 31, 2015
Invoice Number	[redacted]
Payment Due Date	June 20, 2015

Total Enclosed

☐ For Billing Address Changes, Check Box and Complete Reverse.

Make Checks Payable To:

REPUBLIC SERVICES #902
PO BOX 78829
PHOENIX AZ 85062-8829

30902005390900000053929910000109940000109940

[redacted] [redacted] Page 2 of 2

Check Processing: In accordance with Federal Reserve Board guidelines, when you provide a check as payment, you authorize us to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution. For further information visit: www.electronicpayments.org and click on the Check Conversion tab.

If service is canceled during a billing cycle, the customer will remain responsible for all charges, fees and taxes through the end of the billing cycle. There will be no proration of billing, and the customer will not be entitled to a refund for the period between the notice of termination and the end of the current billing cycle. This provision will not apply if it is contrary to a current franchise agreement, municipal contract, or other written contract applicable to this account or is otherwise prohibited by law.

The Company reserves the right to require that payment for services be made only by check, credit card or money order, unless otherwise required by contract or applicable law.

BILLING ADDRESS CHANGE		
Address		
City	State	Zip
Phone	Alternate Phone	

REPUBLIC SERVICES

12949 Telegraph Rd
Santa Fe Springs CA 90670-404949

A division of REPUBLIC SERVICES

Account Summary

Account Number	[redacted]
Invoice Date	March 25, 2015
Invoice Number	[redacted]
Previous Balance	$67.98
Payments/Adjustments	-$67.98
Unpaid Balance	$0.00
Current Invoice Charges	$67.98

Pay This Amount

$67.98

Due By: 04/14/15

Contact Information

Customer Service	(562) 347-4000
Toll Free	(800) 299-4898

Important Information

You may have known us as Allied or Consolidated but we are now known as Republic Services. We are the same local company, the same dependable people and services you have come to know over the years. Visit MyResources.com to pay your bill online.

Manage your account online 24/7, on any device with My Resource. Visit republiconline.com to get started.

[redacted]

Invoice

Page 1 of 2

Managing your account is now easier than ever with the My Resource App. Free download on the App Store or Google Play.

Payments/Adjustments

Date	Description	Reference	Amount
01/07	Payment - Thank You	Electronic Pmt	-$67.98

Current Invoice Charges

[redacted]
Whittier, CA

Contract: [redacted]

1 - Trash Cart (64/65 Gallon) Scheduled Service (S1)

Date	Description	Reference	Quantity	Unit Price	Amount
03/25	Residential Service 04/01/15-06/30/15		1.0000	$67.98	$67.98
	Current Invoice Charges				**$67.98**

CURRENT	30 DAYS	60 DAYS	90+ DAYS
67.98	0.00	0.00	0.00

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- **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

12949 Telegraph Rd
Santa Fe Springs CA 90670-404949

Return Service Requested

[redacted]
WHITTIER CA 906032827

Please Return This Portion With Payment

Total Enclosed

Pay This Amount	$67.98
Account Number	[redacted]
Invoice Date	March 25, 2015
Invoice Number	[redacted]
Payment Due Date	April 14, 2015

☐ For Billing Address Changes, Check Box and Complete Reverse.

Make Checks Payable To:

REPUBLIC SERVICES #902
PO BOX 78829
PHOENIX AZ 85062-8829

30902094157100000052580070000067980000067986

[redacted] [redacted] Page 2 of 2

Check Processing: In accordance with Federal Reserve Board guidelines, when you provide a check as payment, you authorize us to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution. For further information visit: www.electronicpayments.org and click on the Check Conversion tab.

If service is canceled during a billing cycle, the customer will remain responsible for all charges, fees and taxes through the end of the billing cycle. There will be no proration of billing, and the customer will not be entitled to a refund for the period between the notice of termination and the end of the current billing cycle. This provision will not apply if it is contrary to a current franchise agreement, municipal contract, or other written contract applicable to this account or is otherwise prohibited by law.

The Company reserves the right to require that payment for services be made only by check, credit card or money order, unless otherwise required by contract or applicable law.

BILLING ADDRESS CHANGE		
Address		
City	State	Zip
Phone	Alternate Phone	

City Involvement: Initial Scoping Session

Immediately upon contract award the key transition team members (referenced previously) will meet to review and outline all program requirements and specific requirements of this contract The team will outline all program objectives, key contractual requirements, timelines, and important milestones, as well as to assign specific responsibilities related thereto. An overall detailed implementation and transition plan, based on the above and the general Implementation Plan included in this section will be developed the week following contract award, as well as a summary outline of all operational and administrative obligations and requirements pursuant to the contract. Republic will meet with the City immediately upon notification of contract award to review its findings and develop a collaborative process to move through the transition period with the City. With the limited amount of transition activities associated with this contract, a brief weekly meeting or meetings on a schedule put forward by the City should be amply sufficient to generate a highly successful transition.

"Republic Services has proven to be a quality company with a good corporate culture."

-Rudy Hernandez, Board President
Whittier Area Chamber of Commerce

Privatization Playbook

The City can also be reassured that, far above and beyond an implementation schedule, Republic will develop a playbook to guide its activities relating to Whittier start-up activities. Republic's *Privatization Playbook* is grounded in practical experience gained through some of the major privatization projects Republic has been involved with nation-wide. A *Table of Contents* for the *Playbook* appears below, to give the City the sort of plans Republic makes in connection with a privatization opportunity such as Whittier. .

REPUBLIC SERVICES

Privatization Playbook

City of Toledo Contract
2011

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Implementation Timeline

The schedule, inserted between the following two pages, anticipates time requirements to accomplish tasks. It can be programmed to accommodate any contract award date and adjusted to reflect subtasks.

- Execute Agreement with City
  The official ramp up period begins, which triggers all other tasks, below.
- Conduct Scoping Session and Commence Coordination Meetings
  Per City preference, based upon need. Weekly meetings recommended.
- Customer Service
  All tasks requiring coordination relative to initial communications and customer database development fall under this category.
- Equipment Procurement
  Activities pertaining to the procurement of City and frontline equipment and containers.
- Employee Hiring and Training
  This includes all activities pertaining to the on-boarding of City employees. This includes working with labor unions, hosting a job fair, qualifying, hiring, and training all City personnel.
- Maintenance Department
  Republic prepares to procure and receive the City's collection fleet.
- Billing
  Republic will customize its customer management database for City of Whittier billing parameters. Check and test billing database.
- Public Education and Outreach
  Activities relating to customer education and outreach, including development of messaging and outreach methods are considered here. An important aspect of Republic's plan to increase diversion and obtain a head start on meeting pending regulations relating to commercial recycling is its Recycling Opportunity Assessments which will be conducted beginning at the onset of the contract. Additional information is included in the Recycling Opportunity Assessments subsection, following. Public education and outreach is included Section 2A.
- Container Deployment
  Republic's general approach to container deployment includes a fully dedicated container deployment manager who will work closely with vendors, operations personnel, and Republic auditors to ensure accurate and timely container delivery.

Implementation Schedule

Note: this schedule is greatly simplified due to Republic's status as a current contractor in the City.

Task	Start Date	End Date	Elapsed Time Required
Contract Award	October 13, 2015	October 13, 2015	N/A
Coordination Meetings	*Immediately upon contract award.*	-	Ongoing until not needed
Customer Service - Data Transfer + Account Set Up	November 1, 2015	February 1, 2016	4 months
Equipment Procurement	November 1, 2015	June 1, 2016	8 months
Employee Hiring and Training	March 1, 2016	June 15, 2016	< 3 months
Maintenance Dept Preparation	November 1, 2015	May 1, 2016	7 months
Billing	March 1, 2015	Ongoing	N/A
Public Education and Outreach	January 1, 2016	Ongoing	N/A
Initial Site Audits – Perform	February 1, 2016	June 1, 2016	5 months
Order Containers	February 1, 2016	June 1, 2016 *Procure on a rolling basis during audit period and ongoing*	N/A
Start Service	July 1, 2016	Ongoing	Ongoing

Key Implementation Activity: Container Deployment

Depending on whether the City selects the *Base Proposal* or one of Republic's container options as described in the *Section 2 Overview,* Republic's approach to container deployment will be the same, but scaled based on numbers of containers deployed.

Commercial/MFD Container Deployment

- Republic will assign a dedicated container manager to collaborate with all involved Republic departments and vendors to affect seamless container operations during transition
- Republic will work collaboratively with CDRVS (Can Do!) on the execution of the container removals, exchange and delivery throughout the City. Can Do! Has worked with Republic here locally on recent transitions in Inglewood, San Fernando and LA County Belvedere and they have delivered and exchanged millions of carts and containers,
- Republic will identify a local staging area in Whittier and will deploy containers from our local Long Beach division and container maintenance location.

- Delivery of containers will be conducted in a sweep through the service areas dictated by natural boundaries, such as geographical (i.e. major arterials), cultural (i.e. Vietnamese business district), or business type (i.e., a large cluster of business parks).
- All bins will be distributed prior to the operations start date.
- Republic will confer with the City and WM with respect to their zones) and review the details of the plan; Republic will proactively manage the container plan.
- A system of checks to ensure accuracy and timeliness of container deliveries will be used and updates provided to the City weekly throughout transition.
- Container specifications are included in *Section 8 – Additional Information.*

Republic will deploy two delivery teams consisting of two 22' piggy-back flatbed trucks and two Republic collection vehicles. Collection vehicles will empty existing containers and pull them while new containers are delivered in their place. The emptied existing containers will be returned to a staging yard in the City to be replenished with new containers

Innovation: Republic's GIS-Routed Container Delivery (Bins)

Republic is excited to relay to the City that it has co-developed a sophisticated and proprietary GIS-based container delivery system that it will use in Whittier to plan and execute efficient re-distribution of existing and deployment of new containers. This interactive application—which is fully integrated with Republic's customer management system, InfoPro, features:

- A built in geocoder for un-geocoded addresses.
- The ability to re-sequence order of stops to accommodate traffic patterns and so forth.
- The ability to add break points for restocking trips.

If a manual change is entered and results in the truck either exceeding container capacity or running out of containers too soon, all subsequent stops are flagged as having a capacity issue. Once all accounts to receive containers are entered and geo-coded, an itinerary is created in MS Word which opens automatically upon completion.

The cover sheet of the itinerary outlines the general route statistics associated with the scheduled deliveries, such as total distance, time, and number of restocking trips. The second page of the itinerary shows a summary of the service types on each leg of the route by container type and size and the estimated duration of each leg of the route is shown in the far right column. Page three is an overview map of the entire container delivery route. And on page four the itinerary actually begins. The itinerary includes the account number, phone number, service code, container type, size, and count and any additional temporary or permanent notes attached to the account.

Residential/Cart Container Deployment

Republic will work collaboratively with CDSDVS (Can Do!) to deliver carts to all residential customers under strict supervision of Republic's operations team. With default cart sizes established, Republic recommends that, during the initial, universal roll-out of carts, customers receive a set of carts that match their current service levels or otherwise as per indicated default sizes.

- New carts will be delivered to all customers prior to the operations start date.
- Republic will identify a staging area in the City for project operations. The receiving, assembly and disassembly of carts will occur at this site. Can Do! And Republic will have approximately 25-30 people on hand to handle the delivery of the new carts, the assembly and loading of the new carts for delivery and the disassembly of old carts.
- The container exchange will occur over 25-30 days and exchanges will be divided into (3) three zones.
    - Zone 1: Approximately 9000 homes
    - Zone 2: Approximately 9000 homes
    - Zone 3: Approximately 450 homes
- Each home will receive 3 new carts, one for trash, recycling and green waste. Additional carts will be delivered upon request.
- Republic will coordinate 3 delivery teams: with (1) supervisor. (2) Drivers, and (7) helpers on each team.
- The delivery team will deliver approximately 1000 homes per day
- Republic will coordinate 2 removal teams with (1) supervisor/driver, (3) drivers, (4) trucks and (4) helpers on each team to facilitate the removal of carts.
- The exchange will occur on the customer's service day and the delivery and removal teams will follow the collection vehicles.
    - Intro/How To Brochures will be delivered with each set of carts
    - Barcode/scanners will record and confirm delivery of each cart and the serial numbers will be recorded and matched to the address it was delivered to. This information will be used for inventory tracking and verification of delivery
- Republic will coordinate daily operations with safety as a top priority. Republic will conduct daily safety meetings and will oversee crews throughout the day to ensure the highest level of safety.
- Again, Republic will sweep through routes and methodically deliver a full set of carts to each resident on the route. .
- Customers will be informed of the schedule for collecting old empty carts in advance through all media and mailers.
- Additional customer service representatives will be on hand to manage the increased call volume during this time. Republic also proposes to have a customer service representative at City Hall during this time to address calls, questions or any issues that may arise.

Key Implementation Activity: Right-Sizing and Recycling Opportunity Assessments

Republic will conduct site/recycling opportunity audits for commercial accounts at the onset of the contract. This is to ensure that services match the composition and generation rates of individual customers and so that customers receive services that optimize resource recovery. To conduct initial audits, Republic will use a diversion calculator with which it has experience and that will be preloaded with account information for all commercial premises To ensure efficiency, all accounts—existing Republic and non-Republic accounts alike will be audited..

Auditors will assess each commercial account waste stream with the objective of confirming customer information and service levels and identifying recycling and organic opportunities.. Resource recovery assessments will also play a key role in shared compactor service.

The general approach for conducting initial zero waste site assessments for existing Republic and new Republic accounts is:

- Use Republic's diversion calculator to:
  - ✓ Locate the customer record in the customer database
  - ✓ Confirm current container and service information
- Examine the contents of the container (using appropriate personal protective equipment such as gloves and waste picker). Then use the calculator to:
  - ✓ Select the business type profile that most closely matches the subject business
  - ✓ Make any manual overrides to waste stream composition to match the business profile more closely to the subject account's actual waste stream composition
  - ✓ Indicate the existing number of collection points and container size(s) within each (one at a time)
  - ✓ Indicate the target diversion rate
  - ✓ Review the diversion calculator's proposed program for compatibility with the premises. The diversion calculator will present an alternate container configuration/level of service where space is a concern
  - ✓ Email/hand-deliver/mail by post the following information to the property manager[2]
    - Assessment results and proposed diversion plan
    - A corresponding service agreement
    - New program information, key dates, resources, and contact information

Also, a three-point survey will be taken wherever a business owner or manager is available at the time of the audit which will include:

- Languages spoken;
- Preferred method of communication;
- Interest level associated with waste reduction and recycling.

The above information will be used to tailor communications post-transition, and permanently logged in the customer record.

[2] If the property/business manager is located on-site, auditors will hand deliver and email or mail by post assessment results and service agreement. If not on site, auditors will email and/or mail by post assessment results and service agreements.

As mentioned in this section's *Overview,* during commercial recycling opportunity assessments, Republic will identify food-centric businesses for inclusion in its organics collection program.

Republic is currently developing its local organics processing infrastructure in alignment with AB 1826 to ensure compliance for all its Southern California customers.

This includes traditional processing with Ecology (current), composting with Republic's Agromin[3] (2016), and anaerobic digestion (AD) with Anaheim Energy (2017) with which Republic negotiated capacity. Republic is also working with Harvest Power in the citing and development of AD infrastructure in Los Angeles County.

During assessments, auditors will distribute program information to customers when personal contact is made. Each site audit will also result in a service proposal, which will address cost-savings and recycling optimization. Service proposals will be emailed or mailed. Customers will receive their service proposal along with the introductory information described below. For all businesses with a core emphasis on food (restaurants, delicatessens, grocery, and produce stores), Republic's service proposal will include organics recycling.

All-in-One Recycling

As mentioned in this section's *Overview*, Republic has a new program, *All-in-One Recycling* that makes it easy for commercial customers to recycle. The program provides technical assistance and tools to aid commercial customers in setting up their recycling programs internally. Republic will make it easy for commercial customers to procure interior recycling containers to set up an effective recycling program.

[3] Republic owns 50 percent of Agromin Orange County.

All In One Recycling

Example --
A packaged solution for 25 employees may include:

- All-in-One Recycling™ container
- Premium waste and recycle container
- 7-gallon recycling containers w/ lids
- Recycling poster
- Simple start user guide

Recycling Opportunity Assessment Follow-Up

Once audits have been completed Republic will distribute its first wave of collateral materials—either by print or email according to customer preference to all customers along with new service proposals. This information will introduce Republic and its philosophy and mission of increasing recycling, inform businesses of the associated benefits, and fully describe the mandatory nature of the commercial recycling program. *My Resource* will be described and customers will be encouraged to log in. As indicated throughout this proposal, *My Resource* is Republic's customer portal to self-managing services.

2 Programs

2C Solid Waste Disposal and Diversion Plan

The facilities below will be utilized for Whittier generated solid waste, recyclable materials, and green waste/organics materials. A map of all Republic-owned facilities and *Facility Profiles* for Republic facilities listed below follow. Republic's approach to public education and outreach including commercial recycling opportunity assessments and recycling technical assistance combined with its state-of-the-art processing facilities ensures the City of Whittier will remain in compliance with recycling legislation.

Transfer Station

Transfer Facility	Notes
Bel-Art Transfer Station 2495 E. 68th St. Long Beach, CA 90805	Republic has an extensive network of transfer stations in the Los Angeles-Orange-San Bernardino County area, all of which service as contingency processing facilities.

Recyclable Materials

Advanced Processing Facility	Notes
CVT Regional Material Recovery Facility 1131 N. Blue Gum Street Anaheim, CA 92806	Accepts, processes, and markets all curbside recyclable materials. CVT is a fully-permitted large volume transfer and processing facility. Permitted throughput is 4,800 tons per day.
Rainbow MRF (Contingency) 17121 Nichols Ln. Huntington Beach, CA 92647	

Green Waste/Organic Materials

Processing Facility	Notes
Norwalk Industries Green Waste Operation 13780 East Imperial Highway Santa Fe Springs, CA 90670	Accepts, processes, and markets all green waste and vegetative waste.
Material proccessing:	
AG Organic (Fillmore Farms) 606 Sespe Ave # 202, Fillmore, CA 93015	Land application
Covanta Energy 31500 Pond Rd., Delano, CA 93215	Bio-Fuel
MT Poso Cogeneration Company LLC 36157 Famoso Road, Bakersfield, CA 93308	Bio-Fuel

Agromin (Contingency) 6100 Chino-Corona Road Chino, CA 91708	Accepts, processes, and markets all green waste and vegetative waste.
Falcon Transfer Station 3031 E I Street Wilmington CA, 90744	Green Waste material is processed for beneficial reuse by Ecology which processes and markets organic waste received at the Falcon facility. Materials qualify as landfill diversion credits to meet mandates of the Integrated Waste Management Act of 1989, as amended (AB 939) and to comply with the local agency recycling requirements.

Waste/Residuals

Disposal Facility	Notes
City of Whittier: Savage Canyon Landfill 13919 Penn Street Whittier, CA 90602 Sunshine Canyon Landfill (Contingency) 14747 San Fernando Road Sylmar, CA 91342	Solid/residual waste will be delivered to these locations. Note: Republic agrees to deliver the required 350 tons per day of solid waste to Savage Canyon Landfill.

Republic Services
18500 N. Allied Way,
Phoenix, Arizona 85054

P: 480-627-2700

www.republicservices.com

Bel-Art Transfer Station

Plant Type: Transfer Station

This is a Republic-owned facility. As such, Republic guarantees processing capacity for the contract term.

Fully Permitted Large Volume Solid Waste Facility Transfer Station

FACILITY OVERVIEW

Operations Manager
Rob Sherman

Location:
2495 E. 68th St.
Long Beach, CA 90805

SWIS No: 19-AK-001
The permit is in full regulatory compliance with its Solid Waste Facilities permit, Use Permit, LEA requirements, and all other regulatory requirements.

Permitted Capacity
1,500 tons per day

DESCRIPTION

Bel-Art Transfer Station is owned and operated by Republic and is a fully permitted large volume solid waste transfer station.

Size
The footprint of the permitted transfer station and material recovery operation encompasses approximately 3.2 acres of property.

Hours of Operation
Compton Transfer Station is open to receive hours for receiving materials is 5:00 a.m. to 5:30 p.m. Monday through Friday, and 5:00 a.m. to 4:00 p.m. on Saturdays.

ACCEPTED MATERIALS

Municipal solid waste, recyclables, organics, green waste, C/D and other inert materials.

CVT REGIONAL MATERIALS RECOVERY FACILITY (MRF)

Location & Contact Information

1131 N. Blue Gum Street , Anaheim, CA 92806 • 714-238-3300 • republicservices.com

Description

CVT Regional Materials Recovery Facility is owned and operated by Republic Waste Services of Southern California and is a fully permitted waste processing facility.

SWIS No: 30-AB-0335

The permit is in full regulatory compliance with its Solid Waste Facilities permit, Use Permit, LEA requirements, and all other regulatory requirements.

Permitted Capacity

6,000 tons per day

Processing Capacity

On average 4,800 tons of materials are processed per day.

Size

The CVT MRF is one of the largest facilities by volume in North America. Centrally located in the heart of Orange County, the state-of-the art MRF sits on a 35-acre campus that encompasses 240,000 square feet of which 160,000 is the processing facility.

Accepted Materials

Materials processed at CVT MRF come from over 55 Southern California cities, including large municipalities, commercial haulers and public haulers. Accepted materials include: mixed solid waste (MSW) single stream, commercial waste, construction and demolition material, green waste, white goods and e-waste.

Special Features

50 tph single stream sorting system with state-of-the-art optical sorting technology, a robust safety design as well as an automated storage/ baling system among other innovations.

REPUBLIC SERVICES' RECYCLING COMPLEX

CVT Regional Materials Recovery Facility - Anaheim, CA

ADVANCED TECHNOLOGY

Phase I of the MRF modernization project features an all-new single-steam sorting system and an Eco-Center.

- The new single-stream system with patented in-line disc technology, adjustable screens and optical sorting technology is designed to improve recovery and boost capacity from 20 tons per hour to 50 tons per hour.
- Highly automated controls package with Supervisory Control and Data Acquisition (SCADA) reporting system to continually monitor the system and optimize results.
- BHS/NRT optical sorting technology to maximize recovery of all #1 through #7 polymers including PET, HDPE, and mixed plastics.
- Completely automated fiber and container storage and baling system to eliminate double handling of finished commodities.
- The Eco Center will help educate stakeholders, giving them a front-line view of what happens to their waste.

ABOUT REPUBLICS' SOUTHERN CALIFORNIA RECYCLING COMPLEX

A pioneer in the industry, CVT Regional Materials Recovery Facility (MRF), owned and operated by Republic Services, emerged in 1991 as one of the first waste processing facilities of its kind. Nearly two decades later, Republic is embarking on a multi-year modernization project. The improvements are designed to increase speed of operation and improve recovery.

Permitted to process 6,000 tons per day, Republics' Recycling Complex is one of the largest facilities by volume in North America. Located in Anaheim, California the state-of-the-art MRF sits on a 35-acre campus that encompasses 240,000 square feet, of which 160,000 of that is the processing facility.

Today, Republics' Recycling Complex serves more than two and half million commercial and residential customers. On an average, 4,800 tons of materials are processed each day, traveling along automated and manual sorting systems, which separate recyclables by commodity.

The waste stream processed is primarily gathered from Republics' collection companies via exclusive municipal agreements with cities throughout Orange, San Bernardino and Los Angeles counties, as well as from other Southern California municipalities, commercial haulers and public customers.

Always a visionary, Republic Services is committed to being a leader in the industry and will continue to develop cost effective and environmentally friendly methods of recycling, consolidating and managing waste. Phase II of the improvements, which are planned for completion by the end of 2013, will feature a sophisticated and highly automated commercial sorting system.

REPUBLIC SERVICES

ENHANCEMENTS SPAN MORE THAN TWO DECADES

1984	1991	1994	2004	2011	2013
Phase 1 Transfer Station	MRF Phase 2 Single-Stream System	MRF Phase 3 Commercial System	Green Waste Facility	Modernization Phase I Single-Stream & Eco-Center	Modernization Phase II Commercial System

SUSTAINABILITY

- The new single-stream system has more than 180 high-efficiency drives, and where appropriate, variable frequency drive (VFD) motors which are shown to reduce energy consumption by 20 to 30 percent. The use of VFDs on processing equipment not only saves energy, but also, by precisely controlling the motor's speed, ensures smooth conveyor operation and improves the material sorting process.
- The SCADA package on the controls system constantly monitors and tracks the various drives in the system so management can optimize the efficiency and energy consumption.
- The automated storage bunkers eliminate the need for loaders to push material into the balers reducing emissions.
- Skylights provide natural light, reducing the need for artificial lighting.

EMPLOYEES and SAFETY

- **Employees -** The MRF employs nearly 300 people.
- **Shifts** - The MRF runs two shifts, five days-a-week.
- **Health and Safety -** Safety is our number one priority. The facility is planned carefully with safety taken into account in every aspect.
  - Safety programs ensure the safety of our employees and our customers.
  - Workers and visitors are provided with personal protective equipment (PPE).
  - Persons working near and around the balers are required to wear a safety device that will shut off the balers in the event of a safety concern. This safety feature is operated by radio frequency.

TYPES OF WASTE PROCESSED

- **Commercial Waste** consists of everyday items we use and then throw away, such as product packaging, paper, bottles, food scraps, green waste, newspapers and appliances. This primarily comes from schools, hospitals and businesses.
- **Single-Stream -** Mixed recyclable materials, e.g., paper, bottles, cans, etc. CVT began processing single-stream waste in 1989, when we implemented our first automated curbside collection programs.
- **C&D -** Construction and demolition debris is made up of building materials such as rock, bricks, metal, concrete and wood, damaged or unused for various reasons during construction.
- **Green Waste -** Green waste is made of things that grow and comes from homes and businesses. Green waste is screened and ground on site for alternative daily cover, biofuel and compost.
- **White Goods -** Discarded major appliances, such as refrigerators and ranges are brought to us from our collections divisions and the public disposal center. Once at the collection facility, white goods are separated and prepared for safe shipment to a recycling facility.
- **E-waste -** Discarded electrical devices, once at the collection facility are separated and prepared for safe shipment to a recycling facility.

REPUBLIC SERVICES

INTERESTING FACTS ABOUT REPUBLICS' RECYCLING COMPLEX

- **Tipping Floors -** Incoming materials are dumped on a tipping floor. There are two main tipping floors identified as north - commercial waste and south - single-stream.
- **Load Inspectors -** Deck load inspectors continuously inspect loads and reject any waste containing hazardous or toxic waste.
- **Traffic Control -** In addition to personnel located on the ground, video cameras located on the south deck enable us to better control traffic in the yard.
- **Balers -** We operate three Enterprise balers. Finished bales weighing an average of 1,500 pounds are sent to the loading dock for shipment.
- **Loading Dock -** Baled materials are staged at the loading dock before being shipped out in overseas containers or van trailers. Each commodity is loaded into separate containers. The average container holds 23 tons of materials. An average bale weighs 1,500 pounds. On average, materials coming into the facility are processed and shipped out within 24 hours.
- **Transfer Station -** Non-recyclable waste is consolidated at Republics' 40,000 square-foot waste transfer center to reduce travel to local landfills. Utilizing maximum-volume transfer trucks decreases the amount of round trips, saving vehicle use and fuel. The main component of the waste transfer center is the compaction pit, where non-recyclable waste materials are immediately deposited, consolidated into transfer trailers and transported to landfills.
- **Odor Control -** A state-of -the-art air filtration system controls odor and dust. An onsite weather station provides greater control based on current weather conditions.

REPUBLIC OWNS AND OPERATES ONE OF THE LARGEST MRFs BY VOLUME IN THE UNITED STATES

- **Public Disposal Center -** The public disposal center is open seven days-a-week.
- **Public Recycling -** The public buy-back center accepts all types of recyclables and is open seven days-a-week.
- **Clean-Burning Fuel -** Nearly half of the Company's fleet of 300 trucks operates on liquefied natural gas (LNG).
- **Commitment to our Neighbors -** As a good neighbor, Republic provides the most sanitary conditions, deploying sweepers in and around our facility to collect fallen debris and report concerns.

REPUBLIC SERVICES

LOCAL & NATIONAL AWARDS

2009 - Most Shareholder Friendly Company - Institutional Investor Magazine named Republic Services the most shareholder friendly company in the environmental services category for the 4th consecutive year.

2009 - Best CFO - Institutional Investor Magazine named Republic CFO, Todd Holmes, Best CFO for the 6th consecutive year.

2008 - America's 400 Best Big Companies - Fortune.com named Republic Services one of America's 400 Best Big Companies. Republic placed #275

2006 - Republic Services made the list of Forbes Magazine Platinum 400 – The Best Big Companies in America

2005 - The Integrated Waste Management Board awarded all nine of our franchise cities with the Resources for the Future Award in recognition of achieving the mandated 50 percent diversion rate.

2004 - Awarded America's Best Managed Companies by Forbes

2003 & 2004 - Awarded the Western Regional Best Safety Performance Record

1999 - Certificate of Achievement for implementing programs, which met Assembly Bill 939 mandates for waste diversion.

1993 - Awarded the SWANA Excellence in Recycling Award

1992 - Awarded the California Resource Recovery Award for Outstanding Achievement for Material Recovery Facility

INCRERASED CAPACITY AND GREATER RECOVERY

2011 PROJECT MANAGEMENT

- RRT Design & Construction (RRT)
  125 Baylis Road, Melville, New York Tel: 631-756-1060
- Bulk Handling Systems (BHS)
  3592 West 5th Avenue, Eugene, OR Tel: 541-485-0999

CONTACT US

REPUBLIC SERVICES /CVT REGIONAL MATERIAL RECOVERY FACILITY
1131 N. Blue Gum Street, Anaheim, CA 92806
Tel: 714-238-3300 disposalservices.net
Media Contact:
Brenda McGuire Tel: 714-238-3319
E-mail: mcguireb@republicservices.com

REPUBLIC SERVICES

FACILITY PROFILE

Rainbow Environmental Services

Plant Type: 4,000 tpd Material Recovery, Transfer and Processing Facility

Republic Services
18500 N. Allied Way
Phoenix, Arizona 85054

P: 480-627-2700
www.republicservices.com

This is a Republic-owned facility. As such, Republic guarantees processing capacity for the contract term.

Recyclable and Organic Processing Facility

Rainbow Environmental Services (Rainbow) is a newly acquired subsidiary of Republic Services that operates a state of the art Material Recovery Facility (MRF) and Transfer Station in Huntington Beach, CA. Currently Rainbow is only using 40% of the current facility capacity. This excess capacity of approximately 3,400 tpd can be utilized to satisfy the diversion goals set by the City of LA. Rainbow operates five integrated MRFs at one location and each primarily focuses on distinct material categories in order to effectively increase the diversion of all waste streams that enter the facility. Trucks are directed to either public dump, the C&D operations, the main "Multi" MRF, the Commercial MSW MRF, the green waste processing operation or the transfer station. Materials are moved between each location so that as much as possible is touched, processed and ultimately diverted from landfill. This has resulted in Rainbow providing its franchised areas with some of the highest diversion rates in the State.

Facility Description

Permitted Capacity: 4,000 tpd with current average through put of 2,600 tpd

Fueling Capabilities: On-site bulk diesel fueling, low flow CNG fueling stations for 100% of collection fleet and fast flow CNG fueling for public vehicles

Maintenance Capabilities:
Award winning CNG truck maintenance building and staff. On-site paint booth, wash bay and extensive container maintenance center. Includes special roll-off bin enzyme treatment to reduce odors and vectors for our customers

Reuse and HHW:
On-site public reuse center for paints, solvents etc and County operated HHW drop-off

Material Sales: On-site aggregate, compost and mulch materials for public purchasing

MRF Descriptions

Multi-MRF Clean Stream: Designed to process single stream source separated recyclables using negative sorting techniques and mechanical processes. 200 tpd current operations, 400 tpd maximum capacity.

Multi-Family/Apartment "Dry Route" MRF: Designed to process MFD and other apartment trash "black cart" materials using positive sort and mechanical pre-processing. 180 tpd current operations, 430 tpd maximum capacity.

Commercial MSW MRF: Designed to process Commercial MSW streams, with a focus on retail and restaurant waste. Utilizes positive sorting and supplemental mechanical sorting to enhance diversion. 250 tpd current operations, 350 tpd maximum capacity.

C&D MRF: Processing C&D and Public Amenity drop-off, with secondary processing of residuals done through Multi-Family/Apartment Stream. Utilizes positive sorting techniques with supplemental mechanical processes. 150 tpd current operations, 350 tpd maximum capacity.

Green waste Processing: Designed to process residential and commercial "green cart" organic material. It is sorted by type, chipped and ground, and utilized for mulch, biomass, compost or ADC. 400 tpd current operations, 800 tpd maximum capacity.

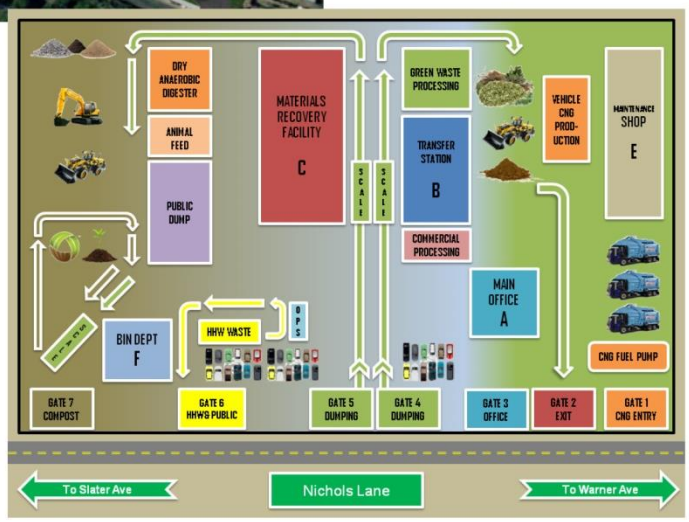
Facility Profile for Rainbow Environmental, Huntington Beach CA

©2014 Republic Services, Inc.

FACILITY PROFILE

Final Build Out: By January 2017 the entire Rainbow operations will be fully enclosed to reduce impacts of odor, dust and vectors. Each of the buildings will house Rainbow's distinct processing operations detailed in the figure below.

Final Operational Breakdown: By January of 2017 Rainbow will have completed construction of the Dry Anaerobic Digester, DODA and Animal Feed System. The Facility upgrade will also include retrofits to the single stream and commercial lines of our Material Recovery Facility. The state of the art facility will be fully capable of processing 4,000 tpd, diverting the maximum tonnage of materials away from landfills.



New Upgrades

Rainbow is beginning construction in the coming months on several upgrades and new processing options in order to maximize our facility capacity and diversion opportunities for our existing franchises and the City of LA. Below is a brief description of the upgrades.

Building Enclosures: In order to maximize our facility capacity we will be enclosing all of our MRF and processing operations as a part of our permit compliance as shown in the figure above.

DODA: Rainbow will be investing in DODA technology to process food waste streams that typically have higher levels of contamination. The mechanical process will remove contaminates and create a slurry (or mash) that can be sent to either a waste water treatment plant for wet anaerobic digestion or processed through the on-site S.A.F.E. Animal Feed technology.

S.A.F.E. Animal Feed: In an effort to send food waste to a higher and better use Rainbow will be installing a state of the art processing operation S.A.F.E. (Sustainable Alternative Feed Enterprises) system that will turn the food mash produced by the DODA into a supplement to animal feed for non-ruminants.

Dry Anaerobic Digestion (AD): Rainbow will be converting organics into energy by installing a Dry AD facility which will process 12,500 tpy of yard waste and food waste into on-site electricity. This facility will provide more than 75% of the facility's electrical demand.

MRF Line Upgrade: To achieve the highest diversion possible Rainbow will be making modifications to both the Commercial MSW MRF and transforming our Transfer Station sorting processes to add additional capacity to the Multi-Family/Apartment "Dry-Route" MRF.

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Acceptable Recyclable Materials ***CVT and Rainbow***
Aluminum, steel and tin cans
Beverage containers
Cardboard
Empty paint and aerosol cans
Grocery and Film Bags
Glass jars & bottles
Mixed Paper
Plastic containers (#1 through #7)
Clean Styrofoam
Scrap Metal (pots, pans, cookie sheets)
Aluminum Pie Tins
Copper Wire (extension cords, x-mas lights)
Mixed Rigid Plastic (Buckets, toys, crates, totes, trays, tubs)
Chipboard (12-pack boxes)
Bubble Wrap / Shrink Wrap
Plastic Carry-Out containers (contaminated)
Tin and Metal lids
Metal and Plastic Hangers
Pizza Boxes (contaminated)
Tetrapak Cartons (Milk & juice)
Grocery and Film Bags (contaminated)
Plastic Containers (previously containing HHW materials)

FACILITY PROFILE

Agromin OC Chino

Plant Type: 500 tpd Organic Materials Composting Facility

Republic Services
18500 N. Allied Way,
Phoenix, Arizona 85054

P: 480-627-2700

www.republicservices.com

Organic Materials Composting Facility

Rainbow Environmental Services (now owned and operated by Republic Services) and Agromin Corporation entered into a "50-50" Member Relationship, Agromin OC, LLC, (Agromin OC) beginning September 26, 2008 for the explicit purpose of becoming leaders in organic resource management through efficiently processing organic materials into products for private and public applications. The Agromin OC Chino Facility is currently engaged in windrow composting of green waste where 62,000 tons are currently processed a year. By January 2017 the Agromin OC Chino operations will be fully permitted and operational to receive, process, and compost up to 180,000 tons per year of organic material, including food waste. Agromin OC recognizes the multi-platform policy and program drivers which are moving food waste away from landfills. As leaders in the field, Agromin OC is poised to add covered aerated static pile (CASP) composting technology in order to compost commercial food scraps with minimal environmental impacts.

Facility Description

Permitted Capacity: 200 tpd current throughput, 500 tpd total capacity with CASP.

Pre-Processing Operations

Green waste Pre-processing: Green waste will be received and processed at a paved 5-acre material receiving area. Equipment will include a series of conveyors, disc screens, bag breakers, sorting platform, magnets and grinders. It is sorted by type, chipped and ground, and utilized for mulch, biomass, compost or ADC. 200 tpd current operations.

Food waste Pre-processing: All food waste materials would be pre-processed feedstock ready at the Rainbow Material Recovery Facility or another permitted MRF and brought to Agromin Chino ready for composting. The compost feedstock will be up to pre-processed 40% food scraps and 60% green material

Composting Operations

Windrow Composting: Current windrow composting of processed green and yard waste materials is on average a 16-week temperature and moisture controlled process. The pre-processed feedstock is mixed and placed into elongated windrows on a nonpermeable all-weather surface. The windrows are turned on a regular basis to improve oxygen content, distribute heat and moisture, and to regulate temperature. Materials are screened at the end of the process to remove contaminants such as plastics and metals, and to also grade the compost for various end uses. Oversized materials are also removed and can be returned to compost until they have composted down sufficiently. 200 tpd current operations

Food waste Composting: Covered aerated static pile (CASP) composting of pre-processed co-collected green/yard waste and clean food waste collected from residential and commercial sources. CASP will be utilized for cost effective processing of mixed organic waste, which controls potential environmental impacts (including odors and other emissions) and maintains optimal pile conditions during composting. It combines a compost and/or fabric cover with a computerized aeration control technology to optimize composting conditions for all types of feedstocks. The technology allows compost pile temperature data to be recorded and stored by individual batches of compost, so the entire process can be accurately and easily tracked from start to finish. 300 tpd maximum capacity

Current Windrow Composting: Green waste and yard waste is currently composted in open windrow piles.

CASP System: By January of 2017 Agromin Chino will have in place the covered aerated static pile (CASP) system to effectively compost food waste with controlled potential environmental impacts. In addition, computerized aeration control technology optimizes composting conditions for the entire pile and allows for electronically stored and tracked temperature data collected by compost batch.

FACILITY PROFILE

Republic Services
18500 N. Allied Way,
Phoenix, Arizona 85054

P: 480-627-2700
www.republicservices.com

Sunshine Canyon Landfill

Facility Type: Class III Sanitary Landfill

This is a Republic-owned facility. As such, Republic guarantees capacity for the contract term.

Fully Permitted Class III Landfill

FACILITY OVERVIEW

Operations Manager
Rob Sherman

Location:
14747 San Fernando Rd.
Sylmar, CA 91342

SWIS No: 19-AA-2000
SCAQMD: F63135, G6687, G10947, G19108, G19109, G19110
Two full-time LEA inspectors on site during hours of operation.

Permitted Capacity
12,100 tons per day
66,000 tons per week disposal
6,600 tons per week beneficial reuse
Estimated life = +25 years

DESCRIPTION

Size
The footprint of the landfill is 1,036 acres, 363 of which are dedicated to disposal.

Hours of Operation
Sunshine Canyon Landfill's permit allows for receipt of waste 6:00 a.m. to 6:00 p.m. Monday through Friday, and 7:00 a.m. to 2:00 p.m. on Saturdays (with extensions allowed on holiday weeks).

ACCEPTED MATERIALS

Sunshine Canyon Landfill accepts mixed municipal wastes (including commercial and residential waste), non-hazardous wastes with a water content of less than 50 percent by weight, and sterilized (autoclaved medical waste). The landfill also accepts green waste, clean dirt, and asphalt for beneficial reuse at the landfill. Sunshine Canyon Landfill has environmental control systems in place to screen for unpermitted and hazardous wastes.

SPECIAL FEATURES

Landfill Gas-to-Energy Plant
Sunshine Canyon Landfill features a new landfill gas-to-energy plant—a vital addition to California's renewable energy portfolio.

Open Space + Hiking Trails
More than 900 acres of land adjacent to the landfill has been donated to the Mountains Recreation and Conservation Authority for park and recreational uses. Republic has granted ≈80 acres of easements for hiking trails along the perimeter of Sunshine Canyon and East Canyon, Bee Canyon and Weldon Canyon.

Oak Tree + Wetlands Mitigation
Sunshine Canyon has an on-site oak tree farm which has grown more than 50000 oak trees for planting throughout the Sunshine Canyon area. Republic has provided more than $6 million for the development and maintenance of a 26-acre nature habitat at the Arroyo Seco, Pasadena.

FACILITY PROFILE

Falcon Refuse Center

Republic Services
18500 N. Allied Way,
Phoenix, Arizona 85054

P: 480-627-2700

www.republicservices.com

This is a Republic-owned facility. As such, Republic guarantees processing capacity for the contract term.

Fully Permitted Large Volume Solid Waste Facility Transfer Station

FACILITY OVERVIEW

Operations Manager
Rob Sherman

Location:
3031 E. I St.
Wilmington, California 90744

SWIS No: 19-AR-0302
The permit is in full regulatory compliance with its Solid Waste Facilities permit, Use Permit, LEA requirements, and all other regulatory requirements.

Permitted Capacity
1,850 tons per day

Design Capacity
3,500 tons per day

DESCRIPTION

Falcon Refuse Center is owned and operated by Republic and is a fully permitted large volume solid waste transfer station.

Size
The footprint of the permitted transfer station and material recovery operation encompasses approximately 5.7 acres of property.

Hours of Operation
Falcon Refuse Center is open to receive hours for receiving and transferring materials 6:00 a.m. to 6:00 p.m. Monday through Saturday, with general operating hours 6:00 a.m. to 6:00 p.m. Monday through Friday and 7:00 a.m. to 1:30 p.m. on Saturdays. Falcon is authorized to process materials 24 hours per day, Monday through Saturday.

ACCEPTED MATERIALS

Municipal solid waste, recyclables, organics, green waste, C/D and other inert materials. Ecology pre-processes green waste on site for efficient transfer to organics processing facilities.

Facility Profile for Falcon Refuse Center, Wilmington, California

©2014 Republic Services, Inc.

2 Programs

2D Construction and Demolition Material Disposal/Diversion Plan

Republic will direct deliver all C/D materials to its CVT regional materials recovery facility in Anaheim, where the guaranteed diversion rate for this material is at minimum 72%. Additionally, as is the current case, Republic will work directly with Whittier construction contractors to ensure services are well-orchestrated and geared toward optimal recycling.

Republic's sales personnel specializing in construction site management are certified by the Zero Waste Business Council and are LEED certified. These certifications provide additional value to customers and to the City, such as diversion reporting for LEED projects.

Republic will work with the City, if the City is interested, to craft a C/D recycling ordinance to ensure C/D diversion is at least 72%.

2 Programs

2E Employment Plan

Republic will work with the City, during the initial scoping session, to map out a viable plan for acquiring and integrating City employees who meet Republic hiring requirements. Republic will make every reasonable effort to employ City employees provided they meet minimum employment requirements. In fact, it is in the best interests of the employees and Republic to hire as many qualified City employees as possible, since these individuals have complete familiarity with collection routes, City traffic patterns, residential neighborhoods and safety concerns, unique customer set-out requirements, and much more.

While Republic is committed to successful service implementation, we are also invested in the wellbeing of our workforce which, in many cases, involves welcoming employees from former franchisees or public entities. We make it a priority to ensure our employees are happy, healthy and look forward to doing their best work–day in and day out. Republic has a proven track record in our ability to transition city workers with great success in divisions across the country.

Recently, the city of Fresno privatized its collection services and former city workers became Republic employees. Joseph Raynes, former city of Fresno driver, has found that Republic cares about its employees and has made him feel like part of the Republic family. "Republic Services has made the transition as smooth as possible. They are willing to listen to employees and work together with them to make necessary changes. I have been happy with my employment with Republic…"

Frank Ellison, also a transitioned city of Fresno driver, states "working for Republic (is) a very rewarding change."

All employees will be trained on Republic safety policies, trained on our "ONE Fleet" Maintenance activities and employee engagement programs. .

Republic will listen to employee perspectives and concerns, present information on Republic's hiring practices, position requirements, benefits, and general policies and procedures. At that time workers would complete Republic job applications and other paperwork, and one-on-one interviews with the General Manager will also be arranged.

Due to Republic's size, strength, and interest in providing the very best working conditions, benefits, and opportunities for professional growth, employees who are qualified and who are

interested in working for Republic will likely find a position that capitalizes on their strengths within the Company.

Information concerning Republic's personnel policies and benefits is included in the *Section 1 Appendix.* Republic's diversity inclusion program, is included on the following page.

Diversity Inclusion Program

Republic empowers more than 30,000 exceptional employees in 39 states and Puerto Rico to do their best work. Republic is a steadily growing company with a solid reputation and strong commitment to delivering outstanding customer service, day in and day out. To create a large company of dedicated employees, Republic has in place policies and procedures to guide it in recruiting and retaining the best human resources available.

- Republic is an equal opportunity employer, making decisions without regard to race, color, religion, sex, sexual orientation, gender identify or expression, national origin, age, disability, veteran status, genetic testing, or any other classification protected by law.
- Republic is committed to not just being a service provider of choice, but also an employer of choice. It is Republic's goal to provide every employee with a rich, rewarding career experience. Republic's leadership team is committed to talent development, career advancement, and training.
- Republic's human resources team holds monthly career tracking sessions to help employees reach their career potential in a particular function or to expand into other areas.
- Republic's *Mission of Supporting an Inclusive Culture* (*MOSAIC)* is a key focus of Republic's Director of Diversity, Leslie Solandz and Republic's *Diversity and Inclusion Council.* This initiative aligns with Republic's business strategy which requires innovation and non-traditional thinking and ideas. Leslie Solandz's *Talent Profile* is included on the following page.

Organizational
Tenure
Organizational Level
Expertise
Functional Department
Job Responsibilities
Career Stage
Company Work Experience
Work Location
Secondary
Education
Work Experience
Other Life Experiences
Geography
Military Experience
Socio – Economic Status
Communication Style
Marital Status
Language and Accent
Parental / Family Status
Religious and Spiritual Beliefs
Personal Habits
Demeanor & Appearance
Recreational Activities
Primary
Race
Age
Ethnicity
Gender
Mental Ability
Sexual Orientation
Physical Ability
Gender Identity

Leslie Solondz
Vice President, Employment Practices
Phoenix, AZ

Talented HR executive with sustained record of achieving results, building and leading successful teams and functions, and influencing internal and external stakeholders. Respected partner with extensive experience developing and implementing strategic solutions aligned with business needs and solving existing problems with optimal results.

CAREER SUMMARY

Vice President, Employment Practices & Chief Diversity Officer, Republic Services
Phoenix, AZ
January 2013 – Present

Leads function responsible for Talent Acquisition, Diversity & Inclusion, Human Resources Practices & Policies, and Employment Compliance

SUCCESSES

- Responsible for building Company's first centralized Talent Acquisition function, strategy and metrics aligned with most significant recruiting needs and challenges.
- Took leadership role in creating business case for diversity & inclusion and creating five-year strategic plan.
- Serves as the Company's first Chief Diversity Officer, responsible for facilitating greater diversity and inclusivity throughout the organization.
- Led the selection, design and implementation of the Company's first applicant tracking system.

Senior Director, Employment Practices & Compliance, Republic Services
Phoenix, AZ
September 2011 – December 2012

Built function within the HR organization devoted to ensuring HR best practices and employment law compliance.

- Restructured Company's affirmative action plans to align with organizational structure and implemented federal contractor compliance plan.
- Successfully handled more than 25 Department of Labor audits with no financial penalties assessed.
- Effectively settled multi-million dollar OFCCP audit for less than 10% demanded amount and without any adverse press release or other media attention.
- Steered the working group responsible for outsourcing leave management to complete project Company previously committed to.
- Improved immigration compliance from non-uniform process across the Company to 98% compliance with systematic I-9 and E-Verify obligations by end of 2013. 1

2 Programs

2F City-Owned Equipment Purchase and Use Plan

Republic has made a thorough investigation of the City's fleet and is prepared to advance the City $582,000 to procure collection equipment as is reflected in the *Pricing Proposal*.

Republic will purchase and take possession of the collection vehicles and containers including residential carts, front load bins, compactors and roll off boxes, owned by the City and as required in Section 3.12.

- As per Memorandum 4, City equipment that Republic purchases from the City will not be deployed in Whittier. Republic will procure all new frontline (15 CNG collection vehicles) equipment for this contract

Republic is open to and looks forward to discussing with the City the many options available to optimize this endeavor for the City and residents.

2 Programs

2G Enhancements

Republic will provide the following enhancement at no charge to the City or rate payers.

My Resource

Republic's *My Resource* web portal and mobile application allows customers to self-manage their services. After a one-time registration process, users can establish their billing and notification preferences and grant/restrict access for other account users.

Through *My Resource*, customers can view account information, services, view multiple accounts and set preferences across multiple accounts, and view service details at each location in the account. Customers can self-manage the following functions:

- Schedule an extra pick-up;
- Report a missed collection and reschedule service;
- Schedule container repair;
- Schedule a large item pick-up;
- Request additional information, such as a zero waste assessment.

Demo site is available upon request.

Discounted Commercial Recycling

Commercial recycling will be offered to all businesses during the above referenced recycling opportunity assessments and ongoing at a rates that is 65 percent of the solid waste rate to encourage recycling.

100- and 300-Gallon Containers

Republic will survey the waste streams of these customers to optimize recycling without creating strain on existing space constraints or customer convenience, at the onset of the new contract. Upon completion of an audit, Republic will identify customers with space restrictions to determine whether utilizing front load containers will be a better service and collection application.

Model Commercial All-in-One Recycling Program

Republic will implement, free of charge, in all City facilities, Republic's All-in-One Recycling program/kit, which includes interior collection containers, posters, and collateral materials—everything needed to make single-stream recycling easy. A sample kit is included with this submittal for the City's review. Commercial customers will be introduced to the program during recycling opportunity assessments and will have the option to procure Republic's cohesive family of branded materials.

Good Corporate Citizenship

Republic employees are caring, vibrant people making a difference in the communities they serve every day. Republic contributes to its communities in several ways through sponsorships, event participation, educational activities, neighborhood and civic group involvement, and environmental contributions. The City's RFP places significant importance on the value of good corporate citizenship, and Republic has, throughout the term of the existing Agreement dedicated itself to being an involved corporate citizen in Whittier. We have over 50 dedicated employees that live and are active in the City of Whittier. The City can expect these efforts to not only continue, but also increase under the terms of the new Agreement.

Republic managers and staff are charged with actively seeking out opportunities to provide assistance to civic and community groups and organizations through responding to requests for financial, planning and logistics support for activities, events, and infrastructure development. The list below is just a sampling of recent Republic involvement in Whittier. Support letters from many of these Whittier organizations are included in the following pages.

Provided below is a brief listing of previous Company Sponsorships:

- Summer Concerts in the Park
- Whittier Foundation -Dancing with the Whittier Stars
- Annual Eggstravaganza
- Annual Holiday Parade
- Annual Shop Local Community Expo
- Business Expo
- Silver Shield Awards Banquet
- Whittier Mayor's Breakfast
- Whittier Police Association Golf Tournament – Cops Helping Kids
- Relay For Life
- Special Olympics
- Hathaway Golf Tournament
- Rotary All- Star Baseball/Soft Banquet
- Rotary Dental Clinic
- Whittier Boys and Girls Gala
- The Whole Child
- YMCA Annual Christmas Prayer Breakfast
- YMCA Capital Campaign Fundraiser

WHITTIER Area Chamber of Commerce WE MEAN BUSINESS

"Since 1986 Republic Services (formerly Consolidated Disposal Services) has been an active member of the Whittier Area Chamber of Commerce. Aside from providing quality trash hauling and recycling services to our businesses and residents, Republic Services has been a valuable community contributor."

"Republic Services has proven to be a quality company with a good corporate culture. The Whittier Area Chamber of Commerce is pleased to count them as a member and supporter of our community."

"Republic Services has demonstrated a commitment through participation with our chamber of commerce as well as other organizations throughout the City."

-Rudy Hernandez
Whittier Area Chamber of Commerce Board President

- Annual Physics Boat Show (WUHS)
- CAPC Kaleidoscope
- CAPC Celebrities Waiter Fundraiser
- Soroptimist Int'l of Whittier
- Whittier Community Foundation Spooktacular 5K Run

Annual Food Drive for the Homeless

Republic will work with local non-profit groups to identify ways Republic can assist in feeding Whittier's homeless during the holidays each year. Some ideas include an employee food drive, with the items received used to distribute to local food banks, prepare meals, or prepare and distribute holiday food baskets. Republic will work with community-based organizations to identify where the greatest need is and will help fill it.

Annual Scholarships

Each year of the contract, Republic will offer ten scholarships of $1,000 annually, to college-bound seniors attending any high school located in Whittier. To apply, students must submit an essay on an environmental theme. Republic will team with the City to identify members of the community to review scholarship applications and make recommendations.

Bikes Recycling Program

Republic will accept bicycle donations, refurbish and repair them as may be needed, and redistribute the bicycles through a Whittier non-profit. Additionally, Republic will sponsor an annual bike drive, where residents may place unwanted bikes or bikes in need of repair at the curb; Republic will collect, repair, and return all the bikes to the community. This program is a good fit for Republic's efforts to support community sustainability initiatives and decrease carbon emissions. The Company will utilize the program to get the message out about the health and environmental benefits of riding a bicycle.

Compost Give-Away and Free Compost Workshops

Republic will provide free compost during the spring planting season at a location identified jointly with the City. Additionally, upon request, Republic will conduct free onsite compost workshops for City residents and homeowners associations. Republic will also work with the City to identify any City parks need for compost. Republic will haul in a negotiated amount of compost to help reduce the effects of the drought and improve the health of City gardens.

Concerts in the Park

Republic understands how important the Summer Concerts in the Park programs are to the City and Community of Whittier and commits to being a title sponsor for all concerts annually, In addition to providing free trash collection services for all City Sponsored events and community events.

Free Service

Republic will provide all roll off containers and stage collection points with the appropriate trash, recycling, and organics containers free of charge for City Sponsored events, and will be

responsive to special requests, such as for custom signage and event boxes, from local groups looking for assistance with community events and activities.

Facility Tours

Republic will offer and promote free educational tours of any of its local facilities to community and school groups. The Company recently unveiled its new education center at Republic's Recycling Complex (CVT) in Anaheim and Rainbow Environmental Services in Huntington Beach.

Emergency Response Services

A contract with Republic also entitles the City not only to the emergency collection and disposal services, but the City will also be entitled to access Republic Services' renowned Blue Crew emergency response team.

In the event of a major natural disaster, Republic has a Disaster Plan that was borne out of Republic's exceptional and immediate response to Hurricane Katrina and that continues to pass real tests in the field. In response to a major natural disaster, Republic's considerable fleet depth will be pressed into service areas that require additional collection vehicles. In the case of a larger or regional event, spare equipment from other local divisions may not be sufficient. As in the case of Hurricane Katrina, parent company Republic quickly mobilized equipment and personnel from other collection divisions to accomplish what would seem impossible. Republic was on site, performing cleanup work in the Gulf Coast Region the day after the event, before any governmental agency was deployed and working.

With five full fleet operations in the Southern California area, Republic is positioned to quickly respond to emergencies should they occur. The Company's regional processing facilities infrastructure ensures processing and disposal capacity of the materials collected.

These are some of the resources available to the City of Whittier if it should ever be stricken by a major disaster or other emergency such as an earthquake, storm, riot or civil disturbance. The Company will also cooperate with County, State and Federal officials in filing information related to a Regional, State and/or Federally-declared state of emergency or disaster for which Republic has provided equipment and operations personnel. Republic will dedicate its equipment used in the service area as well as any back-up equipment that may be needed from our extensive fleet of route and spare vehicles, including special vehicles (such as roll-off trucks and debris boxes, flat-bed trucks, and transfer trailers) that may be necessary.

If requested, Republic will provide the City with a detailed, usable, Emergency Services Response Contingency Plan after meeting with the City to obtain additional information that may be relevant to the plan. This might include, for instance, locations and pertinent information related to local utilities, City departments that Republic will interface with, City facility locations, commercial business or other locations in the Service Area that may be highly sensitive or critical in the case of an emergency, such as hospitals, government buildings, and schools.

Recycling Rewards Program

To provide additional recycling motivation to Whittier residents, Republic, in conjunction with the City, will create a Recycling Awards program. The goal of the program is to educate single-family

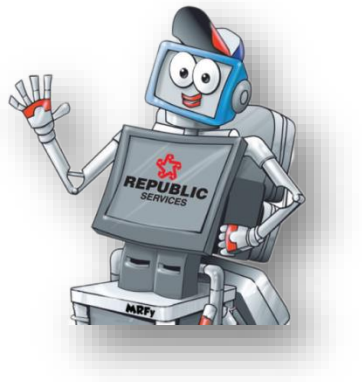
residents on the importance of recycling and the materials that should be diverted. Additionally, the program is designed to reward single-family residents for enhanced recycling efforts.

Semi-Annual Shred Days

Twice annually, Republic will set up a community shred events at a designated location within the community. The event will target small businesses and residents' post-tax deadline and pre-September dates to coincide with back-to-school. Republic will provide the City of Whittier tonnage and diversion statistics.

Schools Program

Through its experience in the LAUSD, Republic has developed an effective, efficient way to get schools recycling and provide children with a hands-on learning experience. Whittier children will learn and adopt good recycling behavior, which they will use at home to increase residential diversion.



Assemblies with MRFy—The Recycling Robot

Republic's *MRFy – The Recycling Robot* will be available to grades K-3 for assemblies and special events. MRFy is a fully automated Recycling Robot made from recycled parts whose purpose is to provide a fun and interactive approach to recycling. The presentation begins with a Republic Services associate providing a short introduction and some fun facts about the company, its services and the upcoming show. It then quickly follows with a re-cycle chant so MRFy knows it's show time. Once MRFy hits the stage he takes the lead through song, interactive questions and also inviting audience members on stage to identify pieces of recyclable materials.

After MRFy's presentation, a short video is shown. This Video is narrated by MRFy and shows where recycling material is sorted and what happens to it after it is thrown in the garbage. The presentation is then completed with questions and answers.

Republic proposes to offer MRFY assemblies for an incentive/reward for Principals to engage students not only in recycling but academic performance, leadership and/or environmental stewardship.

LAUSD Case Study

The *LAUSD Case Study*, following is included to increase the City's understanding of the depth of experience Republic will bring, and which will benefit the entire City. Republic is prepared and will offer the same approach in Whittier that it provides to the LAUSD, but tailored to meet Whittier schools' needs.

Proudly Supporting the Whittier Chamber of Commerce ...

Wake Up Whittier

Hathaway Golf Tournament

Whittier Prayer Breakfast

100th Centennial Whittier Chamber Gala

Concerts in the Park

Whittier Chamber Annual Planning Conference

Whittier's Annual Holiday Parade

and the Whittier Community for over 30 years!

REPUBLIC
SERVICES
Thank You
Republic Services
for participating in the
3rd Annual Shop Local
Community Expo
WHITTIER
COMMUNITY EXPO

EXPO 20
Republic Services
1 MILE
THANK YOU
MEET US AT THE CORNER OF
OPPORTUNITY
SUCCESS
WHITTIER
Thank You
Republic Services
for participating in the
2nd Annual Shop Local Showcase
REPUBLIC
WHITTIER

WHITTIER
Area Chamber of Commerce

July 10, 2015

Mayor Fernando Dutra
City of Whittier
13230 E. Penn Street
Whittier, CA 90602

Dear Mayor Dutra,

Since 1986 Republic Services (formerly Consolidated Disposal Services) has been an active member of the Whittier Area Chamber of Commerce. Aside from providing quality trash hauling and recycling services to our businesses and residents, Republic Services has been a valuable community contributor.

Republic Services has demonstrated a commitment to our community through participation with our chamber of commerce as well as other organizations throughout the City. They have provided sponsorship and support at many community events and they have been a generous contributor to our non-profit organizations in town. In addition to that, Republic Services has provided valuable business leadership by having one of their representatives, Elizabeth Martinez, serve on the Chamber's Board of Directors for the past 2 years. Currently Ms. Martinez holds the position of Vice President of Business Information on the Executive Committee.

Republic Services has proven to be a quality company with a good corporate culture. The Whittier Area Chamber of Commerce is pleased to count them as a member and supporter of our community.

Sincerely,

Rudy Hernandez
Board President 2015-2016

8158 Painter Avenue • Whittier, CA 90602 • (562) 698-9554 • Fax (562) 693-2700 • whittierchamber.com

WHITTIER COMMUNITY FOUNDATION
Today, Tomorrow, Together.

June 16, 2015

Elizabeth Martinez
Republic Services, Incorporated
12949 E. Telegraph Road
Santa Fe Springs, CA 90670

Dear Ms. Martinez,

On behalf of the Whittier Community Foundation, I would like to thank Republic Services for its continued support of the Whittier Community Foundation. The donations received for Dancing with the Whittier Stars and the Fit for Life 5K have supported the Foundation's mission to "support community services activities for the education and enjoyment of the greater Whittier community, and to develop funding for community services programs established by the City of Whittier."

The funds donated have been utilized to support the many great projects generated by the Whittier Community Foundation.

We truly appreciate all of Republic's donations and future projects that can become reality because of your continued support. No goods or services were received from this donation. The Foundation's Non-profit Tax ID number is 83-0450823.

Sincerely,

Carol Crosby

Carol Crosby, President
Whittier Community Foundation

13230 E. PENN STREET, WHITTIER, CA 90602

July 21, 2015

Hon. Fernando Dutra
Mayor
City of Whittier
13230 Penn Street
Whittier, CA 90602

Dear Mayor Dutra and Members of the City Council:

It is my privilege to write you and to express my full-support of Republic Services. I highly endorse their expansion which would allow them to service all of the City of Whittier.

The Whittier Mayor's Prayer Breakfast is patterned after the National Prayer Breakfast held annually in Washington D.C., and is designed as a time of prayer for our city, State and Nation, its leaders, and a time of rededication of individuals to God. Thanks to Republic Services and their financial support, the Whittier Mayor's Prayer Breakfast exists and is able to support Whittier's elected officials.

Republic Services and Elizabeth Martinez have been very generous in their support, both personally and financially, to this event, which has been so very important to our community for the last 50 years. They are truly a partner to our city.

Republic Services has serviced Whittier for three decades and has been a long-standing supporter of the community by contributing annually to various local organizations and events. One reason, they are so invested in this community is because 50 Republic employees who service Whittier are residents themselves.

In regard to Republic's track record as Whittier's waste and recycling service provider, residents have enjoyed the reliability service, great customer service and the predictability of their recycling collection bills.

I strongly urge the council to keep Republic Services as our current waste recycling service provider and to expand the services to all Whittier residents and businesses.

Thank you,

David Krake
562-237-3764

Cc: Members of the City Council

Mailing Address: 7036 Bright Avenue, Whittier, CA 90602

Whittier Police Officers' Association
P.O. BOX 4234 • WHITTIER, CA 90607

July 17, 2015

Elizabeth Martinez
Republic Services, Incorporated
2531 East 67th Street
Long Beach CA 90805

Dear Ms. Martinez,

On behalf of the Whittier Police Officers Association, I would like to thank you and your colleagues for your continued support of our organization and the numerous community events that promote positive values for young people in our community.

As you know, the W.P.O.A. has always been active in the community by working with youth organizations and expanding its role in new and existing programs. The generous donations that you have consistently given to The Whittier Police Officers Association Cops Helping Kids Golf Tournament for the last several years have made our work possible and have improved the community. We greatly appreciate all of your support and your willingness to invest in the City of Whittier.

It's great to see companies like Republic Services contribute in such a substantial way. Republic Services has been a true community partner and we value and deeply appreciate all of your support.

Sincerely,

Michael Rosario
1st Vice President
Whittier Police Officers Association

David Yoshitake, President * Michael Rosario, 1st Vice President * Chris Silva, 2nd Vice President
David Cheng, Secretary * Adrian Bobadilla, Treasurer
Board Members: Carlos Arroyo* Fernando Sanchez* Chris Leffler * Paul Salazar

July 21, 2015

Honorable Fernando Dutra, Mayor
City of Whittier
13230 Penn Street
Whittier, CA 90602

Dear Mayor Dutra and Members of the City Council:

I am writing in support of Republic Services and their proposal to serve as the exclusive waste and recycling collection service provider for the City of Whittier.

Not only is Republic Services known for their outstanding services as it relates to waste and recycling management, they're generous with providing support to local community causes. Such corporate social responsibility is a big issue in the current climate, with community members expecting businesses to do more and help others while also providing the best products and services.

Republic Services are more than doing their share to support our community. Clearly, Republic Services is the type of corporation we want to keep in our City.

Once again, I want to reiterate my support for Republic Services to exclusively provide waste and recycling collection services.

Sincerely,

Charlene Dimas-Peinado

Charlene Dimas-Peinado, LCSW, EML
Chief Executive Officer

September 26, 2014

Elizabeth Martinez
Republic Services
2495 East 68th Street
Long Beach, CA 90805

Dear Elizabeth Martinez:

The Boys & Girls Club of Whittier would like to thank you for your recent contribution. As you know, for the past 50 years the Boys & Girls Club of Whittier has provided positive programs and activities for youth in this community, helping them to become productive and self-sufficient individuals.

Our quality programs and evidence-based curriculum focuses on growing our Club members through Academic Success, the development of Character & Citizenship, as well as the formation of Healthy Lifestyles. Everyday we see the positive impact we have on our children at the Club!

Ask any child here and they will tell you that because of the positive relationships they've formed at the Club they consider this a "second home." Please know that you are an important part of this family!

Once again, on behalf of our more than 1,850 members, thank you for believing in our mission to positively impact and transform this community through the development of our youth. Together, we are building a healthier community - one amazing child at a time!

Sincerely,

Oscar Hernandez
Chief Professional Officer

Tax I.D. 95-6151763

Amount:	Tax-Deductible:	Contribution:
$500.00	$500.00	2014 Gala- Club Friend Sponsor

So happy you could once again support us!

BOYS & GIRLS CLUB OF WHITTIER

Boys & Girls Club of Whittier
7905 Greenleaf Ave.
Whittier, CA 90602
P: (562) 945-3787
F: (562) 945-7152
www.bgcw.org

Officers
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Denotes Past President *

CAPC, Inc.
Capitalizing on Capabilities
EMPOWERING INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES TO LIVE & WORK ON THEIR OWN

July 8, 2015

Hon. Fernando Dutra
Mayor
City of Whittier
13230 Penn Street
Whittier, CA 90602

Dear Mayor Dutra and Members of the City Council:

I am writing you to express my full support for Republic Services and hope they will become Whittier's sole waste and recycling service provider. Republic Services has been providing dependable and cost-effective service while serving as an active member of the Whittier community for nearly thirty years.

Each year, they financially support local organizations and events for the greater good of the community, including CAPC, Inc.

CAPC is a nonprofit organization that assists adults with disabilities to work and live on their own – not in a shelter – through providing life skills training, employment services, supported living services and community inclusion services. Through their generous financial contributions, Republic Services has made our work possible.

The staff at Republic Services has shown a major interest in understanding our organizations mission. They have actively participated in events held by CAPC, Inc. by attending and donating to the cause. We are fortunate to have them as a community partner to help us continue to empower individuals with disabilities to live and work in our community.

Nothing speaks more to the fact that Republic Services is invested in the Whittier community than the fact that they provide 50 Whittier residents with great, head of household jobs and benefits.

I urge the city council to keep and build upon their relationship with Republic Services so that Whittier residents will continue to benefit from their trusted partner for waste and recycling services.

Thank you,

Carolyn Reggio
Executive Director
CAPC, Inc.

(562) 693-8826 • FAX (562) 693-3826 • Website: www.capcinc.org
7200 Greenleaf Avenue, Suite 170 • Whittier, CA 90602
Accredited by: CARF, The Rehabilitation Accreditation Commission

the YMCA

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

July 20, 2015

Honorable Fernando Dutra
Mayor
City of Whittier
13230 Penn Street
Whittier, CA 90602

Dear Mayor Dutra and Members of the City Council:

I am a supporter of the long-standing relationship between Republic Services and the City of Whittier. As Chairperson of the Board of Directors for the YMCA of Greater Whittier, I cannot speak more highly of Republic Services and their dedication to improving the Whittier community.

As you are aware, the YMCA is an association of all people united in a common effort to put Judeo-Christian principles into daily practice and to enrich the spiritual, mental, physical, and social life of their families, their community, and themselves. During 2015, Republic Services has provided financial support to the YMCA, assisting it to help those local families needing YMCA programs.

Republic Services has worked as a member of our community for the past thirty years to provide the best service possible and their high-level of customer service is a great reflection of that effort.

I strongly urge the City Council to keep Republic Services as our current waste recycling service provider and to expand their services to all Whittier residents and businesses. Republic Services has proven their value and commitment to the City of Whittier. The time is right to build upon that relationship.

Yours,

Carmella Franco

Dr. Carmella S. Franco
Chairperson, Board of Directors

YMCA OF GREATER WHITTIER
Association Office: 12510 Hadley Street, 2nd Floor, Whittier, CA 90601-3942 **P** 562-907-2727 **F** 562-698-2275 www.ymcawhittier.org

SOROPTIMIST
Best for Women

Mayor Fernando Dutra
City of Whittier
13230 Penn Street
Whittier, CA 90602

July 24, 2015

Dear Mayor Fernando,

I am pleased to write to you on behalf of Soroptimist International of Whittier (SIW). We are a nonprofit, professional women's organization dedicated to improving the lives of women and girls through programs leading to social and economic empowerment.

Republic Services, also known as Consolidated Disposal Services, has graciously provided donations to our club. Their most recent donation was four tickets and a parking pass to see the Los Angeles Clippers as a silent item for Wednesday Night Live annual fundraiser. It is companies like Republic that allow us to support women and girls in Whittier and throughout the word.

It's nice to know that our waste and recycling service provider is able and willing to invest in our community. May this be a considering factor in your decision to continue working with Republic and opening up their services to all of Whittier.

Sincerely yours,

Mary L. Venegas
President

Soroptimist International of Whittier, P.O. BOX 468, Whittier, CA 90608-0468, 562-463-9160 www.siwhittier.org

July 24, 2015

Hon. Fernando Dutra
Mayor
City of Whittier
13230 Penn Street
Whittier, CA 90602

Dear Mayor Dutra:

I write this letter to express my full support for Republic Services as a partner to provide excellent recycling and waste collection services to the city of Whittier. In addition to providing dependable and cost-effective service, Republic is an example of how company's care for their employees and become one of the most desirable employers to work for.

Republic Services supports local businesses, as they have done by holding events at the Radisson Hotel Uptown Whittier, where they will be holding their quarterly Sales Leadership Awards for Los Angeles /Orange County Area. For the last two years, Republic Services has also held their annual safety awards banquet for their Long Beach drivers at the Radisson. I have experienced firsthand how Republic treats their employees and prides itself on their safety.

Republic Services is an employee-friendly company that employs union drivers.

Republic has 50 employees that live and work in Whittier. That speaks to Republic's commitment to the community. They truly are more than just Whittier's waste management company, they are true community partner that believes in giving back by supporting local events and providing free services.

I urge the city council to keep Republic Services as our service provider and expand their scope to serve all residential, commercial and industrial customers in Whittier. For the past 30 years Republic Services has consistently proven their value and commitment to the City of Whittier. It's time to build upon that relationship.

Thank you,

Trese Childs
Catering Sales Manager
Radisson Hotel Uptown Whittier

Cc: Members of the City Council

The Radisson Hotel Whittier
7320 Greenleaf Avenue

CITY OF
SANTA FE SPRINGS
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July 23, 2015

The Honorable Fernando Dutra
City of Whittier
13230 Penn Street
Whittier, CA 90602

RE: Letter of Recommendation for Republic Services

Dear Mayor Dutra:

Republic Services (formerly Consolidated Services) has provided solid waste service in the City of Santa Fe Springs since July 2002. Republic is one of three franchise waste haulers and provide both residential and commercial solid waste and recycling services.

Republic Services' Municipal Relationship Manager maintains a close working relationship with City staff and addresses Council and resident concerns in a timely manner. Additionally, Republic Services contributes monetarily to community non-profit organizations, as well as with in-kind services such as disposable waste baskets and recycling containers to City-sponsored events such the Art Fest and the City's 4th of July Celebration. The outreach to its residential and commercial clients is evident in its funding of the quarterly recycling newsletter.

The City is confident that Republic Services will continue to comply with the provisions of their contract and will provide the same level of attention to the residents' needs. I would recommend Republic Services for solid waste and recycling services.

Please call me at your convenience at (562) 868-0511 if you have any questions.

Sincerely,

Thaddeus McCormack
City Manager

Laurie M. Rios, Mayor • Richard J. Moore, Mayor Pro Tem
City Council
William K. Rounds • Jay Sarno • Juanita Trujillo
City Manager
Thaddeus McCormack

LEONARD SHRYOCK
Mayor
MICHAEL MENDEZ
Vice Mayor
CHERI KELLEY
Councilmember
MARCEL RODARTE
Councilmember
LUIGI VERNOLA
Councilmember
MICHAEL J. EGAN
City Manager

City of NORWALK

12700 NORWALK BLVD., P.O. BOX 1030, NORWALK, CA 90651-1030 * PHONE: 562/929-5700 * FACSIMILE: 562/929-5773 * WWW.NORWALK.ORG

July 1, 2015

Ronald Krall
Area President
Republic Services, Inc.
12949 Telegraph Road
Santa Fe Springs, California 90670

Dear Mr. Krall:

Consolidated Disposal Services, Inc., (Consolidated) has provided solid waste hauling and recycling services for the Norwalk community for over 45 years. They service approximately 80% of the City, including residential and commercial sectors. Consolidated's liaison maintains steady communication with City staff, and is always prompt in addressing citizen concerns. In addition to the hauling services they provide, CDS often grants philanthropic contributions to many local community groups, has contributed to several neighborhood clean up events by providing complimentary services when needed, and helps the City with its outreach to residents and businesses by providing a portion of the funding for our quarterly recycling newsletter.

We are confident Consolidated will continue to comply with the provisions of their contract and provide the same level of attention to our residents' needs, as they have in the past. Please contact me at (562) 929-5772 if you have any questions.

Sincerely,

Michael J. Egan
City Manager

MAYOR:
MARGARET CLARK

MAYOR PRO TEM:
SANDRA ARMENTA

COUNCIL MEMBERS
WILLIAM ALARCON
JEAN HALL
POLLY LOW

City of Rosemead

8838 E. VALLEY BOULEVARD P.O BOX 399
ROSEMEAD, CALIFORNIA 91770
TELEPHONE (626) 569-2100
FAX (626) 307-9218

July 22, 2015

Hon. Fernando Dutra
Mayor
City of Whittier
13230 Penn Street
Whittier, CA 90602

Dear Mayor Dutra:

As mayor of the city of Rosemead, I would like to share with you our high regard for Consolidated Disposal Services/Republic Services as a vendor company that operates with integrity in providing excellent recycling and solid waste services. Republic Services is the leader in providing customer service, environmentally friendly waste managament practices, community support and competitive pricing.

Republic Services has served the residents and businesses in Rosemead for nearly 25 years with dependable and cost effective recycling and waste colelction services. In 2013, the Rosemead City Council renewed its parnership with Republic by approving a 10-year franchise agreement to continue services. In addition to keeping rates consistently low, Republic brings education and community support programs to assure that we meet our sustainability goals.

Republic's team is committed and conscientious to following through and being accountable to the customers they serve. I value our partnership because their services have execeeded our expectations.

The service provided by Republic goes beyond just handling our recylcing and waste, Rosemead has been an invaluable community partner that provides in-kind donations, sponsorships and free services to various local nonprofit organizations and events.

I strongly recommend Republic Services for anyone seeking world-class service because they deliver what they promise. Please feel free to contact me at (626) 833-6673 if I can be of further assistance.

Sincerely yours,

Margaret Clark

Margaret Clark
Mayor
City of Rosemead

MAYOR:
MARGARET CLARK

MAYOR PRO TEM:
SANDRA ARMENTA

COUNCIL MEMBERS:
WILLIAM ALARCON
STEVEN LY
POLLY LOW

City of Rosemead

8838 E. VALLEY BOULEVARD P.O BOX 399
ROSEMEAD, CALIFORNIA 91770
TELEPHONE (626) 569-2100
FAX (626) 307-9218

July 15, 2015

Honorable Fernando Dutra, Mayor
City of Whittier
13230 Penn Street
Whittier, CA 90602

RE: City of Whittier Solid Waste RFP

Mayor Dutra,

Consolidated Disposal Services (Consolidated) has provided solid waste and recycling collection services in the City of Rosemead since 1991. In 2013, the City Council approved an additional 10-year franchise agreement with Consolidated for the continuation of these services. As is evident from this long standing partnership, the City continues to be very satisfied with the quality of service and professionalism demonstrated by Consolidated's team. As a part of this franchise agreement, Consolidated is the sole provider for solid waste and recycling collection for all residential and commercial customers in the City of Rosemead.

Aside from being an excellent service provider, Consolidated is an excellent community partner. Consolidated can be counted on for support and participation in many events around the community. Consolidated participates in City events large and small from community cleanup days to the 4th of July Parade and Carnival. The extensive list also includes, but is certainly not limited to, Concerts in the Park, Public Works Week, and an annual scholarship program. As much as Consolidated is a steward to the City of Rosemead, they are also a steward to the environment. Consolidated utilizes alternative fuel technology in their equipment. Consolidated performs all services with the various environmental regulations and standards in mind and meets or beats them on an annual basis.

It should be noted that Consolidated also provides competitive rates for their services which has resulted in significant savings for the community.

The City of Rosemead looks forward to a long-lasting, productive relationship with Consolidated Disposal Services. I would strongly recommend them for solid waste and recycling collection services.

Please feel free to contact me at (626) 569-2189 if I can be of further assistance.

Sincerely yours,

Sean Sullivan
City of Rosemead, Public Works Manager

THE CITY OF
SAN FERNANDO

CITY COUNCIL

MAYOR
JOEL FAJARDO

VICE MAYOR
SYLVIA BALLIN

COUNCILMEMBER
ANTONIO LOPEZ

COUNCILMEMBER
ROBERT C. GONZALES

COUNCILMEMBER
JAIME SOTO

July 21, 2015

Honorable Mayor Fernando Dutra
City of Whittier
13230 Penn St
Whittier, CA 90602

Dear Mayor Dutra,

Last year, the City of San Fernando entered into a 10-year franchise agreement with Consolidated Disposal Services (CDS), a subsidiary of Republic Services. The City has been satisfied with the quality of services and professionalism demonstrated by CDS' team.

As part of the franchise agreement, CDS is the sole provider of solid waste and recycling collection for both residential and commercial customers. CDS also utilizes alternative fuel equipment in its collection services, helping to meet air quality requirements and also demonstrating the City's commitment to environmental responsibility. CDS has also been a strong community partner, participating in City special events and local community affairs.

The City looks forward to a long-lasting, productive working relationship with Consolidated Disposal Services. I would recommend them for solid waste and recycling collection services.

Please feel free to contact me at (818) 898-1222, if I can be of further assistance.

Sincerely,

CHRIS MARCARELLO
Deputy City Manager

PUBLIC WORKS
DEPARTMENT

117 MACNEIL STREET
SAN FERNANDO
CALIFORNIA
91340

(818) 898-1222

WWW.SFCITY.ORG

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President
City of Redwood City

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Sandra Armenta
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Secretary/Parliamentarian
City of Long Beach

Diane J. Martinez
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Emilio Morales
City of Dinuba

Raul Peralez
City of San Jose

Willie Rivera
City of Bakersfield

Esmeralda Sorio
City of Fresno

Executive Director
John E. Arriaga

Legal Counsel
Bonny Garcia

June 22, 2015

Susanne Passantino and Elizabeth Martinez
Republic Services
2531 E. 67th Street
Long Beach, CA 90805

Dear Ms. Passantino and Ms. Martinez:

On behalf of the League of California Cities Latino Caucus, we would like to extend our heartfelt thanks to you and your organization for the contribution made to the League of California Cities-Latino Caucus. Your support and participation will enable the Latino Caucus to continue its efforts in developing innovative training and creative educational programs for California's local elected officials while they grapple with keeping pace with our State's fluid economy, changing policy directions and limited resources in addressing the needs of their communities.

All of us at the League of California Cities-Latino Caucus would like to thank-you for your generous support and look forward to seeing you at our many other events planned for the remainder of this year. If we can be of any assistance to you in the future, please feel free to contact Executive Director, John E. Arriaga at (916) 669-1343.

Sincerely,

Sandra Armenta
League of Califonia Cites Latino Caucus
City of Rosemead

770 L Street, Suite 1030 Sacramento, CA 95628 916.669.1342 www.cacitieslatinocaucus.org

Cc: Martinez, Elizabeth
Subject: RE: Letter of Support and Quote

Republic Services has been servicing The Quad at Whittier for the past several years and is both reliable and accessible, in addition to having a solid history of supporting the community of Whittier and the Chamber. It is my hope that the city council will vote to maintain Republic Services within the City of Whittier.

Sincerely,
Krista M. Lesa, Property Manager
The Quad at Whittier

Krista Lesa | Property Manager

TERRAMAR RETAIL CENTERS

Terramar Retail Centers
13502 Whittier Blvd., Ste. Q
Whittier, California 90605
p: 562 693 5543
f: 562 696 7615
klesa@terramarcenters.com
www.terramarcenters.com

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Section 3
Exceptions

Republic takes no exceptions to the draft *Agreement.*

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> "The City has been satisfied with the quality of services and professionalism demonstrated by CDS' team."
>
> -Chris Marcarello, Deputy City Manager
> City of San Fernando

Section 4
Price Proposal Forms

Republic's *Price Proposal Forms* are included as an insert beginning on the following page.

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[Insert: Price Proposal Forms]

Section 5
Options

All Republic enhancements are provided free of any charge as indicated in the previous section with the exception of *All-in-One* recycling collateral materials and interior collection containers which are provided for an additional charge to help customers set up their internal recycling programs to capture materials for recovery.

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> "CDS often grants philanthropic contributions to many local community groups and help the City with its outreach to residents and businesses."
>
> -Michael J. Egan, City Manager
> City of Norwalk

Lower Pricing Alternatives 1 and 2

Cart Options

Republic is providing to the City of Whittier alternative options relative to the procurement and distribution of carts. All other elements of the proposal are as stated in the main proposal document. In addition to the *Base Proposal*, which stipulates universal deployment of new carts, Republic has included these two alternatives for the City's consideration:

Alternative 1:

Reduced Single Family Monthly Rate of $22.80/unit

- Features the procurement of new 96-gallon refuse carts for all zones and recycling and green waste carts for WM's Zone 2 and use of existing Republic (96) gallon carts for recycling and green waste in Zones 1 and 3.
- Republic will add the funds that would have been allocated for 100 percent new carts to offset customer rates.
- Republic will provide replacement contracts as necessary throughout the term of the agreement as necessary and upon request.

See Pricing Forms

Alternative 2:

Reduced Single Family Monthly Rate of $22.40/unit

- Features the use of existing Republic 64-gallon refuse carts and 96 gallon recycling and green waste carts in Republic's Zone 1 and 96-gallon recycling and green waste carts in the City's Zone 3.
- Republic will procure MSW carts in the City's Zone 3 and all carts in WM's Zone 1.
- Republic will add the funds that would have been allocated for 100 percent new carts to offset customer rates
- Republic will provide replacement carts as necessary throughout the term of the agreement as necessary and upon request.

See Pricing Forms.

Lower Pricing Alternative 3

Alternative Index for Future Rate Adjustments

Republic is providing alternate language concerning future rate adjustments that Republic believes is gaining traction in the waste services industry, is perhaps more applicable to waste services contracts, and will be more stabilizing over time.

Alternative 3:

Reduced Single Family Monthly Rate of $21.95/unit

- Features the utilization of the Water-Sewer-Trash index (WST CPI) annually for the service component of the rates and disposal pass thru increases at Savage Canyon Landfill as per the *Agreement.*
- The Water-Sewer-Trash index better reflects cost inflations specific to the waste industry: Water and sewer maintenance and Garbage and Trash Collection.

See Pricing Forms

Lower Pricing Alternative 4

Recycle Rebate

Republic is proposing a 50/50 split net of processing costs. Because Republic has considerable strength in the marketplace due to its marketing of nearly 5 million tons of materials annually, a 50/50 split on net commodities revenues represents a more stable

Alternative 4:
50/50 Split – Material Sales Less Republic's Processing Fee

- Republic proposes for the City's consideration a 50/50 split of all recyclable material based on market value less processing costs with a floor (minimum) rate of $15 per ton but no ceiling on maximum fair market value rebate..
- This would allow for the City to benefit from high yield recycling market and City would be guaranteed a minimum rate of $15 per ton which equals approximately $97,000 a year as proposed.

Additional Innovations

Ready for AB 1826

Republic has developed a solid plan to further develop organics processing facilities which will come on line in advance of the various program thresholds associated with AB 1826. Through this plan, Republic intends to efficiently move organic materials to multiple outlets through the installation of OREX presses at some of its transfer stations. The primary additional technology providers for organics processing and digester applications are Anaergia, Inc. and Harvest Power, Inc. In the interim, Republic's acquisition of Rainbow Environmental Services provides Republic with a 50 percent share of Agromin's and Los Alamitos Chino composting facility.

Performance Advantages of Selected Organics Processing Facilities

The advantages of Republic's Agromin Composting Facility include:

- This expertly managed facility features covered aerated static pile composting methodology and easily facilitates green waste and clean food waste composting;
- Covered static piles effectively mitigate environmental impacts and controls odors and maintains optimal pile conditions during composting;
- The computerized aeration control technology used at Agromin optimizes composting conditions of all types of feedstock. The technology allows compost pile temperature data to be recorded and stored by individual batches of compost, so the entire process can be accurately and easily tracked from start to finish.

The advantages of Republic's Organics Extrusion Press (OREX) or similar process used for preprocessing and preparing organic materials either for composting or anaerobic digestion at Republic transfer stations and Sunshine Canyon Landfill include:

- The OREX is designed to remove an average of 15 to 90 percent of the organic fraction of the solid resources stream, depending on the feedstock. The average extraction rate is 45 percent;
- In recent testing with Anaergia in Anaheim, Republic determined that commercial/MFD waste may contain between 45 to 55 percent organics, making the OREX a tremendous investment for processing challenging loads, such as MFD and commercial waste. Republic is committed to source separation, however, no matter the feedstock, the OREX can extract a significant amount of organic material which would otherwise be landfilled either through direct haul or as post-processing residual waste from materials recovery facilities;
- OREX technology can process the entire range of materials between mixed waste to food waste and is capable of handling high levels of contaminants to produce a consistent feedstock for digestion and to improve the quality of digestate for marketability;
- Anaergia testing of Republic's waste streams provided the following percentage recovery to the organic fraction of municipal solid waste (OFMSW) – feedstock for digestion:
    - Single Family Residential – 30 to 35% separation to organic fraction
    - Multifamily Residential – 35 to 55% separation to organic fraction
    - Wet Commercial Waste – 50 to 70% separation to organic fraction
    - Source Separated Organics – 70 to 95% separation to organic fraction

The benefits of **Anaheim Energy (Anaergia) anaerobic digestion** include:

- Anaergia Inc. is a global leader in the recovery of resources and renewable energy from waste streams. With 13 offices globally and 20 years of experience, Anaergia has developed an installation list of 1,600 waste conversion and renewable energy projects globally.
- Anaergia has an extensive solution offering that allows customers to determine the most suitable solution for their purpose. Anaergia is able to recover from waste stream resources and valuable products that can be used to offset local fossil fuel consumption, reach municipal sustainability targets and improve the quality of life for partnering communities.
- Anaergia has the internal expertise in equipment design, process engineering, project integration, project financing and project execution to efficiently deliver an effective solution.
- Anaergia and the City of Anaheim have already entered a partnership, Anaergia secured property and some permits, and has executed a *Power Purchase Agreement* with the City.

The benefits of **Harvest Power's anaerobic digestion** include:

- Harvest Power currently manages more than two million tons of organic material through 30 operating sites in North America.
- The company has nearly 65,000 megawatt-hours per year of heat and power generating capacity and sells nearly 300 million bags of soil, mulch, and fertilizer products to agricultural producers and landscapers annually.
- Harvest Power designs, builds, owns, and operates a platform of Superpowered™ Anaerobic digestion systems to meet the needs of each site. The most common differentiation is the solids content of the material being processed.
- Harvest Power employs a low solids anaerobic digestion approach, which is best for pumpable slurries like manure, wastewater, and pulped food scraps that are less than 20 percent solids content. Materials are blended, mixed with heated water and inoculum to kick-start the digestion process, and pumped into the chamber(s) where digestion and biogas production occur after digestion, the solids are separated from the fluids are separated from the liquids and either composted or pelletized for land application. The liquids are processed through wastewater treatment system. Many low solids anaerobic digestion facilities are successfully operating around the world, commonly at municipal wastewater treatment plants and dairy farms.

Plans to Upgrade/Build New Organics Processing Facilities

Republic will upgrade two of its transfer stations, as previously indicated, with OREX organics processing equipment, which will be on line in 2018, as well as construct a building to house Republic's OREX at Sunshine Canyon Landfill. The Anaergia (Anaheim Energy) and Harvest Power digesters are currently in development.

Innovative Organics Enhancement – SAFE Animal Feed Processing Technology

In another innovation, Republic has plans to pilot SAFE's animal feed processing technology, to be established at its Huntington Beach facility. Republic will haul loads of source separated commercial food waste from Los Angeles to Agromin in Orange County. A portion of these organics will be brought to a pilot technology called SAFE, in Huntington Beach, co-located at Republic's operations base there. In the SAFE process, clean food waste will be processed into mash for animal feed or slurry for biomethane production at a wastewater treatment plant. Republic will have the flexibility to select loads for either market, or to access the biomethane production plan as a contingency measure.

The SAFE system is:

- Fully enclosed, has a small footprint, and minimal emissions, making the system adaptable for use in close proximity to population centers;
- Designed to extract the full value of the components trapped in discarded food: water, oils, proteins, and other valuable feedstocks are extracted, processed, and redistributed in a way that allows for the highest economic and environmental value. The mash will consistently be 75 to 80 percent water, uniformly sized and ready for dehydration;
- SAFE's dehydrator allows for the easy capture of the water from the process: 200 gallons of fresh water per each ton of mash processed. SAFE retains some low level of moisture in the product after dehydration called meal;
- The final mechanical process applied to the resultant meal is a sterilization process that meets USDA standards for non-ruminant feedstock.

SAFE has explored the marketability of this feedstock and has conducted tests for use in animal feed. The higher values associated with the meal is compatible with food for animals that need animal proteins for a complete diet, such as dogs. Such proteins are becoming increasingly expensive due to the expanding world demand.

A Model Approach to Outreach and Education

Republic knows that compliance with current and future recycling legislation fundamentally rests on the ability to energize commercial customers to reuse and recycle. Republic's dynamic and proven *Outreach and Education Plan* has two components: initial outreach, and the ongoing education and outreach efforts outlined in this section. Republic understands, through its experience successfully implementing zero waste services in San José and other cities that service providers must facilitate a fundamental shift in human behavior to achieve high diversion and that behaviors cannot be changed without participation.

An approach that relies solely or primarily on post-collection mixed waste processing can never transform old habits which support wasting into new habits which enable waste reduction and resource recovery. Achieving zero waste—which is the State of California's goal includes a reduction in materials entering the waste stream, selective procurement of reusable products and those made of more easily recoverable materials, and positive recycling behaviors to support source separation. Until this new awareness is cultivated, back-end mixed waste processing is a temporary fix at best and a last resort for Republic in order to recover materials that are otherwise destined to end their useful lives in a landfill.

Given this, Republic has developed an approach to managing progress toward zero waste on a case management basis, all orchestrated through a group of auditors who will conduct initial recycling

opportunity assessments. These auditors will be highly trained under the supervision of Cynthia Vant Hul and Mariposa EcoConsulting and Republic's Public Education Manager. These auditors are certified by the Zero Waste Business Council and into the process of achieving LEED Green Associate certification. In this way, Republic customers realize the tremendous benefit of receiving LEED consulting services in addition to world class customer service and zero waste consulting at no additional charge. Republic auditors will not only work with businesses to achieve zero waste, but also to reduce water and energy consumption and adopt other environmentally friendly practices as well.

Using Republic's diversion calculator, auditors will benchmark every commercial account at the outset of the contract in order to gear services toward high diversion. The calculator, which produces a number of helpful reports, will be used during each regularly scheduled visit to customers throughout the term of the *Agreement.* Every business receive one-on-one guidance and Republic will help customers right size services to match overall solid resources generation rates and optimize recycling based on each business' waste stream composition.

Republic will not simply put out recycling bins to mirror existing trash capacity. Republic will ensure there is no excess capacity and that each customer receives recycling and organics services that are tailored to their business, budget, and zero waste. The City can expect to see a significant jump in diversion in contract year one that increases steadily throughout the contract term. Republic will approach each business methodically, making non-recyclers its first priority, then large generators, accounts that represent recycling expansion opportunities, and finally the optimization of current recyclers.

> "We truly appreciate all of Republic's donations and future projects that can become reality because of your continued support."
>
> -Carol Crosby, President
> Whittier Community Foundation

7 Other Proposal Forms

7A Code of Conduct

7.3 ATTACHMENT C – PROPOSER'S CODE OF CONDUCT

The City of Whittier is planning to request and receive proposals for the collection and processing of refuse, recyclable materials and green waste within the jurisdiction of the City.

The members of the City Council are obligated to comply with the Political Reform Act of 1974 ("PRA") and the Brown Act (Government Code §56950 et seq.).

The City has a desire to maintain a process free from any undue influence and the appearance of impropriety. The City prepared this "Proposer's Code of Conduct".

A potential proposer is defined as any individual or entity involved in making a proposal to the City under the Contractor Selection Process ("Potential Proposer").

Each Potential Proposer is individually responsible for ensuring compliance with the following Code of Conduct. The Potential Proposer's responsibility to comply with this Code of Conduct shall extend to the Potential Proposer's employees, agents, consultants, lobbyists, or other parties or individuals engaged for the purposes of developing or supporting the Potential Proposer's proposal.

The Proposer Code of Conduct is presented below:

1. **Ex Parte Prohibited**

From **June 3, 2015,** and prior to the City of Whittier City Council selection of Contractor or **October 13, 2015,** whichever comes later, Potential Proposers are prohibited from having any verbal or written communications (ex parte contacts) with any City Council Members related to any matter related to the RFP process or Contractor Selection process, except in the course of a legally noticed meeting of the City Council, or any subcommittee of the Council, or in conjunction with an ex parte contact arranged by and involving the City staff and/or consultants.

If any such unauthorized ex parte contact occurs, the Council member shall disclose its occurrence at the next meeting of the City Council that next follows the said ex parte contact.

2. **Gift and Compensation Prohibited**

From **June 3, 2015,** to prior to City Council selection of Contractor or **October 13, 2015,** whichever comes later, Potential Proposers are prohibited from giving any gift of any monetary value, or compensation of any kind (as defined under the California Political Reform Act) to a City Council Member or any City staff member or consultant.

Please be aware that any Council Member who accepts such a gift or compensation may be subject to censure by the City Council. Any City staff member who violates this policy may be subject to discipline including termination of services, and any consultant who violates this policy may be subject to termination of services. Any Potential Proposer who violates this policy as to gifts or compensation may be subject to disqualification by the City Council from the Contractor Selection Process.

3. Collusive Activities Prohibited

From **June 3, 2015**, to prior to City Council selection of Contractor or **October 13, 2015,** whichever comes later, collusive activities among Potential Proposers are expressly forbidden and will likely result in immediate disqualification from the Contractor Selection Process. If two or more Potential Proposers are developing a joint proposal, the Potential Proposers must notify Sloan Vazquez, LLC in writing no later than thirty (30) days prior to the deadline for submission of proposals. This notification will be kept confidential until after submission of all technical and cost proposals.

Executed under penalty of perjury on this 28TH day of MAY, 2015 at SANTA FE SPRINGS

SIGNED BY: _____

TITLE: VP

Subscribed and sworn to before me this _____ day of _____, 2015 at _____

Notary Public
My Commission expires: See attached

CALIFORNIA JURAT WITH AFFIANT STATEMENT

☑ See Attached Document (Notary to cross out lines 1–6 below)
☐ See Statement Below (Lines 1–5 to be completed only by document signer[s], *not* Notary)

Signature of Document Signer No. 1

Signature of Document Signer No. 2 (if any)

State of California

County of Los Angeles

Subscribed and sworn to (or affirmed) before me on this

28TH (Date) day of MAY (Month), 2015 (Year), by

(1) RONALD R. KRAII (Name of Signer),

proved to me on the basis of satisfactory evidence to be the person who appeared before me (.) (,)

(and

(2) _____ (Name of Signer),

proved to me on the basis of satisfactory evidence to be the person who appeared before me.)

Signature Donna Pernod (Signature of Notary Public)

DONNA PERNOD
Commission # 2008793
Notary Public - California
Los Angeles County
My Comm. Expires Mar 11, 2017

Place Notary Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Further Description of Any Attached Document

Title or Type of Document: ATTACHMENT C Proposer's Code of Conduct

Document Date: _____ Number of Pages: 2

Signer(s) Other Than Named Above: _____

RIGHT THUMBPRINT OF SIGNER #1	RIGHT THUMBPRINT OF SIGNER #2
Top of thumb here	Top of thumb here

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A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Los Angeles

On 5/28/15 before me Donna Pernod, Notary Public
(Insert Name of Notary Public and Title)

personally appeared Ronald R. Krall,

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Donna Pernod (Seal)

DONNA PERNOD
Commission # 2008793
Notary Public - California
Los Angeles County
My Comm. Expires Mar 11, 2017

7 Other Proposal Forms

7B Anti-Collusion Affidavit

7.4 ATTACHMENT D – ANTI-COLLUSION AFFIDAVIT

The following affidavit is submitted by proposer as a part of this proposal:

The undersigned deponent, of lawful age, being duly sworn, upon his oath deposes and says: that he has lawful authority to execute the within and foregoing proposal; that he has executed the same by subscribing his name hereto under oath for and on behalf of said proposer; that proposer has not directly or indirectly entered into any agreement, express or implied, with any proposer or proposers, having for its object the controlling of the price or amount of such proposal or proposals, the limiting of the proposals or proposers, the parceling or framing out to any proposer or proposers or other persons of any part of the agreement or any part of the subject matter of the proposal or proposals or of the profits thereof, and that he has not and will not divulge the sealed proposal to any person whomsoever, except those having a partnership or other financial interest with him in said proposal or proposals, until after the said sealed proposal or proposals are opened.

Deponent further states that the proposer has not been a party to any collusion among proposers in restraint of freedom of competition; by agreement to make a proposal at a fixed price or to refrain from submitting a proposal; or with any state official or employee as to quantity, quality, or price in the prospective agreement; or in any discussions between proposers and any City of Whittier official concerning exchange of money or other things of value for special consideration in the letting of an agreement; that the proposer/Company has not paid, given or donated or agreed to pay, give or donate to any official, officer or employee of the City of Whittier directly or indirectly, in the procuring of the award of agreement pursuant to this proposal.

Executed under penalty of perjury on this 13th day of July, 2015

at Santa Fe Springs, CA

SIGNED BY: _____

TITLE: Ronald R. Krall, Area President

~~Subscribed and sworn to before me this _____ day of _____, 2015~~

~~at _____.~~

See attached Notary Jurat

~~Notary Public~~

~~My Commission expires:~~

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Los Angeles

Subscribed and sworn to (or affirmed) before me on this 13 day of July, 2015,

by Ronald R. Krall, proved to me on the basis of satisfactory evidence
(Name of Signer)
to be the person(s) who appeared before me.

DONNA PERNOD
Commission # 2008793
Notary Public - California
Los Angeles County
My Comm. Expires Mar 11, 2017

Donna Pernod
(Notary)
Signature

(Seal)

7 Other Proposal Forms

7C Liquidated Damages

Table 7.14-11: Liquidated Damages Proposal

1.	Failure or neglect to resolve each complaint within the time set forth in this Agreement.	$ 100.00 per Customer.
2.	Failure to clean up spillage or litter caused by Contractor.	$ 100.00 per incident per location, and any other fine levied by state, local or federal agencies.
3.	Failure to repair damage to Customer property caused by Contractor or its personnel	$ 100.00 per incident per location.
4.	Failure to maintain equipment in a clean, safe, and sanitary manner.	$ 100.00 per incident per day.
5.	Failure to have a vehicle operator properly licensed.	$ 100.00 per incident per day.
6.	Failure to maintain office hours as required by this Agreement.	$ 100.00 per incident per day.
7.	Failure to maintain or timely submit to City all documents and reports required under the provisions of this Agreement.	$ 100.00 per incident per day.
8.	Failure to properly cover materials in Collection Vehicles	$ 100.00 per incident, and any other fines levied by state, local or federal agencies.
9.	Failure to display Contractor's name and Customer Service phone number on Collection Vehicles, except for reserve vehicles.	$ 100.00 per incident per day.
10.	Failure to comply with the hours or days of operation as required by this Agreement	$ 500.00 per incident per day.
11.	Failure or neglect to complete at least ninety percent (90%) of each route on the regularly scheduled collection day.	$ 500.00 for each route not completed.
12.	Failure to notify Contract Officer of failure to complete daily routes.	$ 250.00 per incident per day.
13.	Changing routes without proper notification to the Contract Officer.	$ 250.00 per incident per day.
14.	Commingling residential and commercial solid waste with recyclable materials.	$ 500.00 per incident.
15.	Commingling of materials collected inside and outside the City of Whittier without prior approval by the City.	$ 500.00 per incident.
16.	Failure to repair or replace damaged carts or bins within the time required by this Agreement.	$ 100.00 per incident per day.
17.	Failure to deliver or exchange carts or bins within the time required by this Agreement.	$ 100.00 per incident per day.
18.	Failure to have Contractor personnel in proper uniform.	$ 100.00 per incident per day.
19.	Disposal of Recyclable Materials in the Disposal Facility without first obtaining the required permission of the City.	$ 500.00 per incident.
20.	Failure to provide communications equipment.	$ 100.00 per incident per day.

21.	Each occurrence of discourteous behavior by collection vehicle personnel, customer service personnel, or other employees of Contractor.	$ 500.00 per incident.
22.	Failure to deliver any collected materials to the Disposal Facility, Materials Recovery Facility, Green Waste Processing Facility or Organics Processing Facility, as appropriate, except as otherwise expressly provided in this Agreement.	$ 500.00 per incident.
23.	Delivery to the Disposal Facility of any Solid Waste collected outside of the boundaries of the City of Whittier commingled with Solid Waste collected as part of this Agreement without approval by the City.	$ 500.00 per incident.
24.	Each failure to notify the appropriate authorities of reportable quantities of Hazardous Waste.	$ 500.00 per incident.
25.	Failure to prepare and mail annual newsletter to all customers by the end of the year.	$ 100.00 per day until mailer is sent.
26.	Failure to maintain accurate and complete web site dedicated to the services Contractor provides the City	$ 250.00 per day.
27.	Failure(s) to take direction from City, provide data requested by City within twenty (20) Business Days of such a request, or fully cooperate with the City and/or next contractor as required by Section 14.8.	$ 250.00.
28.	Failure to perform any of the obligations set forth in this Agreement not specifically stated above and not corrected, or proceeding in good faith to correct, within twenty-four (24) hours of notification by City.	$ 250.00 for each obligation per day until obligation is performed.
29.	If after full implementation of programs, City's is deemed to be non-compliant by CalRecycle.	$ 250.00 for each day City is deemed non-compliant by CalRecycle plus all fines and penalties levied by CalRecycle.

Section 8
Additional Information

Please see Additional Information on the following pages.

Page intentionally left blank.

"Republic Services has been providing dependable and cost-effective service while serving as an active member of the Whittier community for nearly thirty years."

-Carolyn Reggio, Executive Director
CAPC, Inc.