# Attachment Y: Contractor's Complete Final Proposal to City

INCORPORATED
environmental services
the face of a greener generation

November 21, 2022

Liz Avila
Senior Public Works Analyst/Solid Waste Program Coordinator
City of Laguna Beach
505 Forest Ave.
Laguna Beach, California 92651

Dear Ms. Avila:

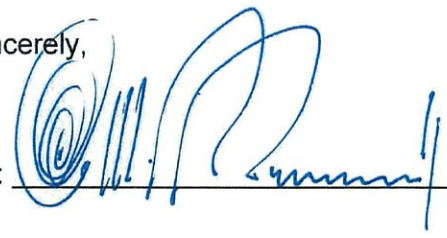
In response to the Request for Proposals for the Collection, Transportation Processing and Diversion of Recyclable Materials and Other Materials and For the Collection, Transportation and Disposal of Municipal Solid Waste dated August 8, 2022, CR&R Incorporated hereby proposes to provide said services in accordance with this Proposal, which includes the Proposal Forms and accompanying materials submitted with this Proposal in response to the City's RFP.

The Proposer has thoroughly read and is familiar with the RFP, including all Appendices and any addenda thereto. The Proposer has conducted its own investigation and any research it deemed necessary to obtain additional data and/or verify the information contained in the RFP in order to submit this proposal. The Proposer understands that the City of Laguna Beach may reject any and all Proposals, negotiate prices and terms with one or more proposers, and may take other action as described in the RFP.

The Proposer assures the City of Laguna Beach that the information contained in this Proposal, including the Proposal Forms, accompanying materials submitted with it, and all of the information contained in response to the City's RFP is correct in all material respects.

The person signing this Proposal on behalf of the Proposer is authorized to do so as described in Section 1.3.3 of the RFP.

Sincerely,

By: 

Name: Clifford R. Ronnenberg
Title: Chairman and CEO

October 4, 2022

TO: PROSPECTIVE PROPOSERS

SUBJECT: ADDENDUM NO. 1 - City of Laguna Beach Request For Proposals For the Collection, Transportation Processing and Diversion of Recyclable Materials and Other Materials and For the Collection, Transportation and Disposal of Municipal Solid Waste

**NOTICES TO PROPOSERS: ALL PROPOSERS SHOULD BE USING THE RFP DOCUMENTS AVAILABLE ON THE CITY OF LAGUNA BEACH WEBSITE OR ON PLANETBIDS. IF PROPOSERS HAVE ANY QUESTIONS ABOUT THIS, PLEASE CONTACT THE RFP COORDINATOR, LIZ AVILA, AT lavila@lagunabeachcity.net IMMEDIATELY.**

**REVIEW THIS ADDENDUM NO. 1 CAREFULLY AND COMPLETELY AS THE INFORMATION, CLARIFICATIONS AND ANSWERS PROVIDED IN THIS ADDENDUM NO. 1 SHALL SUPERSEDE ANY AND ALL RESPONSE(S) GIVEN DURING THE PRE-PROPOSAL CONFERENCE.**

A. Clarification of information provided during the September 1, 2022 Pre-Proposal Conference:

1. The PowerPoint presentation on Phase 2 of the deployment of commercial bin sensors was correct. However, the narrative provided by the City with respect to the timing and the generators ability to opt-in or opt-out was incorrect. Specifically, it was incorrectly stated that the bin sensors will be installed during Phase 2 on commercial bins unless the business opts out. The correct information in the PowerPoint was per Section 8.4 of the Agreement, noted that during both Phase 1 and Phase 2, the businesses opt-in to receive the bin sensors on their containers.

B. Attached are the following documents:

1. **Responses to Questions From Proposers at Pre-Submittal Conference**
2. **List of Current City of Laguna Beach Rates**
3. **List of Pre-Proposal Conference Attendees**

4. **New Proposal Form 32 for Hydrogen Vehicles.**

This addendum consists of 2 pages plus 4 attachments. **Each proposer shall include a signed copy of this Addendum No. 1 with their proposal. Failure to do so may cause the proposal to be disqualified.**

Regards,

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**Liiwila**
Senior Public Works Analyst/
Solid Waste Program Coordinator

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R.eceipSW1 herebyacknow7ed:

Signed.

Proposer's Name: Clifford R. Ronnenberg

Proposer's Company: _C_R_&_R_I_n_co_r_po_r_a_te_d_____

Date: 1/18/22

October 6, 2022

TO: PROSPECTIVE PROPOSERS

SUBJECT: ADDENDUM NO. 2 - City of Laguna Beach Request For Proposals For the Collection, Transportation Processing and Diversion of Recyclable Materials and Other Materials and For the Collection, Transportation and Disposal of Municipal Solid Waste

**NOTICE TO PROPOSERS: REVIEW THIS ADDENDUM NO. 2 CAREFULLY AND COMPLETELY AS THE INFORMATION, CLARIFICATIONS AND ANSWERS PROVIDED IN THIS ADDENDUM NO. 2 SHALL SUPERSEDE ANY AND ALL RESPONSE(S) GIVEN DURING THE PRE-PROPOSAL CONFERENCE.**

A. The City's responses to written questions from proposers and the response to one outstanding question from pre-submittal conference are included as Attachment 1 to this Addendum No. 2.

B. The following changes are hereby made to the draft Agreement contained in Section 6 of the RFP document.

1. In response to proposer question #12, the last paragraph of Section 8.04.G of the Agreement related to bin sensors is hereby deleted and replaced with the following paragraph:

*"Contractor shall replace the first broken or malfunctioning Bin Sensor, including installation, at no additional charge to the Customer during the Term of the Agreement. The second and subsequent replacement Bin Sensor(s), including installation, shall be charged at the rate included in Attachment D of the Agreement. At the direction of City, Contractor shall provide additional models and types of Bin Sensors during the Term as the technology develops and improves. The costs for such additional Bin Sensors shall be determined as described in Section 5.13 and Section 14.07 of the Agreement."*

2. In response to proposer question #33, the third paragraph of Section 11.04 of the Agreement has been revised as follows to delete the requirement for providing social security numbers:

*"Contractor shall maintain a complete roster of employees providing service under this Agreement. The roster shall contain the name, job classification and such other information as City may require. City will not require that the roster contain social security numbers. The City may inspect the roster, and make a copy thereof at its expense, at any time during business hours. City shall have the right to observe Containers of MSW, Recyclable Materials, Yard Trimmings, Wood, Food Scraps, Construction and Demolition Debris and all other materials for the purpose of conducting waste audits and Contamination audits as needed during the Term."*

3. The first paragraph of Section 14.02 of the Agreement is hereby deleted and replaced with the following:

***"14.02 Initial Maximum Rates.*** *The maximum rates which Contractor may charge for services provided commencing July 1, 2024 shall be those set forth in Attachment D. Rates are established to encourage Commercial and Multi-Family Customers with Centralized Bin Collection service, temporary Bin, temporary Roll Off, permanent Roll Off and Compactor Customers to Divert the largest quantity possible of Recyclable Materials, Food Scraps and Yard Trimmings in order to reduce their monthly Collection bill, by providing an incentive of fifty-percent (50%) for Diversion of Recyclable Materials, Yard Trimmings and Food Scraps compared with the rate for Disposing of such materials as MSW The 50% rate incentive does not apply to Single-family Dwelling Customers with individual Cart service."*

C. The following changes are hereby made to the definitions contained in Attachment A of the Agreement contained in Section 6 of the RFP document.

1. The definition of Processing Facilities is hereby revised to read as follows:

***"Processing Facilities:*** *"Processing Facilities" means facilities where the following activities are conducted: sorting, cleaning, treating, Composting, and reconstituting Collected materials and returning these materials to the economic mainstream in the form of raw materials for new, reused or reconstituted products which meet the quality standards of the market place. Processing Facilities include the Clean Materials Recovery Facility, Composting Facilities,* ***Bioengineered Feedstock Facilities,*** *Construction and Demolition Debris sorting facilities, and concrete and asphalt grinding facilities. Processing Facilities does not include Anaerobic Digestion, Waste-to-Energy, Biomass, thermal destruction, or any type of Transformation facilities."*

2. The following definition of Bioengineered Feedstock is hereby added to Attachment A:

***""Bioengineered Feedstock"*** *means a mixture of materials utilized in wastewater treatment plants (WWTP's) or publicly owned treatment works (POTW's) to produce biogas. Bioengineered Feedstock may include greases from the WWTP grease trap, and Source-separated Food Scraps from Commercial Customers and Multi-family Customers with centralized Collection service. „*

D. The following changes are hereby made to the Scope of Work included as Attachment B to the Agreement contained in Section 6 of the RFP.

1. Section 2.4 of the Scope of Work (Attachment B to the Agreement) is hereby revised as follows: (a) The bold highlighted language is added to the second paragraph. (b) A new third paragraph is added as shown in bold highlight below.

***"2.4 Single Family Dwelling Food Scrap/Yard Trimmings Collection Program.***

*The basic level of service for a Single Family Residential Premises is once weekly curbside or alley Collection of one (1) Food Scraps/Yard Trimmings Cart provided by automated Collection on the same day as MSW Collection. Contractor shall Collect all Food Scraps and Yard Trimmings in a separate Collection vehicle that collects only Food Scraps and Yard Trimmings. Contractor shall process the Collected commingled Food Scraps/Yard Trimmings at the Compost Facility approved by City listed in Article 6 of the Agreement and arrange for sale of the Compost that is produced.*

*Customers located in Single Family, Dwellings that are part of a HOA or Gated Development that has landscaping and that may not, therefore, generate any Yard Trimmings shall still be delivered a green Cart for Food Scraps.* ***The Food Scraps shall be Collected in the Residential Collection vehicle that collects only_ Food Scraps and Yard Trimmings.***

***Contractor shall Transport and process all Food Scraps and Yard Trimmings Collected from Single Family Dwelling Residences to the City approved Compost Facility(ies) listed in Article 6. The Food Scraps and Yard Trimmings Collected from Single Family Dwelling Residences may not be processed at any other facility(ies)."***

E. The following changes are hereby made to Proposal Form 29 contained in Section 5 of the RFP document.

1. Revised Sections 12-17 of Proposal Form 29, related to temporary Bin and Roll-off Box collection service. In response to proposer question #25, Sections 12 a - i, 13 a - i, 14 a - i, 15, a - i, 16 a - i, and 17 a - I of Proposal Form 29, have been revised to clarify the rate categories pertaining to

temporary Bin and Roll-off Box collection service. See Attachment 2 to this Addendum No. 2. Instructions for submittal of the revised Proposal Form 29 are included in the header of this Attachment.

2. Revised Section 22, Item mm of Proposal Form 29, related to Other Services. In response to proposer question #12, a new rate item (Item mm) has been added to Proposal form 29 for replacement Bin Sensors. Proposers shall provide a cost for the second and subsequent replacement Bin Sensors, including the cost for installation. See Attachment 3 to this Addendum **No. 2.** Instructions for submittal of the revised Proposal Form 29 are included in the header of this Attachment.

F. Attached are the following documents:

1. **Attachment 1.** Responses to Written Questions From Proposers and Response to One Outstanding Question from Pre-Submittal Conference

2. **Attachment 2.** Revised Sections 12-17 of Proposal Farm 29, related to temporary Bin and Roll-off Box collection service.

3. **Attachment 3.** Revised Section 22, Item mm of Proposal Form 29, related to Other Services.

This addendum consists of 4 pages plus 3 attachments. **Each proposer shall include a signed copy of this Addendum No. 2 with their proposal. Failure to do so may cause the proposal to be disqualified.**

Regards,

Liz Avila
Senior Public Works Analyst/
Solid Waste Program Coordinator

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Receipt of Addendum No. 2 is hereby acknowledged:

Proposer's Name: Clifford R. Ronnenberg

Proposer's Company: C R & R Incorporated

Date: 10/JB/22..

October 20, 2022

TO: PROSPECTIVE PROPOSERS

SUBJECT: ADDENDUM NO. 3 - City of Laguna Beach Request For Proposals For the Collection, Transportation Processing and Diversion of Recyclable Materials and Other Materials and For the Collection, Transportation and Disposal of Municipal Solid Waste

It has come to the attention of the City that one or more team members at Proposers' companies may not have received Addendum No. 2 directly from the City, or did not receive it at the same time as Proposer team members that received Addendum No. 2 directly from the City.

The deadline for submittal of proposals listed in the schedule in the table in Section 1.1 of the RFP, and described in Section 1.4.2 "Submission Deadline and Address" of the RFP, is hereby extended.

**THE NEW DEADLINE FOR SUBMITTAL OF PROPOSALS IS MONDAY, NOVEMBER 21, 2022, AT 3:00 p.m.**

Sealed proposals must be received by the City, in the office of the City Clerk, no later than 3:00 p.m., Local Time, on November 21, 2022, addressed as follows:

ATTN: City Clerk
City of Laguna Beach
505 Forest Avenue
Laguna Beach, California 92651

As stated in Section 1.4.2 of the RFP, proposals received after the deadline will be returned unopened and will not be considered. Postmarks will not be accepted as proof of receipt.

See Section 1.3 of the RFP for the requirements for submittal of both hard copies and electronic versions of the proposal and proposal forms.

Proposers shall direct all questions to the RFP Coordinator, Liz Avila:

Liz Avila
Senior Public Works AnalysUSolid Waste Program Coordinator
Public Works Department
City of Laguna Beach
505 Forest Avenue
Laguna Beach, California 92651
Telephone: (949) 497-0344
Email: lavila@lagunabeachcity.net

This addendum consists of 2 pages. **Each proposer shall include a signed copy of this Addendum No. 3 with their proposal. Failure to do so may cause the proposal to be disqualified.**

Regards,

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Senior Public Works AnalysU
Solid Waste Program Coordinator

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Receipt hereby a7owledged:

Signed: ·•_____

Proposer's Name: Clifford R. Ronnenberg

Proposer's Company: _C_R_&R_In_c_or_,_p_or_at_e_d_____

Date: 12/18/22

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## PROPOSAL FORM 2: PROPOSER INFORMATION

**The following person(s) should be contacted concerning questions about the submitted proposal:**

| | |
|---|---|
| Company Name: | CR&R Incorporated |
| Contact Person: | Julie Barreda, Senior Vice President |
| Address: | 11292 Western Avenue |
| Telephone: | (714) 248-9335 |
| Fax: | (714) 890-6347 |
| E-Mail: | julieb@crrmail.com |
| Cell Phone: | (714) 349-2864 |

**Type of entity (corporation, partnership, sole proprietorship, joint venture, etc.):**

CR&R, Incorporated is a California-based Corporation.

**Date of incorporation or formation:** 1963

**Historical synopsis (including organization and ownership structure):**

CR&R is one of Southern California's most innovative and successful waste and recycling companies, serving more than 3,000,000 people and more than 25,000 businesses throughout Orange, Los Angeles, San Bernardino, Imperial, and Riverside counties.

The CR&R journey began in Stanton, California back in 1963, where at the time, one million people called Orange County their home. Recycling was not a mainstay as it is today, and most people sent their waste to landfills. As the population continued to grow, it became apparent that this disposable mindset culture was not sustainable. In response, CR&R began implementing recycling programs in Orange County long before it was mainstream, changing the direction of our industry in California and throughout the nation.

CR&R was founded with the idea that collecting, processing, and recycling waste materials was an important and essential community service. Today, this responsibility is as steadfast as ever, with CR&R continuously leading the charge to meet the demands of an ever-changing environmental movement. We are honored to state that our enterprise-wide recycling network now offers integrated hauling, collection, and processing services to more than fifty cities and jurisdictions throughout California.

**Names of Company Officers:**

- Chief Executive Officer: Clifford R. Ronnenberg
- Chief Financial Officer: Joyce Amato
- Chief Operating Officer: David Ronnenberg

**Names of principal owners, general partners, managing partners or shareholders, if different from Officers:**

CR&R is a local, family-owned corporation. The Ronnenberg Family owns 100% of the stock of the company.

**Number of years operating experience in collection operations:** 59 years

## PROPOSAL FORM 3: PROPOSER BACKGROUND AND EXPERIENCE

### A. Brief overview of types of services currently provided by the Proposer

CR&R is one of Southern California's most innovative and successful waste and recycling companies, serving more than three million people and more than twenty-five thousand businesses throughout Orange, Los Angeles, San Bernardino, Imperial, and Riverside counties.

Our groundbreaking technologies and pioneering reclamation programs equip us to recycle more than five-hundred thousand tons of materials each year, creating cleaner communities, reducing air and water pollution, conserving landfill space, and extending our natural resources.

The CR&R journey began in Stanton, California back in 1963, where at the time, one million people called Orange County their home. Recycling was not a mainstay as it is today, and most people sent their waste to landfills. As the population continued to grow, it became apparent that this disposable mindset culture was not sustainable.

In response, CR&R began implementing recycling programs in Orange County long before it was mainstream, changing the direction of our industry in California and throughout the nation.

At CR&R, we can immediately and decisively act on any request. The company's owners and senior management team are based in Stanton and are directly available to City Staff. This local management structure provides Laguna Beach with an unparalleled level of responsiveness, without any extra layers to encumber decision making between the City and the company.

## B. Collection Services

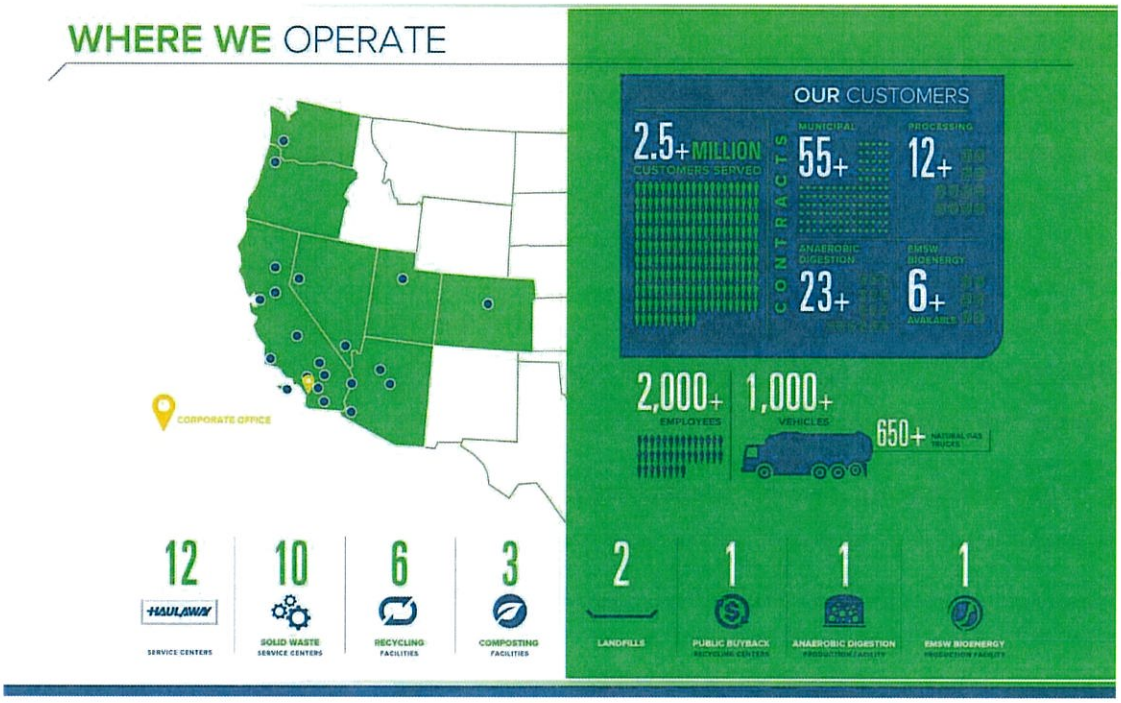
CR&R is a local, family-owned corporation and has been a premier provider of solid waste management services for over 59 years. CR&R brings to City of Laguna Beach our recognized commitment to customer service, our proven ability to exceed CalRecycle program requirements, and our world-class recycling and organics processing infrastructure.

CR&R is one of the largest privately held companies in the state of California. Our company has the largest number of solid waste and recycling municipal franchises in Orange County. We take pride in our record with all of our franchise customers and the reputation CR&R has earned as a company that does what it says it will.

Our operations team of drivers and mechanics are led by a management team dedicated to the successful execution of the collection and processing plan every day, day in, day out. From computerized route generation to the unique look and design of our collection trucks, no detail is too small.

CR&R recognizes the importance of providing excellence in service delivery while continuing to adapt to an ever-changing environmental regulatory landscape. We prioritize our sustainability programs, having a team of dedicated sustainability coordinators, and supporting our partner cities in solution development not only for today's needs but also in anticipation of future needs.

## C. Operation of Processing Facilities




CR&R provides industry leading processing solutions and offers our proven record of technological development and investment that is focused on the best and highest use of resources collected in the Cities we serve.

CR&R recovers over half a million tons of recyclable material each year. The Recycling Division provides commingled and single stream solid waste material processing and is currently processing and marketing all recyclable materials from more than fifty curbside programs throughout Southern California. Our enterprise-wide recycling network offers integrated hauling, collection, and processing services to over one hundred cities throughout California.

CR&R began our investment in an organic waste recycling infrastructure more than a decade ago. Since the opening of our first composting facility in 2009, we have continued to strategically expand our organic waste processing capabilities. Because of this, CR&R can provide a comprehensive array of Organics Waste Collection services in addition to our composting services.

One example is our anaerobic digestion facility, which is not available with any other service provider in Southern California. CR&R's award-winning, state-of-the-art facility can process 100,000 tons of organic material annually and capable of producing enough renewable natural gas (RNG) to displace the equivalent of 865,000 gallons of diesel fuel each year. Our operation converts green waste and food waste into high-grade organic soil amendment that can be used for farming and landscaping, and through the anaerobic digestion process, methane gas is captured and converted into clean RNG, which is used to power our fleet.

**To ensure full compliance with this RFP, CR&R has not utilized Anaerobic Digestion as part of this proposal.** However, because of the City's strong commitment to reducing its carbon footprint, we believe it is important to note that two significant benefits of Anaerobic Digestion would otherwise be available to the City of Laguna Beach.

- First, when a City's organics are used to produce the RNG fuel generated at our anaerobic digestion facility, and that RNG fuel in used to power the collection vehicles operated in that City, the fleet is carbon neutral from day one.
- Second, the RNG produced at our anaerobic digestion facility qualifies as a recovered organic waste product to meet the SB 1383 procurement requirement, which would reduce the City's need to purchase and utilize 5,000 tons of compost by 50%, a reduction of 2,500 tons per year.

### D. Diversion Program Experience

Since the implementation of AB939, CR&R has been at the forefront working with our city partners to achieve and exceed diversion goals. At CR&R, our commitment to diversion led us to establish a dedicated team of more than twenty (20) Sustainability Coordinators whose sole focus is the implementation of AB 341, AB 1826, and SB 1383 programs. This team of recycling experts conducts hundreds of customer contacts and site visits each month to promote diversion programs and monitor compliance. **In fact, in 2020 and 2021, our team conducted more than 4,500 site visits and over 4,800 customer contacts.**

CR&R has over a decade of experience with our team of sustainability coordinators who engage and inform customers of the programs and services available to them. We found that with appropriate staffing and in-person customer contact, obstacles to implementing recycling programs can be eliminated and goals met.

As a result, many of the cities served by CR&R have achieved notable compliance rates. Examples of the current (September 2022) compliance rates are provided in the table below:

| City | AB 341 | AB 1826 (Commercial) | AB 1826 (Multi-Family) |
|---|---|---|---|
| Dana Point | 99% | 99% | 100% |
| Laguna Hills | 87% | 98% | 93% |
| Laguna Niguel | 100% | 100% | 100% |
| Laguna Woods | 100% | 95% | 98% |
| Lake Forest | 100% | 96% | 100% |
| Rancho Santa Margarita | 99% | 95% | 96% |
| San Clemente | 90% | 93% | 85% |
| San Juan Capistrano | 99% | 98% | 86% |
| Tustin | 90% | 93% | 85% |

The CR&R team of sustainability experts provide all aspects of diversion program development, implementation, outreach, and monitoring to provide the City with regulatory technical support with annual CalRecycle reviews and report submittals.

CR&R and our team of experts have decades of experience in designing, implementing, and administrating effective public outreach campaigns that encourage community members to learn about reducing waste and preserving natural resources. As a company dedicated to promoting recycling, CR&R understands that public education and outreach plays an important part in the process of any solid waste management program to continually inform segments of the community about recycling programs and changes in legislation.

Through our public outreach, we provide residents, businesses, and community stakeholders with specific recycling programs and activities that serve to inform and encourage participation in source separated recycling programs to support CalRecycle program compliance. CalRecycle staff continually monitors and tracks City program progress year over year to evaluate effectiveness and if enhancements are needed to increase participation. CR&R stands ready to be your resource and ally in developing solutions that are business-friendly and effective.

### E. Proposer's Health and Safety Experience

CR&R strives to provide a safe working environment in which our employees can provide world class and efficient customer service. We recognize the fact that our most important and valuable asset is our people. For them to be successful, our Senior Management Team continues to provide its leadership and guidance when it comes to Health and Safety.

CR&R strives daily to ensure that our employees make the right decision in every element of their job. **Our Worker's Comp experience modification factor as of April 1, 2022, is 0.99**. We recognize that safety is everyone's responsibility. Its starts at the top with our Executive Team which sets the expectation and culture that nothing is more important than safety and reinforces this commitment by hosting a monthly safety review with the executive staff, senior managers, operation managers and route managers in attendance.

The Safety Director has provided all departments a framework that details the safe way each employee is to conduct their responsibilities and is encouraged to speak up if conditions interfere with the safe way. CR&R believes that State and Federal (e.g., OSHA and DOT) regulations represent the minimum standard, and actively solicits input from its employees on how to minimize risk and maximize employee safety.

### Frontline Service Team Safety

Culture is significant, but incomplete without training, follow through and compliance assessments. The Safety Director conducts monthly safety training meetings with all drivers and maintenance personnel to review the previous month's results and provide job specific skill improvement training. We occasionally engage consultants to provide expertise from their specific field. All our route managers have a daily tail-gate meeting with all drivers to ensure their commitment to follow all safety rules that day, share a topical safety message, and include an encouraging message for the day. The route managers conduct three (3) safety observations per week where they observe the driver conducting their collections, and will provide regular feedback, retraining, and, if necessary, corrective action.

CR&R has also installed computerized video cameras on our vehicles that send images in real-time for supervisor review of safe driving and collection habits of all drivers while on route. This procedure is a constant reminder to the collection drivers of the need to practice safe driving habits and allows the in-house supervisor to implement changes to improve each driver's driving habits.

CR&R has developed a comprehensive in-house Driver Safety Training Program. This program is designed to provide a hands-on training regimen that dictates the proper operation of all vehicles, on road and off road. It includes nationally recognized defensive driving techniques, proper operation of all vehicle controls, a code of safe practices for each job function, body mechanics (e.g. push, pull, lift), post incident requirements, and compliance with all State and Federal regulations regarding record keeping and documentation This training is for all new employees, current employees assuming new responsibilities, and remedial training.

An additional area of training is hazardous identification and mitigation; employees are taught to know when something does not look right, and how to have it corrected. This training includes the identification of hazardous materials that are prohibited from the waste stream. Detailed information regarding CR&R's comprehensive safety program and training process is provided in Form 13.

## F. Additional Information Regarding Proposer Capability

### Supporting Laguna Beach's Environmental Goals

CR&R recognizes that Laguna Beach is committed to environmental leadership. We are prepared to fully support the City's efforts to create a more sustainable community. CR&R has identified solutions specifically tailored to help achieve the City's goals.

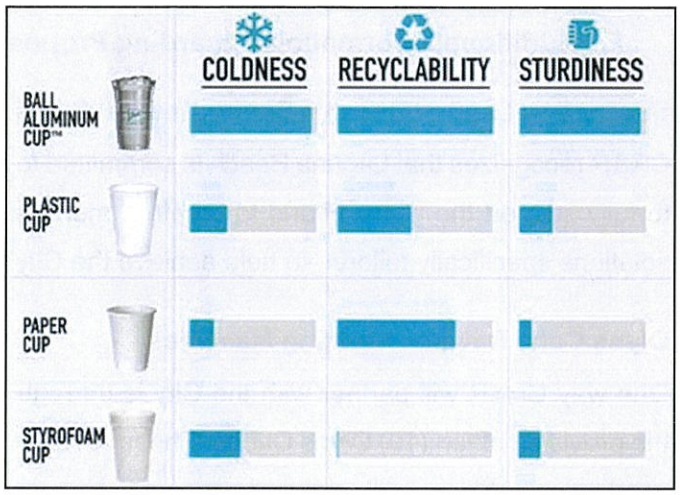
### Olyns Cube Reverse Vending Machines

One way CR&R will partner with the City is through the provision of ten (10) Olyns Cubes. These reverse vending machines will provide an easy-to-use, modern-looking, self-service option for Laguna Beach residents and visitors to recycle CRV containers. Olyns Cubes provide a touchless customer interaction, using an app to pay customers via Paypal. The app also calculates each customer's impact by providing a customized sustainability dashboard. This will engage Laguna Beach residents with information on how many containers they are keeping out of landfills and the ocean, and to track how much CO2 they are keeping out of the atmosphere.

The Olyns Cubes also feature a 65-inch video screen, which can display customized Laguna Beach sustainability messages or promote City events, services, or other programs. Additional information regarding the Olyns Cubes is provided at the end of this Form 3.

### Special Events

Another strategy CR&R has identified to support the City in achieving its environmental goals is through the provision of Ball Aluminum cups for special events such as the Pageant of the Masters. These 100% recyclable cups serve to eliminate the use of plastic cups. CR&R would supply up to 10,000 cups annually for use at events such as the Pageant of the Masters and the Sawdust Festival. The City's logo or environmental messaging will be printed on the cup. We would then provide collection receptacles for the cups and coordinate the recycling of the cups following the event. CR&R would also be able to work with vendors at other City events to source the cups and then coordinate the set up and servicing of collection receptacles.




## Transition Capabilities

CR&R has experience in providing responsive and high-level customer service. Our management team is well skilled and trained in orchestrating seamless transitions and implementing new municipal programs. With the use of the latest technological advancements in equipment, including mapping and routing software, we are prepared to meet any special situation presented. We employ the industry's best practices of exceptional outreach programs and operational expertise to maximize our effectiveness. CR&R recognizes collaboration as a pivotal component in delivering new and specialized services that cater to the uniqueness of cities such as Laguna Beach.

Given the uniqueness and specific requirements of each city we serve, CR&R takes deliberate steps to effectively manage transitional concerns. In each instance, we work in collaboration with City Staff to achieve City goals and address any potential challenges. This approach has enhanced our service delivery process and the overall customer experience. No matter the operational challenge, our goal has always been the same: complete the transition with minimal disruption to the customer and always keep the City informed throughout the process.

Beyond our direct understanding of the City of Laguna Beach, CR&R is the proud hauler to more than fifty jurisdictions throughout Southern California and hosts tremendous experience effectively transitioning communities from one hauler to another. We offer extensive expertise in solid waste collection, material processing innovation, diversion program implementation, and community involvement. Our team brings to the City of Laguna Beach broad transition experience, having successfully completed **sixteen (16) hauler transitions within the past ten (10) years**; 100% of these transitioned customers remain serviced by CR&R. Due to the complex service changes required by Senate Bill 1383 (SB 1383), the City will undergo service and program transitions at the start of the new contract. While transitions are a part of our business and, in some cases, inevitable, the challenges typically associated with transition are avoidable. CR&R is ready to put our decades of transition experience to work in the City of Laguna Beach.

### Lake Forest Transition Overview

The City of Lake Forest contracted with CR&R in March 2014 for a new solid waste and recycling collection agreement with a term of eight years plus two, one-year extensions. CR&R successfully achieved the Phase One Recycling Goals and was awarded the associated additional one-year extension.

CR&R was proud to be awarded the agreement and worked diligently to ensure both a successful transition and ensure that the personnel, equipment, programs, and services were in place to achieve the City's diversion requirements. Services include a three-cart residential collection system of solid waste, recyclables, and yard trimmings. Commercial service consists of solid waste collection, source separated, and single material recycling collection, and food scrap collection. The service transition involved replacing residential curbside carts and commercial bins from the previous service provider. Over 50,000 carts and 2,000 bins were exchanged for new equipment through coordination with the previous hauler.

City staff, CR&R and the city's consultant established a series of transition meetings prior to implementation date. Well ahead of the transition, CR&R contacted large HOA's about the change in services and recycling options available to implement or expand programs. Additionally, CR&R contacted large residential HOA's identified as having a single billing statement. Cart sizes and billing were confirmed for each of these communities well ahead of the transition.

One of the challenges was the change in rate structure under the new agreement that created a concern for a couple of the large multi-family communities with bin service. CR&R, together with the city's consultant, conducted waste audits and developed recycling service recommendations with the goal of lessening the rate impact while achieving compliance with AB 341.

Because new services were incorporated into the transition, CR&R and the city's consultant conducted door-to-door outreach in the communities to educate residents about the new recycling program and how to participate. Additionally, CR&R, in conjunction with the Chamber of Commerce, hosted a commercial workshop for businesses to provide information about the service transition and new recycling programs available to comply with state recycling requirements. Weekly updates were provided to staff prior and during the transition period followed with monthly meetings.

### Successful Transition to New Diversion Programs

The Lake Forest agreement marked the first of its kind in Orange County to feature a program-based diversion approach that included specific goals designed to meet State diversion regulations. This included significant increases in participation in source-separated recycling programs, including the addition of a new food scrap collection program.

**CR&R's recycling coordinator team was able to meet and exceed the Phase One requirement more than one year ahead of the contract deadline.**

CR&R recognized the alignment between the city's goals and objectives for diversion and the company's ability to successfully achieve the requirements through the programs, services and processing infrastructure developed by CR&R over decades of operating in Orange County. CR&R developed new diversion programs to address the State's organics requirements and to expand existing source-separated recycling programs.

Our continued focus on recycling program implementation through a team of two dedicated recycling coordinators resulted in the successful achievement of the first phase recycling goal. Verified bin counts consisted of 286 additional commingled recycling bins for commercial customers, 157 recycling bins for multi-family customers, and 104 food scrap participants. The City of Lake Forest continues to expand source separated recycling participation with continued focus on ensuring all customers comply with AB 341, AB 1826, and SB 1383.

## G. Proposer's Integration of Technology

CR&R utilizes technology throughout the service delivery lifecycle by using Customer Relationship Management (CRM) Systems integrated with On-Board Computers. These systems have the capability to incorporate data from bin sensors and other data management tools.

Our CRM Systems equip Customer Service Representatives, Operations personnel, and Management with access to account information in real time with the most up to date service and note information. This system provides access to a multitude of information as it relates to CR&R's service and our customers. Notes added into the CRM system automatically generates emails to the Operations team for research and to Customer Service with the answers. This process enables us to document each customer account with any issues and the resolutions. Once the responses are received by Customer Service, the customer is contacted and provided with the update.

Real-time data is also provided through our On Board Computers (OBC) for our commercial and temporary services routes – with drivers using tablets to provide service updates which are available in our CRM system as another tool for Customer Service to reference. This data provides date and time the location was serviced by route and indicates if there was any reason service was not provided, such as a blocked bin.

Our goal is to address inquiries at the initial point of contact while the customer is on the phone. When customers contact us with a request, the CSR's enter a work order into our CRM system to initiate the action that needs to be taken. This work order is used by Operations to perform the requested action and then routed to Data Entry to update the account with the service that has been completed and to close out the Work Order.

CR&R also can create detailed reports using the information stored in CR&R's Customer Relationship Management and Routing System. This information includes data such as route collection days, container sizes, violations, type of service, street names, driver's name, etc. This data is readily accessible through electronic format and can be made available upon request by CR&R's contracted cities. Proper steps are taken to ensure the integrity of the Company's data systems. To protect this information from loss or corruption, all system data is updated at the end of each day onto a back-up system and stored in an off-site fireproof safe. An additional back-up server is housed off-site.

## OUR CORE SERVICES

CR&R offers efficient, effective and cutting-edge waste and resource recycling services:

RESIDENTIAL | COMMERCIAL | INDUSTRIAL | CONSTRUCTION & DEMOLITION | STREET SWEEPING

These services support our commitment to achieving:

**0%** LANDFILL AND FOSSIL FUELS

**100%** RESOURCE UTILIZATION AND RENEWABLE FUELS

# PROPOSAL FORM 4: PROPOSER REFERENCES

## Collection References

1. **City of Laguna Woods**

   **Start of Contract:** 2022 - Present

   **Services:** Residential, Multifamily, Commercial, Industrial and City Facilities

   - Residential 3-Cart automated service with waste, recycling, and mixed organics collection.
   - Multifamily and Commercial service including source separated recycling, food, and green waste.
   - E-Waste, U-Waste and HHW Collection Events.

   **Contact:** Chris Macon, City Manager

   24264 El Toro Road, Laguna Woods CA 92637

   Phone: (949) 639-0525

   Email: cmacon@cityoflagunawoods.org

2. **City of Dana Point**

   **Start of Contract:** 2006 - Present

   **Services:** Residential, Multifamily, Commercial, Industrial and City Facilities

   - Residential 3-Cart automated service with waste, recycling, and mixed organics collection.
   - Multifamily and Commercial service including source separated recycling, food, and green waste.
   - Electronic Waste, Universal Waste and Household Hazardous Waste Collection Events

   **Contact:** Jennifer Anderson, Senior Management Analyst

   33282 Golden Lantern, Dana Point CA 92629

   Phone: (949) 248-3571

   Email: janderson@danapoint.org

**3. City of Newport Beach**

**Start of Contract:** 2014 - Present

**Services:** Residential

- Residential 3-Cart automated service with waste, recycling, and mixed organics collection.
- Multifamily and Commercial service including source separated recycling, food, and green waste.
- E-Waste, U-Waste and HHW Collection Events.
- Transitioned from Mixed Waste Processing to Source Separated Collection program.

**Contact:** Dave Webb, Public Works Director

100 Civic Center Drive, Newport Beach CA 92660

Phone: (949) 644-3311

Email: dawebb@newportbeachca.gov

## Complete Reference List

| MUNICIPALITY | CONTACT / TITLE | ADDRESS | PHONE / EMAIL |
|---|---|---|---|
| **LOS ANGELES COUNTY** | | | |
| Artesia | Ms. Karen Lee<br>Management Analyst | 18747 Clarkdale Ave<br>Artesia, CA 90701 | (562) 865-626<br>2klee@cityofartesia.us |
| Avalon | Ms. Denise Radde<br>Assistant City Manager | 410 Avalon Canyon Road<br>Avalon CA 90704 | (310) 510-0220<br>dradde@cityofavalon.com |
| Bellflower | Mr. Len Gorecki<br>Public Works Director | 16600 Civic Center Dr<br>Bellflower CA 90760 | (562) 804-1424<br>lgorecki@bellflower.org |
| Huntington Park | Mr. Cesar Roldan<br>Public Works Director | 6550 Miles Avenue<br>Huntington Park, CA 90255 | (323) 582-6161<br>croldan@hpca.gov |
| County of Los Angeles | Ms. Willa Zheng<br>Department of Public Works | 1100 N Eastern Ave<br>Los Angeles CA 90063 | (626) 458-5100<br>wzheng@dpw.lacounty.gov |
| Long Beach | Ms. Erin Rowland<br>Environmental Services Bureau | 2929 E. Willow Street<br>Long Beach CA 90680 | (562) 570-2851<br>Erin.Rowland@longbeach.gov |
| Santa Fe Springs | Ms. Maribel Garcia<br>Senior Management Assistant | 11710 Telegraph<br>Santa Fe Springs CA 90670 | (562) 868-0511<br>MaribelGarcia@santafesprings.org |
| **ORANGE COUNTY** | | | |
| Aliso Viejo | Mr. Shaun Pelletier<br>City Engineer | 12 Journey Suite 100<br>Aliso Viejo CA 92656 | (949) 425-2512<br>spelletier@avcity.org |
| Costa Mesa | Mr. Raja Sethuraman<br>Public Service Director | 77 Fair Drive<br>Costa Mesa CA 92628 | (714) 754-5303<br>raja.sethuraman@costamesaca.gov |
| Costa Mesa Sanitary District | Mr. Scott Carroll<br>District Manager | 628 W 19th St<br>Costa Mesa CA 92627 | (714) 754-5043<br>scarroll@cmsdca.gov |
| County of Orange | Ms. JoAnn Taylor<br>Admin. Manager II | 330 N Flower St, Suite 400<br>Santa Ana CA 92703 | (714) 834-5513<br>joanne.taylor@ocwr.ocgov.com |
| Dana Point | Ms. Jennifer Anderson<br>Senior Management Analyst | 33282 Golden Lantern<br>Dana Point CA 92629 | (949) 248-3571<br>janderson@DanaPoint.org |
| Irvine | Mr. Ryan Tenney<br>Senior Management Analyst | #1 Civic Center Plaza<br>Irvine CA 92623 | (949) 724-6379<br>rtenney@cityofirvine.org |
| La Habra | Mr. Elias Saykali<br>Director of Public Works | 621 W. Lambert Rd<br>La Habra, CA 90631 | (562) 383-4170<br>esaykali@lahabraca.gov |
| Laguna Hills | Mr. David Reynolds<br>Deputy City Manager | 25201 Paseo Del Alicia #150<br>Laguna Hills CA 92653 | (949) 707-2610<br>dreynolds@lagunahillsca.gov |
| Laguna Niguel | Mr. Russell Narahara<br>Sr. Management Analyst | 30111 Crown Valley Pkwy<br>Laguna Niguel CA 92677 | (949) 362-4040<br>RNarahara@cityoflagunaniguel.org |
| Laguna Woods | Mr. Chris Macon<br>City Manager | 24264 El Toro Rd,<br>Laguna Woods CA 92637 | (949) 639-0525<br>cmacon@cityoflagunawoods.org |
| Lake Forest | Mr. Thomas Wheeler<br>Director of Public Works | 100 Civic Center Drive<br>Lake Forest CA 92630 | (949) 461-3400<br>twheeler@lakeforestca.gov |
| Midway City Sanitary District | Mr. Ken Robbins<br>General Manager | 14451 Cedarwood St<br>Westminster CA 92683 | (714) 893-3553<br>krobbins@mcsandst.com |
| Newport Beach | Mr. Dave Webb<br>Public Works Director | 100 Civic Center Dr.<br>Newport Beach CA 92660 | (949) 644-3311<br>DAWebb@newportbeachca.gov |
| Orange | Mr. Josh Soliz<br>Public Works Admin Manager | 300 East Chapman Ave<br>Orange CA 92866 | (714) 744-5588<br>jsoliz@cityoforange.org |
| Rancho Santa Margarita | Ms. Jennifer Cervantez<br>City Manager | 22112 El Paseo<br>Rancho Santa Margarita CA 92688 | (949) 635-1800<br>jcervantez@cityofrsm.org |
| San Clemente | Ms. Danna McIntosh<br>Environmental Services Coordinator | 910 Calle Negocio<br>San Clemente, CA 92673 | (949) 498-9436<br>McIntoshD@san-clemente.org |
| San Juan Capistrano | Mr. Charlie View<br>Assitant City Manager | 32400 Paseo Adelanto<br>San Juan Capistrano CA 92675 | (949) 493-1171<br>cview@sanjuancapistrano.org |
| Stanton | Ms. Hannah Shin-Heydorn<br>City Manager | 7800 Katella Av<br>Stanton CA 90680 | (714) 890-4277<br>hshinheydorn@stantonca.gov |
| Tustin | Mr. Doug Stack<br>Director of Public Works | 300 Centennial Way<br>Tustin CA 92780 | (714) 573-3153<br>DStack@tustinca.org |

## Complete Reference List Continued

| MUNICIPALITY | CONTACT | ADDRESS | EMAIL |
|---|---|---|---|
| **RIVERSIDE COUNTY** | | | |
| Blythe | Ms. Mallory Sutterfield<br>Interim City Manager | 235 N. Broadway<br>Blythe, CA 92225 | (760) 922-6161<br>msutterfield@cityofblythe.ca.gov |
| Calimesa | Ms. Bonnie Johnson<br>City Manager | 908 Park Ave<br>Calimesa CA 92320 | (909) 795-9801<br>bjohnson@cityofcalimesa.net |
| Canyon Lake | Mr. Chris Mann<br>City Manager | 31532 Railroad Canyon #101<br>Canyon Lake CA 92587 | (951) 244-2955<br>chrismann@cityofcanyonlake.com |
| City of Riverside | Mr. Archie Washington<br>Sr. Administrative Analyst | 3900 Main Street<br>Riverside CA 92522 | (951) 826-5120<br>awashington@riversideca.gov |
| County of Riverside | Mr. Greg Reyes<br>Deputy Director | 14310 Fredrick St<br>Moreno Valley CA 92553 | (951) 358-6635<br>GJReyes@RIVCO.ORG |
| De Luz Community Service District | Mr. Jim Emmons<br>General Manager | 41606 Date St., Suite 205<br>Murrieta, CA 92562 | (951) 696-0060<br>jemmons@deluzcsd.org |
| Hemet | Mr. Charles Russell<br>Public Works Supv | 445 E. Florida Ave.<br>Hemet, CA 92543 | (951) 765-3823<br>crussell@cityofhemet.org |
| Lake Elsinore | Mr. Jason Simpson<br>City Manager | 130 S. Main Street<br>Lake Elsinore CA 92530 | (951) 674-3124<br>jsimpson@Lake-Elsinore.org |
| Perris | Ms. Clara Miramontes<br>City Manager | 101 North D Street<br>Perris CA 92570 | (951) 943-6100<br>cmiramontes@cityofperris.org |
| San Jacinto | Mr. Rob Johnson<br>City Manager | 201 E. Main Street<br>San Jacinto CA 92583 | (951) 654-7337<br>rjohnson@sanjacintoca.us |
| Temecula | Mr. Aaron Adams<br>City Manager | P.O. Box 9033<br>Temecula CA 92589 | (951) 694-1989<br>Aaron.Adams@cityoftemecula.org |
| Wildomar | Mr. Dan York<br>City Manager | 23873 Clinton Keith Rd., Suite 201<br>Wildomar, CA | (951) 677-7751<br>dyork@cityofwildomar.org |
| **SAN BERNARDINO COUNTY** | | | |
| County of San Bernardino | Darren Meeka<br>Public Works Deputy Director | 222 W. Hospitality 2nd floor<br>San Bernardino CA 92415 | (800) 722-8004<br>Darren.Meeka@dpw.sbcounty.gov |
| Colton | Mr. Bill Smith<br>City Manager | 650 N. La Cadena<br>Colton, CA 92324 | (909) 370-5051<br>BSmith@coltonca.gov |
| Loma Linda | Mr. T. Jarb Thaipejr<br>City Manager / Public Works Director | 25541 Barton Road<br>Loma Linda, CA 92354 | (909) 799-2800<br>JThaipejr@lomalinda-ca.gov |
| Phelan Pinon Hills CSD | Mr. Don Bartz<br>General Manager | 4176 Warbler Road<br>Phelan, CA 92329 | (760) 868-1212<br>Dbartz@pphcsd.org |
| Wrightwood CSD | Lori Golden<br>General Manager | PO Box 218<br>Wrightwood, CA 92397 | (760) 220-8378<br>lori@wrightwoodcsd.org |
| **IMPERIAL COUNTY** | | | |
| Calipatria | Mr. Romualdo Medina<br>City Manager | 125 North Park St.<br>Calipatria CA 92233 | (760) 348-4141<br>rj_medina@calipatria.com |
| El Centro | Mr. Abraham Campos<br>Interim Public Works Director | 1275 Main Street<br>El Centro CA 92243 | (760) 337-5182<br>ACampos@cityofelcentro.org |
| Heber Utility District | Ms. Laura Fischer<br>General Manager | 1078 Dogwood Ste 103<br>Heber CA 92249 | (760) 482-2440<br>lfischer@heber.ca.gov+ |
| Holtville | Mr. Nicholas Wells<br>City Manager | 121 W. 5th Street<br>Holtville CA 92250 | (760) 356-2912<br>NWells@Holtville.ca.gov |
| Westmorland | Ms. Tami Castro<br>Office Manager | 355 S. Center Street<br>Westmorland CA 92281 | (760) 344-3411<br>tcastro@westmorland.net |

## Processing References

1. **Midway City Sanitary District**

**Start of Contract:** 1992 - Present

**Services:** Residential Disposal and Processing, Multifamily and Commercial Collection

- Midway City Sanitary District collects a Residential 3-Cart automated service with waste, recycling, and mixed organics collection.
  - The District brings all three waste streams to CR&R's facilities for processing and disposal.
- CR&R provides Multifamily and Commercial service including source separated recycling, food, and green waste.

**Contact:** Ken Robbins, General Manager

14451 Cedarwood Street, Westminster CA 92683

Phone: (714) 893-3553

Email: krobbins@mcsandst.com

2. **Costa Mesa Sanitary District**

**Start of Contract:** 1991 - Present

**Services:** Residential Collection, Disposal and Processing

- Residential Cart automated service with mixed waste (trash and recycle) and source separated organics collection.

**Contact:** Scott Carroll, General Manager

290 Paularino Avenue, Costa Mesa CA 92626

Phone: (714) 754-5043

Email: scarroll@cmsdca.gov

### 3. City of Temecula

**Start of Contract:** 1991 - Present

**Services:** Residential, Multifamily, Commercial, and Industrial Collection and Processing Services

- Residential 3-Cart automated service with waste, recycling, and mixed organics collection and processing.
- Multifamily and Commercial service including source separated recycling, food, and green waste collection and processing.

**Contact:** Patrick Thomas, Public Works Director

41000 Main St., Temecula, Ca. 92590

Phone: (951) 506-5163

Email: Patrick.thomas@temeculaca.gov

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## PROPOSAL FORM 5: NAMES AND RESUMES OF KEY PERSONNEL

### CR&R Key Personnel Assigned to the City of Laguna Beach

| | |
|---|---|
| **General Manager** | Royden Fujimori |
| **Operations Manager** | Norma Zarate |
| **Contractor's Representative for Legal and Official Notices and Contacts** | Julie Barreda |
| **Manager of Sustainability Coordinator** | Mike Carey |
| **Senior Manager(s) Responsible for Marketing of Compost from Food Scraps/Yard Trimmings** | Mike Silva |
| **Operations and Customer Liaison to the City** | Mike Silva/Julie Barreda |
| **Dedicated Route Supervisor** | Filiberto Hernandez |
| **Customer Service Manager** | Elisa Bene |
| **Maintenance Supervisor** | Frank Alvarez |
| **Billing Specialist** | Vanita Salhotra |
| **Reporting and Compliance Supervisor** | Craig Dibley |
| **Enterprise Sustainability Director** | Hashem Shokair |
| **Health and Safety Manager** | Dennis Maisano |

## CR&R Executive Leadership

### Clifford R. Ronnenberg, CEO

Mr. Ronnenberg is the founder, owner, Chairman of the Board and Chief Executive Officer of CR&R. He has more than 60 years of experience in the solid waste management business. Since its inception in 1963, Mr. Ronnenberg has grown CR&R into one of the largest and most progressive privately-owned, solid waste management companies in the United States.

Mr. Ronnenberg manages all aspects of the business from the corporate office in Stanton, California. His vision and leadership are the primary reasons why CR&R can offer a comprehensive package of solid waste management services for residential, commercial, and industrial collection including recycling, composting, anaerobic digestion, transfer, engineered municipal solid waste, street sweeping and disposal throughout Southern California.

### David M. Ronnenberg, COO

Mr. Ronnenberg is the Chief Operating Officer and Division President of all Solid Waste operations. In addition, Mr. Ronnenberg is also responsible for our CR Transfer, Haulaway Storage Containers and Recycling and Transportation Divisions. A graduate of the University of Southern California in Finance and Management, Mr. Ronnenberg has used his training and experience exclusively for CR&R and its subsidiaries for over 30 years which has contributed to the growth and expansion of the company.

Mr. Ronnenberg is also responsible for facility management, procurement, dispatching, transportation, production management, product quality, buy-back center operations and cost controls. He presently serves on the CR&R Executive Committee, which is responsible for the overall management and direction of the Company.

**Joyce M. Amato, CFO**

Ms. Amato is the Chief Financial Officer and has been employed by CR&R since 1998. Ms. Amato is responsible for managing all aspects of finance, accounting and financial reporting, strategic planning, acquisitions, legal matters, information systems, customer service, corporate administration, and risk management company wide. She has over 30 years' experience in senior management responsible for the supervision, coordination, and production of financial reporting, information systems design and implementation, and business plans and strategies. Ms. Amato monitors the financial performance of the Company, manages all banking relationships, secures financing, and ensures that the Company's financial statements are in compliance with GAAP.

As Chief Financial Officer, Ms. Amato will be responsible for overseeing all financial reporting, franchise payments, and other reporting requirements as specified in the Franchise Agreement for the City of Laguna Beach.

### CR&R Personnel Assigned to Laguna Beach

CR&R offers the City of Laguna Beach the most experienced solid waste management team in place in Orange County. Together, the senior personnel who will be involved in the transition and administration of the solid waste services on behalf of the City have a total of over 250 years of experience covering all facets of the solid waste industry. Individually, each manager at CR&R has extensive operating experience with a passion for world class customer service and a commitment to safety in every community we service.

Over the years, CR&R has recruited the best of the best in local industry experts. As a result, CR&R's key personnel have more than 100 years of combined experience in direct solid waste management services for the City of Laguna Beach. Beyond our direct experience in the City of Laguna Beach, the entire team consists of industry veterans with experience ranging from effective service transitions, material processing innovation, program implementation, and CalRecycle compliance. Furthermore, all key decision-makers live and work in Southern California and are intimately familiar with the regulatory and environmental standards set by the State and have a personal stake in improving their own communities.

**Julie Barreda, Regional Vice President**

Ms. Barreda has worked in the solid waste and recycling industry for 35 years. She has a long history of negotiating and managing large municipal and government contracts. Julie oversees our open market commercial business, along with school districts and government accounts as well. Ms. Barreda collaborates closely with our Customer Service and Operations team to ensure we are providing the highest level of service to our customers and will be the City's direct point of contact for any questions or service needs for this contract. Ms. Barreda received her Bachelor's in Business Management from the University of Phoenix.

Ms. Barreda will serve as the Contractor's Representative and will be personally responsible for all administrative and contract compliance relating to the City of Laguna Beach agreement.

**Royden Fujimori, General Manager**

Mr. Fujimori is the Regional General Manager for CR&R and is responsible for all aspects of the business including, residential collections, commercial collections, roll off, dispatch, portable storage operations, and post collection.

A graduate of the University of California Irvine, and with over 20 years of industry experience, he is the senior manager for any large operational undertaking. Mr. Fujimori has successfully led more than a dozen large scale customer transitions and has a reputation for thoroughness, leaving no small detail to chance. He also oversees the Industrial Engineering Department and will have direct responsibility for routing.

**Norma Zarate, Operations Manager**

Ms. Zarate is our Operations Manager for North Orange County. She is responsible for all aspects of the operation that services this geographic area. Ms. Zarate currently manages a team of seven route managers that supervise over 150 route employees.

Coming from a transportation family, Norma has over 14 years of industry experience which she has continued to hone her skillsets through a series of increasingly responsible roles at CR&R. Ms. Zarate also has extensive capability in the planning and execution of large and complicated service transitions. Her ability to gain commitment in building a culture of service, safety and performance has earned her a reputation of a true leader.

**Mike Carey, Manager of Sustainability**

Mr. Carey is our Manager of the Sustainability Department and his extensive background in sustainability provides the team with knowledge, coaching, and guidance to ensure compliance with state regulations, including AB 341, AB 1826, and SB 1383.

Prior to joining the CR&R team, he was the manager of the award-winning community nonprofit recycling center at Orange Coast College consisting of thirty-five employees. In addition to managing the day-to-day operations, Mr. Carey was instrumental in implementing numerous sustainability programs at Coast Community College such as the Green Office Certification Program, and large-scale water conservation and energy programs. His recognized leadership experience in the industry includes Advisory Board member for the U.S. Green Building Council, Board Member for CRRA, and instructor of Environmental Studies.

**Hashem Shokair, Enterprise Sustainability Director**

As CR&R's Enterprise Sustainability Director, Mr. Shokair oversees enterprise-wide initiatives covering California environmental legislative compliance and the uptake and advancement of technology to further enhance CR&R's service offerings. Mr. Shokair carries an in-depth academic background with a Master of Science in Sustainable Environmental Development and Resource Management with his professional experience ranging from operations and logistics, communications, and California recycling mandates.

With more than six years of waste and recycling industry experience, including contract management, public education and outreach program implementation, Mr. Shokair has a strong working knowledge of industry trends and environmental legislative requirements. A central focus is ensuring compliance with Senate Bill 1383, development of proprietary applications and the integration of cloud-based data warehousing and customer-facing dashboards for improved public education and connectivity to customer's diversion programs. Mr. Shokair works closely with CR&R's IT, Operations, Customer Service and Sustainability Departments.

**Michael J. Silva, Senior Vice President**

Mr. Silva brings more than thirty-five years of senior level solid waste management experience to his role as Project Manager with CR&R. With expertise in technology development and construction management, Mr. Silva helped to design and construct the first solid waste processing facility in the country in 1992. He also led the team that developed the 3-cart fully automated collection system for the City of Temecula, which has since become the "gold standard". Over the years, Mr. Silva has built several transfer stations and material recovery facilities. Most recently he completed the largest anaerobic digestion plant in the country, and the first and only Engineered Municipal Solid Waste facility in California. This facility converts trash bound for the landfill into a coal substitute, which is 75% cleaner.

Mr. Silva earned a bachelor's degree in Civil Engineering and Engineering Management from University of the Pacific, and a Master's in Civil Engineering from Stanford University.

**Filiberto Hernandez, Senior Route Manager**

Filiberto (Fili) Hernandez is our Senior Route Manager. He is currently responsible for drivers in the City of Lake Forest. His past experience includes route management in the City of Orange, Tustin, Newport Beach, and Westminster. He has been part of the CR&R team for over 15 years and has over 25 years of experience in the waste industry. This includes 22 years of commercial driving and over 10 years as a route manager.

Mr. Hernandez has been a vital part of the growth of our Lampson operating site. Besides a major contributor in the daily operations, he has been part of the new contract rollout teams in Orange, Lake Forest, La Habra, Newport Beach, Westminster, and Artesia. His first-hand experience gives him the ability to plan, organize and manage the work of his drivers to ensure that the service is delivered in a consistent and safe manner.

**Elisa Bene, Customer Service Manager**

Ms. Bene is responsible for ensuring the Customer Service Department is operating efficiently and meeting or exceeding service levels, monitoring telephone calls to review the quality of the work performed, providing feedback, and coaching the representatives on areas that need improvement and recognizing areas of excellence. In addition, Ms. Bene reviews and tracks work orders for accuracy and provides progressive training for the Customer Service Representatives on the various skill sets required.

Ms. Bene also provides customer feedback or issues to senior management on a regular basis. She establishes good working relationships with City personnel and responds promptly to City requests. Ms. Bene will be part of the transition team and ongoing management for the City of Laguna Beach.

**Frank Alvarez, Fleet Manager**

Mr. Alvarez manages CR&R fleet operations for maintenance and vehicle purchases. He oversees the shop managers for each operation site to ensure CR&R's fleet is to the highest standards with all maintenance performed on a strict schedule and in conformance with the California Highway Patrol (CHP) Terminal Inspection procedures. Mr. Alvarez oversees all aspects of CHP inspections for operational sites. Mr. Alvarez has over thirty years' experience in fleet maintenance and purchasing for CR&R. He will be responsible for vehicle procurement for the City of Laguna Beach agreement. He works closely with operations manager Norma Zarate to be responsive to any vehicle related matters as they arise.

**Dennis Maisano, Safety Director**

Mr. Maisano joined CR&R as the Corporate Health & Safety Manager in March 2018 after retiring as a Sergeant from Irvine Police Department, serving over 29 years in law enforcement. He worked in multiple assignments as a traffic officer, commercial enforcement officer and supervised the Major Accident Investigation Team (M.A.I.T.).

### Vanita Salhotra, Billing Specialist

Ms. Salhotra supervises our billing, accounts payable and receivables teams. She ensures billing processing accuracy and works within our accounting department to standardize methods and implement new procedures to improve quality and efficiency.

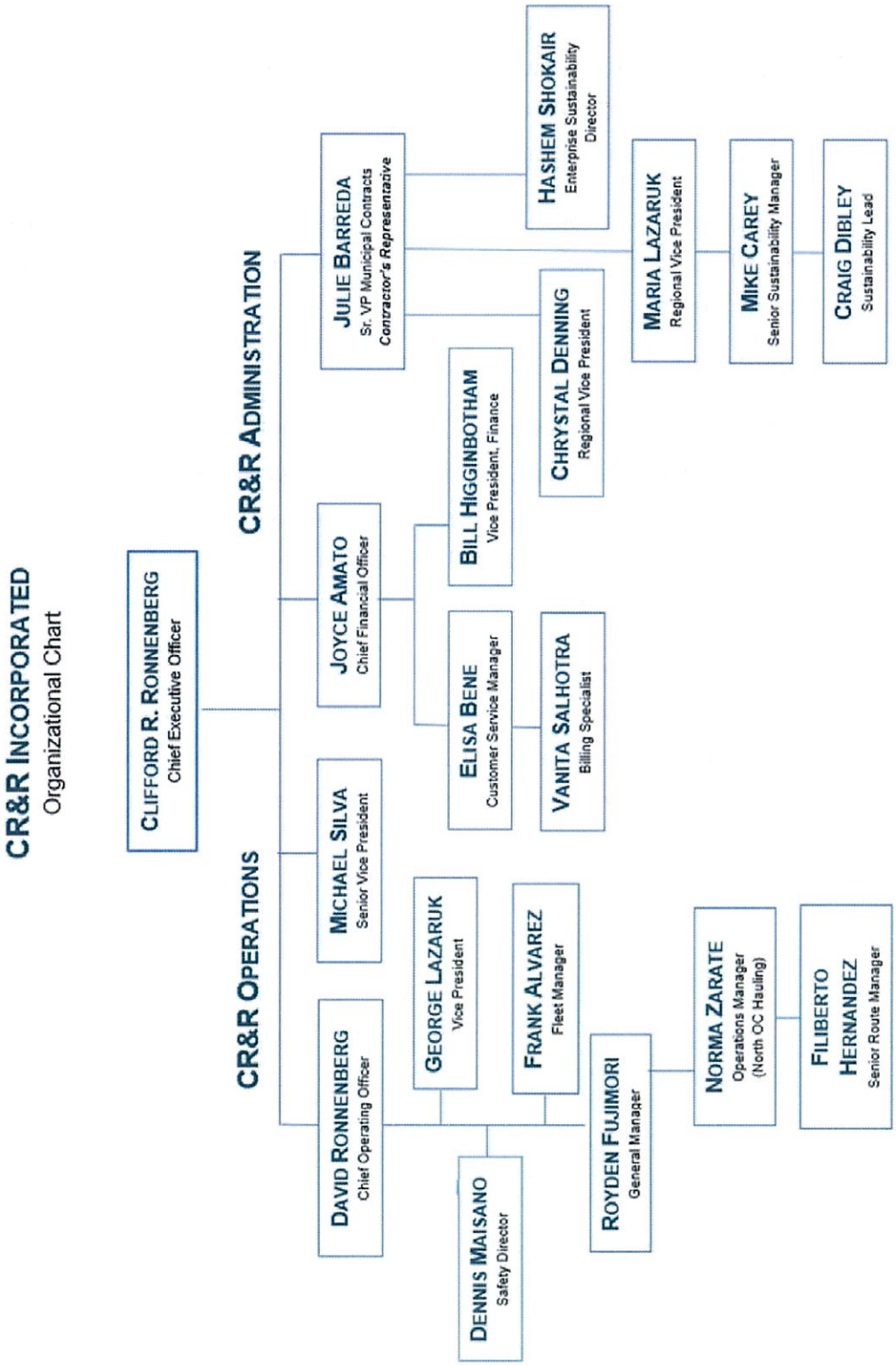
Ms. Salhotra maintains billing system software functionality and conducts monthly billing meetings among other departments. She will be responsible for overseeing the transition of Laguna Beach accounts to the CR&R billing system.

### Craig Dibley, Sustainability Lead

Mr. Craig Dibley is one of our Sustainability Leads for department and is instrumental in training and coaching new sustainability team members. In addition, he is responsible for generating all compliance reports to track the progress and program implementations for several cities we serve. He supports the department goals towards achieving full compliance with AB 341 and AB 1826, and SB 1383. Mr. Dibley has implemented many successful recycling and food waste programs through training and outreach.

Mr. Dibley received his Bachelor of Science degree in International Business from California State University Long Beach. His dedication for sustainability motivates him to continuously engage the public through various community events and organizations to ensure recycling becomes a lifestyle.

## PROPOSAL FORM 6: STRUCTURE OF PROJECT TEAM



## PROPOSAL FORM 7: LIST OF CONTRACTOR-FURNISHED PERSONNEL

**Collection and Transportation Headcount:**

| Labor Category | Number of FTE: |
|---|---|
| **Residential Collection** | |
| MSW Drivers | 2.75 |
| Recycling Drivers | 2.25 |
| Co-collection Food Scraps and Yard Trimmings Drivers | 1.5 |
| Hard-to-Service Driver(s) | (Included with MSW Drivers) |
| Residential Route Manager(s) | 0.61 |
| Other Residential Driver: | - |
| Other Residential Driver: | - |
| TOTAL RESIDENTIAL DRIVERS (Excludes RM) | 6.50 |
| **Commercial and Multi-Family Collection** | |
| MSW Drivers | 2.25 |
| MSW Helpers | - |
| Recycling Drivers (Single Stream) | 1.00 |
| Recycling Helpers (Single Stream) | - |
| Source-Separated Food Scraps Drivers | 0.25 |
| Source-Separated Food Scraps Helpers | - |
| Co-collection Food Scraps and Yard Trimmings Driver(s) | (Included Above) |
| Source-Separated Yard Trimmings Driver(s) | (Included Above) |
| Commercial/Multi-Family Route Manager(s) | 0.34 |
| Other Com/MF Driver: | - |
| Other Com/MF Driver: | - |
| TOTAL COMMERCIAL/MULTI-FAMILY DRIVERS (Excludes RM) | 3.50 |

**Collection and Transportation Headcount (continued):**

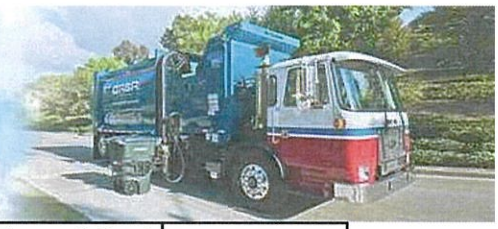
| Labor Category | Number of FTE: |
|---|---|
| **Roll-Off Collection** | |
| Roll-Off Driver(s) | 0.50 |
| Roll-Off Route Manager(s) | 0.05 |
| Other Roll-Off Drivers: | - |
| TOTAL ROLL-OFF DRIVERS (Excludes RM) | 0.50 |
| **Miscellaneous Drivers and Support** | |
| Relief Drivers & Spares | 1.00 |
| Box Truck Drivers | - |
| Bulky Route Driver(s) | 0.25 |
| HHW Route Driver(s) | 0.10 |
| Container Delivery Driver(s) | 0.20 |
| Scout Service Driver(s) | 0.25 |
| Mechanics | - |
| Mechanics Helpers | - |
| Other Misc. and Support: | - |
| TOTAL MISC AND SUPPORT | 1.80 |
| **TOTAL PROPOSED COLLECTION/TRANSPORTATION HEADCOUNT** | 13.30 |

**This Proposal Form 7 will become Attachment G to the final Agreement.**

## PROPOSAL FORM 8: NEW COLLECTION VEHICLES TO BE FURNISHED BY CONTRACTOR

Fill in the table below with the vehicle type, ID number, manufacturer of truck and body, model year, route assignment, fuel type, and cost for the new vehicles that will be placed in service on or before July 1, 2024. Provide the name, address, contact person and contact information for the manufacturer of the vehicles and the alternative fuel components of the vehicles. If any of the vehicles listed in the table below will not be alternative fuel vehicles, state the reason and the type of fuel that will be used.

| *Vehicle Type* | *Vehicle ID Number* | *Manufacturer Truck/Body* | | *Model Year* | *Route* | *Type of Fuel (e.g., CNG, biodiesel, LNG, battery electric, etc.)* | *Cost* |
|---|---|---|---|---|---|---|---|
| | | Truck | Body | | | | |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Rear-loader Split Body | TBD | Peterbilt | Amrep | 2024 | Residential Hard to Service | RNG | $ 358,300 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial Recycling | RNG | $ 396,900 |
| Rear-loader Split Body | TBD | Electric | Electric | 2024 | Commercial MSW/Organic | Electric | $ 705,000 |



| Vehicle Type | Vehicle ID Number | Manufacturer Truck/Body | | Model Year | Route | Type of Fuel (e.g., CNG, biodiesel, LNG, battery electric, etc.) | Cost |
|---|---|---|---|---|---|---|---|
| | | Truck | Body | | | | |
| Roll-Off | TBD | Peterbilt | N/A | 2024 | Roll-Off | RNG | $ 375,000 |
| Bin Delivery | TBD | International | N/A | 2024 | Bin Delivery | Gasoline | $ 160,000 |
| Front-Loader | TBD | Peterbilt | Amrep | 2024 | Bulky Item Collection | RNG | $ 396,600 |
| HHW | TBD | Box Truck International | N/A | 2024 | HHW Collection | Gasoline | $ 160,000 |
| Pick-Up Truck | TBD | Ford | N/A | 2024 | Route Manager | Hybrid | $ 66,088 |
| Pick-Up Truck | TBD | Chevy 3500 | CRR | 2024 | Stinger/Scout | Gasoline | $ 92,500 |

**Contact Information**

- **AmRep/WasteQuip**

  Rob Strange

  1555 S. Cucamonga Avenue, Ontario, CA 91761

  (909) 215-2259 (909)923-0430

  rstrange@amrepinc.com

- **Rush Truck Centers of California**

  Ray Gamez

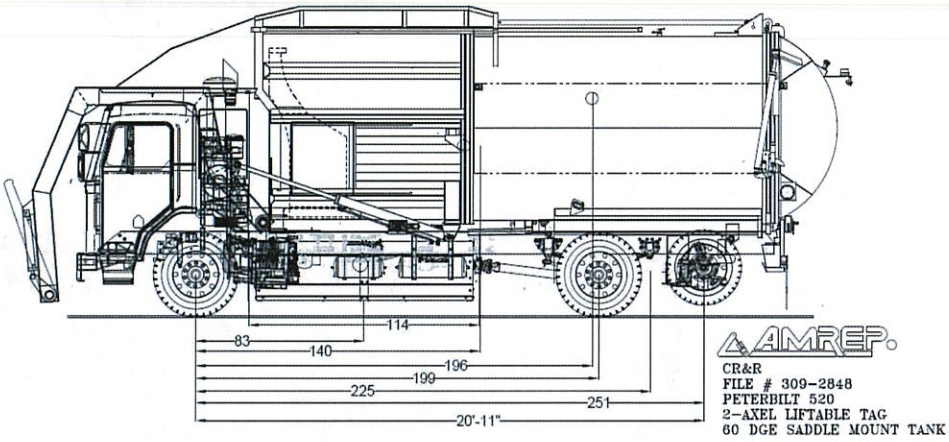
  8830 East Slauson Avenue, Pico Rivera, CA. 90660

  (949) 355-4382 (562) 566-1865

  gamezr@rushenterprises.com

## PROPOSAL FORM 9: PLAN TO PROVIDE LIGHT-WEIGHT COLLECTION VEHICLE BY CONTRACTOR

CR&R 's commitment to innovation in service delivery includes the use of lighter weight collection vehicles. At CR&R, we not only designed a lightweight collection vehicle, but we also specified the desired requirements with our suppliers and put them into production. CR&R's innovation did not stop here, as our newest proprietary design will produce an even lighter version that weighs 5,000 pounds less than our current stock vehicles. The schematic of this vehicle is shown in the image below.




Currently, CR&R has three (3) lightweight vehicles in use in Orange County, with two (2) in the City of Tustin and one (1) in the City of Lake Forest.

By July 1, 2024, CR&R will deploy one (1) lightweight truck in the City of Laguna Beach. Reducing truck weights benefits for the City and its rate payers through reduced road repair and maintenance expense. Additionally, we modeled the expected cost savings in terms of capital purchase expense, annual state licensing, and fuel efficiency savings. Those savings are forecast over the initial eight-year contract period as follows:

- Purchase Price: $14,000
- License Fee: $880
- Fuel: $24,000

This cost savings of $38,880 over the course of the initial contract period has been incorporated into our pro forma and is reflected in the proposed rates.

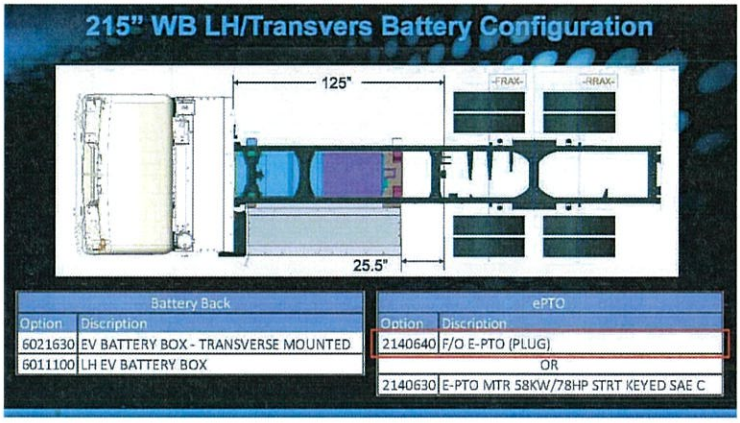
**This Proposal Form 9 will become Attachment F-2 to the final Agreement.**

# PROPOSAL FORM 10: ELECTRIC COLLECTION VEHICLE TO BE FURNISHED BY THE CONTRACTOR

## Battery Electric Single Pass Rear Loader Collection Vehicle

CR&R will purchase and operate a Peterbilt Model 520EV for use in the City of Laguna Beach. It utilizes Meritor 14Xe™ e-axles to provide power to the wheels. Battery power is delivered to the e-axle motors through the drive inverters and regenerative braking captures energy from stop-and-go conditions to recharge the batteries and help maximize the vehicle's range.

This vehicle features a range of 80-100 miles including 1,100 bin cycles when used with an automated side loader or 130 compactor cycles with a rear loader refuse body. The state-of-the-art, high-energy density LFP battery packs can recharge in 3-4 hours when using a recommended DC fast-charging system, making the 520EV ideal for the predictable routes seen in refuse applications.

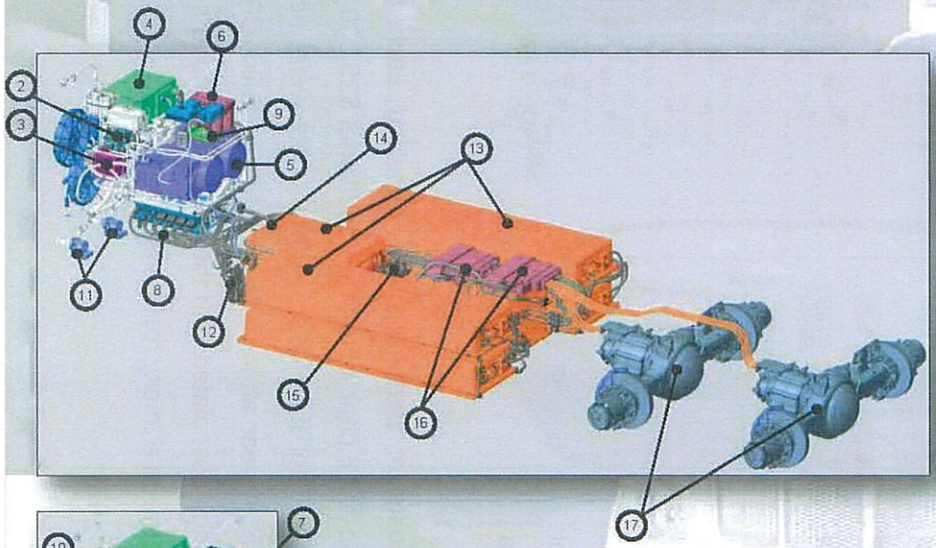



CR&R does not predict that Peterbilt's Model 520EV will need to charge mid-route and that the vehicle design specifications are sufficient to complete the entire route and return to Stanton.

The Model 520EV offers an advanced technology of a zero-emission electric powertrain and is designed for optimal weight distribution. CR&R will assign the split-body BEV for the single-pass commercial cart collection as specified in the RFP. Because of our concerns regarding how the weight of a split body will impact the functionality of the electric vehicle, CR&R is exploring custom electric vehicle chassis that allow for split-body applications.

The cost of the vehicle is estimated at $705,000. We anticipate ordering the vehicle upon award of the contract for deployment in 2024.

# Major Components



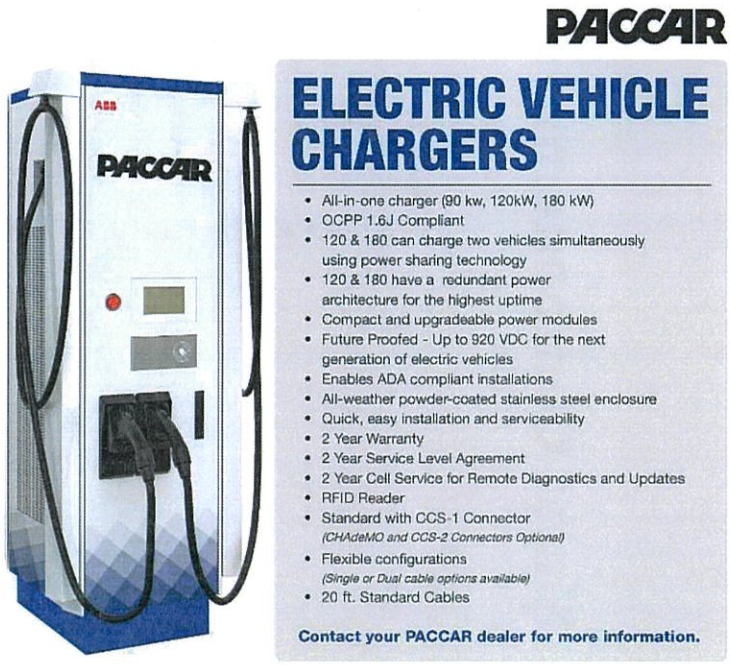
1 Power Control Accessory System (PCAS)

1. **Power Control Accessory System (PCAS) –** System Brains - **HV**
2. **Cab Heater –** Heats Passenger Cabin - **HV**
3. **Power Steering Pump –** Provides Hydraulic Pressure - **LV**
4. **AC Charger –** Onboard Charging System - **HV**
5. **Battery Chiller** – ESS Temperature Control - **HV**
6. **12V Battery –** Battery for LV Electronics - **LV**
7. **Low Voltage Distribution System (LVDS) –** Battery, LV Fuses, SCM - **LV**
8. **Power Distribution Unit (PDU) –** HV Power Management - **HV**
9. **Supervisory Control Module (SCM) –** Main EV Controller - **HV**
10. **Fans** – Cooling - **LV**
11. **Coolant Pumps –** ESS / eAxle Coolant Loops - **LV**
12. **Charger Inlet** – Connection Point for External Charger - **HV**
13. **Energy Storage System (ESS) –** HV Batteries - **HV**
14. **S-Box –** Junction Box for HV Batteries - **HV**
15. **Powertrain Control Module (PCM) –** eAxle / Inverter Controller - **HV**
16. **Propulsion Motor Inverters –** DC-AC Inverter for eAxle - **HV**
17. **eAxle –** Drive Motors - **HV**

## Charging Station

**CR&R's electric refuse vehicle (and all future additional electric vehicles) will service the City powered by 100% zero and negative carbon electricity.** CR&R can exclusively procure electricity from sources with pathways certified by the California Air Resources Board as having a carbon intensity (CI) ranging from 0 to carbon negative. Biogas to electricity power has an average CI of -429 gCO2e/MJ. **The City will benefit from the significant emissions reduction of CR&R's electric refuse vehicle powered by the most carbon negative fuel available in the market.**

CR&R anticipates the installation of two PACCAR charging stations. One will be located at our Stanton facility for overnight use. CR&R will commence the process of permitting and installation of the charging station upon award of the contract.




CR&R will also work with the City to identify a location for the installation of a charging station for use by CR&R and municipal vehicles in the City of Laguna Beach.

CR&R estimates projected costs of permitting and installing each charging station at approximately $75,000 for a two-truck charger with an additional $25,000 for engineering and permits alongside another $50,000 for installation. These costs were included in the capital cost analysis provided by CR&R. A year after implementation or build, CR&R will review data and trends to evaluate the savings associated with the use of electric to see if there would be an opportunity to offer a credit or rebate to city residents.

## Previous Grant Experience

CR&R brings the City of Laguna Beach our experience in obtaining grant funding for the implementation of innovative technologies. Over the years, our company has obtained over twenty million in grant funding for alternative fuel vehicle infrastructure and organics processing technologies. Some examples of grants awarded to CR&R are shown on the following page.

**Successful Grant Applications**

| Awarding Agency | Amount |
|---|---|
| California Energy Commission (Anaerobic Digestion) | $4.5 Million |
| California Public Utilities Commission (Pipeline Interconnect) | $3 Million |
| CalRecycle (Anaerobic Digestion) | $3 Million |
| AQMD (Carl Moyer) | $1.6 Million |
| AQMD (Prop 1B) | $1.9 Million |
| AQMD (RNG Fueling Stations) | $6 Million |

CR&R will use our grant writing expertise to seek grant funding for the installation of electric vehicle charging stations for use by vehicles servicing the City of Laguna Beach.

## Estimated Operating Costs as Compared to RNG Vehicle

The following table compares the historical monthly cost of RNG vehicle operation with the projected monthly cost of operating an electric vehicle.

| | HISTORICAL RNG COSTS | | PROJECTED ELECTRIC COSTS | |
|---|---|---|---|---|
| CAPEX | $400,000 | LAST PURCHASE | $605,000 | CHASIS ONLY |
| AMREP BODY | $0 | INCLUDED | $100,000 | BODY |
| DAILY FUEL | $175 | 35 GALLONS AT $5 | $59 | 396 KWH AT $0.15 |
| MONTHLY MAINT | $2,500 | AVG. FOR NEW RNG | $1,250 | ESTIMATED AT 50% |
| CAPEX MONTHLY | $4,750 | 10 YRS 7.5% | $8,371 | 10 YRS 7.5% |
| FUEL MONTHLY | $3,850 | | $1,307 | |
| MAINT MONTHLY | $2,500 | | $1,250 | |
| **TOTAL MONTHLY COST** | **$11,100** | | **$10,928** | |

### Spare Vehicle Plan

CR&R will utilize an RNG vehicle to service the single-pass commercial cart route in case the electric collection vehicle is non-operational, the electric grid goes down or if there is an unanticipated delay in the delivery of the electric vehicle prior to July 1, 2024.

**This Proposal Form 10 will become Attachment F-3 to the Agreement.**

# PROPOSAL FORM 11: PLANS TO INCORPORATE ON-BOARD TECHNOLOGY TO BE PROVIDED BY CONTRACTOR ON COLLECTION VEHICLES TO INCREASE SAFETY AND EFFICIENCY AND FOR CONTAMINATION MONITORING

## Innovation in Fleet Technology and Service Delivery

All vehicles to be operated by CR&R within the City of Laguna Beach per the draft franchise agreement shall be equipped with a system that provides surveillance, monitoring, auditing, recording, and tracking including video and still photo equipment. Further, collection vehicles will be equipped with GPS systems, backup cameras, on-board modules for operational customer relationship management (CRM) functionality, truck telematics systems that provide real-time truck data, location, video and monitoring, and communications systems for contact with Dispatch, Route Managers, Customer Service Representatives, and other persons as needed.

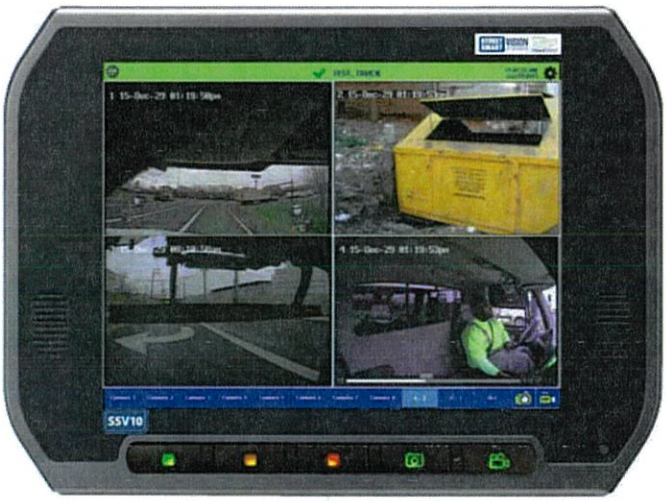
The on-board operational CRM module is available to the driver via in-cab functionality and accessible via a tablet in the cab of the vehicle. The operational CRM system also captures driver, route, and service confirmation in real-time, and the on-board operation CRM system allows drivers to view and scroll through route listings, confirm service completions, note service exceptions (i.e., contamination, non-containerization, blocked cart access, non-set out, etc.), as well as receiving additional dispatched work in real-time.

Additionally, the on-board operational CRM system is accessible to the driver via electronic communication that can be transmitted to customer service and/or dispatch, who also use the operational CRM platform. The tablets hosting the on-board operational CRM system is dismountable by the driver for mobility purposes which will allow the driver to use the tablet as a digital camera to photo-document service exceptions, link the exception to the Customers' account, and report serious operational issues to CR&R in real-time. The operational CRM system allows CR&R to note overloaded carts, blocked access, non-containerization, and contamination events and document them on the Customer's account.

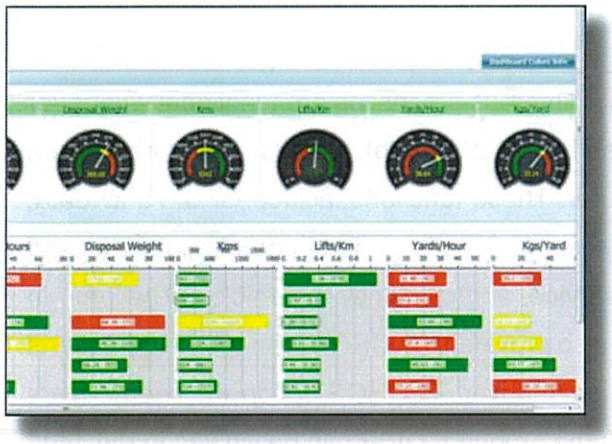
Lastly, the on-board vehicle telemetrics system is connected to a network using wireless data and is also connected to each collection vehicles' on-board computer. The on-board vehicle telemetrics system includes the GPS, video surveillance, driver behavior, hours of service, and maintenance integration to provide increased safety, service, and efficiency to vehicle operations. This on-board vehicle telemetrics system allows CR&R to monitor driver behavior, such as speeding, hard braking, hard acceleration, and area violations. The Route Supervisor and other responsible parties receive notifications when such events occur so they may be addressed with the driver. The video capture component of the on-board system can be viewed in real-time or stored to review past safety or service events. Video capture includes in-cab, front, rear, and side-views.

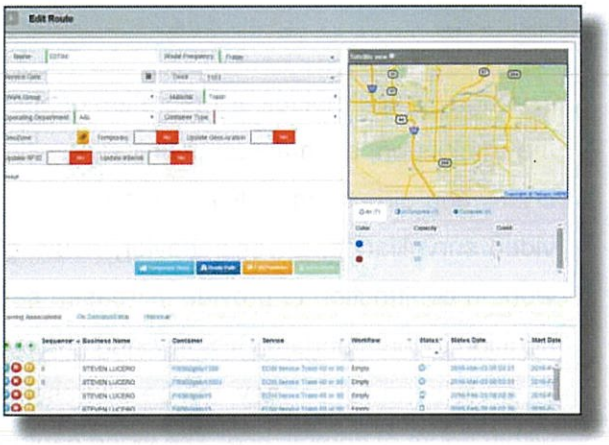
Please refer to the following sections for further information on CR&R's on-board technology designed to increase safety and efficiency, assist with contamination monitoring, and achieve legislative compliance.

## ON-BOARD TECHNOLOGY




CR&R has been the technological vanguard for years and has embraced proven systems to provide the highest standard for digital in-cab operations. This investment has benefited our customers by providing real-time service information and boosted our drivers' experience by providing an uncomplicated process which enhances their defensive driving abilities and eases the dynamic working environment. CR&R has integrated two systems into our digital in-cab operations: ***Mobile-Pak™ and FleetMind™.***




*MobilePak*™ is the onboard module for our operational CRM software *I-Pak*™. This system appears as a tablet in the cab of the truck that captures driver, route, tonnage, and service confirmation in real time which is available to our Customer Service and Dispatch groups. Through seamless integration with our CRM software, CR&R drivers can easily view and scroll through their route list, confirm service completion, note an exception (e.g., contamination, blocked container, container not available), and receive additional dispatched work in real time. Route information is easily entered via a drop-down selection that instantly transmits back to customer service and/or dispatch who utilize the same CRM operational software. All computable route statistics are captured in real time with back-office functions like route productivity, work orders, billing, and route follow up completed instantly.

The *FleetMind*™ portion of the system is a truck telematics solution that provides real time truck data, location, and video monitoring. This system can also provide RFID scanning, which would be used for monitoring any RFID-equipped automated carts. FleetMind offers CR&R an integrated solution to provide safe, efficient service to the City of Laguna Beach, and establishes a foundation for additional innovative products.

Through our technological integration of platforms, numerous processes are functional whenever the truck is on, such as communicating with a web base tool through wireless data, including a DVIR, and direct connection to the vehicle computer. These functions include GPS, RFID data, video surveillance, driver behavior, hours of service (HOS), and maintenance integration, and work in conjunction to provide increased safety, service, and efficiency to vehicle operations. In addition to the standard GPS tracking, the system also provides the CR&R managers event alerts to driver behavior so they can be addressed with each driver. The HOS option will keep drivers within hours of compliance. The video capture with the on-board DVIR can be viewed in real time or stored for past safety or service events.

CR&R can also capture images of contamination upon occurrence. When observed, the driver can capture the contamination image in real-time. The image is logged, sent to through the back-office system, and documented on the customer's account. This system allows for real-time feedback of contamination documentation and eliminates any dispute regarding the correction action tag notice. Contamination notices are directly logged and noted as the driver completes the route providing necessary documentation as well as identifying areas or customers that may need further program assistance with direct outreach.

The use of *Mobile-Pak*™ and *FleetMind*™ throughout CR&R vehicles ensures that all compliance requirements are met with increased safety, service, and efficiency. Moreover, the benefits of our digital in-cab technology to the rate payer include higher customer engagement through service confirmation in real time, measurable service metrics, and enhanced defensive driving practices.

### CUSTOMER SERVICE SOFTWARE

CR&R is equipped with Soft-Pak, a premier, industry specific CRM software program which allows ease of operation by CSR's, operations, and management personnel. This real-time Windows-based system is used company-wide and provides current information allowing CSR's and operations personnel to respond quickly to requests for service. It also allows for the prompt resolution of customer concerns in a timely manner. These programs are fully integrated throughout the CR&R organization at all operating sites. In addition, we have custom software that applies City specific business rules to changes and orders being entered to ensure accuracy.

## COLLISION AVOIDANCE SYSTEM

CR&R is proud to utilize *Mobileeye*™, an AI-powered fleet safety solution in our collection vehicles. *Mobileeye*™ prevents or mitigates collisions by providing drivers with audio and visual warnings of potential hazards on the road. Evidence shows real-time alerts help instill safer driving habits, and further, having access to analytics assists fleet and route managers with safety improvements.

*Mobileeye*™ offers Forward Collision Warnings, Lane Departure Warnings, Pedestrian and Cyclist Collision Warning, Headway Monitoring and Warnings, and Speed Limit Indications. Powered by Intel's latest processor and an improved camera, *Mobileeye*™ offers state-of-the-art collision avoidance technology with night detection, AI recognition and detection of potential hazards at greater distances and a wider field of vision.

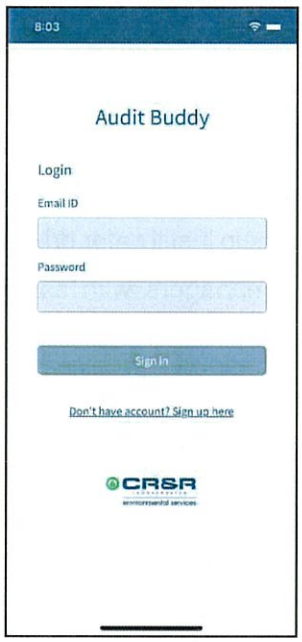
For further information, please visit:
www.mobileye.com/us/fleets/products/mobileye-8-connect

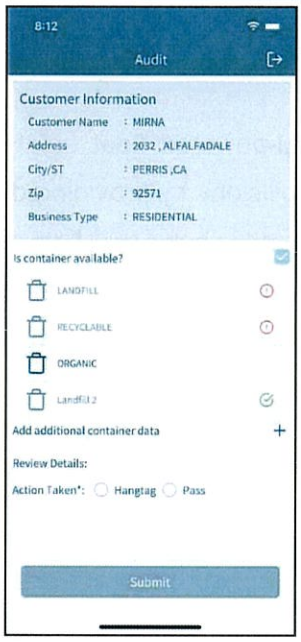
## MOBILE APPLICATIONS – AUDIT PRO

CR&R's propriety mobile application *Audit Pro* adds another layer of enhanced public education, customer communication, legislative compliance assurance and contamination monitoring.

Audit Pro is a proprietary application currently in development by CR&R to allow drivers, auditors, and other company staff to document, photograph and communicate instances of contamination, overloaded containers, and container audit results during SB 1383 route reviews. It is estimated to be deployed in stages throughout the calendar year 2023 and fully operational by the end of Q1, 2024.

This custom designed cloud-based software suite allows CR&R to continuously upload customer information and provide our Drivers, Sustainability Coordinators and Field Auditors a user-friendly tool to document instances of non-conformance with state laws and franchise agreement requirements.




Whether utilizing the mobile application to document route reviews for SB 1383, document instances of contamination, or overloaded bins, *Audit Pro* is one step of many that CR&R is taking to increase our ability to effectively communicate and educate customers with the ultimate objective of aligning disposal behaviors with City goals.

An example situation where "non-conformance with state law or franchise agreement requirements" is a customer not disposing of an item in the correct bin or placing hazardous waste within a container. Audit Pro is being developed to communicate with SoftPak. It can also be used via mobile phone and connected to a cloud-based database. CR&R employees, City Staff and CR&R customers will be able to obtain access to custom "Dashboards" providing varying levels of details based on the user profile of the captured instance including accessing support and educational resources.

The application is being developed for alerts to be customizable, however CR&R customers would be initially contacted via "hang tag", communicating the nature of the auditor's or driver's findings. A "QR code" and website will be available for customers to view further information, including photos, state and city mandates, and access to educational resources. Resolution of the issue would be based on follow-up education and further communication via CR&R staff, but dependent on the specific situation and cause for the driver or auditor's findings.

One primary goal of Audit Pro is to provide information in "real-time", so CR&R Customer Service, Sustainability Coordinators, or CR&R customers have information and access to the event as soon as the driver or auditor documents via the application. A second primary goal of Audit Pro is to maintain a database and ensure information is easily accessible in one location and available to the City for SB 1383 reporting requirements.

**This Proposal Form 11 will become Attachment F-4 to the final Agreement.**

## PROPOSAL FORM 12: NUMBERS AND TYPES OF NEW CONTAINERS TO BE FURNISHED BY CONTRACTOR

CR&R is proposing to use new automated carts for the collection of solid waste, recyclables, and organics as required in the RFP. The carts provided by CR&R shall meet all the design and performance requirements specified in the draft agreement. CR&R proposes the use of Toter (or similar), two-wheel carts for curbside residential services. CR&R will fully comply with the City's requirement that all carts shall contain at least 10% Post-Consumer Recycled Content and at least 50% Post Industrial Recycled Content. Toter carts are manufactured using medium density polyethylene with the company's Advanced Rotational Molding™ process. This provides a superior strength-to-weight ratio not found in standard injection-molded carts and boast the industry's lowest warranty claim rate.

Toter is now offering a 100% recycled cart that has not been deployed in California at this time. The only cart body color available is black. If the City is interested in this 100% recycled residential cart, CR&R would be happy to order and deliver these containers with the appropriate lid color in accordance with SB 1383 Regulations at no additional charge.

CR&R will include serial numbers as the main compliance mechanism for Attachment E-1. Serial numbers are tied to the CR&R CRM system (SoftPak), which allows the recording of cart service events. Additionally, our cart inventory department utilizes the serial numbers for cart inventory tracking.

### Automated Cart Specifications

**35 Gallon Cart** Approximately 25" deep x 20" wide x 39" tall

Load Rating: 112 lbs. Wheel Diameter: 10"

**65 Gallon Cart** Approximately 32" deep x 25" wide x 42" tall

Load Rating: 224 lbs. Wheel Diameter: 10"

**95 Gallon Cart** Approximately 35" deep x 29" wide x 43" tall

Load Rating: 335 lbs. Wheel Diameter: 10"

## Cart Colors

Carts will be provided in distinct colors to designate the appropriate material placement: green for organic material, blue for recyclable material, and black for material to be disposed at the landfill.

Images of the proposed cart lids and cart bodies are shown below.

## Commercial and Multifamily Bins

CR&R proposes new bins for the City of Laguna Beach. Our team conducted a visual assessment of bins currently in placed throughout City of Laguna Beach and found that the condition of the containers varied.

CR&R will provide all bins for service in the City of Laguna Beach. These bins will feature graffiti-resistant paint and will fully comply with the CalRecycle color requirements of SB 1383. CR&R's proposed rates include the provision of reflective fluorescent taping on all commercial and multi-family bins in service within the City, as required by SB 1111.

Split Bins will also be made available for commercial and multifamily customers where space constraints would otherwise preclude their participation in a recycling program.

### Roll-Off Boxes

CR&R proposes to offer 10 cubic-yard and 40 cubic-yard roll-off boxes for the City. All roll-off boxes will be new as specified in the RFP.

### Inventory Management

CR&R is aware of disruptions over the past few years on bin, cart, and roll-off inventory. In anticipation of the franchise award, CR&R currently has in place with our container vendor a "just-in-time" inventory agreement with thousands of containers on hand, which are being stored directly with our vendor. Additionally, over 50,000 square feet of warehouse space is also available in Stanton for storage of anticipated early container production and delivery. CR&R will also work with the incumbent and City to begin container delivery ahead of the franchise agreement start date.

### Manufacturer and Fabrication Information

- Steel Container Manufacturer: Consolidated Fabricators located at 4600 South Santa Fe, Vernon, CA 90058
- CR&R Fabrication Department, located at Orangewood, Stanton, CA 90680

**MSW, Recycling, and Food Scraps/Yard Trimmings Containers for Residential Premises**

| *Item MSW* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 1,300 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 3,600 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 7,200 | $62.00 |
| ***Item RECYCLING*** | | |
| 35-gallon wheeled cart with hinged lid | 1,200 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 3,500 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 7,100 | $62.00 |
| ***Item YARD TRIMMINGS/FOOD SCRAPS*** | | |
| 35-gallon wheeled cart with hinged lid | 1,000 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 2,400 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 8,600 | $62.00 |

**MSW Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | | |
| 65-gallon wheeled cart with hinged lid | | |
| 95-gallon wheeled cart with hinged lid | 500 | $62.00 |
| 1-cubic yard bin | 8 | $729.79 |
| 1.5-cubic yard bin | 32 | $775.40 |
| 2-cubic yard bin | 29 | $821.01 |
| Split 2-cubic yard bin* | | |
| 3-cubic yard bin | 408 | $912.23 |
| Split 3-cubic yard bin* | 32 | $989.32 |
| 4-cubic yard bin | 67 | $1,003.45 |
| Split 4-cubic yard bin* | | |
| 6-cubic yard bin | 15 | $1,185.89 |
| Split 6 cubic yard bin* | | |
| 10-cubic yard roll-off | | |
| 20-cubic yard roll-off | | |
| 30-cubic yard roll-off | | |
| 40-cubic yard roll-off | | |

*Report number of split bins ***only*** in the MSW table to avoid double counting.

**Recycling Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | | |
| 65-gallon wheeled cart with hinged lid | | |
| 95-gallon wheeled cart with hinged lid | 700 | $62.00 |
| 1-cubic yard bin | 6 | $729.79 |
| 2-cubic yard bin | 26 | $821.01 |
| 3-cubic yard bin | 118 | $912.23 |
| 4-cubic yard bin | 20 | $1,003.45 |
| 6-cubic yard bin | 3 | $1,185.89 |
| 10-cubic yard roll-off | | |
| 20-cubic yard roll-off | | |
| 30-cubic yard roll-off | | |
| 40-cubic yard roll-off | | |

**Food Scraps Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 200 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 100 | $43.70 |
| 2-cubic yard bin | 5 | $821.01 |

**Co-Collected Food Scraps and Yard Trimmings Containers for Commercial and Multi- Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 20 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 20 | $43.70 |
| 2-cubic yard bin | 1 | $821.01 |

**Yard Trimmings Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 20 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 20 | $43.70 |
| 2-cubic yard bin | 1 | $821.01 |

**Compactors**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 2-cubic yard compactors | | |
| 3-cubic yard compactors | | |
| 4-cubic yard compactors | | |
| 6-cubic yard compactors | | |
| 10-yard compactors | | |
| 20-yard compactors | TBD | $38,000 |
| 30-yard compactors | | |
| Other compactors (indicate size) | | |
| Vertipak (2 cubic yard) | TBD | $22,000 |
| 2-cubic yard compactor with 20-cubic yard receiver box | TBD | $59,000 |

**Roll-Off Containers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 10-cubic yard roll-off | 4 | $5,345.00 |
| 40-cubic yard roll-off | 12 | $8,525.00 |

### Safety Decals

CR&R recognizes the unique impacts of bin and cart placement in the City of Laguna Beach, particularly in the downtown areas. Given the space constraints, proximity to public rights-of-way, and high-volume of visitor traffic in Laguna Beach, the importance of safety decals is paramount. The CR&R Route Supervisor and Safety Manager will conduct audits of all bins and carts in the downtown area to identify opportunities to place additional safety signage and reflective tape on containers. CR&R is committed to enhancing the City's safety and maintaining visitor-friendly labeling of the carts and bins placed in Laguna Beach.

**This Proposal Form 12 will become Attachment E-2 to the final Agreement.**

## PROPOSAL FORM 13: IMPLEMENTATION PLAN

The team of professionals at CR&R is ready to serve the City of Laguna Beach. We offer the benefit of our extensive transition experience and the added benefit of direct experience serving the Laguna Beach. Many of the industry experts who have joined the CR&R team have previous experience with the unique service and safety needs of the Laguna Beach community. We also have seen firsthand the City's environmental priorities and commitment to leadership in addressing climate change. From CR&R's Sustainability Team to the members of our Operations and Implementation team, CR&R knows how to serve the City of Laguna Beach. We understand the complexities of service delivery, and the importance of our number one priority - safety - for all employees, residents, and community members. Our team members have exceptional experience from roll-out to contract administration, billing set-up, to content generation. We are ready to partner, and CR&R is ready serve.

Over the past 60 years, CR&R has implemented numerous refuse, recycling, and organics management programs. CR&R has successfully transitioned services in sixteen (16) municipalities over the last ten (10) years. In each City, we completed a comprehensive implementation process, with a focus on communication with municipal staff, community engagement and developed robust outreach and education programs. These efforts, along with the support of our experienced team and the benefit of our expansive infrastructure, have resulted in a seamless, proven process.

### Weekly Timeline

The following is an overview of the comprehensive week-by-week implementation timeline starting with the award of the contract and continuing through 90 days after the commencement of services.

- Activities related to vehicles are displayed in green.
- Activities related to containers and bins are displayed in gray.
- All other activities are displayed in blue.

A detailed narrative description of this timeline is provided on the pages that follow the timeline.

| Implementation Activity | Month | April 2023 | | | | May 2023 | | | | | June 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Request Tax-Roll Billing Data from City | | | | | | | | | | | | | | |
| Request Billing Data from Hauler | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order RNG-Fueled Collection Vehicles | | | | | | | | | | | | | | |
| Order Electric and Light Weight Collection Vehicles | | | | | | | | | | | | | | |
| Coordinate with City to select site for Charging Station | | | | | | | | | | | | | | |
| Order EV Charging Stations | | | | | | | | | | | | | | |
| Initiate Permitting of EV Charging Stations | | | | | | | | | | | | | | |
| Order Residential Containers | | | | | | | | | | | | | | |
| Negotiate Existing Bin Purchase with Incumbent | | | | | | | | | | | | | | |
| Order Commercial Bins | | | | | | | | | | | | | | |
| Develop and finalize transitional outreach and education plan | | | | | | | | | | | | | | |

| Implementation Activity | Month | July 2023 | | | | Aug 2023 | | | | | Sept 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order Carts and Bins | | | | | | | | | | | | | | |
| Order RNG, Electric and Light Weight Vehicles | | | | | | | | | | | | | | |
| Work with City to select City site for EV Charging Station and Order Charging Station equipment | | | | | | | | | | | | | | |
| Begin process of permitting EV Charging Stations | | | | | | | | | | | | | | |
| Develop cart and bin decal graphics | | | | | | | | | | | | | | |
| City Review and Approvals cart and bin decal graphics | | | | | | | | | | | | | | |

| Implementation Activity | Month | Oct 2023 | | | | Nov 2023 | | | | | Dec 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order Bin Decals | | | | | | | | | | | | | | |
| Develop city-specific website | | | | | | | | | | | | | | |
| Preliminary review of existing customer database | | | | | | | | | | | | | | |
| Customer database updated with route identifiers | | | | | | | | | | | | | | |
| Analysis of Tax-Roll Data | | | | | | | | | | | | | | |
| Work with Local Postmaster on Residential Mailing List | | | | | | | | | | | | | | |
| Preparation of Tax-Roll Data report for City | | | | | | | | | | | | | | |

| Implementation Activity | Month | Jan 2024 | | | | | Feb 2024 | | | | Mar 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| 1st Direct Billing Public Outreach Mailing Prepared | | | | | | | | | | | | | | |
| Preparation and Mailing of Residential Cart Survey and Processing of Responses | | | | | | | | | | | | | | |
| Anticipated Start of Delivery of New Carts | | | | | | | | | | | | | | |
| Collection schedules reviewed and finalized | | | | | | | | | | | | | | |
| Route maps finalized and submitted to City | | | | | | | | | | | | | | |

| Implementation Activity (Continued) | Month | Jan 2024 | | | | | Feb 2024 | | | | Mar 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Development of Bin Sensor Brochure | | | | | | | | | | | | | | |
| Safety program customized for Laguna Beach | | | | | | | | | | | | | | |
| Commercial field surveys | | | | | | | | | | | | | | |
| Order Bin Sensors | | | | | | | | | | | | | | |
| Provision of Direct Billing Webpages for City Website | | | | | | | | | | | | | | |
| Social Media Calendar Submitted to City | | | | | | | | | | | | | | |
| Implementation of Social Media Plan | | | | | | | | | | | | | | |
| Direct Billing Public Outreach Mail Piece Sent | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |

| Implementation Activity | Month | April 2024 | | | | May 2024 | | | | | June 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Draft of Bill Format Submitted to City | | | | | | | | | | | | | | |
| Continued Delivery of New Carts | | | | | | | | | | | | | | |
| Delivery/Swap out of Bins | | | | | | | | | | | | | | |
| Commence recycling outreach & field surveys | | | | | | | | | | | | | | |
| Continued Implementation of Social Media Plan | | | | | | | | | | | | | | |
| 2nd Direct Billing Public Outreach Mailing Prepared | | | | | | | | | | | | | | |
| 2nd Direct Billing Public Outreach Mail Piece Sent | | | | | | | | | | | | | | |
| Installation of EV Charging Stations | | | | | | | | | | | | | | |
| Painting and Labeling of New Collection Vehicles | | | | | | | | | | | | | | |
| Licensing of New Collection Vehicles | | | | | | | | | | | | | | |
| AB 1669 Hiring Process | | | | | | | | | | | | | | |
| Assigning of Sustainability Coordinators (SC) & Liaison | | | | | | | | | | | | | | |
| SC reviews of incumbent customer data | | | | | | | | | | | | | | |
| SC conducts commercial and multifamily customer site visits to confirm service level and container count | | | | | | | | | | | | | | |
| SC establishes communications and public education alongside City staff for residential, multifamily, and commercial customers | | | | | | | | | | | | | | |
| SC liaises with the School District and establish school year public education programs | | | | | | | | | | | | | | |
| SC liaises with the large venues to ensure public education and programs are in place | | | | | | | | | | | | | | |
| SC monitors and provides customers assistance during the cart and container exchange | | | | | | | | | | | | | | |
| Hiring of Other Key Personnel | | | | | | | | | | | | | | |
| Driver Safety Training | | | | | | | | | | | | | | |
| Training of Customer Service Team | | | | | | | | | | | | | | |
| Development of Billing Forms | | | | | | | | | | | | | | |
| Development of Customer Service forms | | | | | | | | | | | | | | |
| Installation of Bin Sensors | | | | | | | | | | | | | | |
| Notification of Residential Customers of charges for extra carts and the prohibition of non-containerization | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |

| Contract Commencement Activity | Month | July 2024 | | | | Aug 2024 | | | | | Sept 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Responding to Customer Questions | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |
| Troubleshooting | | | | | | | | | | | | | | |
| Switch out of Cart (Customer requests new size) | | | | | | | | | | | | | | |
| Begin Phase-Out of Yellow Bag Food Scrap Program | | | | | | | | | | | | | | |
| Begin Cal Green Business Certifications | | | | | | | | | | | | | | |
| Submit News Articles for City Approval | | | | | | | | | | | | | | |
| Audit of Residential Services and Billing | | | | | | | | | | | | | | |
| Submit Draft HOA/Property Managers Notice for City Approval | | | | | | | | | | | | | | |
| Submit proposed Social Media calendar for City Approval | | | | | | | | | | | | | | |
| Submit a corrective action notice for City Approval | | | | | | | | | | | | | | |
| Submit Edible Food Donation Brochure for Tier 1 and Tier 2 Generators for City Approval | | | | | | | | | | | | | | |

### Status Meetings with the City

CR&R proposes to begin implementation meetings with City staff as soon as City Council approves the new Franchise Agreement. Initial meetings would include CR&R's Regional Vice President, City Liaison, Senior Sustainability Manager, City Sustainability Coordinators, and Operations staff. Together we will review the developed informational material, the anticipated delivery schedules, as well as any concerns that may be anticipated for the start-up. Information regarding the Tax Roll Billing Transition Meetings is provided later in this Form under the heading of Billing System Implementation.

### Proposed Meeting Frequency

We propose bi-weekly meetings with City staff starting immediately upon award of the new Franchise Agreement. Three months prior to commencement, we propose increasing the meeting frequency to weekly. CR&R proposes continuing weekly meetings for the first three months of the new contract, then bi-weekly meetings until the City is comfortable with transitioning to the standard monthly meetings.

## PUBLIC INFORMATION AND CONSUMER EDUCATION

CR&R has many valuable years of experience in designing, implementing, and administrating highly effective public outreach campaigns that encourage community members to learn about reducing waste and preserving natural resources. As a company dedicated to promoting recycling, CR&R understands that public education and outreach plays an important part in the process of any solid waste management program to continually inform segments of the community about recycling programs and changes in legislation.

Through our public outreach, we provide residents, businesses, and community stakeholders with specific recycling programs and activities that serve to inform and encourage participation in source separated recycling programs to support CalRecycle program compliance. CalRecycle staff continually monitors and tracks City program progress year over year to evaluate effectiveness and if enhancements are needed to increase participation. CR&R stands ready to be your resource and ally in developing solutions that are business-friendly and effective.

CR&R has more than a decade of experience with an in-house team of more than 20 Sustainability Coordinators who engage and inform customers of the programs and services available to them. We found that with appropriate staffing and in person customer contact obstacles to implementing recycling programs can be eliminated and goals met.

Materials such as custom newsletters, inserts, print advertisement, and visual materials (signs, posters, charts, and pictures) will serve to carry specific messages and images that will help deliver the overall messaging for community-wide sustainability. Outreach materials are tailored for specific target audiences such as residential, commercial, and multifamily. Additionally, the dedicated Sustainability Team will provide supplemental training materials during individual customer program implementation.

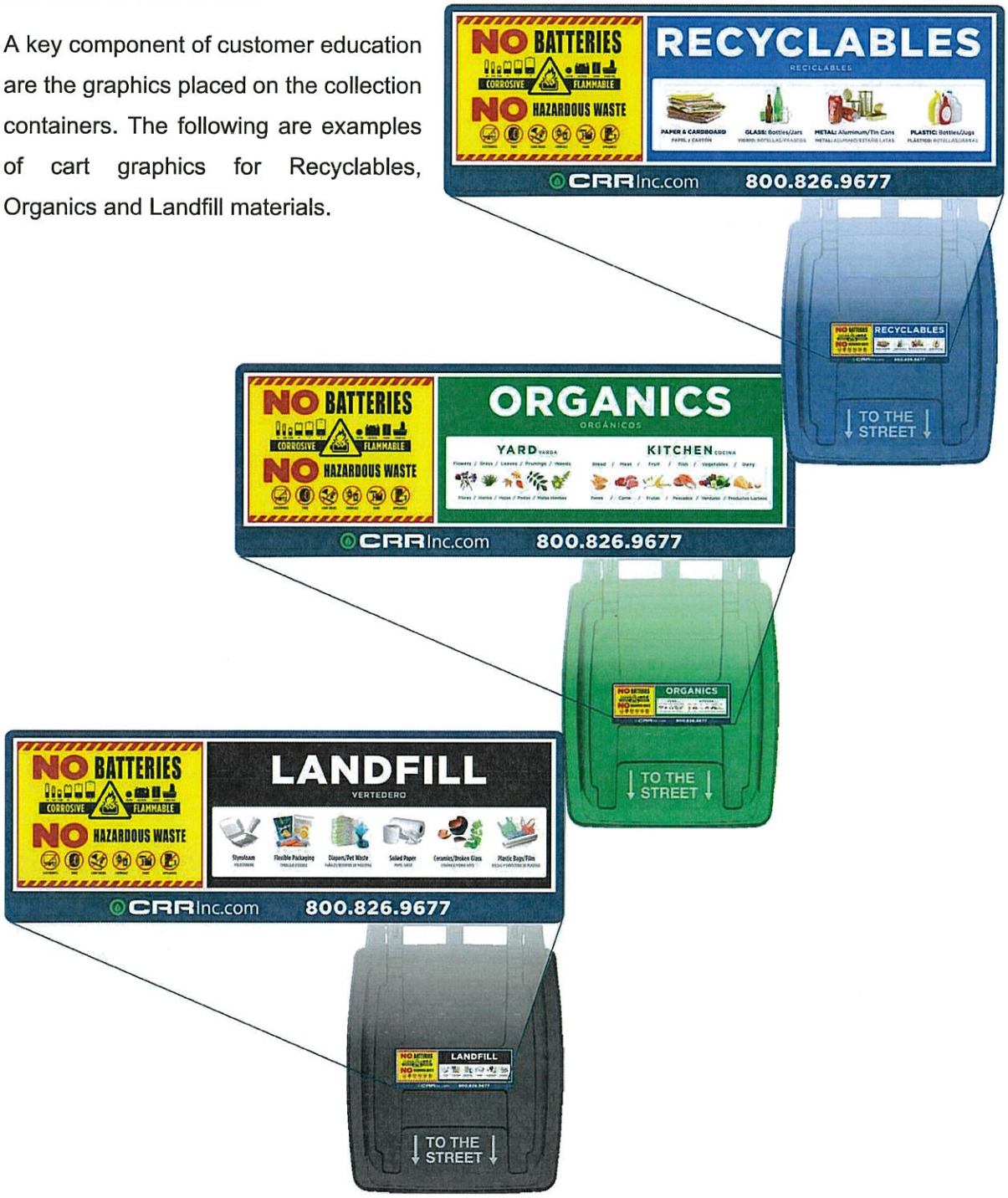
CR&R recognizes the critical importance of communication with the public throughout this transition process. Customers will need information about CR&R's service delivery as well as education about new programs. CR&R will fully comply with all requirements Section 5 of the Scope of Work, including the following:

- Conducting ongoing public outreach to familiarize customers with the benefits of Diversion
    - Providing data on Diversion activities to the city
    - Explaining services and programs available to customers
    - Publicizing materials to be collected for diversion
- Providing professionally designed and produced public outreach materials.
    - Developing attractive, easy to read, and well-designed content
    - Submitting all content to the City for review and approval a minimum of thirty (30) days prior to printing/production.
- Providing an annual presentation to the City Council regarding programs, services, and diversion matters
- Developing effective Residential Public Education and Outreach Materials
    - Creating and updating an Annual Residential Recycling Guide as described in Section 5.4.1 of the Scope of Work
    - Preparing and distributing Semi-Annual Residential Special Programs Notifications as described in Section 5.4.2 of the Scope of Work
    - Producing a How-To Video for the Residential Program as described in Section 5.4.3 of the Scope of Work
    - Conducting Residential Outreach regarding the implementation of new routing as described in Section 5.4.4 of the Scope of Work
- Preparing Laguna Beach City News Articles
- Conducting HOA and Property Manager Outreach
    - Completing the notice process as described in Section 5.6 of the Scope of Work
    - Meeting with every property manager of Multi-Family Premises at least twice each year and attending Multi-Family related community meetings as described in Section 5.6 of the Scope of Work
- Preparing an annual brochure for Multi-Family Commercial, HOA's and Gated Communities regarding Yard Trimmings as described in Section 5.7 of the Scope of Work
- Preparing an annual brochure for Commercial and Business establishments regarding services, rates, diversion programs, the Bin Sensor Program, and other topics as described in Section 5.8 of the Scope of Work

- Preparing an annual brochure for Commercial and Business establishments regarding SB 1383 as described in Section 5.9 of the Scope of Work
- Developing an AB 827 Food Scraps brochure and associated training materials to assist food-serving Commercial and Business Establishments as described in Section 5.10 of the Scope of Work
- Developing an SB 1383 Commercial Restaurants Food Scrap Brochure, Training Materials and Signage as described in Section 5.11 of the Scope of Work
- Providing Diversion Program brochures, signs, table tents and information sheets for the high number of seasonal renters staying in Laguna Beach as described in Section 5.12 of the Scope of Work
- Developing an Edible Food donation brochure outlining the SB 1383 and other requirements for Tier 1 and Tier 2 generators as described in Section 5.13 of the Scope of Work
- Developing special events brochures, training materials and signage as described in Section 5.14 of the Scope of Work
- Producing a how-to video to education Businesses and Commercial Establishments, and using the footage to create two (2) commercials to promote the video as described in Section 5.15 of the Scope of Work
- Producing Social Media posts to promote the City's Diversion Programs as described in Section 5.16 of the Scope of Work
- Developing bin sensor brochures and training materials for Business and Commercial Establishments and Multi-Family Commercial customers as described in Section 5.17 of the Scope of Work
- Completing additional outreach and education activities described in Sections 5.18-5.23 of the Scope of Work, including the provision of a classroom education curriculum, the development of a Corrective Action Notice, cooperating in the joint-jurisdiction public education campaigns conducted by the City, developing and maintaining a website, attending seminars, workshops, presentations, and meetings, and creating and maintaining non-bill mailing lists.

## Automated Cart Labels

A key component of customer education are the graphics placed on the collection containers. The following are examples of cart graphics for Recyclables, Organics and Landfill materials.



## AUTOMATED CARTS

CR&R is proposing new carts for the collection of solid waste, recyclables, green waste, and organics as required in the RFP. Carts will be uniform in appearance using the specified color for each waste stream consisting of black for refuse, blue for recycling, and green for green waste and organics. These containers are stackable which allows for an efficient delivery process, and they are similar to the containers currently utilized by the City. CR&R has an excellent, long-standing relationship with automated cart manufacturers. The carts will be ordered upon award of contract, and CR&R will work diligently to have any required carts ready for distribution to customers as early as six months prior to the start of the new services. It is our intent to complete any necessary cart deliveries incrementally, finishing well before the start of the new contract. CR&R will coordinate, as necessary, with the incumbent hauler to ensure a smooth and seamless transition.

### Survey of Residential Customers

CR&R will survey Residential Customers to determine the size of the cart they refer for each material prior to the distribution of carts. Once CR&R confirms the anticipated delivery date of the Laguna Beach carts, the timing of the two-part postcard or mailer will be confirmed. Customers will be asked to mail back the postcard portion of the mailer, or use an online survey program, to indicate their choice of carts. CR&R will complete this process as described in Section 1.6.1.1 of the Scope of Work.

### Charges for Extra Residential Carts

CR&R will direct mail a targeted notice to all Single-Family Residential Premises with extra carts on or before July 1, 2024 regarding charges for extra carts to begin October 1, 2024. Customers will have the option of having extra carts removed. CR&R will also notify Single Family Customers regarding the prohibition against non-containerization, notifying them that as of October 1, 2024, all customers are required to containerize all materials.

## BINS

In addition to meeting the RFP's requirement for carts, CR&R is also proposing new bins. CR&R also has an excellent, long-standing relationship with bin manufacturers and will have bins ready for delivery prior to the implementation date. CR&R will also order Bin Sensors and initiate installation as early as 30 days prior to the start of the new contract. All required bin exchanges will occur prior to the start of the new contract and will be coordinated in cooperation with the incumbent.

### Container Maintenance

CR&R's container maintenance program is managed by our shop and maintenance personnel daily. We do not subcontract our container maintenance to third party vendors. We also maintain daily inventories of each container size and color to be able to address our customers' needs.

Our container delivery personnel are required to notify management if any inventory category reaches a certain minimum level. This serves as a second layer of protection against shortages. If a customer requests an exchange of their container, it is performed on the next scheduled collection day. If the customer states that there is a safety issue with the container, then an emergency ticket is submitted, and the container is switched out within 24 hours.

## VEHICLES

CR&R is proposing the use of RNG-fueled collection vehicles as well as the deployment of lightweight and electric vehicles as required in the RFP. All vehicles will be ordered immediately upon award of the contract. Beginning four-to-six weeks prior to the commencement of the new contract, the vehicles will be painted and licensed.

### Electric Vehicle Charging Stations

CR&R plans to install two EV charging stations. The first will be located at our facility in Stanton and used for overnight charging. The second will be located at a site in Laguna Beach, co-selected with the City. The process of identifying the Laguna Beach location, which will also be available for municipal charging, will begin during the first month following the award of contract. The process of permitting and installing the Stanton EV charging station will begin immediately upon award of the contract. The Laguna Beach process will commence upon selection and approval of the City site.

## RESIDENTIAL CURBSIDE COLLECTION

CR&R proposes a three-cart collection program, including a refuse cart for materials that can only be sent to the landfill, a recyclables cart for commingled recyclable materials, and an organics cart for commingled yard trimmings and food waste.

### Additional Services

CR&R will provide the following additional components as part of the Residential service program, in full compliance with the requirements described in the Agreement:

- In-Home Kitchen Pails
- Bulky Item Collection
- Special Events Collection
- Holiday Greenery Collection and Recycling
- Household Hazardous Waste Collection
- Household Hazardous Waste Drop Off and Shredding Events
- Sharps Mail-in Service
- Battery and Fluorescent Lamp Drop Off
- Composting Workshops
- Compost Giveaway Events

### Commercial and Multifamily Collection

CR&R will provide bin collection services including refuse, source separated recyclables, green waste, and organic waste. We will also offer Internal Organics Collection Containers to commercial organics customers at cost and offer In-Home Kitchen Pails to multifamily customers at no additional charge.

## Split Bin Recycling Program

Some commercial and multifamily customers have barriers to participating in recycling programs due to space constraints. Sometimes, a property manager will deny recycling in fear of sizable items being dumped in their recycle bin or the lack of enclosure space to add a recycling bin. To address these concerns, CR&R made split bins available to other communities to encourage recycling for commercial and multifamily customers with commercial bin service. The split bin utilizes either a 3-yard or 4-yard bin which is partitioned down the middle providing collection of trash on one side and recycling on the other. Customers have the option to lock one or both sides of the bin. The special lid on the recycle side of the bin minimizes contamination and encourages participants to break down items, such as cardboard, before tossing them in the recycle side of the bin. The special lid also deters scavenging from occurring. The split bin is ideal for properties with space constraints. CR&R would offer this option to City of Laguna Beach multifamily and commercial customers to encourage more participation in the recycling program.

## Additional Services

CR&R will provide the following additional components as part of the Commercial and Multifamily service program, in full compliance with the requirements described in the Agreement:

- Green Business Certification
- Roll-Off Box Collection
- Temporary Bin Service
- Bin Push-Out Service
- Locking Bins
- Bin Sensors

## CUSTOMER SERVICE

CR&R's tremendous service transition experience gives our team essential expertise in managing the new customer growth that comes with the award of a new franchise agreement. Using our continual call volume monitoring, call volumes are used to project staffing for both steady state and transition periods.

Training and preparing existing and any newly hired staff will occur to ensure a comprehensive knowledge of the new contract services. As a result of these activities, our Customer Service Representatives (CSR's) will be well prepared to handle customer calls during the transition and throughout the term of the franchise.

Training will include extensive involvement by Operational staff, who will be overseeing cart and bin exchanges, and implementing the routing transition. All routing details will also be incorporated into the training and setup in the Customer Relationship Management (CRM) system prior to service initiation date for the City of Laguna Beach. As a result of these activities, our CSR's will be well prepared to handle customer calls during the transition and throughout the term of the franchise.

To ensure optimal service provision during the initial months of a transition, CR&R will also designate experienced CSR staff members to assist with the increase in phone calls that are anticipated as part of the change in service providers. This extra level of staffing will ensure total coverage and superior response time to handle calls from the City of Laguna Beach.

These resources are in addition to the increase in permanent staff that is planned for handling the steady state of call inquiries that are anticipated as a regular course of business.

## BILLING SYSTEM IMPLEMENTATION

CR&R has extensive experience integrating customer information into its computer database and will be able to do so seamlessly for the City of Laguna Beach. We are prepared to transition billing from the current service provider and from the City tax rolls. We will request tax roll information directly from the City immediately upon award of the contract. This information will include data such as the billing names and addresses and APN. A concurrent request will be made to the current hauler to obtain all service information. This will include service names and addresses, number and type of containers, service days, routes, and any other relevant customer data. The hauler information request will also include the APN. CR&R will then match these City and hauler files using the APN number to create one account for each service address. CR&R will meet all timeline requirements for the data request, data analysis and reporting as specified in Section 1.1 of the Scope of Work. We will work closely with the City's designated staff person and our accounting team will meet the City's designee on a weekly basis, from the award of contract through the first billing to ensure all data is received and billing transition goes smoothly.

CR&R will also fully comply with the preparation and distribution of the 1st and 2nd Direct Mail pieces to both Single Family Dwellings and Multi-Plex Property Owners and Residents related to direct billing, as described in Sections 1.1 and 1.2 of the Scope of Work. In addition, CR&R will complete the Social Media and Website Page postings as described in Section 1.2.5 of the Scope of Work.

CR&R will meet all requirements for Residential, Commercial, Multi-Family and Roll-Off Billing as described in Section 1.3 of the Scope of Work. This includes the requirements for audits, the maintaining of billing records, the access to records by the City and the process for billing shared containers.

## ROUTING IMPLEMENTATION

CR&R has a routing system complete with the following structure to ensure that our drivers are monitored and remain on route throughout the day.

- Automated and paper routes with designated start times and end times along with tracking of each stop and the service time.
-

- CR&R will develop a target completion time for each route and hold the driver accountable. This will ensure that we can meet the City's service window as outline in the collection agreement and/or ordinance.

Route Managers will meet each morning with their designated drivers to hold a tailgate safety meeting and to discuss any special route requirements for the day.

- Route Managers will be available throughout the day to supervise the routes to ensure compliance with the collection time window and take care of any customer issues that occur throughout the day.
- At the completion of the workday, all routes are turned into our Industrial Engineering Department where they are uploaded into the computer system and a daily routing report is generated.
- The following day, the route managers review the report and discuss any inconsistencies with the appropriate driver.
- At the end of the month, a monthly report is prepared to review the percentage (%) of service delivery for each route to ensure that the company is meeting our internal goal of 95%.

## SAFETY PROGRAM IMPLEMENTATION

CR&R understands the unique safety needs of the City of Laguna Beach. CR&R strives to provide a culture of safety in all aspects of our operations. CR&R is especially proud of its safety record and works daily to ensure that our employees make the right decision in every element of their job. We recognize that safety is everyone's responsibility. It starts at the top with our Executive Team which sets the expectation and culture that nothing is more important than safety and reinforces this commitment by hosting a monthly safety review with the executive staff, senior managers, operation managers and route managers in attendance.

We recognize that our most important and valuable asset is our people. For them to be successful, our Senior Management Team continues to provide its leadership and guidance when it comes to Health and Safety. The Safety Director has provided all departments a framework that details the safe way each employee is to conduct their responsibilities and is encouraged to speak up if conditions interfere with the safe way. CR&R believes that State and Federal (e.g., OSHA and

DOT) regulations represent the minimum standard, and actively solicits input from its employees on how to minimize risk and maximize employee safety.

## DRIVER SAFETY TRAINING

All CR&R drivers are placed through a thorough Safety Training Program beginning with our comprehensive Driver Training and Orientation Program. The following is a brief and condensed outline of our Safety Training Program.

### Training Goals

- Ensure compliance of required training as directed by 49CFR regulations
- Ensure compliance of required training as directed by Federal and California OSHA regulations
- Ensure all requirements of Section 8.05.E are fully addressed, including but not limited to the following:
    - Pedestrian safety and driving while other vehicles are present
    - School safety
    - Hazardous Waste handling
    - On-board fires and fires in all types of containers
    - Protocols for handling leaks and spills
    - Dangers of all types of impaired driving
    - Dangers of distracted driving
- Ensure drivers receive required information on company policies and benefits
- Ensure drivers receive as understanding of their vehicles, preventive maintenance responsibilities, and an ability to detect when problems arise with their vehicles
- Ensure drivers receive an understanding of their responsibilities for best safe practices when operating a vehicle and performing their job duties
- Ensure drivers receive an understanding of safety rules and procedures at disposal facilities
- Perform reviews of all drivers periodically and as needed to ensure company standards are being met

### Employee Safety Training

- All new CR&R employees will undergo a training and orientation program and verify that they have received the proper training
- Current employees will undergo training as needed based on performance and incidents

### Safety Training Coordinator Responsibilities

- Implement and update training program as required and ensure all requirements of Section 8.05.E of the agreement are fully addressed
- Perform required training and verify understanding of material presented
- Perform periodic evaluations of all drivers to ensure standards are met and recommend to the appropriate manager any follow up training required
- Perform as needed evaluations on drivers deemed at risk

### Management Responsibilities

- Provide support and guidance as needed
- Review program and ensure driver compliance
- All work will be performed in accordance with the highest safety standards as outlined in our Safety Training curriculum

## SUSTAINABILITY TEAM

When it comes to sustainability program implementation, CR&R knows that a **"Boots on the Ground"** approach is required. As such, dedicated Sustainability Coordinators are a vital tool for our strategy to achieve compliance with CalRecycle requirements and maximize program participation, while increasing diversion rates. The success of any implementation plan begins and ends with the professionals who are responsible to make it happen.

CR&R will dedicate two Sustainability Coordinators to the City of Laguna Beach. The assignment process for highly qualified Sustainability Coordinators will immediately with the award of the contract, with the goal of identifying qualified CR&R employees or on-boarding new hires so that they are ready to begin the implementation of critical transition activities prior to the start of the Agreement.

The Sustainability Coordinator will begin implementation activities in April 2024. These activities, which are also shown in the implementation timeline, include the following:

- Review of incumbent customer data
- Commercial and multifamily customer site visits to confirm service level and container count
- Establishing communications and public education alongside City staff for residential, multifamily, and commercial customers
- Liaise with the School District and establish school year public education programs
- Liaise with the large venues to ensure public education and programs are in place to comply with SB 1383 requirements
- Monitor and provide customers assistance during the cart and container exchange

The Sustainability Coordinators will be responsible for all aspects diversion program implementation. They will conduct Residential outreach and education and Multi-Family and Commercial site visits. CR&R will fully comply with all Diversion Program outreach and education, compliance and reporting requirements as described in the Franchise Agreement and Scope of Work.

The following are examples of materials developed by the CR&R Sustainability Team. All materials developed for Laguna Beach will be customized for the City and compliant with the requirements of the Franchise Agreement and Scope of Work.

CITY OF LAGUNA BEACH
## SOLID WASTE AND RECYCLING GUIDE

CR&R environmental services

Residence

### REMEMBER ON COLLECTION DAY

1 The carts should be placed at the curbside no later than 6:30 am on collection day and removed from the curbside within 12 hours after service.
2 The carts should be placed with the handles and wheels facing towards your home.
3 Place carts side-by-side approximately 1-2 feet apart & at least 3 feet from any obstruction (i.e. vehicles, fire hydrants, trees).
4 Items placed outside of carts will not be collected. Cart lids should be closed. Please do not overload.

### ITEMS FOR RECYCLING CART

- Glass
- Plastic
- Metal
- Paper

### ITEMS FOR LANDFILL CART

- Mixed Products
  - *Plastic / Metal Combination*
- Waxed Paper
- Coated Products
- Diapers
- Ceramic / Pyrex
- Pet Waste
- Clothes Hampers
- Paper Towels
- Styrofoam
- Palm Fronds

**No Toxic or Hazardous Waste**
**No Batteries**
**No Liquid Waste**
**No Paint**

### ITEMS FOR ORGANICS CART

- Meat / Fish / Dairy
- Fruits / Vegetables
- Bread/Grains
- Coffee & Filter
- FOG (Fats, oil, grease)
- Grass Leaves
- Flowers / Weeds
- Prunings / Wood
- Food Soiled Paper

### TEMPORARY COLLECTIONS

Larger waste collection containers (from 3 yards to 40 yards) are available for clean-up projects and other disposal needs. For additional pricing details or to arrange for a delivery of a larger container to your residence or business, please call CR&R Customer Service at

## Green Waste | Desechos Orgánicos

The following are acceptable materials for disposal in your green bin:

Los siguientes son materiales aceptables para poner en su cubo de desechos Orgánicos:

| | |
|---|---|
| Weeds | Malas Hierbas |
| Garden Trimmings | Recorte de Jardín |
| Wood Scraps/Chips | Restos de Madera / Astillas de Madera |
| Grass Clippings | Recortes de pasto |
| Green Plants | Plantas Verdes |
| Dry Leaves | Hojas Secas |

Palm fronds are not recyclable. Please place cut palm fronds in the trash.

Las hojas de palma no son reciclables. Por favor coloque las hojas de palma cortadas en la basura.

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.com
the face of a greener generation
800.826.9677

# FOOD WASTE

RECYCLING

YES

- FRUITS
- VEGETABLES
- DAIRY
- BREADS
- GRAINS
- MEAT
- SEAFOOD
- TEAS
- COFFEE GROUNDS

được

- TRÁI CÂY
- RAU
- SỮA
- BÁNH MÌ
- HẠT, NGŨ CỐC
- THỊT
- HẢI SẢN
- CÀ
- BÃ CÀ PHÊ
- CỦA LỌC

SÍ

- FRUTAS
- VERDURAS
- PRODUCTOS LÁCTEOS
- PANES
- CEREALES
- CARNE
- MARISCOS
- PESCADOS
- CAFÉ MOLIDO DE GRANO

NO
- PLASTIC
- STYROFOAM
- GLASS
- METAL
- LIQUIDS

KHÔNG ĐƯỢC
- NHỰA
- THỦY TINH
- KIM LOẠI
- CHẤT LỎNG
- XỐP

NO
- PLASTICO
- UNICEL
- VIDRIO
- METAL
- LIQUIDOS

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800.826.9677

CR&R environmental services

April 15, 2020

Niguel Clubhouse LLC
31271 Niguel Rd.
Laguna Niguel, CA

Re: Food Waste Recycling (AB 1826)

Dear Howard,

**Assembly Bill 1826 requires all businesses in the State of California that generate 4 or more yards of waste per week to recycle organics.** The City of Laguna Niguel is looking to businesses such as yours to divert as much waste as possible from your site located at *31271 Niguel Rd. Laguna Niguel, CA 92677*. Please review the table below for recommended updates and compliance with AB 1826.

**Regular Service:** account # - 45908

| Enclosure | Bin Quantity | Bin Size | Bin Type | Service Days | Yards/Week | Cost/Month |
|---|---|---|---|---|---|---|
| 1, 3 | 2 | 3 yard | Trash | 4 | 24 | $891.08 |
| 4 | 1 | 3 yard | Trash | 6 | 15 | $1,657.59 |
| 2 | 1 | 3 yard | Trash | 3 | 9 | $310.57 |
| 1, 4 | 2 | 3 yard | Recycle | 3 | 18 | $310.86 |
| 3 | 1 | 3 yard | Recycle | 2 | 6 | $115.05 |
| 2 | 1 | 2 yard | Green Waste | 1 | 2 | 542.94 |
| 1 | 1 | 95 gal. | Green Waste | 1 | 0.5 | $14.41 |
| | **Total** | | | | **74.5** | **$2,048.05** |

**Proposed Service:** addition of 2-yd Food Waste bin (decrease of $37.74 per month)

| Enclosure | Bin Quantity | Bin Size | Bin Type | Service Days | Yards/Week | Cost/Month |
|---|---|---|---|---|---|---|
| 1, 3, 4 | 3 | 3 yard | Trash | 4 | | |
| 2 | 1 | 3 yard | Trash | 3 | | |
| 1, 4 | 2 | 3 yard | Recycle | 3 | | |
| 3 | 1 | 3 yard | Recycle | 2 | | |
| 2 | 1 | 2 yard | Green Waste | 1 | | |
| 1 | 1 | 95 gal. | Green Waste | 1 | | |
| 1 | | 2 yard | Food Waste | 2 | | |
| | **Total** | | | | | |

CR&R environmental services

## SITE SURVEY

CUSTOMER: _____ CR&R REP: _____
PHONE: _____ OFFICE PHONE: ___
NAME: _____ CELL PHONE: _____
ADDRESS: _____ EMAIL ADDRESS: _____
CITY: _____ DATE: _____

**MCR – Mandatory Commercial Recycling**
☐ Compliant
☐ Noncompliant
☐ MCR container not being utilized.
☐ Incorrect material inside container.
__ Trash
__ Contaminated Cardboard
__ Organic Food Waste
__ Organic Green Waste
__ Explain: _____

**MORe – Mandatory Commercial Organics Recycling**
☐ Compliant
☐ Noncompliant
☐ MORe container not being used.
☐ Incorrect material inside container.
__ Trash
__ Recyclable Material
__ Contaminated Material
__ Explain: _____

**Trash Container**
| | Compliant
| | Noncompliant
☐ Incorrect material inside container.
__ Recyclable Material
__ Organics Material
__ Hazardous Waste
__ Other Material
__ Explain: ___

| | Please call us to help you be compliant with your trash and recycling service

**This Proposal Form 13 will become Attachment C to the final Agreement.**

## PROPOSAL FORM 14: NOT USED

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## PROPOSAL FORM 15: DESCRIPTION OF MATERIALS RECOVERY PROCESSING FACILITY(IES) – CLEAN MRF

**CR&R Western MRF**

**Location:** 11292 Western Ave, Stanton, CA

**Owner:** CR&R

**SWIS:** 30-AB-0013

**Capacity Guarantee:** Guaranteed by CR&R

**Tonnage Reserved for Laguna Beach:** 6,000+ Tons Annually

**Materials to be Processed:** Residential and Commercial Commingled Recyclables

**Diversion Rate:** 75-95%

**Cost per Ton:** $116.87

**Contact Information:** Michael Silva, michaels@crrmail.com, 714-883-3777

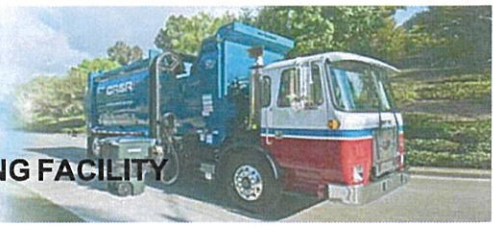
**Equipment Details:** In the early 1980s, CR&R acquired an open-air transfer station in the City of Stanton, which provided the opportunity to establish a regional processing and recycling facility to manage material from surrounding areas. After significant research and development, including extensive studies of international best-in-class technologies, CR&R decided to build the first mixed solid waste processing facility in the United States. CR&R's Materials Recovery Facility (MRF) employs a network of machinery, processing lines, and other features that sort recyclables out of the waste stream to provide customers with cost-effective and efficient recycling programs.

The original facility was constructed in 1992 and has since been updated numerous times.

Equipment includes:

- Heil Trommel
- Mayfran Conveyors
- Loggeman Baler
- Keith Walking Floors in all bunkers
- Eriez overhead magnets and eddy current separators

**This Proposal Form 15 will become Attachment O to the final Agreement.**



## PROPOSAL FORM 16: DESCRIPTION OF COMPOST PROCESSING FACILITY

### CR&R Yuma Composting Facility

**Location:** 19536 South Avenue 1E, Yuma AZ

CR&R's Yuma Composting Facility will be used for yard trimmings, food scraps, and co-collected yard trimmings and food scraps. This facility accepts food-soiled paper and does not limit the percentage of incoming feedstock that can be food-soiled paper. CR&R's facility also accepts compostable plastics and does not limit the percentage of incoming feedstock that can be compostable plastic. The Yuma Composting Facility offers unlimited capacity, ensuring that all Laguna Beach organics will be accepted over the term of the contract.

**Owner:** CR&R

**Capacity Guarantee:** Guaranteed by CR&R

**Tonnage Reserved for Laguna Beach:** Unlimited

**Materials to be Processed:** Yard Trimmings, Food Waste, and Co-Collected Yard Trimmings/Food Scraps

**Compostable Plastic:** Accepted; Percentage of Feedstock not limited

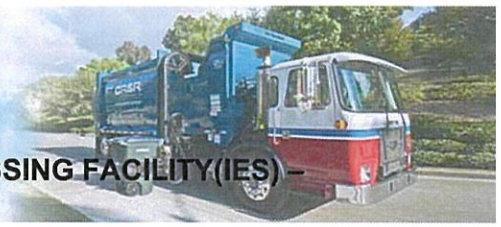
**Food-Soiled Paper:** Accepted; Percentage of Feedstock not limited

**Diversion Rate:** 85-95%

**Cost per Ton:** $39.55

**Contact Information:** Michael Silva, michaels@crrmail.com, 714-883-3777

**This Proposal Form 16 will become Attachment P to the final Agreement.**



## PROPOSAL FORM 17: (NOT USED) DESCRIPTION OF PROCESSING FACILITY(IES) – BIOENGINEERED FEEDSTOCK

Form not used.

**This Proposal Form 17 will become Attachment BB to the final Agreement.**

## PROPOSAL FORM 18: DESCRIPTION OF CONSTRUCTION AND DEMOLITION DEBRIS PROCESSING FACILITY (IES) TO BE USED

**CRT C&D MRF**

**Location:** 11232 Knott Ave, Stanton, CA

**Owner:** CR&R

**SWIS:** 30-AB-0462

**Capacity Guarantee:** Guaranteed by CR&R

**Tonnage Reserved for Laguna Beach:** 100%

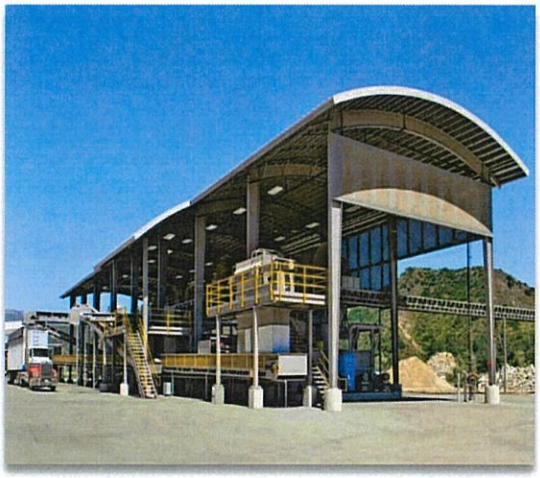
**Materials to be Processed:** C&D Materials

**Diversion Rate:** 65-85%

**Cost per Ton:** $82.69

**Contact Information:** Michael Silva, michaels@crrmail.com, 714-883-3777

**South Orange County C&D MRF**



**Location:** 31643 Ortega Highway, San Juan Capistrano, CA

**Owner:** CR&R

**SWIS:** 30-AB-0395

**Capacity Guarantee:** Guaranteed by CR&R

**Tonnage Reserved for Laguna Beach:** 100%

**Materials to be Processed:** C&D Materials

**Diversion Rate:** 65-85%

**Cost per Ton:** $82.69

**Contact Information:** Michael Silva, michaels@crrmail.com, 714-883-3777

**This Proposal Form 18 will become Attachment Q to the final Agreement.**

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## PROPOSAL FORM 19: PENDING LITIGATION

Neither CR&R, nor any person or entity directly or indirectly owning an interest in or having an affiliation with CR&R, nor any of CR&R's owners, officers, and key personnel identified in Form 5 of this Proposal have any past or pending criminal actions.

CR&R has one auto related civil action matter consisting of consolidated cases. The outcome of this civil pending litigation will not affect CR&R's ability complete all requirements of this proposal and draft agreement.

| Case Name | Court or Government Agency | Case No. | Amount at Issue |
|---|---|---|---|
| Calimesa Fire – Civil Actions | Consolidated Cases in Riverside County Superior Court | RIC 1905395 | Auto Incident related to load fire in the City of Calimesa- Auto and Excess Policy Limits. $50M consolidated amount at issue. |
| Maxwell et al. v. CR&R Incorporated, et al. | | RIC 1905395 | |
| Barragun, et al. v. CR&R Incorporated, et al. | | RIC1905687 | |
| Kellison, et al. v. CR&R Incorporated, et al. | | RIC2000165 | |
| Piercey, et al. v. CR&R Incorporated, et al. | | RIC 2000424 | |
| Curtis Boaz, et al. v. CR&R Incorporated, et al. | | RIC 2001593 | |
| Mullins, et al. v. CR&R Incorporated, et al. | | CVRI2103171 | |
| Robinson, et al. v. CR&R Incorporated, et al. | | CVRI2100384 | |
| Weiler, et al. v. CR&R Incorporated, et al. | | RIC 2001681 | |
| Schmidt-Reynolds v. CR&R, Incorporated et al. | | CVRI2103693 | |
| Fort v. CR&R Incorporated et al. | | CVRI2105349 | |
| McGee v. CR&R Incorporated, et al. | | RIC 2000639 | |
| Villa Calimesa Mobile Home Park, LLC v. CR&R Incorporated, et al. | | RIC 1905607 | |
| American Modern Property and Casualty Company v. CR&R Incorporated, et al. | | RIC2001870 | |
| Fire Insurance Exchange, et al. v. CR&R Incorporated, et al. | | RIC 2002620 | |
| State Farm Insurance Company et al., v. CR&R Incorporated et al. | | R1C 2003790 | |
| Axis Insurance Company v. CR&R Incorporated et al. | | RIC 2004397 | |
| Aegis Security Insurance Company v. CR&R Incorporated et al. | | CVR12100489 | Filed in subrogation, in settlement discussions |
| Calif. Dept. of Forestry & Fire Protection v. CR&R Incorporated, et al. | | CVRI2104620 | Representative fire agency seeking to recover costs and expenses |

**5.11 A Minimization of Spills.** Failure to clean up all spilled, scattered, or blown materials within ~~two (2)~~ four (4) hours of notification of the spill or litter resulting from Collection operations by a Customer or the City or any other Person shall result in the assessment of liquidated damages as described in Section 15.09.

*Requesting an up update to four (4) hours of notification during normal business hours.*

**5.11.C Clean Up of Illegal Dumping.** Contractor shall respond to all calls from City regarding spilled or illegally dumped MSW… that are identified in locations other than Customer MSW enclosures (such as empty parking lots, on City streets, sidewalks, etc.) during regular work hours ~~and, in emergencies, at night and on weekends~~.

*Requesting an up update for collection during regular business hours.*

**6.04.1 Delivery of Small Quantities of Food Scraps to Local Composting Facility.** The City reserves the right to direct Contractor to deliver specified quantities of Food Scraps and/or co-collected Food Scraps and Yard Trimmings to a Composting site within the City limits if and when such a local Composting facility becomes available during the Term. In such event, the provisions of Section 5.13 and 14.07 shall apply.

*Requesting to add language that CR&R reserves the right to request compensation for change in food scrap processing that results in additional costs for processing, collection and transportation related to the city's direction to flow control food scraps to a local composting facility. Request uses language included in other sections of the agreement.*

***7.07 No Use of Biomass, Transformation, Anaerobic Digestion or Dirty MRF***

***Facilities.*** Contractor shall not deliver any materials Collected in City pursuant to this Agreement to a Biomass, Transformation, Waste to Energy or Anaerobic Digestion. Contractor shall not deliver any MSW or other materials Collected pursuant to this Agreement to a Dirty MRF for processing.

*Requesting update for clarity. CR&R has a facility that provides transfer, C&D processing and dirty MRF processing.*

***7.10 City Access to Processing Facilities.*** In addition to City's rights under other provisions of this Agreement, City and its agents shall have the right at all reasonable times to enter each of the Processing Facilities to (a) observe operations, (b) observe compliance with permit requirements, (c) observe tonnage allocation and tonnage tracking procedures, and (d) for any other reasonable purpose. Access shall be scheduled during normal business hours and coordinated through the designated contract manager and facility manager.

*Requesting an update to ensure access is coordinated during normal business hours.*

**8.04.E Cleaning, Painting and Maintenance of Contractor-Furnished Containers.** Contractor furnished Containers that have been painted or marked with graffiti shall be repainted or removed from the Premises by Contractor within forty-eight (48) hours of notification by the Customer or City. At the same time as such Containers are removed, they shall be replaced by like-sized Containers furnished by Contractor without evidence of graffiti. (Merely painting over graffiti is not acceptable; any Container marked with graffiti shall be repainted by Contractor prior to being re-delivered for use in City).

*Requesting an update to the response time-frame to align with item 10 under Section 15.09 Liquidated Damages, C. Responsiveness to customer that lists "2 business days".*

> ***15.09 Liquidated Damages.*** **C. Responsiveness to Customer**
>
> **Item 10.** For each failure to remove graffiti from Carts, or to replace with Carts bearing no graffiti, within 2 business days of request from City or Customer.
>
> *Note for consistency relating to update requested under section 8.04.E Cleaning, Painting and Maintenance of Contractor-Furnished Containers to align with 2 business dates as noted in this item.*

**8.05.H.1 Sustainability Coordinator Experience, Background and Training.** The Sustainability Coordinator ("Coordinator") further described in Attachment AA, a shall have a bachelor's degree in a relevant field such as environmental studies, environmental sciences, ecology, systems ecology or a similar field and shall have a minimum of ~~three (3)~~ one (1) year~~s~~ of experience in the design, implementation and operation of Recycling, Composting and Diversion Programs, interaction with the public, and detailed knowledge of the requirements of the Act.

*Requesting update to reflect the current hiring market conditions with respect to years of experience. CR&R has found excellent candidates that have not met the three-year requirement.*

**10.01.E Contractor Shall Accept Extensions.** Contractor shall accept any and all extensions earned by it and granted by City. No additional action is required by either party after City notifies Contractor in writing as to whether or not the Phase 1 and/or Phase 2 extension(s) have been earned. Granting of extensions of the Term based upon the incentive protocols herein shall not change any other terms of the Agreement.

*CR&R requests to have this section updated to extend based upon mutual consent.*

**10.03 Failure of Contractor to Achieve Performance Standards for Implementation of Green Business Certifications.** In the event Contractor has failed to fully implement the required number of new Green Business Certifications, and the required re-certifications for existing Green Businesses, Contractor shall pay to City the sum of twenty-five thousand dollars ($25,000) which City may use to perform these services using City staff, contractors, consultants or other agents. Contractor shall make said payment to City within thirty (30) days of receipt of said written notice from City.

*CR&R requests the opportunity to negotiate a rate commensurate with any deficiencies in implementation.*

**11.04 Inspection by City.** In connection therewith, the City shall have the right to enter any of Contractor's facilities, observe operations for an unlimited amount of time, photograph operations and record by both written and electronic media such observations measurements and quality of Recovered and/or processed materials. Access shall be scheduled during normal business hours and coordinated through the designated contract manager and facility manager.

*CR&R requests the same update as noted for section 7.10 to ensure access is coordinated during normal business hours.*

**11.05.A Reporting of Multi-Family and Commercial Tons Separately.** In the event such efforts do not result in agreement between the Contamination levels identified by the on-site field Container Contamination audits and the Contamination levels identified by the processing Facility characterization, City may direct Contractor to Collect Multi-Family Dwelling and Commercial Tons in separate Collection vehicles or using on-board scales at Contractor's ~~sole expense~~. In such event, the provisions of Section 5.13 and 14.07 shall apply.

*Requesting to add language that CR&R reserves the right to request compensation for change in Multi-Family and Commercial collection that results in additional costs collection and transportation related to the city's direction of tonnage reporting. Request uses language included in other sections of the agreement.*

**11.05.B Material Discrepancy in Data Reported.** Contractor shall reimburse City's actual costs up to seventy-five thousand dollars ($75,000) in each calendar year for such analysis, research, and review.

*CR&R requests the opportunity to negotiate a rate.*

***15.09 Liquidated Damages - Table***

**A. Collection Reliability. Item 2.** For each failure to collect a Container containing MSW, Recyclable Materials, Food Scraps/Yard Trimmings from a Single Family Dwelling Premises which has been properly set out for Collection, from an established Customer, on the scheduled Collection day, including regular and Saturday service, in excess of two-hundred fifty (250) such failures annually.

*CR&R requests an update of one (1) miss per one thousand (1,000) customers served weekly based on industry standard metrics.*

**B. Collection Quality. Item 3.** For each occurrence of discourteous behavior to a Customer at $250.

*CR&R requests to discuss this item to discuss for removal. The term is subjective and not defined as to what constitutes discourteous behavior.*

***16.12 Force Majeure.*** Contractor shall not be in default of its obligations under this Agreement in the event, and for so long as, it is impossible or extremely impracticable for it to perform its obligations due to an "act of God" (including, but not limited to, flood, earthquake or other catastrophic events), pandemic, war, insurrection, riot, or other similar cause not the fault of, and beyond the reasonable control of, the party claiming excuse (each, a "Force Majeure event"). The following are not force majeure events: epidemics, labor unrest, picketing, strikes, work stoppage or slowdown, sickouts or other concerted job actions.

*CR&R requests to have "pandemic" added to the listing of force majeure events and clarify the intent in the use of "epidemics" noted as not allowable.*

***Attachment D***

*Rate Items Noted for Description Clarification*

7-17. Compactor & RO - all rates for Temporary service are stated as "Per Month".

*Rate should state "Per Pull"*

22. Other Services.

22ii. Bin Locking Lids Fee. rate is stated as "Per Month".

*Rate should state "Per Bin Per Frequency per Month"*

22jj. Locked Enclosure Gate Fee rate is stated as "Per Month".

*Rate should state "Per Bin Per Frequency per Month"*

## PROPOSAL FORM 21: FINANCIAL STATEMENTS

The two most recent audited annual financial statements and reports for CR&R are submitted under separate cover with the Original Proposal.

CR&R authorizes the City to contact the financial institutions listed below and to use information provided by them to evaluate the financial and business capability and responsibility of our company.

1. **Banking Reference**

   Brian Dosher
   Sr. Lead Commercial Banking Relationship Manager
   Bank of the West
   4400 MacArthur Blvd., Suite 600, Newport Beach, CA 92660
   T (949) 797-1898 C (657) 744-8744 F (949) 797-1963
   Brian.dosher@bankofthewest.com

2. **Surety Reference**

   Margareta T. Thorsen
   Senior Vice President, Surety
   Direct (626) 583-2439 | Mobile (626) 437-0489
   Margareta.thorsen@epicbrokers.com
   115 N. El Molino Avenue, Pasadena, CA 91101

3. **Insurance References**

   A) **General Liability**

   Marsh & McLennan Ins. Agency LLC
   1 Polaris Way #300, Aliso Viejo, CA 92656
   Contact: RJ Simmons, 800-321-4696

   B) **Workers' Compensation**

   Marsh & McLennan Ins. Agency LLC
   1 Polaris Way #300, Aliso Viejo, CA 92656
   Contact: RJ Simmons, 800-321-4696

## PROPOSAL FORM 22: AB 1669 STATEMENT

CR&R has reviewed the above-referenced sections of the Labor Code and the text in Section 8.05.J of the Agreement. CR&R is willing to offer employment to employees of the City of Laguna Beach's current contractor as described in the referenced Labor Code Sections if CR&R is selected and awarded the Agreement. CR&R will follow all parts of the Labor Code requirements.

**CR&R is committed to the hiring of prior-contractor employees.** We value the wealth of knowledge and experience the professionals currently working in the City of Laguna Beach would bring to our team. Because drivers for both CR&R and the current contractor belong to the same union, we anticipate that this process would be seamless. All requirements of AB 1669 shall be adhered to in CR&R's employment offers.

Employees will be offered the following benefits while working for CR&R Incorporated:

- Health Insurance Plan
- Dental Insurance Plan
- Vision Plan
- Life Insurance
- Paid Vacation and Sick Days
- 401k Retirement Plan with Employer Contributions

Prior to the hiring of any outside personnel for the purposes of providing services in the City of Laguna Beach, CR&R will provide a written offer of employment to qualified and properly licensed drivers as well as mechanics, recycling coordinators, and any other personnel working for the incumbent hauling company assigned to serve Laguna Beach.

### Hiring Process

As part of the offer, the prior contractor's employees currently serving the City of Laguna Beach will be asked to complete the following hiring process:

- Applicants would be required to undergo a standard pre-placement physical examination, background investigation, and drug screening at the Company's designated facilities.
    - The pre-hire requirements are the basic standards required by all potential employees seeking employment with CR&R.
    - The completion of pre-hire requirements would be scheduled on a Saturday or after regular work hours to avoid any interruption of service or performance with the City.

- All applicants seeking employment with CR&R would be scheduled for an interview conducted by our Human Resources Manager, Corporate Recruiter and General Manager.

### Training Process

All new employees will attend an extensive and thorough company orientation. A training session with the Safety and Fleet Manager is performed to acquaint the new employees with the specific handling of the equipment and how to properly perform the daily Pre-trip Inspection, Vehicle Condition Report and Daily Work Log.

Our managers and supervisors will work closely with each employee to assist them during the first few weeks of employment and answer any questions they may have. Our goal will be to have each employee feel welcomed and comfortable in their new work environment.

### Driver Safety Training

Our mission in safety is to ensure that every CR&R driver has the proper training and required skill sets to service our customers in a safe and efficient manner while ensuring the utmost in customer satisfaction. All employees of CR&R Incorporated are placed through a thorough Safety Training Program beginning with our comprehensive Driver Training and Orientation Program.

CR&R will complete a full 30-day training period and ride along program as well with each driver. This allows full training for safety, CR&R inspection techniques and the review of various company policies. CR&R operational and office personnel are also trained in safety and professional conduct while performing their assigned duties.

Antonio Reyes, a driver for CR&R, has been with the company since 1979. What Mr. Reyes values most about his time at CR&R is that it has given him the stability and means to provide for his family of five and send his children to college.

The Corporate Safety Director is tasked with providing the framework upon which our entire operations team focuses to operate safely and in accordance with all OSHA and DOT Regulations. To communicate company safety policies and review safety performance, the Corporate Safety Director conducts monthly safety meetings with drivers and maintenance personnel to cover required safety topics. In addition, all route managers conduct documented daily safety tailgate meetings with their drivers. The goal here is to review Daily Safety Topics with our drivers in an "open exchange" type of environment. Topics relating to safe operating procedures are taught in both English and Spanish.

In addition, managers and supervisors are required to review all safety related issues at a monthly meeting at Corporate Headquarters where the CEO and Chairman of the Board, Division President, Chief Financial Officer, and General Managers are in attendance.

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## PROPOSAL FORM 23: KITCHEN FOOD SCRAPS CONTAINER

**Residential Kitchen Food Scraps Container Specifications:**

CR&R proposes the use of Sure-Close Food Scrap Pails for kitchen food scraps.

**Specification of Container**

| | |
|---|---|
| **Volume** | 1.9 gallons (7.1 liters) |
| **Weight** | 1.1 lbs. (0.5 kg) |
| **Dimensions** | Width 11"<br>Height 9.5"<br>Depth 8.5" |
| **Lid** | Aerated |
| **Dishwasher Safe** | Yes |
| **Label** | Yes – will include images of acceptable and non-acceptable items, including a QR code and weblink for educational video. |
| **Unit Price** | $5.13 |
| **Shipping Price Per Unit** | Included |

**Odor and Pest Mitigation Features and Labeling Detail for the Proposed Containers:**

Sure-Close Food Scrap Pails are made with recycled content and UV protected material with a hinged, "stay-open" ventilated lid and odor, fruit-fly and insect mitigating seals. Further, customized decals will be created, highlighted acceptable and non-acceptable items, including a QR code and weblink for educational videos. Please see the below for further details.

One handed, single motion open and close with audible latch feedback.

Positive stop (90 degree) lid – durable molded stop points allow lid to stay open and open flush to the rear.

Rim and lid easy to clean – smooth top edge and removable lid allows easy cleaning in dishwasher or sink.

Letterbox style opening - wide top opening facilitates easy scraping of food scraps into the container.

Multiple means to carry - can be transported using the folding handle, under the lip grip or back grip.

Shape / Smaller footprint - well suited for corner placement and lid can be opened under most upper cabinets.

Multiple means to grip when emptying - smooth top edge and removable lid allows easy cleaning in dishwasher or sink.

Quick release lid - interlocking seal and superior lid clasp ensure positive lid closure.

Feet - four feet lift the container off the counter surface for increased hygiene.

### Kitchen Food Scraps Container Public Education and Distribution

CR&R's dedicated Sustainability Specialist with additional Outreach Coordinators will distribute kitchen pails door to door with customized public education and outreach that highlights best practices for in-home use. Additionally, a customized video will be created that is accessible via QR code or weblink that will demonstrate how to use and answer frequently asked questions. Examples of the flyers are found on the next page for reference.

Customers my request replacements to be delivered to their home via emailing the dedicated Sustainability Specialist email address for Laguna Beach (LagunaBeach-Recycles@CRRMail.com) or are able to place a request for a replacement via our Customer Service Department.

Examples of CR&R's Kitchen Food Scrap Pail educational materials are shown on the following page.

CR&R environmental services

Organics Recycling Program

## How to use your Kitchen Food Scrap Pail

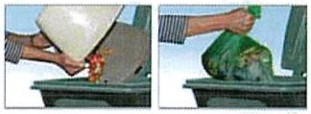
1 Keep your kitchen food scrap pail in a convenient location in your kitchen, such as on your counter or under the sink. Placing your pail in a visible area serves as a visual reminder to recycle your organics.

2 The kitchen food scrap pail can be used as is or lined with newspaper, paper bags or a compostable bag. Look for the BPI logo or the term "compostable" on certified products at local retailers. Lining the pail can help make cleaning it easier. **Please note your pail is dishwasher safe.**

3 Collect food scraps in your kitchen food scrap pail. Scrape food prep scraps and leftovers from your plate or cutting board into your pail. Spoiled or stale food from your fridge and cupboards can also be placed in the pail.

Liquids can speed up the decomposition of food and weaken compostable bags. To avoid this, be sure to drain excess liquids before placing food scraps in your pail. Newspaper can be placed at the bottom of your pail to absorb liquids.

4 When the kitchen food scrap pail is full, empty your organics in your green lid organics cart. Your cart will be collected on a weekly basis on your normal collection day. **DO NOT place the kitchen food scrap pail outside for collection.**



**Acceptable Items Include:**

Fruits & Vegetables

Meat • Fish • Dairy

Breads & Grain

Fats, Oils, Grease and Food Soiled Paper

Plant Trimmings

**Please do not put plastic, glass, metal, or polystyrene in your kitchen food scrap pail and green lid**

## Frequently Asked Questions

***What is organic waste and why is it important to recycle?***

Organic waste is any material that is biodegradable and comes from either a plant or animal. Please note that pet waste is not biodegradable and should not be placed in the kitchen food scrap pail or green lid organics cart. Some examples of organic waste include yard trimmings (grass, leaves, flowers), food scraps (fruits, vegetables, meat, fish), and food-soiled paper (napkins and paper towels). When organic waste commingles with your trash and is sent to a landfill, it results in the production of methane. Methane is a greenhouse gas 25x more potent than carbon dioxide. Therefore, by separating organic waste, it can reduce the amount of methane emitted into the atmosphere.

***How do you properly dispose of fats, oils, and grease?***

Allow for your fats, oils, and grease to cool down and solidify. Once they are cooled, scrape the contents into a compostable bag, paper bag, or container to store in your freezer or fridge. If using a compostable bag or paper bag, you may dispose of both bags with its contents into your green lid organics cart. If you are using a recyclable container, dispose of the fats, oils, and grease into your green lid organics cart and either reuse the container or thoroughly clean the container before disposing of it in your blue lid recycle cart.

***What is food-soiled paper?***

Food soiled paper are paper products that have been in contact with liquid or solid food waste and cannot be recycled into other paper products. Examples of food-soiled paper includes napkins, paper plates and cups, stained pizza boxes, and used coffee filters.

***What happens to your organic waste once it leaves your home?***

Organic waste is sent to one of CR&R's composting facilities or an Anaerobic Digestion facility where the organic waste is converted into high quality fertilizer or renewable natural gas to fuel our collection fleet.

## Tips for using your Kitchen Food Scrap Pail

- Keep your pail inside the fridge or freezer, then once it is collection day, empty your pail into your green lid organics cart.
- Keep your pail out of direct sunlight.
- To absorb moisture, line the bottom of your kitchen food scrap pail and green lid organics cart with a layer of newspaper, yard trimmings, or baking soda.

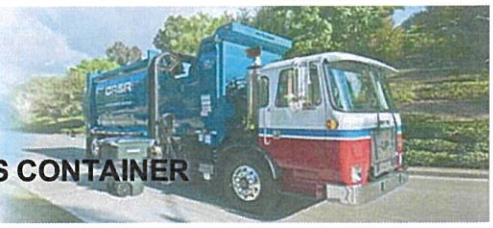
## Reminders for Newport Beach Residents

- In general, try to reduce food waste by only buying what you need, creating new meals from leftovers, and storing your food correctly.
- If you have excess shelf-stable non-perishable food, please consider donating to a local food pantry.
- To find a food pantry near you, please visit the City website or go to www.foodpantries.org.

**Watch a demonstration:** To view a short video on proper organics recycling and use of the kitchen pail, scan the QR code.

For general information visit www.newportbeachca.gov/recycle.

**This Proposal Form 23 will become Attachment GG to the final Agreement.**



## PROPOSAL FORM 24: COMMERCIAL INTERNAL FOOD SCRAPS CONTAINER

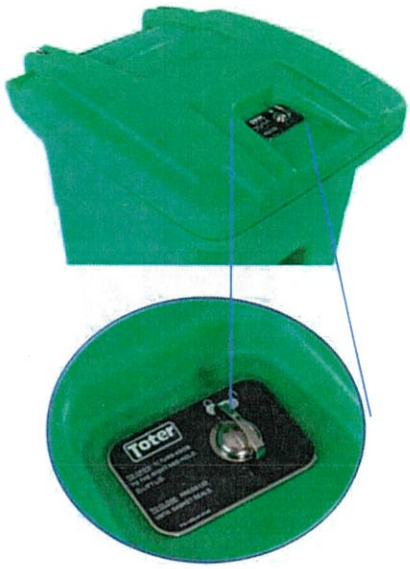
### Toter 13 Gallon Commercial Food Scraps Container

**Specification of Container**

| | |
|---|---|
| **Width** | 12 Inches |
| **Depth** | 14 Inches |
| **Height** | 30 Inches |
| **Capacity** | 13 Gallon |
| **Color** | Green |
| **Lid Type** | Hinged |
| **Material** | High Density Polyethylene (HDPE) |
| **Shape** | Rectangle |
| **Unit Price** | $28.80 |
| **Ship Price** | $30.80 ($28.80 + $2.00) |

CR&R proposes the use of Toter's Organics Bins make it easy to collect and transport organics materials within commercial facilities. Made with durable high-density polyethylene (HDPE), they are built to last. The 13 Gallon Organics Bin is designed for collection with large handles at a comfortable height and heavy-duty wheels for easy transport to the curb. Featuring a latch and animal lock, it keeps away annoying predators.

## Toter 32 Gallon Commercial Food Scraps Container




**Specification of Container**

| | |
|---|---|
| **Width** | 19 Inches |
| **Depth** | 24 Inches |
| **Height** | 40 Inches |
| **Capacity** | 32 Gallon |
| **Color** | Green |
| **Lid Type** | Hinged |
| **Material** | Recycled Plastic with Antibacterial Lining |
| **Shape** | Rectangle |
| **Unit Price** | $48.33 |
| **Ship Price** | $50.33 ($48.33 + $2.00) |

CR&R proposes the use of Toter's custom 32-gallon cart to consolidate and transport organic waste which comes with a lid and 4-wheels; two casters and two heavy-duty rear wheels on a molded-in axel to facilitate maneuvering over most surfaces. The wheels are made with a quiet cap design to reduce noise during transport. The lid is designed to stay in place for safe, secure transport, and it opens fully when desired for complete access to the container when adding or removing.

The cart is constructed to securely contain wet, heavy organic waste and is made with Toter's Advanced Rotational Molding™ technology. Designed for curbside collection, this organic waste container can easily be rolled to the curb on collection day.

Features:

- Toter Organics trash can come with a molded, sealed stop-bar that prevents leakage.
- Constructed using Toter's Advanced Rotational Molding, the containers are built for toughness and maximum impact resistance.
- Gasketed lid and thumb turn latch on this trash can help contain odors and waste within the cart.
- Toter durable organics carts are equipped with two smooth rubber wheels on a molded-in axle and two casters that make transporting waste easy.
- Rugged Rim technology and reinforced material in critical wear areas adds rigidity and extends the service life of our 2-wheel carts.

### Commercial Internal Food Scrap Container Public Education and Distribution

CR&R's dedicated Sustainability Specialist alongside our Operational staff will distribute the containers with customized public education and outreach that highlights best practices for use. Additionally, a customized video will be created that is accessible via QR code or weblink that will demonstrate use and answer frequently asked questions.

Customers my request replacements to be delivered via emailing the dedicated Sustainability Specialist email address for Laguna Beach (LagunaBeach-Recycles@CRRMail.com) or can place a request for a replacement via our Customer Service Department.

**This Proposal Form 24 will become Attachment HH to the final Agreement.**

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## PROPOSAL FORM 25: BIN SENSORS TO BE PROVIDED BY CONTRACTOR

CR&R has years of experience working with companies around the world in the deployment, monitoring and use of bin sensors here in Southern California. For the City of Laguna Beach, CR&R is proud to offer Compology bin sensors to each customer. The sensor includes installations, repairs, and replacements as per the draft franchise agreement, in addition to a full software subscription for fill-level and contamination monitoring.

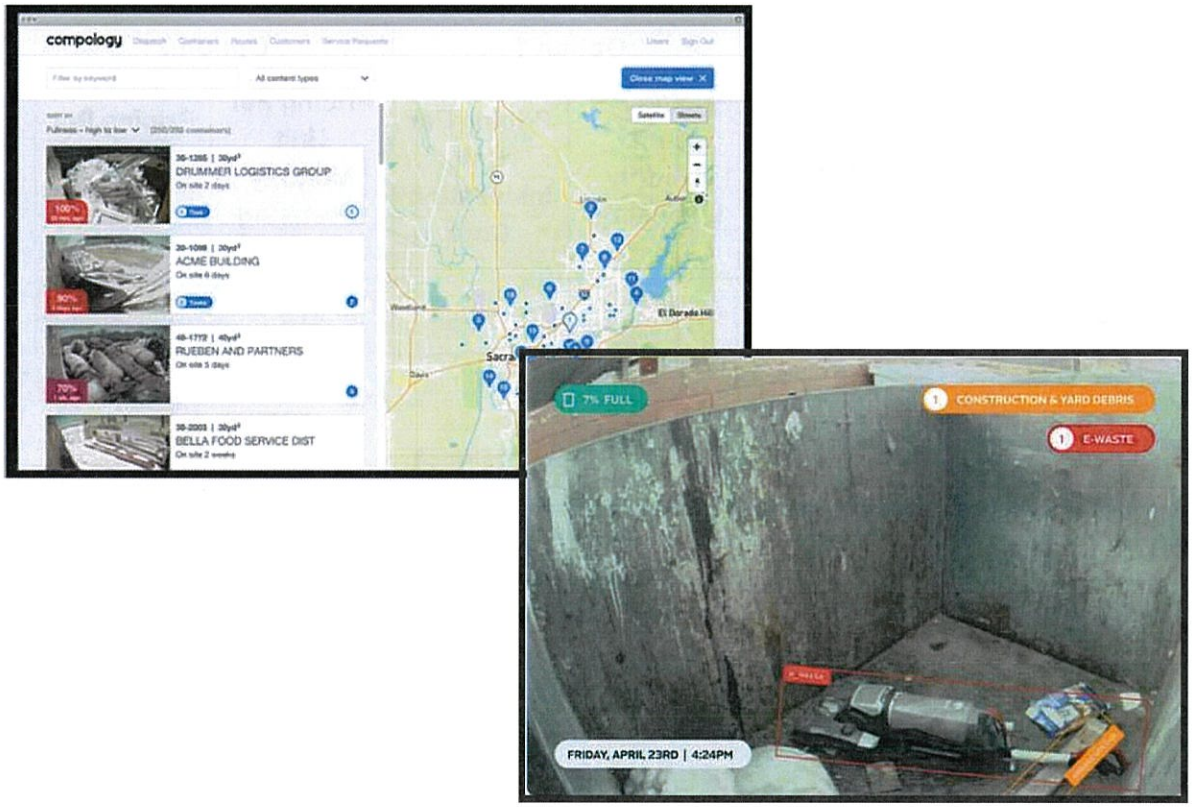
| Brand | Model and Specification | Option 1 | | Option 2 | |
|---|---|---|---|---|---|
| | | Pricing Per Unit Monthly Licensing Cost | Pricing Per Unit Installation Cost | Pricing Per Unit Monthly Licensing Cost | Pricing Per Unit Installation Cost |
| Compology | See Below | $25 | Included | $25 | Included |

# The Compology Camera

**BUILT TO RELIABLY CAPTURE YOUR DUMPSTER ACTIVITY**

| | |
|---|---|
| **DIMENSIONS** | 4" (H) x 5.25" (W) x 3.6" (D)<br>1.15lbs |
| **SENSING** | GPS (3ft accuracy)<br>Wide-angle camera<br>Accelerometer |
| **DURABILITY** | US Military MIL-STD 810G<br>IP67 weatherproofed<br>Operational -23F to +185F |
| **SECURITY** | Security mounting bolts<br>Password-protected activation |
| **POWER** | 5+ years battery life<br>LiSoCl2 battery |
| **COMMS** | CAT-M1 LTE<br>Bluetooth<br>NFC |
| **IMAGE CLARITY** | Grime-resistant lens nanocoating<br>Non-stick and low surface energy<br>Water, dust and oil repellency |

Compology's Waste metering™ technology reduces waste to landfills by making sure recyclable materials are disposed of correctly. Waste characterization technology not only identifies incorrect disposal and lets customers take corrective action, but also shows material type trends and patterns, allowing customers to right size service levels while monitoring contamination to reduce overhead expenses and increase diversion.



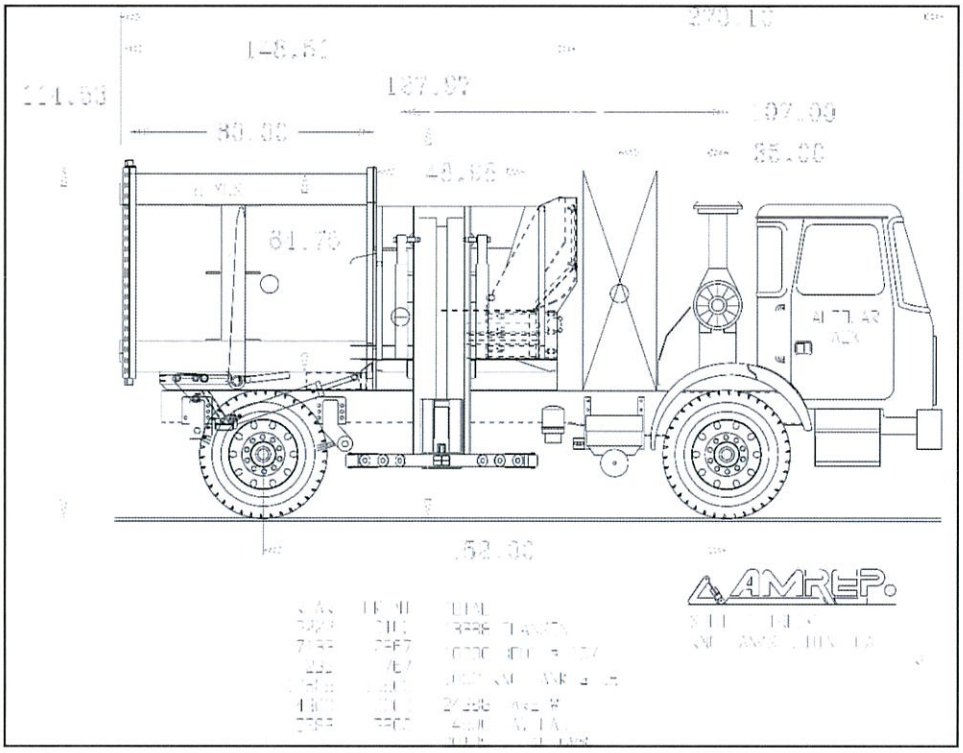

**Option 1:** An 'opt-in' rate for individual commercial or multi-family generators that are interested in receiving this service. This rate must include the installation of the bin sensor, the up-front cost of the sensor (if applicable), and the recurring monthly subscription fee of the bin sensor (if applicable), and all customer contact, training, customer education materials, and all other requirements of Section 8.04.G.1. The customer would request this service from the Contractor to make arrangements to install the equipment as described in Section 8.04.G of the Agreement. The Contractor would work directly with the technology vendor and the customer to set up the technology and allow the generator and the Contractor to view the online portal showing bin fullness and other key metrics. This option will serve as a pilot program and the Contractor will be required to always have at least 25 bin sensors available for installation.

**Option 2:** This is an Optional City-Directed Program. If and when directed by City, Contractor will provide bin sensors for ***all*** commercial and multi-family bins, as described in Section 8.04.G.1 of the Agreement. This rate must include the installation of the bin sensor, the up-front cost of the sensor (if applicable), and the recurring monthly subscription fee of the bin sensor (if applicable), and all customer contact, training, customer education materials, and all other requirements of Section 8.04.G.1.

**This Proposal Form 25 will become Attachment V to the final Agreement.**

## PROPOSAL FORM 26: SERVICE OPTIONS FOR 'HARD-TO-SERVICE' AREAS

CR&R intends to pilot Option 2, which includes a split body vehicle plus a 6-yard Peterbilt/AmRep RNG powered vehicle to service customers within the identified "Hard-to-Service" areas.




Additionally, CR&R will compare route safety when utilizing the split body for the "Hard-to-Service" areas, and if it is found unsafe, CR&R will move to Option 3, keeping in service the 6-yard vehicle.

For Option 3, each of the three material streams will be collected during a "single pass" route. Our custom vehicle will allow the detachable hopper to be serviced with a FEL collection truck, minimizing vehicle traffic within the City, and allowing for source separation and SB 1383 compliant material handling.

By leveraging our ability to dynamically route, the residential "Hard-to-Service" vehicle will coordinate with the corresponding commercial FEL collection truck to service the detachable hopper when full compaction is achieved. Once emptied, the custom vehicle will resume its collection route, focusing on the next material stream. Diversion will be calculated by leveraging frequent audits for weight and volume.

**Amended Plan**

Since CR&R's RFP proposal submission, CR&R has had further time to research operational solutions for the "hard-to-service" areas and now recommends as our main desired option, which is the utilization of a rear-load, split-body, RNG Peterbilt 520 collection vehicle which will allow for a two-pass collection for said customers. CR&R has had over a year of experience operating a 60/40 split body within a neighboring city, with municipal solid waste collected in the first pass, and organics and recycling in the second.

CR&R has had great success and firmly believes that this same technology should be utilized as vehicle footprint and maneuverability is similar to the initially proposed 6-yard detachable collection vehicle. However, there are fewer mechanical aspects running the split-body, and ultimately, less impact to city residents with the split body operation versus the 6-yard that was initially proposed. An image of the proposed split-body collection vehicle is provided below.

CR&R initially intended to pilot Option 3 with all three separate material streams collected via detachable hopper on the 6-yard vehicle. However, as stated above, CR&R would like to amend Option 3 with a split-body Peterbilt 520 and a two-pass system.

Should the City want to proceed with Option 3, CR&R will work collaboratively with the City in presenting identified locations within Laguna Beach for the on-site collection of the detachable hopper. The 6-yard container would be serviced with a Front-End Load vehicle, similar to the placement and collection of bin containers serviced via a "stinger/scout" truck prior to final

servicing. However, this type of servicing would not be necessary with the split-body collection vehicle.

**This Proposal Form 26 will become Attachment X to the final Agreement.**

## PROPOSAL FORM 27: NOT USED

Form not used.

## PROPOSAL FORM 28: PROPOSED CUSTOMER SERVICE SYSTEM

CR&R will provide our industry-leading levels of customer service to the residents and businesses in the City of Laguna Beach.

| | |
|---|---|
| Number of Call Centers Operated by Proposer | One (1) |
| Location(s) of Call Center(s) that Will be Used to Field Customer Calls in Laguna Beach | Our CR&R Customer Service Call Center is centrally located at the corporate headquarters in Stanton, California and will be used to field customer calls in Laguna Beach. |
| Number of Cities the Proposed Call Center Currently Services | 55 municipal contracts, including Cities, County Areas, and Service Districts |
| Aggregate Residential Population of All of the Cities Serviced by the Proposed Call Center | 3,100,000 |
| Total Number of Customer Service **Representatives** at each Call Center and Number of Customer Service Representatives Allocated to the City (in FTE) | 59 Customer Service Representatives<br><br>Three (3) FTE Customer Service Representatives allocated to Laguna Beach |
| Total Number of Customer Service **Managers** at each Call Center and Number of Managers Allocated to the City (in FTE) | One (1) Customer Service Manager and one (1) Customer Service Director<br><br>0.05 FTE Allocated to the City |
| Total Number of Customer Service **Supervisors** at each Call Center and Number of Supervisors Allocated to the City (in FTE) | Four (4) Customer Service Leads and two (2) Customer Service Supervisors<br><br>0.20 FTE Allocated to the City |

### Proposed Telephone System

Our CR&R Customer Service Call Center is prepared to service the City of Laguna Beach out of our **Orange County Call Center**. CR&R is able to meet all of the requirements of the Franchise Agreement.

CR&R uses the NICE CXone Expert system, a cloud native system that optimizes City-specific information to improve the customer experience for each City we serve. This customization enhances the customer's ability to conduct effortless self-service, if preferred, for most callers. Customers with complex needs, or who prefer to speak directly with a customer service representative are able to access representatives more quickly. As a result, all customers have a faster, easier, and more successful customer service experience. Additional information regarding the NICE CXone Expert system is attached at the end of this Form 28.

#### CR&R's Commitment to Laguna Beach Customers

- ✓ Orange County-based call center.
- ✓ Multi-language customer service representatives.
- ✓ Ability to monitor all required metrics.
- ✓ Ability to monitor response time to complete a work order from time of request.
- ✓ Proven ability to provide accurate, City-specific information.
- ✓ Commitment to satisfy the customer at any cost.

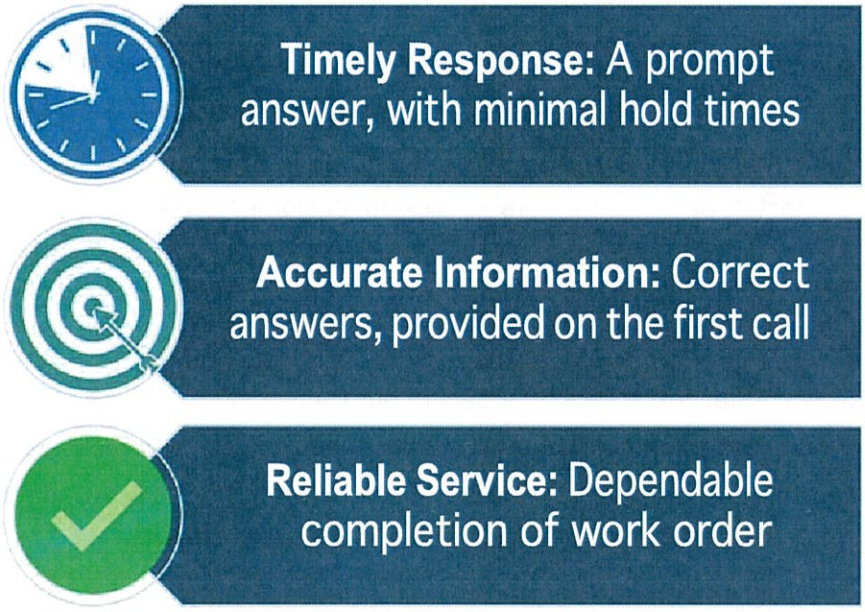
### CR&R Customer Service Team

Our Customer Service Staff are critical members of our service team, and their importance to the company is demonstrated by the location of the Customer Service Department, which is situated within the CR&R corporate office in Stanton, directly across from the executive team. Our Customer Service Team is available on regular collection days (Monday through Friday) from 8:00 a.m. until 5:00 p.m. and on Saturdays from 8:00 a.m. until 12:00 p.m. CR&R will have a local number available for City of Laguna Beach as well as a toll-free number for customer service.

The CR&R Customer Service team is overseen and led by Elisa Bene, our Customer Service Manager. As Manager, Ms. Bene is responsible for policy development and deployment, employee training and development, and customer relations, ensuring effective and long-term problem resolution. Additionally, Ms. Bene is responsible for overseeing the customer service department and trains, mentors, and coaches our employees, ensuring the company delivers the highest level of customer service possible. Ms. Bene will be instrumental in both the transition and during the term of the agreement with the City.

An attitude of respect and concern for our customer is the benchmark used to develop our customer service protocols. It is our shared commitment at CR&R and results in excellent customer feedback achieved in customer service satisfaction surveys. This passion for **"Excellence in Customer Service"** is a core value. Our Customer Service Department is managed with a pledge to **"Satisfy the Customer at any Cost."**

CR&R understands that customer service is of utmost importance to the City of Laguna Beach because when City of Laguna Beach residents and businesses have a request regarding solid waste and recycling services, the CR&R call center will serve as their first point of contact. Our team is committed to providing a timely response, accurate information, and reliable service to our City of Laguna Beach customers.




Each component of our customer service system and approach is designed to achieve these three, key objectives. Combined, this timely, accurate and reliable service facilitates our performance and enhances customer satisfaction. Additionally, effective customer service systems will result in decreased use of City staff time and resources. Customers can easily communicate with CR&R, and our system ensures accurate and reliable follow through by our Customer Service and Operations team, while minimizing the amount of time staff would need to follow up on hauler service issues.

### JURISDICTION CLOUD-BASED LIBRARIES

Our call center uses Microsoft SharePoint as our electronic knowledge center to house information such as policies, rates, and procedure documentation which provides quick, easy, and controlled access for our CSR's. This same tool is used to store customer communications such as new customer brochures, billing inserts, flyers, marketing letters, and special events. Each CSR has dual monitors so that our CRM software and SharePoint library with the City-specific folder can be displayed simultaneously.

CR&R also can create detailed reports using the information stored in CR&R's Customer Relationship Management and Routing System. This information includes data such as route, container size, violations, type of service, street names, driver's name, etc. This data is readily accessible through electronic format and can be made available upon request by CR&R's contracted cities. Proper steps are taken to ensure the integrity of the Company's data systems. To protect this information from loss or corruption, all system data is updated at the end of each day onto a back-up system and stored in an off-site fireproof electronic safe. An additional back-up server is housed off-site.

Immediately upon award of the agreement, a comprehensive cloud-based folder will be developed for the City of Laguna Beach to house information specific to this agreement for direct reference by the CSR's. This electronic library will play a critical role in supporting the transition to new services and will allow the CSR team to efficiently answer customer inquiries and share detailed service information quickly and accurately.

Any information from our billing management or telephone system may be downloaded into Excel or Word documents for review by the City. All information tracking requests for service, missed collection, complaints, and billing inquiries are stored in real-time. Standard reports include a customer service list of accounts with service and billing information, complaint log, missed collection log, requests for additional service, and other valuable tracking information. Customized reports may be produced upon request by the City.

**"Every jurisdiction we serve has unique service requirements. Specific jurisdictional cloud-based and company accessible folders make it easy to give our customers the correct information, specific to their contract."**

## INFORMATION CATEGORIES

- Name, account number, service address, and billing location of each account.
- Service notes pertaining to specifics of a customer account, including the time and date of phone calls, items discussed during the phone conversations, and the CSR's who responded to the calls.
- Dates of bulky item pickups missed pickups and types of driver or CSR notifications.
- Container identification numbers linked to the service address where container was assigned.
- Customer billing history, type of service, and scheduled collection days.

## CUSTOMER SERVICE SOFTWARE

CR&R is equipped with Soft-Pak, a premier, industry specific CRM software program which allows ease of operation by CSR's, operations, and management personnel. This real-time Windows-based system is used company-wide and provides current information allowing CSR's and operations personnel to respond quickly to requests for service. It also allows for the prompt resolution of customer concerns in a timely manner. These programs are fully integrated throughout the CR&R organization at all operating sites. In addition, we have custom software that applies City specific business rules to changes and orders being entered to ensure accuracy.

**Reliable Service**

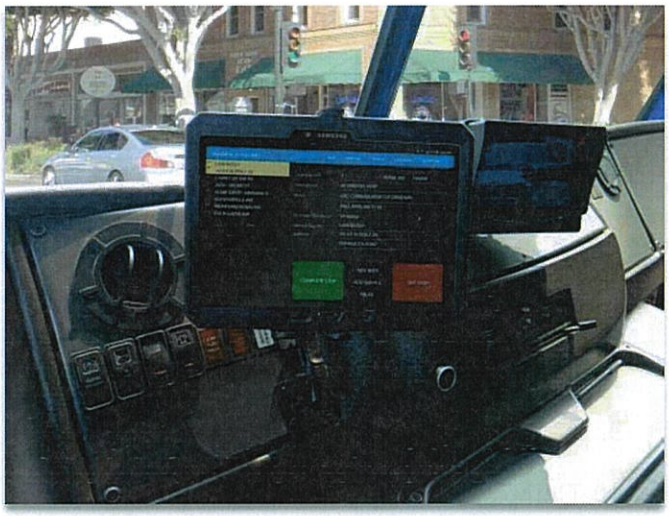
The Soft-Pak program allows Customer Service Representatives and Operations personnel to respond quickly to requests for service, promptly resolve complaints, and address the concerns in a timely manner.

## PROCEDURES

Communication and the use of technology are vital to resolving customer inquiries, requests, and complaints that may arise. As such our systems allow for communication between departments accurately and in real-time. CSR's, Operations personnel, and Management may access account information with the most up to date service and note information. This system provides access to a multitude of information as it relates to CR&R's service and our customers.

For example, notes are added into the CRM system which automatically generates emails to the Operations team for research and to Customer Service with the answers. This process enables us to document each customer account with any issues and the resolutions while eliminating the need to also send manual emails to communicate those issues. Once the responses are received by Customer Service, the customer is contacted and provided with the update.

Real-time data is also provided through our On Board Computers (OBC) for our commercial and temporary services routes, with drivers using tablets to provide service updates which are available in our CRM system as another tool for CSR's to reference. This data provides date and time the location of service by route and indicates if there was any reason service was not provided, such as a blocked bin.



Our goal is to address inquiries at the initial point of contact while the customer is on the phone. If research is needed, the CSR turns the issue over to a lead representative for resolution. When customers contact us with a request, the CSR's enter a work order into our CRM system to initiate the action that needs to be taken. This work order is used by Operations to perform the requested action and then routed to Data Entry to update the account with the service that has been requested and to close out the Work Order

## WORK ORDER SYSTEM

The Work Order system is essential to daily operations at CR&R. All jobs performed by Operations are dispatched, tracked, and billed by Work Orders except for scheduled services. The following sections cover a brief and condensed outline of our Work Order System.

## WORK ORDER FLOW

1. Service requested by customer.
2. Work Order created by CSR.
3. Dispatch prints/downloads Work Order.
4. Dispatch routes Work Order to driver.
5. Driver performs job and updates/returns Work Order to Dispatch.
6. Dispatch reviews and forwards the work orders to Data Entry.
7. Data Entry updates and posts all completed WOs.
8. If Driver does NOT complete the job, driver either.
    a. Returns Work Order to Dispatch for Rerouting.
    b. Returns Work Order to Dispatch with explanation of why job could not be completed.
    c. In each of these scenarios, the work order is noted, and customer service is notified to contact customer of change in service date.
9. Data Entry closes the Work Order.
10. Completed Work Order is filed by Data Entry.
11. Operations forwards incomplete WOs to Customer Service.
12. Customer Service contacts customer to reschedule job with new Work Order if needed.

The work order process is used for a variety of action related items such as requests for cart exchanges, bulky item collection, e-waste collection, report of missed collection, courtesy pickups, bin exchanges and other items requiring an operation action.

## COMPLAINT RESOLUTION - SATISFY THE CUSTOMER AT ANY COST

At CR&R customer complaints receive the highest level of attention from customer service, operations, and management staff. Complaints are noted on the customer's account and sent to the responsible department by email. The department that receives the email also notes the customer's account with the action taken to resolve the complaint. Customers with unusual circumstances are always managed with consideration to meet their individual needs. Complaints and missed collections are reported weekly to management so that any unusual problems or trends can be identified, reviewed, and addressed. Both the Customer Service Manager and Director review and sign off the reports prior to sending it to senior management each week.

**"When I answer the phone, my number one goal is to make sure that the customer is satisfied – whatever it takes."**

### Quality Assurance Process

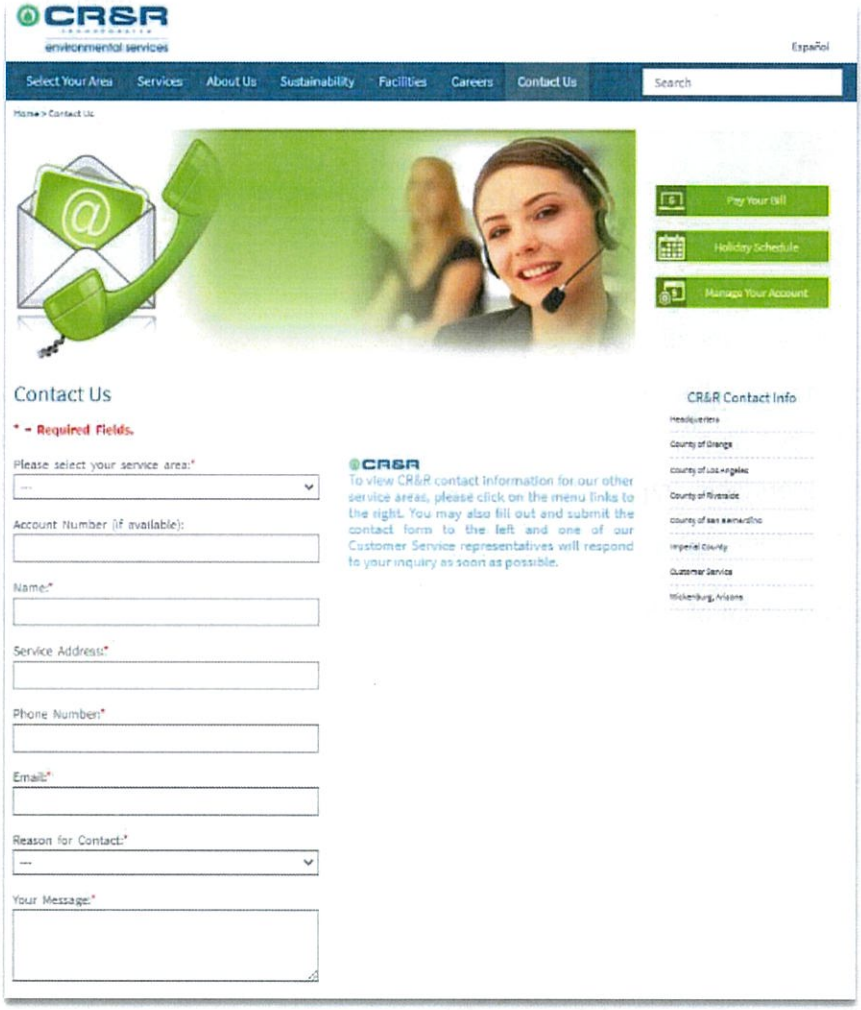
CR&R understands that the quality of our customer service program not only impacts residents and businesses, but also City staff. When we provide professional, courteous service that is accurate and dependable, customers do not carry the need to contact staff or officials with questions or concerns.

To ensure that our team of CSR's is providing the highest level of service, the Customer Service Manager and Leads conduct monitoring, which includes the following:

- Three monitoring/coaching sessions per month per agent.
- CSR's are expected to achieve a monthly score of 91% and above.
- Customer Service Leads rotate their monitoring team monthly.
- Customer Service Manager conduct the quarterly sessions.
- CSR's and Leads receive Quality Assurance Monitoring for on-going training process.
- Any CSR with a monthly score below 85% is placed on a Performance Improvement Action Plan.

## CR&R WEBSITE

CR&R's website serves as an educational portal for all communities we service. The website, **www.crrwasteservices.com**, is designed to offer a range of educational information for our customers including instructions on proper usage of containers, holiday schedules as well as the ability to contact customer service through emails. Emails received are routed and managed through the same Cisco CJP system. The website also provides the ability for customers to make a payment or set up recurring payment options. In addition, CR&R has created on-line videos to inform customers about recycling and showcase the process needed to conserve resources.




These videos are also accessible by QR codes and printed on our materials distributed for ease of access.

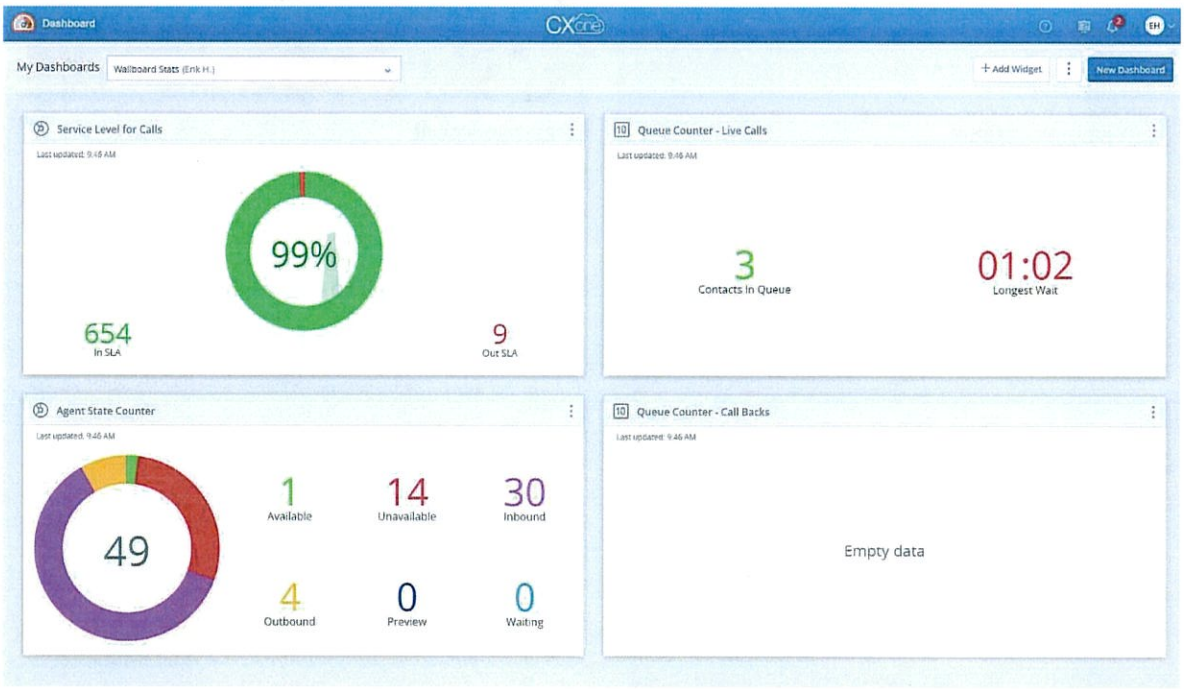
For each community we serve, CR&R provides a dedicated page providing information about services, cart reminders, what is acceptable in the carts, links to residential and commercial program guides for downloading as well as information about any unique jurisdictional programs such as hazardous waste events or sharps services. The community page also provides a link to the designated City page about environmental programs. CR&R's skilled informational technical staff ensures the site are continually updated and maintains its ease of use.

## Monthly Reports

CR&R is able to fully comply with all reporting required in the Franchise Agreement, including average hold time for the month, number of non-connected calls, number of dropped calls, and other metrics. An example of our current monthly report template is shown below.

| Start Time | Total Number of Calls | Total Number of Calls Answered | Longest Wait Time (seconds) | Average Wait Time (seconds) | |
|---|---|---|---|---|---|
| - | - | - | - | - | |
| **Total Number of Calls Abandoned** | **% of Calls Abandoned** | **Average Abandon Time (s)** | **Abandoned Call <=5 secs** | **% Adjusted Abandoned Calls** | |
| - | - | - | - | - | |
| **Average Talk Time (s)** | **% Service Level** | **Working Days** | **Average Calls/ Day** | **FTE** | **Average Calls/ FTE** |
| - | - | - | - | - | - |

Data is available in real time, allows for immediate adjustments to ensure customer service requirements are met. Daily, weekly, and monthly reports can be generated to monitor and track key metrics. An example of the dashboard provided through CR&R's NICE CXone Expert system is shown in the graphic below.



NICE · CXone

# Expert

## Elevate customer experience with knowledge everywhere.

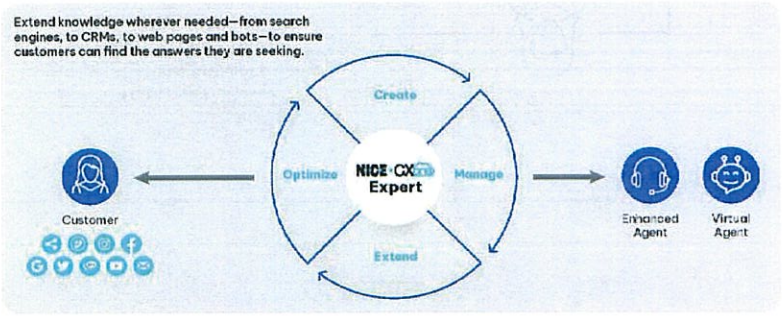
**NICE CXone Expert is smart knowledge management that meets consumers at their point of need and makes the right self-service answers easy to find. As part of the CXone cloud native platform, Expert optimizes your organization's content to improve the customer journey with effortless self-service, starting at internet search and extending across web pages, bots, and digital channels.**

Empower your customers with the most relevant content for self-service success and faster, more accurate agent-assisted answers without need for transfers and call-backs. Boost your brand engagement with the power of Expert knowledge for unrivaled experiences that make every customer journey a success.

### BETTER SELF-SERVICE EXPERIENCE

**Make your customers feel like experts**

- Eliminate the frustration with today's self-service experience: Deliver knowledge and convenience to customers on their preferred channels and devices. Turn bots into smart AI-based agents.
- Deliver knowledge (or answers) on demand, in product or at their fingertips allows customers to self-solve or self-diagnose before reaching out to an agent.

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- Contact us

- Create customers for life: Positive customer engagement with product (or service) leads to more successful product adoption. More adoption and less churn lead to more upsell and overall higher customer lifetime value (CLTV).
- Boost CX for less: Improve customer experience with self-service through low-cost automated channels vs. high-cost human channels.

### THE TRUE START OF MOST JOURNEYS

Meet customers at their internet search.

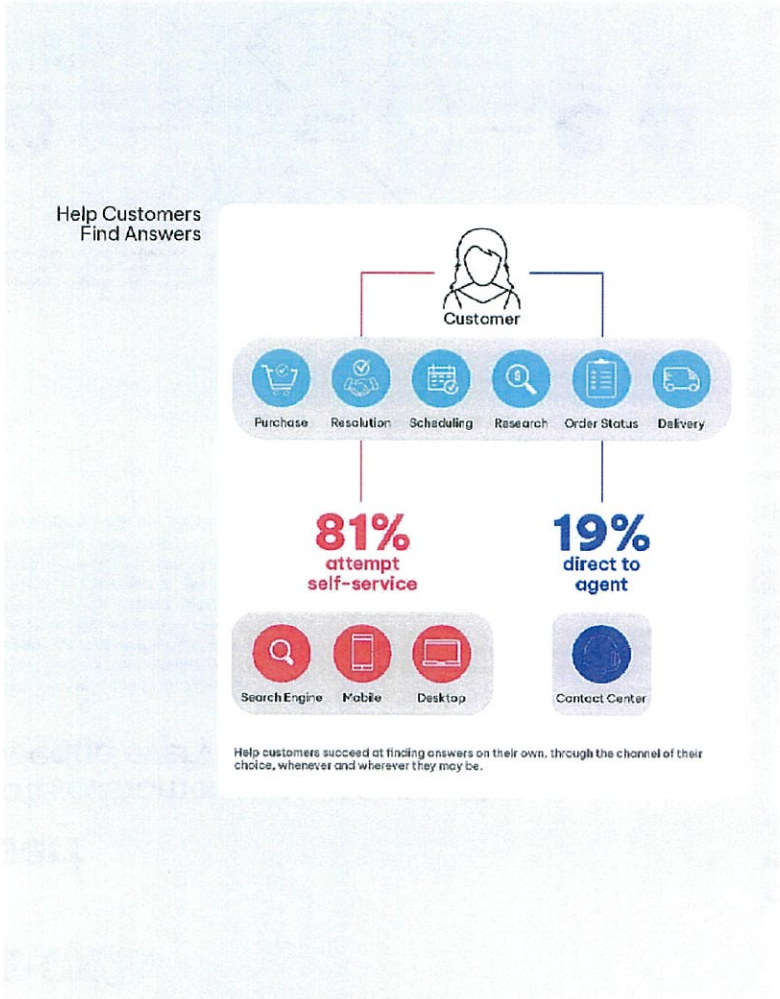
- Manage customer journeys where they really start and boost organic SEO: Accelerate indexing by search engines to serve up content quickly to customers in search.
- Deliver the content customers need no matter where they are (company website, internet search, etc.), or what device they're using (mobile, desktop, etc.).
- Let customers decide when, where, and how: Bring low-effort self-service experiences to mobile devices and search engines, web and chatbots. Give customers an immediate, on-demand option so they don't need to call for help or waiting for an agent to help.

### BENEFITS

- **Boost self-service success rates:** Engage customers with relevant product and service knowledge—right from their search
- **Improve CX and reduce customer effort** with a branded self-service experience
- **Improve first contact resolution rates:** Know more about what the customer has been searching for prior to even talking to them
- **Reduce costs through ticket deflection:** It's lower-cost, low-effort support that empowers customers to become product experts in their own right
- **Save time:** Rapid development of a self-service knowledge base or support site and always-current content that's available immediately are the building blocks of customer experience excellence

### KEY FEATURES

- **Smart knowledge self-service** that makes the right self-service answers easy to find
- **Extend product and service knowledge and content** to all self-service experiences that customers turn to in moments of need—from search engines, social and digital channels, to chatbots, websites, and community forums
- **Unify existing product, service, and knowledge content** into one self-service experience
- **Enterprise scalability:** Built to support even the largest contact centers, Expert automatically scales up or down based on site traffic, content, and resource needs without impacting overall performance
- **Optimize customer experience based on actual user demand:** ID areas of opportunity for improvements to the customer journey, product, or service




## FRUSTRATION OUT, KNOWLEDGE IN

**Any channel, always available.**

- Smart Knowledge Management self-service simplifies content for the contact center, making agents happy and customers happier. Structured content practices optimize site speed and performance for improved SEO ranking.
- Global knowledge: Provide one source of truth for agents and customers on all of your sites, brands, locales, languages, and product lines.
- Real-time capture and publishing: Create, manage, extend, and optimize knowledge that is immediately available to customers, agents and self-service bots.
- Optimize high-value content across channels and devices: Identify content gaps, inform product improvements, and map your knowledge management objectives to important business outcomes.

## WHEN YOUR AGENTS SHINE, YOUR CUSTOMER EXPERIENCE DOES TOO

**Keep agents two steps ahead.**

- Reduce customer effort and frustration with well-equipped agents ready to assist your customers at the very first interaction. Customers don't have to repeat their problem and agents have more information which results in faster case resolution.
- Screen pops give agents the power to see what customers have searched for and seen prior to submitting a case, as well as suggested solutions based on the case subject line.
- Desktop integration: Extend your most important knowledge content right to the agents' workspace:
  - Contextual search based on ticket information
  - Customer context, including what they searched for and articles they've already viewed
  - Articles that have helped solve similar cases in the past

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com

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Hoboken, New Jersey 07030

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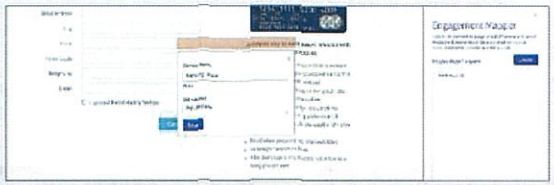
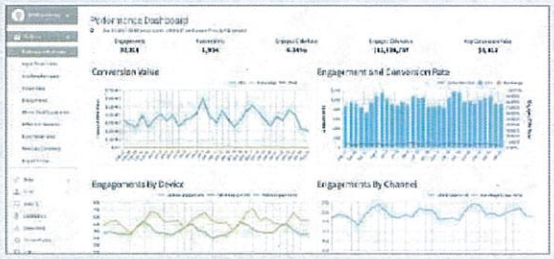
NICE
Make experiences flow

Desktop & Mobile

Engagement Mapper




Dashboard




## NO CODE SOLUTION BUILT FOR BUSINESS

- The patented Engagement Mapper enables business users to create engagement strategies without any assistance from IT. All you need to do is identify the customer struggle online and then, using a point and click interface, define the appropriate engagement to guide the customer through the struggle to a successful outcome.
- Mapped page elements and engagement rules can be re-used to engage customers across multiple web pages and even across multiple web properties to minimize effort and maximize portability. No coding skills or technical help needed!
- Engagement decisions can evaluate a wide assortment of criteria, including campaign data, journey data, page data, customer profile data, visit criteria, customer behavior including form elements, error messages triggered and even custom data from third-party systems of record.
- Publishing the rule deploys the engagement instantly at cloud scale across devices and mobile apps
- Integrated analytics give you near real-time insights into performance.

## PERFORMANCE ANALYTICS

Integrated analytics highlight performance of engagement strategies within minutes of going live. Leverage A/B testing tools to evaluate the overall impact and use built-in analytics to slice and dice data by Rule, Device, Web Page, Articles, Agents, and a variety of other dimensions.

- Interactive dashboards display up to date KPIs (Key Performance Indicators) for snapshot views.
- Preconfigured reports detail engagements, conversions, conversion value, and uplift—the change in conversion value that occurs as result of the engagement.
- Performance-based reports evaluate agent performance, knowledge article performance and engagement rule performance.
- Cross-channel reports compare and combine Chat, Email and Knowledge channel performance.
- Cross-device reports demonstrate data specific to mobile, tablet and desktop users.
- Pipe data to feed in-house analytics and output in popular formats such as CSV.


## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE's a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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NICE
Make experiences flow

NICE · CXone

# CXone Guide

## Real-time proactive guidance for web and in-app experiences

- Learn more
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- Contact us

CXone Guide provides proactive, contextual self-service guidance for Web and Mobile experiences. Guide removes friction along the digital customer journey by proactively delivering the right guidance at the right time. Guidance can be in the form of knowledge articles, bots and Intelligent Virtual Assistants (IVAs), or connect with an agent via chat or messaging.

Delivering the right information while the customer engages on web or mobile ensures they can get answers faster, where and when they need them, increasing conversions without consuming agent resources. CXone Guide is designed to be managed by business users without any involvement from IT.

CXone Guide has proven ROI with a Forrester Total Economic Impact study across customers highlighting a 701% ROI with a payback in less than three months.

### PROACTIVE DIGITAL ENGAGEMENT

- CXone Guide engages customers proactively with the relevant and most appropriate offer of assistance which may be content from the knowledge base, a bot, an invitation to chat with a live agent, a hyperlink, or an offer to leave a message.
- CXone Guide is responsive and works across all form factors including mobile, tablet and desktop. Leverage the Guide Mobile SDK (Software Development Kit) to embed native functionality within iOS and Android apps.
- Digital engagement offers might be proactive or reactive. Reactive engagements are customer initiated while proactive engagements are automatically initiated by the platform based on business logic. Engagement channels include:
  - **Knowledge**: Automatically offers contextually relevant knowledge articles from CXone Expert delivered inline. Guide also allows customers to browse or search for additional content that might be relevant. This allows you to promote the content you created at the point of need with zero customer effort.
  - **Bot or Virtual Agent**: Proactively nudge the customer with contextually relevant offers to engage with a chatbot that can guide the customer through self-service.
  - **Live Chat**: Proactive chat enables your online agents to provide the same level of service as in-store representatives and assist visitors based on their behavior as they browse your site.
  - **Email**: Enables your visitors to send messages and ask questions so that representatives can respond in a timely manner.
  - **Hyperlink**: Redirect your customers to web pages that contain the answers they need.

### KEY FEATURES

- Remove friction from the digital journey by proactively engaging customers across all devices.
- Engage using knowledge articles, bots, chat/messaging, hyperlinks, or email.
- Deploy Guide on your web site and on your mobile app in days. Zero code tools allow business users the flexibility to make updates without the need for IT involvement.
- Analytics to understand performance and drive continuous optimization.
- Mobile SDK allows native Guide functionality within iOS and Android apps. Choose from a pre-configured package or build your own experience.

### BENEFITS

- Increase customer acquisition and conversion rates by up to 6% points, while increasing transaction value between 80% and 190% by proving struggling customers with answers proactively.
- Reduce contact volume by 35% by proactively delivering answers to customers before they need to call or chat with customer service.
- Increase self-service by up to 89% by proactively delivering contextually relevant content.
- Business flexibility and agility tools that allow for constant iteration without any coding or IT assistance.

## PROPOSAL FORM 29: PROPOSED MAXIMUM RATES TO BE CHARGED

Please refer to rate sheet schedules.

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ATTACHMENT D

**Maximum Rates To Be Charged**

**Instructions: Fill in the cost and productivity assumptions used to develop proposed rates as listed in Tables 1 - 4 below. Failure to provide the requested assumption data will be counted against proposers in the RFP evaluation. Cells shaded in yellow require proposer input.**

**Table 1: Residential Assumptions**

| Enter cost assumptions into yellow shaded area below | | | | | | |
|---|---|---|---|---|---|---|
| Density of Residential Curbside MSW | 91.9 | lbs. per cubic yard = | | 0.46 | lbs. per gallon | |
| Density of Residential Curbside Recyclable Materials | 27.1 | lbs. per cubic yard = | | 0.13 | lbs. per gallon | |
| Density of Residential Curbside Co-collected Yard Trimmings and Food Scraps | 30.8 | lbs. per cubic yard = | | 0.15 | lbs. per gallon | |
| Fully Burdened Cost per Hour to Operate Residential Side Loader | $ 120.91 | $ per hour | | | | |
| Time to service residential cart (includes time on and off route) | 0.013 | hours = | 75 | toters per hou | $ 1.61 | per toter per service |
| Cost per ton for disposal | $ 42.27 | $ per ton = | $ 0.02 | disposal per lbs. of MSW | | |
| Cost per ton for processing single-stream recyclables | $ 116.87 | $ per ton = | $ 0.06 | processing cost per lbs. of recycling | | |
| Composite revenue per ton for sale of single-stream recyclable materials | $ 125.00 | $ per ton = | $0.06 | revenue per lbs. of single-stream recycling | | |
| Residue percentage of residential single-stream recyclables | 29.85% | | | | | |
| Processing cost per ton for composting | $ 39.55 | per ton = | $ 0.02 | processing cost per lbs. of composting | | |
| Revenue per ton for finished compost | $ 14.00 | per ton = | $ 0.01 | sales revenue per lbs. of compost | | |
| Cost per ton to transfer | $ 75.81 | per ton = | $ 0.04 | cost per lbs. of transferring | | |

**Table 2: Commercial and Multi-family Assumptions**

| Enter cost assumptions into yellow shaded area below | | | | | | |
|---|---|---|---|---|---|---|
| Density of Commercial MSW | 100 | lbs. per cubic yard | | | | |
| Density of Commercial Recyclable Materials | 50 | lbs. per cubic yard = | | 0.25 | lbs. per gallon | |
| Density of Commercial Yard Trimmings | 95 | lbs. per cubic yard = | | 0.47 | lbs. per gallon | |
| Density of Commercial Food Scraps | 300 | lbs. per cubic yard = | | 1.49 | lbs. per gallon | |
| Density of Commercial Co-collected Food Scraps and Yard Trimmings | 100 | lbs. per cubic yard = | | 0.50 | lbs. per gallon | |
| Density of Multi-family MSW | 100 | lbs. per cubic yard | | 0.50 | | |
| Density of Multi-family Recyclable Materials | 50 | lbs. per cubic yard = | | 0.25 | lbs. per gallon | |
| Density of Multi-family Yard Trimmings | 95 | lbs. per cubic yard = | | 0.47 | lbs. per gallon | |
| Density of Multi-family Food Scraps | 300 | lbs. per cubic yard = | | 1.49 | lbs. per gallon | |
| Density of Multi-family Co-collected Food Scraps and Yard Trimmings | 100 | lbs. per cubic yard = | | 0.50 | lbs. per gallon | |
| Time to service commercial/multi-family **CART** (includes time on and off route) | 0.022 | hours = | 45 | lifts per hour | | 1.33 min per lift |
| Time to service commercial/multi-family BIN (includes time on and off route) | 0.071 | hours = | 14 | lifts per hour | | 4.29 min per lift |
| Fully Burdened Cost per Hour to Operate Commercial Cart Collection Vehicle (CNG Vehicle) - | $ 120.91 | $ per hour | 45 | lifts per hour | $ 2.69 | per lift |
| Fully Burdened Cost per Hour to Operate Commercial Front Loader - | $ 115.91 | $ per hour | 14 | lifts per hour | $ 8.28 | per lift |
| Cost per ton for Residue disposal | $ 42.27 | $ per ton = | $ 0.02 | disposal cost per lbs. of MSW | | |
| Cost per ton for processing commercial/multi-family single-stream recyclables | $ 116.87 | $ per ton = | $ 0.06 | per lbs. of MSW | | |
| Composite revenue per ton for sale of mixed commercial recyclable materials | $ 125.00 | $ per ton = | $0.06 | per lbs. of single-stream recycling | | |
| Residue percentage of commercial mixed recyclables | 29.85% | | | | | |
| Processing cost per ton for composting | $ 39.55 | per ton = | $ 0.02 | cost per lbs. of composting | | |
| Processing cost per ton for co-digestion | $ 143.33 | per ton = | $ 0.07 | cost per lbs. of co-digestion | | |
| Revenue per ton for finished compost | $ 14.00 | per ton = | $ 0.01 | benefit per lbs. of compost | | |
| Cost per ton to transfer single-stream recyclables | $ 15.71 | | | | | |
| Cost per ton to transfer source-separated food scraps | $ 12.40 | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | Cost per ton to transfer MSW | $ 14.28 | per ton = | $ 0.01 cost per lbs. of transferring |

Table 3. Cost Assumptions for Providing Core Special Services - Residential

| | Total Available Number of Households | Projected Monthly Household Participation Percentage | Monthly Cost of Providing Service at Projected Participation Levels |
|---|---|---|---|
| Curbside collection of bulky items (includes white goods) | 10,477 | 5.0% | $ 5,238.50 |
| Mail-back collection of sharps | 10,477 | 0.15% | $ 451.82 |

| | Total Available Number of Households | Projected Quarterly Household Participation Percentage | Quarterly Cost of Providing Service at Projected Participation Levels |
|---|---|---|---|
| Quarterly HHW Collection | 10,477 | 1.8% | $ 22,630.32 |

**Table 4: Assumed Weights for Temporary Bins, Roll-offs, and Compactors (used for rate items 7 - 17)**

| Container Size | Single Stream Recyclables | MSW to Landfill | Source-separated Food Scraps | Source-separated Yard Trimmings | Co-collected Food Scraps and Yard Trimmings | Mixed C&D |
|---|---|---|---|---|---|---|
| Temporary - 2 Cubic Yard Bin | 0.0500 | 0.1000 | 0.3000 | 0.0950 | 0.0950 | 0.4000 |
| Temporary - 3 Cubic Yard Bin | 0.0750 | 0.1500 | 0.4500 | 0.1425 | 0.1425 | 0.6000 |
| Temporary - 4 Cubic Yard Bin | 0.1000 | 0.2000 | 0.6000 | 0.1900 | 0.1900 | 0.8000 |
| Temporary - 6 Cubic Yard Bin | 0.1500 | 0.3000 | 0.9000 | 0.2850 | 0.2850 | 1.2000 |
| Temporary/Permanent - 10 Cubic Yard Roll-off | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 |
| Temporary/Permanent - 20 Cubic Yard Roll-off | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 |
| Temporary/Permanent - 25 Cubic Yard Roll-off | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 |
| Temporary/Permanent - 30 Cubic Yard Roll-off | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 |
| Temporary/Permanent - 40 Cubic Yard Roll-off | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 | 7.0000 |
| Permanent - 3 Cubic Yard Compactor | 0.2250 | 0.4500 | 1.3500 | 0.4275 | 0.4275 | |
| Permanent - 4 Cubic Yard Compactor | 0.3000 | 0.6000 | 1.8000 | 0.5700 | 0.5700 | |
| Permanent - 6 Cubic Yard Compactor | 0.4500 | 0.9000 | 2.7000 | 0.8550 | 0.8550 | |
| Permanent - 10 Cubic Yard Compactor | 10.0000 | 10.0000 | 10.0000 | 10.0000 | 10.0000 | |
| Permanent - 20 Cubic Yard Compactor | 10.0000 | 10.0000 | 10.0000 | 10.0000 | 10.0000 | |
| Permanent - 25 Cubic Yard Compactor | 10.0000 | 10.0000 | 10.0000 | 10.0000 | 10.0000 | |
| Permanent - 30 Cubic Yard Compactor | 10.0000 | 10.0000 | 10.0000 | 10.0000 | 10.0000 | |
| Permanent - 40 Cubic Yard Compactor | 10.0000 | 10.0000 | 10.0000 | 10.0000 | 10.0000 | |

ATTACHMENT D

## Maximum Rates To Be Charged

Fill in the rates proposed as the maximum rates to customers below for each level of service. Rates must be broken down to show the collection cost, processing cost and disposal cost. The procedure for adjusting costs throughout the term of the contract appears in Article 14 of the Agreement. A sample calculation is shown in Attachment J. The disposal portion will only be adjusted as that cost actually changes. Disposal costs are a pass through cost and cannot include any mark up, overhead or administrative costs.

**Rates must be submitted in 2024 dollars.**

**This form will become an attachment to the final Agreement.**

### 1. Residential Basic Level of Service (weekly collection service unless otherwise stated)

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| 1a. | Co-collected Food scraps and Yard Trimmings Processed at a Composting Facility | Labor + | Fuel = | Total Collection + | Composting + | Disposal = | Total | |
| | 30-35, 60-70, or 90-96 gallon - Co-collected Food Scraps and Yard Trimmings - Compost | 5.51 | 0.97 | 6.48 | 2.89 | 0.51 | 9.89 | |
| | Each additional 30-35, 60-70, or 90-96 gallon cart - Co-collected Food Scraps and Yard Trimmings - Compo | 2.75 | 0.49 | 3.24 | 2.89 | 0.51 | 6.65 | per month |

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| 1b. | Recycling Cart | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | 30-35, 60-70, or 90-96-gallon single-stream recycling cart | 5.51 | 0.97 | 6.48 | 0.55 | 0.11 | 7.15 | per month |
| | Each additional 30-35, 60-70, or 90-96 gallon single-stream recycling cart | 2.75 | 0.49 | 3.24 | 0.55 | 0.11 | 3.90 | per month |

| | | Collection Component (85% Labor and 15% Fuel) | | | | |
|---|---|---|---|---|---|---|
| 1c | MSW Cart - weekly service | Labor + | Fuel = | Total Collection + | Disposal = | Total | |
| | 30-35 gallon MSW Cart to Landfill | 5.23 | 0.92 | 6.16 | 3.55 | 9.71 | per month |
| | 60-70 gallon MSW Cart to Landfill | 5.40 | 0.95 | 6.35 | 3.67 | 10.02 | per month |
| | 90-96 gallon MSW Cart to Landfill | 5.51 | 0.97 | 6.48 | 3.74 | 10.22 | per month |
| | Each additional 30-35 gallon MSW cart to Landfill | 2.62 | 0.46 | 3.08 | 3.55 | 6.63 | per month |
| | Each additional 60-70 gallon MSW cart to Landfill | 2.70 | 0.48 | 3.18 | 3.67 | 6.84 | per month |
| | Each additional 90-96 gallon MSW cart to Landfill | 2.75 | 0.49 | 3.24 | 3.74 | 6.98 | per month |

| | | | |
|---|---|---|---|
| 1d. | Residential Option 1 - 30-35 gal MSW Cart: One (1) 30-35 gal MSW; one (1) co-collected food scraps and yard trimmings of any size; and one (1) recycling cart of any size (automatically calculated). | 26.74 | per month |
| 1e. | Residential Option 2 - 60-70 gal MSW Cart: One (1) 60-70 gal MSW; one (1) co-collected food scraps and yard trimmings of any size; and one (1) recycling cart of any size (automatically calculated). | 27.05 | per month |
| 1f | Residential Option 3 - 90-96 gal MSW Cart: One (1) 90-96 gal MSW; one (1) co-collected food scraps and yard trimmings of any size; and one (1) recycling cart of any size (automatically calculated). | 27.25 | per month |
| 1g. | Monthly reduction in total rate if customer opts out of yard trimmings collection due to a City-verified backyard composting and/or community composting program but still uses cart for food scrap recycling (proposer needs to calculate rate reduction and enter into cell V54) | 0.65 | per month |
| 1h. | Monthly reduction in total rate if customer opts out of food scrap collection due to a City-verified backyard composting and/or community composting program but still uses cart for yard trimmings recycling (proposer needs to calculate rate reduction and enter into cell V56) | 0.85 | per month |

Rate items 1i - 1k are the total rate if the customer opts out of both yard trimmings and food scrap collection due to a City-verified backyard composting and/or community composting program.

| | | | |
|---|---|---|---|
| 1i. | Residential Option 2.1 - One (1) 30-35 gal MSW and one (1) recycling cart of any size. No co-collected Food Scraps and Yard Trimmings cart (automatically calculated). | 16.86 | per month |
| 1j | Residential Option 2.2 - One (1) 60-70 gal MSW and one (1) recycling cart of any size. No co-collected Food Scraps and Yard Trimmings cart (automatically calculated). | 17.16 | per month |
| 1k. | Residential Option 2.3 - One (1) 90-96 gal MSW and one (1) recycling cart of any size. No co-collected Food Scraps and Yard Trimmings cart (automatically calculated). | 17.37 | per month |

ATTACHMENT D

Maximum Rates To Be Charged

Fill in the rates proposed as the maximum rates to customers for each level of Divertible Materials service below. As the amount of material being collected and handled is increasingly shifting into diversion, providing diversion services at no charge is no longer feasible and therefore is not permitted in this form. Best practices have identified that a Divertible materials collection rate that is 50% of the MSW rate obtains optimal generator participation. As noted in **Section 6. MSW Rate Sheet** commercial MSW rates may include any costs that are not recovered by offering Divertible Materials collection programs at 50% the rate for MSW. The rate proposed for collection of commercial, multi-family, temporary bin, temporary roll off, permanent roll off and compactor customers for divertible materials must be 50% lower than the rate proposed for collection of MSW materials

**Rates must be submitted in 2024 dollars.**

**This form will become an attachment to the final contract.**

**2. Commercial and Multi-Family Single-Material and Single-Stream Recyclables**

| | | Collection Component (85% Labor and 15% Fuel | | | | Processing | | Residual Disposal | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 2a. | 35-gallon Cart | Labor | + Fuel | = Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | 1 pick-up per week | 37.34 | 6.59 | 43.93 | | 0.54 | | 0.23 | | 44.70 | per month |
| | 2 pick-ups per week | 60.01 | 10.59 | 70.60 | | 1.09 | | 0.47 | | 72.15 | per month |
| | 3 pick-ups per week | 79.63 | 14.05 | 93.68 | | 1.63 | | 0.70 | | 96.01 | per month |
| | 4 pick-ups per week | 102.90 | 18.16 | 121.06 | | 2.17 | | 0.93 | | 124.16 | per month |
| | 5 pick-ups per week | 120.71 | 21.30 | 142.01 | | 2.71 | | 1.16 | | 145.88 | per month |
| | 6 pick-up per week | 141.78 | 25.02 | 166.80 | | 3.26 | | 1.40 | | 171.46 | per month |
| 2b. | 65 Gallon Cart | Labor | + Fuel | = Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | 1 pick-up per week | 38.77 | 6.84 | 45.62 | | 1.01 | | 0.43 | | 47.06 | per month |
| | 2 pick-ups per week | 62.11 | 10.96 | 73.07 | | 2.02 | | 0.86 | | 75.95 | per month |
| | 3 pick-ups per week | 82.23 | 14.51 | 96.74 | | 3.02 | | 1.30 | | 101.06 | per month |
| | 4 pick-ups per week | 106.19 | 18.74 | 124.93 | | 4.03 | | 1.73 | | 130.69 | per month |
| | 5 pick-ups per week | 124.41 | 21.95 | 146.36 | | 5.04 | | 2.16 | | 153.56 | per month |
| | 6 pick-up per week | 146.06 | 25.78 | 171.84 | | 6.05 | | 2.59 | | 180.48 | per month |
| 2c. | 95 Gallon Cart | Labor | + Fuel | = Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | 1 pick-up per week | 40.31 | 7.11 | 47.43 | | 1.47 | | 0.63 | | 49.53 | per month |
| | 2 pick-ups per week | 64.38 | 11.36 | 75.74 | | 2.95 | | 1.26 | | 79.95 | per month |
| | 3 pick-ups per week | 85.05 | 15.01 | 100.06 | | 4.42 | | 1.89 | | 106.38 | per month |
| | 4 pick-ups per week | 109.78 | 19.37 | 129.15 | | 5.89 | | 2.53 | | 137.57 | per month |
| | 5 pick-ups per week | 128.45 | 22.67 | 151.12 | | 7.37 | | 3.16 | | 161.64 | per month |
| | 6 pick-up per week | 150.75 | 26.60 | 177.35 | | 8.84 | | 3.79 | | 189.98 | per month |

| 2d. | 1 Cubic Yard Bin (standalone or half of 2-yard split bin) | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1 pick-up per week | 80.40 | | 14.19 | | 94.59 | | 3.13 | | 1.34 | | 99.07 | per month |
| | 2 pick-ups per week | 128.30 | | 22.64 | | 150.94 | | 6.27 | | 2.69 | | 159.89 | per month |
| | 3 pick-ups per week | 169.43 | | 29.90 | | 199.33 | | 9.40 | | 4.03 | | 212.76 | per month |
| | 4 pick-ups per week | 218.66 | | 38.59 | | 257.24 | | 12.53 | | 5.37 | | 275.14 | per month |
| | 5 pick-ups per week | 255.77 | | 45.14 | | 300.91 | | 15.66 | | 6.71 | | 323.29 | per month |
| | 6 pick-up per week | 300.14 | | 52.97 | | 353.10 | | 18.80 | | 8.06 | | 379.96 | per month |
| 2e. | 1.5 Cubic Yard Bin (standalone or half of 3-yard split bin) | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | 1 pick-up per week | 82.93 | | 14.63 | | 97.57 | | 4.70 | | 2.01 | | 104.28 | per month |
| | 2 pick-ups per week | 131.65 | | 23.23 | | 154.88 | | 9.40 | | 4.03 | | 168.31 | per month |
| | 3 pick-ups per week | 173.24 | | 30.57 | | 203.82 | | 14.10 | | 6.04 | | 223.96 | per month |
| | 4 pick-ups per week | 223.36 | | 39.42 | | 262.77 | | 18.80 | | 8.06 | | 289.63 | per month |
| | 5 pick-ups per week | 260.73 | | 46.01 | | 306.74 | | 23.50 | | 10.07 | | 340.30 | per month |
| | 6 pick-up per week | 305.72 | | 53.95 | | 359.67 | | 28.20 | | 12.08 | | 399.95 | per month |
| 2f. | 2 Cubic Yard Bin (standalone or half of 4-yd split bin) | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | 1 pick-up per week | 85.69 | | 15.12 | | 100.82 | | 6.27 | | 2.69 | | 109.77 | per month |
| | 2 pick-ups per week | 135.37 | | 23.89 | | 159.26 | | 12.53 | | 5.37 | | 177.17 | per month |
| | 3 pick-ups per week | 177.56 | | 31.33 | | 208.89 | | 18.80 | | 8.06 | | 235.74 | per month |
| | 4 pick-ups per week | 228.71 | | 40.36 | | 269.07 | | 25.06 | | 10.74 | | 304.87 | per month |
| | 5 pick-ups per week | 266.44 | | 47.02 | | 313.46 | | 31.33 | | 13.43 | | 358.21 | per month |
| | 6 pick-up per week | 312.20 | | 55.09 | | 367.30 | | 37.59 | | 16.11 | | 421.00 | per month |
| 2g. | 3 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | 1 pick-up per week | 86.80 | | 15.32 | | 102.12 | | 9.40 | | 4.03 | | 115.55 | per month |
| | 2 pick-ups per week | 135.69 | | 23.95 | | 159.64 | | 18.80 | | 8.06 | | 186.49 | per month |
| | 3 pick-ups per week | 176.69 | | 31.18 | | 207.87 | | 28.20 | | 12.08 | | 248.15 | per month |
| | 4 pick-ups per week | 227.13 | | 40.08 | | 267.21 | | 37.59 | | 16.11 | | 320.91 | per month |
| | 5 pick-ups per week | 263.45 | | 46.49 | | 309.94 | | 46.99 | | 20.14 | | 377.07 | per month |
| | 6 pick-up per week | 308.21 | | 54.39 | | 362.60 | | 56.39 | | 24.17 | | 443.16 | per month |
| 2h. | 4 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | 1 pick-up per week | 109.13 | | 19.26 | | 128.38 | | 12.53 | | 5.37 | | 146.29 | per month |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | 2 pick-ups per week | 172.97 | 30.52 | 203.50 | 25.06 | 10.74 | 239.30 | per month |
| | 3 pick-ups per week | 224.95 | 39.70 | 264.65 | 37.59 | 16.11 | 318.35 | per month |
| | 4 pick-ups per week | 292.46 | 51.61 | 344.07 | 50.13 | 21.48 | 415.68 | per month |
| | 5 pick-ups per week | 339.49 | 59.91 | 399.40 | 62.66 | 26.85 | 488.91 | per month |
| | 6 pick-up per week | 398.35 | 70.30 | 468.65 | 75.19 | 32.22 | 576.06 | per month |
| 2i. | 6 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | 1 pick-up per week | 173.02 | 30.53 | 203.55 | 18.80 | 8.06 | 230.40 | per month |
| | 2 pick-ups per week | 274.71 | 48.48 | 323.19 | 37.59 | 16.11 | 376.90 | per month |
| | 3 pick-ups per week | 357.72 | 63.13 | 420.85 | 56.39 | 24.17 | 501.41 | per month |
| | 4 pick-ups per week | 465.19 | 82.09 | 547.28 | 75.19 | 32.22 | 654.69 | per month |
| | 5 pick-ups per week | 540.41 | 95.37 | 635.77 | 93.98 | 40.28 | 770.04 | per month |
| | 6 pick-up per week | 634.25 | 111.93 | 746.17 | 112.78 | 48.33 | 907.29 | per month |

## 3. Commercial and Multi-Family Source-separated Food Scraps

*Note: Food scraps will only be collected in 35-gal, 65-gal, 1-yard, 1.5 yard, and 2-yard containers. Food scraps will not be collected as part of split bin service.*

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| 3a. | 35-gallon Cart | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | 1 pick-up per week | 34.44 | 6.08 | 40.52 | 2.93 | 1.26 | 44.70 | per month |
| | 2 pick-ups per week | 54.21 | 9.57 | 63.78 | 5.86 | 2.51 | 72.15 | per month |
| | 3 pick-ups per week | 70.93 | 12.52 | 83.44 | 8.79 | 3.77 | 96.01 | per month |
| | 4 pick-ups per week | 91.30 | 16.11 | 107.41 | 11.72 | 5.02 | 124.16 | per month |
| | 5 pick-ups per week | 106.20 | 18.74 | 124.95 | 14.66 | 6.28 | 145.88 | per month |
| | 6 pick-up per week | 124.38 | 21.95 | 146.33 | 17.59 | 7.54 | 171.46 | per month |
| 3b. | 65 Gallon Cart | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | 1 pick-up per week | 33.39 | 5.89 | 39.28 | 5.44 | 2.33 | 47.06 | per month |
| | 2 pick-ups per week | 51.34 | 9.06 | 60.40 | 10.89 | 4.67 | 75.95 | per month |
| | 3 pick-ups per week | 66.07 | 11.66 | 77.73 | 16.33 | 7.00 | 101.06 | per month |
| | 4 pick-ups per week | 84.65 | 14.94 | 99.59 | 21.77 | 9.33 | 130.69 | per month |
| | 5 pick-ups per week | 97.48 | 17.20 | 114.68 | 27.22 | 11.67 | 153.56 | per month |
| | 6 pick-up per week | 113.75 | 20.07 | 133.82 | 32.66 | 14.00 | 180.48 | per month |

| 3c. | 1 Cubic Yard Bin (standalone) | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1 pick-up per week | 74.54 | | 13.15 | | 87.70 | | 7.96 | | 3.41 | | 99.07 | per month |
| | 2 pick-ups per week | 116.59 | | 20.57 | | 137.16 | | 15.91 | | 6.82 | | 159.89 | per month |
| | 3 pick-ups per week | 151.86 | | 26.80 | | 178.66 | | 23.87 | | 10.23 | | 212.76 | per month |
| | 4 pick-ups per week | 195.23 | | 34.45 | | 229.68 | | 31.82 | | 13.64 | | 275.14 | per month |
| | 5 pick-ups per week | 226.49 | | 39.97 | | 266.46 | | 39.78 | | 17.05 | | 323.29 | per month |
| | 6 pick-up per week | 265.00 | | 46.76 | | 311.76 | | 47.74 | | 20.46 | | 379.96 | per month |
| 3d. | 1.5 Cubic Yard Bin (standalone) | Labor | + | Fuel | = | Total Collection | + | Composting or Co-digestion | + | Disposal | = | Total | |
| | 1 pick-up per week | 85.08 | | 15.01 | | 100.09 | | 2.93 | | 1.26 | | 104.28 | per month |
| | 2 pick-ups per week | 135.94 | | 23.99 | | 159.93 | | 5.86 | | 2.51 | | 168.31 | per month |
| | 3 pick-ups per week | 179.68 | | 31.71 | | 211.39 | | 8.79 | | 3.77 | | 223.96 | per month |
| | 4 pick-ups per week | 231.94 | | 40.93 | | 272.88 | | 11.72 | | 5.02 | | 289.63 | per month |
| | 5 pick-ups per week | 271.46 | | 47.90 | | 319.37 | | 14.66 | | 6.28 | | 340.30 | per month |
| | 6 pick-up per week | 318.60 | | 56.22 | | 374.83 | | 17.59 | | 7.54 | | 399.95 | per month |
| 3e. | 2 Cubic Yard Bin (standalone) | Labor | + | Fuel | = | Total Collection | + | Composting or Co-digestion | + | Disposal | = | Total | |
| | 1 pick-up per week | 89.74 | | 15.84 | | 105.58 | | 2.93 | | 1.26 | | 109.77 | per month |
| | 2 pick-ups per week | 143.47 | | 25.32 | | 168.79 | | 5.86 | | 2.51 | | 177.17 | per month |
| | 3 pick-ups per week | 189.70 | | 33.48 | | 223.18 | | 8.79 | | 3.77 | | 235.74 | per month |
| | 4 pick-ups per week | 244.90 | | 43.22 | | 288.12 | | 11.72 | | 5.02 | | 304.87 | per month |
| | 5 pick-ups per week | 286.69 | | 50.59 | | 337.28 | | 14.66 | | 6.28 | | 358.21 | per month |
| | 6 pick-up per week | 336.50 | | 59.38 | | 395.88 | | 17.59 | | 7.54 | | 421.00 | per month |

## 4. Commercial and Multi-Family Source-separated Yard Trimmings

*Note: Yard Trimmings will only be collected in 35-gal, 65-gal, 1-yard, 1.5 yard, and 2-yard containers. Yard trimmings will **not** be collected as part of split bin service.*

| | | Collection Component (85% Labor and 15% Fuel) | | | | | | Processing | | Residual Disposal | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4a. | 35-gallon Cart | Labor | + | Fuel | = | Total Collection | + | Composting | + | Disposal | = | Total | |
| | 1 pick-up per week | 34.44 | | 6.08 | | 40.52 | | 2.93 | | 1.26 | | 44.70 | per month |
| | 2 pick-ups per week | 54.21 | | 9.57 | | 63.78 | | 5.86 | | 2.51 | | 72.15 | per month |
| | 3 pick-ups per week | 70.93 | | 12.52 | | 83.44 | | 8.79 | | 3.77 | | 96.01 | per month |
| | 4 pick-ups per week | 91.30 | | 16.11 | | 107.41 | | 11.72 | | 5.02 | | 124.16 | per month |
| | 5 pick-ups per week | 106.20 | | 18.74 | | 124.95 | | 14.66 | | 6.28 | | 145.88 | per month |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | 6 pick-up per week | 124.38 | 21.95 | 146.33 | 17.59 | 7.54 | 171.46 | per month |
| 4b. | 65 Gallon Cart | Labor | + Fuel | = Total Collection | + Composting | + Disposal | = Total | |
| | 1 pick-up per week | 33.39 | 5.89 | 39.28 | 5.44 | 2.33 | 47.06 | per month |
| | 2 pick-ups per week | 51.34 | 9.06 | 60.40 | 10.89 | 4.67 | 75.95 | per month |
| | 3 pick-ups per week | 66.07 | 11.66 | 77.73 | 16.33 | 7.00 | 101.06 | per month |
| | 4 pick-ups per week | 84.65 | 14.94 | 99.59 | 21.77 | 9.33 | 130.69 | per month |
| | 5 pick-ups per week | 97.48 | 17.20 | 114.68 | 27.22 | 11.67 | 153.56 | per month |
| | 6 pick-up per week | 113.75 | 20.07 | 133.82 | 32.66 | 14.00 | 180.48 | per month |
| 4c. | 1 Cubic Yard Bin (standalone) | Labor | + Fuel | = Total Collection | + Composting | + Disposal | = Total | |
| | 1 pick-up per week | 63.66 | 11.23 | 74.90 | 16.92 | 7.25 | 99.07 | per month |
| | 2 pick-ups per week | 94.82 | 16.73 | 111.56 | 33.83 | 14.50 | 159.89 | per month |
| | 3 pick-ups per week | 119.22 | 21.04 | 140.26 | 50.75 | 21.75 | 212.76 | per month |
| | 4 pick-ups per week | 151.70 | 26.77 | 178.47 | 67.67 | 29.00 | 275.14 | per month |
| | 5 pick-ups per week | 172.08 | 30.37 | 202.45 | 84.59 | 36.25 | 323.29 | per month |
| | 6 pick-up per week | 199.71 | 35.24 | 234.95 | 101.50 | 43.50 | 379.96 | per month |
| 4d. | 1.5 Cubic Yard Bin (standalone) | Labor | + Fuel | = Total Collection | + Composting | + Disposal | = Total | |
| | 1 pick-up per week | 57.82 | 10.20 | 68.03 | 25.38 | 10.88 | 104.28 | per month |
| | 2 pick-ups per week | 81.43 | 14.37 | 95.81 | 50.75 | 21.75 | 168.31 | per month |
| | 3 pick-ups per week | 97.92 | 17.28 | 115.20 | 76.13 | 32.63 | 223.96 | per month |
| | 4 pick-ups per week | 122.93 | 21.69 | 144.62 | 101.50 | 43.50 | 289.63 | per month |
| | 5 pick-ups per week | 135.19 | 23.86 | 159.05 | 126.88 | 54.38 | 340.30 | per month |
| | 6 pick-up per week | 155.08 | 27.37 | 182.45 | 152.26 | 65.25 | 399.95 | per month |
| 4e. | 2 Cubic Yard Bin (standalone) | Labor | + Fuel | = Total Collection | + Composting | + Disposal | = Total | |
| | 1 pick-up per week | 52.22 | 9.21 | 61.43 | 33.83 | 14.50 | 109.77 | per month |
| | 2 pick-ups per week | 68.42 | 12.07 | 80.50 | 67.67 | 29.00 | 177.17 | per month |
| | 3 pick-ups per week | 77.13 | 13.61 | 90.74 | 101.50 | 43.50 | 235.74 | per month |
| | 4 pick-ups per week | 94.80 | 16.73 | 111.53 | 135.34 | 58.00 | 304.87 | per month |
| | 5 pick-ups per week | 99.06 | 17.48 | 116.54 | 169.17 | 72.50 | 358.21 | per month |
| | 6 pick-up per week | 111.35 | 19.65 | 130.99 | 203.01 | 87.00 | 421.00 | per month |

## 5. Commercial and Multi-Family Co-collected Food Scraps and Yard Trimmings

*Note: Co-collected Food Scraps and Yard Trimmings will only be collected in 35-gal, 65-gal, 1-yard, 1.5 yard, and 2-yard containers. Co-collected Food Scraps and Yard Trimmings will **not** be collected as part of*

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| 5a. | 35-gallon Cart | Labor + | Fuel = | Total Collection + | Composting + | Disposal = | Total | |
| | 1 pick-up per week | 34.44 | 6.08 | 40.52 | 2.93 | 1.26 | 44.70 | per month |
| | 2 pick-ups per week | 54.21 | 9.57 | 63.78 | 5.86 | 2.51 | 72.15 | per month |
| | 3 pick-ups per week | 70.93 | 12.52 | 83.44 | 8.79 | 3.77 | 96.01 | per month |
| | 4 pick-ups per week | 91.30 | 16.11 | 107.41 | 11.72 | 5.02 | 124.16 | per month |
| | 5 pick-ups per week | 106.20 | 18.74 | 124.95 | 14.66 | 6.28 | 145.88 | per month |
| | 6 pick-up per week | 124.38 | 21.95 | 146.33 | 17.59 | 7.54 | 171.46 | per month |
| 5b. | 65 Gallon Cart | Labor + | Fuel = | Total Collection + | Composting + | Disposal = | Total | |
| | 1 pick-up per week | 33.39 | 5.89 | 39.28 | 5.44 | 2.33 | 47.06 | per month |
| | 2 pick-ups per week | 51.34 | 9.06 | 60.40 | 10.89 | 4.67 | 75.95 | per month |
| | 3 pick-ups per week | 66.07 | 11.66 | 77.73 | 16.33 | 7.00 | 101.06 | per month |
| | 4 pick-ups per week | 84.65 | 14.94 | 99.59 | 21.77 | 9.33 | 130.69 | per month |
| | 5 pick-ups per week | 97.48 | 17.20 | 114.68 | 27.22 | 11.67 | 153.56 | per month |
| | 6 pick-up per week | 113.75 | 20.07 | 133.82 | 32.66 | 14.00 | 180.48 | per month |
| 5c. | 1 Cubic Yard Bin (standalone) | Labor + | Fuel = | Total Collection + | Composting + | Disposal = | Total | |
| | 1 pick-up per week | 63.66 | 11.23 | 74.90 | 16.92 | 7.25 | 99.07 | per month |
| | 2 pick-ups per week | 94.82 | 16.73 | 111.56 | 33.83 | 14.50 | 159.89 | per month |
| | 3 pick-ups per week | 119.22 | 21.04 | 140.26 | 50.75 | 21.75 | 212.76 | per month |
| | 4 pick-ups per week | 151.70 | 26.77 | 178.47 | 67.67 | 29.00 | 275.14 | per month |
| | 5 pick-ups per week | 172.08 | 30.37 | 202.45 | 84.59 | 36.25 | 323.29 | per month |
| | 6 pick-up per week | 199.71 | 35.24 | 234.95 | 101.50 | 43.50 | 379.96 | per month |
| 5d. | 1.5 Cubic Yard Bin (standalone) | Labor + | Fuel = | Total Collection + | Composting + | Disposal = | Total | |
| | 1 pick-up per week | 57.82 | 10.20 | 68.03 | 25.38 | 10.88 | 104.28 | per month |
| | 2 pick-ups per week | 81.43 | 14.37 | 95.81 | 50.75 | 21.75 | 168.31 | per month |
| | 3 pick-ups per week | 97.92 | 17.28 | 115.20 | 76.13 | 32.63 | 223.96 | per month |
| | 4 pick-ups per week | 122.93 | 21.69 | 144.62 | 101.50 | 43.50 | 289.63 | per month |
| | 5 pick-ups per week | 135.19 | 23.86 | 159.05 | 126.88 | 54.38 | 340.30 | per month |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 6 pick-up per week | 155.08 | | 27.37 | = | 182.45 | + 152.26 | + 65.25 | = 399.95 | per month |
| 5e. | 2 Cubic Yard Bin (standalone) | Labor | + | Fuel | = | Total Collection | + Composting | + Disposal | = Total | |
| | 1 pick-up per week | 52.22 | | 9.21 | = | 61.43 | + 33.83 | + 14.50 | = 109.77 | per month |
| | 2 pick-ups per week | 68.42 | | 12.07 | = | 80.50 | + 67.67 | + 29.00 | = 177.17 | per month |
| | 3 pick-ups per week | 77.13 | | 13.61 | = | 90.74 | + 101.50 | + 43.50 | = 235.74 | per month |
| | 4 pick-ups per week | 94.80 | | 16.73 | = | 111.53 | + 135.34 | + 58.00 | = 304.87 | per month |
| | 5 pick-ups per week | 99.06 | | 17.48 | = | 116.54 | + 169.17 | + 72.50 | = 358.21 | per month |
| | 6 pick-up per week | 111.35 | | 19.65 | = | 130.99 | + 203.01 | + 87.00 | = 421.00 | per month |

ATTACHMENT D

Maximum Rates To Be Charged

Fill in the rates proposed as the maximum rates to customers for MSW service assuming that all Commercial and Multi-family Divertible Materials (i.e. Single-stream Recyclables, Food Scraps and Yard Trimmings) ***will be provided at a collection rate that is half the cost of equivalent MSW service***. MSW rates may include any costs that are not recovered by offering Divertible Materials collection programs at the 50% reduced rate as requested by the City. Rates must be broken down to show the collection cost and disposal cost. The procedure for adjusting costs throughout the term of the contract appears in Article 14 of the contract. A sample calculation is shown in Attachment J. The disposal portion will only be adjusted as that cost actually changes. Disposal costs are a pass through cost and cannot include any mark up, overhead or administrative costs.

**Rates must be submitted in 2024 dollars.**

**This form will become an attachment to the final contract.**

**6. Commercial and Multi-Family MSW Route Service - MSW Hauled directly to the landfill**

| | | Collection Component (85% Labor and 15% Fuel) | | | | Disposal Component | | | |
|---|---|---|---|---|---|---|---|---|---|
| 6a. | 35 gallon cart | Labor | + Fuel | = Total Collection | + | Disposal | = | Total | |
| | 1 pick-up per week | 74.50 | 13.15 | 87.64 | | 1.76 | | 89.41 | per month |
| | 2 pick-ups per week | 119.66 | 21.12 | 140.78 | | 3.52 | | 144.30 | per month |
| | 3 pick-ups per week | 158.72 | 28.01 | 186.73 | | 5.29 | | 192.01 | per month |
| | 4 pick-ups per week | 205.08 | 36.19 | 241.27 | | 7.05 | | 248.32 | per month |
| | 5 pick-ups per week | 240.51 | 42.44 | 282.96 | | 8.81 | | 291.77 | per month |
| | 6 pick-up per week | 282.49 | 49.85 | 332.34 | | 10.57 | | 342.91 | per month |
| 6b. | 65 Gallon Cart | Labor | + Fuel | = Total Collection | + | Disposal | = | Total | |
| | 1 pick-up per week | 77.21 | 13.63 | 90.84 | | 3.27 | | 94.11 | per month |
| | 2 pick-ups per week | 123.55 | 21.80 | 145.35 | | 6.54 | | 151.90 | per month |
| | 3 pick-ups per week | 163.46 | 28.85 | 192.30 | | 9.82 | | 202.12 | per month |
| | 4 pick-ups per week | 211.05 | 37.24 | 248.30 | | 13.09 | | 261.39 | per month |
| | 5 pick-ups per week | 247.15 | 43.61 | 290.76 | | 16.36 | | 307.12 | per month |
| | 6 pick-up per week | 290.13 | 51.20 | 341.33 | | 19.63 | | 360.96 | per month |
| 6c. | 95 Gallon Cart | Labor | + Fuel | = Total Collection | + | Disposal | = | Total | |
| | 1 pick-up per week | 80.14 | 14.14 | 94.28 | | 4.78 | | 99.07 | per month |
| | 2 pick-ups per week | 127.78 | 22.55 | 150.33 | | 9.56 | | 159.89 | per month |
| | 3 pick-ups per week | 168.65 | 29.76 | 198.41 | | 14.35 | | 212.76 | per month |
| | 4 pick-ups per week | 217.61 | 38.40 | 256.02 | | 19.13 | | 275.14 | per month |
| | 5 pick-ups per week | 254.47 | 44.91 | 299.38 | | 23.91 | | 323.29 | per month |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 6 pick-up per week | 298.57 | | 52.69 | | 351.26 | 28.69 | 379.96 | per month |
| 6d. | 1 Cubic Yard Bin (standalone or half of 2-yard split bin) | Labor | + | Fuel | = | Total Collection | + Disposal | = Total | |
| | 1 pick-up per week | 159.77 | | 28.19 | | 187.96 | 10.17 | 198.13 | per month |
| | 2 pick-ups per week | 254.53 | | 44.92 | | 299.45 | 20.34 | 319.78 | per month |
| | 3 pick-ups per week | 335.76 | | 59.25 | | 395.01 | 30.50 | 425.52 | per month |
| | 4 pick-ups per week | 433.17 | | 76.44 | | 509.62 | 40.67 | 550.29 | per month |
| | 5 pick-ups per week | 506.37 | | 89.36 | | 595.74 | 50.84 | 646.58 | per month |
| | 6 pick-up per week | 594.07 | | 104.84 | | 698.90 | 61.01 | 759.91 | per month |
| 6e. | 1.5 Cubic Yard Bin (standalone or half of 3-yard split bin) | Labor | + | Fuel | = | Total Collection | + Disposal | = Total | |
| | 1 pick-up per week | 164.31 | | 29.00 | | 193.31 | 15.25 | 208.56 | per month |
| | 2 pick-ups per week | 260.19 | | 45.92 | | 306.11 | 30.50 | 336.62 | per month |
| | 3 pick-ups per week | 341.83 | | 60.32 | | 402.15 | 45.76 | 447.91 | per month |
| | 4 pick-ups per week | 440.51 | | 77.74 | | 518.24 | 61.01 | 579.25 | per month |
| | 5 pick-ups per week | 513.69 | | 90.65 | | 604.34 | 76.26 | 680.61 | per month |
| | 6 pick-up per week | 602.13 | | 106.26 | | 708.39 | 91.51 | 799.91 | per month |
| 6f. | 2 Cubic Yard Bin (standalone or half of 4-yard split bin) | Labor | + | Fuel | = | Total Collection | + Disposal | = Total | |
| | 1 pick-up per week | 169.32 | | 29.88 | | 199.20 | 20.34 | 219.54 | per month |
| | 2 pick-ups per week | 266.61 | | 47.05 | | 313.66 | 40.67 | 354.33 | per month |
| | 3 pick-ups per week | 348.90 | | 61.57 | | 410.48 | 61.01 | 471.49 | per month |
| | 4 pick-ups per week | 449.13 | | 79.26 | | 528.39 | 81.35 | 609.74 | per month |
| | 5 pick-ups per week | 522.53 | | 92.21 | | 614.75 | 101.68 | 716.43 | per month |
| | 6 pick-up per week | 611.99 | | 108.00 | | 719.99 | 122.02 | 842.01 | per month |
| 6g. | 3 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + Disposal | = Total | |
| | 1 pick-up per week | 170.50 | | 30.09 | | 200.59 | 30.50 | 231.09 | per month |
| | 2 pick-ups per week | 265.18 | | 46.80 | | 311.97 | 61.01 | 372.98 | per month |
| | 3 pick-ups per week | 344.07 | | 60.72 | | 404.79 | 91.51 | 496.30 | per month |
| | 4 pick-ups per week | 441.84 | | 77.97 | | 519.81 | 122.02 | 641.83 | per month |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 5 pick-ups per week | 511.37 | | 90.24 | = | 601.61 | + | 152.52 | = 754.13 per month |
| | 6 pick-up per week | 597.80 | | 105.49 | = | 703.30 | + | 183.03 | = 886.32 per month |
| 6h. | 4 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Disposal | = Total |
| | 1 pick-up per week | 214.11 | | 37.78 | = | 251.90 | + | 40.67 | = 292.57 per month |
| | 2 pick-ups per week | 337.67 | | 59.59 | = | 397.25 | + | 81.35 | = 478.60 per month |
| | 3 pick-ups per week | 437.49 | | 77.20 | = | 514.69 | + | 122.02 | = 636.71 per month |
| | 4 pick-ups per week | 568.36 | | 100.30 | = | 668.66 | + | 162.69 | = 831.35 per month |
| | 5 pick-ups per week | 658.29 | | 116.17 | = | 774.46 | + | 203.36 | = 977.82 per month |
| | 6 pick-up per week | 771.86 | | 136.21 | = | 908.07 | + | 244.04 | = 1,152.11 per month |
| 6i. | 6 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Disposal | = Total |
| | 1 pick-up per week | 339.82 | | 59.97 | = | 399.79 | + | 61.01 | = 460.80 per month |
| | 2 pick-ups per week | 537.01 | | 94.77 | = | 631.78 | + | 122.02 | = 753.80 per month |
| | 3 pick-ups per week | 696.82 | | 122.97 | = | 819.79 | + | 183.03 | = 1,002.81 per month |
| | 4 pick-ups per week | 905.54 | | 159.80 | = | 1,065.34 | + | 244.04 | = 1,309.38 per month |
| | 5 pick-ups per week | 1,049.77 | | 185.25 | = | 1,235.02 | + | 305.05 | = 1,540.07 per month |
| | 6 pick-up per week | 1,231.24 | | 217.28 | = | 1,448.52 | + | 366.06 | = 1,814.58 per month |

ATTACHMENT D

Maximum Rates To Be Charged

Fill in the rates proposed as the maximum rates to customers below for each level of service. Where requested, rates must be broken down to show the collection cost, processing cost and disposal cost. The procedure for adjusting costs throughout the term of the contract appears in **Article 14** of the contract. A sample calculation is shown in Attachment J. The disposal portion will only be adjusted as that cost actually changes. Disposal costs are a pass through cost and cannot include any mark up, overhead or administrative costs. As the amount of material being collected and handled is increasingly shifting into diversion, providing diversion services at no charge is no longer feasible and therefore is not permitted in this form. The rate proposed for collection of commercial, multi-family, temporary bin, temporary roll off, permanent roll off and compactor customers for recyclable materials **must be 50% lower** than the rate proposed for collection of MSW materials.

**Instructions for Submittal of Revised Proposal Form 29. Revisions included as Addendum 2 are marked in RED text in Sections 12-17 below. Please replace the tab titled '7-17.Compactor and RO' from the original Proposal Form 29 with this revised tab titled '7-17. Compactor and RO REVISED'. Delete the old tab titled '7-17. Compactor and RO'. Enter the required rates into the revised tab and submit with the proposal.**

**Rates must be submitted in 2024 dollars.**

**This form will become an attachment to the final contract.**

**Note: In completing the rates for Sections 7-11, Proposers shall use the assumed weights for roll-off boxes and compactors listed in Table 4 of the 'Assumptions' ta**

## 7. Permanent Compactor and Roll-Off Box Single-Material Recycling Service or Single-stream Recycling Service

| | | Collection Component (85% Labor and 15% Fuel | | | Processing | Residue Disposal | | |
|---|---|---|---|---|---|---|---|---|
| 7a. | 3 Cu. Yd. Compactor | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | On-call or Scheduled Service | 127.87 | 22.57 | 150.44 | 9.09 | 2.79 | 162.32 | per pull |
| 7b. | 4 Cu. Yd. Compactor | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | On-call or Scheduled Service | 160.59 | 28.34 | 188.92 | 27.95 | 3.72 | 220.60 | per pull |
| 7c. | 6 Cu. Yd. Compactor | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | On-call or Scheduled Service | 254.87 | 44.98 | 299.84 | 41.93 | 5.58 | 347.36 | per pull |
| 7d. | 10 Cu. Yd. Compactor | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 175.46 | 9.30 | 397.30 | per pull |
| 7e. | 20 Cu. Yd. Compactor | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 166.16 | 18.60 | 397.30 | per pull |
| 7f. | 25 Cu. Yd. Compactor | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 159.13 | 25.64 | 397.30 | per pull |

| | | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|---|
| 7g. | 30 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 156.86 | 27.91 | 397.30 | per pull |
| 7h. | 40 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 147.56 | 37.21 | 397.30 | per pull |
| 7i. | 10 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 181.67 | 3.10 | 377.98 | per pull |
| 7j. | 20 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 166.16 | 18.60 | 377.98 | per pull |
| 7k. | 25 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 159.13 | 25.64 | 377.98 | per pull |
| 7l. | 30 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 156.86 | 27.91 | 377.98 | per pull |
| 7m. | 40 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 147.56 | 37.21 | 377.98 | per pull |

## 8. Permanent Compactor and Roll-Off Box - Source Separated Food Scraps

| | | Collection Component (85% Labor and 15% Fuel | | | Processing | Residue Disposal | | |
|---|---|---|---|---|---|---|---|---|
| | | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| 8a. | 3 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 127.87 | 22.57 | 150.44 | 5.18 | 6.70 | 162.32 | per pull |
| 8b. | 4 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 160.59 | 28.34 | 188.92 | 22.74 | 8.93 | 220.60 | per pull |
| 8c. | 6 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 254.87 | 44.98 | 299.84 | 34.12 | 13.40 | 347.36 | per pull |

| | | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|---|
| 8d. | 10 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 162.44 | 22.33 | 397.30 | per pull |
| 8e. | 20 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 140.11 | 44.65 | 397.30 | per pull |
| 8f. | 25 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 128.95 | 55.81 | 397.30 | per pull |
| 8g. | 30 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 117.79 | 66.98 | 397.30 | per pull |
| 8h. | 40 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 95.46 | 89.30 | 397.30 | per pull |
| 8i. | 10 Cu. Yd. Roll Off Box | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 162.44 | 22.33 | 377.98 | per pull |
| 8j. | 20 Cu. Yd. Roll Off Box | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 140.11 | 44.65 | 377.98 | per pull |
| 8k. | 25 Cu. Yd. Roll Off Box | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 128.95 | 55.81 | 377.98 | per pull |
| 8l. | 30 Cu. Yd. Roll Off Box | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 117.79 | 66.98 | 377.98 | per pull |
| 8m. | 40 Cu. Yd. Roll Off Box | Labor | + Fuel | = Total Collection | + Composting or Co-digestion | + Disposal | = Total | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 95.46 | 89.30 | 377.98 | per pull |

**9. Permanent Compactor and Roll-Off Box - Source Separated Yard Trimmings**

| | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residue Disposal | |
|---|---|---|---|---|---|---|

| | | Labor | + Fuel | = Total Collection | + Composting | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|---|
| 9a. | 3 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 127.87 | 22.57 | 150.44 | 5.18 | 6.70 | 162.32 | per pull |
| 9b. | 4 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 160.59 | 28.34 | 188.92 | 24.98 | 6.70 | 220.60 | per pull |
| 9c. | 6 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 254.87 | 44.98 | 299.84 | 34.12 | 13.40 | 347.36 | per pull |
| 9d. | 10 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 162.44 | 22.33 | 397.30 | per pull |
| 9e. | 20 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 140.11 | 44.65 | 397.30 | per pull |
| 9f. | 25 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 128.95 | 55.81 | 397.30 | per pull |
| 9g. | 30 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 117.79 | 66.98 | 397.30 | per pull |
| 9h. | 40 Cu. Yd. Compactor | | | | | | | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | 95.46 | 89.30 | 397.30 | per pull |
| 9i. | 10 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 162.44 | 22.33 | 377.98 | per pull |
| 9j. | 20 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 140.11 | 44.65 | 377.98 | per pull |
| 9k. | 25 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 128.95 | 55.81 | 377.98 | per pull |
| 9l. | 30 Cu. Yd. Roll Off Box | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | | 117.79 | 66.98 | 377.98 | per pull |
| 9m. | 40 Cu. Yd. Roll Off Box | Labor | + Fuel | = Total Collection | + Composting □ | | + Disposal | = Total | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | | 95.46 | 89.30 | 377.98 | per pull |

**10. Permanent Compactor and Roll-Off Box - Co-collected Food Scraps and Yard Trimmings**

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | | Residue Disposal | | |
|---|---|---|---|---|---|---|---|---|---|
| 10a. | 3 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting | | + Disposal | = Total | |
| | On-call or Scheduled Service | 127.87 | 22.57 | 150.44 | | 5.18 | 6.70 | 162.32 | per pull |
| 10b. | 4 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting | | + Disposal | = Total | |
| | On-call or Scheduled Service | 160.59 | 28.34 | 188.92 | | 22.74 | 8.93 | 220.60 | per pull |
| 10c. | 6 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting | | + Disposal | = Total | |
| | On-call or Scheduled Service | 254.87 | 44.98 | 299.84 | | 34.12 | 13.40 | 347.36 | per pull |
| 10d. | 10 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting | | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | | 162.44 | 22.33 | 397.30 | per pull |
| 10e. | 20 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting □ | | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | | 140.11 | 44.65 | 397.30 | per pull |
| 10f. | 25 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting □ | | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | | 128.95 | 55.81 | 397.30 | per pull |
| 10g. | 30 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting□ | | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | | 117.79 | 66.98 | 397.30 | per pull |
| 10h. | 40 Cu. Yd. Compactor | Labor | + Fuel | = Total Collection | + Composting□ | | + Disposal | = Total | |
| | On-call or Scheduled Service | 180.66 | 31.88 | 212.54 | | 95.46 | 89.30 | 397.30 | per pull |
| 10i. | 10 Cu. Yd. Roll Off Box | Labor | + Fuel | = Total Collection | + Composting□ | | + Disposal | = Total | |

| | | Labor | + Fuel | = Total Collection | + Composting | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|---|
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 162.44 | 22.33 | 377.98 | per pull |
| 10j. | 20 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 140.11 | 44.65 | 377.98 | per pull |
| 10k. | 25 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 128.95 | 55.81 | 377.98 | per pull |
| 10l. | 30 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 117.79 | 66.98 | 377.98 | per pull |
| 10m. | 40 Cu. Yd. Roll Off Box | | | | | | | |
| | On-call or Scheduled Service | 164.23 | 28.98 | 193.22 | 95.46 | 89.30 | 377.98 | per pull |

11. Permanent Compactor and Roll-Off Box for Direct Haul to Landfill Service

| | | Collection Component (85% Labor and 15% Fuel) | | | Disposal Component | | |
|---|---|---|---|---|---|---|---|
| | | Labor + | Fuel = | Total Collection + | Disposal = | Total | |
| 11a. | 3 Cu. Yd. Compactor | | | | | | |
| | On-call or Scheduled Service | 255.75 | 45.13 | 300.88 | 23.76 | 324.63 | per pull |
| 11b. | 4 Cu. Yd. Compactor | | | | | | |
| | On-call or Scheduled Service | 321.17 | 56.68 | 377.85 | 63.35 | 441.20 | per pull |
| 11c. | 5 Cu. Yd. Compactor | | | | | | |
| | On-call or Scheduled Service | 509.73 | 89.95 | 599.69 | 95.02 | 694.71 | per pull |
| 11d. | 10 Cu. Yd. Compactor | | | | | | |
| | On-call or Scheduled Service | 361.31 | 63.76 | 425.08 | 369.53 | 794.61 | per pull |
| 11e. | 20 Cu. Yd. Compactor | | | | | | |
| | On-call or Scheduled Service | 361.31 | 63.76 | 425.08 | 369.53 | 794.61 | per pull |
| 11f. | 25 Cu. Yd. Compactor | | | | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | On-call or Scheduled Service | 361.31 | | 63.76 | | 425.08 | | 369.53 | | 794.61 | per pull |
| 11g. | 30 Cu. Yd. Compactor | Labor | + | Fuel | = | Total Collection | + | Disposal | = | Total | |
| | On-call or Scheduled Service | 361.31 | | 63.76 | | 425.08 | | 369.53 | | 794.61 | per pull |
| 11h. | 40 Cu. Yd. Compactor | Labor | + | Fuel | = | Total Collection | + | Disposal | = | Total | |
| | On-call or Scheduled Service | 361.31 | | 63.76 | | 425.08 | | 369.53 | | 794.61 | per pull |
| 11i. | 10 Cu. Yd. Roll Off Box | Labor | + | Fuel | = | Total Collection | + | Disposal | = | Total | |
| | On-call or Scheduled Service | 328.47 | | 57.96 | | 386.43 | | 369.53 | | 755.96 | per pull |
| 11j. | 20 Cu. Yd. Roll Off Box | Labor | + | Fuel | = | Total Collection | + | Disposal | = | Total | |
| | On-call or Scheduled Service | 328.47 | | 57.96 | | 386.43 | | 369.53 | | 755.96 | per pull |
| 11k. | 25 Cu. Yd. Roll Off Box | Labor | + | Fuel | = | Total Collection | + | Disposal | = | Total | |
| | On-call or Scheduled Service | 328.47 | | 57.96 | | 386.43 | | 369.53 | | 755.96 | per pull |
| 11l. | 30 Cu. Yd. Roll Off Box | Labor | + | Fuel | = | Total Collection | + | Disposal | = | Total | |
| | On-call or Scheduled Service | 328.47 | | 57.96 | | 386.43 | | 369.53 | | 755.96 | per pull |
| 11m. | 40 Cu. Yd. Roll Off Box | Labor | + | Fuel | = | Total Collection | + | Disposal | = | Total | |
| | On-call or Scheduled Service | 328.47 | | 57.96 | | 386.43 | | 369.53 | | 755.96 | per pull |

## 12. Temporary Bin and Roll-Off Bin Divertible Service - Single-Material Recyclables and Single-Stream Recyclables

| | | Collection Component (85% Labor and 15% Fuel) | | | | Processing | | Residual Disposal | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 12a. | 2 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | | 4.78 | | 1.24 | | 147.09 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | | 4.78 | | 1.24 | | 147.09 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | | 4.78 | | 1.24 | | 147.09 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | | 4.78 | | 1.24 | | 147.09 | per pull |
| 12b. | 3 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | | 7.16 | | 1.86 | | 150.10 | per pull |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Weekly (i.e Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 7.16 | 1.86 | 150.10 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 7.16 | 1.86 | 150.10 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | 7.16 | 1.86 | 150.10 | per pull |
| 12c. | 4 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 9.55 | 2.48 | 153.11 | per pull |
| | Weekly (i.e Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 9.55 | 2.48 | 153.11 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 9.55 | 2.48 | 153.11 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | 9.55 | 2.48 | 153.11 | per pull |
| 12d. | 6 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 14.33 | 3.72 | 159.12 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 14.33 | 3.72 | 159.12 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 14.33 | 3.72 | 159.12 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | 14.33 | 3.72 | 159.12 | per pull |
| 12e. | 10 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 162.26 | 6.20 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 162.26 | 6.20 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 162.26 | 6.20 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 162.26 | 6.20 | 361.67 | per pull |
| 12f. | 20 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |
| 12g. | 25 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 167.84 | 0.62 | 361.67 | per pull |

| 12h. | 30 Cubic Yard Roll-Off | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |
| Other: | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |

| 12i. | 40 Cubic Yard Roll-Off | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |
| Other: | | 164.23 | | 28.98 | | 193.22 | | 167.84 | | 0.62 | | 361.67 | per pull |

## 13. Temporary Bin and Roll-Off Bin Divertible Service - Source-separated Food Scraps

| | | Collection Component (85% Labor and 15% Fuel | | | | | Processing | | Residual Disposal | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 13a. | 2 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Compost or Co-digestion | + | Disposal | = | Total | |
| Same day (same day collection service) | | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |
| Other: | | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |

| 13b. | 3 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |
| Other: | | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |

| 13c. 4 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |
| Other: | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |

| 13d. 6 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Sar Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 12.10 | 5.95 | 159.12 | per pull |
| We Weekly (i.e. Monday collection, with the collection again on th | 119.91 | 21.16 | 141.07 | 12.10 | 5.95 | 159.12 | per pull |
| We Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 12.10 | 5.95 | 159.12 | per pull |
| Other: | 119.91 | 21.16 | 141.07 | 12.10 | 5.95 | 159.12 | per pull |

| 13e. 10 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

| 13f. 20 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

| 13g. 25 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| 13h. | 30 Cubic Yard Roll-Off | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | 7.00 | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| 13i. | 40 Cubic Yard Roll-Off | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

## 14. Temporary Bin and Roll-Off Bin Divertible Service - Source-separated Yard Trimmings

| | | Collection Component (85% Labor and 15% Fuel | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| 14a. | 2 Cubic Yard Bin | Labor + | Fuel = | Total Collection + | Compost + | Disposal = | Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 3.04 | 2.98 | 147.09 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 3.04 | 2.98 | 147.09 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 3.04 | 2.98 | 147.09 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | 3.04 | 2.98 | 147.09 | per pull |
| 14b. | 3 Cubic Yard Bin | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 4.56 | 4.47 | 150.10 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 4.56 | 4.47 | 150.10 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 4.56 | 4.47 | 150.10 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | 4.56 | 4.47 | 150.10 | per pull |
| 14c. | 4 Cubic Yard Bin | Labor + | Fuel = | Total Collection + | Clean MRF + | Disposal = | Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |

| | | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|---|
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | 6.08 | 5.95 | 153.11 | per pull |
| 14d. | 6 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |
| | Other: | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |
| 14e. | 10 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| 14f. | 20 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| 14g. | 25 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| 14h. | 30 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | | 64.27 | 104.19 | 361.67 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | | 64.27 | 104.19 | 361.67 | per pull |

| 14i. | 40 Cubic Yard Roll-Off | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Same day (same day collection service) | 164.23 | | 28.98 | | 193.22 | | 64.27 | | 104.19 | | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | | 28.98 | | 193.22 | | 64.27 | | 104.19 | | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | | 28.98 | | 193.22 | | 64.27 | | 104.19 | | 361.67 | per pull |
| | Other: | 164.23 | | 28.98 | | 193.22 | | 64.27 | | 104.19 | | 361.67 | per pull |

## 15. Temporary Bin and Roll-Off Bin Divertible Service - Co-collected Food Scraps and Yard Trimmings

| | | Collection Component (85% Labor and 15% Fuel | | | | | + | Processing | + | Residual Disposal | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 15a. | 2 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Compost | + | Disposal | = | Total | |
| | Same day (same day collection service) | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |
| | Other: | 119.91 | | 21.16 | | 141.07 | | 3.04 | | 2.98 | | 147.09 | per pull |
| 15b. | 3 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | Same day (same day collection service) | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |
| | Other: | 119.91 | | 21.16 | | 141.07 | | 4.56 | | 4.47 | | 150.10 | per pull |
| 15c. | 4 Cubic Yard Bin | Labor | + | Fuel | = | Total Collection | + | Clean MRF | + | Disposal | = | Total | |
| | Same day (same day collection service) | 119.91 | | 21.16 | | 141.07 | | 6.08 | | 5.95 | | 153.11 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | | 21.16 | | 141.07 | | 6.08 | | 5.95 | | 153.11 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 119.91 | | 21.16 | | 141.07 | | 6.08 | | 5.95 | | 153.11 | per pull |
| | Other: | 119.91 | | 21.16 | | 141.07 | | 6.08 | | 5.95 | | 153.11 | per pull |

| 15d. 6 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |
| Other: | 119.91 | 21.16 | 141.07 | 9.12 | 8.93 | 159.12 | per pull |

| 15e. 10 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

| 15f. 20 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

| 15g. 25 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

| 15h. 30 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| 15i. | 40 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |
| | Other: | 164.23 | 28.98 | 193.22 | 64.27 | 104.19 | 361.67 | per pull |

## 16. Temporary Bin and Roll-Off Box Service - Including 2, 3, 4, and 6 yard Bin Service - Mixed C&D Processing

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| 16a. | 2 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Mixed C&D Processing | + Disposal | = Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 25.09 | 1.86 | 309.10 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 25.09 | 1.86 | 309.10 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 25.09 | 1.86 | 309.10 | per pull |
| | Other: | 239.83 | 42.32 | 282.15 | 25.09 | 1.86 | 309.10 | per pull |
| 16b. | 3 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 37.64 | 2.79 | 322.58 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 37.64 | 2.79 | 322.58 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 37.64 | 2.79 | 322.58 | per pull |
| | Other: | 239.83 | 42.32 | 282.15 | 37.64 | 2.79 | 322.58 | per pull |
| 16c. | 4 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 50.19 | 3.72 | 336.05 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 50.19 | 3.72 | 336.05 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 50.19 | 3.72 | 336.05 | per pull |
| | Other: | 239.83 | 42.32 | 282.15 | 50.19 | 3.72 | 336.05 | per pull |
| 16d. | 6 Cubic Yard Bin | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 75.28 | 5.58 | 363.01 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 75.28 | 5.58 | 363.01 | per pull |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 75.28 | 5.58 | 363.01 | per pull |
| Other: | 239.83 | 42.32 | 282.15 | 75.28 | 5.58 | 363.01 | per pull |

| 16e. 10 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |

| 16f. 20 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |

| 16g. 25 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |

| 16h. 30 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |

| 16i. 40 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
|---|---|---|---|---|---|---|---|
| Dai Same day (same day collection service) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| We Weekly (i.e. Monday collection, with the collection again on th | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| We Weekend (i.e. collection on Saturday or Sunday) | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |
| Other: | 164.23 | 28.98 | 193.22 | 585.53 | 65.06 | 843.80 | per pull |

**17. Temporary Bin & Roll Off Box Service - Including 2, 3, 4, and 6 yard Bin Service - Direct to Landfill Service**

| | | Collection Component (85% Labor and 15% Fuel) | | | Disposal Component | | |
|---|---|---|---|---|---|---|---|
| 17a. | 2 Cubic Yard Bin | Labor + | Fuel = | Total Collection + | Disposal = | Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 12.03 | 294.18 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 12.03 | 294.18 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 12.03 | 294.18 | per pull |
| | Other: | 239.83 | 42.32 | 282.15 | 12.03 | 294.18 | per pull |
| 17b. | 3 Cubic Yard Bin | Labor + | Fuel = | Total Collection + | Disposal = | Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 18.05 | 300.20 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 18.05 | 300.20 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 18.05 | 300.20 | per pull |
| | Other: | 239.83 | 42.32 | 282.15 | 18.05 | 300.20 | per pull |
| 17c. | 4 Cubic Yard Bin | Labor + | Fuel = | Total Collection + | Disposal = | Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 24.07 | 306.21 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 24.07 | 306.21 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 24.07 | 306.21 | per pull |
| | Other: | 239.83 | 42.32 | 282.15 | 24.07 | 306.21 | per pull |
| 17d. | 6 Cubic Yard Bin | Labor + | Fuel = | Total Collection + | Disposal = | Total | |
| | Same day (same day collection service) | 239.83 | 42.32 | 282.15 | 36.10 | 318.25 | per pull |
| | Weekly (i.e. Monday collection, with the collection again on the fol | 239.83 | 42.32 | 282.15 | 36.10 | 318.25 | per pull |
| | Weekend (i.e. collection on Saturday or Sunday) | 239.83 | 42.32 | 282.15 | 36.10 | 318.25 | per pull |
| | Other: | 239.83 | 42.32 | 282.15 | 36.10 | 318.25 | per pull |

| 17e. 10 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Disposal | = Total | |
|---|---|---|---|---|---|---|
| Same day (same day collection service) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Other: | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |

| 17f. 20 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Disposal | = Total | |
|---|---|---|---|---|---|---|
| Same day (same day collection service) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Other: | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |

| 17g. 25 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Disposal | = Total | |
|---|---|---|---|---|---|---|
| Same day (same day collection service) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Other: | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |

| 17h. 30 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Disposal | = Total | |
|---|---|---|---|---|---|---|
| Same day (same day collection service) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Other: | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |

| 17i. 40 Cubic Yard Roll-Off | Labor | + Fuel | = Total Collection | + Disposal | = Total | |
|---|---|---|---|---|---|---|
| Same day (same day collection service) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekly (i.e. Monday collection, with the collection again on the fol | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Weekend (i.e. collection on Saturday or Sunday) | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |
| Other: | 328.47 | 57.96 | 386.43 | 336.92 | 723.35 | per pull |

ATTACHMENT D

Maximum Rates To Be Charged

Fill in the rates proposed as the maximum rates to customers below for each level of service. Rates must be broken down to show the collection cost, processing cost and disposal cost. The procedure for adjusting costs throughout the term of the contract appears in Article 14 of the contract. A sample calculation is shown in Attachment J. The disposal portion will only be adjusted as that cost actually changes. Disposal costs are a pass through cost and cannot include any mark up, overhead or administrative costs. As the amount of material being collected and handled is increasingly shifting into diversion, providing diversion services at no charge is no longer feasible and therefore is not permitted in this form. The rate proposed for collection of commercial, multi-family, temporary bin, temporary roll off, permanent roll off and compactor customers for recyclable materials and food scraps must be 50% lower than the rate proposed for collection of MSW materials.

**Rates must be submitted in 2024 dollars.**

**This form will become an attachment to the final contract.**

**18. Special Event Service - Direct to Landfill MSW Service**

| | | Collection Component (85% Labor and 15% Fuel) | | | | Disposal Component | | Total | |
|---|---|---|---|---|---|---|---|---|---|
| | | Labor | + Fuel | = Total Collection | + | Disposal | = | | |
| 18a. | 35 gallon cart | 23.00 | 4.06 | 27.06 | | 1.04 | = | 28.10 | per container |
| 18b. | 65 gallon cart | 31.79 | 5.61 | 37.40 | | 1.94 | = | 39.34 | per container |
| 18c. | 95 gallon cart | 35.81 | 6.32 | 42.13 | | 2.83 | = | 44.96 | per container |
| 18d. | 1 Cu. Yard Bin (as half of split bin and as standalone) | 33.10 | 5.84 | 38.94 | | 6.02 | = | 44.96 | per container |
| 18e. | 1.5 Cu. Yard Bin (as half of split bin and as standalone) | 242.38 | 42.77 | 285.16 | | 9.02 | = | 294.18 | per container |
| 18f. | 2 Cu. Yard Bin (as half of split bin and as standalone) | 239.83 | 42.32 | 282.15 | | 12.03 | = | 294.18 | per container |
| 18g. | 3 Cu. Yard Bin (as half of split bin and as standalone) | 239.83 | 42.32 | 282.15 | | 18.05 | = | 300.20 | per container |
| 18h. | 4 Cu. Yard Bin | 239.83 | 42.32 | 282.15 | | 24.07 | = | 306.21 | per container |
| 18i. | 6 Cu. Yard Bin | 239.83 | 42.32 | 282.15 | | 36.10 | = | 318.25 | per container |
| 18j. | 10 Cu. Yd. Roll-off | 563.71 | 99.48 | 663.18 | | 60.16 | = | 723.35 | per pull |
| 18k. | 20 Cu. Yd. Roll-off | 512.57 | 90.45 | 603.02 | | 120.33 | = | 723.35 | per pull |
| 18l. | 25 Cu. Yd. Roll-off | 487.00 | 85.94 | 572.94 | | 150.41 | = | 723.35 | per pull |
| 18m. | 30 Cu. Yd. Roll-off | 461.43 | 81.43 | 542.86 | | 180.49 | = | 723.35 | per pull |
| 18n. | 40 Cu. Yd. Roll-off | 410.29 | 72.40 | 482.69 | | 240.65 | = | 723.35 | per pull |
| 18o. | 20 Cu. Yd. Compactor | 368.58 | 65.04 | 433.63 | | 360.98 | = | 794.61 | per pull |
| 18p. | 25 Cu. Yd. Compactor | 291.87 | 51.51 | 343.38 | | 451.23 | = | 794.61 | per pull |
| 18q. | 30 Cu. Yd. Compactor | 215.16 | 37.97 | 253.13 | | 541.47 | = | 794.61 | per pull |
| 18r. | 40 Cu. Yd. Compactor | 61.75 | 10.90 | 72.64 | | 721.96 | = | 794.61 | per pull |

## 19. Special Event Service - Single-Material Recyclables and Single-Stream Recyclables

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| | | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| 19a | 35 gallon cart | 22.54 | 3.98 | 26.52 | 0.14 | 0.04 | 26.70 | per contai |
| 19b. | 65 gallon cart | 31.48 | 5.56 | 37.04 | 0.27 | 0.07 | 37.37 | per contai |
| 19c. | 90 gallon cart | 35.91 | 6.34 | 42.25 | 0.37 | 0.09 | 42.71 | per contai |
| 19d. | 1 Cu. Yard Bin (as half of split bin and as standalone) | 35.43 | 6.25 | 41.68 | 0.83 | 0.21 | 42.71 | per contai |
| 19e. | 1.5 Cu. Yard Bin (as half of split bin and as standalone) | 236.23 | 41.69 | 277.92 | 1.24 | 0.31 | 279.47 | per contai |
| 19f. | 2 Cu. Yard Bin (as half of split bin and as standalone) | 235.79 | 41.61 | 277.40 | 1.65 | 0.41 | 279.47 | per contai |
| 19g. | 3 Cu. Yard Bin (as half of split bin and as standalone) | 239.77 | 42.31 | 282.09 | 2.48 | 0.62 | 285.19 | per contai |
| 19h. | 4 Cu. Yard Bin | 243.75 | 43.02 | 286.77 | 3.31 | 0.83 | 290.90 | per contai |
| 19i. | 6 Cu. Yard Bin | 251.71 | 44.42 | 296.13 | 4.96 | 1.24 | 302.33 | per contai |
| 19j. | 10 Cu. Yd. Roll-off | 575.32 | 101.53 | 676.84 | 8.27 | 2.07 | 687.18 | per pull |
| 19k. | 20 Cu. Yd. Roll-off | 566.53 | 99.98 | 666.51 | 16.54 | 4.13 | 687.18 | per pull |
| 19l. | 25 Cu. Yd. Roll-off | 562.14 | 99.20 | 661.34 | 20.67 | 5.17 | 687.18 | per pull |
| 19m. | 30 Cu. Yd. Roll-off | 557.75 | 98.43 | 656.17 | 24.81 | 6.20 | 687.18 | per pull |
| 19n. | 40 Cu. Yd. Roll-off | 548.96 | 96.88 | 645.84 | 33.08 | 8.27 | 687.18 | per pull |
| 19o. | 20 Cu. Yd. Compactor | 588.93 | 103.93 | 692.86 | 49.61 | 12.40 | 754.88 | per pull |
| 19p. | 25 Cu. Yd. Compactor | 575.75 | 101.60 | 677.36 | 62.02 | 15.50 | 754.88 | per pull |
| 19q. | 30 Cu. Yd. Compactor | 562.58 | 99.28 | 661.85 | 74.42 | 18.60 | 754.88 | per pull |
| 19r. | 40 Cu. Yd. Compactor | 536.22 | 94.63 | 630.85 | 99.23 | 24.81 | 754.88 | per pull |

## 20. Special Event Service - Source-separated Food Scraps

*Note: Food scraps will only be collected in 35-gal, 65-gal, 1-yard, 1.5 yard, and 2-yard containers. Food scraps will not be collected as part of split bin service.*

| | | Collection Component (85% Labor and 15% Fuel) | | | Processing | Residual Disposal | | |
|---|---|---|---|---|---|---|---|---|
| | | Labor | + Fuel | = Total Collection | + Clean MRF | + Disposal | = Total | |
| 20a. | 35 gallon cart | 54.58 | 9.63 | 64.22 | 2.58 | 0.64 | 67.44 | per contai |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 20b. | 65 gallon cart | 57.01 | 10.06 | 67.07 | 4.79 | 1.20 | 73.06 | per contai |
| 20c. | 1 Cu. Yard Bin (as half of split bin and as standalone) | 79.73 | 14.07 | 93.80 | 14.88 | 3.72 | 112.40 | per contai |
| 20d. | 1.5 Cu. Yard Bin (as half of split bin and as standalone) | 95.70 | 16.89 | 112.59 | 22.33 | 5.58 | 140.50 | per contai |
| 20e. | 2 Cu. Yard Bin (as half of split bin and as standalone) | 111.68 | 19.71 | 131.39 | 29.77 | 7.44 | 168.60 | per contai |

## 21. Emergency Service

| | | Collection Component (85% Labor and 15% Fuel) | | | | Disposal Component | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Labor | + Fuel | = Total Collection | | + Disposal | = Total | |
| 21a. | 3 Cu. Yard Bin | 122.69 | 21.65 | 144.34 | | 31.01 | 175.35 | per contai |
| 21b. | 4 Cu. Yard Bin | 123.78 | 21.84 | 145.63 | | 41.34 | 186.97 | per contai |
| 21c. | 6 Cu. Yard Bin | 125.96 | 22.23 | 148.19 | | 62.02 | 210.21 | per contai |
| 21d. | 10 Cu. Yard Roll-off | 419.28 | 73.99 | 493.27 | | 578.81 | 1,072.09 | per pull |
| 21e. | 20 Cu. Yard Roll-off | 419.28 | 73.99 | 493.27 | | 578.81 | 1,072.09 | per pull |
| 21f. | 25 Cu. Yard Roll-off | 428.00 | 75.53 | 503.53 | | 661.50 | 1,165.03 | per pull |
| 21g. | 30 Cu. Yard Roll-off | 428.00 | 75.53 | 503.53 | | 661.50 | 1,165.03 | per pull |
| 21h. | 40 Cu. Yard Roll-off | 428.00 | 75.53 | 503.53 | | 661.50 | 1,165.03 | per pull |

ATTACHMENT D

## Maximum Rates To Be Charged

Fill in the rates proposed as the maximum rates to customers for each level of service. These rates will be adjusted using the methodology in Attachment J, Section 1.B titled 'Adjustment for Processing Component of Annual Rate Based on PPI'

**Instructions for Submittal of Revised Proposal Form 29. Revisions included as Addendum 2 are marked in RED text in Section 22mm below. Please replace the tab titled '22. Other Services' from the original Proposal Form 29 with this revised tab titled '22. Other Services REVISED'. Delete the old tab titled '22. Other Services'. Enter the required rate into Item 22mm on the revised tab and submit with the proposal.**

**Rates must be submitted in 2024 dollars.**

**This form will become an attachment to the final contract.**

### 22. Other Services

| | | | | |
|---|---|---|---|---|
| | 22a. | Residential Bulky Goods Collection Service (For additional Collections of Bulky Goods from Residential Premises in Excess of Four (4) per year) | 31.22 | per pick-up |
| | 22b. | Multi-family Bulky Goods Collection Service (For additional Collections of Bulky Goods from Multi-family Premises in Excess of Four (4) per account year) | 31.22 | per pick-up |
| | 22c. | Commercial Bulky Goods Collection Service (For additional Collections of Bulky Goods from Commercial Premises in Excess of Four (4) per account year) | 43.71 | per pick-up |
| | 22d. | Residential HHW Collection (For additional Collections of HHW from Residential Premises in Excess of Four (4) Quarterly Pick-ups per year) | 31.22 | per pick-up |
| | 22e. | Repair and Maintenance of Compactor | 93.67 | per hour |
| | 22f. | Bin Cleaning Service | 93.67 | per Bin |
| | 22g. | Cart Replacement/Exchange | 31.22 | per Cart |
| | 22h. | Bin Replacement/Exchange | 249.78 | per Bin |
| | 22i. | Commercial Bin Wheel-Out Service (25' - 50') | 43.71 | per bin per month |
| | 22j. | Commercial Bin Wheel-Out Service (51' - 75') | 8.74 | per bin per month |
| $ | 22k. | Residential Backyard Wheel-Out Service for Customers (for Customers that are not a 'Disabled Person' as defined in Attachment A) | 31.22 | per month |
| | 22l. | Extra Pick-up - Residential Cart | 31.22 | per cart |
| | 22m. | Extra Pick-up - Commercial/Multi-family Cart | 49.96 | per cart |
| | 22n. | Extra Pick-up - Commercial/Multi-family Bin | 156.11 | per bin |
| | 22o. | Roll-off or Compactor Service - False or Dry Run | 312.22 | per instance |
| | 22p. | Power wash/steam cleaning of enclosure | 218.56 | per instance |
| | 22q. | Commercial/Multi-family Sunday Collection Service Premium (added to existing rate per container per month) | 156.11 | per container per month |
| | 22r | Roll-off/compactor overage charges - Landfill (if max weight is included in rate and load exceeds max weight - include a per ton cost) | 62.44 | per ton |
| | 22s | Roll-off/compactor overage charges - Mixed C&D (if max weight is included in rate and load exceeds max weight - include a per ton cost) | 93.67 | per ton |
| | 22t. | Clean-up Bin Trip Charge | 156.11 | per instance |
| | 22u. | Clean Up Bin Overweight Charge | 93.67 | per ton |
| | 22v | Roll-off Relocation Charge | 156.11 | per instance |
| | 22w | Overweight Roll-off Extra Charge if Special Vehicle is Needed to Haul Container in Excess of 10 Tons Loaded Weight (in addition to standard roll-off rate) | 312.22 | per instance |
| | 22x. | Daily Rental Over 7 Days for Temporary 2,3,4, and 6-yard bins | 12.49 | per day |
| | 22y. | Daily Rental Over 7 Days for Temporary 10,20,30 and 40-yard bins | 31.22 | per day |

| | | | |
|---|---|---|---|
| 22z | Compactor cleaning charge | 218.56 | per instance |
| 22aa | Replacement Residential Counter-top food scraps kitchen pail (includes delivery) | 31.22 | per replacement |
| 22bb | Commercial Resumption of Service Charge (only after discontinuation for non-payment, includes redelivery of containers if removed from premises) | 62.44 | per instance |
| 22cc | Residential Resumption of Service Charge (only after discontinuation for non-payment, includes redelivery of containers if removed from premises) | 62.44 | per instance |
| 22dd | Stinger service / Scout Service - per Container per month | 43.64 | per bin per frequency per month |
| 22ee | Locking Bin Installation | 26.10 | per instance |
| 22ff | Emergency Collection, hourly rate for (1) crew and (1) vehicle | 219.18 | per hour |
| 22gg | Bin sensor (pilot program described in Section 8.04.G of Contract) | 28.10 | per bin sensor per month |
| 22hh | Bin Sensors (citywide program described in Section 8.04.G.1 of Contract) | 28.10 | per bin sensor per month |
| 22ii | Bin Locking Lids Fee | 11.83 | per bin per frequency per month |
| 22jj | Locked Enclosure Gate Fee | 11.83 | per bin per frequency per month |
| 22kk | Residential - Non-containerization fee after second and subsequent written notices as described in Attachment B, Section 2.6.1 | 39.34 | per incident |
| 22ll | Commercial - Overfull Container fee for after second and subsequent instance of Overfull Bin(s)/Cart(s) where Customer was notified via Hang Tag as described in Section 3.10 of Attachmen | 50.58 | per incident |
| 22mm | Replacement bin sensor (initial replacement at no charge. Second and subsequent replacement bin sensor will be charged at this rate. Rate shall include installation, capital cost, and licensing cost). | 28.10 | per bin sensor |
| 22nn | Price for City-branded Ball Aluminum Cups beyond 10,000 cups per year proposed by CR&R (assumes bulk purchase of 100+ cups per order) | 32.20 | per 100 cups |
| **The Following Services will be provided to a Customer at no additional charge.** | | | |
| 22nn | Commercial Bin Wheel-Out Service for a distance less than 25 feet | 0.00 | per month |

# RFP Question Set #1 from City and Response to Question Set #1 from Proposer

January 9, 2023 *Delivered Electronically*

Julie Barreda
Senior Vice President
11292 Western Avenue
Stanton, CA 90680
julieb@crrmail.com
(714) 349-2864

RE: Response to City of Laguna Beach RFP – Question Set #1

Dear Ms. Barreda,

Attached is Question Set #1 with regards to the RFP. Please submit your responses electronically by ***4:00 p.m. on Friday, January 20th, 2023***.

Please email me upon receipt of this letter to acknowledge that CR&R has received it.

Sincerely,

Liz Avila
Senior Public Works Analyst/Solid Waste Program Coordinator

lavila@lagunabeachcity.net

Enclosed
Attachment 1: Question Set #1

## QUESTION SET #1

### Questions for CR&R

1. **Proposal Form 11**: Please explain the features of Audit Pro. Also please describe a situation where "non-conformance with state law or franchise agreement requirements" occurred in the field. How is Audit Pro used?
    a. Who is contacted and how do drivers, the Sustainability Coordinator, and field auditors use it to resolve the issue?
    b. Does the Audit Pro tool communicate with the SoftPak customer resource database (i.e. does data gathered in the field using this application get linked with customer data in SoftPak)?
2. **Proposal Form 9:** Confirm the hard-to-service vehicle is the schematic provided in your Proposal Form 26: Hard-to-Service Areas and that the light-weight vehicle proposed in Proposal Form 9 is a differently specified and purposed vehicle for collection of hard-to-service areas. If so, please identify the light-weight commercial recycling vehicle in the listing of vehicles proposed to be placed into service in the City in Proposal Form 8: Vehicles to be Provided.
3. **Proposal Form 10:** In CR&R's response re: the deployment of an electric vehicle in Proposal Form 10, CR&R indicated that "While the RFP specifies a slit-body (*sic*) electric vehicle, and CR&R will comply if required, in our experience the weight of a split body will impact the functionality of the electric vehicle." The City is interested in a single-pass, split-body vehicle to reduce the number of vehicle trips in the congested downtown area.
    a. If not using the BEV refuse collection vehicle for a single-pass commercial cart collection route, what route assignment is CR&R proposing for the BEV?
    b. The City is interested in the details of the reduced functionality of pairing a split body with an EV vehicle. Was this information gained through CR&R's operational experience, or in discussions with EV vendors and/or data observed from other jurisdictions/haulers field operations?
4. **Proposal Form 10.** Does CR&R operate Class 8 BEV refuse collection vehicles in any other jurisdictions?
5. **Proposal Form 10.** Per Question 9 of Proposal Form 10, please provide the projected cost of permitting and installing each charging station and add this cost to the capital cost analysis you provided in your response.
6. **Proposal Form 10.** Does CR&R project that the electric collection vehicle will need to charge mid-route or is the 80-100 miles per charge sufficient to complete the entire route and return to Stanton?
    a. If the BEV is unable complete the route and return to Stanton on a single charge, describe how additional charging will be incorporated into the route. Will the BEV charge at the in-City charging station if it is unable to complete the route on a single charge?

   b. What other uses are planned for the in-city charging station by CR&R (e.g. would it be used if CR&R implements Option 2 for the hard-to-service residential areas described in Proposal Form 26)?
7. **Proposal Form 12:** There are no Roll-Off Boxes listed on Proposal Form 12 under Commercial and Multi-Family Containers for MSW, and under Commercial and Multi-Family Containers for Recyclable Materials. What is CR&R's proposed plan for providing new Roll-Off Boxes as required by the RFP and the contract in Section 6 of the RFP?
8. **Proposal Form 11:** Given the disruptions over past few years on bin, cart, and roll-off inventory, what measures or practices will CR&R utilize to address these shortages?
9. **Proposal Form 11.** Attachment E-1 requires that carts in service in the City have at least 10% post-consumer recycled content and 50% post-industrial recycled content. Attachment E-1 also requires a cart identification system including a bar code, RFID, or serial number.
   a. What percent pre- and post-consumer recycled content do the proposed carts contain?
   b. Please also specify which cart identification system CR&R intends to use, if selected (RFID, barcode, or serial number).
10. **Proposal Form 11.** SB 1111, which was signed into law by Governor Newsom on September 9, 2022, requires any trash receptacle larger than 3 feet to have reflective fluorescent taping to increase roadway visibility. Please confirm that the rates submitted by CR&R include the provision of reflective fluorescent taping on all commercial and multi-family bins in service in the City.
11. **Proposal Form 13**: In Proposal Form 13, on page 66 under "Bins", CR&R is proposing "In addition to meeting the RFP's requirement for carts, CR&R is also proposing new or like-new bins." The following sections of the RFP and the Contract require all bins and all other containers to be new and unused: Section 3.1.6 of the RFP; Section 8.04 of the Contract that is included in Section 6 of the RFP; Sections 1.6.1.2 and 1.6.2.2 of Attachment B to the Contract; and Attachment E to the Contract. What is meant by CR&R's reference to "like new" bins?
12. **Proposal Form 13:** In Proposal Form 13 (Implementation Plan) the Sustainability Coordinator is hired in April 2024. How will this schedule provide sufficient time to train the Coordinator and have them ready to assist in a transition if CR&R is selected for the new contract?
13. **Proposal Form 25**: On Proposal Form 25, please confirm that the quoted rate of $25.00 per bin per sensor include the monthly licensing cost and the cost of installation, as directed in the instructions for Proposal Form 25?
14. **Proposal Form 26.** The City is interested in learning more about the operational solution provided as Option 3 in Proposal Form 26 re: hard to service areas. Please further describe CR&R proposed alternative (Option 3) collection plan for the hard-to-service areas.
   a. Is CR&R proposing to collect three separate streams via a detachable hopper on the 6-yard vehicle?
   b. How and where will a commercial FEL service the detachable hopper of the 6-yard vehicle?

c. Please provide diagrams and/or video footage of the proposed collection system, where appropriate.

15. **Proposal Form 29:** For stinger/scout service (rate item 22dd), please confirm the proposed rate is charged as per bin per month. For example, a customer who receives scout service for one (1) 3-yard bin 3x/week would be charged $39 per month for stinger/scout service. A customer with two (2) 3-yard bins serviced 2x/week would be charged $78/month for stinger/scout service.
16. **Proposal Form 31**: In Proposal Form 31 ("HHW and Sharps Collection Program") the sentence under the "Sharps Program Overview" says "Residents can supplement the sharps program through the availability of mail back kits. Ideally, kits are placed in locations within the city for residents to pick up for home use and mail back. Ideal community locations for sharps kits are city hall, community center and the library plus other sites within the City suitable to provide pickup service. Sharps mail back containers are supplied by Stericycle." Does CR&R intend to comply with the provisions of Section 4.04 of Attachment B that requires CR&R to mail out an unlimited quantity of the mail back kits directly to customers upon request?

January 20, 2023

Liz Avila
Senior Public Works Analyst
City of Laguna Beach
505 Forest Avenue
Laguna Beach, CA 92651

Re: Response to City of Laguna Beach RFP – Question Set #1

Dear Liz,
In response to your letter dated January 9, 2023, CR&R has provided the following clarifications and responses you have requested:

1. **Proposal Form 11:** Please explain the features of Audit Pro. Also please describe a situation where "non-conformance with state law or franchise agreement requirements" occurred in the field. How is Audit Pro used?

   Audit Pro is a proprietary application currently in development by CR&R to allow drivers, auditors, and other company staff to document, photograph and communicate instances of contamination, overloaded containers, and container audit results during SB 1383 route reviews. It is estimated to be deployed in stages throughout the calendar year 2023 and fully operational by the end of Q1, 2024.

   An example situation where "non-conformance with state law or franchise agreement requirements" is a customer not disposing of an item in the correct bin or placing hazardous waste within a container.

   Audit Pro will be used via mobile phone and connected to a cloud-based database. CR&R employees, City Staff and CR&R customers will be able to obtain access to custom "Dashboards" providing varying levels of details based on the user profile of the captured instance including accessing support and educational resources.

   a. Who is contacted and how do drivers, the Sustainability Coordinator, and field auditors use it to resolve the issue?

      The application is being developed for alerts to be customizable, however CR&R customers would be initially contacted via "hang tag", communicating the nature of the auditor's or driver's findings. A "QR code" and website will be available for customers to view further information, including photos, state and city mandates,

and access to educational resources. Resolution of the issue would be based on follow-up education and further communication via CR&R staff, but dependent on the specific situation and cause for the driver or auditor's findings.

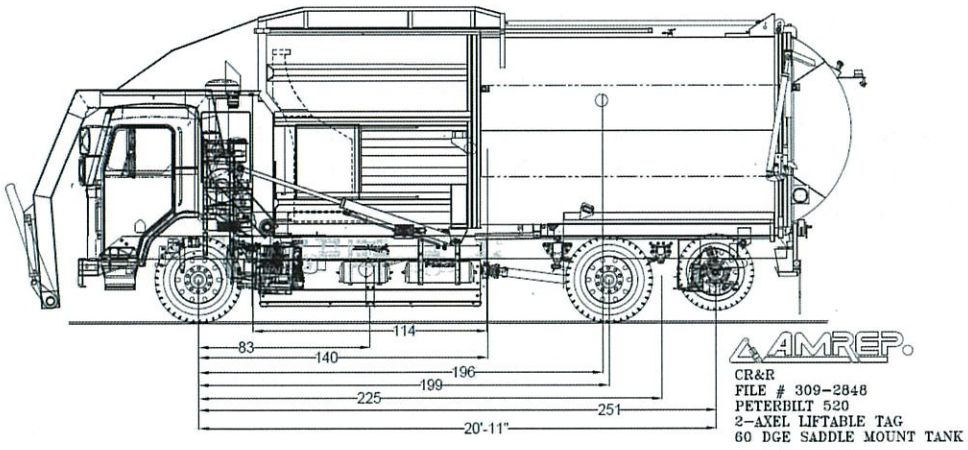
One primary goal of Audit Pro is to provide information in "real-time", so CR&R Customer Service, Sustainability Coordinators, or CR&R customers have information and access to the event as soon as the driver or auditor documents via the application. A second primary goal of Audit Pro is to maintain a database and ensure information is easily accessible in one location and available to the City for SB 1383 reporting requirements.

b. Does the Audit Pro tool communicate with the SoftPak customer resource database (i.e. does data gathered in the field using this application get linked with customer data in SoftPak)?

Audit Pro is being developed to communicate with SoftPak. Additionally, online "Dashboards" are being designed to be available via a dedicated website for CR&R employees, customers, and City Staff to gain access to events and further information.

2. **Proposal Form 9:** Confirm the hard-to-service vehicle is the schematic provided in your Proposal Form 26: Hard-to-Service Areas and that the light-weight vehicle proposed in Proposal Form 9 is a differently specified and purposed vehicle for collection of hard-to-service areas. If so, please identify the light-weight commercial recycling vehicle in the listing of vehicles proposed to be placed into service in the City in Proposal Form 8: Vehicles to be Provided.

CR&R inadvertently inserted an incorrect photo in our proposal. Below is the correct schematic of the light-weight vehicle proposed for Laguna Beach.



3. **Proposal Form 10:** In CR&R's response re: the deployment of an electric vehicle in Proposal Form 10, CR&R indicated that "While the RFP specifies a slit-body (*sic*) electric vehicle, and CR&R will comply if required, in our experience the weight of a split body will impact the functionality of the electric vehicle." The City is interested in a single- pass, split-body vehicle to reduce the number of vehicle trips in the congested downtown area.

    a. If not using the BEV refuse collection vehicle for a single-pass commercial cart collection route, what route assignment is CR&R proposing for the BEV?

    CR&R will assign the split-body BEV for the single-pass commercial cart collection route.

    b. The City is interested in the details of the reduced functionality of pairing a split body with an EV vehicle. Was this information gained through CR&R's operational experience, or in discussions with EV vendors and/or data observed from other jurisdictions/haulers field operations?

    CR&R has researched further potential BEV applications and confirms there is less hydraulic activity in a split body than side or front load collection vehicles and is exploring custom electric vehicle chassis that allow for split-body applications.

4. **Proposal Form 10:** Does CR&R operate Class 8 BEV refuse collection vehicles in any other jurisdictions?

    CR&R does not currently operate Class 8 BEV refuse collection vehicles in any other jurisdictions. However, we have long standing partnerships with industry leaders for electric vehicle development and feel confident in our ability to integrate and operate this new vehicle into our fleet.

5. **Proposal Form 10:** Per Question 9 of Proposal Form 10, please provide the projected cost of permitting and installing each charging station and add this cost to the capital cost analysis you provided in your response.

    CR&R estimates projected costs of permitting and installing each charging station at approximately $75,000 for a two-truck charger with an additional $25,000 for engineering and permits alongside another $50,000 for installation. These costs were included in the capital cost analysis provided by CR&R.

6. **Proposal Form 10:** Does CR&R project that the electric collection vehicle will need to charge mid-route or is the 80-100 miles per charge sufficient to complete the entire route and return to Stanton?

   CR&R does not predict that Peterbilt's Model 520EV will need to charge mid-route and that the vehicle design specifications are sufficient to complete the entire route and return to Stanton.

   a. If the BEV is unable complete the route and return to Stanton on a single charge, describe how additional charging will be incorporated into the route. Will the BEV charge at the in-City charging station if it is unable to complete the route on a single charge?

      Please refer to CR&R's response to question 6 above. However, the BEV will be compatible to connect to the in-city charging station if needed.

   b. What other uses are planned for the in-city charging station by CR&R (e.g. would it be used if CR&R implements Option 2 for the hard-to-service residential areas described in Proposal Form 26)?

      No other uses are planned for the in-city charging station by CR&R unless otherwise deemed necessary.

7. **Proposal Form 12:** There are no Roll-Off Boxes listed on Proposal Form 12 under Commercial and Multi-Family Containers for MSW, and under Commercial and Multi-Family Containers for Recyclable Materials. What is CR&R's proposed plan for providing new Roll-Off Boxes as required by the RFP and the contract in Section 6 of the RFP?

   Similar to Commercial and Multi-Family containers, CR&R proposes to use new roll-off boxes as outlined in the RFP. Not listing this container type was an oversight.

8. **Proposal Form 11:** Given the disruptions over past few years on bin, cart, and roll-off inventory, what measures or practices will CR&R utilize to address these shortages?

   In anticipation of the franchise award, CR&R currently has in place with our container vendor a "just-in-time" inventory agreement with thousands of containers on hand, which are being stored directly with our vendor. Additionally, over 50,000 square feet of warehouse space is also available in Stanton for storage of anticipated early container production and delivery. CR&R will also work with the incumbent and City to begin container delivery ahead of the franchise agreement start date.

9. **Proposal Form 11:** Attachment E-1 requires that carts in service in the City have at least 10% post-consumer recycled content and 50% post-industrial recycled content. Attachment E-1 also requires a cart identification system including a bar code, RFID, or serial number.

    a. What percent pre- and post-consumer recycled content do the proposed carts contain?

    Toter carts use up to 50% recycled content. However, Toter is now offering a 100% recycled cart that has not been deployed in California at this time. The only cart body color available is black. If the City is interested in this 100% recycled residential cart, CR&R would be happy to order and deliver these containers with the appropriate lid color in accordance with SB 1383 Regulations at no additional charge.

    b. Please also specify which cart identification system CR&R intends to use, if selected (RFID, barcode, or serial number).

    CR&R intends to have carts installed with the RFID system. In addition, all carts will also include a serial number and this method will be used as a backup tracking system as an inventory control mechanism.

10. **Proposal Form 11:** SB 1111, which was signed into law by Governor Newsom on September 9, 2022, requires any trash receptacle larger than 3 feet to have reflective fluorescent taping to increase roadway visibility. Please confirm that the rates submitted by CR&R include the provision of reflective fluorescent taping on all commercial and multi-family bins in service in the City.

    CR&R confirmed rates submitted include the provision of reflective fluorescent taping on all commercial and multi-family bins in service within the City.

11. **Proposal Form 13:** In Proposal Form 13, on page 66 under "Bins", CR&R is proposing "In addition to meeting the RFP's requirement for carts, CR&R is also proposing new or like- new bins." The following sections of the RFP and the Contract require all bins and all other containers to be new and unused: Section 3.1.6 of the RFP; Section 8.04 of the Contract that is included in Section 6 of the RFP; Sections 1.6.1.2 and 1.6.2.2 of

Attachment B to the Contract; and Attachment E to the Contract. What is meant by CR&R's reference to "like new" bins?

CR&R confirms all containers to be new and unused. The term "like new" was mistakenly included in the submitted RFP response.

12. **Proposal Form 13:** In Proposal Form 13 (Implementation Plan) the Sustainability Coordinator is hired in April 2024. How will this schedule provide sufficient time to train the Coordinator and have them ready to assist in a transition if CR&R is selected for the new contract?

CR&R has significant experience in hiring and training Sustainability Coordinators and will allocate some of our most experienced employees to assist with the transition and action items stated within the provided implementation plan immediately upon award of contract.

The City of Laguna Beach will benefit from the transition of our current Coordinators and will be ready to dedicate our team full-time to Laguna Beach in April 2024.

13. **Proposal Form 25:** On Proposal Form 25, please confirm that the quoted rate of $25.00 per bin per sensor include the monthly licensing cost and the cost of installation, as directed in the instructions for Proposal Form 25?

CR&R confirms that the $25 rate per bin, per sensor, includes the monthly licensing cost and the cost of installation as directed in Proposal Form 25.

14. **Proposal Form 26:** The City is interested in learning more about the operational solution provided as Option 3 in Proposal Form 26 re: hard to service areas. Please further describe CR&R proposed alternative (Option 3) collection plan for the hard-to-service areas.

Since CR&R's RFP proposal submission, CR&R has had further time to research operational solutions for the "hard-to-service" areas and now recommends as our main desired option, which is the utilization of a rear-load, split-body, RNG Peterbilt 520 collection vehicle which will allow for a two-pass collection for said customers. CR&R has had over a year of experience operating a 60/40 split body within a neighboring city, with municipal solid waste collected in the first pass, and organics and recycling in the second. CR&R has had great success and firmly believes that this same technology should be utilized as vehicle footprint and maneuverability is similar to the initially proposed 6-yard detachable collection vehicle. However, there are fewer mechanical aspects running the

split-body, and ultimately, less impact to city residents with the split body operation versus the 6-yard that was initially proposed.

a. Is CR&R proposing to collect three separate streams via a detachable hopper on the 6-yard vehicle?

Yes, CR&R initially intended to pilot Option 3 with all three separate material streams collected via detachable hopper on the 6-yard vehicle. However, as stated above, CR&R would like to amend Option 3 with a split-body Peterbilt 520 and a two-pass system.

b. How and where will a commercial FEL service the detachable hopper of the 6-yard vehicle?

Should the City want to proceed with Option 3, CR&R will work collaboratively with the City in presenting identified locations within Laguna Beach for the on-site collection of the detachable hopper. The 6-yard container would be serviced with a Front-End Load vehicle, similar to the placement and collection of bin containers serviced via a "stinger/scout" truck prior to final servicing. However, this type of servicing would not be necessary with the split-body collection vehicle.

c. Please provide diagrams and/or video footage of the proposed collection system, where appropriate.

Please see an image of the proposed collection split-body vehicle.

15. **Proposal Form 29:** For stinger/scout service (rate item 22dd), please confirm the proposed rate is charged as per bin per month. For example, a customer who receives scout service for one (1) 3-yard bin 3x/week would be charged $39 per month for stinger/scout service. A customer with two (2) 3-yard bins serviced 2x/week would be charged $78/month for stinger/scout service.

    The rate sheet did not provide an option for multiple days of service. It only requested a per month, per container rate. As such, it was assumed to be one time a week service only. However, if there are multiple service days, this rate would be multiplied per day of service, per bin. Using the examples above, the scout service rate for (1) 3-yard bin, 3x a week would be $117 per month. A (1) 3-yard bin, 1x a week would be $39 per month for scout service.

16. **Proposal Form 31**: In Proposal Form 31 ("HHW and Sharps Collection Program") the sentence under the "Sharps Program Overview" says "Residents can supplement the sharps program through the availability of mail back kits. Ideally, kits are placed in locations within the city for residents to pick up for home use and mail back. Ideal community locations for sharps kits are city hall, community center and the library plus other sites within the City suitable to provide pickup service. Sharps mail back containers are supplied by Stericycle." Does CR&R intend to comply with the provisions of Section 4.04 of Attachment B that requires CR&R to mail out an unlimited quantity of the mail back kits directly to customers upon request?

    CR&R intends to comply with the provisions of Section 4.04 of Attachment B that requires mailing an unlimited quantity of mail back kits directly to customers upon request. In addition, onsite drop-off/collection programs offer the convenience for residents to safely dispose of sharps if required when immediate disposal is required, and no other option is readily available.

We look forward to discussing any of these items during the interview process with the City of Laguna Beach. If you need any additional information, please let us know.

Sincerely,

Julie Barreda
Senior Vice President

# RFP Question Set #2 from City and Response to Question Set #2 from Proposer

February 1, 2023 *Delivered Electronically*

Julie Barreda
Senior Vice President
11292 Western Avenue
Stanton, CA 90680
julieb@crrmail.com
(714) 349-2864

RE: Response to City of Laguna Beach RFP – Question Set #2

Dear Ms. Barreda,

Attached is Question Set #2 with regards to the RFP. Please submit your responses electronically by ***4:00 p.m. on Wednesday, February 15th, 2023***.

Please email me upon receipt of this letter to acknowledge that CR&R has received it.

Sincerely,

Liz Avila
Senior Public Works Analyst/Solid Waste Program Coordinator

lavila@lagunabeachcity.net

Enclosed
Attachment 1: Question Set #2

Attachment 1

# CR&R QUESTION SET #2
**February 1, 2023**

1. Please provide more information regarding the transition from tax roll billing to direct billing, including which CR&R staff will be in coordinating this process and the timeline for the process. Provide this detail in both narrative form and also add it to the proposed Implementation plan and resubmit the Plan.

2. **Proposal Form 8:** Proposal Form 8 did not include any Roll-Off Trucks to be used in the City of Laguna Beach. The Scope of Work (Attachment B, Section 3.15) includes the provision of Roll-Off services. The list of proposed personnel includes 0.,5 FTE Roll Off Driver. Please re-submit Proposal Form 8, and provide the information requested in all columns for the Roll-Off Trucks to be used in the City of Laguna Beach.

3. **Proposal Form 8:** On the re-submitted Proposal Form 8 (requested in #2 above), please include all "special vehicles" including bulky-item collection vehicle(s), HHW collection vehicle(s), supervisors' vehicles, bin delivery vehicle(s), cart delivery vehicle(s), etc. Fill out all columns for these additional vehicles.

4. **Proposal Form 11:** The company's response to Question 1 in Question Set #1 indicates that one use of the application "Audit Pro" will be to leave a hang tag on a cart/container "communicating the nature of the auditor's or driver's findings. A QR code and website will be available for customers to view further information, including photos, state and city mandates...."
    a. Does this mean the QR code that is on the hang tag will allow the customer to view photos of their specific incident with the date and time it occurred?
    b. The response to the question states the application will be "fully operational by the end of Q1 2024." Does this mean that CR&R guarantees the app would be fully available for the planned July 1, 2024 start date of the Laguna Beach contract?
    c. In its response to Question 1.a. CR&R indicated that: "One primary goal of Audit Pro is to provide information in "real-time, so CR&R Customer Service, Sustainability Coordinators, ***or*** CR&R customers have information and access to the event as soon as the driver or auditor documents via the application." Please confirm that this real-time data will be available to Customer Service, Sustainability Coordinators, **and** CR&R Customers.

5. **Proposal Form 10:** Does the custom chassis for the EV proposed by CR&R in Question Set #1 change the originally proposed truck model (i.e. is CR&R still proposing to use the Peterbilt 520EV model for the split-body rear-loader)?

6. **Proposal Form 12:** Please re-submit Proposal Form 12 with the proposed number, sizes and types of Roll-Off Boxes that will be provided by CR&R and indicate (as stated in CR&R's

response to Question 7 in Question Set #1) that all the Roll-Off Boxes will be new and unused.

7. **Proposal Form 11:** As a follow-up to CR&R's response to Question 9 in Question Set #1: is there 10% post-consumer recycled content included in the proposed carts? If not, what is the percentage of post-consumer recycled content included in the proposed carts?

8. **Proposal Form 11:** As a follow-up to CR&R's response to Question 9 in Question Set #1: is CR&R proposing to have an RFID reader on the collection vehicle to record cart service events, i.e. cart tracking? If not, what type of system and/or process will CR&R use to record cart service events, i.e. cart tracking? Please describe which system/process/software will be used to link carts to customer account, service address, customer name, and which will be used to track service events. What system/process/software will be used to track cart inventory (e.g. count of all carts for Laguna Beach).

9. **Proposal Form 13:** What is meant by the statement in CR&R's response to Question 12 in Question Set #1 that current experienced Coordinators will assist with the transition and action items in the Implementation Plan immediately upon award of contract, and that "will be ready to dedicate our team full-time to Laguna Beach in April 2024?"
    a. Which specific existing Coordinators would be assigned to Laguna Beach upon award of the contract and over what period of time would they work?
    b. What tasks would they perform?
    c. How does CR&R envision the coordinator staffing for the transition, beginning upon contract award through the transition phase?
    d. Please provide an updated implementation plan that shows, on a month-by-month basis, the use of existing coordinators from contract award in 2023 through the transition, including the tasks they would perform. Also include the number of existing coordinators that would be assigned to Laguna Beach from contract award through each part of the entire transition, the training schedule of the new coordinators and the timing for transitioning out any existing coordinators that would no longer be assigned to Laguna Beach.

10. **Proposal Form 26 and Proposal Form 8:** Follow-up questions in response to CR&R's response to Question 14 in Question Set #1:
    a. Will the proposed split-body RNG Peterbilt 520 be fully allocated to the City? If not, what allocation is CR&R proposing? Do the proposed rates reflect this allocation?
    b. Is the photo of the 2-axle split-body rear-loader shown in CR&R's response the exact rear-loader model that CR&R is proposing (RNG Peterbilt 520) to use for the hard-to-service route? The photo of the split-body rear-loader provided in CR&R's response does not appear to have a third axle as shown on Peterbilt's website for the 520 model. Please provide clarity in regard to this discrepancy.
    c. On the re-submitted Proposal Form 8 (see Questions 2 and 3 above) please add the vehicle information for the proposed split-body rear-loader for use in the hard-to-service areas.

CR&R INCORPORATED
environmental services

February 17, 2023

Liz Avila
Senior Public Works Analyst
City of Laguna Beach
505 Forest Avenue
Laguna Beach, CA 92651

Re: Response to City of Laguna Beach RFP – Question Set #2

Dear Liz,
In response to your letter dated February 1, 2023, CR&R has provided the following clarifications and responses you have requested:

1. Please provide more information regarding the transition from tax roll billing to direct billing, including which CR&R staff will be in coordinating this process and the timeline for the process. Provide this detail in both narrative form and also add it to the proposed Implementation plan and resubmit the Plan.

   CR&R will need all demographic data, as well as the service data. We will work with the City to obtain as much property tax information as possible, such as billing names, addresses and APN. In addition, we would need billing information from the current hauler for any services billed such as extra carts. We would need the service names, addresses, number and type of containers, service days, routes, etc. along with the APN. Once we receive the data from the City and current hauler, we would need to match these two files using the APN number to create one account for each service address. We request that the City designate a key point person to work with our accounting team and meet on a weekly basis up to our first billing to ensure all data is received and billing transition goes smoothly. Please see the revised implementation plan.

2. **Proposal Form 8:** Proposal Form 8 did not include any Roll-Off Trucks to be used in the City of Laguna Beach. The Scope of Work (Attachment B, Section 3.15) includes the provision of Roll-Off services. The list of proposed personnel includes 0.,5 FTE Roll Off Driver. Please re- submit Proposal Form 8, and provide the information requested in all columns for the Roll- Off Trucks to be used in the City of Laguna Beach.

   Please find the revised Form 8 in a separate attachment.

3. **Proposal Form 8:** On the re-submitted Proposal Form 8 (requested in #2 above), please include all "special vehicles" including bulky-item collection vehicle(s), HHW collection vehicle(s), supervisors' vehicles, bin delivery vehicle(s), cart delivery vehicle(s), etc. Fill out all columns for these additional vehicles.

   Please find the revised Form 8 in a separate attachment.

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environmental services

4. **Proposal Form 11:** The company's response to Question 1 in Question Set #1 indicates that one use of the application "Audit Pro" will be to leave a hang tag on a cart/container "communicating the nature of the auditor's or driver's findings. A QR code and website will be available for customers to view further information, including photos, state and city mandates…."
   a. Does this mean the QR code that is on the hang tag will allow the customer to view photos of their specific incident with the date and time it occurred?

      Yes, Audit Pro is being designed to incorporate a customer-facing online dashboard providing CR&R customers access to not only the photograph(s) of their specific incident with the date and time but offering further information such as links to readily available documents, recycling flyers and videos.

   b. The response to the question states the application will be "fully operational by the end of Q1 2024." Does this mean that CR&R guarantees the app would be fully available for the planned July 1, 2024 start date of the Laguna Beach contract?

      Yes, CR&R has currently completed "Phase 1" of the mobile application design and production. We are currently piloting its use for SB 1383 residential route reviews in the Inland Empire. Phase 2 includes the design of the dashboards and expansion of route review applicability to include commercial and multi-family customers. "Phase 2" is expected to be piloted by Q2 of 2023, with full functionality by Q1 2024.

   c. In its response to Question 1.a. CR&R indicated that: "One primary goal of Audit Pro is to provide information in "real-time, so CR&R Customer Service, Sustainability Coordinators, ***or*** CR&R customers have information and access to the event as soon as the driver or auditor documents via the application." Please confirm that this real-time data will be available to Customer Service, Sustainability Coordinators, **and** CR&R Customers.

      CR&R confirms that real-time information and data will be available to CR&R's Customer Service team, Sustainability Coordinators and CR&R Customers, including City staff.

5. **Proposal Form 10**: Does the custom chassis for the EV proposed by CR&R in Question Set #1 change the originally proposed truck model (i.e., is CR&R still proposing to use the Peterbilt 520EV model for the split-body rear-loader)?

   No, the model will still be a Peterbilt 520EV.

6. **Proposal Form 12:** Please re-submit Proposal Form 12 with the proposed number, sizes and types of Roll-Off Boxes that will be provided by CR&R and indicate (as stated in CR&R's response to Question 7 in Question Set #1) that all the Roll-Off Boxes will be new and unused.

   Please find the revised Form 12 in a separate attachment.

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7. **Proposal Form 11:** As a follow-up to CR&R's response to Question 9 in Question Set #1: is there 10% post-consumer recycled content included in the proposed carts? If not, what is the percentage of post-consumer recycled content included in the proposed carts?

   Yes, per the manufacturer the carts contain 10% post-consumer recycled content.

8. **Proposal Form 11:** As a follow-up to CR&R's response to Question 9 in Question Set #1: is CR&R proposing to have an RFID reader on the collection vehicle to record cart service events, i.e. cart tracking? If not, what type of system and/or process will CR&R use to record cart service events, i.e. cart tracking? Please describe which system/process/software will be used to link carts to customer account, service address, customer name, and which will be used to track service events. What system/process/software will be used to track cart inventory (e.g. count of all carts for Laguna Beach).

   CR&R would like to clarify by stating that all carts will include serial numbers as the main compliance mechanism for Attachment E-1. Serial numbers are tied to CR&R's CRM system (SoftPak), which allows the recording of cart service events. Additionally, our cart inventory department utilizes the serial numbers for cart inventory tracking.

   CR&R's intention was to state in Question #9 that the option to include RFID is available to the City if so desired. However, this would require further discussions due to the substantial requirements of RFID implementation and use in the field.

9. **Proposal Form 13:** What is meant by the statement in CR&R's response to Question 12 in Question Set #1 that current experienced Coordinators will assist with the transition and action items in the Implementation Plan immediately upon award of contract, and that "will be ready to dedicate our team full-time to Laguna Beach in April 2024?"

   a. Which specific existing Coordinators would be assigned to Laguna Beach upon award of the contract and over what period of time would they work?

      The Management and Sustainability team that will be involved in Laguna Beach upon the award of the contract and over the course of the agreement are:
      - Julie Barreda
      - Hashem Shokair
      - Mike Carey

      The existing Coordinators that would be assigned April 2024 are:
      - Cheryl Miller
      - Rosalie Reyes

   b. What tasks would they perform?

      The Coordinators will work directly on the following transition tasks:

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- Review of incumbent customer data
- Assisting with the tax roll billing transition (as needed)
- Commercial and multi-family customer site visits to confirm service level and container count
- Establishing communications and public education alongside City staff for residential, multifamily, and commercial customers
- Liaise with the School District and establish school year public education programs
- Liaise with the large venues to ensure public education and programs are in place to comply with SB 1383 requirements
- Monitor and provide customers assistance during the cart and container exchange
- Any additional tasks as needed during the operational transition

c. How does CR&R envision the coordinator staffing for the transition, beginning upon contract award through the transition phase?

Upon award of contract, the Sustainability team will begin to immediately work with the incumbent hauler to ensure information is transitioned accurately. CR&R envisions the Sustainability team to be involved throughout the transition, from award of contract throughout the term of the agreement. The Coordinators will be assigned full-time from April 2024 and continue to be assigned full-time with the City maintaining the option to keep both coordinators on staff. At the end of the second year of the contract, one Coordinator will be removed.

d. Please provide an updated implementation plan that shows, on a month-by-month basis, the use of existing coordinators from contract award in 2023 through the transition, including the tasks they would perform. Also include the number of existing coordinators that would be assigned to Laguna Beach from contract award through each part of the entire transition, the training schedule of the new coordinators and the timing for transitioning out any existing coordinators that would no longer be assigned to Laguna Beach.

Please find the revised Implementation Plan in a separate attachment.

10. **Proposal Form 26 and Proposal Form 8:** Follow-up questions in response to CR&R's response to Question 14 in Question Set #1:

a. Will the proposed split-body RNG Peterbilt 520 be fully allocated to the City? If not, what allocation is CR&R proposing? Do the proposed rates reflect this allocation?

Yes, the new split body vehicle will be 100% dedicated to the City of Laguna Beach.

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environmental services

b. Is the photo of the 2-axle split-body rear-loader shown in CR&R's response the exact rear-loader model that CR&R is proposing (RNG Peterbilt 520) to use for the hard-to-service route? The photo of the split-body rear-loader provided in CR&R's response does not appear to have a third axle as shown on Peterbilt's website for the 520 model. Please provide clarity in regard to this discrepancy.

Yes, the Peterbilt 520 comes in a 2 or 3-axle. However, the website shows the image of the most common used 3-axle truck.

c. On the re-submitted Proposal Form 8 (see Questions 2 and 3 above) please add the vehicle information for the proposed split-body rear-loader for use in the hard-to service areas.

Please find the revised Form 8 in a separate attachment.

As stated, we have included the updated forms as requested for CR&R's responses to Question Sets 1 and 2. All updates are highlighted in yellow for your review. If you need any additional information, please let us know.

Sincerely,

Julie Barreda
Senior Vice President

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## PROPOSAL FORM 8: NEW COLLECTION VEHICLES TO BE FURNISHED BY CONTRACTOR

Fill in the table below with the vehicle type, ID number, manufacturer of truck and body, model year, route assignment, fuel type, and cost for the new vehicles that will be placed in service on or before July 1, 2024. Provide the name, address, contact person and contact information for the manufacturer of the vehicles and the alternative fuel components of the vehicles. If any of the vehicles listed in the table below will not be alternative fuel vehicles, state the reason and the type of fuel that will be used.

| *Vehicle Type* | *Vehicle ID Number* | *Manufacturer Truck/Body* | | *Model Year* | *Route* | *Type of Fuel (e.g., CNG, biodiesel, LNG, battery electric, etc.)* | *Cost* |
|---|---|---|---|---|---|---|---|
| | | Truck | Body | | | | |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Side-loader (Hard-to-service) | TBD | Peterbilt | Amrep | 2024 | Residential Hard to Service | RNG | $ 358,300 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial Recycling | RNG | $ 396,900 |
| Split Body | TBD | Electric | Electric | 2024 | Commercial MSW/Organic | Electric | $ 705,000 |

| *Vehicle Type* | *Vehicle ID Number* | *Manufacturer Truck/Body* | | *Model Year* | *Route* | *Type of Fuel (e.g., CNG, biodiesel, LNG, battery electric, etc.)* | *Cost* |
|---|---|---|---|---|---|---|---|
| | | *Truck* | *Body* | | | | |
| Roll-Off | TBD | Peterbilt | N/A | 2024 | Roll-Off | RNG | $ 375,000 |
| Bin Delivery | TBD | International | N/A | 2024 | Bin Delivery | Gasoline | $ 160,000 |
| Front-Loader | TBD | Peterbilt | Amrep | 2024 | Bulky Item Collection | RNG | $ 396,600 |
| HHW | TBD | Box Truck International | N/A | 2024 | HHW Collection | Gasoline | $ 160,000 |
| Pick-Up Truck | TBD | Ford | N/A | 2024 | Route Manager | Hybrid | $ 66,088 |

**Contact Information**

- **AmRep/WasteQuip**

  Rob Strange

  1555 S. Cucamonga Avenue, Ontario, CA 91761

  (909) 215-2259

  (909) 923-0430

  rstrange@amrepinc.com

- **Rush Truck Centers of California**

  Ray Gamez

  8830 East Slauson Avenue, Pico Rivera, CA. 90660

  (949) 355-4382

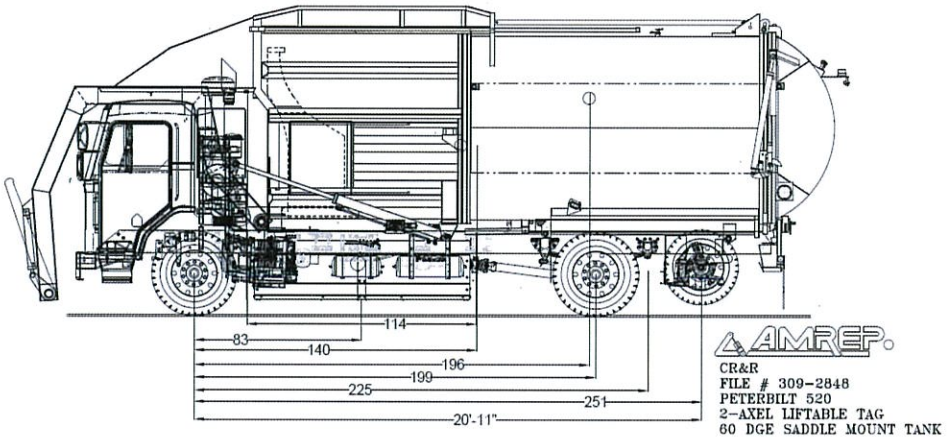
  (562) 566-1865

  gamezr@rushenterprises.com

**This Proposal Form 8 will become Attachment F-1 to the final Agreement.**

## PROPOSAL FORM 9: PLAN TO PROVIDE LIGHT-WEIGHT COLLECTION VEHICLE BY CONTRACTOR

CR&R 's commitment to innovation in service delivery includes the use of lighter weight collection vehicles. At CR&R, we not only designed a lightweight collection vehicle, but we also specified the desired requirements with our suppliers and put them into production. CR&R's innovation did not stop here, as our newest proprietary design will produce an even lighter version that weighs 5,000 pounds less than our current stock vehicles. The schematic of this vehicle is shown in the image below.




Currently, CR&R has three (3) lightweight vehicles in use in Orange County, with two (2) in the City of Tustin and one (1) in the City of Lake Forest.

By July 1, 2024, CR&R will deploy one (1) lightweight truck in the City of Laguna Beach. Reducing truck weights benefits for the City and its rate payers through reduced road repair and maintenance expense. Additionally, we modeled the expected cost savings in terms of capital purchase expense, annual state licensing, and fuel efficiency savings. Those savings are forecast over the initial eight-year contract period as follows:

- Purchase Price: $14,000
- License Fee: $880
- Fuel: $24,000

This cost savings of $38,880 over the course of the initial contract period has been incorporated into our pro forma and is reflected in the proposed rates.

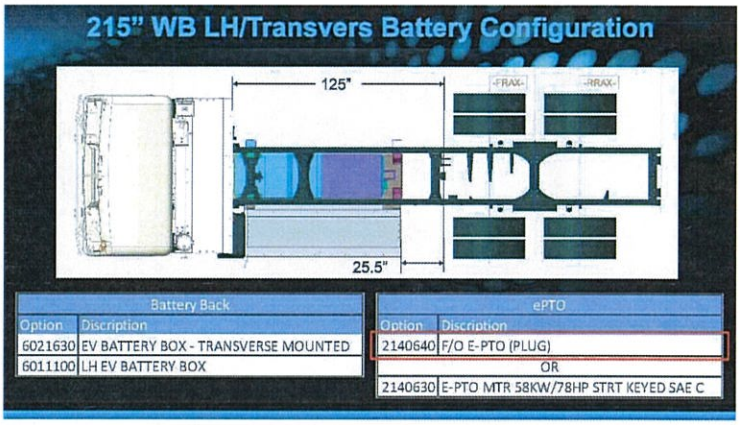
**This Proposal Form 9 will become Attachment F-2 to the final Agreement.**

## PROPOSAL FORM 10: ELECTRIC COLLECTION VEHICLE TO BE FURNISHED BY THE CONTRACTOR

### Battery Electric Single Pass Rear Loader Collection Vehicle

CR&R will purchase and operate a Peterbilt Model 520EV for use in the City of Laguna Beach. It utilizes Meritor 14Xe™ e-axles to provide power to the wheels. Battery power is delivered to the e-axle motors through the drive inverters and regenerative braking captures energy from stop-and-go conditions to recharge the batteries and help maximize the vehicle's range.

This vehicle features a range of 80-100 miles including 1,100 bin cycles when used with an automated side loader or 130 compactor cycles with a rear loader refuse body. The state-of-the-art, high-energy density LFP battery packs can recharge in 3-4 hours when using a recommended DC fast-charging system, making the 520EV ideal for the predictable routes seen in refuse applications.

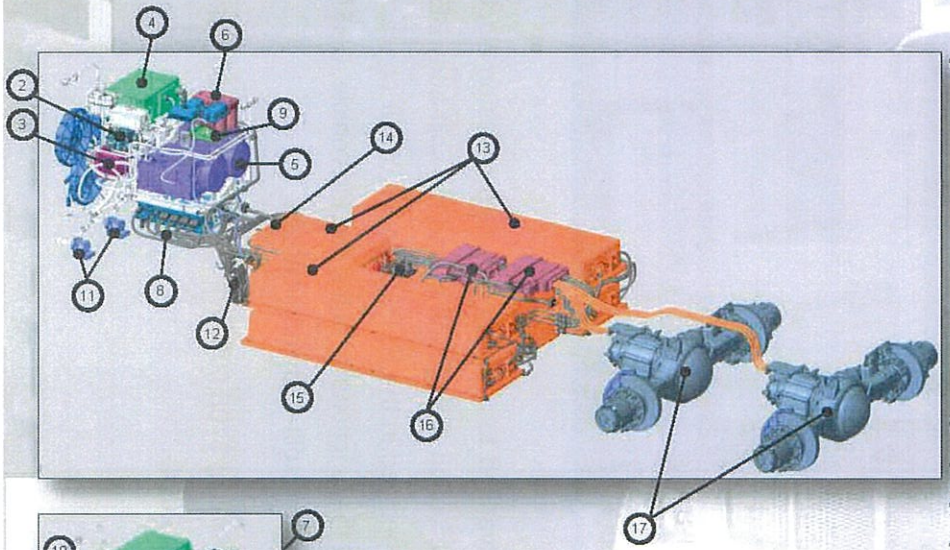



CR&R does not predict that Peterbilt's Model 520EV will need to charge mid-route and that the vehicle design specifications are sufficient to complete the entire route and return to Stanton.

The Model 520EV offers an advanced technology of a zero-emission electric powertrain and is designed for optimal weight distribution. CR&R will assign the split-body BEV for the single-pass commercial cart collection as specified in the RFP. Because of our concerns regarding how the weight of a split body will impact the functionality of the electric vehicle, CR&R is exploring custom electric vehicle chassis that allow for split-body applications.

The cost of the vehicle is estimated at $705,000. We anticipate ordering the vehicle upon award of the contract for deployment in 2024.

# Major Components

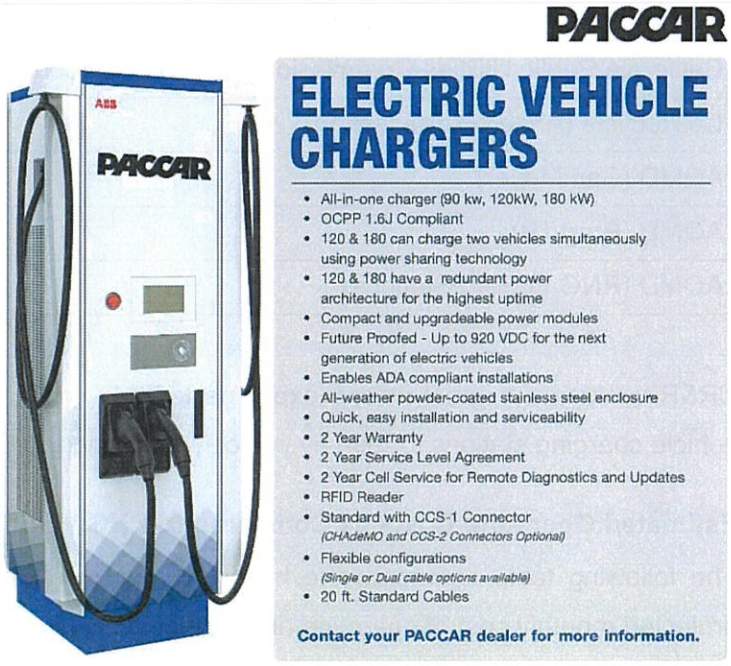



1. **Power Control Accessory System (PCAS) –** System Brains - **HV**
2. **Cab Heater –** Heats Passenger Cabin - **HV**
3. **Power Steering Pump –** Provides Hydraulic Pressure - **LV**
4. **AC Charger –** Onboard Charging System - **HV**
5. **Battery Chiller –** ESS Temperature Control - **HV**
6. **12V Battery –** Battery for LV Electronics - **LV**
7. **Low Voltage Distribution System (LVDS) –** Battery, LV Fuses, SCM - **LV**
8. **Power Distribution Unit (PDU) –** HV Power Management - **HV**
9. **Supervisory Control Module (SCM) –** Main EV Controller - **HV**
10. **Fans –** Cooling - **LV**
11. **Coolant Pumps –** ESS / eAxle Coolant Loops - **LV**
12. **Charger Inlet –** Connection Point for External Charger - **HV**
13. **Energy Storage System (ESS) –** HV Batteries - **HV**
14. **S-Box –** Junction Box for HV Batteries - **HV**
15. **Powertrain Control Module (PCM) –** eAxle / Inverter Controller - **HV**
16. **Propulsion Motor Inverters –** DC-AC Inverter for eAxle - **HV**
17. **eAxle –** Drive Motors - **HV**

## Charging Station

**CR&R's electric refuse vehicle (and all future additional electric vehicles) will service the City powered by 100% zero and negative carbon electricity.** CR&R can exclusively procure electricity from sources with pathways certified by the California Air Resources Board as having a carbon intensity (CI) ranging from 0 to carbon negative. Biogas to electricity power has an average CI of -429 gCO2e/MJ. **The City will benefit from the significant emissions reduction of CR&R's electric refuse vehicle powered by the most carbon negative fuel available in the market.**

CR&R anticipates the installation of two PACCAR charging stations. One will be located at our Stanton facility for overnight use. CR&R will commence the process of permitting and installation of the charging station upon award of the contract.




CR&R will also work with the City to identify a location for the installation of a charging station for use by CR&R and municipal vehicles in the City of Laguna Beach.

CR&R estimates projected costs of permitting and installing each charging station at approximately $75,000 for a two-truck charger with an additional $25,000 for engineering and permits alongside another $50,000 for installation. These costs were included in the capital cost analysis provided by CR&R. A year after implementation or build, CR&R will review data and trends to evaluate the savings associated with the use of electric to see if there would be an opportunity to offer a credit or rebate to city residents.

## Previous Grant Experience

CR&R brings the City of Laguna Beach our experience in obtaining grant funding for the implementation of innovative technologies. Over the years, our company has obtained over twenty million in grant funding for alternative fuel vehicle infrastructure and organics processing technologies. Some examples of grants awarded to CR&R are shown on the following page.

**Successful Grant Applications**

| Awarding Agency | Amount |
|---|---|
| California Energy Commission (Anaerobic Digestion) | $4.5 Million |
| California Public Utilities Commission (Pipeline Interconnect) | $3 Million |
| CalRecycle (Anaerobic Digestion) | $3 Million |
| AQMD (Carl Moyer) | $1.6 Million |
| AQMD (Prop 1B) | $1.9 Million |
| AQMD (RNG Fueling Stations) | $6 Million |

CR&R will use our grant writing expertise to seek grant funding for the installation of electric vehicle charging stations for use by vehicles servicing the City of Laguna Beach.

## Estimated Operating Costs as Compared to RNG Vehicle

The following table compares the historical monthly cost of RNG vehicle operation with the projected monthly cost of operating an electric vehicle.

| | HISTORICAL RNG COSTS | | PROJECTED ELECTRIC COSTS | |
|---|---|---|---|---|
| CAPEX | $400,000 | LAST PURCHASE | $605,000 | CHASIS ONLY |
| AMREP BODY | $0 | INCLUDED | $100,000 | BODY |
| DAILY FUEL | $175 | 35 GALLONS AT $5 | $59 | 396 KWH AT $0.15 |
| MONTHLY MAINT | $2,500 | AVG. FOR NEW RNG | $1,250 | ESTIMATED AT 50% |
| CAPEX MONTHLY | $4,750 | 10 YRS 7.5% | $8,371 | 10 YRS 7.5% |
| FUEL MONTHLY | $3,850 | | $1,307 | |
| MAINT MONTHLY | $2,500 | | $1,250 | |
| **TOTAL MONTHLY COST** | **$11,100** | | **$10,928** | |

### Spare Vehicle Plan

CR&R will utilize an RNG vehicle to service the single-pass commercial cart route in case the electric collection vehicle is non-operational, the electric grid goes down or if there is an unanticipated delay in the delivery of the electric vehicle prior to July 1, 2024.

**This Proposal Form 10 will become Attachment F-3 to the Agreement.**

# PROPOSAL FORM 11: PLANS TO INCORPORATE ON-BOARD TECHNOLOGY TO BE PROVIDED BY CONTRACTOR ON COLLECTION VEHICLES TO INCREASE SAFETY AND EFFICIENCY AND FOR CONTAMINATION MONITORING

## Innovation in Fleet Technology and Service Delivery

All vehicles to be operated by CR&R within the City of Laguna Beach per the draft franchise agreement shall be equipped with a system that provides surveillance, monitoring, auditing, recording, and tracking including video and still photo equipment. Further, collection vehicles will be equipped with GPS systems, backup cameras, on-board modules for operational customer relationship management (CRM) functionality, truck telematics systems that provide real-time truck data, location, video and monitoring, and communications systems for contact with Dispatch, Route Managers, Customer Service Representatives, and other persons as needed.

The on-board operational CRM module is available to the driver via in-cab functionality and accessible via a tablet in the cab of the vehicle. The operational CRM system also captures driver, route, and service confirmation in real-time, and the on-board operation CRM system allows drivers to view and scroll through route listings, confirm service completions, note service exceptions (i.e., contamination, non-containerization, blocked cart access, non-set out, etc.), as well as receiving additional dispatched work in real-time.

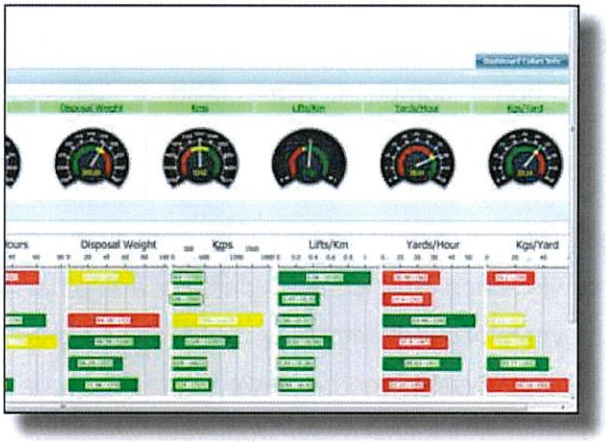
Additionally, the on-board operational CRM system is accessible to the driver via electronic communication that can be transmitted to customer service and/or dispatch, who also use the operational CRM platform. The tablets hosting the on-board operational CRM system is dismountable by the driver for mobility purposes which will allow the driver to use the tablet as a digital camera to photo-document service exceptions, link the exception to the Customers' account, and report serious operational issues to CR&R in real-time. The operational CRM system allows CR&R to note overloaded carts, blocked access, non-containerization, and contamination events and document them on the Customer's account.

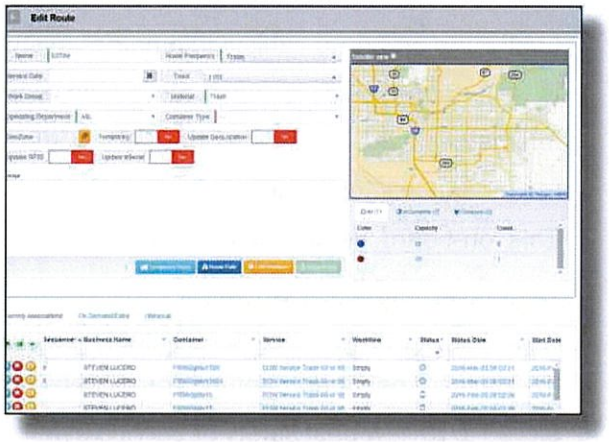
Lastly, the on-board vehicle telemetrics system is connected to a network using wireless data and is also connected to each collection vehicles' on-board computer. The on-board vehicle telemetrics system includes the GPS, video surveillance, driver behavior, hours of service, and maintenance integration to provide increased safety, service, and efficiency to vehicle operations. This on-board vehicle telemetrics system allows CR&R to monitor driver behavior, such as speeding, hard braking, hard acceleration, and area violations. The Route Supervisor and other responsible parties receive notifications when such events occur so they may be addressed with the driver. The video capture component of the on-board system can be viewed in real-time or stored to review past safety or service events. Video capture includes in-cab, front, rear, and side-views.

Please refer to the following sections for further information on CR&R's on-board technology designed to increase safety and efficiency, assist with contamination monitoring, and achieve legislative compliance.

## ON-BOARD TECHNOLOGY

CR&R has been the technological vanguard for years and has embraced proven systems to provide the highest standard for digital in-cab operations. This investment has benefited our customers by providing real-time service information and boosted our drivers' experience by providing an uncomplicated process which enhances their defensive driving abilities and eases the dynamic working environment. CR&R has integrated two systems into our digital in-cab operations: ***Mobile-Pak™ and FleetMind™.***




*MobilePak*™ is the onboard module for our operational CRM software *I-Pak*™. This system appears as a tablet in the cab of the truck that captures driver, route, tonnage, and service confirmation in real time which is available to our Customer Service and Dispatch groups. Through seamless integration with our CRM software, CR&R drivers can easily view and scroll through their route list, confirm service completion, note an exception (e.g., contamination, blocked container, container not available), and receive additional dispatched work in real time. Route information is easily entered via a drop-down selection that instantly transmits back to customer service and/or dispatch who utilize the same CRM operational software. All computable route statistics are captured in real time with back-office functions like route productivity, work orders, billing, and route follow up completed instantly.

The *FleetMind*™ portion of the system is a truck telematics solution that provides real time truck data, location, and video monitoring. This system can also provide RFID scanning, which would be used for monitoring any RFID-equipped automated carts. FleetMind offers CR&R an integrated solution to provide safe, efficient service to the City of Laguna Beach, and establishes a foundation for additional innovative products.

Through our technological integration of platforms, numerous processes are functional whenever the truck is on, such as communicating with a web base tool through wireless data, including a DVIR, and direct connection to the vehicle computer. These functions include GPS, RFID data, video surveillance, driver behavior, hours of service (HOS), and maintenance integration, and work in conjunction to provide increased safety, service, and efficiency to vehicle operations. In addition to the standard GPS tracking, the system also provides the CR&R managers event alerts to driver behavior so they can be addressed with each driver. The HOS option will keep drivers within hours of compliance. The video capture with the on-board DVIR can be viewed in real time or stored for past safety or service events.

CR&R can also capture images of contamination upon occurrence. When observed, the driver can capture the contamination image in real-time. The image is logged, sent to through the back-office system, and documented on the customer's account. This system allows for real-time feedback of contamination documentation and eliminates any dispute regarding the correction action tag notice. Contamination notices are directly logged and noted as the driver completes the route providing necessary documentation as well as identifying areas or customers that may need further program assistance with direct outreach.

The use of *Mobile-Pak*™ and *FleetMind*™ throughout CR&R vehicles ensures that all compliance requirements are met with increased safety, service, and efficiency. Moreover, the benefits of our digital in-cab technology to the rate payer include higher customer engagement through service confirmation in real time, measurable service metrics, and enhanced defensive driving practices.

### Customer Service Software

CR&R is equipped with Soft-Pak, a premier, industry specific CRM software program which allows ease of operation by CSR's, operations, and management personnel. This real-time Windows-based system is used company-wide and provides current information allowing CSR's and operations personnel to respond quickly to requests for service. It also allows for the prompt resolution of customer concerns in a timely manner. These programs are fully integrated throughout the CR&R organization at all operating sites. In addition, we have custom software that applies City specific business rules to changes and orders being entered to ensure accuracy.

## Collision Avoidance System

CR&R is proud to utilize *Mobileeye*™, an AI-powered fleet safety solution in our collection vehicles. *Mobileeye*™ prevents or mitigates collisions by providing drivers with audio and visual warnings of potential hazards on the road. Evidence shows real-time alerts help instill safer driving habits, and further, having access to analytics assists fleet and route managers with safety improvements.

*Mobileeye*™ offers Forward Collision Warnings, Lane Departure Warnings, Pedestrian and Cyclist Collision Warning, Headway Monitoring and Warnings, and Speed Limit Indications. Powered by Intel's latest processor and an improved camera, *Mobileeye*™ offers state-of-the-art collision avoidance technology with night detection, AI recognition and detection of potential hazards at greater distances and a wider field of vision.

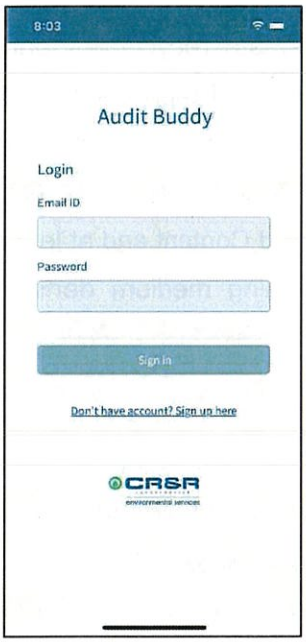
For further information, please visit:
www.mobileye.com/us/fleets/products/mobileye-8-connect

## Mobile Applications – Audit Pro

CR&R's propriety mobile application *Audit Pro* adds another layer of enhanced public education, customer communication, legislative compliance assurance and contamination monitoring.

Audit Pro is a proprietary application currently in development by CR&R to allow drivers, auditors, and other company staff to document, photograph and communicate instances of contamination, overloaded containers, and container audit results during SB 1383 route reviews. It is estimated to be deployed in stages throughout the calendar year 2023 and fully operational by the end of Q1, 2024.

This custom designed cloud-based software suite allows CR&R to continuously upload customer information and provide our Drivers, Sustainability Coordinators and Field Auditors a user-friendly tool to document instances of non-conformance with state laws and franchise agreement requirements.



Whether utilizing the mobile application to document route reviews for SB 1383, document instances of contamination, or overloaded bins, *Audit Pro* is one step of many that CR&R is taking to increase our ability to effectively communicate and educate customers with the ultimate objective of aligning disposal behaviors with City goals.

An example situation where "non-conformance with state law or franchise agreement requirements" is a customer not disposing of an item in the correct bin or placing hazardous waste within a container. Audit Pro is being developed to communicate with SoftPak. It can also be used via mobile phone and connected to a cloud-based database. CR&R employees, City Staff and CR&R customers will be able to obtain access to custom "Dashboards" providing varying levels of details based on the user profile of the captured instance including accessing support and educational resources.

The application is being developed for alerts to be customizable, however CR&R customers would be initially contacted via "hang tag", communicating the nature of the auditor's or driver's findings. A "QR code" and website will be available for customers to view further information, including photos, state and city mandates, and access to educational resources. Resolution of the issue would be based on follow-up education and further communication via CR&R staff, but dependent on the specific situation and cause for the driver or auditor's findings.

One primary goal of Audit Pro is to provide information in "real-time", so CR&R Customer Service, Sustainability Coordinators, or CR&R customers have information and access to the event as soon as the driver or auditor documents via the application. A second primary goal of Audit Pro is to maintain a database and ensure information is easily accessible in one location and available to the City for SB 1383 reporting requirements.

**This Proposal Form 11 will become Attachment F-4 to the final Agreement.**

## PROPOSAL FORM 12: NUMBERS AND TYPES OF NEW CONTAINERS TO BE FURNISHED BY CONTRACTOR

CR&R is proposing to use new automated carts for the collection of solid waste, recyclables, and organics as required in the RFP. The carts provided by CR&R shall meet all the design and performance requirements specified in the draft agreement. CR&R proposes the use of Toter (or similar), two-wheel carts for curbside residential services. CR&R will fully comply with the City's requirement that all carts shall contain at least 10% Post-Consumer Recycled Content and at least 50% Post Industrial Recycled Content. Toter carts are manufactured using medium density polyethylene with the company's Advanced Rotational Molding™ process. This provides a superior strength-to-weight ratio not found in standard injection-molded carts and boast the industry's lowest warranty claim rate.

Toter is now offering a 100% recycled cart that has not been deployed in California at this time. The only cart body color available is black. If the City is interested in this 100% recycled residential cart, CR&R would be happy to order and deliver these containers with the appropriate lid color in accordance with SB 1383 Regulations at no additional charge.

CR&R will include serial numbers as the main compliance mechanism for Attachment E-1. Serial numbers are tied to the CR&R CRM system (SoftPak), which allows the recording of cart service events. Additionally, our cart inventory department utilizes the serial numbers for cart inventory tracking.

### Automated Cart Specifications

| | |
|---|---|
| **35 Gallon Cart** | Approximately 25" deep x 20" wide x 39" tall<br>Load Rating: 112 lbs. Wheel Diameter: 10" |
| **65 Gallon Cart** | Approximately 32" deep x 25" wide x 42" tall<br>Load Rating: 224 lbs. Wheel Diameter: 10" |
| **95 Gallon Cart** | Approximately 35" deep x 29" wide x 43" tall<br>Load Rating: 335 lbs. Wheel Diameter: 10" |

## Cart Colors

Carts will be provided in distinct colors to designate the appropriate material placement: green for organic material, blue for recyclable material, and black for material to be disposed at the landfill.

Images of the proposed cart lids and cart bodies are shown below.

## Commercial and Multifamily Bins

CR&R proposes new bins for the City of Laguna Beach. Our team conducted a visual assessment of bins currently in placed throughout City of Laguna Beach and found that the condition of the containers varied.

CR&R will provide all bins for service in the City of Laguna Beach. These bins will feature graffiti-resistant paint and will fully comply with the CalRecycle color requirements of SB 1383. CR&R's proposed rates include the provision of reflective fluorescent taping on all commercial and multi-family bins in service within the City, as required by SB 1111.

Split Bins will also be made available for commercial and multifamily customers where space constraints would otherwise preclude their participation in a recycling program.

### Roll-Off Boxes

CR&R proposes to offer 10 cubic-yard and 40 cubic-yard roll-off boxes for the City. All roll-off boxes will be new and unused as specified in the RFP.

### Inventory Management

CR&R is aware of disruptions over the past few years on bin, cart, and roll-off inventory. In anticipation of the franchise award, CR&R currently has in place with our container vendor a "just-in-time" inventory agreement with thousands of containers on hand, which are being stored directly with our vendor. Additionally, over 50,000 square feet of warehouse space is also available in Stanton for storage of anticipated early container production and delivery. CR&R will also work with the incumbent and City to begin container delivery ahead of the franchise agreement start date.

### Manufacturer and Fabrication Information

- Steel Container Manufacturer: Consolidated Fabricators located at 4600 South Santa Fe, Vernon, CA 90058
- CR&R Fabrication Department, located at Orangewood, Stanton, CA 90680

**MSW, Recycling, and Food Scraps/Yard Trimmings Containers for Residential Premises**

| *Item MSW* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 1,300 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 3,600 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 7,200 | $62.00 |
| ***Item RECYCLING*** | | |
| 35-gallon wheeled cart with hinged lid | 1,200 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 3,500 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 7,100 | $62.00 |
| ***Item YARD TRIMMINGS/FOOD SCRAPS*** | | |
| 35-gallon wheeled cart with hinged lid | 1,000 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 2,400 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 8,600 | $62.00 |

**MSW Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | | |
| 65-gallon wheeled cart with hinged lid | | |
| 95-gallon wheeled cart with hinged lid | 500 | $62.00 |
| 1-cubic yard bin | 8 | $729.79 |
| 1.5-cubic yard bin | 32 | $775.40 |
| 2-cubic yard bin | 29 | $821.01 |
| Split 2-cubic yard bin* | | |
| 3-cubic yard bin | 408 | $912.23 |
| Split 3-cubic yard bin* | | |
| 4-cubic yard bin | 67 | $1,003.45 |
| Split 4-cubic yard bin* | | |
| 6-cubic yard bin | 15 | $1,185.89 |
| Split 6 cubic yard bin* | | |
| 10-cubic yard roll-off | | |
| 20-cubic yard roll-off | | |
| 30-cubic yard roll-off | | |
| 40-cubic yard roll-off | | |

*Report number of split bins ***only*** in the MSW table to avoid double counting.

**Recycling Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | | |
| 65-gallon wheeled cart with hinged lid | | |
| 95-gallon wheeled cart with hinged lid | 700 | $62.00 |
| 1-cubic yard bin | 6 | $729.79 |
| 2-cubic yard bin | 26 | $821.01 |
| 3-cubic yard bin | 118 | $912.23 |
| 4-cubic yard bin | 20 | $1,003.45 |
| 6-cubic yard bin | 3 | $1,185.89 |
| 10-cubic yard roll-off | | |
| 20-cubic yard roll-off | | |
| 30-cubic yard roll-off | | |
| 40-cubic yard roll-off | | |

**Food Scraps Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 200 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 100 | $43.70 |
| 2-cubic yard bin | 5 | $821.01 |

**Co-Collected Food Scraps and Yard Trimmings Containers for Commercial and Multi- Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 20 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 20 | $43.70 |
| 2-cubic yard bin | 1 | $821.01 |

**Yard Trimmings Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 20 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 20 | $43.70 |
| 2-cubic yard bin | 1 | $821.01 |

**Compactors**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 2-cubic yard compactors | | |
| 3-cubic yard compactors | | |
| 4-cubic yard compactors | | |
| 6-cubic yard compactors | | |
| 10-yard compactors | | |
| 20-yard compactors | TBD | $38,000 |
| 30-yard compactors | | |
| Other compactors (indicate size) | | |
| Vertipak (2 cubic yard) | TBD | $22,000 |
| 2-cubic yard compactor with 20-cubic yard receiver box | TBD | $59,000 |

**Roll-Off Containers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 10-cubic yard roll-off | TBD | $6,000 |
| 40-cubic yard roll-off | TBD | $8,000 |

### Safety Decals

CR&R recognizes the unique impacts of bin and cart placement in the City of Laguna Beach, particularly in the downtown areas. Given the space constraints, proximity to public rights-of-way, and high-volume of visitor traffic in Laguna Beach, the importance of safety decals is paramount. The CR&R Route Supervisor and Safety Manager will conduct audits of all bins and carts in the downtown area to identify opportunities to place additional safety signage and reflective tape on containers. CR&R is committed to enhancing the City's safety and maintaining visitor-friendly labeling of the carts and bins placed in Laguna Beach.

**This Proposal Form 12 will become Attachment E-2 to the final Agreement.**

## PROPOSAL FORM 13: IMPLEMENTATION PLAN

The team of professionals at CR&R is ready to serve the City of Laguna Beach. We offer the benefit of our extensive transition experience and the added benefit of direct experience serving the Laguna Beach. Many of the industry experts who have joined the CR&R team have previous experience with the unique service and safety needs of the Laguna Beach community. We also have seen firsthand the City's environmental priorities and commitment to leadership in addressing climate change. From CR&R's Sustainability Team to the members of our Operations and Implementation team, CR&R knows how to serve the City of Laguna Beach. We understand the complexities of service delivery, and the importance of our number one priority - safety - for all employees, residents, and community members. Our team members have exceptional experience from roll-out to contract administration, billing set-up, to content generation. We are ready to partner, and CR&R is ready serve.

Over the past 60 years, CR&R has implemented numerous refuse, recycling, and organics management programs. CR&R has successfully transitioned services in sixteen (16) municipalities over the last ten (10) years. In each City, we completed a comprehensive implementation process, with a focus on communication with municipal staff, community engagement and developed robust outreach and education programs. These efforts, along with the support of our experienced team and the benefit of our expansive infrastructure, have resulted in a seamless, proven process.

### Weekly Timeline

The following is an overview of the comprehensive week-by-week implementation timeline starting with the award of the contract and continuing through 90 days after the commencement of services.

- Activities related to vehicles are displayed in green.
- Activities related to containers and bins are displayed in gray.
- All other activities are displayed in blue.

A detailed narrative description of this timeline is provided on the pages that follow the timeline.

| Implementation Activity | Month | April 2023 | | | | May 2023 | | | | | June 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Request Tax-Roll Billing Data from City | | | | | | | | | | | | | | |
| Request Billing Data from Hauler | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order RNG-Fueled Collection Vehicles | | | | | | | | | | | | | | |
| Order Electric and Light Weight Collection Vehicles | | | | | | | | | | | | | | |
| Coordinate with City to select site for Charging Station | | | | | | | | | | | | | | |
| Order EV Charging Stations | | | | | | | | | | | | | | |
| Initiate Permitting of EV Charging Stations | | | | | | | | | | | | | | |
| Order Residential Containers | | | | | | | | | | | | | | |
| Negotiate Existing Bin Purchase with Incumbent | | | | | | | | | | | | | | |
| Order Commercial Bins | | | | | | | | | | | | | | |
| Develop and finalize transitional outreach and education plan | | | | | | | | | | | | | | |

| Implementation Activity | Month | July 2023 | | | | Aug 2023 | | | | | Sept 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order Carts and Bins | | | | | | | | | | | | | | |
| Order RNG, Electric and Light Weight Vehicles | | | | | | | | | | | | | | |
| Work with City to select City site for EV Charging Station and Order Charging Station equipment | | | | | | | | | | | | | | |
| Begin process of permitting EV Charging Stations | | | | | | | | | | | | | | |
| Develop cart and bin decal graphics | | | | | | | | | | | | | | |
| City Review and Approvals cart and bin decal graphics | | | | | | | | | | | | | | |

| Implementation Activity | Month | Oct 2023 | | | | Nov 2023 | | | | | Dec 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order Bin Decals | | | | | | | | | | | | | | |
| Develop city-specific website | | | | | | | | | | | | | | |
| Preliminary review of existing customer database | | | | | | | | | | | | | | |
| Customer database updated with route identifiers | | | | | | | | | | | | | | |
| Analysis of Tax-Roll Data | | | | | | | | | | | | | | |
| Work with Local Postmaster on Residential Mailing List | | | | | | | | | | | | | | |
| Preparation of Tax-Roll Data report for City | | | | | | | | | | | | | | |

| **Implementation Activity** | Month | **Jan 2024** | | | | | **Feb 2024** | | | | **Mar 2024** | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| 1st Direct Billing Public Outreach Mailing Prepared | | | | | | | | | | | | | | |
| Preparation and Mailing of Residential Cart Survey and Processing of Responses | | | | | | | | | | | | | | |
| Anticipated Start of Delivery of New Carts | | | | | | | | | | | | | | |
| Collection schedules reviewed and finalized | | | | | | | | | | | | | | |
| Route maps finalized and submitted to City | | | | | | | | | | | | | | |
| **Implementation Activity (Continued)** | Month | **Jan 2024** | | | | | **Feb 2024** | | | | **Mar 2024** | | | |
| | Week | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Development of Bin Sensor Brochure | | | | | | | | | | | | | | |
| Safety program customized for Laguna Beach | | | | | | | | | | | | | | |
| Commercial field surveys | | | | | | | | | | | | | | |
| Order Bin Sensors | | | | | | | | | | | | | | |
| Provision of Direct Billing Webpages for City Website | | | | | | | | | | | | | | |
| Social Media Calendar Submitted to City | | | | | | | | | | | | | | |
| Implementation of Social Media Plan | | | | | | | | | | | | | | |
| Direct Billing Public Outreach Mail Piece Sent | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |

| Implementation Activity | Month | April 2024 | | | | May 2024 | | | | | June 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Draft of Bill Format Submitted to City | | | | | | | | | | | | | | |
| Continued Delivery of New Carts | | | | | | | | | | | | | | |
| Delivery/Swap out of Bins | | | | | | | | | | | | | | |
| Commence recycling outreach & field surveys | | | | | | | | | | | | | | |
| Continued Implementation of Social Media Plan | | | | | | | | | | | | | | |
| 2nd Direct Billing Public Outreach Mailing Prepared | | | | | | | | | | | | | | |
| 2nd Direct Billing Public Outreach Mail Piece Sent | | | | | | | | | | | | | | |
| Installation of EV Charging Stations | | | | | | | | | | | | | | |
| Painting and Labeling of New Collection Vehicles | | | | | | | | | | | | | | |
| Licensing of New Collection Vehicles | | | | | | | | | | | | | | |
| AB 1669 Hiring Process | | | | | | | | | | | | | | |
| Assigning of Sustainability Coordinators (SC) & Liaison | | | | | | | | | | | | | | |
| SC reviews of incumbent customer data | | | | | | | | | | | | | | |
| SC conducts commercial and multifamily customer site visits to confirm service level and container count | | | | | | | | | | | | | | |
| SC establishes communications and public education alongside City staff for residential, multifamily, and commercial customers | | | | | | | | | | | | | | |
| SC liaises with the School District and establish school year public education programs | | | | | | | | | | | | | | |
| SC liaises with the large venues to ensure public education and programs are in place | | | | | | | | | | | | | | |
| SC monitors and provides customers assistance during the cart and container exchange | | | | | | | | | | | | | | |
| Hiring of Other Key Personnel | | | | | | | | | | | | | | |
| Driver Safety Training | | | | | | | | | | | | | | |
| Training of Customer Service Team | | | | | | | | | | | | | | |
| Development of Billing Forms | | | | | | | | | | | | | | |
| Development of Customer Service forms | | | | | | | | | | | | | | |
| Installation of Bin Sensors | | | | | | | | | | | | | | |
| Notification of Residential Customers of charges for extra carts and the prohibition of non-containerization | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |

| Contract Commencement Activity | Month | July 2024 | | | | Aug 2024 | | | | | Sept 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Responding to Customer Questions | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |
| Troubleshooting | | | | | | | | | | | | | | |
| Switch out of Cart (Customer requests new size) | | | | | | | | | | | | | | |
| Begin Phase-Out of Yellow Bag Food Scrap Program | | | | | | | | | | | | | | |
| Begin Cal Green Business Certifications | | | | | | | | | | | | | | |
| Submit News Articles for City Approval | | | | | | | | | | | | | | |
| Audit of Residential Services and Billing | | | | | | | | | | | | | | |
| Submit Draft HOA/Property Managers Notice for City Approval | | | | | | | | | | | | | | |
| Submit proposed Social Media calendar for City Approval | | | | | | | | | | | | | | |
| Submit a corrective action notice for City Approval | | | | | | | | | | | | | | |
| Submit Edible Food Donation Brochure for Tier 1 and Tier 2 Generators for City Approval | | | | | | | | | | | | | | |

### Status Meetings with the City

CR&R proposes to begin implementation meetings with City staff as soon as City Council approves the new Franchise Agreement. Initial meetings would include CR&R's Regional Vice President, City Liaison, Senior Sustainability Manager, City Sustainability Coordinators, and Operations staff. Together we will review the developed informational material, the anticipated delivery schedules, as well as any concerns that may be anticipated for the start-up. Information regarding the Tax Roll Billing Transition Meetings is provided later in this Form under the heading of Billing System Implementation.

### Proposed Meeting Frequency

We propose bi-weekly meetings with City staff starting immediately upon award of the new Franchise Agreement. Three months prior to commencement, we propose increasing the meeting frequency to weekly. CR&R proposes continuing weekly meetings for the first three months of the new contract, then bi-weekly meetings until the City is comfortable with transitioning to the standard monthly meetings.

## PUBLIC INFORMATION AND CONSUMER EDUCATION

CR&R has many valuable years of experience in designing, implementing, and administrating highly effective public outreach campaigns that encourage community members to learn about reducing waste and preserving natural resources. As a company dedicated to promoting recycling, CR&R understands that public education and outreach plays an important part in the process of any solid waste management program to continually inform segments of the community about recycling programs and changes in legislation.

Through our public outreach, we provide residents, businesses, and community stakeholders with specific recycling programs and activities that serve to inform and encourage participation in source separated recycling programs to support CalRecycle program compliance. CalRecycle staff continually monitors and tracks City program progress year over year to evaluate effectiveness and if enhancements are needed to increase participation. CR&R stands ready to be your resource and ally in developing solutions that are business-friendly and effective.

CR&R has more than a decade of experience with an in-house team of more than 20 Sustainability Coordinators who engage and inform customers of the programs and services available to them. We found that with appropriate staffing and in person customer contact obstacles to implementing recycling programs can be eliminated and goals met.

Materials such as custom newsletters, inserts, print advertisement, and visual materials (signs, posters, charts, and pictures) will serve to carry specific messages and images that will help deliver the overall messaging for community-wide sustainability. Outreach materials are tailored for specific target audiences such as residential, commercial, and multifamily. Additionally, the dedicated Sustainability Team will provide supplemental training materials during individual customer program implementation.

CR&R recognizes the critical importance of communication with the public throughout this transition process. Customers will need information about CR&R's service delivery as well as education about new programs. CR&R will fully comply with all requirements Section 5 of the Scope of Work, including the following:

- Conducting ongoing public outreach to familiarize customers with the benefits of Diversion
    - Providing data on Diversion activities to the city
    - Explaining services and programs available to customers
    - Publicizing materials to be collected for diversion
- Providing professionally designed and produced public outreach materials.
    - Developing attractive, easy to read, and well-designed content
    - Submitting all content to the City for review and approval a minimum of thirty (30) days prior to printing/production.
- Providing an annual presentation to the City Council regarding programs, services, and diversion matters
- Developing effective Residential Public Education and Outreach Materials
    - Creating and updating an Annual Residential Recycling Guide as described in Section 5.4.1 of the Scope of Work
    - Preparing and distributing Semi-Annual Residential Special Programs Notifications as described in Section 5.4.2 of the Scope of Work
    - Producing a How-To Video for the Residential Program as described in Section 5.4.3 of the Scope of Work
    - Conducting Residential Outreach regarding the implementation of new routing as described in Section 5.4.4 of the Scope of Work
- Preparing Laguna Beach City News Articles
- Conducting HOA and Property Manager Outreach
    - Completing the notice process as described in Section 5.6 of the Scope of Work
    - Meeting with every property manager of Multi-Family Premises at least twice each year and attending Multi-Family related community meetings as described in Section 5.6 of the Scope of Work
- Preparing an annual brochure for Multi-Family Commercial, HOA's and Gated Communities regarding Yard Trimmings as described in Section 5.7 of the Scope of Work
- Preparing an annual brochure for Commercial and Business establishments regarding services, rates, diversion programs, the Bin Sensor Program, and other topics as described in Section 5.8 of the Scope of Work

- Preparing an annual brochure for Commercial and Business establishments regarding SB 1383 as described in Section 5.9 of the Scope of Work
- Developing an AB 827 Food Scraps brochure and associated training materials to assist food-serving Commercial and Business Establishments as described in Section 5.10 of the Scope of Work
- Developing an SB 1383 Commercial Restaurants Food Scrap Brochure, Training Materials and Signage as described in Section 5.11 of the Scope of Work
- Providing Diversion Program brochures, signs, table tents and information sheets for the high number of seasonal renters staying in Laguna Beach as described in Section 5.12 of the Scope of Work
- Developing an Edible Food donation brochure outlining the SB 1383 and other requirements for Tier 1 and Tier 2 generators as described in Section 5.13 of the Scope of Work
- Developing special events brochures, training materials and signage as described in Section 5.14 of the Scope of Work
- Producing a how-to video to education Businesses and Commercial Establishments, and using the footage to create two (2) commercials to promote the video as described in Section 5.15 of the Scope of Work
- Producing Social Media posts to promote the City's Diversion Programs as described in Section 5.16 of the Scope of Work
- Developing bin sensor brochures and training materials for Business and Commercial Establishments and Multi-Family Commercial customers as described in Section 5.17 of the Scope of Work
- Completing additional outreach and education activities described in Sections 5.18-5.23 of the Scope of Work, including the provision of a classroom education curriculum, the development of a Corrective Action Notice, cooperating in the joint-jurisdiction public education campaigns conducted by the City, developing and maintaining a website, attending seminars, workshops, presentations, and meetings, and creating and maintaining non-bill mailing lists.

## Automated Cart Labels

A key component of customer education are the graphics placed on the collection containers. The following are examples of cart graphics for Recyclables, Organics and Landfill materials.

## AUTOMATED CARTS

CR&R is proposing new carts for the collection of solid waste, recyclables, green waste, and organics as required in the RFP. Carts will be uniform in appearance using the specified color for each waste stream consisting of black for refuse, blue for recycling, and green for green waste and organics. These containers are stackable which allows for an efficient delivery process, and they are similar to the containers currently utilized by the City. CR&R has an excellent, long-standing relationship with automated cart manufacturers. The carts will be ordered upon award of contract, and CR&R will work diligently to have any required carts ready for distribution to customers as early as six months prior to the start of the new services. It is our intent to complete any necessary cart deliveries incrementally, finishing well before the start of the new contract. CR&R will coordinate, as necessary, with the incumbent hauler to ensure a smooth and seamless transition.

### Survey of Residential Customers

CR&R will survey Residential Customers to determine the size of the cart they refer for each material prior to the distribution of carts. Once CR&R confirms the anticipated delivery date of the Laguna Beach carts, the timing of the two-part postcard or mailer will be confirmed. Customers will be asked to mail back the postcard portion of the mailer, or use an online survey program, to indicate their choice of carts. CR&R will complete this process as described in Section 1.6.1.1 of the Scope of Work.

### Charges for Extra Residential Carts

CR&R will direct mail a targeted notice to all Single-Family Residential Premises with extra carts on or before July 1, 2024 regarding charges for extra carts to begin October 1, 2024. Customers will have the option of having extra carts removed. CR&R will also notify Single Family Customers regarding the prohibition against non-containerization, notifying them that as of October 1, 2024, all customers are required to containerize all materials.

## BINS

In addition to meeting the RFP's requirement for carts, CR&R is also proposing new or like-new bins. CR&R also has an excellent, long-standing relationship with bin manufacturers and will have bins ready for delivery prior to the implementation date. CR&R will also order Bin Sensors and initiate installation as early as 30 days prior to the start of the new contract. All required bin exchanges will occur prior to the start of the new contract and will be coordinated in cooperation with the incumbent.

### Container Maintenance

CR&R's container maintenance program is managed by our shop and maintenance personnel daily. We do not subcontract our container maintenance to third party vendors. We also maintain daily inventories of each container size and color to be able to address our customers' needs.

Our container delivery personnel are required to notify management if any inventory category reaches a certain minimum level. This serves as a second layer of protection against shortages. If a customer requests an exchange of their container, it is performed on the next scheduled collection day. If the customer states that there is a safety issue with the container, then an emergency ticket is submitted, and the container is switched out within 24 hours.

## VEHICLES

CR&R is proposing the use of RNG-fueled collection vehicles as well as the deployment of lightweight and electric vehicles as required in the RFP. All vehicles will be ordered immediately upon award of the contract. Beginning four-to-six weeks prior to the commencement of the new contract, the vehicles will be painted and licensed.

### Electric Vehicle Charging Stations

CR&R plans to install two EV charging stations. The first will be located at our facility in Stanton and used for overnight charging. The second will be located at a site in Laguna Beach, co-selected with the City. The process of identifying the Laguna Beach location, which will also be available for municipal charging, will begin during the first month following the award of contract. The process of permitting and installing the Stanton EV charging station will begin immediately upon award of the contract. The Laguna Beach process will commence upon selection and approval of the City site.

## RESIDENTIAL CURBSIDE COLLECTION

CR&R proposes a three-cart collection program, including a refuse cart for materials that can only be sent to the landfill, a recyclables cart for commingled recyclable materials, and an organics cart for commingled yard trimmings and food waste.

### Additional Services

CR&R will provide the following additional components as part of the Residential service program, in full compliance with the requirements described in the Agreement:

- In-Home Kitchen Pails
- Bulky Item Collection
- Special Events Collection
- Holiday Greenery Collection and Recycling
- Household Hazardous Waste Collection
- Household Hazardous Waste Drop Off and Shredding Events
- Sharps Mail-in Service
- Battery and Fluorescent Lamp Drop Off
- Composting Workshops
- Compost Giveaway Events

### Commercial and Multifamily Collection

CR&R will provide bin collection services including refuse, source separated recyclables, green waste, and organic waste. We will also offer Internal Organics Collection Containers to commercial organics customers at cost and offer In-Home Kitchen Pails to multifamily customers at no additional charge.

## Split Bin Recycling Program

Some commercial and multifamily customers have barriers to participating in recycling programs due to space constraints. Sometimes, a property manager will deny recycling in fear of sizable items being dumped in their recycle bin or the lack of enclosure space to add a recycling bin. To address these concerns, CR&R made split bins available to other communities to encourage recycling for commercial and multifamily customers with commercial bin service. The split bin utilizes either a 3-yard or 4-yard bin which is partitioned down the middle providing collection of trash on one side and recycling on the other. Customers have the option to lock one or both sides of the bin. The special lid on the recycle side of the bin minimizes contamination and encourages participants to break down items, such as cardboard, before tossing them in the recycle side of the bin. The special lid also deters scavenging from occurring. The split bin is ideal for properties with space constraints. CR&R would offer this option to City of Laguna Beach multifamily and commercial customers to encourage more participation in the recycling program.

## Additional Services

CR&R will provide the following additional components as part of the Commercial and Multifamily service program, in full compliance with the requirements described in the Agreement:

- Green Business Certification
- Roll-Off Box Collection
- Temporary Bin Service
- Bin Push-Out Service
- Locking Bins
- Bin Sensors

## CUSTOMER SERVICE

CR&R's tremendous service transition experience gives our team essential expertise in managing the new customer growth that comes with the award of a new franchise agreement. Using our continual call volume monitoring, call volumes are used to project staffing for both steady state and transition periods.

Training and preparing existing and any newly hired staff will occur to ensure a comprehensive knowledge of the new contract services. As a result of these activities, our Customer Service Representatives (CSR's) will be well prepared to handle customer calls during the transition and throughout the term of the franchise.

Training will include extensive involvement by Operational staff, who will be overseeing cart and bin exchanges, and implementing the routing transition. All routing details will also be incorporated into the training and setup in the Customer Relationship Management (CRM) system prior to service initiation date for the City of Laguna Beach. As a result of these activities, our CSR's will be well prepared to handle customer calls during the transition and throughout the term of the franchise.

To ensure optimal service provision during the initial months of a transition, CR&R will also designate experienced CSR staff members to assist with the increase in phone calls that are anticipated as part of the change in service providers. This extra level of staffing will ensure total coverage and superior response time to handle calls from the City of Laguna Beach.

These resources are in addition to the increase in permanent staff that is planned for handling the steady state of call inquiries that are anticipated as a regular course of business.

## BILLING SYSTEM IMPLEMENTATION

CR&R has extensive experience integrating customer information into its computer database and will be able to do so seamlessly for the City of Laguna Beach. We are prepared to transition billing from the current service provider and from the City tax rolls. We will request tax roll information directly from the City immediately upon award of the contract. This information will include data such as the billing names and addresses and APN. A concurrent request will be made to the current hauler to obtain all service information. This will include service names and addresses, number and type of containers, service days, routes, and any other relevant customer data. The hauler information request will also include the APN. CR&R will then match these City and hauler files using the APN number to create one account for each service address. CR&R will meet all timeline requirements for the data request, data analysis and reporting as specified in Section 1.1 of the Scope of Work. We will work closely with the City's designated staff person and our accounting team will meet the City's designee on a weekly basis, from the award of contract through the first billing to ensure all data is received and billing transition goes smoothly.

CR&R will also fully comply with the preparation and distribution of the 1st and 2nd Direct Mail pieces to both Single Family Dwellings and Multi-Plex Property Owners and Residents related to direct billing, as described in Sections 1.1 and 1.2 of the Scope of Work. In addition, CR&R will complete the Social Media and Website Page postings as described in Section 1.2.5 of the Scope of Work.

CR&R will meet all requirements for Residential, Commercial, Multi-Family and Roll-Off Billing as described in Section 1.3 of the Scope of Work. This includes the requirements for audits, the maintaining of billing records, the access to records by the City and the process for billing shared containers.

## ROUTING IMPLEMENTATION

CR&R has a routing system complete with the following structure to ensure that our drivers are monitored and remain on route throughout the day.

- Automated and paper routes with designated start times and end times along with tracking of each stop and the service time.
-

- CR&R will develop a target completion time for each route and hold the driver accountable. This will ensure that we can meet the City's service window as outline in the collection agreement and/or ordinance.

Route Managers will meet each morning with their designated drivers to hold a tailgate safety meeting and to discuss any special route requirements for the day.

- Route Managers will be available throughout the day to supervise the routes to ensure compliance with the collection time window and take care of any customer issues that occur throughout the day.

- At the completion of the workday, all routes are turned into our Industrial Engineering Department where they are uploaded into the computer system and a daily routing report is generated.

- The following day, the route managers review the report and discuss any inconsistencies with the appropriate driver.

- At the end of the month, a monthly report is prepared to review the percentage (%) of service delivery for each route to ensure that the company is meeting our internal goal of 95%.

### SAFETY PROGRAM IMPLEMENTATION

CR&R understands the unique safety needs of the City of Laguna Beach. CR&R strives to provide a culture of safety in all aspects of our operations. CR&R is especially proud of its safety record and works daily to ensure that our employees make the right decision in every element of their job. We recognize that safety is everyone's responsibility. It starts at the top with our Executive Team which sets the expectation and culture that nothing is more important than safety and reinforces this commitment by hosting a monthly safety review with the executive staff, senior managers, operation managers and route managers in attendance.

We recognize that our most important and valuable asset is our people. For them to be successful, our Senior Management Team continues to provide its leadership and guidance when it comes to Health and Safety. The Safety Director has provided all departments a framework that details the safe way each employee is to conduct their responsibilities and is encouraged to speak up if conditions interfere with the safe way. CR&R believes that State and Federal (e.g., OSHA and

DOT) regulations represent the minimum standard, and actively solicits input from its employees on how to minimize risk and maximize employee safety.

## DRIVER SAFETY TRAINING

All CR&R drivers are placed through a thorough Safety Training Program beginning with our comprehensive Driver Training and Orientation Program. The following is a brief and condensed outline of our Safety Training Program.

### Training Goals

- Ensure compliance of required training as directed by 49CFR regulations
- Ensure compliance of required training as directed by Federal and California OSHA regulations
- Ensure all requirements of Section 8.05.E are fully addressed, including but not limited to the following:
    - Pedestrian safety and driving while other vehicles are present
    - School safety
    - Hazardous Waste handling
    - On-board fires and fires in all types of containers
    - Protocols for handling leaks and spills
    - Dangers of all types of impaired driving
    - Dangers of distracted driving
- Ensure drivers receive required information on company policies and benefits
- Ensure drivers receive as understanding of their vehicles, preventive maintenance responsibilities, and an ability to detect when problems arise with their vehicles
- Ensure drivers receive an understanding of their responsibilities for best safe practices when operating a vehicle and performing their job duties
- Ensure drivers receive an understanding of safety rules and procedures at disposal facilities
- Perform reviews of all drivers periodically and as needed to ensure company standards are being met

### Employee Safety Training

- All new CR&R employees will undergo a training and orientation program and verify that they have received the proper training
- Current employees will undergo training as needed based on performance and incidents

### Safety Training Coordinator Responsibilities

- Implement and update training program as required and ensure all requirements of Section 8.05.E of the agreement are fully addressed
- Perform required training and verify understanding of material presented
- Perform periodic evaluations of all drivers to ensure standards are met and recommend to the appropriate manager any follow up training required
- Perform as needed evaluations on drivers deemed at risk

### Management Responsibilities

- Provide support and guidance as needed
- Review program and ensure driver compliance
- All work will be performed in accordance with the highest safety standards as outlined in our Safety Training curriculum

## SUSTAINABILITY TEAM

When it comes to sustainability program implementation, CR&R knows that a **"Boots on the Ground"** approach is required. As such, dedicated Sustainability Coordinators are a vital tool for our strategy to achieve compliance with CalRecycle requirements and maximize program participation, while increasing diversion rates. The success of any implementation plan begins and ends with the professionals who are responsible to make it happen.

CR&R will dedicate two Sustainability Coordinators to the City of Laguna Beach. The assignment process for highly qualified Sustainability Coordinators will immediately with the award of the contract, with the goal of identifying qualified CR&R employees or on-boarding new hires so that they are ready to begin the implementation of critical transition activities prior to the start of the Agreement.

The Sustainability Coordinator will begin implementation activities in April 2024. These activities, which are also shown in the implementation timeline, include the following:

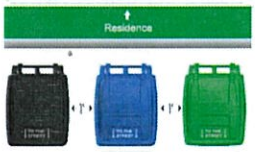
- Review of incumbent customer data
- Commercial and multifamily customer site visits to confirm service level and container count
- Establishing communications and public education alongside City staff for residential, multifamily, and commercial customers
- Liaise with the School District and establish school year public education programs
- Liaise with the large venues to ensure public education and programs are in place to comply with SB 1383 requirements
- Monitor and provide customers assistance during the cart and container exchange

The Sustainability Coordinators will be responsible for all aspects diversion program implementation. They will conduct Residential outreach and education and Multi-Family and Commercial site visits. CR&R will fully comply with all Diversion Program outreach and education, compliance and reporting requirements as described in the Franchise Agreement and Scope of Work.

The following are examples of materials developed by the CR&R Sustainability Team. All materials developed for Laguna Beach will be customized for the City and compliant with the requirements of the Franchise Agreement and Scope of Work.

CITY OF LAGUNA BEACH
## SOLID WASTE AND RECYCLING GUIDE

CR&R environmental services




### REMEMBER ON COLLECTION DAY

1. The carts should be placed at the curbside no later than 6:30 am on collection day and removed from the curbside within 12 hours after service.
2. The carts should be placed with the handles and wheels facing towards your home.
3. Place carts side-by-side approximately 1-2 feet apart & at least 3 feet from any obstruction (i.e. vehicles, fire hydrants, trees).
4. Items placed outside of carts will not be collected. Cart lids should be closed. Please do not overload.

### ITEMS FOR RECYCLING CART

- Glass
- Plastic
- Metal
- Paper

### ITEMS FOR LANDFILL CART

- Mixed Products
  - *Plastic / Metal Combination*
- Waxed Paper
- Coated Products
- Diapers
- Ceramic / Pyrex
- Pet Waste
- Clothes Hampers
- Paper Towels
- Styrofoam
- Palm Fronds

**No Toxic or Hazardous Waste**
**No Batteries**
**No Liquid Waste**
**No Paint**

### ITEMS FOR ORGANICS CART

- Meat / Fish / Dairy
- Fruits / Vegetables
- Bread/Grains
- Coffee & Filter
- FOG (Fats, oil, grease)
- Grass Leaves
- Flowers / Weeds
- Prunings / Wood
- Food Soiled Paper

### TEMPORARY COLLECTIONS

Larger waste collection containers (from 3 yards to 40 yards) are available for clean-up projects and other disposal needs. For additional pricing details or to arrange for a delivery of a larger container to your residence or business, please call CR&R Customer Service at

## Green Waste | Desechos Orgánicos

The following are acceptable materials for disposal in your green bin:

Los siguientes son materiales aceptables para poner en su cubo de desechos Orgánicos:

| | |
|---|---|
| Weeds | Malas Hierbas |
| Garden Trimmings | Recorte de Jardín |
| Wood Scraps/Chips | Restos de Madera / Astillas de Madera |
| Grass Clippings | Recortes de pasto |
| Green Plants | Plantas Verdes |
| Dry Leaves | Hojas Secas |

Palm fronds are not recyclable. Please place cut palm fronds in the trash.

Las hojas de palma no son reciclables. Por favor coloque las hojas de palma cortadas en la basura.

CR&R environmental services
.com
800.826.9677

# FOOD WASTE

## RECYCLING

YES / ĐƯỢC / SÍ

FRUITS / TRÁI CÂY / FRUTAS
VEGETABLES / RAU / VERDURAS
DAIRY / SỮA / PRODUCTOS LÁCTEOS
BREADS / BÁNH MÌ / PANES
GRAINS / HẠT, HỘT / CEREALES
MEAT / THỊT / CARNE
SEAFOOD / HẢI SẢN / MARISCOS
FISH / CÁ / PESCADOS
COFFEE GROUNDS / BÃ CÀ PHÊ / CAFÉ MOLIDO DE GRANO

NO: PLASTIC, STYROFOAM, GLASS, METAL, LIQUIDS
KHÔNG ĐƯỢC: NHỰA, THỦY TINH, KIM LOẠI, CHẤT LỎNG, XỐP
NO: PLÁSTICO, UNICEL, VIDRIO, METAL, LÍQUIDOS

CR&R environmental services
800.826.9677

CR&R
environmental services

April 15, 2020

Niguel Clubhouse LLC
31271 Niguel Rd.
Laguna Niguel, CA

Re: Food Waste Recycling (AB 1826)

Dear Howard,

**Assembly Bill 1826 requires all businesses in the State of California that generate 4 or more yards of waste per week to recycle organics.** The City of Laguna Niguel is looking to businesses such as yours to divert as much waste as possible from your site located at *31271 Niguel Rd. Laguna Niguel, CA 92677*. Please review the table below for recommended updates and compliance with AB 1826.

**Regular Service: account # - 45965**

| Enclosure | Bin Quantity | Bin Size | Bin Type | Service Days | Yards/Week | Cost/Month |
|---|---|---|---|---|---|---|
| 1, 3 | 2 | 3 yard | Trash | 4 | 24 | $691.68 |
| 4 | 1 | 3 yard | Trash | 5 | 15 | $1,657.99 |
| 2 | 1 | 3 yard | Trash | 3 | 9 | $310.97 |
| 1, 4 | 2 | 3 yard | Recycle | 3 | 18 | $310.86 |
| 3 | 1 | 3 yard | Recycle | 2 | 6 | $115.65 |
| 2 | 1 | 2 yard | Green Waste | 1 | 2 | $42.94 |
| 1 | 1 | 95 gal. | Green Waste | 1 | 0.5 | $14.41 |
| | **Total** | | | | 74.5 | $2,048.05 |

**Proposed Service:** addition of 2-yd Food Waste bin (decrease of $37.74 per month)

| Enclosure | Bin Quantity | Bin Size | Bin Type | Service Days | Yards/Week | Cost/Month |
|---|---|---|---|---|---|---|
| 1, 3, 4 | 3 | 3 yard | Trash | 4 | | |
| 2 | 1 | 3 yard | Trash | 3 | | |
| 1, 4 | 2 | 3 yard | Recycle | 3 | | |
| 3 | 1 | 3 yard | Recycle | 2 | | |
| 2 | 1 | 2 yard | Green Waste | 1 | | |
| 1 | 1 | 95 gal. | Green Waste | 1 | | |
| 4 | 1 | 2 yard | Food Waste | 2 | | |
| | **Total** | | | | | |

CR&R
environmental services

## SITE SURVEY

CUSTOMER: _____ CR&R REP: _____
PHONE: _____ OFFICE PHONE: _____
NAME: _____ CELL PHONE: _____
ADDRESS: _____ EMAIL ADDRESS: _____
CITY: _____ DATE: _____

**MCR – Mandatory Commercial Recycling**
☐ Compliant
☐ Noncompliant
☐ MCR container not being utilized.
☐ Incorrect material inside container.
☐ Trash
☐ Contaminated Cardboard
☐ Organic Food Waste
☐ Organic Green Waste
☐ Explain: _____

**MORe – Mandatory Commercial Organics Recycling**
☐ Compliant
☐ Noncompliant
☐ MORe container not being used.
☐ Incorrect material inside container.
☐ Trash
☐ Recyclable Material
☐ Contaminated Material
☐ Explain: _____

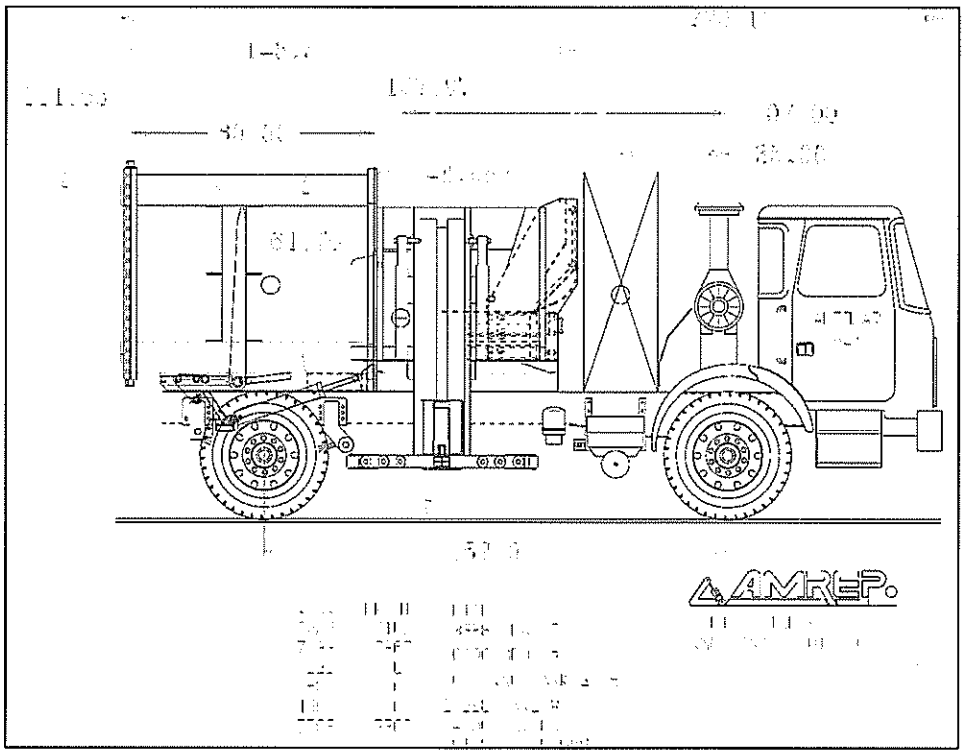
**Trash Container**
☐ Compliant
☐ Noncompliant
☐ Incorrect material inside container.
☐ Recyclable Material
☐ Organics Material
☐ Hazardous Waste
☐ Other Material
☐ Explain: _____

☐ Please call us to help you be compliant with your trash and recycling service

**This Proposal Form 13 will become Attachment C to the final Agreement.**

## PROPOSAL FORM 26: SERVICE OPTIONS FOR 'HARD-TO-SERVICE' AREAS

CR&R intends to pilot Option 2, which includes a split body vehicle plus a 6-yard Peterbilt/AmRep RNG powered vehicle to service customers within the identified "Hard-to-Service" areas.




Additionally, CR&R will compare route safety when utilizing the split body for the "Hard-to-Service" areas, and if it is found unsafe, CR&R will move to Option 3, keeping in service the 6-yard vehicle.

For Option 3, each of the three material streams will be collected during a "single pass" route. Our custom vehicle will allow the detachable hopper to be serviced with a FEL collection truck, minimizing vehicle traffic within the City, and allowing for source separation and SB 1383 compliant material handling.

By leveraging our ability to dynamically route, the residential "Hard-to-Service" vehicle will coordinate with the corresponding commercial FEL collection truck to service the detachable hopper when full compaction is achieved. Once emptied, the custom vehicle will resume its collection route, focusing on the next material stream. Diversion will be calculated by leveraging frequent audits for weight and volume.

## Amended Plan

Since CR&R's RFP proposal submission, CR&R has had further time to research operational solutions for the "hard-to-service" areas and now recommends as our main desired option, which is the utilization of a rear-load, split-body, RNG Peterbilt 520 collection vehicle which will allow for a two-pass collection for said customers. CR&R has had over a year of experience operating a 60/40 split body within a neighboring city, with municipal solid waste collected in the first pass, and organics and recycling in the second.

CR&R has had great success and firmly believes that this same technology should be utilized as vehicle footprint and maneuverability is similar to the initially proposed 6-yard detachable collection vehicle. However, there are fewer mechanical aspects running the split-body, and ultimately, less impact to city residents with the split body operation versus the 6-yard that was initially proposed. An image of the proposed split-body collection vehicle is provided below.

CR&R initially intended to pilot Option 3 with all three separate material streams collected via detachable hopper on the 6-yard vehicle. However, as stated above, CR&R would like to amend Option 3 with a split-body Peterbilt 520 and a two-pass system.

Should the City want to proceed with Option 3, CR&R will work collaboratively with the City in presenting identified locations within Laguna Beach for the on-site collection of the detachable hopper. The 6-yard container would be serviced with a Front-End Load vehicle, similar to the placement and collection of bin containers serviced via a "stinger/scout" truck prior to final

servicing. However, this type of servicing would not be necessary with the split-body collection vehicle.

**This Proposal Form 26 will become Attachment X to the final Agreement.**

# RFP Question Set #3 from City and Response to Question Set #3 from Proposer

February 23, 2023 *Delivered Electronically*

Julie Barreda
Senior Vice President
11292 Western Avenue
Stanton, CA 90680
julieb@crrmail.com
(714) 349-2864

RE: Response to City of Laguna Beach RFP – Question Set #3

Dear Ms. Barreda,

Attached is Question Set #3 with regards to the RFP. Please submit your responses electronically by ***10:00 a.m. on Wednesday, March 8th, 2023***.

Please email me upon receipt of this letter to acknowledge that CR&R has received it.

Sincerely,

Liz Avila
Senior Public Works Analyst/Solid Waste Program Coordinator

lavila@lagunabeachcity.net

Enclosed
Attachment 1: Question Set #3

# CR&R QUESTION SET #3

**February 23, 2023**

The purpose of this question set is to identify the exceptions taken to the Agreement in Section 6 of the RFP that would significantly and negatively impact the City.

The City has also included some additional questions regarding certain exceptions.

The City may communicate additional questions and/or request clarifications concerning other exceptions in an additional Question Set.

As stated in Section 5 of the RFP, one of the Evaluation Criteria is "The number, nature and materiality of exceptions taken to the terms of the Franchise Agreement".

**After reviewing the content of this Question Set #3, are there any exceptions that CR&R would like to withdraw at this time?**

**A. On Proposal Form 20, CR&R took several exceptions to the Franchise Agreement in Section 6 the RFP of which the following is seriously material and substantive:**

1. Section 16.12 Force Majeure (Exception would include pandemics.)
   This exception causes significant concerns for the City. Having experienced disruptions in collection, processing and other vital operations during 2020-2022 COVID 19 pandemic, the City is not willing to make "pandemics" a force majeure event. The City is looking for a Contractor that will be implementing comprehensive proactive steps from award of contract through the entire term that will ensure the Contractor is as well positioned as possible to continue its operations in the event of another pandemic. During the COVID 19 pandemic, other contractors in Northern and Southern California instituted driver pods; strict enforcement of company-wide masking requirements and hygiene; methods to maintain distance in early morning driver briefings and interactions between maintenance, collection and management personnel. These companies also devised innovative strategies that prevented processing facility closures while maintaining collection services. The City's goal is to select a Contractor who is able and willing to put such measures in place.

   The intent of the Force Majeure clause is for unpreventable events such as hurricanes, tornados, wars. The disruptions from a pandemic can be mitigated to a significant degree by taking advance proactive health measures as described above.

   The proposed exception for Section 16.12 would make it impossible for the City to require performance of all the collection and processing operations contained in the Scope of Work of the Franchise Agreement.

**B. On Proposal Form 20, CR&R took the following additional exceptions that would inhibit the City's ability to obtain optimal contract results:**

1. 8.05.H.1 Sustainability Coordinator Experience, Background and Training
   The City is familiar with the Coordinators that are listed in CR&R's response to Question Set #2, Question 9, and it appears these Coordinators are capable and have demonstrated sufficient experience. In the future, if a Coordinator leaves or needs to be replaced, the City would require Sustainability Coordinators with three years of experience as contained in the Agreement.

2. 10.01.E Contractor Shall Accept Extensions
   Please confirm that CR&R does not wish to earn additional years to the length of the Agreement under the same terms and conditions contained in the Agreement?

March 6, 2023

Liz Avila
Senior Public Works Analyst
City of Laguna Beach
505 Forest Avenue
Laguna Beach, CA 92651

Re: Response to City of Laguna Beach RFP – Question Set #3

Dear Liz,
In response to your letter dated February 23, 2023, CR&R has provided the following clarifications and responses you have requested:

A. On Proposal Form 20, CR&R took several exceptions to the Franchise Agreement in Section 6 the RFP of which the following is seriously material and substantive:

1. Section 16.12 Force Majeure (Exception would include pandemics.)

   CR&R would like to withdraw this exception.

B. On Proposal Form 20, CR&R took the following additional exceptions that would inhibit the City's ability to obtain optimal contract results:

1. 8.05.H.1 Sustainability Coordinator Experience, Background and Training

   CR&R agrees that should either of the Coordinators listed in our response leave or need to be replaced, any future Coordinators placed in the City will have a minimum of three years experience as required in the Agreement.

2. 10.01.E Contractor Shall Accept Extensions

   Please confirm that CR&R does not wish to earn additional years to the length of the Agreement under the same terms and conditions contained in the Agreement?

   CR&R would like to withdraw this exception and be eligible for additional years based on the terms of the Agreement.

If you need any additional information, please let us know.

Sincerely,

Julie Barreda
Senior Vice President

# RFP Question Set #4 from City and Response to Question Set #4 from Proposer

March 1, 2023 *Delivered Electronically*

Julie Barreda
Senior Vice President
11292 Western Avenue
Stanton, CA 90680
julieb@crrmail.com
(714) 349-2864

RE: Response to City of Laguna Beach RFP – Question Set #4

Dear Ms. Barreda,

Attached is Question Set #4 with regards to the RFP. Please submit your responses electronically by ***10:00 a.m. on Wednesday, March 8th, 2023***.

Please email me upon receipt of this letter to acknowledge that CR&R has received it.

Sincerely,

Liz Avila
Senior Public Works Analyst/Solid Waste Program Coordinator

lavila@lagunabeachcity.net

Enclosed
Attachment 1: Question Set #4

# QUESTION SET #4 TO CR&R

**March 1, 2023**

1. The City reviewed the information provided regarding the tax roll billing transition. Who is CR&R designating as the key point person responsible for (a) ensuring all the tax roll billing transition tasks are accomplished on schedule, and (b) serving as the City's day-to-day contact for the tax roll billing transition?

2. In Question #6 of Question Set #2, the City requested the quantity of Roll-Off Containers. On CR&R's revised Proposal Form #8, CR&R included TBD as the quantity for the Roll-Off Containers. Please provide the projected number of Roll-Off Containers that will be needed to service the City based on the Roll-Off data provided in the Background Section (Section 2.2.4) of the RFP.

3. On the revised Proposal Form #8, CR&R's list of trucks includes a side-loader collection vehicle for the hard-to-service areas. However, in CR&R's response to Question #10 in Question Set #2, CR&R stated that the hard-to-service areas would be serviced by a rear-loader collection vehicle. Please revise and re-submit Proposal Form #8 to include the proposed split-body rear-loader collection vehicle for the hard-to-service areas.

4. Based on data provided by to the City by the current hauler its 2021 Annual Report to the City (which is included in Tables 2 and 3 of the Background Section in the RFP) there are 32 split 3-yard trash and recycling bins in service in the City. CR&R's Proposal Form 12 does not appear to include the provision of split bins. Please confirm CR&R will provide this service. If so, please re-submit Proposal Form 12 with the quantity and costs for the split bins.

5. In the Bins Section on page 10 of Proposal Form 13 submitted in CR&R's response to Question Set #2, the wording still includes "new or like-new." In its Question Set #1, Question 11 response, CR&R stated: "CR&R confirms all containers to be new and unused. The term "like new" was mistakenly included in the submitted RFP response." If this remains correct, please re-submit Form 13 without the term "like-new" in referring to the Bins.

6. It has come to the City's attention that stinger/scout service is being provided to 40 commercial accounts in the City with 91 stinger/scout pull-out service events per week. (This is new information to the City and was not provided in the RFP.) How would CR&R address and provide this service? Please update Proposal Form 8 to include a stinger/scout vehicle (and indicate type of vehicle) and Proposal Form 7 for a stinger/scout driver, if an additional driver is needed.

7. The City needs to know how CR&R is allocating drivers to vehicles. Please complete the attached Table 1: "CR&R Proposal Form 8, Attachment A" to indicate the drivers

allocated/matched to each vehicle. This Table 1 would become part of Attachment F-1 to the final Agreement.

a. If the driver is not FTE, please include the percentage FTE and note what other duties the driver is assigned.
b. In completing the attached Table 1, if the personnel categories or numbers are changed from CR&R's previously submitted Proposal Form 7, please re-submit Proposal Form 7 to be consistent with the personnel/drivers listed in the attached Table 1.

## Table 1: CR&R Proposal Form 8, Attachment A

| Vehicle Type | Manufacturer Truck/Body | | Model Year | Route | Type of Fuel *(e.g., CNG, biodiesel, LNG, battery electric, etc.)* | FTE Driver *(if not FTE, include percentage FTE and what other duties they are assigned)* | Notes |
|---|---|---|---|---|---|---|---|
| | Truck | Body | | | | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential MSW | RNG | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential MSW | RNG | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential MSW | RNG | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Organics | RNG | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Organics | RNG | | |
| Side-loader (Hard-to-service) | Peterbilt | Amrep | 2024 | Residential Hard-to-service | RNG | | |
| Front-loader | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | | |
| Front-loader | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | | |
| Front-loader | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | | |
| Front-loader | Peterbilt | Amrep | 2024 | Commercial Recycling | RNG | | |
| Split Body | | | 2024 | Commercial MSW/ Organics | Electric | | |
| Roll-off | Peterbilt | NA | 2024 | Roll-off | RNG | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Bin Delivery | Internatio nal | | 2024 | Bin Delivery | Gasoline | | |
| Front-loader | Peterbilt | Amrep | 2024 | Bulky Item | RNG | | |
| HHW | Box Truck Internatio nal | NA | 2024 | HHW | Gasoline | | |
| RM | Ford | NA | 2024 | Rt Mgr | Hybrid | | |

**This Attachment A to Proposal Form 8 will be included in Attachment F-1 to the final Agreement.**

March 6, 2023

Liz Avila
Senior Public Works Analyst
City of Laguna Beach
505 Forest Avenue
Laguna Beach, CA 92651

Re: Response to City of Laguna Beach RFP – Question Set #4

Dear Liz,
In response to your letter dated March 1, 2023, CR&R has provided the following clarifications and responses you have requested:

1. The City reviewed the information provided regarding the tax roll billing transition. Who is CR&R designating as the key point person responsible for (a) ensuring all the tax roll billing transition tasks are accomplished on schedule, and (b) serving as the City's day-to-day contact for the tax roll billing transition?

   Julia Valdez is our Credit and Collections Supervisor and will be the designated person to ensure the tasks we have outlined are accomplished as scheduled for the tax roll billing transition.

2. In Question #6 of Question Set #2, the City requested the quantity of Roll-Off Containers. On CR&R's revised Proposal Form #8, CR&R included TBD as the quantity for the Roll-Off Containers. Please provide the projected number of Roll-Off Containers that will be needed to service the City based on the Roll-Off data provided in the Background Section (Section 2.2.4) of the RFP.

   CR&R's response of TBD is due only to the lack on roll-off related information reported in the RFP limiting our ability to estimate the number of containers necessary to service the City. The only reference to hauls is on page 15 which states, "the current franchisee reported servicing 9 permanent roll-off boxes and 79 temporary roll-off boxes in 2021".

   These numbers seem low for a city the size of Laguna Beach. The RFP then states:

   The current franchisee collects permanent roll-off boxes and compactors from customers within the City. It collects both source-separated and mixed-waste materials. In 2021, it diverted 3,832.59 tons of permanent roll-off materials and disposed of 3,176.47 tons to achieve a 54% diversion rate. These numbers include C&D data. For C&D alone, 1,727.12 tons were collected, 1,395.07 tons were diverted, and 332.05 tons were disposed to achieve a hauler-reported 93.1% diversion rate.

CR&R is not clear as to what total roll-off volume was collected, since the above states the material was permanent volume but includes C&D. Based on the two pages of information, we concluded that 9 permanent customers generated 5,282 tons, while 79 temp customers generated only 1,727 tons. This results in 90% of the customers being temporary and generating only 25% of the volume while 10% of the customers are permanent and generating 75% of the volume. It would be best, if the RFP could state how many projected hauls we should assume for our response on containers.

Our best estimate based on the information provided is 16 NEW containers at the start of the contract based on the following:

| | Customers | Total Tons | Diverted | Landfill | Diversion | Estimated Annual Hauls @ 4.4/Load | Assume 2 Hauls/ Week/ Container | |
|---|---|---|---|---|---|---|---|---|
| Temp | 79 | 1,727 | 1,395 | 332 | 81% | 392.53 | 3.77 | 10 Yard |
| Perm | 9 | 5,282 | 2,438 | 2,844 | 46% | 1,200.44 | 11.54 | 40 Yard |
| Total RO | | 7,009 | 3,833 | 3,176 | 55% | 1,592.97 | 15.32 | |

Please find the revised Form 8 in a separate attachment.

3. On the revised Proposal Form #8, CR&R's list of trucks includes a side-loader collection vehicle for the hard-to-service areas. However, in CR&R's response to Question #10 in Question Set #2, CR&R stated that the hard-to-service areas would be serviced by a rear- loader collection vehicle. Please revise and re-submit Proposal Form #8 to include the proposed split-body rear-loader collection vehicle for the hard-to-service areas.

   Please find the revised Form 8 in a separate attachment.

4. Based on data provided by to the City by the current hauler its 2021 Annual Report to the City (which is included in Tables 2 and 3 of the Background Section in the RFP) there are 32 split 3-yard trash and recycling bins in service in the City. CR&R's Proposal Form 12 does not appear to include the provision of split bins. Please confirm CR&R will provide this service. If so, please re-submit Proposal Form 12 with the quantity and costs for the split bins.

   CR&R did provide split bin pricing on Pages 132 and 139 of our proposal. Please find the revised Form 12 in a separate attachment.

5. In the Bins Section on page 10 of Proposal Form 13 submitted in CR&R's response to Question Set #2, the wording still includes "new or like-new." In its Question Set #1, Question 11 response, CR&R stated: "CR&R confirms all containers to be new and unused. The term "like new" was mistakenly included in the submitted RFP response." If this remains correct, please re-submit Form 13 without the term "like-new" in referring to the Bins.

   Please find the revised Form 13 in a separate attachment.

6. It has come to the City's attention that stinger/scout service is being provided to 40 commercial accounts in the City with 91 stinger/scout pull-out service events per week. (This is new information to the City and was not provided in the RFP.) How would CR&R address and provide this service? Please update Proposal Form 8 to include a stinger/scout vehicle (and indicate type of vehicle) and Proposal Form 7 for a stinger/scout driver, if an additional driver is needed.

   Rates for Stinger/Scout service are based on service time only. While CR&R can provide stinger service and did provide a rate under Proposal Form 29, Page 163 (22dd), the cost of this service can only be determined once the service time is known. If the current franchisee can provide service times for these customers, CR&R can provide a more accurate rate than what was proposed.

7. The City needs to know how CR&R is allocating drivers to vehicles. Please complete the attached Table 1: "CR&R Proposal Form 8, Attachment A" to indicate the drivers allocated/matched to each vehicle. This Table 1 would become part of Attachment F-1 to the final Agreement.

   a. If the driver is not FTE, please include the percentage FTE and note what other duties the driver is assigned.

      Please find the revised Form 8 in a separate attachment.

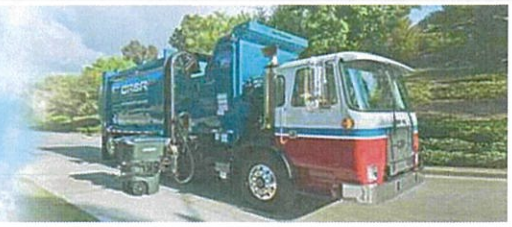
   b. In completing the attached Table 1, if the personnel categories or numbers are changed from CR&R's previously submitted Proposal Form 7, please re-submit Proposal Form 7 to be consistent with the personnel/drivers listed in the attached Table 1.

      Please find the revised Form 8 in a separate attachment.

We have included the updated forms as requested for CR&R's responses to Question Set 4. All updates are highlighted in yellow for your review. If you need any additional information, please let us know.

Sincerely,

Julie Barreda
Senior Vice President



**Collection and Transportation Headcount:**

| Labor Category | Number of FTE: |
|---|---|
| **Residential Collection** | |
| MSW Drivers | 2.75 |
| Recycling Drivers | 2.25 |
| Co-collection Food Scraps and Yard Trimmings Drivers | 1.5 |
| Hard-to-Service Driver(s) | (Included with MSW Drivers) |
| Residential Route Manager(s) | 0.61 |
| Other Residential Driver: | - |
| Other Residential Driver: | - |
| TOTAL RESIDENTIAL DRIVERS (Excludes RM) | 6.50 |
| **Commercial and Multi-Family Collection** | |
| MSW Drivers | 2.25 |
| MSW Helpers | - |
| Recycling Drivers (Single Stream) | 1.00 |
| Recycling Helpers (Single Stream) | - |
| Source-Separated Food Scraps Drivers | 0.25 |
| Source-Separated Food Scraps Helpers | - |
| Co-collection Food Scraps and Yard Trimmings Driver(s) | (Included Above) |
| Source-Separated Yard Trimmings Driver(s) | (Included Above) |
| Commercial/Multi-Family Route Manager(s) | 0.34 |
| Other Com/MF Driver: | - |
| Other Com/MF Driver: | - |
| TOTAL COMMERCIAL/MULTI-FAMILY DRIVERS (Excludes RM) | 3.50 |

**Collection and Transportation Headcount (continued):**

| Labor Category | Number of FTE: |
|---|---|
| **Roll-Off Collection** | |
| Roll-Off Driver(s) | 0.50 |
| Roll-Off Route Manager(s) | 0.05 |
| Other Roll-Off Drivers: | - |
| TOTAL ROLL-OFF DRIVERS (Excludes RM) | 0.50 |
| **Miscellaneous Drivers and Support** | |
| Relief Drivers & Spares | 1.00 |
| Box Truck Drivers | - |
| Bulky Route Driver(s) | 0.25 |
| HHW Route Driver(s) | 0.10 |
| Container Delivery Driver(s) | 0.20 |
| Scout Service Driver(s) | 0.25 |
| Mechanics | - |
| Mechanics Helpers | - |
| Other Misc. and Support: | - |
| TOTAL MISC AND SUPPORT | 1.80 |
| **TOTAL PROPOSED COLLECTION/TRANSPORTATION HEADCOUNT** | **13.30** |

**This Proposal Form 7 will become Attachment G to the final Agreement.**

## PROPOSAL FORM 8: NEW COLLECTION VEHICLES TO BE FURNISHED BY CONTRACTOR

Fill in the table below with the vehicle type, ID number, manufacturer of truck and body, model year, route assignment, fuel type, and cost for the new vehicles that will be placed in service on or before July 1, 2024. Provide the name, address, contact person and contact information for the manufacturer of the vehicles and the alternative fuel components of the vehicles. If any of the vehicles listed in the table below will not be alternative fuel vehicles, state the reason and the type of fuel that will be used.

| *Vehicle Type* | *Vehicle ID Number* | *Manufacturer Truck/Body* | | *Model Year* | *Route* | *Type of Fuel (e.g., CNG, biodiesel, LNG, battery electric, etc.)* | *Cost* |
|---|---|---|---|---|---|---|---|
| | | Truck | Body | | | | |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Side-loader (Hard-to-service) | TBD | Peterbilt | Amrep | 2024 | Residential Hard to Service | RNG | $ 358,300 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | 57-347 | Peterbilt | Amrep | 2024 | Commercial Recycling | RNG | $ 396,900 |
| Split Body | TBD | Electric | Electric | 2024 | Commercial MSW/Organic | Electric | $ 705,000 |

## PROPOSAL FORM 8: NEW COLLECTION VEHICLES TO BE FURNISHED BY CONTRACTOR

Fill in the table below with the vehicle type, ID number, manufacturer of truck and body, model year, route assignment, fuel type, and cost for the new vehicles that will be placed in service on or before July 1, 2024. Provide the name, address, contact person and contact information for the manufacturer of the vehicles and the alternative fuel components of the vehicles. If any of the vehicles listed in the table below will not be alternative fuel vehicles, state the reason and the type of fuel that will be used.

| *Vehicle Type* | *Vehicle ID Number* | *Manufacturer Truck/Body* | | *Model Year* | *Route* | *Type of Fuel (e.g., CNG, biodiesel, LNG, battery electric, etc.)* | *Cost* |
|---|---|---|---|---|---|---|---|
| | | **Truck** | **Body** | | | | |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential MSW | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Side-loader | TBD | Peterbilt | Amrep | 2024 | Residential Organics | RNG | $ 396,900 |
| Rear-loader Split Body | TBD | Peterbilt | Amrep | 2024 | Residential Hard to Service | RNG | $ 358,300 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | $ 396,900 |
| Front-loader | TBD | Peterbilt | Amrep | 2024 | Commercial Recycling | RNG | $ 396,900 |
| Rear-loader Split Body | TBD | Electric | Electric | 2024 | Commercial MSW/Organic | Electric | $ 705,000 |

| Vehicle Type | Vehicle ID Number | Manufacturer Truck/Body | | Model Year | Route | Type of Fuel (e.g., CNG, biodiesel, LNG, battery electric, etc.) | Cost |
|---|---|---|---|---|---|---|---|
| | | Truck | Body | | | | |
| Roll-Off | TBD | Peterbilt | N/A | 2024 | Roll-Off | RNG | $ 375,000 |
| Bin Delivery | TBD | International | N/A | 2024 | Bin Delivery | Gasoline | $ 160,000 |
| Front-Loader | TBD | Peterbilt | Amrep | 2024 | Bulky Item Collection | RNG | $ 396,600 |
| HHW | TBD | Box Truck International | N/A | 2024 | HHW Collection | Gasoline | $ 160,000 |
| Pick-Up Truck | TBD | Ford | N/A | 2024 | Route Manager | Hybrid | $ 66,088 |
| Pick-Up Truck | TBD | Chevy 3500 | CRR | 2024 | Stinger/Scout | Gasoline | $ 92,500 |

**Contact Information**

- **AmRep/WasteQuip**

  Rob Strange

  1555 S. Cucamonga Avenue, Ontario, CA 91761

  (909) 215-2259

  (909) 923-0430

  rstrange@amrepinc.com

- **Rush Truck Centers of California**

  Ray Gamez

  8830 East Slauson Avenue, Pico Rivera, CA. 90660

  (949) 355-4382

  (562) 566-1865

  gamezr@rushenterprises.com

| Vehicle Type | Manufacturer | | Model Year | Route | Type of Fuel *(e.g., CNG,* | FTE Driver *(if not FTE, include* | Notes |
|---|---|---|---|---|---|---|---|
| | Truck | Body | | | | | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential MSW | RNG | 100% | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential MSW | RNG | 100% | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential MSW | RNG | 50% | Same duties in another city |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | 100% | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Recycling | RNG | 50% | Same duties in another city |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Organics | RNG | 100% | |
| Side-loader | Peterbilt | Amrep | 2024 | Residential Organics | RNG | 50% | |
| Rear-loader Split Body | Peterbilt | Amrep | 2024 | Residential Hard-to- service | RNG | 100% | MSW 50%, Recy 25%, Org 25% |
| Front- loader | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | 100% | |
| Front- loader | Peterbilt | Amrep | 2024 | Commercial MSW | RNG | 100% | |
| Front- loader | Peterbilt | Amrep | 2024 | Commercial Recycling | RNG | 100% | |
| Rear-loader Split Body | Peterbilt | Amrep | 2024 | Commercial MSW/ Organics | Electric | 50% | Truck can only be used to support the City of Laguna Beach |
| Roll-off | Peterbilt | NA | 2024 | Roll-off | RNG | 50% | Same duties in another city |
| Bin Delivery | International | NA | 2024 | Bin Delivery | Gasoline | 20% | Same duties in another city |
| Front- loader | Peterbilt | Amrep | 2024 | Bulky Item | RNG | 25% | Same duties in another city |
| HHW | Box Truck International | NA | 2024 | HHW | Gasoline | 10% | Same duties in another city |
| Pick-Up Truck | Chevy | CRR | 2024 | Stinger/Scout | Gasoline | 25% | Same duties in another city |
| Pick-Up Truck | Ford | NA | 2024 | Route Manager | Hybrid | 100% | |

**This Attachment A to Proposal Form 8 will be included in Attachment F-1 to the final Agreement.**

## PROPOSAL FORM 12: NUMBERS AND TYPES OF NEW CONTAINERS TO BE FURNISHED BY CONTRACTOR

CR&R is proposing to use new automated carts for the collection of solid waste, recyclables, and organics as required in the RFP. The carts provided by CR&R shall meet all the design and performance requirements specified in the draft agreement. CR&R proposes the use of Toter (or similar), two-wheel carts for curbside residential services. CR&R will fully comply with the City's requirement that all carts shall contain at least 10% Post-Consumer Recycled Content and at least 50% Post Industrial Recycled Content. Toter carts are manufactured using medium density polyethylene with the company's Advanced Rotational Molding™ process. This provides a superior strength-to-weight ratio not found in standard injection-molded carts and boast the industry's lowest warranty claim rate.

Toter is now offering a 100% recycled cart that has not been deployed in California at this time. The only cart body color available is black. If the City is interested in this 100% recycled residential cart, CR&R would be happy to order and deliver these containers with the appropriate lid color in accordance with SB 1383 Regulations at no additional charge.

CR&R will include serial numbers as the main compliance mechanism for Attachment E-1. Serial numbers are tied to the CR&R CRM system (SoftPak), which allows the recording of cart service events. Additionally, our cart inventory department utilizes the serial numbers for cart inventory tracking.

### Automated Cart Specifications

| | |
|---|---|
| **35 Gallon Cart** | Approximately 25" deep x 20" wide x 39" tall<br>Load Rating: 112 lbs. Wheel Diameter: 10" |
| **65 Gallon Cart** | Approximately 32" deep x 25" wide x 42" tall<br>Load Rating: 224 lbs. Wheel Diameter: 10" |
| **95 Gallon Cart** | Approximately 35" deep x 29" wide x 43" tall<br>Load Rating: 335 lbs. Wheel Diameter: 10" |

## Cart Colors

Carts will be provided in distinct colors to designate the appropriate material placement: green for organic material, blue for recyclable material, and black for material to be disposed at the landfill.

Images of the proposed cart lids and cart bodies are shown below.

## Commercial and Multifamily Bins

CR&R proposes new bins for the City of Laguna Beach. Our team conducted a visual assessment of bins currently in placed throughout City of Laguna Beach and found that the condition of the containers varied.

CR&R will provide all bins for service in the City of Laguna Beach. These bins will feature graffiti-resistant paint and will fully comply with the CalRecycle color requirements of SB 1383. CR&R's proposed rates include the provision of reflective fluorescent taping on all commercial and multi-family bins in service within the City, as required by SB 1111.

Split Bins will also be made available for commercial and multifamily customers where space constraints would otherwise preclude their participation in a recycling program.

### Roll-Off Boxes

CR&R proposes to offer 10 cubic-yard and 40 cubic-yard roll-off boxes for the City. All roll-off boxes will be new as specified in the RFP.

### Inventory Management

CR&R is aware of disruptions over the past few years on bin, cart, and roll-off inventory. In anticipation of the franchise award, CR&R currently has in place with our container vendor a "just-in-time" inventory agreement with thousands of containers on hand, which are being stored directly with our vendor. Additionally, over 50,000 square feet of warehouse space is also available in Stanton for storage of anticipated early container production and delivery. CR&R will also work with the incumbent and City to begin container delivery ahead of the franchise agreement start date.

### Manufacturer and Fabrication Information

- Steel Container Manufacturer: Consolidated Fabricators located at 4600 South Santa Fe, Vernon, CA 90058
- CR&R Fabrication Department, located at Orangewood, Stanton, CA 90680

**MSW, Recycling, and Food Scraps/Yard Trimmings Containers for Residential Premises**

| *Item MSW* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 1,300 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 3,600 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 7,200 | $62.00 |
| ***Item RECYCLING*** | | |
| 35-gallon wheeled cart with hinged lid | 1,200 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 3,500 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 7,100 | $62.00 |
| ***Item YARD TRIMMINGS/FOOD SCRAPS*** | | |
| 35-gallon wheeled cart with hinged lid | 1,000 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 2,400 | $43.70 |
| 95-gallon wheeled cart with hinged lid | 8,600 | $62.00 |

**MSW Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | | |
| 65-gallon wheeled cart with hinged lid | | |
| 95-gallon wheeled cart with hinged lid | 500 | $62.00 |
| 1-cubic yard bin | 8 | $729.79 |
| 1.5-cubic yard bin | 32 | $775.40 |
| 2-cubic yard bin | 29 | $821.01 |
| Split 2-cubic yard bin* | | |
| 3-cubic yard bin | 408 | $912.23 |
| Split 3-cubic yard bin* | 32 | $989.32 |
| 4-cubic yard bin | 67 | $1,003.45 |
| Split 4-cubic yard bin* | | |
| 6-cubic yard bin | 15 | $1,185.89 |
| Split 6 cubic yard bin* | | |
| 10-cubic yard roll-off | | |
| 20-cubic yard roll-off | | |
| 30-cubic yard roll-off | | |
| 40-cubic yard roll-off | | |

*Report number of split bins ***only*** in the MSW table to avoid double counting.

**Recycling Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | | |
| 65-gallon wheeled cart with hinged lid | | |
| 95-gallon wheeled cart with hinged lid | 700 | $62.00 |
| 1-cubic yard bin | 6 | $729.79 |
| 2-cubic yard bin | 26 | $821.01 |
| 3-cubic yard bin | 118 | $912.23 |
| 4-cubic yard bin | 20 | $1,003.45 |
| 6-cubic yard bin | 3 | $1,185.89 |
| 10-cubic yard roll-off | | |
| 20-cubic yard roll-off | | |
| 30-cubic yard roll-off | | |
| 40-cubic yard roll-off | | |

**Food Scraps Containers for Commercial and Multi-Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 200 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 100 | $43.70 |
| 2-cubic yard bin | 5 | $821.01 |

**Co-Collected Food Scraps and Yard Trimmings Containers for Commercial and Multi- Family Customers**

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 20 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 20 | $43.70 |
| 2-cubic yard bin | 1 | $821.01 |

## Yard Trimmings Containers for Commercial and Multi-Family Customers

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 35-gallon wheeled cart with hinged lid | 20 | $39.30 |
| 65-gallon wheeled cart with hinged lid | 20 | $43.70 |
| 2-cubic yard bin | 1 | $821.01 |

## Compactors

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 2-cubic yard compactors | | |
| 3-cubic yard compactors | | |
| 4-cubic yard compactors | | |
| 6-cubic yard compactors | | |
| 10-yard compactors | | |
| 20-yard compactors | TBD | $38,000 |
| 30-yard compactors | | |
| Other compactors (indicate size) | | |
| Vertipak (2 cubic yard) | TBD | $22,000 |
| 2-cubic yard compactor with 20-cubic yard receiver box | TBD | $59,000 |

## Roll-Off Containers

| *Item* | *Quantity* | *Unit Price* |
|---|---|---|
| 10-cubic yard roll-off | 4 | $5,345.00 |
| 40-cubic yard roll-off | 12 | $8,525.00 |

### Safety Decals

CR&R recognizes the unique impacts of bin and cart placement in the City of Laguna Beach, particularly in the downtown areas. Given the space constraints, proximity to public rights-of-way, and high-volume of visitor traffic in Laguna Beach, the importance of safety decals is paramount. The CR&R Route Supervisor and Safety Manager will conduct audits of all bins and carts in the downtown area to identify opportunities to place additional safety signage and reflective tape on containers. CR&R is committed to enhancing the City's safety and maintaining visitor-friendly labeling of the carts and bins placed in Laguna Beach.

**This Proposal Form 12 will become Attachment E-2 to the final Agreement.**

## PROPOSAL FORM 13: IMPLEMENTATION PLAN

The team of professionals at CR&R is ready to serve the City of Laguna Beach. We offer the benefit of our extensive transition experience and the added benefit of direct experience serving the Laguna Beach. Many of the industry experts who have joined the CR&R team have previous experience with the unique service and safety needs of the Laguna Beach community. We also have seen firsthand the City's environmental priorities and commitment to leadership in addressing climate change. From CR&R's Sustainability Team to the members of our Operations and Implementation team, CR&R knows how to serve the City of Laguna Beach. We understand the complexities of service delivery, and the importance of our number one priority - safety - for all employees, residents, and community members. Our team members have exceptional experience from roll-out to contract administration, billing set-up, to content generation. We are ready to partner, and CR&R is ready serve.

Over the past 60 years, CR&R has implemented numerous refuse, recycling, and organics management programs. CR&R has successfully transitioned services in sixteen (16) municipalities over the last ten (10) years. In each City, we completed a comprehensive implementation process, with a focus on communication with municipal staff, community engagement and developed robust outreach and education programs. These efforts, along with the support of our experienced team and the benefit of our expansive infrastructure, have resulted in a seamless, proven process.

### Weekly Timeline

The following is an overview of the comprehensive week-by-week implementation timeline starting with the award of the contract and continuing through 90 days after the commencement of services.

- Activities related to vehicles are displayed in green.
- Activities related to containers and bins are displayed in gray.
- All other activities are displayed in blue.

A detailed narrative description of this timeline is provided on the pages that follow the timeline.

| Implementation Activity | Month | April 2023 | | | | May 2023 | | | | | June 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Request Tax-Roll Billing Data from City | | | | | | | | | | | | | | |
| Request Billing Data from Hauler | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order RNG-Fueled Collection Vehicles | | | | | | | | | | | | | | |
| Order Electric and Light Weight Collection Vehicles | | | | | | | | | | | | | | |
| Coordinate with City to select site for Charging Station | | | | | | | | | | | | | | |
| Order EV Charging Stations | | | | | | | | | | | | | | |
| Initiate Permitting of EV Charging Stations | | | | | | | | | | | | | | |
| Order Residential Containers | | | | | | | | | | | | | | |
| Negotiate Existing Bin Purchase with Incumbent | | | | | | | | | | | | | | |
| Order Commercial Bins | | | | | | | | | | | | | | |
| Develop and finalize transitional outreach and education plan | | | | | | | | | | | | | | |

| Implementation Activity | Month | July 2023 | | | | Aug 2023 | | | | | Sept 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order Carts and Bins | | | | | | | | | | | | | | |
| Order RNG, Electric and Light Weight Vehicles | | | | | | | | | | | | | | |
| Work with City to select City site for EV Charging Station and Order Charging Station equipment | | | | | | | | | | | | | | |
| Begin process of permitting EV Charging Stations | | | | | | | | | | | | | | |
| Develop cart and bin decal graphics | | | | | | | | | | | | | | |
| City Review and Approvals cart and bin decal graphics | | | | | | | | | | | | | | |

| Implementation Activity | Month | Oct 2023 | | | | Nov 2023 | | | | | Dec 2023 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Order Bin Decals | | | | | | | | | | | | | | |
| Develop city-specific website | | | | | | | | | | | | | | |
| Preliminary review of existing customer database | | | | | | | | | | | | | | |
| Customer database updated with route identifiers | | | | | | | | | | | | | | |
| Analysis of Tax-Roll Data | | | | | | | | | | | | | | |
| Work with Local Postmaster on Residential Mailing List | | | | | | | | | | | | | | |
| Preparation of Tax-Roll Data report for City | | | | | | | | | | | | | | |

| **Implementation Activity** | Month | **Jan 2024** | | | | | **Feb 2024** | | | | **Mar 2024** | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| 1st Direct Billing Public Outreach Mailing Prepared | | | | | | | | | | | | | | |
| Preparation and Mailing of Residential Cart Survey and Processing of Responses | | | | | | | | | | | | | | |
| Anticipated Start of Delivery of New Carts | | | | | | | | | | | | | | |
| Collection schedules reviewed and finalized | | | | | | | | | | | | | | |
| Route maps finalized and submitted to City | | | | | | | | | | | | | | |
| **Implementation Activity (Continued)** | Month | **Jan 2024** | | | | | **Feb 2024** | | | | **Mar 2024** | | | |
| | Week | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Development of Bin Sensor Brochure | | | | | | | | | | | | | | |
| Safety program customized for Laguna Beach | | | | | | | | | | | | | | |
| Commercial field surveys | | | | | | | | | | | | | | |
| Order Bin Sensors | | | | | | | | | | | | | | |
| Provision of Direct Billing Webpages for City Website | | | | | | | | | | | | | | |
| Social Media Calendar Submitted to City | | | | | | | | | | | | | | |
| Implementation of Social Media Plan | | | | | | | | | | | | | | |
| Direct Billing Public Outreach Mail Piece Sent | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |

| Implementation Activity | Month | April 2024 | | | | May 2024 | | | | | June 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Draft of Bill Format Submitted to City | | | | | | | | | | | | | | |
| Continued Delivery of New Carts | | | | | | | | | | | | | | |
| Delivery/Swap out of Bins | | | | | | | | | | | | | | |
| Commence recycling outreach & field surveys | | | | | | | | | | | | | | |
| Continued Implementation of Social Media Plan | | | | | | | | | | | | | | |
| 2nd Direct Billing Public Outreach Mailing Prepared | | | | | | | | | | | | | | |
| 2nd Direct Billing Public Outreach Mail Piece Sent | | | | | | | | | | | | | | |
| Installation of EV Charging Stations | | | | | | | | | | | | | | |
| Painting and Labeling of New Collection Vehicles | | | | | | | | | | | | | | |
| Licensing of New Collection Vehicles | | | | | | | | | | | | | | |
| AB 1669 Hiring Process | | | | | | | | | | | | | | |
| Assigning of Sustainability Coordinators (SC) & Liaison | | | | | | | | | | | | | | |
| SC reviews of incumbent customer data | | | | | | | | | | | | | | |
| SC conducts commercial and multifamily customer site visits to confirm service level and container count | | | | | | | | | | | | | | |
| SC establishes communications and public education alongside City staff for residential, multifamily, and commercial customers | | | | | | | | | | | | | | |
| SC liaises with the School District and establish school year public education programs | | | | | | | | | | | | | | |
| SC liaises with the large venues to ensure public education and programs are in place | | | | | | | | | | | | | | |
| SC monitors and provides customers assistance during the cart and container exchange | | | | | | | | | | | | | | |
| Hiring of Other Key Personnel | | | | | | | | | | | | | | |
| Driver Safety Training | | | | | | | | | | | | | | |
| Training of Customer Service Team | | | | | | | | | | | | | | |
| Development of Billing Forms | | | | | | | | | | | | | | |
| Development of Customer Service forms | | | | | | | | | | | | | | |
| Installation of Bin Sensors | | | | | | | | | | | | | | |
| Notification of Residential Customers of charges for extra carts and the prohibition of non-containerization | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |

| Contract Commencement Activity | Month | July 2024 | | | | Aug 2024 | | | | | Sept 2024 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Week | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 |
| Status Meetings with City | | | | | | | | | | | | | | |
| Tax Roll Billing Transition Meetings with City | | | | | | | | | | | | | | |
| Responding to Customer Questions | | | | | | | | | | | | | | |
| Additional Call Center Personal Allocated for Transition | | | | | | | | | | | | | | |
| Troubleshooting | | | | | | | | | | | | | | |
| Switch out of Cart (Customer requests new size) | | | | | | | | | | | | | | |
| Begin Phase-Out of Yellow Bag Food Scrap Program | | | | | | | | | | | | | | |
| Begin Cal Green Business Certifications | | | | | | | | | | | | | | |
| Submit News Articles for City Approval | | | | | | | | | | | | | | |
| Audit of Residential Services and Billing | | | | | | | | | | | | | | |
| Submit Draft HOA/Property Managers Notice for City Approval | | | | | | | | | | | | | | |
| Submit proposed Social Media calendar for City Approval | | | | | | | | | | | | | | |
| Submit a corrective action notice for City Approval | | | | | | | | | | | | | | |
| Submit Edible Food Donation Brochure for Tier 1 and Tier 2 Generators for City Approval | | | | | | | | | | | | | | |

### Status Meetings with the City

CR&R proposes to begin implementation meetings with City staff as soon as City Council approves the new Franchise Agreement. Initial meetings would include CR&R's Regional Vice President, City Liaison, Senior Sustainability Manager, City Sustainability Coordinators, and Operations staff. Together we will review the developed informational material, the anticipated delivery schedules, as well as any concerns that may be anticipated for the start-up. Information regarding the Tax Roll Billing Transition Meetings is provided later in this Form under the heading of Billing System Implementation.

### Proposed Meeting Frequency

We propose bi-weekly meetings with City staff starting immediately upon award of the new Franchise Agreement. Three months prior to commencement, we propose increasing the meeting frequency to weekly. CR&R proposes continuing weekly meetings for the first three months of the new contract, then bi-weekly meetings until the City is comfortable with transitioning to the standard monthly meetings.

## PUBLIC INFORMATION AND CONSUMER EDUCATION

CR&R has many valuable years of experience in designing, implementing, and administrating highly effective public outreach campaigns that encourage community members to learn about reducing waste and preserving natural resources. As a company dedicated to promoting recycling, CR&R understands that public education and outreach plays an important part in the process of any solid waste management program to continually inform segments of the community about recycling programs and changes in legislation.

Through our public outreach, we provide residents, businesses, and community stakeholders with specific recycling programs and activities that serve to inform and encourage participation in source separated recycling programs to support CalRecycle program compliance. CalRecycle staff continually monitors and tracks City program progress year over year to evaluate effectiveness and if enhancements are needed to increase participation. CR&R stands ready to be your resource and ally in developing solutions that are business-friendly and effective.

CR&R has more than a decade of experience with an in-house team of more than 20 Sustainability Coordinators who engage and inform customers of the programs and services available to them. We found that with appropriate staffing and in person customer contact obstacles to implementing recycling programs can be eliminated and goals met.

Materials such as custom newsletters, inserts, print advertisement, and visual materials (signs, posters, charts, and pictures) will serve to carry specific messages and images that will help deliver the overall messaging for community-wide sustainability. Outreach materials are tailored for specific target audiences such as residential, commercial, and multifamily. Additionally, the dedicated Sustainability Team will provide supplemental training materials during individual customer program implementation.

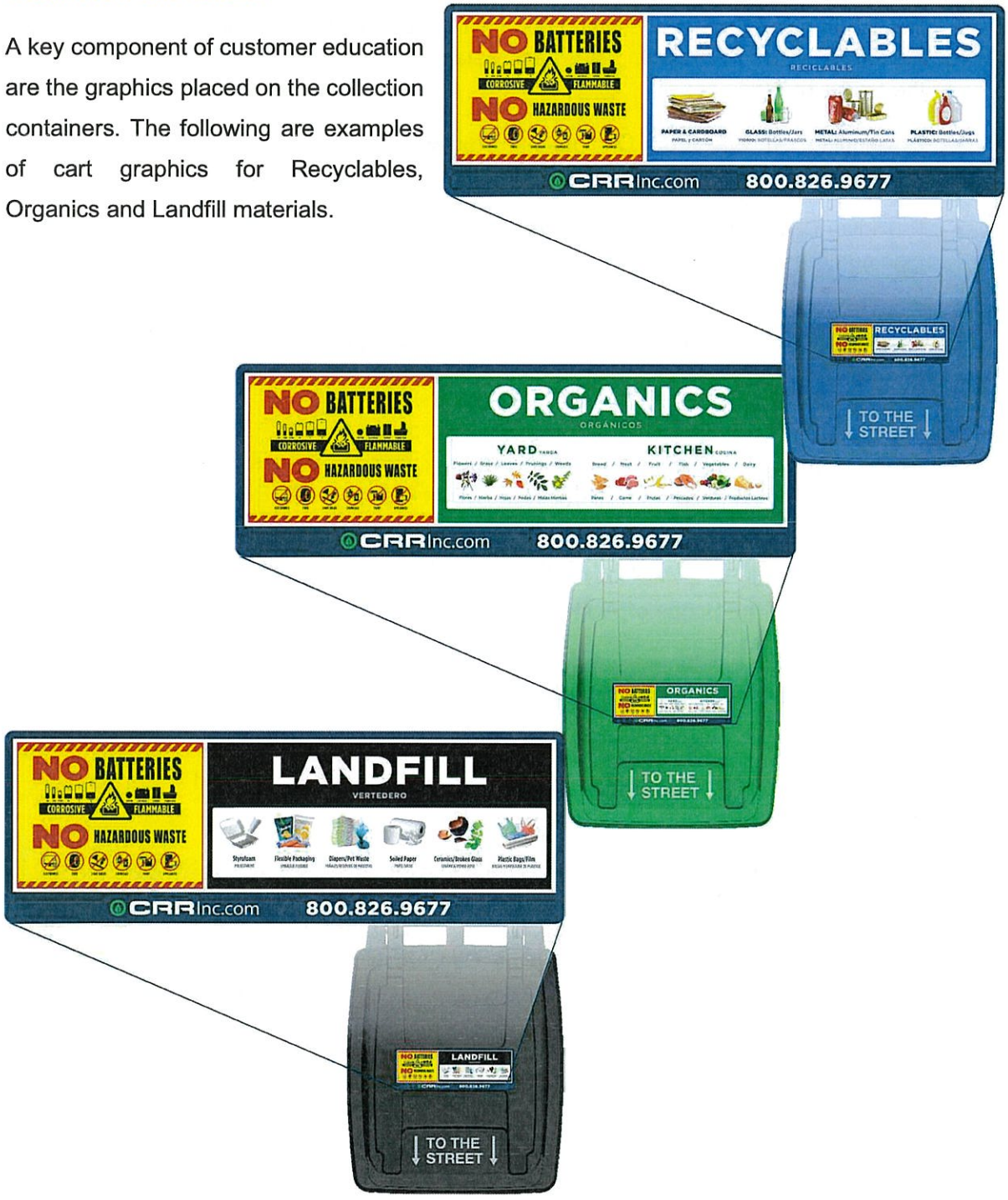
CR&R recognizes the critical importance of communication with the public throughout this transition process. Customers will need information about CR&R's service delivery as well as education about new programs. CR&R will fully comply with all requirements Section 5 of the Scope of Work, including the following:

- Conducting ongoing public outreach to familiarize customers with the benefits of Diversion
    - Providing data on Diversion activities to the city
    - Explaining services and programs available to customers
    - Publicizing materials to be collected for diversion
- Providing professionally designed and produced public outreach materials.
    - Developing attractive, easy to read, and well-designed content
    - Submitting all content to the City for review and approval a minimum of thirty (30) days prior to printing/production.
- Providing an annual presentation to the City Council regarding programs, services, and diversion matters
- Developing effective Residential Public Education and Outreach Materials
    - Creating and updating an Annual Residential Recycling Guide as described in Section 5.4.1 of the Scope of Work
    - Preparing and distributing Semi-Annual Residential Special Programs Notifications as described in Section 5.4.2 of the Scope of Work
    - Producing a How-To Video for the Residential Program as described in Section 5.4.3 of the Scope of Work
    - Conducting Residential Outreach regarding the implementation of new routing as described in Section 5.4.4 of the Scope of Work
- Preparing Laguna Beach City News Articles
- Conducting HOA and Property Manager Outreach
    - Completing the notice process as described in Section 5.6 of the Scope of Work
    - Meeting with every property manager of Multi-Family Premises at least twice each year and attending Multi-Family related community meetings as described in Section 5.6 of the Scope of Work
- Preparing an annual brochure for Multi-Family Commercial, HOA's and Gated Communities regarding Yard Trimmings as described in Section 5.7 of the Scope of Work
- Preparing an annual brochure for Commercial and Business establishments regarding services, rates, diversion programs, the Bin Sensor Program, and other topics as described in Section 5.8 of the Scope of Work

- Preparing an annual brochure for Commercial and Business establishments regarding SB 1383 as described in Section 5.9 of the Scope of Work
- Developing an AB 827 Food Scraps brochure and associated training materials to assist food-serving Commercial and Business Establishments as described in Section 5.10 of the Scope of Work
- Developing an SB 1383 Commercial Restaurants Food Scrap Brochure, Training Materials and Signage as described in Section 5.11 of the Scope of Work
- Providing Diversion Program brochures, signs, table tents and information sheets for the high number of seasonal renters staying in Laguna Beach as described in Section 5.12 of the Scope of Work
- Developing an Edible Food donation brochure outlining the SB 1383 and other requirements for Tier 1 and Tier 2 generators as described in Section 5.13 of the Scope of Work
- Developing special events brochures, training materials and signage as described in Section 5.14 of the Scope of Work
- Producing a how-to video to education Businesses and Commercial Establishments, and using the footage to create two (2) commercials to promote the video as described in Section 5.15 of the Scope of Work
- Producing Social Media posts to promote the City's Diversion Programs as described in Section 5.16 of the Scope of Work
- Developing bin sensor brochures and training materials for Business and Commercial Establishments and Multi-Family Commercial customers as described in Section 5.17 of the Scope of Work
- Completing additional outreach and education activities described in Sections 5.18-5.23 of the Scope of Work, including the provision of a classroom education curriculum, the development of a Corrective Action Notice, cooperating in the joint-jurisdiction public education campaigns conducted by the City, developing and maintaining a website, attending seminars, workshops, presentations, and meetings, and creating and maintaining non-bill mailing lists.

## Automated Cart Labels

A key component of customer education are the graphics placed on the collection containers. The following are examples of cart graphics for Recyclables, Organics and Landfill materials.



## AUTOMATED CARTS

CR&R is proposing new carts for the collection of solid waste, recyclables, green waste, and organics as required in the RFP. Carts will be uniform in appearance using the specified color for each waste stream consisting of black for refuse, blue for recycling, and green for green waste and organics. These containers are stackable which allows for an efficient delivery process, and they are similar to the containers currently utilized by the City. CR&R has an excellent, long-standing relationship with automated cart manufacturers. The carts will be ordered upon award of contract, and CR&R will work diligently to have any required carts ready for distribution to customers as early as six months prior to the start of the new services. It is our intent to complete any necessary cart deliveries incrementally, finishing well before the start of the new contract. CR&R will coordinate, as necessary, with the incumbent hauler to ensure a smooth and seamless transition.

### Survey of Residential Customers

CR&R will survey Residential Customers to determine the size of the cart they refer for each material prior to the distribution of carts. Once CR&R confirms the anticipated delivery date of the Laguna Beach carts, the timing of the two-part postcard or mailer will be confirmed. Customers will be asked to mail back the postcard portion of the mailer, or use an online survey program, to indicate their choice of carts. CR&R will complete this process as described in Section 1.6.1.1 of the Scope of Work.

### Charges for Extra Residential Carts

CR&R will direct mail a targeted notice to all Single-Family Residential Premises with extra carts on or before July 1, 2024 regarding charges for extra carts to begin October 1, 2024. Customers will have the option of having extra carts removed. CR&R will also notify Single Family Customers regarding the prohibition against non-containerization, notifying them that as of October 1, 2024, all customers are required to containerize all materials.

## BINS

In addition to meeting the RFP's requirement for carts, CR&R is also proposing new bins. CR&R also has an excellent, long-standing relationship with bin manufacturers and will have bins ready for delivery prior to the implementation date. CR&R will also order Bin Sensors and initiate installation as early as 30 days prior to the start of the new contract. All required bin exchanges will occur prior to the start of the new contract and will be coordinated in cooperation with the incumbent.

### Container Maintenance

CR&R's container maintenance program is managed by our shop and maintenance personnel daily. We do not subcontract our container maintenance to third party vendors. We also maintain daily inventories of each container size and color to be able to address our customers' needs.

Our container delivery personnel are required to notify management if any inventory category reaches a certain minimum level. This serves as a second layer of protection against shortages. If a customer requests an exchange of their container, it is performed on the next scheduled collection day. If the customer states that there is a safety issue with the container, then an emergency ticket is submitted, and the container is switched out within 24 hours.

### VEHICLES

CR&R is proposing the use of RNG-fueled collection vehicles as well as the deployment of lightweight and electric vehicles as required in the RFP. All vehicles will be ordered immediately upon award of the contract. Beginning four-to-six weeks prior to the commencement of the new contract, the vehicles will be painted and licensed.

### Electric Vehicle Charging Stations

CR&R plans to install two EV charging stations. The first will be located at our facility in Stanton and used for overnight charging. The second will be located at a site in Laguna Beach, co-selected with the City. The process of identifying the Laguna Beach location, which will also be available for municipal charging, will begin during the first month following the award of contract. The process of permitting and installing the Stanton EV charging station will begin immediately upon award of the contract. The Laguna Beach process will commence upon selection and approval of the City site.

### RESIDENTIAL CURBSIDE COLLECTION

CR&R proposes a three-cart collection program, including a refuse cart for materials that can only be sent to the landfill, a recyclables cart for commingled recyclable materials, and an organics cart for commingled yard trimmings and food waste.

### Additional Services

CR&R will provide the following additional components as part of the Residential service program, in full compliance with the requirements described in the Agreement:

- In-Home Kitchen Pails
- Bulky Item Collection
- Special Events Collection
- Holiday Greenery Collection and Recycling
- Household Hazardous Waste Collection
- Household Hazardous Waste Drop Off and Shredding Events
- Sharps Mail-in Service
- Battery and Fluorescent Lamp Drop Off
- Composting Workshops
- Compost Giveaway Events

### Commercial and Multifamily Collection

CR&R will provide bin collection services including refuse, source separated recyclables, green waste, and organic waste. We will also offer Internal Organics Collection Containers to commercial organics customers at cost and offer In-Home Kitchen Pails to multifamily customers at no additional charge.

## Split Bin Recycling Program

Some commercial and multifamily customers have barriers to participating in recycling programs due to space constraints. Sometimes, a property manager will deny recycling in fear of sizable items being dumped in their recycle bin or the lack of enclosure space to add a recycling bin. To address these concerns, CR&R made split bins available to other communities to encourage recycling for commercial and multifamily customers with commercial bin service. The split bin utilizes either a 3-yard or 4-yard bin which is partitioned down the middle providing collection of trash on one side and recycling on the other. Customers have the option to lock one or both sides of the bin. The special lid on the recycle side of the bin minimizes contamination and encourages participants to break down items, such as cardboard, before tossing them in the recycle side of the bin. The special lid also deters scavenging from occurring. The split bin is ideal for properties with space constraints. CR&R would offer this option to City of Laguna Beach multifamily and commercial customers to encourage more participation in the recycling program.

## Additional Services

CR&R will provide the following additional components as part of the Commercial and Multifamily service program, in full compliance with the requirements described in the Agreement:

- Green Business Certification
- Roll-Off Box Collection
- Temporary Bin Service
- Bin Push-Out Service
- Locking Bins
- Bin Sensors

## CUSTOMER SERVICE

CR&R's tremendous service transition experience gives our team essential expertise in managing the new customer growth that comes with the award of a new franchise agreement. Using our continual call volume monitoring, call volumes are used to project staffing for both steady state and transition periods.

Training and preparing existing and any newly hired staff will occur to ensure a comprehensive knowledge of the new contract services. As a result of these activities, our Customer Service Representatives (CSR's) will be well prepared to handle customer calls during the transition and throughout the term of the franchise.

Training will include extensive involvement by Operational staff, who will be overseeing cart and bin exchanges, and implementing the routing transition. All routing details will also be incorporated into the training and setup in the Customer Relationship Management (CRM) system prior to service initiation date for the City of Laguna Beach. As a result of these activities, our CSR's will be well prepared to handle customer calls during the transition and throughout the term of the franchise.

To ensure optimal service provision during the initial months of a transition, CR&R will also designate experienced CSR staff members to assist with the increase in phone calls that are anticipated as part of the change in service providers. This extra level of staffing will ensure total coverage and superior response time to handle calls from the City of Laguna Beach.

These resources are in addition to the increase in permanent staff that is planned for handling the steady state of call inquiries that are anticipated as a regular course of business.

## BILLING SYSTEM IMPLEMENTATION

CR&R has extensive experience integrating customer information into its computer database and will be able to do so seamlessly for the City of Laguna Beach. We are prepared to transition billing from the current service provider and from the City tax rolls. We will request tax roll information directly from the City immediately upon award of the contract. This information will include data such as the billing names and addresses and APN. A concurrent request will be made to the current hauler to obtain all service information. This will include service names and addresses, number and type of containers, service days, routes, and any other relevant customer data. The hauler information request will also include the APN. CR&R will then match these City and hauler files using the APN number to create one account for each service address. CR&R will meet all timeline requirements for the data request, data analysis and reporting as specified in Section 1.1 of the Scope of Work. We will work closely with the City's designated staff person and our accounting team will meet the City's designee on a weekly basis, from the award of contract through the first billing to ensure all data is received and billing transition goes smoothly.

CR&R will also fully comply with the preparation and distribution of the 1st and 2nd Direct Mail pieces to both Single Family Dwellings and Multi-Plex Property Owners and Residents related to direct billing, as described in Sections 1.1 and 1.2 of the Scope of Work. In addition, CR&R will complete the Social Media and Website Page postings as described in Section 1.2.5 of the Scope of Work.

CR&R will meet all requirements for Residential, Commercial, Multi-Family and Roll-Off Billing as described in Section 1.3 of the Scope of Work. This includes the requirements for audits, the maintaining of billing records, the access to records by the City and the process for billing shared containers.

## ROUTING IMPLEMENTATION

CR&R has a routing system complete with the following structure to ensure that our drivers are monitored and remain on route throughout the day.

- Automated and paper routes with designated start times and end times along with tracking of each stop and the service time.
-

- CR&R will develop a target completion time for each route and hold the driver accountable. This will ensure that we can meet the City's service window as outline in the collection agreement and/or ordinance.

Route Managers will meet each morning with their designated drivers to hold a tailgate safety meeting and to discuss any special route requirements for the day.

- Route Managers will be available throughout the day to supervise the routes to ensure compliance with the collection time window and take care of any customer issues that occur throughout the day.
- At the completion of the workday, all routes are turned into our Industrial Engineering Department where they are uploaded into the computer system and a daily routing report is generated.
- The following day, the route managers review the report and discuss any inconsistencies with the appropriate driver.
- At the end of the month, a monthly report is prepared to review the percentage (%) of service delivery for each route to ensure that the company is meeting our internal goal of 95%.

## SAFETY PROGRAM IMPLEMENTATION

CR&R understands the unique safety needs of the City of Laguna Beach. CR&R strives to provide a culture of safety in all aspects of our operations. CR&R is especially proud of its safety record and works daily to ensure that our employees make the right decision in every element of their job. We recognize that safety is everyone's responsibility. It starts at the top with our Executive Team which sets the expectation and culture that nothing is more important than safety and reinforces this commitment by hosting a monthly safety review with the executive staff, senior managers, operation managers and route managers in attendance.

We recognize that our most important and valuable asset is our people. For them to be successful, our Senior Management Team continues to provide its leadership and guidance when it comes to Health and Safety. The Safety Director has provided all departments a framework that details the safe way each employee is to conduct their responsibilities and is encouraged to speak up if conditions interfere with the safe way. CR&R believes that State and Federal (e.g., OSHA and

DOT) regulations represent the minimum standard, and actively solicits input from its employees on how to minimize risk and maximize employee safety.

## DRIVER SAFETY TRAINING

All CR&R drivers are placed through a thorough Safety Training Program beginning with our comprehensive Driver Training and Orientation Program. The following is a brief and condensed outline of our Safety Training Program.

### Training Goals

- Ensure compliance of required training as directed by 49CFR regulations
- Ensure compliance of required training as directed by Federal and California OSHA regulations
- Ensure all requirements of Section 8.05.E are fully addressed, including but not limited to the following:
    - Pedestrian safety and driving while other vehicles are present
    - School safety
    - Hazardous Waste handling
    - On-board fires and fires in all types of containers
    - Protocols for handling leaks and spills
    - Dangers of all types of impaired driving
    - Dangers of distracted driving
- Ensure drivers receive required information on company policies and benefits
- Ensure drivers receive as understanding of their vehicles, preventive maintenance responsibilities, and an ability to detect when problems arise with their vehicles
- Ensure drivers receive an understanding of their responsibilities for best safe practices when operating a vehicle and performing their job duties
- Ensure drivers receive an understanding of safety rules and procedures at disposal facilities
- Perform reviews of all drivers periodically and as needed to ensure company standards are being met

### Employee Safety Training

- All new CR&R employees will undergo a training and orientation program and verify that they have received the proper training
- Current employees will undergo training as needed based on performance and incidents

### Safety Training Coordinator Responsibilities

- Implement and update training program as required and ensure all requirements of Section 8.05.E of the agreement are fully addressed
- Perform required training and verify understanding of material presented
- Perform periodic evaluations of all drivers to ensure standards are met and recommend to the appropriate manager any follow up training required
- Perform as needed evaluations on drivers deemed at risk

### Management Responsibilities

- Provide support and guidance as needed
- Review program and ensure driver compliance
- All work will be performed in accordance with the highest safety standards as outlined in our Safety Training curriculum

## SUSTAINABILITY TEAM

When it comes to sustainability program implementation, CR&R knows that a **"Boots on the Ground"** approach is required. As such, dedicated Sustainability Coordinators are a vital tool for our strategy to achieve compliance with CalRecycle requirements and maximize program participation, while increasing diversion rates. The success of any implementation plan begins and ends with the professionals who are responsible to make it happen.

CR&R will dedicate two Sustainability Coordinators to the City of Laguna Beach. The assignment process for highly qualified Sustainability Coordinators will immediately with the award of the contract, with the goal of identifying qualified CR&R employees or on-boarding new hires so that they are ready to begin the implementation of critical transition activities prior to the start of the Agreement.

The Sustainability Coordinator will begin implementation activities in April 2024. These activities, which are also shown in the implementation timeline, include the following:

- Review of incumbent customer data
- Commercial and multifamily customer site visits to confirm service level and container count
- Establishing communications and public education alongside City staff for residential, multifamily, and commercial customers
- Liaise with the School District and establish school year public education programs
- Liaise with the large venues to ensure public education and programs are in place to comply with SB 1383 requirements
- Monitor and provide customers assistance during the cart and container exchange

The Sustainability Coordinators will be responsible for all aspects diversion program implementation. They will conduct Residential outreach and education and Multi-Family and Commercial site visits. CR&R will fully comply with all Diversion Program outreach and education, compliance and reporting requirements as described in the Franchise Agreement and Scope of Work.

The following are examples of materials developed by the CR&R Sustainability Team. All materials developed for Laguna Beach will be customized for the City and compliant with the requirements of the Franchise Agreement and Scope of Work.

CITY OF LAGUNA BEACH
## SOLID WASTE AND RECYCLING GUIDE

CR&R environmental services

Residence

### REMEMBER ON COLLECTION DAY

1 The carts should be placed at the curbside no later than 6:30 am on collection day and removed from the curbside within 12 hours after service.
2 The carts should be placed with the handles and wheels facing towards your home.
3 Place carts side-by-side approximately 1-2 feet apart & at least 3 feet from any obstruction (i.e. vehicles, fire hydrants, trees).
4 Items placed outside of carts will not be collected. Cart lids should be closed. Please do not overload.

### ITEMS FOR RECYCLING CART

- Glass
- Plastic
- Metal
- Paper

### ITEMS FOR LANDFILL CART

- Mixed Products
  - *Plastic / Metal Combination*
- Waxed Paper
- Coated Products
- Diapers
- Ceramic / Pyrex
- Pet Waste
- Clothes Hampers
- Paper Towels
- Styrofoam
- Palm Fronds

**No Toxic or Hazardous Waste**
**No Batteries**
**No Liquid Waste**
**No Paint**

### ITEMS FOR ORGANICS CART

- Meat / Fish / Dairy
- Fruits / Vegetables
- Bread/Grains
- Coffee & Filter
- FOG (Fats, oil, grease)
- Grass Leaves
- Flowers / Weeds
- Prunings / Wood
- Food Soiled Paper

### TEMPORARY COLLECTIONS

Larger waste collection containers (from 3 yards to 40 yards) are available for clean-up projects and other disposal needs. For additional pricing details or to arrange for a delivery of a larger container to your residence or business, please call CR&R Customer Service a[illegible]

## Green Waste | Desechos Orgánicos

The following are acceptable materials for disposal in your green bin:

Los siguientes son materiales aceptables para poner en su cubo de desechos Orgánicos:

| | |
|---|---|
| Weeds | Malas Hierbas |
| Garden Trimmings | Recorte de Jardín |
| Wood Scraps/Chips | Restos de Madera / Astillas de Madera |
| Grass Clippings | Recortes de pasto |
| Green Plants | Plantas Verdes |
| Dry Leaves | Hojas Secas |

Palm fronds are not recyclable. Please place cut palm fronds in the trash.

Las hojas de palma no son reciclables. Por favor coloque las hojas de palma cortadas en la basura.

CR&R environmental services
.com the face of a greener generation 800.826.9677

# FOOD WASTE

## RECYCLING

| YES | ĐƯỢC | SÍ |
|---|---|---|
| FRUITS | TRÁI CÂY | FRUTAS |
| VEGETABLES | RAU | VERDURAS |
| DAIRY | SỮA | PRODUCTOS LÁCTEOS |
| BREADS | BÁNH MÌ | PANES |
| GRAINS | HẠT, HỘT | CEREALES |
| MEAT | THỊT | CARNE |
| SEAFOOD | HẢI SẢN | MARISCOS |
| FISH | CÁ | PESCADOS |
| COFFEE GROUNDS | BÃ CÀ PHÊ | CAFÉ MOLIDO DE GRANO |

CR&R environmental services
800.826.9677

| NO | KHÔNG ĐƯỢC | NO |
|---|---|---|
| PLASTIC | NHỰA | PLASTICO |
| STYROFOAM | THỨT TINH | UNICEL |
| GLASS | KIM LOẠI | VIDRIO |
| METAL | CHẤT LỎNG | METAL |
| LIQUIDS | XỐP | LIQUIDOS |

CR&R environmental services

April 15, 2020

Niguel Clubhouse LLC
31271 Niguel Rd.
Laguna Niguel, CA

Re: Food Waste Recycling (AB 1826)

Dear Howard,

**Assembly Bill 1826 requires all businesses in the State of California that generate 4 or more yards of waste per week to recycle organics.** The City of Laguna Niguel is looking to businesses such as yours to divert as much waste as possible from your site located at *31271 Niguel Rd. Laguna Niguel, CA 92677*. Please review the table below for recommended updates and compliance with AB 1826.

**Regular Service:** account # - 45965

| Enclosure | Bin Quantity | Bin Size | Bin Type | Service Days | Yards/Week | Cost/Month |
|---|---|---|---|---|---|---|
| 1, 3 | 2 | 3 yard | Trash | 4 | 24 | $691.68 |
| 4 | 1 | 3 yard | Trash | 6 | 15 | $1,657.69 |
| 2 | 1 | 3 yard | Trash | 3 | 9 | $310.57 |
| 1, 4 | 2 | 3 yard | Recycle | 3 | 18 | $310.86 |
| 3 | 1 | 3 yard | Recycle | 2 | 6 | $115.05 |
| 2 | 1 | 2 yard | Green Waste | 1 | 2 | $42.84 |
| 1 | 1 | 95 gal. | Green Waste | 1 | 0.5 | $14.41 |
| | **Total** | | | | **74.5** | **$2,048.05** |

**Proposed Service:** addition of 2-yd Food Waste bin (decrease of $37.74 per month)

| Enclosure | Bin Quantity | Bin Size | Bin Type | Service Days | Yards/Week | Cost/Month |
|---|---|---|---|---|---|---|
| 1, 3, 4 | 3 | 3 yard | Trash | 4 | | |
| 2 | 1 | 3 yard | Trash | 3 | | |
| 1, 4 | 2 | 3 yard | Recycle | 3 | | |
| 3 | 1 | 3 yard | Recycle | 2 | | |
| 2 | 1 | 2 yard | Green Waste | 1 | | |
| 1 | 1 | 95 gal. | Green Waste | 1 | | |
| 4 | | 2 yard | Food Waste | 2 | | |
| | **Total** | | | | | |

CR&R environmental services **SITE SURVEY**

CUSTOMER: _____ CR&R REP: _____
PHONE: _____ OFFICE PHONE: _____
NAME: _____ CELL PHONE: _____
ADDRESS: _____ EMAIL ADDRESS: _____
CITY: _____ DATE: _____

**MCR – Mandatory Commercial Recycling**
☐ Compliant
☐ Noncompliant
☐ MCR container not being utilized.
☐ Incorrect material inside container.
_ Trash
_ Contaminated Cardboard
_ Organic Food Waste
_ Organic Green Waste
_ Explain: _____

**MORe – Mandatory Commercial Organics Recycling**
☐ Compliant
☐ Noncompliant
☐ MORe container not being used.
☐ Incorrect material inside container.
_ Trash
_ Recyclable Material
_ Contaminated Material
_ Explain: _____

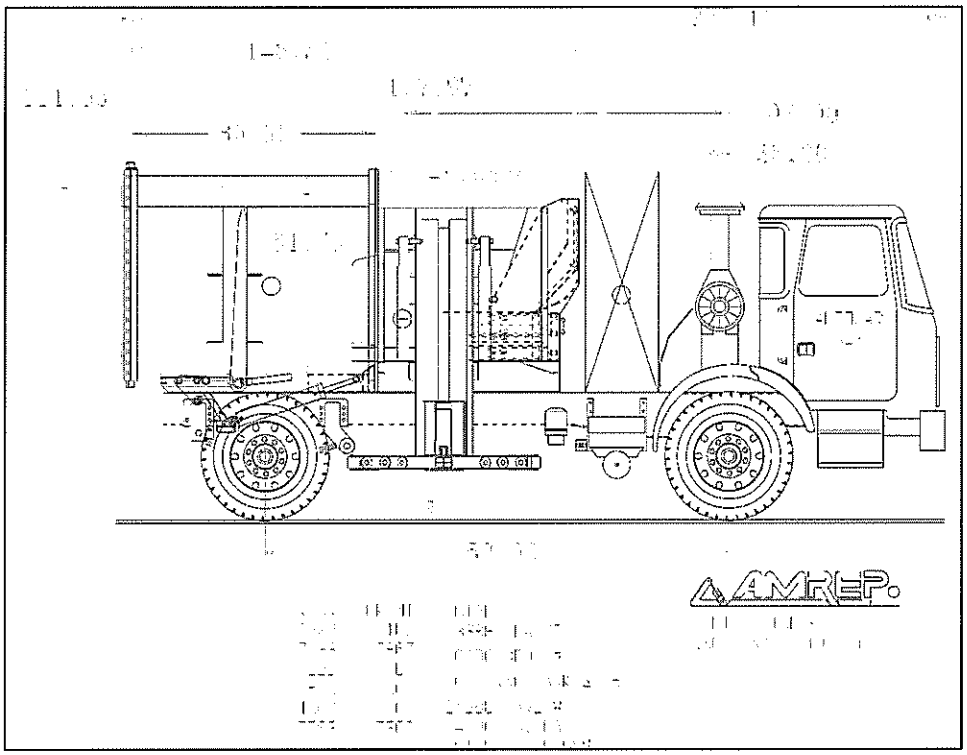
**Trash Container**
| | Compliant
| | Noncompliant
☐ Incorrect material inside container.
_ Recyclable Material
_ Organics Material
_ Hazardous Waste
_ Other Material
_ Explain: _____

| | Please call us to help you be compliant with your trash and recycling service

**This Proposal Form 13 will become Attachment C to the final Agreement.**

## PROPOSAL FORM 26: SERVICE OPTIONS FOR 'HARD-TO-SERVICE' AREAS

CR&R intends to pilot Option 2, which includes a split body vehicle plus a 6-yard Peterbilt/AmRep RNG powered vehicle to service customers within the identified "Hard-to-Service" areas.




Additionally, CR&R will compare route safety when utilizing the split body for the "Hard-to-Service" areas, and if it is found unsafe, CR&R will move to Option 3, keeping in service the 6-yard vehicle.

For Option 3, each of the three material streams will be collected during a "single pass" route. Our custom vehicle will allow the detachable hopper to be serviced with a FEL collection truck, minimizing vehicle traffic within the City, and allowing for source separation and SB 1383 compliant material handling.

By leveraging our ability to dynamically route, the residential "Hard-to-Service" vehicle will coordinate with the corresponding commercial FEL collection truck to service the detachable hopper when full compaction is achieved. Once emptied, the custom vehicle will resume its collection route, focusing on the next material stream. Diversion will be calculated by leveraging frequent audits for weight and volume.

## Amended Plan

Since CR&R's RFP proposal submission, CR&R has had further time to research operational solutions for the "hard-to-service" areas and now recommends as our main desired option, which is the utilization of a rear-load, split-body, RNG Peterbilt 520 collection vehicle which will allow for a two-pass collection for said customers. CR&R has had over a year of experience operating a 60/40 split body within a neighboring city, with municipal solid waste collected in the first pass, and organics and recycling in the second.

CR&R has had great success and firmly believes that this same technology should be utilized as vehicle footprint and maneuverability is similar to the initially proposed 6-yard detachable collection vehicle. However, there are fewer mechanical aspects running the split-body, and ultimately, less impact to city residents with the split body operation versus the 6-yard that was initially proposed. An image of the proposed split-body collection vehicle is provided below.

CR&R initially intended to pilot Option 3 with all three separate material streams collected via detachable hopper on the 6-yard vehicle. However, as stated above, CR&R would like to amend Option 3 with a split-body Peterbilt 520 and a two-pass system.

Should the City want to proceed with Option 3, CR&R will work collaboratively with the City in presenting identified locations within Laguna Beach for the on-site collection of the detachable hopper. The 6-yard container would be serviced with a Front-End Load vehicle, similar to the placement and collection of bin containers serviced via a "stinger/scout" truck prior to final

servicing. However, this type of servicing would not be necessary with the split-body collection vehicle.

**This Proposal Form 26 will become Attachment X to the final Agreement.**

# CR&R PowerPoint Presentation from March 28, 2023 Interview with City

CR&R
INCORPORATED
environmental services

CITY OF
LAGUNA BEACH

**COMMUNITY**
FOCUSED

**PRIVATELY**
OWNED

**LOCAL**
DECISIONS

For 60 years CR&R has been **REDEFINING** environmental management.... and we're just getting started.

CR&R INCORPORATED
environmental services

# TEAM INTRODUCTIONS – 181 YEARS OF EXPERIENCE

**JULIE BARREDA**
SENIOR VICE PRESIDENT
(35 YEARS)

**MICHAEL SILVA**
VICE PRESIDENT/CIVIL ENGINEER
(39 YEARS)

**DENNIS MAISANO**
SAFETY DIRECTOR
(34 YEARS)

**HASHEM SHOKAIR**
SUSTAINABILITY COMPLIANCE
(7 YEARS)

**CHRYSTAL DENNING**
REGIONAL VICE PRESIDENT
(30 YEARS)

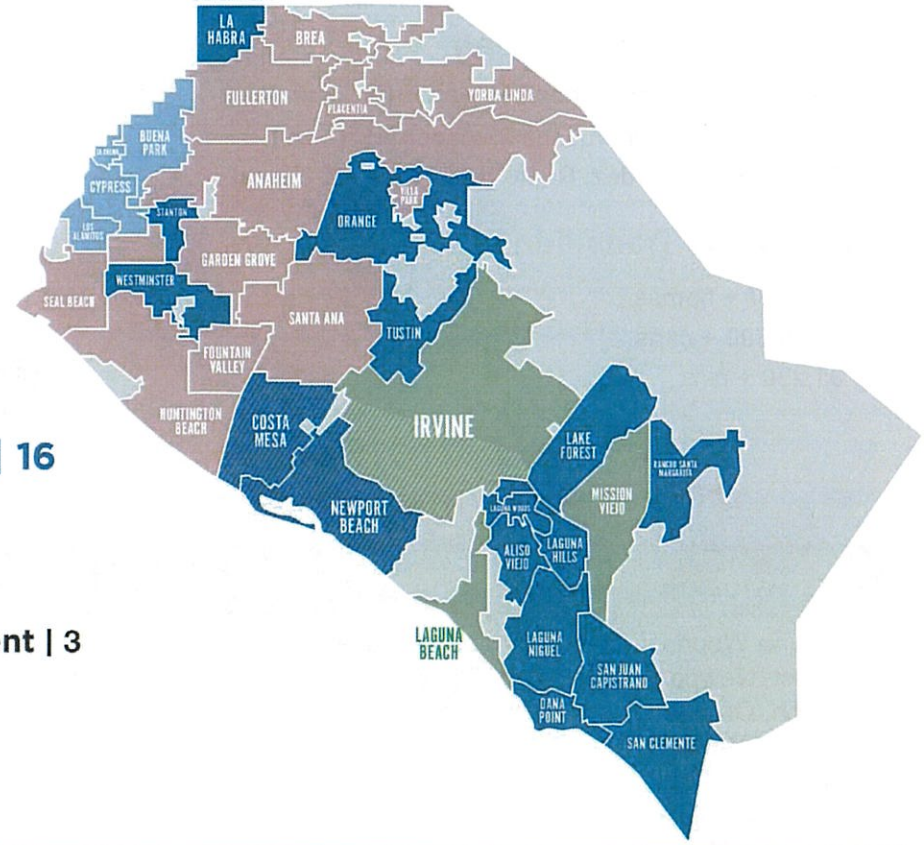
**BILL HIGGINBOTHAM**
VICE PRESIDENT OF FINANCE
(36 YEARS)

CR&R INCORPORATED
environmental services

# WHERE WE OPERATE – ORANGE COUNTY

## CORPORATE OFFICE

- Stanton, CA
- Founded in 1963
- Privately Owned
- Largest Market Share in Orange County




**CR&R | 16**

**Republic | 11**

**Other | 4**

**Waste Management | 3**

**Unincorporated**

CR&R INCORPORATED environmental services

# TRANSITION EXPERIENCE

## Operations Transition Team

- **Royden Fujimori**, General Manager **(25 Years)**
- **Norma Zarate**, Operations Manager **(19 Years)**
- **Filiberto Hernandez**, Route Supervisor **(22 Years)**

## Successfully Transitioned 17 Cities

- **370,267 +** homes
- **1,110,800 +** carts
- **31,250 +** bins

**100% of these municipalities are still serviced by CR&R**

| Orange | Los Angeles | Riverside | Imperial |
|---|---|---|---|
| Laguna Woods, Lake Forest, Newport Beach, Orange, Rancho Santa Margarita, Tustin, Westminster | Artesia, Avalon, Bellflower, Two Harbors | Canyon Lake, Hemet, Temecula | Calipatria, El Centro, Holtville |

CR&R INCORPORATED environmental services

# COMMITTED TO SAFETY

**Antonio Reyes** 45-Year Employee

## New Driver Orientation

- Similar program modeled after the Irvine Police Department's new officer "in-class training"
- 4-week training and on-boarding program for new drivers
- Safety and efficiency-based training
- Hazardous materials identification
- On-truck fire suppression system training

## Enhanced Driver Program

- Similar program to Irvine Police Department's Performance Improvement Plan
- Drivers involved in a "preventable" collision enter a 12-month re-training program
- Focus on improving driver behaviors through training and on-route observations

CR&R INCORPORATED
environmental services

# DISASTER PREPAREDNESS

## Idyllwild/Aliso Viejo Fires

- Partnership with CalFire

## Landslides/Sink Holes

- Partnership with the City of Dana Point
- Partnership with City of La Habra

## Storage Containers

- Available for Emergency Supplies/Storage

CR&R INCORPORATED
environmental services

# QUALITY SERVICE IN "HARD TO SERVICE" AREAS

## Balboa Island

- Split Body, Rear Load Vehicle designed specifically for narrow alleys
- Seasonal tourism

## Idyllwild/ Wrightwood

- Narrow Roads
- Inclement Weather Conditions

## Avalon (Catalina Island)

- Rear Load Body on a Utility Truck designed specifically for narrow alleys
- Propane fueled
- Seasonal tourism

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# LAGUNA BEACH "HARD TO SERVICE" AREAS

## Trucks Used for Hard to Service Areas

- Over 90% Serviced with a Rear-Load Split Body Vehicle (Similar to Balboa Island)
- Less than 10% Serviced with a Utility Truck with a Rear-Load Split Body designed specifically for Laguna Beach (Similar to Avalon)
- Two pass collection system (60/40 split)

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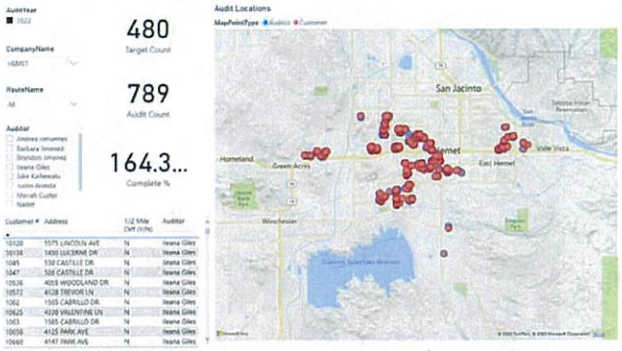
# SB 1383 COMPLIANCE

## Customer Friendly Route Reviews




## Audit Pro & Record Keeping Ability

## Dedicated Community Resources
Over 25 Sustainability Experts Serving OC

## Material Characterizations

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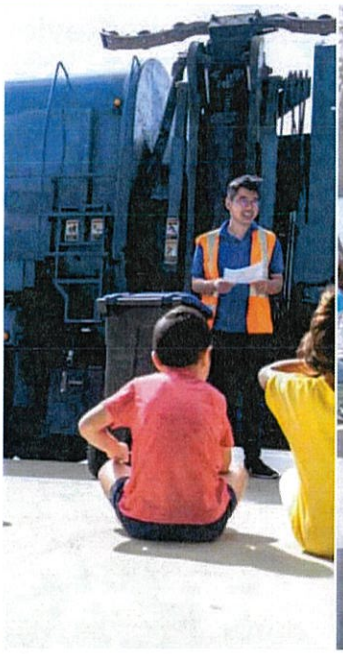
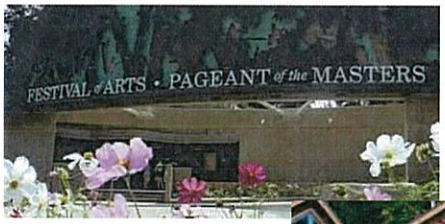
# COMMUNITY ENGAGEMENT

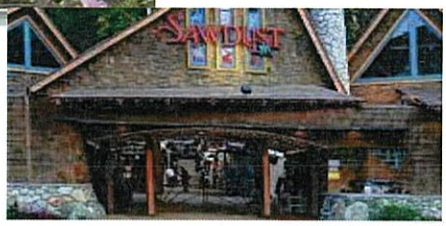
- School Presentations
- Community Involvement
- Charitable Giving
- Internships
- Facility Tours



BOYS & GIRLS CLUB
OF LAGUNA BEACH




FRIENDS OF THE LAGUNA BEACH LIBRARY




LAGUNA BEACH
UNIFIED SCHOOL DISTRICT

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# ELECTRIC VEHICLE

**100% ELECTRIC ZERO EMISSIONS**

- The Peterbilt 520EV offers the advanced technology of a zero-emission electric powertrain
- Utilizes Meritor 14Xe™ e-axles to provide power to the wheels
- Battery power is delivered to the e-axle motors through the drive inverters and regenerative braking captures energy from stop-and-go conditions
- Vehicle features a range of 80-100 miles including **1,100 cart cycles** when used with an automated side loader or 130 compactor cycles with a rear loader refuse body
- High-energy Lithium Iron Phosphate battery packs can recharge in 3-4 hours when using a recommended DC fast-charging system

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# TECHNOLOGY RESEARCH & DEVELOPMENT

## Technology Innovation

- Automated Collection
- Material Recovery Facilities
- Anaerobic Digester
- Engineered Municipal Solid Waste
- Bio-Filter
- Olyns Cube

## Academic Research

- UCI - Costa Mesa organics study
- UCI - Hydrogen as a fuel
- UCR - Truck emissions monitoring
- USC - Kelp to Renewable Natural Gas
- UC Davis - Biogas Quality Study
- AECOM - Lake Elsinore algae to Renewable Natural Gas

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# ORANGE COUNTY RATE SURVEY

3-Cu Yd Bins 2022-23 Rates

| | 1 Time Collection per Week | | 2 Times Collection per Week | | 3 Times Collection per Week | | 4 Times Collection per Week | | 5 Times Collection per Week | | 6 Times Collection per Week | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Orange | $85.41 | Orange | $123.03 | Orange | $169.44 | Orange | $229.48 | Orange | $278.45 | Orange | $327.68 |
| 2 | Lake Forest | $104.42 | Lake Forest | $156.60 | Lake Forest | $261.03 | San Clemente | $336.44 | San Clemente | $399.99 | San Clemente | $463.57 |
| 3 | Laguna Hills | $129.29 | Laguna Woods | $206.51 | San Clemente | $272.91 | Laguna Hills | $364.18 | Laguna Hills | $445.16 | Laguna Hills | $537.64 |
| 4 | Westminster | $130.25 | San Clemente | $208.96 | Laguna Hills | $283.22 | Lake Forest | $365.41 | Villa Park | $447.15 | Villa Park | $560.99 |
| 5 | Aliso Viejo | $131.55 | Laguna Hills | $213.70 | Rancho Santa Margaril | $296.88 | Villa Park | $378.92 | Lake Forest | $469.82 | Tustin | $562.42 |
| 6 | Los Alamitos | $135.00 | Aliso Viejo | $220.50 | Tustin | $301.08 | Tustin | $388.17 | Tustin | $475.30 | Dana Point | $577.00 |
| 7 | Laguna Woods | $135.44 | Rancho Santa Margaril | $226.19 | Aliso Viejo | $309.44 | Aliso Viejo | $403.72 | Dana Point | $487.98 | Laguna Niguel | $578.38 |
| 8 | Irvine | $140.47 | Tustin | $227.62 | Villa Park | $310.65 | Laguna Niguel | $409.08 | Aliso Viejo | $492.67 | Lake Forest | $579.43 |
| 9 | Tustin | $140.47 | Laguna Niguel | $239.84 | Laguna Niguel | $324.50 | Los Alamitos | $424.15 | Laguna Niguel | $493.74 | Aliso Viejo | $581.62 |
| 10 | La Palma | $152.57 | Villa Park | $242.46 | Los Alamitos | $338.82 | Irvine | $424.31 | Laguna Beach Prior | $506.49 | Laguna Beach Prior | $584.29 |
| 11 | Mission Viejo | $153.34 | Irvine | $246.18 | Irvine | $339.23 | Laguna Beach Prior | $425.05 | Los Alamitos | $509.93 | Los Alamitos | $594.89 |
| 12 | Cypress | $154.13 | Los Alamitos | $247.92 | Dana Point | $339.65 | Cypress | $438.57 | Irvine | $517.99 | Irvine | $610.35 |
| 13 | Laguna Niguel | $155.23 | Cypress | $255.02 | Laguna Beach Prior | $341.32 | Dana Point | $443.52 | Cypress | $525.45 | Cypress | $616.53 |
| 14 | Rancho Santa Margaril | $155.52 | Westminster | $260.47 | Cypress | $348.90 | Seal Beach | $461.64 | Seal Beach | $563.95 | Seal Beach | $662.37 |
| 15 | San Juan Capistrano | $160.45 | Laguna Beach Prior | $264.74 | San Juan Capistrano | $360.81 | San Juan Capistrano | $473.02 | La Habra | $574.98 | Anaheim | $664.33 |
| 16 | Dana Point | $161.66 | San Juan Capistrano | $265.20 | Seal Beach | $369.59 | La Habra | $475.52 | San Juan Capistrano | $574.98 | San Juan Capistrano | $674.28 |
| 17 | La Habra | $165.33 | Dana Point | $265.51 | La Habra | $373.05 | Anaheim | $481.50 | Anaheim | $575.65 | La Habra | $677.43 |
| 18 | Buena Park | $165.56 | La Habra | $273.53 | Anaheim | $386.42 | Mission Viejo | $506.67 | Brea | $619.54 | Rancho Santa Margaril | $703.28 |
| 19 | Brea | $168.22 | Seal Beach | $273.69 | Westminster | $390.74 | Brea | $506.71 | Mission Viejo | $621.76 | Brea | $732.37 |
| 20 | San Clemente | $171.21 | Mission Viejo | $276.10 | Mission Viejo | $391.48 | Huntington Beach | $509.65 | Yorba Linda | $629.35 | Yorba Linda | $741.41 |
| 21 | Villa Park | $174.17 | Brea | $281.05 | Brea | $393.88 | Yorba Linda | $517.02 | Rancho Santa Margaril | $632.62 | Laguna Woods | $746.76 |
| 22 | Stanton | $174.47 | Buena Park | $284.91 | Yorba Linda | $404.63 | Westminster | $520.99 | Buena Park | $645.91 | Mission Viejo | $748.63 |
| 23 | Yorba Linda | $179.87 | Anaheim | $291.37 | Buena Park | $405.30 | Buena Park | $525.55 | Laguna Woods | $649.98 | Huntington Beach | $763.08 |
| | Laguna Beach Prior | $179.94 | Yorba Linda | $292.24 | Laguna Woods | $414.93 | Rancho Santa Margaril | $526.56 | Westminster | $651.23 | Buena Park | $766.23 |
| 24 | Laguna Beach NEW | $179.94 | Stanton | $302.38 | Stanton | $420.03 | Stanton | $537.65 | Huntington Beach | $651.67 | Stanton | $772.88 |
| 25 | Seal Beach | $186.52 | Huntington Beach | $313.45 | Huntington Beach | $428.77 | Fullerton | $550.45 | Stanton | $655.19 | Fullerton | $776.05 |
| 26 | Santa Ana | $187.32 | Placentia | $318.32 | Fullerton | $437.67 | Laguna Woods | $553.17 | Fullerton | $663.25 | Westminster | $781.49 |
| 27 | Anaheim | $196.35 | Fullerton | $324.87 | Placentia | $438.40 | Placentia | $558.52 | Placentia | $678.64 | Placentia | $798.76 |
| 28 | Placentia | $198.16 | Garden Grove | $329.11 | Garden Grove | $451.28 | La Palma | $603.85 | Garden Grove | $695.55 | Garden Grove | $817.71 |
| 29 | Huntington Beach | $205.85 | Laguna Beach NEW | $343.69 | La Palma | $496.26 | Garden Grove | $573.36 | La Palma | $725.93 | La Palma | $878.50 |
| 30 | Garden Grove | $206.98 | Santa Ana | $346.82 | Fountain Valley | $485.37 | Fountain Valley | $579.01 | Fountain Valley | $740.06 | Fountain Valley | $867.00 |
| 31 | Fullerton | $212.12 | La Palma | $364.69 | Santa Ana | $506.25 | Santa Ana | $665.68 | Santa Ana | $825.12 | Laguna Beach NEW | $998.66 |
| 32 | Fountain Valley | $231.08 | Fountain Valley | $353.09 | Laguna Beach NEW | $507.43 | Laguna Beach NEW | $671.18 | Laguna Beach NEW | $834.92 | Santa Ana | $1,054.12 |

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# RATE EXAMPLES

## Customers Currently Receiving Six Times per Week Service (approx. 100 customers)

| 6x/wk | Containers | Current Rate | Current Billing | Apr 1st Rate | Apr 1st Billing | Jul 1st Rate @ 7.5% | Jul 1st Billing | CR&R Proposal Jul 1st 2024 | CR&R Proposal Billing |
|---|---|---|---|---|---|---|---|---|---|
| Trash (3yd) | 123 | $ 584.29 | $ 71,868 | $ 998.66 | $ 122,835 | $ 1,073.56 | $ 132,048 | $ 788.33 | $ 96,964 |
| Recycling Bins (3yd) | 28 | $ - | - | $ 499.34 | 13,982 | $ 536.79 | 15,030 | $ 394.16 | $ 11,037 |
| Recycling Carts (96gal) | 12 | $ - | - | $ 170.44 | 2,045 | $ 183.22 | 2,199 | $ 168.97 | $ 2,028 |
| Organics Bins (2yd) | 4 | $ 1,067.48 | 4,270 | $ 800.61 | 3,202 | $ 860.66 | 3,443 | $ 394.16 | $ 1,577 |
| Organics Carts (64gal) | 9 | $ 411.10 | 3,700 | $ 308.32 | 2,775 | $ 331.44 | 2,983 | $ 168.97 | $ 1,521 |
| Total Monthly Billing | | | $ 79,837 | | $ 144,839 | | $ 155,702 | | $ 113,126 |
| % Increase from Current | | | | | 81% | | 95% | | |
| % Increase from 7.1.23 Rate | | | | | | | | | -27% |
| Average per Customer | | | $ 798 | | $ 1,448 | | $ 1,557 | | $ 1,131 |

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# KEY DIFFERENTIATORS

## What we will bring to Laguna Beach:

- Privately Owned. Local Decisions.
- Largest Market Share in Orange County
- In-house Street Sweeping Division
- **ONLY** designer and manufacturer of custom trucks, bins, and equipment
- **ONLY** hauler producing Renewable Natural Gas
- **ONLY** hauler with heavy equipment to assist with natural disaster and emergency cleanup

## Thank you!
## Q & A

# ATTACHMENT Y

## Video of CR&R Interview with City of Laguna Beach Held March 28, 2023 (Stored in City Records in Public Works Department)