



Solid Waste and Recycling Services City of North Richland Hills

Solicitation Number: 21-013

Add additional information here:



We'll handle it from here.®

Table of Contents

- REQUIRED FORMS.....1
- Proposal Tab 1 Past Performance and Experience 27
- Proposal Tab 2 Financial Qualifications 30
 - 2020 Annual Report 30
 - SEC 10K Filings 30
 - Financials and Other Requested Information 31
 - Financial Overview 31
 - Financial Reporting 31
 - Labor Agreements and Wages 31
 - Litigation Information 32
 - Summary Financial 32
 - Summary Financial Information – Balance Sheet 34
 - Bank & Credit References..... 35
- Proposal Tab 3 Facilities 36
 - Hauling Company 51
 - Transfer Station..... 52
 - Recycling Center..... 52
 - Landfill 53
 - Customer Resource Center (CRC) 53
- Proposal Tab 4 Experience of Personnel 54
 - Personnel Continued 71
 - Local Leadership 71
 - National Backing..... 71
 - Customer Service Policies and Procedures..... 72
 - Redefining Customer Service..... 72
 - Optimal Call Center Hours..... 72
 - North Richland Hills Customer Service 73
 - Customer Self-Service 73
 - Access to Live Agents, Virtually 74
 - Local Operations and Customer Service 75
 - Post-Call Customer Satisfaction Surveys 76
 - Net Promoter Score..... 77
 - Customer Billing Policies and Procedures..... 78
- Proposal Tab 5 Equipment..... 79

Preventive Maintenance	83
Planning and Scheduling	83
Workplace Organization	84
Training	84
Drivers Practice	84
Parts Management	84
Road Call Procedures	84
Vehicle Inspection Reports	85
Proposal Tab 6 Operational Plan and Safety Record Report	92
Collections – Operations	92
Operations Overview	92
Operations Training	92
Routing Optimization	93
Digital Operations	99
Proposal Tab 7 Transition Plan	102
Experience Matters	102
A. Transition Team Members	103
B. Transition Details	104
C. Detailed Schedule for the Transition	105
D. Customer Communication	106
Proposal Tab 8 Rates for Services	107
Residential - MSW	107
<i>Small Commercial with bags</i>	108
Commercial Front Load Rates	108
Roll-Off Containers	109
Proposal Tab 9 Alternate Collection Method (only after proposing the Base Options)	110
Proposal Tab 10 Optional Apartment Recycling	111

REQUIRED FORMS

CERTIFICATE OF SECRETARY

RELATING TO THE BID OR PROPOSAL TO PROVIDE SOLID WASTE AND RECYCLING SERVICES FOR NORTH RICHLAND HILLS IN THE STATE OF TEXAS

The undersigned, Secretary of **REPUBLIC SERVICES OF TEXAS GP, INC.**, a Delaware corporation, the general partner (the "General Partner") of **REPUBLIC WASTE SERVICES OF TEXAS, LTD.**, a Texas limited partnership (the "Partnership") hereby certifies that the following is a true and correct copy of the resolution which was duly adopted by written consent of the General Partner on February 24, 2016, that such resolution has not been rescinded, amended or modified in any respect, and is in full force and effect on the date hereof:

RESOLVED, that (i) any individual at the time holding the position of General Manager or Area Director, Finance be, and each of them hereby is, appointed as an Authorized Agent, to act in the name and on behalf of the General Partner, in its capacity as the General Partner of the Partnership, and to include the execution of related documents, in connection with the day-to-day business activities of the Partnership, and further, that (ii) in addition to the General Manager or Area Director, Finance, any individual at the time holding the position of Area Director, Business Development; Area Director, Operations; or Market Vice President be, and each of them hereby is, appointed as an Authorized Agent to execute any bid and proposal, and if awarded, any related contract for services to be performed by the Partnership and any bond required by such bid, proposal or contract, all in accordance with the existing Levels of Authority and other relevant policies and procedures.

I further certify that **RICHARD A. GELOWICZ** holds the title of General Manager and in such capacity has full authority to act in the name and on behalf of the Partnership as set forth in the foregoing resolution.

WITNESS MY HAND, this 27th day of May, 2021.



Eileen B. Schuler, Secretary

Corporations Section
P.O.Box 13697
Austin, Texas 78711-3697



Ruth R. Hughs
Secretary of State

Office of the Secretary of State

Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Articles Of Conversion for REPUBLIC WASTE SERVICES OF TEXAS, LTD. (file number 12916510), a Domestic Limited Partnership (LP), was filed in this office on December 28, 1999.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on May 27, 2021.



A handwritten signature in black ink, appearing to read "Ruth R. Hughs".

Ruth R. Hughs
Secretary of State

Phone: (512) 463-5555
Prepared by: SOS-WEB

Come visit us on the internet at <https://www.sos.texas.gov/>

Fax: (512) 463-5709
TID: 10264

Dial: 7-1-1 for Relay Services
Document: 1054744760005

CITY under Texas law and without waiving any defenses of the parties under Texas law. The provisions of this indemnification are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity.

It is the expressed intent of the parties to this Agreement that the indemnity provided for in this section is an indemnity extended by Contractor to indemnify and protect City from the consequences of City's own negligence, provided, however, that the indemnity provided for in this section shall apply only when the negligent act of City is a contributory cause of the resultant injury, death, or damage, and shall have no application when the negligent act of City is the sole cause of the resultant injury, death, or damage, unmixed with the legal fault of another person or entity. Contractor further agrees to defend, at its own expense, and on behalf of City and in the name of City, any claim or litigation brought in connection with any such injury, death, or damage.

The Contractor will secure and maintain Contractual Liability insurance to cover this indemnification agreement that will be primary and noncontributory as to any insurance maintained by the City for its own benefit, including self-insurance.

16. INTERLOCAL AGREEMENT

Successful bidder agrees to extend prices and terms to all entities who have entered into or will enter into joint purchasing interlocal cooperation agreements with the City of North Richland Hills.

Yes, we agree No, we do not agree

17. ELECTRONIC PROCUREMENT

The City of North Richland Hills has adopted policies and procedures complying with Local Government Code Section 252.0415, Section 271.906 and Section 2155.062. The City of North Richland Hills may receive submittals in electronic form in response to procurement requests. However, a bid that is submitted non-electronically by the due date and time will be accepted and then entered electronically by Purchasing after the bid opening.

18. COMPLIANCE WITH SB 89:

Vendor agrees per HB 89 of the 85th Texas Legislative Session, and in accordance with Chapter 2270 of the Texas Government Code, vendor has not and shall not boycott Israel at any time while providing products or services to the City of North Richland Hills.

Yes, we agree No, we do not agree

19. COMPLIANCE WITH SB 252:

Vendor agrees per SB 252 of the 85th Texas Legislative Session, and in accordance with Chapter 2252 of the Texas Government Code, vendor shall not do business with Iran, Sudan or a foreign terrorist organization while providing products or services to the City of North Richland Hills.

Yes, we agree No, we do not agree *

* By selecting no, vendor certifies that it is affirmatively excluded from the federal sanctions regime by the United States government and is not subject to the contract prohibition under Section 2252.154 of the

Texas Government Code. Vendor shall provide sufficient documentation to the City of such exclusion prior to award of any contract for goods or services.

20. ETHICS AND COMPLIANCE POLICY

The City's Ethics and Compliance Policy can be found at The City of North Richland Hills Purchasing Division webpage - Or you may request a copy from the Purchasing Division. Acknowledgment - The City of North Richland Hills' Internal Ethics and Compliance Policy has been made available to me. I understand the expectations of ethical behavior and compliance with the law, and agree to adhere to the City's ethics policies.

<https://www.nrhtx.com/DocumentCenter/View/389/Code-of-Ethics---PDF?bidId>

I agree

I do not agree

21. DEPARTMENT OF TRANSPORTATION (TXDOT) RELATED BIDS

"The City of North Richland Hills, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award." Due care and diligence has been used in preparation of this information, and it is believed to be substantially correct. However, the responsibility for determining the full extent of the exposure and the verification of all information presented herein shall rest solely with the bidder. The City of North Richland Hills and its representatives will not be responsible for any errors or omissions in these specifications, nor for the failure on the part of the proposer to determine the full extent of the exposures.

INSURANCE REQUIREMENTS

Contractors performing work on City property or public right-of-way for the City of North Richland Hills shall provide the City a certificate of insurance evidencing the coverages and coverage provisions identified herein. Contractors shall provide the City evidence that all subcontractors performing work on the project have the same types and amounts of coverages as required herein or that the subcontractors are included under the contractor's policy. The City, at its own discretion, may require a certified copy of the policy.

All insurance companies and coverages must be authorized by the Texas Department of Insurance to transact business in the State of Texas and must be acceptable to the City of North Richland Hills.

The following guidelines are designed to show the most common minimum insurance requirements for standard contracts and agreements with the City. Non-standard agreements may require additional coverage and/or higher limits. Coverage Amounts required for non-standard agreements to be determined by the department and the City Manager.

General Contracts for Services:

NON-COLLUSION AFFIDAVIT OF BIDDER

State of Texas County of Tarrant

Richard Gelowicz verifies that:
(Name)

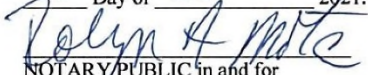
- (1) He/She is owner, partner, officer, representative, or agent of Republic Waste Services of Texas, Ltd., has submitted the attached bid: (Company Name)
- (2) He/She is fully informed in respect to the preparation, contents, and circumstances regarding the attached bid;
- (3) Neither said bidder nor any of its officers, partners, agents or employees has in any way colluded, conspired, or agreed, directly or indirectly with any other bidder, firm, or person to submit a collusive or sham bid in connection with attached bid and the price or prices quoted herein are fair and proper.


SIGNATURE

Richard Gelowicz
PRINTED NAME

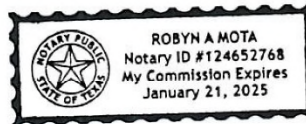
Subscribed and sworn to before me this

14th Day of June 2021.


NOTARY PUBLIC in and for

Tarrant County, Texas.

My commission expires: January 21, 2025



THIS FORM MUST BE COMPLETED, NOTARIZED, AND SUBMITTED WITH BID

BID CERTIFICATION

The Undersigned, in submitting this bid, represents and certifies:

- a. He/she is fully informed regarding the preparation, contents, and circumstances of the attached bid;
- b. He/she proposes to furnish all equipment/service at the prices quoted herein and the bid is in strict accordance with the conditions and specifications stated herein;
- c. There will be at no time a misunderstanding as to the intent of the specifications or conditions to be overcome or pleaded after the bids are opened;
- d. He/she is an equal opportunity employer, and will not discriminate with regard to race, color, national origin, age or sex in the performance of this contract.
- e. The undersigned hereby certifies that he/she has read, understands and agrees that acceptance by the City of North Richland Hills of the bidder's offer by issuance of a purchase order will create a binding contract. Further, he/she agrees to fully comply with documentary forms herewith made a part of this specific procurement.

COMPANY: Republic Waste Services of Texas, Ltd.
ADDRESS: 1212 Harrison Avenue
CITY, STATE & ZIP: Arlington, TX 76011
TELEPHONE: 817.317.2000
FAX: _____
EMAIL: VHrabal@RepublicServices.com
SIGNATURE: 
PRINTED NAME: Richard Gelowicz
DATE: June 14, 2021

FOR DISADVANTAGED BUSINESS ENTERPRISES ONLY

Disadvantaged Business Enterprises (DBE) are encouraged to participate in the City of North Richland Hills bid process. Representatives from DBE Companies should identify themselves as such and submit a copy of their Certification.

The City of North Richland Hills recognizes the certifications of both the State of Texas Building and Procurement Commission HUB Program and the North Central Texas Regional Certification Agency. All companies seeking information concerning DBE certification are urged to contact:

Texas Building and Procurement Commission
Statewide HUB Program
1711 San Jacinto Blvd., Austin TX 78701-1416
P O Box 13186, Austin, TX 78711-3186
(512) 463-5872
<http://www.window.state.tx.us/procurement/prog/hub/hub-certification/>

North Central Texas
Regional Certification Agency
624 Six Flags Drive, Suite 216
Arlington, Texas 76011
(817) 640-0606
<http://www.nctrca.org/certification.html>

If your company is already certified, attach a copy of your certification to this form and return as part of your packet.

Company Names: Republic Waste Services of Texas, Ltd.

Representative: Vince Hrabal

Address: 1212 Harrison Avenue

City, State, Zip: Arlington, TX 76011

Telephone No. 817.317.2061 Fax No. _____

Email address: VHrabal@RepublicServices.com

INDICATE ALL THAT APPLY: Nothing to report.
 Minority-Owned Business Enterprise
 Women-Owned Business Enterprise
 Disadvantaged Business Enterprise

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY
CERTIFICATION OF FILING**

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
Republic Waste Services of Texas, Ltd.
Arlington, TX United States

Certificate Number:
2021-761635

Date Filed:
06/03/2021

Date Acknowledged:

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
City of North Richland Hills

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
21-013 Solid Waste Recycling
Solid waste and recycling collection, disposal and recycle processing services.

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

6 UNSWORN DECLARATION

My name is _____, and my date of birth is _____.

My address is _____, _____, _____, _____, _____.
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____ County, State of _____, on the _____ day of _____, 20____.
(month) (year)

Signature of authorized agent of contracting business entity
(Declarant)

CONTRACT CHANGES GRID

The City intends to utilize the contract provided (service specifications to be added in accordance with the RFP after Council selects Option 1 or 2).

The Contractor has the obligation to review all documents that make up the contract documents in their entirety and include any objections or requests for modifications to the Terms and Conditions, or any of the Contract Documents, in the Contract Changes Grid included with the Notice to Bidders. No changes or modifications will be made to the contract documents unless such changes are set forth in the Contract Changes Grid, submitted to the City along with the Contractor's proposal, and agreed to by the City.

CONTRACT CHANGES GRID

Proposed Contractor/Bidder Republic Waste Services of Texas, Ltd. ("Contractor" or "Bidder"), submits the following modifications to the City's Standard Solid Waste and Recyclables, Transportation, Disposal, and Processing Contract ("Agreement") requesting changes to such provisions be accepted by the City and incorporated into the Agreement. Contractor understands and acknowledges that the City is under no obligation to accept the modification(s) proposed by Contractor; however, the City agrees to negotiate in good faith in consideration of Contractor's request, subject to legal requirements, City policies and advice of the City Attorney.

Section / Page	Term, Condition or Specification	Exception/Proposed Modification	Disposition (For City of NRH Use Only)
----------------	----------------------------------	---------------------------------	--

- RFP-Insurance Requirements – Page 10 – 1st paragraph, last sentence -Change to read:

Contractors performing work on City property or public right-of-way for the City of North Richland Hills shall provide the City a certificate of insurance evidencing the coverages and coverage provisions identified herein. Contractors shall provide the City evidence that all subcontractors performing work on the project have the same types and amounts of coverages as required herein or that the subcontractors are included under the contractor's policy, ~~except workers compensation or alternative program. The City, at its own discretion, may require a certified copy of the policy.~~

Revise City Response: Accepted Not Accepted Modified

- RFP-Insurance – Add the following language to all references to: Workers Compensation & Employers Liability, ~~or other state approved program.~~ RFP-Page 11 first section, Page 13-item a, Sample Agreement, page 29, Sample Agreement-page 30, Sample Agreement-page 32. Exhibit A, Item A

Revise City Response: Accepted Not Accepted Modified

- RFP-insurance Requirements -Page 12 First row of table, Provision - City to be listed as additional insured and provided 30-day notice of cancellation or material change in coverage ~~via blanket Form Endorsement.~~

Revise City Response: Accepted Not Accepted Modified

- RFP-Insurance-Page 12 – 3rd row of table -Provision-Delete ~~Waiver of subrogation in favor of City.~~

Revise City Response: Accepted Not Accepted Modified

- RFP- Insurance Requirements-Page 12-Delete last four rows of table – not applicable to contract.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- RFP – Insurance Requirements – Page 13 – Amend The CITY, its officers, officials and employees are to be covered as “Additional Insured” on the commercial general liability and automobile liability policies; **via blanket-form endorsement**, as respects liability arising out of activities performed by or on behalf of the CONTRACTOR.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- RFP-Insurance Requirements – Page 13- Policies of insurance shall not be cancelled non-renewed, ~~terminated~~, or materially changed unless ~~and until~~ thirty (30) days’ notice has been given to CITY; **via blanket-form endorsement**.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- CONTRACTOR shall furnish the CITY certificates of insurance affecting coverage required. The certificates for each insurance policy are to be signed by a person authorized by that insurer to **bind evidence** coverage on its behalf. Certificates of Insurance must be submitted on a form approved by the Texas Department of Insurance.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Section 15 of RFP-Indemnity-Page 9 – Delete second Paragraph-Requires the Contractor to indemnify the City in the event of City’s own negligence. Delete paragraph.

~~It is the expressed intent of the parties to this Agreement that the indemnity provided for in this section is an indemnity extended by Contractor to indemnify and protect City from the consequences of City's own negligence, provided, however, that the indemnity provided for in this section shall apply only when the negligent act of City is a contributory cause of the resultant injury, death, or damage, and shall have no application when the negligent act of City is the sole cause of the resultant injury, death, or damage, unmixed with the legal fault of another person or entity. Contractor further agrees to defend, at its own expense, and on behalf of City and in the name of City, any claim or litigation brought in connection with any such injury, death, or damage.~~

Republic Services is fine with the indemnity language included in the Sample Agreement document on page 38.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- RFP-Page 36 – Amend as follows -Agreements with the selected proposer will require the selected proposer to provide worker’s compensation insurance, **or other state approved plan**, commercial general liability, automobile insurance, and any other insurance that the City’s Risk Manager may require. Such policies (except worker’s compensation, **alternate plan**, must be endorsed **via blanket form endorsement**, to include the City as an additional named insured, and all policies, **except workers compensation or alternate plan**, must be endorsed, **via blanket form endorsement**, to waive subrogation against the City. The agreement with the selected proposer will also require indemnification of the City, its officers, and employees by the selected proposer in form and substance satisfactory to the City’s Risk Manager and the City Attorney’s office.

Revise City Response: ___ Accepted ___ Not Accepted Modified **26**

- RFP-Page 53 – Detachable Container Standards – Since Republic Services provides services to many cities in the DFW market, many with an exclusive phone number, we no longer place our phone number on detachable containers.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Appendix C of the RFP – Performance Bond/ Page 81 – Revise last paragraph prior to signature line to read as follows:

Surety, for value received, stipulates and agrees that no change, extension of time, alteration, or addition to the terms of the contract, or to the work performed thereunder, or the plans, specification, or drawings accompanying the same, shall in any way affect its obligation on this bond, and it does hereby waive notice of any such change, an extension of time, alteration or addition to the terms of the contract, or to the work to be performed thereunder. In no event shall the liability of the Surety hereunder exceed the penal sum of the bond.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Agreement -Definitions-Page 5 – “Refuse”-Defines Refuse- Same as “Rubbish” – There is no definition of Rubbish. Provide definition of Rubbish, or delete definition of Refuse.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Agreement – Definitions – Page 4 – Definitions for both “Garbage” and “Municipal Solid Waste” should include: This term Excludes Unacceptable Waste

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Agreement – Page 7, Grant of Contract –item a, 2 - Authorization to allow other haulers to conduct operations deemed in the best interest of the public health should be more narrowly defined such as: In the event of a Disaster Declaration or Force Majeure Event., not as a matter of convenience.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Agreement – Page 13 – Detachable Containers - Detachable Container Standards – Since Republic Services provides services to many cities in the DFW market, many with an exclusive phone number, we no longer place our phone number on detachable containers.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Agreement – Page 14 – Holidays – Delete **26** Memorial Day as a Contract Holiday.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Agreement – Page 18 – Second Paragraph – Republic Services cannot provide the City details of any disciplinary actions taken against an employee. We can certainly remove an employee from operations in the city at their request, but details of employer’s action against an employee is not permissible.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Agreement-Page 27, Termination of Contract – Amend Paragraph as follows:

The City shall have recourse to any other right or remedy to which it may be entitled by law, including, but not limited to, the right to all actual, consequential and incidental damages or losses, including attorneys’ fees, suffered as a result of such termination. ~~In no event shall consequential or incidental damages and losses, or attorney’s fees, exceed, or be in addition to, the penal amount of the performance bond.~~ In the event either party waives default by the other party, such waive shall not be construed or determined to be a continuing waiver of the same or any subsequent breach or default. The following, by way of example, not of limitation may be considered grounds for the declaration of default:

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Contract -Page 27, Termination of Contract - Republic Services requests reciprocal language that provides the Contractor a right to terminate the contract if the City is in breach of contract and fails to cure.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Contract-Page 29 – 1st paragraph – Delete last sentence. ~~The City, at its own discretion, may require a certified copy of the policy.~~

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Contract – Page 30 – Row 3 of table-Provision- Delete Waiver of subrogation in favor of City.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Contract -page 30 & 31 – Delete final 5 rows from table-Not applicable to our contract.

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Contract – Page 32-Exhibit A – Delete following paragraph: ~~A waiver of subrogation in favor of the CITY, its officers, officials and employees shall be contained in the Workers’ Compensation insurance policy.~~

Revise City Response: ___ Accepted ___ Not Accepted Modified

- Sample Contract – Page 32 – Amend- CONTRACTOR shall furnish the CITY certificates of insurance affecting coverage required. The certificates for each insurance policy are to be signed by a person authorized by that insurer to ~~bind~~ **evidence** coverage on its behalf. Certificates of Insurance must be submitted on **an accord** form approved by the Texas Department of Insurance.

Revise City Response: ²⁶ ___ Accepted ___ Not Accepted Modified

- Sample Contract – Page 32 – **General Liability and Auto Liability** Policies of insurance shall not be cancelled, non-renewed, ~~terminated~~, or materially changed unless ~~and until~~ thirty (30) days' notice has been given to CITY, **via Blanket Endorsement**.

Revise City Response: ____ Accepted ____ Not Accepted Modified

- Sample Contract-D. Overview – Amend as follows:
- Note: Sample Contract – Exhibit D – Compliance with Laws and Ordinances – Duplicative Language -included on page 23 of Sample Contract.
- Note: Sample Contract – Exhibit D – Ownership – Duplicative Language -included on page 24 of Sample Contract.

PROPOSAL COVER SHEET AND ACKNOWLEDGMENT OF ADDENDUMS

The Proposer acknowledges receipt of the following Addendums to the solicitation:

Addendum Number	Date
Addendum 1	May 11
Addendum 2	May 13
Addendum 3	May 19
Addendum 4	May 25

This Proposal reflects our best estimates, and/or actual costs as of this date, and conforms to the requirements provided in the City Proposal package. By submitting this Proposal, the Proposer grants the City the right to examine, as the basis for pricing that will permit an adequate evaluation of the proposed price, books, records, documents, and other types of factual information, if specifically referenced or included in the Proposal. The City shall have the right to make such investigations as deemed necessary to determine the ability of the Proposer to perform the services required. Upon request by the City, the Proposer shall furnish and certify all such supporting data and information that the City may request to demonstrate the Proposer's qualifications.

The Proposer also agrees that the price to the City, including profit or fee, may be, at the option of the City, adjusted to reduce the price to the City to the extent that the price was based on inaccurate, incomplete, or non-current data supplied by the Proposer.

This response is genuine and not made in the interest of or on behalf of any undisclosed person, firm, or corporation. This Proposal is not submitted in conformity with any agreement or understanding with any Proposer to submit a false or sham Proposal to obtain for itself or any other Proposer, an advantage over any other Proposer or the City of North Richland Hills

In submitting this Proposal, the undersigned, on behalf of the Proposer, agrees that no Proposal may be withdrawn for five (5) months after the date of receipt of Proposals and that all Proposals shall be valid for this entire period, subject to cost adjustment as identified unless advance written consent for such withdrawal is granted by the City.


Please check the appropriate box: Corporation Partnership Sole Proprietor Limited Liability Company Other _____

Social Security or Federal Tax Identification Number: 65-0963067

Firm/Corporation: Republic Waste Services of Texas, Ltd. Phone: 817.317.2000

Address: 1212 Harrison Avenue, Arlington, TX 76011 Fax

Name and Title: Richard Gelowicz Attest:

Signature:  Date:

Corporate Seal:





CITY OF NORTH RICHLAND HILLS

MAY 11, 2021

21-013 SOLID WASTE AND RECYCLING SERVICES

ADDENDUM NO. 1 – ANSWERS TO PUBLIC PURCHASE QUESTION 6 AND 7

The answers to submitted questions on Public Purchase are being answered as an addendum:

QUESTION 6): Would you please provide the current residential pricing matrix.

ANSWER: Refer to attached Exhibit A-2.

QUESTION 7): Would you please provide the residential tons for the 2019 contract year.

ANSWER:

Residential Trash	2020	2019	2018	2017	2016
Total Tonnage	28,401	26,281	26,156	26,766	26,144
# Homes	20,877	20,646	20,449	20,195	19,946
Monthly Lbs per home	226.74	212.16	213.18	220.89	218.46
Weekly Lbs per home	52.32	48.96	49.20	50.98	50.41

Residential Recycle	2020	2019	2018	2017	2016
Total Tonnage	3,839	3,659	3,845	3,894	4,036
# Homes	20,837	20,608	20,409	20,155	19,906
Monthly Lbs per home	30.71	29.59	31.40	32.20	33.79
Weekly Lbs per home	7.09	6.83	7.25	7.43	7.80

THIS ADDENDUM MUST BE SIGNED AND RETURNED WITH YOUR RFP RESPONSE.

Acknowledge receipt of this addendum by inserting this page with your RFP response. This addendum form is a part of the contract documents and it so modifies, amends, deletes and/or adds to the original RFP document.

Name and Address of Company:

Republic Waste Services of Texas, Ltd.

1212 Harrison Avenue

Arlington, TX 76011

FAX: _____

Authorized Representative:

Signature:

Name: Richard Gelowicz

Title: General Manager

Phone: 817.317.2061

Email: VHrabal@RepublicServices.com

P.O. Box 820609 * North Richland Hills, Texas 76182-0609
4301 City Point Drive * (817) 427-6150 * Fax (817) 427-6165

MAY 13, 2021

21-013 SOLID WASTE AND RECYCLING SERVICES

ADDENDUM NO. 2

- 1) **CORRECTION TO PRE-PROPOSAL CONFERENCE HELD MONDAY MAY 10th, 2021:** Please make note that page 5 of the RFP had an incorrect day of the week listed for the meeting (Monday May 11, 2021.). The actual date should have read **Monday May 10, 2021.**
- 2) Due to the error, NRH has scheduled a **2nd Pre-Proposal Conference for 11:00 A.M (CST) Monday May 17, 2021.** This will not be an in-person meeting and will be available on-line via WebEx. Access Document has been attached. **This meeting is mandatory for those unable to attend the first meeting.** This meeting is **NOT** mandatory for those who attended the first Pre-Proposal Meeting on May 10th.
- 3) Attached are the questions and answers submitted on-line through Public Purchase – Most of the questions
- 4) Replace updated **B. SCHEDULE OF ACTIVITIES (PG 29.)**
- 5) Attached is a copy of Addendum 1 (Answers to Questions 6 and 7)

THIS ADDENDUM MUST BE SIGNED AND RETURNED WITH YOUR RFP RESPONSE.

Acknowledge receipt of this addendum by inserting this page with your RFP response. This addendum form is a part of the contract documents and it so modifies, amends, deletes and/or adds to the original RFP document.

Name and Address of Company:

Republic Waste Services of Texas, Ltd.

1212 Harrison Avenue

Arlington, TX 76011

FAX: _____

Authorized Representative:

Signature: 

Name: Richard Gelowicz

Title: General Manager

Phone: 817.317.2061

Email: VHrabal@RepublicServices.com

P.O. Box 820609 * North Richland Hills, Texas 76182-0609
4301 City Point Drive * (817) 427-6150 * Fax (817) 427-6165



CITY OF NORTH RICHLAND HILLS

Purchasing

MAY 19, 2021

21-013 SOLID WASTE AND RECYCLING SERVICES

ADDENDUM NO. 3: ANSWERS TO PUBLIC PURCHASE QUESTION 17

The answers to submitted questions on Public Purchase are being answered as an addendum:

QUESTION 17: Could the City please provide a copy of the current contract, any amendments, and the last six months' invoices?

ANSWER: Refer to attached document regarding the contract. You will need to clarify your invoice request.

THIS ADDENDUM MUST BE SIGNED AND RETURNED WITH YOUR RFP RESPONSE.

Acknowledge receipt of this addendum by inserting this page with your RFP response. This addendum form is a part of the contract documents and it so modifies, amends, deletes and/or adds to the original RFP document.

Name and Address of Company:

Republic Waste Services of Texas, Ltd.

1212 Harrison Avenue

Arlington, TX 76011

FAX: _____

Authorized Representative:

Signature: 

Name: Richard Gelowicz

Title: General Manager

Phone: 817.317.2061

Email: VHrabal@RepublicServices.com

P.O. Box 820609 * North Richland Hills, Texas 76182-0609
4301 City Point Drive * (817) 427-6150 * Fax (817) 427-6165

MAY 24, 2021

21-013 SOLID WASTE AND RECYCLING SERVICES

ADDENDUM NO. 4 – ADDITIONAL INFORMATION TO PUBLIC PURCHASE QUESTIONS 24 AND 29

QUESTION 24): Does the City have a detailed franchise fee report? Could it provide the last three months?

ANSWER:

Franchise and Billing Fees	Residential Billing Fee	Residential Franchise Fee	Commercial Billing	Commercial Franchise	Vendor Franchise Fee	Total
February	\$ 28,235.63	\$ 14,117.82	\$ 17,617.01	\$ 11,744.67	\$ 3,660.20	\$ 75,375.33
March	\$ 28,276.91	\$ 14,138.45	\$ 19,242.78	\$ 12,828.52	\$ 2,786.52	\$ 77,273.18
April	\$ 28,306.47	\$ 14,153.23	\$ 19,064.01	\$ 12,709.34	\$ 4,701.19	\$ 78,934.24
	\$ 84,819.01	\$ 42,409.50	\$ 55,923.80	\$ 37,282.53	\$ 11,147.91	\$ 231,582.75

QUESTION 29): According to page 58 of the RFP, the "City agrees to bill for all commercial, multifamily, institutional and Permanent roll-off service serviced by the contractor". What happens if a commercial customer doesn't pay? Is the contractor assuming this bad debt? If so, can you please provide the current bad debt?

ANSWER:

Contractor assumes bad debt for commercial and residential, it is subtracted from the monthly payment each month. The bad debt indicated is for commercial and residential. We do not have the information broken out by class.

Month	Bad Debt		
	Bad Debt	Recovered	Net Deduction
October	\$ 1,894.61	\$ 329.54	\$ 1,565.07
November	\$ 561.97	\$ 148.43	\$ 413.54
December	\$ 1,761.81	\$ 58.90	\$ 1,702.91
January	\$ 680.03	\$ 76.15	\$ 603.88
February	\$ 349.90	\$ 149.22	\$ 200.68
March	\$ 587.60	\$ 152.26	\$ 435.34
April	\$ 5,405.60	\$ 220.21	\$ 5,185.39
	\$ 11,241.52	\$ 1,134.71	\$ 10,106.81

THIS ADDENDUM MUST BE SIGNED AND RETURNED WITH YOUR RFP RESPONSE.

Acknowledge receipt of this addendum by inserting this page with your RFP response.

This addendum form is a part of the contract documents and it so modifies, amends, deletes and/or adds to the original RFP document.

P.O. Box 820609 * North Richland Hills, Texas 76182-0609
4301 City Point Drive * (817) 427-6150 * Fax (817) 427-6165

DECLARATION

The undersigned, as Proposer, declares that the only persons/entities interested in this Proposal are those named herein, that no other person/entity has any interest in this Proposal or in the Contract for services to which this Proposal pertains, that this Proposal is made without connection or arrangement with any other person/entity and that this Proposal is in every aspect fair, in good faith, and without collusion or fraud.

The Proposer further declares that it has complied in every respect with all requirements of this RFP, that the Proposer has read all appendices and has satisfied itself fully relative to all matters and conditions concerning the services to which the Proposal pertains.

The Proposer states that this Proposal is based on the Request for Proposal documents and appendices, and draft Contract.

Firm/Corporation

Republic Waste Services of Texas, Ltd.

Address

1212 Harrison Avenue, Arlington, TX 76011

Name

Richard Gelowicz

Signature



Title

General Manager

Date

June 14, 2021

PROPOSAL BOND

The undersigned Proposer hereby declares that the Contract Documents about the proposed work have been carefully examined, and the Proposer further agrees to commence work within ten (10) days after the date of written notice to do so.

Enclosed with this Proposal is a Certified Check or a Proposal Bond in the sum of 5% of the annual contract amount made payable to The City of North Richland Hills which it is agreed shall be collected and retained by the Owner as liquidated damages in the event this Proposal is accepted by the Owner within one hundred and twenty (120) days after the Proposals are received and the undersigned fails to execute the contract within thirty (30) days after the date said Proposal is accepted, otherwise, said check or bond shall be returned to the undersigned upon request.

Republic Waste Services of Texas, Ltd.
Contractor (Firm Name)
By: Richard Gelowicz
Title: General Manager
(President/Vice-President)
Address 1212 Harrison Avenue
Arlington, TX 76011

Phone 817.317.2061

Email VHrabal@RepublicServices.com

BID BOND

KNOW ALL BY THESE PRESENTS, That we, Republic Waste Services of Texas, Ltd.
1212 Harrison Avenue, Arlington, TX 76011

as Principal, hereinafter called the Principal,
 and the Liberty Mutual Insurance Company
 of 175 Berkeley Street, Boston, MA 02116, a corporation duly organized under

the laws of the State of MA, as Surety, hereinafter called the Surety, are held and firmly bound unto

The City of North Richland Hills as Obligee, hereinafter called the Obligee,
 in the sum of Five Percent of Amount Bid Dollars

(\$ 5%), for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for 21-013 Solid Waste and Recycling Services

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this 16th day of June, 2021

Republic Waste Services of Texas, Ltd. (Seal)
 By: Kathleen M. Mitchell Principal
 Kathleen M. Mitchell Attorney-in-Fact Title

Liberty Mutual Insurance Company
 By: Amber Engel Attorney-in-Fact





POWER OF ATTORNEY

REPUBLIC SERVICES, INC., a Delaware corporation having its principal place of business at 18500 N. Allied Way, Phoenix, Arizona 85054, hereby makes, constitutes and appoints KIBBLE & PRENTICE HOLDING COMPANY dba USI INSURANCE SERVICES NORTHWEST, acting through and by any one of Debbie Lindstrom, Timothy S. Buhite, Kathleen M. Mitchell, Scott C. Alderman, Peggy A. Firth, Amber Engel, Jamie Armfield, Holly E. Uifers, or Roxana Palacios, its true and lawful attorney to sign and seal any and all surety bonds, bid bonds, performance bonds and payment bonds at or below the monetary threshold of Five Million Dollars (\$5,000,000.00) on behalf of REPUBLIC SERVICES, INC. and its subsidiaries, relating to the provision of solid waste collection, transportation, transfer, recycling, disposal and/or energy services by REPUBLIC SERVICES, INC. and its subsidiaries and affix its corporate seal to and deliver for and on behalf as surety thereon or otherwise, bonds of any of the following classes, to wit:

1. Surety bonds, bid bonds, performance bonds and payment bonds to the United States of America or agency thereof, including those required or permitted under the laws or regulations relating to Customs or Internal Revenue; license and permit bonds or other indemnity bonds under the laws, ordinances or regulations of any state, city, town, village, board, other body organization, public or private; bonds to transportation companies; lost instrument bonds; lease bonds; worker's compensation bonds; miscellaneous surety bonds; and bonds on behalf of notaries public, sheriffs, deputy sheriffs and similar public officials.
2. Surety bonds, bid bonds, performance bonds and payment bonds on behalf of REPUBLIC SERVICES, INC. and its subsidiaries in connection with bids, proposals or contracts.

REPUBLIC SERVICES, INC. hereby agrees to ratify and confirm whatsoever KIBBLE & PRENTICE HOLDING COMPANY dba USI INSURANCE SERVICES NORTHWEST shall lawfully do pursuant to this power of attorney, and until notice or revocation has been given by REPUBLIC SERVICES, INC., the acts of said attorney shall be binding on the undersigned.

IN WITNESS WHEREOF, this Power of Attorney has been signed this 2ND day of NOVEMBER, 2020 on behalf of REPUBLIC SERVICES, INC. by its Assistant Secretary, Eileen B. Schuler.

REPUBLIC SERVICES, INC.,
a Delaware corporation

Eileen B. Schuler

STATE OF ARIZONA
COUNTY OF MARICOPA

Subscribed and sworn to before me this 2ND day of NOVEMBER, 2020 by Eileen B. Schuler, Assistant Secretary.

Matthew Nordquist
Notary Public
Maricopa County, Arizona
My Comm. Expires 05-31-23
Commission No. 563802

Notary Public

CERTIFICATE

I, the undersigned, Eileen B. Schuler, Assistant Secretary of Republic Services, Inc., a Delaware corporation, do hereby certify that the foregoing Power of Attorney is true, correct, remains in full force and effect, and has not been revoked.

IN WITNESS WHEREOF, this Certification has been signed this 16th day of June, 2021 on behalf of REPUBLIC SERVICES, INC. by its Assistant Secretary, Eileen B. Schuler.

Eileen B. Schuler

This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated. Not valid for mortgage, note, loan, letter of credit, bank deposit, interest rate, interest rate or residual value guarantees. For bond and/or Power of Attorney (POA) verification inquiries, please call 610-832-8240 or email HOSUR@libertymutual.com.



Liberty Mutual.
SURETY

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

POWER OF ATTORNEY

KNOWN ALL PERSONS BY THESE PRESENTS: That The Ohio Casualty Insurance Company is a corporation duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint Amber Engel of the city of Seattle, state of WA its true and lawful attorney-in-fact, with full power and authority hereby conferred to sign, execute and acknowledge the following surety bond:

Principal Name: Republic Waste Services of Texas, Ltd.

Obligee Name: The City of North Richland Hills

Surety Bond Number: Bid Bond

Bond Amount: See Bond Form

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed thereto this 12th day of March, 2021.



The Ohio Casualty Insurance Company
Liberty Mutual Insurance Company
West American Insurance Company

By: David M. Carey
David M. Carey, Assistant Secretary

STATE OF PENNSYLVANIA
COUNTY OF MONTGOMERY

SS

On this 12th day of March, 2021, before me personally appeared David M. Carey, who acknowledged himself to be the Assistant Secretary of Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at King of Prussia, Pennsylvania, on the day and year first above written.



Commonwealth of Pennsylvania - Notary Seal
Teresa Pastella, Notary Public
Montgomery County
My commission expires March 28, 2025
Commission number 1126044
Member, Pennsylvania Association of Notaries

By: Teresa Pastella
Teresa Pastella, Notary Public

This Power of Attorney is made and executed pursuant to and by authority of the following By-Laws and Authorizations of Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

ARTICLE IV - OFFICERS - Section 12. Power of Attorney. Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested to by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

ARTICLE XIII - Execution of Contracts - SECTION 5. Surety Bonds and Undertakings. Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

Certificate of Designation - The President of the Company, acting pursuant to the Bylaws of the Company, authorizes David M. Carey, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

Authorization - By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, wherever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, Renee C. Llewellyn, the undersigned, Assistant Secretary, of Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company, and West American Insurance Company do hereby certify that this power of attorney executed by said Companies is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 16th day of June, 2021.



By: Renee C. Llewellyn
Renee C. Llewellyn, Assistant Secretary



USI Insurance Services
601 Union Street
Suite 1000
Seattle, WA 98101
www.usi.com
Tel: 206.441.6300

LETTER OF INTENT

6/16/2021

The City of North Richland Hills
4301 City Point Drive
North Richland Hills, TX 76180

RE: Republic Waste Services of Texas, Ltd.
21-013 Solid Waste and Recycling Services

To Whom it May Concern:

We are writing to you at the request of Republic Waste Services of Texas, Ltd.. This principal has or is about to submit a Bid proposal for 21-013 Solid Waste and Recycling Services.

If a contract for this work is awarded to Republic Waste Services of Texas, Ltd., Liberty Mutual Insurance Company, a surety licensed to conduct business in the State of TX, has agreed to act as surety to issue the required Performance Bond which is a condition of awarding of this contract.

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

Sincerely,



Amber Engel
Attorney-in-Fact
Liberty Mutual Insurance Company

Property & Casualty • Employee Benefits • Personal Risk • Retirement Consulting
The USI ONE Advantage®

This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated. Not valid for mortgage, note, loan, letter of credit, bank deposit, currency rate, interest rate or residual value guarantees. For bond and/or Power of Attorney (POA) verification inquiries, please call 610-832-8240 or email HOSUR@libertymutual.com.



Liberty Mutual
SURETY

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

POWER OF ATTORNEY

KNOWN ALL PERSONS BY THESE PRESENTS: That The Ohio Casualty Insurance Company is a corporation duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint Amber Engel of the city of Seattle, state of WA its true and lawful attorney-in-fact, with full power and authority hereby conferred to sign, execute and acknowledge the following surety bond:

Principal Name: Republic Waste Services of Texas, Ltd.

Obligee Name: The City of North Richland Hills

Surety Bond Number: Letter of Intent Bond Amount: See Bond Form

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed hereto this 12th day of March, 2021.



The Ohio Casualty Insurance Company
Liberty Mutual Insurance Company
West American Insurance Company

By: [Signature]
David M. Carey, Assistant Secretary

STATE OF PENNSYLVANIA ss
COUNTY OF MONTGOMERY

On this 12th day of March, 2021, before me personally appeared David M. Carey, who acknowledged himself to be the Assistant Secretary of Liberty Mutual Insurance Company, The Ohio Casualty Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at King of Prussia, Pennsylvania, on the day and year first above written.



Commonwealth of Pennsylvania - Notary Seal
Teresa Pastella, Notary Public
Montgomery County
My commission expires March 28, 2025
Commission number 1126044
Member, Pennsylvania Association of Notaries

By: [Signature]
Teresa Pastella, Notary Public

This Power of Attorney is made and executed pursuant to and by authority of the following by-laws and Authorizations of Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

ARTICLE IV - OFFICERS - Section 12. Power of Attorney. Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested to by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

ARTICLE XIII - Execution of Contracts - SECTION 5. Surety Bonds and Undertakings. Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

Certificate of Designation - The President of the Company, acting pursuant to the Bylaws of the Company, authorizes David M. Carey, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

Authorization - By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, wherever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, Renee C. Llewellyn, the undersigned, Assistant Secretary, of Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company, and West American Insurance Company do hereby certify that this power of attorney executed by said Companies is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 16th day of June, 2021



By: [Signature]
Renee C. Llewellyn, Assistant Secretary

Proposal Tab 1 Past Performance and Experience

1. How many years has your organization been in business under your present business name? **(Minimum experience required - 5 years in business with accounts of similar size)** Under what other or former names has your organization operated?

25-years as Republic Waste Services of Texas, Ltd. Other names include; Republic Services, Duncan Disposal, Allied Waste Services, Trinity Waste Disposal, and BFI.

Additional company history can be found in the following pages in this section.

2. How many years of experience does your organization have in the collection and disposal of residential garbage, brush and bulk waste, recyclables, and commercial and industrial collection and disposal?

For 60 plus years, Republic Services has partnered with municipalities, residents, and businesses in the North Texas Market to provide solid waste, recycling, yard waste, and bulky item collection services. Additionally, Republic Services owns or manages the largest inventory of type 1 landfills and recycling processing centers.

Additional company history can be found in the following pages in this section.

3. Identify similar contracts that your organization has been awarded by municipal governments in Texas in the last five years. If no new awards in the past five years include at least three (3) references for existing contracts of like-size (residential count) communities.

The list should reflect:

- A. The name of the municipality and home count
- B. The person to contact for reference information and that person's phone and email
- C. The date the contract expires
- D. The annual dollar value of the contract

See table on following page.

Municipality	Home Count	Contact	Contact Phone	Contact Email	Contract Expiration	Annual Revenue
Similar Contracts awarded in the last five years in Texas Market						
Kaufman		Mike Slye City Manager	(972) 932-2216	mslye@kaufmantx.org	1/31/2026	\$ 903,818.00
Similar Existing Contracts awarded by municipal governments in the North Texas Market						
Arlington	100,423	Nora Coronado Senior Asset Officer	(817) 459-6564	Nora.coronado@arlingtontx.gov	8/6/2022	\$ 45,502,690.00
Bedford	13,631	Jimmy Stathatos City Manager	(817) 952-2109	Jimmy.Stathatos@bedfordtx.gov	12/31/2025	\$ 4,569,917.24
Eules	12,552	Chris Barker Assistant City Manager	(817) 685-1637	cbarker@eulesstx.gov	2/28/2022	\$ 5,681,267.83
Grand Prairie	47,385	Patricia Redfearn Solid Waste and Recycling Manager	(972) 237-8147	predfearn@gptx.org	10/15/2028	\$ 20,662,650.00
Hurst	10,869	Clayton Fulton Assistant City Manager	(817) 788-7028	cfulton@hursttx.gov	9/30/2023	\$ 4,290,439.12
Mansfield	20,416	Troy Lestina Director of Finance and Business Development	(817) 276-4258	troy.lestina@mansfieldtexas.gov	9/30/2023	\$ 8,920,100.00
Southlake	9,600	Lauren LaNeave Assistant to the City Manager	(817) 748-8029	llaneave@ci.southlake.tx.us	9/30/2023	\$ 5,734,140.00

4. Concerning any contracts in Texas, has your organization been terminated by a Municipality or failed to complete any contract awarded to you before the end of the term of the contract?

No, nothing to report.

5. Has your organization filed any lawsuits or requests for arbitration or mediation within the last five (5) years concerning any contract for services with a Texas governmental entity? If so, name the parties, case number, and the court in which such suit is/are filed, and nature and present status of any proceeding described above.

No, nothing to report.

6. Has your organization been a defendant in any lawsuit or request for arbitration or mediation filed by a Municipality concerning a contract for such services within the last five (5) years? If so, state the case number, names of the parties, the court in which the suit(s) is/are filed, and the present status of any such proceeding.

No, nothing to report.

7. Proposer acknowledges that the responses to this Questionnaire are material and important in determining the most responsive and responsible Proposer and, further, that any omissions may result in the rejection of any such Proposals.

Indicate your acknowledgment within your narrative in this Tab.

8. Identify all subcontractors proposed to be used under this Contract. Provide the name, location, and contact information for each subcontractor.

Waste Rec Services,

KC Enterprises

9. **Explain** what services will be provided by each subcontractor.

Republic Services will partner with Waste Rec on the assembly and distribution of polycarts to residents along with the ongoing container management for new cart requests, repairs and swaps.

Local contractor, KC Enterprises, will be responsible for addressing spills. When a spill occurs, we notify KC immediately. KC has a full fleet of mobile cleaning units on-site that are ready to be deployed to address spills. Their mobile response units have commercial-grade cleaning gear, sanitation equipment, and even containment systems to prevent run off. They also prepare and submit all required testing and disposal reports to the necessary regulatory agencies including the TCEQ.

Proposal Tab 2 Financial Qualifications

1. Briefly describe in a narrative format the proposer’s financial condition, results of operations for the last two fiscal years including known facts that could affect future performance. If the company is publicly held, it is acceptable to attach in this section the most recent SEC required Management Discussion and Analysis (MD & A).

MD&A can be found in our Annual report by following the link below.

2020 Annual Report

<https://investor.republicservices.com/static-files/141357f1-65e4-4e4d-a78c-833c2bd7aabd>

2. Provide as an attachment within this tabbed section audited financial statements for the last two fiscal years. For publicly held companies, provide the most recent SEC 10K filings for the parent organization.

SEC 10K Filings

The most recent SEC 10k filings for the past two years can be found at the links below:

- **2020**
<https://investor.republicservices.com/node/23356/html>
- **2019**
<https://investor.republicservices.com/node/22091/html>

62

Republic Services’ Identifications, Classifications and Ratings

Republic Services Identifications, Classifications and Ratings	
Federal Employee Identification Number	65-0716904
Dun’s Identification Number	61342862
U.S. Dept. of Labor (SIC) Code	4953 – Sanitary Services / Refuse Systems
North American Industry Classification System (NAICS) - Primary	562212 – Solid waste landfills combined with collection and/or hauling of waste materials
North American Industry Classification System (NAICS) – Secondary	562111 – Solid waste collection 562920 – Material Recovery Facilities 562920 – Other non-hazardous waste treatment and disposal
Standard & Poor’s Identification Number and Rating	(TIN): 13-1026995 BBB+
Moody’s Identification Number and Rating	(TIN): 13-3998945 Baa3
Fitch’s Identification Number and Rating	(NRSRO): 3235-0625 BBB

Financials and Other Requested Information

Republic Services is among the leading recycling and waste services companies in the United States, with the financial strength and stability to exceed the City of North Richland Hills's expectations for the duration of the contract and beyond.

Financial Overview

Republic Services' financial stability allows us to guarantee our commitments and obligations presented to the City of North Richland Hills in our proposal. We have the capacity to continually invest in equipment and preventive maintenance, as evidenced by having one of the youngest fleets in the industry.

Republic Services does not use third party financing, meaning Republic Services owns all assets used to perform the duties of this agreement. The City of North Richland Hills will not need to be concerned with the potential for adverse business or performance conditions affecting the ability of our company to perform or obtain financing.

We implore the City of North Richland Hills to take financial stability into serious consideration when choosing a long-term partner for your recycling and waste needs. In many instances, the success of a service provider is dependent on their ability to invest in necessary equipment or personnel.

Financial Reporting

Republic Services, Inc. provides audited financial statements on behalf of its subsidiaries. Republic Services, Inc. is a publicly traded (NYSE: RSG), Fortune 300 Company and will be the signatory for the corporate guarantee.

Our most recently completed audited financial statements can be found on our website at RepublicServices.com

The Annual Reports to Shareholders have been prepared in accordance with Securities and Exchange Commission requirements, with New York Stock Exchange Commission requirements, and in accordance with generally accepted accounting principles (GAAP).

Labor Agreements and Wages

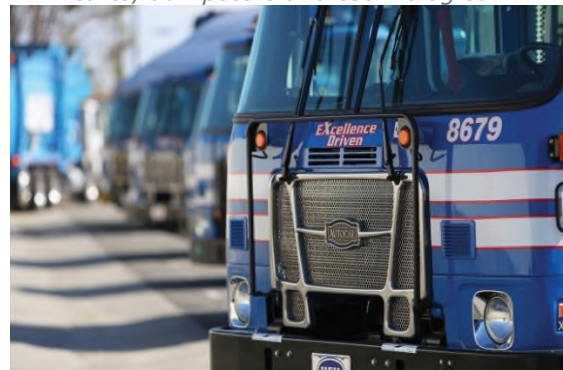
Republic Services offers a safe, respectful and rewarding workplace for our employees and provides the best training and safety programs in the industry.

Republic Services focuses on maintaining a positive and professional relationship with its workforce through continuous training and consistent communication. We utilize this approach with both our represented and non-represented employees

The financial strength you need in a long-term partner for your municipality

- Financial capacity to continually invest in equipment and preventive maintenance
- One of the youngest fleets in the industry
- Reinvesting in state-of-the-art equipment and facilities
- Republic Services contributed \$8.7 million in charitable giving in 2020

Figure 1 Excellence Driven. Republic Services takes pride in being excellence driven, which includes continuous investment in new vehicles, carts, dumpsters and technologies.



Litigation Information

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

Due to the nature of our business, we are also often routinely a party to judicial or administrative proceedings involving governmental authorities and other interested parties related to environmental regulations or liabilities.

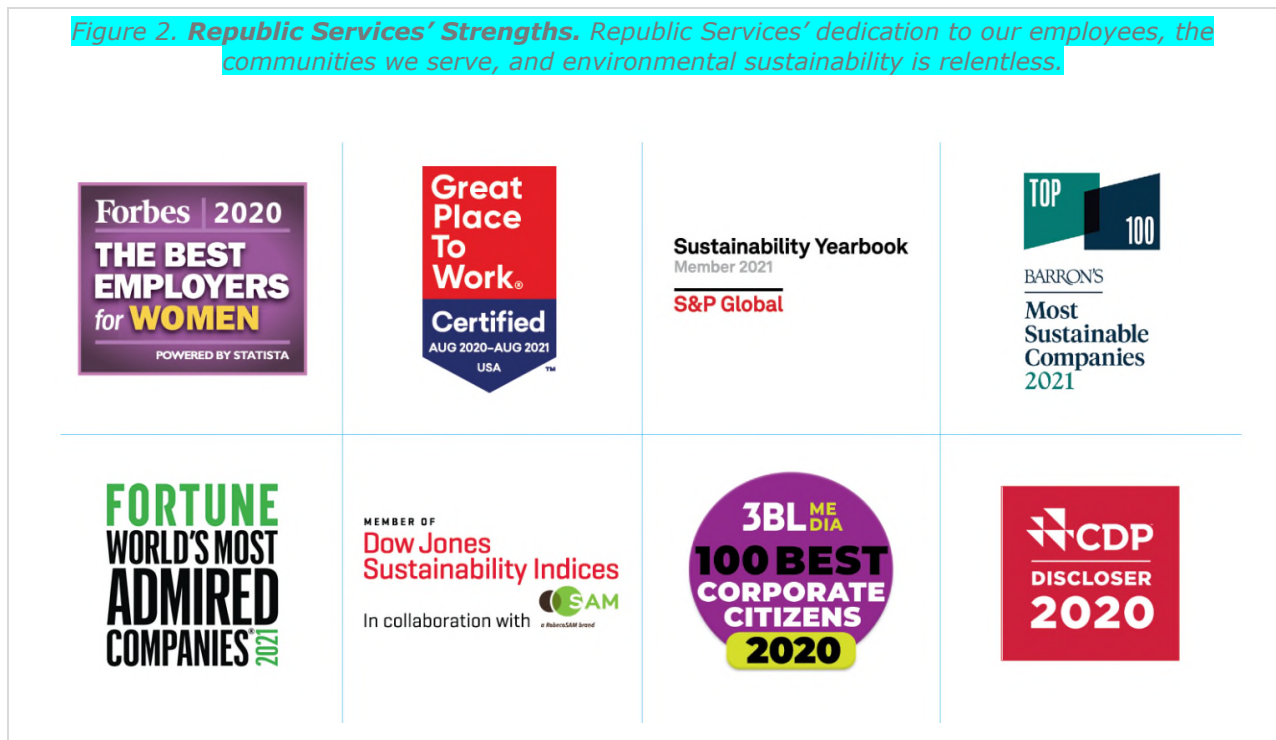
From time to time, we may also be subject to actions brought by citizens' groups, adjacent landowners or others in connection with the permitting and licensing of our landfills or transfer stations, or alleging personal injury, environmental damage, or violations of the permits and licenses pursuant to which we operate. Additional information can be provided upon request.

In the previous five years, Republic Services has not experienced any of the following claims against:

- Officers of the company
- Local key personnel
- A bid or proposal
- Performance bond
- Any contractual default or termination

Summary Financial

Figure 2. Republic Services' Strengths. Republic Services' dedication to our employees, the communities we serve, and environmental sustainability is relentless.



Financial Information-Income Statement

Figure 3. Republic Services' 2020 Year Ending Consolidated Income Statement. Selected financial data. These historical results are not necessarily indicative of the results to be expected in the future. Amounts are in millions, except per share data. The financial statements contained in the Annual Report were audited by Ernst & Young, LLP (Independent Registered Public Accountants).

	Years Ended December 31,		
	2020	2019	2018
Revenue	\$ 10,153.6	\$ 10,299.4	\$ 10,040.9
Expenses:			
Cost of operations	6,100.5	6,298.4	6,150.0
Depreciation, amortization and depletion	1,075.9	1,040.5	1,033.4
Accretion	82.9	81.9	80.7
Selling, general and administrative	1,053.0	1,091.9	1,059.5
Withdrawal costs – multiemployer pension funds	34.5	-	-
Loss (gain) on business divestitures and impairments, net	77.7	(14.7)	(44.9)
Restructuring charges	20.0	14.2	26.4
Operating income	1,709.1	1,787.2	1,735.8
Interest expense	(355.6)	(392.0)	(383.8)
Loss from unconsolidated equity method investments	(118.2)	(112.2)	(35.8)
Loss on extinguishment of debt	(101.9)	-	(0.3)
Interest income	5.2	6.4	1.6
Other income, net	4.1	6.4	3.4
Income before income taxes	1,142.7	1,295.8	1,320.9
Provision for income taxes	173.1	222.0	283.3
Net income	969.6	1,073.8	1,037.6
Net income attributable to non-controlling interests in consolidated subsidiary	(2.4)	(0.5)	(0.7)
Net income attributable to Republic Services, Inc.	<u>\$ 967.2</u>	<u>\$ 1,073.3</u>	<u>\$ 1,036.9</u>
Basic earnings per share attributable to Republic Services, Inc. stockholders:			
Basic earnings per share	<u>\$ 3.03</u>	<u>\$ 3.34</u>	<u>\$ 3.17</u>
Weighted average common shares outstanding	<u>319.3</u>	<u>321.1</u>	<u>326.9</u>
Diluted earnings per share attributable to Republic Services, Inc. stockholders:			
Diluted earnings per share	<u>\$ 3.02</u>	<u>\$ 3.33</u>	<u>\$ 3.16</u>
Weighted average common and common equivalent shares outstanding	<u>319.8</u>	<u>322.0</u>	<u>328.4</u>
Cash dividends per common share	<u>\$ 1.66</u>	<u>\$ 1.56</u>	<u>\$ 1.44</u>

Summary Financial Information – Balance Sheet

Figure 4. Republic Services' 2020 Year Ending Consolidated Balance Sheet.
Selected financial data.

REPUBLIC SERVICES, INC.		
CONSOLIDATED BALANCE SHEETS		
(in millions, except per share data)		
	December 31, 2020	December 31, 2019
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 38.2	\$ 47.1
Accounts receivable, less allowance for doubtful accounts and other of \$34.7 and \$34.0, respectively	1,091.3	1,125.9
Prepaid expenses and other current assets	392.3	433.0
Total current assets	1,521.8	1,606.0
Restricted cash and marketable securities	149.1	179.4
Property and equipment, net	8,726.2	8,383.5
Goodwill	12,046.4	11,633.4
Other intangible assets, net	173.1	133.9
Other assets	817.4	747.6
Total assets	<u>\$ 23,434.0</u>	<u>\$ 22,683.8</u>
LIABILITIES AND STOCKHOLDERS' EQUITY		
Current liabilities:		
Accounts payable	\$ 779.0	\$ 777.9
Notes payable and current maturities of long-term debt	168.1	929.9
Deferred revenue	345.6	336.0
Accrued landfill and environmental costs, current portion	114.5	132.6
Accrued interest	54.6	74.0
Other accrued liabilities	820.2	814.2
Total current liabilities	2,282.0	3,064.6
Long-term debt, net of current maturities	8,766.1	7,758.6
Accrued landfill and environmental costs, net of current portion	1,694.7	1,703.2
Deferred income taxes and other long-term tax liabilities, net	1,238.8	1,180.6
Insurance reserves, net of current portion	281.8	276.5
Other long-term liabilities	681.8	579.4
Commitments and contingencies		
Stockholders' equity:		
Preferred stock, par value \$0.01 per share; 50 shares authorized; none issued	-	-
Common stock, par value \$0.01 per share; 750 shares authorized; 318.8 and 353.3 issued including shares held in treasury, respectively	3.2	3.5
Additional paid-in capital	2,741.4	4,994.8
Retained earnings	5,751.8	5,317.3
Treasury stock, at cost; — and 34.5 shares, respectively	(0.1)	(2,199.6)
Accumulated other comprehensive income, net of tax	(12.4)	2.2
Total Republic Services, Inc. stockholders' equity	8,483.9	8,118.2
Non-controlling interests in consolidated subsidiary	4.9	2.7
Total stockholders' equity	8,488.8	8,120.9
Total liabilities and stockholders' equity	<u>\$ 23,434.0</u>	<u>\$ 22,683.8</u>

The accompanying notes are an integral part of these financial statements.

Bank & Credit References

All inquiries for bank references must be made by fax. Credit References are available upon request.

Bank of America

Attn: Confirmation Department
Reference: Republic Services Inc.
Tax ID 65-0716904
Phone: (803) 832-7770
Fax (Toll #): (900) 733-5100
Online: www.bankVOD.com

J P Morgan Chase Bank

Attn: Confirmation Credit Inquiries
PO Box 955200
Fort Worth TX 76155-2732
Reference AWIN Management, Inc.
Tax ID 76-0353318
Phone: (800) 550 8509
Fax: (817) 345-3795

Wells Fargo

Attn: Confirmation Department
Reference: Republic Services, Inc.
Tax ID 65-0716904
Phone: (540) 563-7323
Fax (Toll #) (844) 879-0544
(Audits and Credit Inquiries)
Fax: (844) 879-0416
(Routing Number and Verification Requests)

Proposal Tab 3 Facilities

Identification and location of the processing, composting, and disposal sites

List the name, location, and distance from the City of North Richland Hills for the facilities proposed for use in providing the services specified in the Contract using the format below.

Disposal Facility for MSW Collection:	Location:	Distance from City:
Republic Services Arlington Landfill	800 Mosier Valley Road Arlington, TX 76040	9.7 Miles
Recycling MRF:	Location:	Distance from City:
Republic Services Material Recovery Facility	6200 Elliott Reeder Road Fort Worth, TX 76117	5.6 Miles

Tab 3-A - Certification of Recycling Facility

Provide a copy of this form from each recycling facility to be used in the Contract. The form must be signed by an officer or authorized representative of the recycling facility.

I acknowledge that Republic Services North Texas Recycle Center (Name of Firm/Facility) shall be responsible for processing Recyclables collected by Republic Waste Services of Texas, Ltd. the Contractor under the City Contract.

I understand and agree that recyclables may not be deposited as solid waste at a landfill or incinerator.

I understand and agree that the City shares no risk, expense, or profit for the marketing and transport of the processed materials and/or the product.

I certify that the processing system of North Texas Recycle Center (Name of Firm/Facility) is capable of accepting the following materials for single-stream recycling: mixed waste paper (including corrugated cardboard, newspaper, junk mail, phone books, beverage packaging, cereal boxes, chipboard, envelopes, magazines etc.) slick or glossy news print inserts, bagged shredded paper, tin cans (fruit and vegetable cans), aluminum cans, plastic containers - # 1,2,3,4,5 & 7, clear, blue, brown, and green glass bottles; and processing the Recyclables to the degree necessary to be marketable. I certify that the processing system of North Texas Recycle Center (Name of Firm/Facility) has sufficient capacity to receive, process, and store all materials collected in one week.

I agree that the City may visit and inspect Republic Services North Texas Recycle Center (Name of Firm/Facility) at any time given reasonable notice.

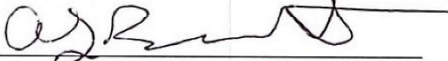
Please check the appropriate box: Corporation Partnership Sole Proprietor

Name of Firm Republic Waste Services of Texas, Ltd Phone 469-486-2235

Address 6200 Elliott Reeder Road, Fort Worth, TX 76011 Email ABroadbent@republicservices.com

Type or Print Name Anthony Broadbent Attest: _____

Title Operations Manager

Signature  Date: 5/24/2021



TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

PERMIT FOR MUNICIPAL
SOLID WASTE MANAGEMENT SITE
issued under provisions of Texas
Health & Safety Code Ann.
Chapter 361 (Vernon)

Permit No. MSW-2275 (Final Draft Permit, March 13, 2000)

Name of Permittee and Site Owner: Trinity Waste Services
580 Huffines Boulevard
Lewisville, Texas 75056

Facility Name: Fort Worth Transfer Station/Material Recovery Facility

Classification of Site: Type V Municipal Solid Waste Management Facility

Wastes to be Accepted: Municipal solid waste from municipal, community, commercial, institutional, agricultural, and recreational activities; Class 2 nonhazardous industrial waste; Class 3 nonhazardous industrial waste; and Nonregulated asbestos-containing materials.

The permittee is authorized to store and process the authorized wastes in accordance with the limitations, requirements, and other conditions set forth herein. This permit is granted subject to the rules and Orders of the Commission and laws of the State of Texas. Nothing in this permit exempts the permittee from compliance with other applicable rules and regulations of the Texas Natural Resource Conservation Commission. This permit will be valid until canceled, amended, or revoked by the Commission, or until the site is abandoned or rendered unusable, whichever occurs first.

APPROVED, ISSUED AND EFFECTIVE in accordance with 30 Texas Administrative Code Chapter 330.

ISSUED DATE: **MAY 09 2000**


For the Commission

Table of Contents
Trinity Waste Services
Fort Worth Transfer Station/Material Recovery Facility
Permit N° MSW-2275

PART NO. 1

I.	Size and Location of Facility	3
II.	Facilities and Operations Authorized	3
III.	Facility Design, Construction, and Operation	5
IV.	Financial Assurance	6
V.	Facility Closure	6
VI.	Standard Permit Conditions	7
VII.	Incorporated Regulatory Requirements	9
VIII.	Special Permit Provisions	9

PART NO. 2: ATTACHMENT A - Parts I through IV of the Permit Application Document which shall be know as the Site Development Plan (SDP)

PART NO. 3: ATTACHMENT B - Minor Amendments, Modifications, and Corrections that may be issued for Permit No. MSW-2275

PART NO. 1

I. Size and Location of Facility

- A. This Type V Municipal Solid Waste Management Facility is located on an 8.0 acre site located at 6200 Elliott Reeder Road, approximately 900 feet east of the intersection of Carson Street and Elliott Reeder Road in Fort Worth, Tarrant County, Texas.
- B. The legal description is contained in Part I, Section 13 found in Attachment A of this permit.
- C. Coordinates and Elevation of Permanent Site Benchmark:

The coordinates and elevation of the permanent site benchmark will be established after the completion of the site construction activities. The latitude, longitude, and elevation information and the location of the permanent benchmark shall be submitted as a modification to this permit within 30 days after the date that this facility has been granted permission to begin operations.

The latitude and longitude information provided is for the approximate center of the 8.0 acre site:

Latitude: N 32° 46.8'
Longitude: W 97° 15.1'

The location of the permanent site benchmark shall be shown on a revised Attachment 1A or revised Attachment 1B of Part III of Attachment A of this permit that will be submitted with the modification request.

II. Facilities and Operations Authorized

A. Days and Hours of Operation

The operating hours for receipt of waste and for all transfer related operations at this municipal solid waste facility shall be 24 hours per day, seven days per week. Actual hours of operation may vary depending on the volume of the incoming waste stream.

B. Wastes Authorized at this Facility

The permittee is authorized to transfer, store, and process municipal solid waste resulting from or incidental to municipal, community, commercial, institutional, and recreational activities; municipal solid waste resulting from construction or demolition projects; Class 2 nonhazardous industrial solid waste; Class 3 nonhazardous industrial solid waste; and nonregulated asbestos-containing materials; in accordance with the listed and described procedures in Attachment A of this permit, subject to the limitations and special provisions provided herein.

C. Wastes Prohibited at This Facility

The permittee shall comply with the waste disposal restrictions set forth in 30 Texas Administrative Code (TAC) Section (§) 330.5(e). Class 2 medical waste from health care related facilities for which a manifest is required by 30 TAC §330.1005, Class 1 nonhazardous industrial solid waste, hazardous waste from any source, and any other waste not identified in Section II.B. of this permit shall not be accepted at this facility.

D. Waste Acceptance Rate

Authorized solid waste materials may be accepted for storage and processing at this site at a rate of approximately 3000 tons per day, but is not limited to this amount. Approximately 20 tons per hour of old corrugated cardboard will be processed at the material recovery facility (MRF).

E. Maximum Volume Available for Storage

The total available waste storage capacity of this facility is 900 tons of waste in the tipping floor area with a maximum storage limit of 48 hours.

F. Facilities Authorized

The permittee is authorized to operate the facilities related to the transfer, processing, and storage of the wastes authorized; and related to the recycling of the recyclable materials; which shall include units, structures, appurtenances, or improvements as described in the Site Development Plan (SDP) found in Attachment A of this permit.

G. Changes, Additions, or Expansions

Any proposed facility changes must be authorized in accordance with Texas Natural Resource Conservation Commission (TNRCC) permit amendment or modification rules, 30 TAC Chapter 305 and 30 TAC Chapter 330.

III. Facility Design, Construction, and Operation

- A. Facility design, construction, and operation must comply with this permit; Commission rules, including 30 TAC §§330.150 through 330.159, 330.171; special provisions contained in this permit; and Parts I-IV of the Site Development Plan found in Attachment A of this permit.
- B. The entire waste management facility shall be designed, constructed, operated, and maintained to prevent the release and migration of any waste, contaminant, or pollutant and to prevent inundation or discharge from the areas surrounding the facility components. This site must be designed, constructed, and maintained to collect spills and incidental precipitation in such a manner as to:
 - 1. Preclude the release of any contaminated runoff, or spills;
 - 2. Prevent washout of any waste by a 100-year storm; and
 - 3. Prevent run-on into the processing areas from off-site areas.
- C. The site shall be designed and operated so as not to cause a violation of:
 - 1. The requirements of the Texas Water Code, §26.121;
 - 2. Any requirements of the Federal Clean Water Act, including, but not limited to, the National Pollutant Discharge Elimination System (NPDES) requirements §402, as amended, or the Texas Pollutant Discharge Elimination System (TPDES) requirements, as amended;
 - 3. The requirements under the Federal Clean Water Act §404, as amended; and
 - 4. Any requirement of an area wide or statewide water quality management plan that has been approved under the Federal Clean Water Act §208 or §319, as amended.
- D. All facility employees and other persons involved in facility operations shall be qualified, trained, and experienced to perform their duties so as to achieve compliance with this permit. The permittee shall further ensure that personnel are

familiar with safety procedures, contingency plans, the requirements of the Commission's rules and this permit, commensurate with their levels and positions of responsibility.

IV. Financial Assurance

- A. General. Authorization to operate the facility is contingent upon compliance with provisions contained within the permit and maintenance of financial assurance in accordance with Subchapter K of 30 TAC Chapter 330 and 30 TAC Chapter 37.
- B. Closure Financial Assurance. The amount of financial assurance posted for closure shall be provided annually in current dollars in an amount equal to closing the entire facility pursuant to 30 TAC §330.282(a).
- C. Closure Financial Assurance Amount. Within 60 days after the date of the permit and prior to the initial receipt of waste, the permittee shall provide financial assurance instrument(s) for demonstration of closure care in an amount equal to, but not less than \$48,875 for closure in 1999 dollars. This amount is based on the closure cost estimate as described in Part III Attachment 8 and Attachment 12 found in Attachment A of this permit.
- D. The owner and/or operator shall annually adjust closure cost estimate and the dollar amount of the financial assurance for inflation within 60 days prior to the anniversary date of the permit pursuant to 30 TAC §330.282.
- E. Modifications. If the facility's closure plan is modified, pursuant to 30 TAC §305.70, the permittee shall provide a new cost estimate in current dollars, which meets the requirement of Provision IV.C. of this permit. The amount of the financial assurance mechanism shall be adjusted within 20 days after the modification is approved. Adjustments to the cost estimates and/or the financial assurance instrument to comply with any financial assurance regulation that is adopted by the TNRCC subsequent to the issuance of this permit, shall be initiated as a modification within 30 days after the effective date of the new regulation.

V. Facility Closure

Closure of the facility shall commence:

- A. Upon direction by the Executive Director of the TNRCC for failure to comply with the terms and conditions of this permit or violation of State or Federal regulations.

The Executive Director is authorized to issue emergency orders to the permittee in accordance with §§ 5.501 and 5.512 of the Water Code regarding this matter after considering whether an emergency requiring immediate action to protect the public health and safety exists;

- B. Upon abandonment of the site;
- C. Upon direction of the Executive Director for failure to secure and maintain adequate financial assurance as required; or
- D. Upon the permittee's notification to the TNRCC that the facility will no longer operate.
- E. Site Completion Requirements:

Within sixty (60) days prior to site closure, the permittee shall submit a closure plan to the Executive Director. At a minimum, the closure plan shall include the following:

1. Removal and proper disposal of all wastes at the site,
2. Disinfection and decontamination of the facility,
3. Proper disposal of all wash water,
4. Partial or full dismantling of the facility,
5. General cleanup of the facility,
6. Installation of a sign stating that the facility is closed and padlocks for all buildings and access gates, and
7. Certification of abandonment and completion of the cleanup.

VI. Standard Permit Conditions

- A. Parts I-IV, as described in 30 TAC §330.51(a), which comprise the Permit Application for Permit N^o MSW-2275 are hereby made a part of this permit as Part No. 2: Attachment A. The permittee shall maintain Parts I-IV and Part V, as described in 30 TAC §330.51(a), at the facility and make them available for inspection by TNRCC personnel.
- B. Part No. 3: Attachment B, consisting of minor amendments, modifications, and corrections to this permit, is hereby made a part of this permit.
- C. The permittee shall comply with all conditions of this permit. Failure to comply with any permit condition may constitute a violation of the permit, the rules of the

Commission, and the Texas Solid Waste Disposal Act and is grounds for an enforcement action, revocation, or suspension.

- D. A preconstruction conference shall be held pursuant to 30 TAC §330.64(d) within 60 days after the permit is issued to ensure that all elements of this permit are met, or within 30 days prior to the beginning of any construction, whichever occurs first.
- E. All discharge of storm water will be in accordance with the U.S. Environmental Protection Agency NPDES requirements or State of Texas TPDES requirements as applicable.
- F. During construction and operation of the facility, measures shall be taken to control runoff, erosion, and sedimentation from disturbed areas. Erosion and sedimentation control measures shall be inspected and maintained at least monthly and after each storm event that meets or exceeds the design storm event. Erosion and sedimentation controls shall remain functional until disturbed areas are stabilized and permanent vegetation has been reestablished..
- G. In complying with the requirements of 30 TAC §330.123, the permittee shall consult with the local District Office of the Texas Department of Transportation or other authority responsible for road maintenance, as applicable, to determine standards and frequencies for litter and mud cleanup on state, county, or city maintained roads serving the site. Documentation of this consultation shall be submitted within 30 days after the permit has been issued.
- H. Inspection and entry onto the site by authorized personnel shall be allowed during the site operating life.
- I. The provisions of this permit are severable. If any permit provision or the application of any permit provision to any circumstance is held invalid, the remainder of this permit shall not be affected.
- J. Regardless of the specific designs contained in Attachments A and B of this permit, the permittee shall be required to meet all performance standards required in the permit, the regulations, and as required by local, State, and Federal laws or ordinances.
- K. If differences arise between these permit provisions and incorporated Parts I-IV of Attachment A of this permit, these permit provisions shall prevail.

- L. The permittee shall comply with the requirements of the air permit exemption in 30 TAC §106.534, if applicable, and the applicable requirements of 30 TAC Chapters 106 and 116.

VII. Incorporated Regulatory Requirements

- A. To the extent applicable, the requirements of 30 TAC Chapters 37, 281, 305, and 330 and future revisions are adopted by reference and are hereby made provisions and conditions of this permit.
- B. The permittee shall comply with all applicable Federal, State, and local regulations and shall obtain any and all other required permits prior to the beginning of any on-site improvements or construction approved by this permit.

VIII. Special Permit Provisions

None

Trinity Waste Services Fort Worth Transfer Station/MRF
Permit N° MSW-2275
Page 10

PART NO. 2: ATTACHMENT A

Parts I - IV of the Permit Application document which shall be known as the Site Development Plan (SDP), with all the attachments, and supporting data, and including the Site Operating Plan (SOP) which is Part IV

Trinity Waste Services Fort Worth Transfer Station/MRF
Permit N° MSW-2275
Page 11

PART NO 3: ATTACHMENT B

Minor Amendments, Modifications, and Corrections
that may be issued for Permit No. MSW-2275

The minor amendment, modification, or correction document prepared and executed with an approval date shall be attached to this attachment.

Proposal Form 3-B - Certification of Disposal Facility

Provide a copy of this form from each disposal facility to be used in the Contract. The form must be signed by an officer or authorized representative of the disposal facility.

I acknowledge that Republic Services Arlington Landfill (Name of Firm/Facility) shall be responsible for disposing Municipal Waste collected by Republic Waste Services of Texas, Ltd Contractor under the City of North Richland Hills Contract.

I understand and agree that the City of North Richland Hills shares no risk or expense for the disposal of the materials delivered by Contractor.

I certify that the disposal system of Republic Waste Services of Texas, LTD (Name of Firm/Facility) is permitted to accept municipal solid waste under the operating permit issued by the State of Texas, #358B_____.

I certify that the disposal facility of Republic Services of Texas, LTD (Name of Firm/Facility) has sufficient capacity to receive and dispose of, all municipal solid waste collected on a daily, weekly, monthly and annual basis under the City of North Richland Hills Contract.

I agree that the City of North Richland Hills may visit and inspect Republic Services Arlington Landfill (Name of Firm/Facility) at any time given reasonable notice.

Please check the appropriate box: Corporation Partnership Sole Proprietor Limited Liability Company Other: _____

Name of Firm Republic Waste Services of Texas, Ltd Phone 817-233-2592

Address 800 Mosier Valley, Arlington, TX 76040 Email DHildreth2@RepublicServices.com

Type or Print Name David L. Hildreth Attest: _____

Title Division Manager

Signature  Date: 6/1/21

Texas Commission on Environmental Quality



Permit For
Municipal Solid Waste (MSW) Management Facility
Issued under provisions of Texas
Health and Safety Code
Chapter 361

MSW Permit No.: 358B
Name of Site Operator/Permittee: City of Arlington
Operator: Republic Waste Services of Texas, Ltd.
Property Owner: City of Arlington
Facility Name: City of Arlington Landfill
Facility Address: 800 Mosier Valley Road
Arlington, Texas 76040
Classification of Site: Type I Municipal Solid Waste Management Facility

The permittee is authorized to store, process, and dispose of wastes in accordance with the limitations, requirements, and other conditions set forth herein. This permit is granted subject to the rules and orders of the Commission and laws of the State of Texas and it replaces any previously issued permit. Nothing in this permit exempts the permittee from compliance with other applicable rules and regulations of the Texas Commission on Environmental Quality. This permit will be valid until canceled, amended, or revoked by the Commission.

Approved, Issued and Effective in accordance with Title 30 Texas Administrative Code, Chapter 330.

Issued Date: February 12, 2014


For the Commission

It is our business to help you and your residents to be environmentally responsible in their homes and workplaces. As you would expect, we strive to be exemplary in our own environmental compliance and responsibility.

Our facilities are engineered for safe, environmentally friendly operations. We use sustainable materials that facilitate energy and water conservation, as well as design principles to enhance employee and guest safety and comfort.

Providing outstanding recycling and waste services to your community requires the existence of multiple types of facilities, which typically include:

- Hauling company
- Transfer station
- Recycling center
- Landfill
- Customer Resource Center

Following is a brief description of each of our most common facility types. One or more of these facility types may reside at the same physical address/location in a city.

Hauling Company

A hauling company is where the community recycling and waste collection services are based. These facilities typically serve several important functions that are critical to delivering exceptional service to your residents:

*Figure 5. **Hauling Company.** Our hauling operations are the core of the collection service to your community, offering a truck fleet with the most tenured drivers in the industry.*



- A yard for housing all the vehicles that serve the community, including fueling infrastructure, if possible
- Storage yard for spare carts and dumpsters and those used to serve the residential, commercial and industrial customers in the community
- An industry leading maintenance facility, which delivers service for the trucks, carts and dumpsters
- Training facilities to keep our workforce at the forefront of learning and safety
- Administrative offices to interact with your municipal staff

It is typical that our largest workforce presence exists at a hauling company, to support the complex operation that goes into serving your community with a 99.9% pickup reliability rate.

Facilities that work with the environment are basic design elements at Republic Services

- Our newest recycling center was constructed of 75 percent recycled steel and uses 1,776 solar panels
- More than half of the materials in our new Customer Resource Center are from repurposed materials and it uses LED and natural lighting throughout
- Low-flow water fixtures and xeriscaping in our newest facility in the southwest reduces water consumption by 20 percent
- Republic Services has operations in more than 240 markets across the US
- Responsibly operate 345 collection operations across the country

Transfer Station

A transfer station is frequently used in communities that are located outside the recommended drive time to a landfill or other post-collection facility. The purpose of transfer stations is to enable the efficient transfer of recycling and municipal solid waste from the collection trucks to tractor trailer trucks that can more efficiently transport the material to the appropriate post-collection facility. Typical transfer stations consist of a large concrete tip floor, where collection trucks deposit the material after their trucks reach capacity on a route. Once on the tip floor, material is transferred to larger tractor trailers where it is hauled to the local recycling center, landfill or other post-collection facility.

At Republic Services, our transfer stations are designed and operated to focus on safety, environmental responsibility, and being a good neighbor. We invest frequently in Republic Services-operated facilities to ensure they meet appropriate standards for operations and fit well within the areas in which they are located.

*Figure 6 **Transfer Stations.** Reduce wear on roads and trucks by offering an efficient and local transfer of material for transport to post-collection facilities*



Recycling Center

Recycling Centers are very complex facilities that are designed to receive, process, and package the various recyclable commodities that are collected in the community. Material collected on recycling routes is brought to the Recycling Centers, where it is deposited on the tip floor. From there, the material is loaded onto a large conveyor belt that progresses through multiple stations in the facility. Each station of a Recycling Center is specifically engineered to separate unique types of material from the recycling stream on the belt, such that all material is uniquely separated by the time it reaches the end of the Recycling Centers line. Once each commodity is separated, it is baled to assist in transportation and sale to end market buyers.

*Figure 7 . **Recycling Centers** - Republic Services operates some of the most advanced Recycling Centers in the country*



Even in times of crisis, when end market buyers are stopping or limiting their purchase of commodities, Republic Services is looking to alternative markets to ensure the continued success of our programs.

When it comes to recycling, everyone has a part to play. When we all work together, we can make sure recyclable materials don't end up in our lakes and landfills. At Republic Services, we believe in the preservation of our planet, a cleaner, safer and healthier world where people thrive – not just for today, but for generations to come.

Landfill

A landfill is where material that cannot be recycled in some manner is processed for disposal. This can be one of the most complex facilities in our portfolio due to the to the tremendous responsibility we hold to appropriately handle the nation's waste tremendous responsibility we hold to appropriately handle the nation's waste.

Each landfill is segmented into cells, which are engineered in sections to handle the waste deposited at the facility. All our landfill facilities are subject to the Resource Conservation Recovery Act (RCRA) Subtitle D regulations which ensure that the facility contains:

- Liner in the bottom of each cell to separate the deposited waste from the environment
- Layers of daily waste deposits from the community
- A layer of daily cover, such as soil to help reduce odors
- An elaborate leachate system, which catches and processes rainwater that leaches through the landfill over time
- A complex system of pipes and pumps that capture and process the landfill gas (methane) which is a natural byproduct of waste over time
- An engineered cap that is placed over the top of a closed cell

Our landfills are staffed by trained environmental engineers who monitor the operations daily, as well as monitor closed landfill facilities for years after they have been closed and capped.

Customer Resource Center (CRC)

A few years ago, Republic Services consolidated hundreds of small call centers into three state-of-the-art, fully integrated Customer Resource Centers (CRCs) located in Phoenix, AZ, Indianapolis IN, and Charlotte, NC. Every agent is equipped with industry-leading technology to ensure a superior customer experience. These facilities are strategically located across the country to ensure we can deliver call support when customers want it the most. Our call centers operate Monday through Friday from 7:30 a.m. to 5 p.m. for each time zone across the continental US.

As we saw with the COVID 19 pandemic, our ability to centralize this function proved invaluable. Within 3 days, our CRC was able to transition remotely to continue providing service where many of our competitors had to suspend call centers for several weeks abandoning the customer. These facility locations were also selected in markets known for a high population of call center agents, which means they are staffed with a highly trained and carefully selected staff who have each passed a rigorous 5-week training course.

*Figure 8. **Landfill.** Our landfill operations are staffed by highly trained environmental and landfill engineers.*



*Figure 9. **Customer Resource Centers** combine state-of-the-art technologies to give customers the best service possible.*



Proposal Tab 4 Experience of Personnel

1. Provide a list of personnel in key positions for Residential, Commercial, and Industrial collection activities (including those of subcontractors) and attach one copy of the Summary of Qualifications form (see next page) for each person so identified. List, and prepare the Summary of Qualifications for the General Manager, Operations Manager, Route Supervisor, Maintenance Manager, Customer Service Manager, and any other relevant personnel for each type of collection activity.

Republic's local management team has over 150 years collectively, of working in the waste and recycling industry. The collective experience of our managers will be invaluable assets to your community should Republic be selected as your new partner for solid waste and recycling services. Following is the list of key personnel and their roles in the delivery of services outlined in our proposal. Summary of Qualification Forms are included at the end of this section.

- Rich Gelowicz, General Manager, Arlington/Itasca
- Vince Hrabal, Municipal Services Manager
- Pam Murphy, Division Finance Manager
- Davis Muglach, Residential Operations Manager
- Kolton Harper, Commercial Operations Manager
- Gerald Thornton, Fleet Maintenance Manager
- Luke Boyd, Residential Operations Supervisor
- David McCarty, Commercial Operations Supervisor
- Stephen Walker, Commercial Operations Supervisor
- Brad Boudin, Industrial Operations Supervisor
- Erick Foster, Industrial Operations Supervisor
- Lola Hall, Dispatch Operations Supervisor

2. The City expects to communicate directly with one individual designated for ultimate responsibility for the Contract. The City will be notified immediately of any changes to this information.
3. Provide, along with the Summary of Qualifications, all of the following information for this designated person: Vince Hrabal

Mailing Address: 1212 Harrison Avenue, Arlington, TX 76011

Direct Phone: (817) 317-2061

Mobile phone: (682) 557-4380

Email: VHrabal@RepublicServices.com

3. How does the Contractor deal with replacing key personnel who leave?

When a position becomes vacant, it is immediately posted in on both internal and external job boards. Republic Services has a talent acquisition team that is responsible for screening and initial evaluation of all applicants. Final interviews and

selection are made by the hiring manager and others in the Area Office. All employees are screened through a background check and drug testing process. Should a manager or supervisor leave or be transferred during the contract period, the Municipal Services Manager would notify City Staff of the departure as well as provide information about any interim personnel that would oversee that area. Once the new manager/supervisor has been hired, the City would be notified of the appointment along with pertinent contact information.

4. Describe in detail the categories of employees, the number within each category, and the anticipated standard number of workdays and hours for each category anticipated for the successful implementation of the Contract. (include and identify sub-contractors) (Example, drivers/helpers/customer service/billing/mechanics, etc.)

Employee Category	Number of Employees	Average # hours/week	Number of days/week
Driver – Industrial/Roll Off	59	53-58	5
Driver – Commercial/Front Load	48	53-58	5
Driver – Residential	96	53-58	5-6
Driver Helper – Residential	94	53-58	5-6
Operations Support – Dispatch/Operations Clerk	8	45-55	5
Maintenance Technicians	35	45-55	5 with rotating Saturdays; Every 3 rd week
Container Shop Welders and Welder laborer	7	45-55	5
Billing Coordinator and Admin	5	40	5

5. Describe which service will be provided by a regional or centralized source. (Example Human Resources, Customer Service, Billing, etc.) Identify the location and give a detailed narrative of how those services will be provided under the City’s contract.

Typically, Republic’s billing and invoicing activities are consolidated functions managed from our Corporate offices in Phoenix. Since the City bills all residential, commercial and roll-off customers, those functions will remain local.

Prior to COVID, all our customer service representatives were located in three consolidated call centers “CRC”. Once the pandemic restrictions were activated, our 1,600 CRC employees began working remotely from home. They continue to do so today. Our proposal under a new contract is to add two Texas Based CRC reps that will field calls from North Richland Hills. More details of that plan are located in Tab 6 Operating Plan-Item 3.

6. Explain the current screening mechanisms used by the company for applicants and also ongoing programs for employees (i.e., drug and alcohol, etc.) Do these apply to subcontractors?

Republic Services understands the importance of hiring dedicated, competent, and qualified employees to work on our team. We work to create and maintain an environment that allows us to attract, and retain people who assure our success with customers, differentiate us from our competitors, and allow us to be an employer of choice for top talent.

Our driver screening and testing is set at a higher standard than DOT regulations and is the highest standard in the waste industry. This means that all communities who partner with Republic Services can rest assured knowing we hire the safest drivers in the industry. Additionally, our drivers stay with Republic Services, yielding a higher driver retention rate, and thus longer driver tenure, than other companies in the waste industry.

Training and developing our people are top priorities. As such, all employees go through extensive training once they are hired to work at Republic Services, whether drivers, technicians, operations, or management positions.

7. Describe in detail Contractor's employee/driver training program.

All newly hired drivers, regardless of their waste experience, go through extensive driver training. During the first week of employment, all drivers are sent to our state-of-the-art training facility in Arlington. During this training, drivers have a combination of classroom and hands-on skill development. Drivers will learn about equipment inspections, defensive driving skills and techniques, operational requirements including routing efficiencies, and safety. After the week-long training, the drivers return to their division to begin behind-the-wheel instruction with daily performance feedback. The behind-the-wheel training is anywhere from 2-4 weeks in duration, depending on the driver's skills and abilities. During this training the newly hired driver will work alongside a more experienced driver and manager to learn municipal route schedules. The driver does not graduate from his coursework until the operations manager assesses their abilities and is fully comfortable putting the driver on the route.

We are dedicated to robust learning & talent development programs for 35,000 employees nationwide

- Our drivers have an average tenure of over 12 years
- Our drivers and supervisors attend 100 hours of training each year
- Driver screening and testing is set at a higher standard than the DOT regulations

At Republic Services, we understand that training is of the utmost importance and should be an ongoing effort. As such, we have an annual Defensive Driving course that establishes a uniform baseline for our drivers regardless of their location.

Additionally, our driver observation and improvement program, called ReSOP, is used throughout the country and is a big focus at Republic Services. During ReSOP, our supervisors perform a minimum of two observations per week of our drivers on route. The purpose is mutual improvement in safety and service. The driver and his leaders

work together toward excellence, improving safety and efficiency throughout the process.

8. What steps will Contractor take to inform City staff about the specific requirements of this Contract? Please provide details by category of personnel.

Republic Services will schedule meetings with city staff immediately after the award of the contract to establish a detailed schedule of important tasks including; service procedures, operational tasks, administrative tasks, communication tasks, and other relevant details. We will work the City in establishing a functional task list that identifies responsible person(s), timeline, and daily progress communications.

Republic staff that will be assigned for this project include; Rich Gelowicz-GM, Vince Hrabal-Municipal Services Manager, Pam Murphy-Finance Manager, Davis Muglach-Residential Operation Manager, Kolton Harper-Commercial Operations Manager, Gerald Thornton-Maintenance Manager, and Luke Boyd-Operations Supervisor.

Proposal Tab 4 - Experience of Personnel (continued)

Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Richard Gelowicz**
Position: General Manager
Direct Phone: (817) 317.2030
Email: RGelowicz@republicservices.com

- A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.
- B. List the individual's industry training and/or certifications attained.
- C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.
- D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Rich has worked in the waste and recycling services industry 20+ years and has been with Republic for the last 5 years. Rich has managed many operations across the country in increasing size and scope and now manages our Arlington operating platform, which includes a fleet of over 200 collection vehicles and 400 employees. Rich oversees operations in fourteen municipal franchise cities including: Arlington, Grand Prairie, Southlake, North Richland Hills, Mansfield, Hillsboro, Hewitt and several smaller communities in the Waco area operated out of our Itasca facility. This gives Rich a diverse experience base which will serve the North Richland Hills community well.

Rich's industry experience includes working for Waste Management, Waste Connections and Smurfit Stone recycling prior to join Republic Services. Rich has a BS in Aeronautical Management Technology as well as an MBA in Global Management. Prior to working in the waste industry, Rich worked at Honeywell International as a flight management database engineer and served a tour with the United States Marine Corp. Rich will coordinate with all personnel to ensure they have the resources necessary to conduct a smooth transition that will result in an efficient and effective transition with new contract requirements.

Responsibilities:

- The General Manager is responsible for the operation of the Company's field operations, including Collections, Post-Collections and Fleet Management, that includes profit and loss responsibilities.
- Working in a matrix management environment, the position manages an infrastructure team comprised of division-level managers who support the total operation of the Business Unit.
- Executes a local market strategy that complements the Area's overall strategic operating and marketing plans and implements tactical initiatives to drive functional excellence and budget achievement.
- Manages all matters related to hauling and/or post-collections operations (transfer stations, landfill and recycling stations); represents the company to customers, vendors and municipal customers and other external stakeholders; oversees effective safety and accident prevention programs and leads all operations to ensure compliance with standards; and drives change management initiatives to introduce and sustain new processes that contribute to the growth and durability of Republic.

- Implement and execute plans to complement the Area's strategic and operating plan; champion the execution of the strategic plan and tactical initiatives within the Business Unit to maximize the customer experience, growth and durability, while optimizing profitability.
- Lead all matters related to hauling and/or post-collections operations to ensure overall operations meet safety, compliance and P/L objectives.
- Oversee effective safety and accident prevention programs to ensure all reasonable action are taken to prevent accidents and injuries; ensure a safe and productive work environment for all employees.
- Lead operations to ensure compliance with all standards including environmental, operating, regulatory, safety, accounting and ethics.

Proposal Tab 4 - Experience of Personnel (continued)

Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Vince Hrabal**

Position: Municipal Services Manager

Direct Phone: 817.317.2061 Mobile Phone: 682.557.4380

Email: VHrabal@republicservices.com

- A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.
- B. List the individual's industry training and/or certifications attained.
- C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.
- D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Vince has a broad background in the industry with over 40 years of experience. Vince began his career in the solid waste services industry with the Duncan Companies in 1981, which merged with Republic in 1995. During his career he has served in a variety of capacities including; Driver, Dispatch/Customer Service Supervisor, Acquisition Manager, and Municipal Services Manager. His diverse background provides him the necessary perspective as he works with municipal customers and the operations department to ensure the delivery of quality service. Vince has over twenty-five years of experience in working with area municipalities in the North and Central Texas markets. Vince will assist with oversight of the contract as a contract administrator for the City of North Richland Hills. Vince's responsibilities include: contract compliance, marketing initiatives, community relations and will be instrumental in the transition effort should the City select Republic Services to continue as its selected service partner.

Responsibilities:

- Meets regularly with key decision-makers within assigned municipalities, state and federal agencies to continuously bring value-added services to the relationship.
- Conducts on-site client reviews continually to ensure that quality service is effectively delivered, documents deficiencies and effectively recommends corrective action to operations team as appropriate.
- Maintains an awareness of market dynamics and competitors' activity in areas where the company conducts business. Attends industry trade shows and participates in local or state industry associations and trade groups. Develops/implements approved strategies and activities to increase account satisfaction to ensure client retention.
- Meets with operations management as appropriate to coordinate surveys and service efforts for assigned accounts/territory.
- Meets with Corporate Development teams, as appropriate, to coordinate proforma development for new business.
- Seeks out and coordinate development of new solid waste infrastructure projects and manages projects through the development cycle and conclusion, working in coordination with Corporate Development and all stakeholders.
- Engages in community activities and participates with many business and non-profit organizations in the communities we serve out of the Arlington Office.

Proposal Tab 4 - Experience of Personnel (continued)

Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Davis Muglach**

Position: Operations Manager, Residential

Mobile Phone: 817.944.2997

Email: DMuglach@republicservices.com

A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.

B. List the individual's industry training and/or certifications attained.

C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.

D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Davis Muglach, Operations Manager – Davis has worked with Republic Services since 2016 and during that time held the following positions within the company: Operations Manager, Commercial Operations Supervisor, Industrial Operations Supervisor & Residential Operations Supervisor. Davis oversees the day to day operations within the residential LOB for the business unit. His extensive operations background provides him a unique skillset in managing operations in North Richland Hills.

Responsibilities:

- Oversees daily operations of the residential routes. Enforces operating procedures and ensures Republic's excellence driven standards are met
- Fosters a high level of engagement amongst Republic frontline employees and Republic leadership
- Develops a strong safety culture within the Business Unit; oversee effective safety and accident prevention programs to ensure a safe and productive work environment for all employees
- Maintains a healthy working relationship with the maintenance team; ensures operators and frontline employees are held accountable for any misuses and abuse of company assets.
- Provide excellent customer satisfaction by maintaining or exceeding company customer experience expectations
- Interact with customers to solve and rectify any escalated issues and improve the business units overall Net Promoter Score
- Ensure frontline employees are meeting productivity expectations
- Identify and remove operational inefficiencies within the day to day operations

Proposal Tab 4 - Experience of Personnel (continued)
Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Kolton Harper**

Position: Operations Manager, Commercial and Industrial

Direct Phone: 817.317.2034 Mobile Phone: 210.517.8188

Email: KHarper@republicservices.com

- A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.
- B. List the individual's industry training and/or certifications attained.
- C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.
- D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Kolton Harper, Operations Manager – Kolton has been with the company for 8yrs. He started his career in San Antonio as an inside sales rep and gained further knowledge of the business while holding multiple positions such as, route auditor, dispatcher, commercial supervisor, and residential supervisor. In Arlington, Kolton oversees the entirety of the daily operation of both our commercial and industrial lines of business.

Responsibilities:

- Oversees daily operations of the residential routes. Enforces operating procedures and ensures Republic's excellence driven standards are met
- Fosters a high level of engagement amongst Republic frontline employees and Republic leadership
- Develops a strong safety culture within the Business Unit; oversee effective safety and accident prevention programs to ensure a safe and productive work environment for all employees
- Maintains a healthy working relationship with the maintenance team; ensures operators and frontline employees are held accountable for any misuses and abuse of company assets.
- Provide excellent customer satisfaction by maintaining or exceeding company customer experience expectations
- Interact with customers to solve and rectify any escalated issues and improve the business units overall Net Promoter Score
- Ensure frontline employees are meeting productivity expectations
- Identify and remove operational inefficiencies within the day to day operations

Proposal Tab 4 - Experience of Personnel (continued)

Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Pam Murphy**

Position: Business Unit Finance Manager

Direct Phone: 817.317.2028 Mobile Phone: 817.683.8726

Email: PMurphy@republicservices.com

- A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.
- B. List the individual's industry training and/or certifications attained.
- C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.
- D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Pam joined Republic Services in 2019 and currently serves as the Finance Manager for our Arlington and Itasca operations. Pam began her professional career as an Assistant Division Controller in Arlington and gained an in-depth level of knowledge of the waste and recycling industry. Later in 2019, Pam took the next step in her career development path when she accepted a position as the Business Unit Finance Manager for our San Angelo and Abilene Business Unit. Pam relocated back to the DFW Metroplex and assumed responsibilities in our Arlington Business Unit in her current position earlier this year.

Pam's financial experience provides her the knowledge and expertise necessary to effectively manage our accounting staff and to provide financial guidance to all functional departments within our Arlington and Itasca operations. Her duties include; provide direction to different accounting functional areas, manage financial internal control processes, provide financial analytics to management in support of sound business decisions, provide financial direction and provide analytical support to all departments within the division. Pam attended Baylor University where she earned a Bachelor of Science Degree in Accounting.

Responsibilities:

- Manages accounting personnel and provides direction to the different accounting functional areas (invoice processing, billing, cash receipts, work order processing, credit analysis, receivable collections, month-end close, journal entries, and statistical data).

- Interviews, hires, trains, evaluates, and develops accounting staff at the business unit.
- Manages financial internal control processes across all business unit functional areas (sales, customer service, operations, HR, payroll, etc.) to ensure compliance with company policies and procedures, including Sarbanes Oxley and all other statutory requirements and in doing so regularly utilizes administrative discretion and judgment as to matters of significance.
- Ensures that all internal and external reporting deadlines are met.
- Manages reconciliation of all balance sheet accounts and reviews financial statements and supporting documentation to ensure compliance with GAAP and company policies and procedures.
- Provides analytical support to sales and marketing for customer pricing and profitability analysis, commercial and municipal bids, and any market development projects. Updates and maintains division pricing model per corporate policy.
- Provides the General Manager with financial analytics to support sound and profitable business decisions.
- Provides accounting direction and analytical support to all departments, as required, within the division. (General management, sales, operations, maintenance, customer service, etc.)
- Manages credit and collection function in an effort to maximize division cash-flow. Ensures division is in compliance with company credit and stop service policies.
- Manages the accounting aspects of capital expenditures, transfers and retirements. Reviews and approves all related asset management sub-ledger transactions.

Proposal Tab 4 - Experience of Personnel (continued)

Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Gerald Thornton**
Position: Fleet Maintenance Manager
Mobile Phone: 682.270.9871
Email: GThornton@republicservices.com

- A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.
- B. List the individual's industry training and/or certifications attained.
- C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.
- D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Gerald Thornton joined Republic Services as the Fleet Maintenance Manager in May of 2020. Gerald's primary responsibility is managing our maintenance program for our operations conducted in our Arlington and Itasca Divisions. He is responsible for maintaining a fleet of over three hundred collection vehicles and many smaller support vehicles. He ensures that our maintenance standards are consistent with company maintenance guidelines and comply with our One Fleet Maintenance Program. He manages a well-trained staff of heavy equipment technicians and ensure that they receive all necessary training, certifications and resources consistent with industry standards and corporate guidelines and requirements. Prior to joining Republic, Gerald served in the United States Marine Corp working in their fleet maintenance services group. He later worked in the maintenance department of Jack Cooper Transport, and worked for Paacar, who provided manufacturing assistance to Peterbilt Trucks and wiring harnesses for Boeing Aircrafts.

Responsibilities:

- Manages the department staff, including responsibility for hiring, training, scheduling work assignments, performance management, discipline, and authorization of overtime.
- Serves as an integral part of the Division's management team in assuring coordination of efforts of all departments in providing quality service to customers, budget preparation, and goal attainment.
- Regularly communicates with operations and sales regarding status of fleet vehicles, containers and/or other equipment.
- Ensures that the Maintenance department maintains quality and safety standards.

- Maintains adherence to company policy in regards to operations and safety issues.
- Maintains a safe and productive work environment for all employees. Investigates accidents, injuries and property claims.
- Sets the standard for excellence in the Maintenance department.
- Maintains an ongoing preventive maintenance program.
- Ensures corrective maintenance is performed safely, effectively, and expeditiously.
- Controls maintenance costs relating to personnel, purchasing, inventory control and outsourcing of repairs.
- Reviews status reports including road calls, break downs, and shop hours vs. work order hours. Understands and responds to trends.
- Assists in the purchasing of new vehicles, equipment, tools and containers/compactors.
- Assures all maintenance-related data is available for input into the vehicle maintenance system.
- Oversees maintenance of the building/facility including building maintenance and repairs.
- Interacts in a professional manner with employees, vendors, suppliers and contractors.
- Follows all safety policies and procedures.

Proposal Tab 4 - Experience of Personnel (continued)

Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Operations Supervisors**
Position: See following details
Mobile Phone: See following details
Email: See following details

Detail for each Operations Supervisor is found following the shared responsibilities below.

- A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.
- B. List the individual's industry training and/or certifications attained.
- C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.
- D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Responsibilities for Operations Supervisors:

- Manages daily operations of the residential routes. Enforces operating procedures and ensures Republic's excellence driven standards are met.
- Understand and provide leadership.
- Remove unsafe conditions or situations from drivers' routes.
- Partner with the maintenance department to ensure all equipment remains in working order and in compliance with safety standards.
- Oversee effective safety and accident prevention programs to ensure all reasonable actions are taken to prevent accidents and injuries; ensure a safe and productive work environment for all employees; implement and maintain an effective loss control and safety program.
- Engage assigned employees in active participation to instill a culture of safety by demonstration of a personal commitment to safe operations and active personal outreach to operational employees
- Provide service to all customers that meet or exceed customer expectations with regard to the entire customer experience.
- Minimize missed pickups. Resolve unusual service requests, equipment breakdowns, and schedule changes with timely communications to all stakeholders.
- Interact with customers to solve and rectify any issues and improve the overall customer experience.
- Lead drivers to safely meet/exceed productivity goals and expectations for all routes.

- Create, modify and improve routes to maximize density and improve efficiency.
- Understand, support and execute service delivery while actively supporting maintenance and the operational role in fleet quality and maintenance.
- Create a collaborative, communicative team environment and drive employee engagement with the Company.

Name: **Luke Boyd**
Position: Residential Operations Supervisor
Mobile Phone: 817.703.5655
Email: Luke.Boyd@republicservices.com

Luke Boyd, Operations Supervisor – Luke joined the Arlington Division leadership team with Republic Services in 2018 as an Operations Supervisor. Luke has been the first point of contact, supervisor the drivers and helpers for the City of North Richland Hills for the past year. Luke’s experience will be invaluable in working with other members of our staff to continue providing an excellent customer experience for the City of North Richland Hills.

Name: **Stephen Walker**
Position: Commercial Operations Supervisor
Mobile Phone: 210.241.5363
Email: Stephen.Walker@republicservices.com

Stephen Walker, Operations Supervisor – Stephen started with Republic in our San Antonio market 2018 as Dispatch Supervisor, progressed to Container/Compactor Maintenance Supervisor and then a Commercial Operation Supervisor. He transferred to the Arlington Business Unit in 2021 where he now serves as a Commercial Operations Supervisor.

Name: **David McCarty**
Position: Commercial Operations Supervisor
Direct Phone: 817.317.2007 Mobile Phone: 682.219.8841
Email: DMccarty@republicservices.com

David McCarty, Operations Supervisor – David joined the Republic Services in 2016 as an Operations Supervisor and has nine years of history in the waste industry. David started his Republic career as a Residential Operations Supervisor and is has now been the first point of contact supervisor for the commercial drivers for the past two years.

Name: **Brad Boudoin**
Position: Industrial Operations Supervisor
Direct Phone: 817.317.2051 Mobile Phone: 682.219.3205
Email: BBoudoin@republicservices.com

Brad Boudoin, Operations Supervisor – Brad began his career with Republic Services in 2020 as an Industrial Operations Supervisor where he shares the responsibility for overseeing the daily operations for 59 industrial drivers. Prior to joining Republic Brad focused on Logistics and Transportation for the United States Marine Corp before retiring.

Name: **Erick Koster**

Position: Industrial Operations Supervisor

Direct Phone: 817.317.2051 Mobile Phone: 682.208.0793

Email: EKoster@republicservices.com

Erick Koster, Operations Supervisor – Erick started with Republic Services in 2019 as an Industrial Operations Supervisor. Previously, Erick was a Business Marketing CDL Driver in the energy and oil industry. Erick shares responsibility for the supervision for 59 industrial drivers.

Proposal Tab 4 - Experience of Personnel (continued)

Summary of Qualifications Form

Complete one separate form for each Manager and Supervisor listed in Proposal Tab 4, listing his/ her experience during the past five years,

Please note the Manager and Supervisor who will be assigned to the City of North Richland Hills if your firm is awarded the contract.

Name: **Lola Hall**

Position: Operations Supervisor Drivers Services and Dispatch

Direct Phone: 817.317.2071 Mobile Phone: 817.73.38129

Email: HallL@republicservices.com

- A. Describe the individual's direct experience in planning and implementing residential refuse, yard waste, and marketing programs.
- B. List the individual's industry training and/or certifications attained.
- C. Provide a detailed record of the individual's operational experience indicating at least five years of experience in the collection of refuse, yard waste, and recyclables, either for a municipality or other government entity.
- D. Where appropriate, describe the individual's experience in hiring, training the workforce to perform the work.

Lola Hall, Operations Supervisor: Dispatch/Driver Services – Lola started with Republic in 2008 as a Customer Service Supervisor in our local call center. She transitioned to Operations as a Driver Services Manager and then Operations Supervisor overseeing Dispatch and Driver Services. Lola's customer service and overall experience will be great assets in working with the transition and oversight of the North Richland Hills contract.

Responsibilities

- Understand and provide leadership
- Provide exceptional service to internal and/or external customers that meet or exceed their expectations
- Instruct and assist Dispatchers/Operations Clerks to meet/exceed productivity goals and expectations
- Interaction to solve and rectify any issues
- Assist in improving the overall customer experience
- Create a collaborative, communicative team environment
- Drive employee engagement within the Company

Personnel Continued

Our operations are run locally, by seasoned industry veterans who live in your community, and are backed by the experience and strength of their area and corporate leadership teams.

Republic Services is structured along functional lines, which allows for local decision-making by managers with direct responsibility and experience relevant to the contract operations.

They are knowledgeable of local collection and post-collection processing activities and are supported by the extensive resource recovery technical expertise and financial strength of our parent company, Republic Services, Inc. Republic Services' in-house training, personnel advancement, recruitment programs, and workforce development are some of the most comprehensive in the industry. This enables Republic Services to attract and retain the most highly qualified, dedicated, and experienced professionals in the business today.

Local Leadership

Our local personnel are vital to the successful delivery of this contract and its daily operations. We will manage the various operational and administrative components of contract implementation and ongoing service to the City of North Richland Hills. This team's unique combination of collection experience, recycling expertise, and innovative management systems will ensure quality service for the duration of the contract.

Our local and area management teams have extensive industry experience in operating and managing solid waste companies and have substantial experience in the region. This allows us to quickly respond and meet your needs; all-the-while staying in touch with your local businesses and residents. We believe our strong area management team allows us to effectively and efficiently drive our initiatives and helps ensure consistency across the organization. These teams have extensive authority, responsibility and autonomy for operations within their geographic markets. Because of retaining experienced managers with extensive knowledge of their local communities, we are proactive in anticipating customers' needs and adjusting to changes in the markets. We also seek to implement the best practices of our various business units throughout our operations to continue improving our operations and service to our customers.

National Backing

Each of our local business operations is fully empowered and accountable for delivering on our commitments to our customers. They are also backed by the support and breadth of our area and corporate leadership teams, capable of massing expertise and corporate might to assist or respond to any challenge during the term of the contract. An example of this benefit to you is the response capabilities during times of crisis such as hurricanes, tornados, or other disasters. In times of challenges like this, our area and corporate teams activate to ensure people are safe and our assets are operational, so we can return to normal operations as soon as possible.

Local Business Unit has years of combined industry experience

- We provide jobs to more than 35,000 people nationwide, **including 22 who live and 27 work in your community**
- The local General Manager and his business unit are fully empowered to serve your needs
- Every business unit is supported by area and corporate staff



Customer Service Policies and Procedures

We have redefined the Best Practices in Customer Service coverage and user experiences through our response to the 2020 pandemic.

Redefining Customer Service

Over the past 4 years, Republic Services has redefined the way we deliver superior customer service. Following a 2017 commitment to shift from hundreds of distributed, nonintegrated call centers to a national technology platform, the insights and experiences literally informed and shaped our thinking. Additionally, these investments and insights enabled us to lead the industry in our rapid response to the 2020 pandemic, when we shifted over 1800 agents to a work-from-home posture in three days, and never dropped a call.

Optimal Call Center Hours

During a 12-month period in 2019, we collected and tracked every call that was made to our staffed call centers across America. Over 12.7M calls were received during that timeframe, when our call centers were open from M-F (7am to 6pm), and Saturday (8am-1pm).

When analyzing the data, we learned that less than 1.5% of daily calls were received from 7am to 8am, and less than 1% of daily calls were received after 5pm daily. We further learned that less than 2% of the weekly call volume occurred on Saturday. Through the data, the customers were telling us that they were busy during those times, and that it was not necessary for the call centers to be running fully staffed for such a small percentage of the total call volume. This insight allows us to define the best practice for call center hours to be

Figure 102 . **Optimal Call Center Hours.** Analysis of over 12M calls in a 12-month period shows 90%+ of all calls occur M-F between 7:30am and 5:00pm

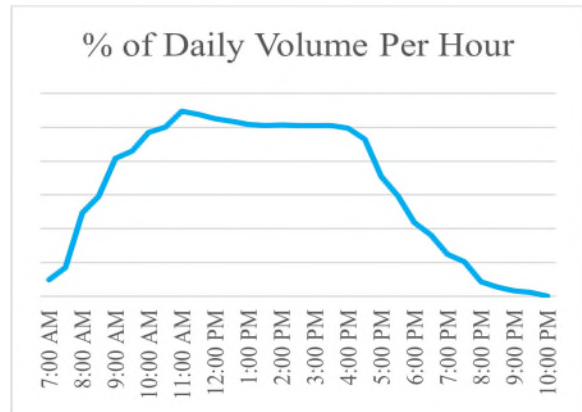
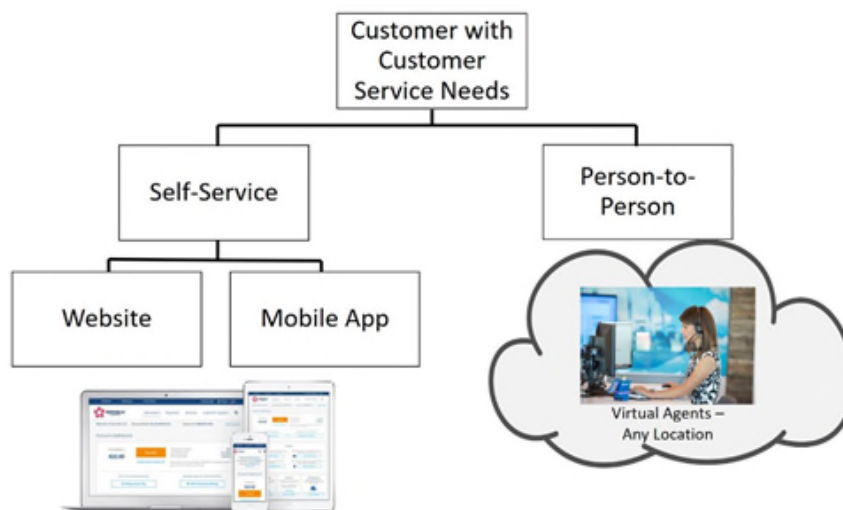


Figure 111. **Comprehensive Customer Service.** Our customer service offering spans self-service options to person-to-person contact to offer unmatched service, 24/7 daily.



M-F from 7:30am to 5:00pm.

North Richland Hills Customer Service

We recognize that, sometimes, customers have questions regarding scheduled service or would like to order additional services and expect a speedy response. We strive for first call resolution—from call, email, mobile app, website or in-person request.

We provide a superior experience through technology and highly knowledgeable employees.

In addition to the call center hours, North Richland Hills customers will also have access to local and highly knowledgeable customer service agents. Republic Services will hire two Customer Service Agents to facilitate the call volume for the City of North Richland Hills. To ensure a high level of quality service, these agents will be expertly trained on the contract details and specifications to the service level(s) offered.

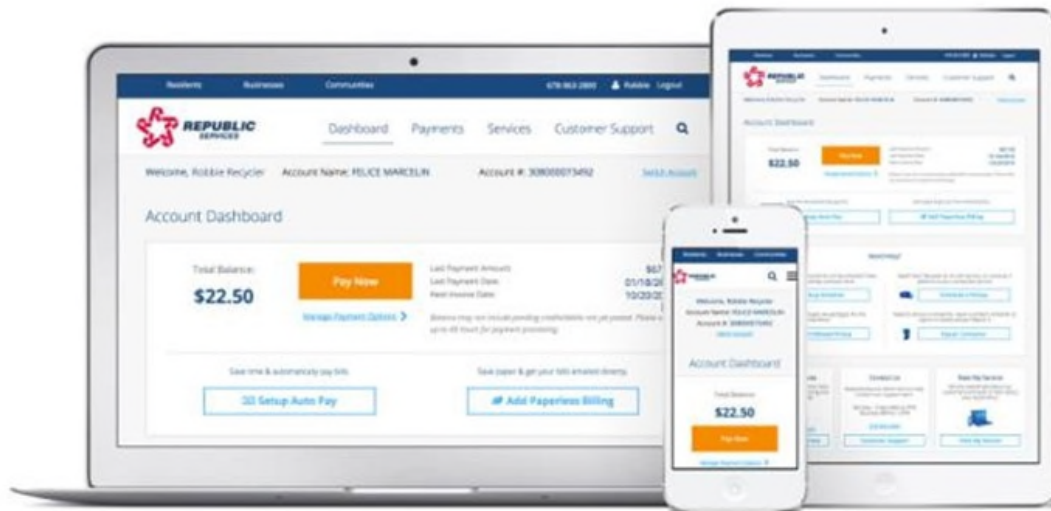
Figure 12. **Outstanding Customer Service Talent.** We take pride in hiring and developing talented staff to exceed our customer's expectations.



Customer Self-Service

Modern day customer service is about customer options and simple solutions. Newer generations expect web-based and mobile app-based abilities to self-serve simple needs any time of the day or night. Certainly, more complex topics may still require a person-to-person interaction, but a vast majority of customer service contacts in this industry are topics that are able to be self-served.

Figure 133. *Web and Mobile App Based Simple Solutions.* Customers are able to self-serve billing and common requests 24/7 using our web and mobile app offering.



For this reason, Republic Services has invested to create a complete Service offering that allows customers to request service on their terms.

Our customers now can reach us 24/7 via our website, www.RepublicServices.com, or via our Republic Services mobile app.

Our self-service options are designed to improve overall response time, enabling resolution to simple customer inquiries and needs anytime, anywhere with the least amount of customer inconvenience as possible. Through our website and mobile app customers can:

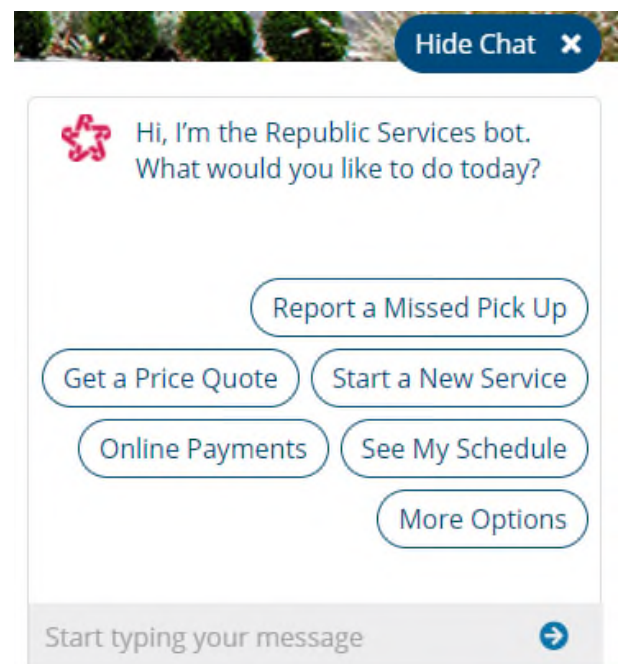
- Pay their bill
- Schedule an extra pick up
- Discover new services
- Receive weather and holiday service updates
- Sign up for auto-pay and paperless billing
- Submit inquiries or complaints

Republic Services' website also now has a Chat Bot, which provides customers with information and direction based on their inquiry.

Access to Live Agents, Virtually

When the pandemic of 2020 hit, we learned some powerful lessons regarding optimal customer service models. For years prior, we had invested to consolidate our agents into three national call centers, leveraging technology and training to offer a superior experience to callers. However, in February 2020, as the nation implemented shelter in place orders and moved to work-from-home, we leveraged our years of investment in our customer service technology systems to shift all our call center agents to work-from-home in three days. Over 1800 agents began taking calls from home, completely seamless to the customers who were calling. Throughout the months-long pandemic, we found performance improved, average call metrics improved, and customer satisfaction scores also improved. A new customer service model had been created and proven in the pandemic, whereby agents could take calls from anywhere, so long as they had access to their technology.

Leveraging this new proven reality, we now recognize that a vast majority of customer calls are for simple items like clarification or cart repairs, which can be served by virtual agents from any location. This paradigm shift enables far greater staffing with greater flexibility to attracting top talent from across the country, as well as flexible response to call volume surges.



When a customer calls our Customer Service line, a sophisticated series of actions begin:

- Initial questions for the customer help determine the complexity of the request. Simple requests are routed for virtual agents that can handle calls from anywhere in the country from their own home if needed. More complex needs can be routed to more specialized agents with knowledge of the geography and operations if appropriate.
- The customer's phone number then associates with known customer details in our database and triggers the integrated system to populate with a map of your service address, level of service, past service requests, and your city-specific contract information. This knowledge-based system even shows the customer's current weather.
- The agent confirms the customer's name and service address and begins to assist the customer with the reason for their call.
- If the question requires communication with the local operations team (such as, missed pick-up or container exchange), the agent can instantly connect with the local operations team through our national network.
- Often, the customer's concern is handled by the time s/he hangs up the phone. For those issues requiring operations support the issue will be addressed in the most-timely manner.
- Customers have the option to leave a recorded message or speak to a Supervisor if they choose

Local Operations and Customer Service

North Richland Hills residents will call Republic's Customer Resource Center as outlined in the preceding sections. The information funneled to the local division will then be handled by the Lewisville Hauling team.

North Richland Hills staff will have access to local managers and supervisors 24/7. Vince Hrabal, Municipal Services Manager, will be the primary contact for the City. His cell phone is (682) 557-4380 and email is vhral@republicservices.com. Municipal Managers are the first line of contact and solutions for Republic's municipal partners.

We will create a dedicated email address --CityofNRH@republicservices.com for North Richland Hills residents staff to send requests to that will reach our Dispatch Team in Arlington. They will then delegate the duties to the teams responsible for the requested services.

Lastly, North Richland Hills staff will have the cell phone and email address for Mr. Davis Muglach and Kolton Harper, Operations Managers; Luke Boyd, Operation Supervisor over North Richland Hills team, and Mr. Richard Gelowicz, General Manager.

Missed Collections (MPU) Resolution Procedures

It is the policy of Republic Services that if a customer perceives that we missed a collection, we return for collection.

When a customer calls the Customer Resolution Center, a service ticket is created through our network and Customer Relationship Management Tool. The Dispatch team then assigns the recovery to drivers who can recover the miss within 24 hours.

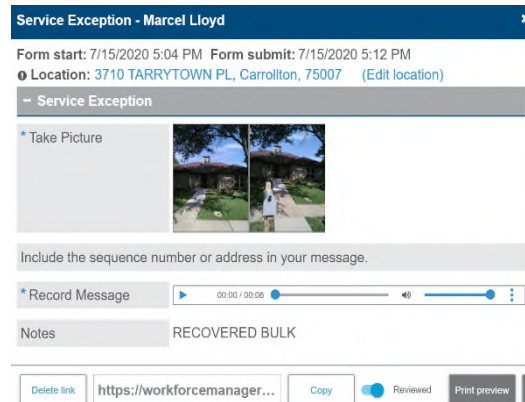
To provide City staff with peace of mind that services and recoveries are completed, we utilize an in-cab mobile tracking network with geofence location reports and alerts. This allows for managers to see real-time activity and for drivers to document via voice log, photos, and a GPS location stamp when there are issues with waste collection or to document a recovery.

We will use this technology to create the daily reports required by the City.

Local agents will be responsible for:

- Customer Service
- Complaint Resolution
- Daily Complaint Report

Figure 144. Example of MPU Recovery.



The screenshot shows a mobile application interface for a 'Service Exception' report. At the top, it says 'Service Exception - Marcel Lloyd'. Below that, it displays 'Form start: 7/15/2020 5:04 PM' and 'Form submit: 7/15/2020 5:12 PM'. The location is listed as '3710 TARRYTOWN PL, Carrollton, 75007' with an '(Edit location)' link. The main section is titled 'Service Exception' and includes a 'Take Picture' button next to two photos of a residential street. Below the photos is a text input field with the placeholder 'Include the sequence number or address in your message.' There is a 'Record Message' section with a play button and a timer showing '00:00 / 00:00'. A 'Notes' field contains the text 'RECOVERED BULK'. At the bottom, there are buttons for 'Delete link', a URL 'https://workforcemanager...', 'Copy', 'Reviewed', and 'Print preview'.

The hours of operation for Customer Service are Monday through Friday, from 7:00 a.m. to 5:30 p.m. Central Time, except for designated Holidays.

Post-Call Customer Satisfaction Surveys

When a customer call is completed, the caller is offered the opportunity to take an optional 3-question survey, enabling them to tell us if they are satisfied with the service we have provided. This immediate insight tells us daily that we are on track, and enables us to take corrective action quickly if ever needed.

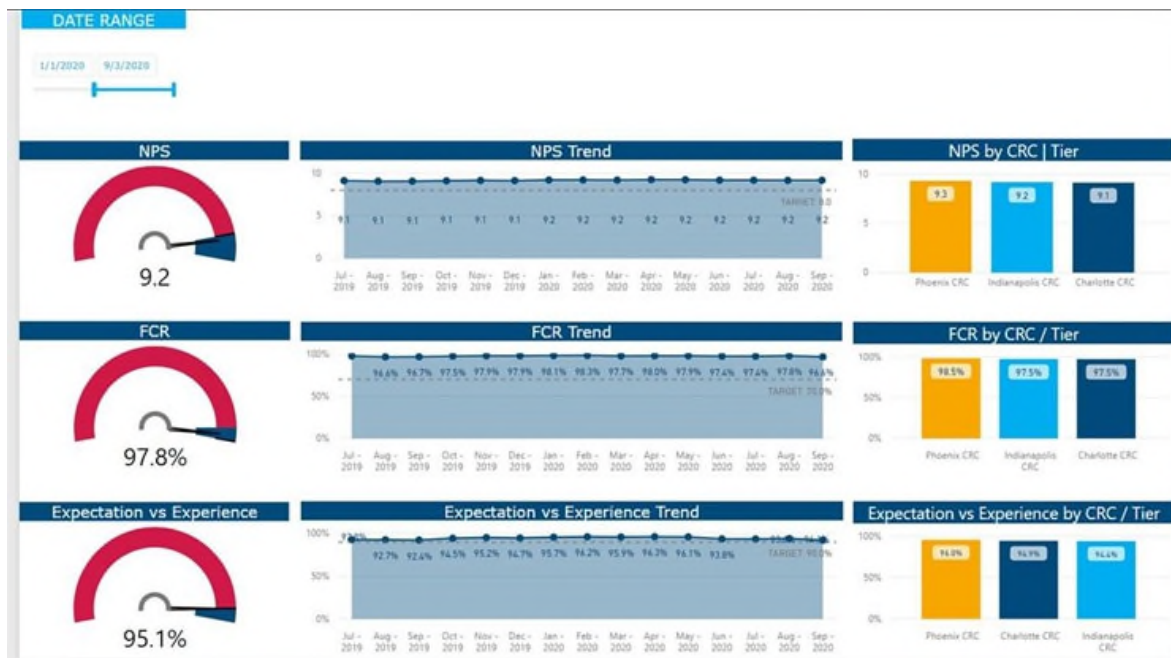
The survey is voluntary and if customers choose to participate, they are asked 3 simple questions.

- **Question 1 NPS:** On a scale of 0-10, How likely would you be to recommend Republic Services to a friend or colleague? 0 meaning that you are 'Not at all Likely' and 10 meaning you are 'Extremely Likely' to recommend Republic Services as a recycling and waste provider.
- **Question 2 FCR:** Were we able to resolve your issue or answer your question on this call?
 - a. Press 1 if yes
 - b. Press 2 if the agent could not personally resolve your issue but told you what to expect next.
 - c. Press 3 if the agent did not resolve your issue and did not tell you what would happen next.

- **Question 3 E v. E:** Once you reached an agent, how long did your call with Republic last? Did it take:
 - a. Press 1 if less time than you expected,
 - b. Press 2 if about as much time as you expected, or
 - c. Press 3 if more time than you expected

Our 2020 results are offering in the figure below, indicating NPS with a 9.2 out of 10 satisfaction; 97.8% of callers feeling we achieved First Call resolution; and 95.1% feeling we handled their needs in a reasonable time.

Figure 15 . **Immediate Customer Feedback.** Customers can answer a three-question survey after each call, offering us immediate insight into customer satisfaction



Net Promoter Score

Our Voice of Customer program captures feedback from more than 200,000 customers each year. Net Promoter Score (NPS), is at the core of our Voice of Customer program. Most anyone can recall answering the tell-tale NPS question, "On a scale of 1-10, how likely are you to recommend this service to a friend or family member?" Republic Services' strong NPS performance has demonstrated that our customers appreciate our service and our strong commitment to them.

Customer Billing Policies and Procedures

With nearly 14 million customers nationwide, Republic Services utilizes streamlined and efficient direct bill systems and processes.

Billing

The City of North Richland Hills will invoice its residents on their utility bills. Republic Services simply summary-bills the City at the end of the month for the number of homes and extra carts serviced. The City will provide a monthly report of active accounts and activity that Republic will reconcile and submit an invoice to the City for payment.

Commercial and Industrial Billing

The City will invoice all business customers for permanent and temporary monthly service. Republic Services will provide a monthly activity report for commercial and industrial customers and the city will reconcile the data and invoice customers directly.

Invoices are generated 2 to 6 business days prior to the beginning of the month for pre-bill services or 2 to 6 days prior to the end of the month for those On Call customers.

Payments - The standard payment due date is 20 days from the invoice date to allow for invoice processing, mail float to customers, customer review and processing, and mailing payments. Through our online system and mobile app, customers can sign up for paperless notifications and AutoPay, or they can login to pay electronically once their monthly invoice generates. Late fees are assessed if the current invoice has not been paid by the next invoice generation date.

Service Interrupt & Collections Timeline:

Release Day	System Event
Day 45	Service Interruption Intent Letter generated.
Day 60	Service interrupted and letter generated. Stop Service generated and Service Interrupt Fee assessed, if applicable.
Day 70	Ten-day demand letter generated.
Day 85	Manually close customer account. Close date is the last day of the month in which service was provided.
Prior to or 120 Days	Account is turned over to a third-party agency and then manually written off.

Proposal Tab 5 Equipment

No vehicle used in servicing this Contract shall be more than four (4) years old as of February 1, 2022, or the date service commences under the Contract, whichever comes first. Any vehicle reaching ten (10) years of age during the term of this Contract shall be taken out of service for purposes of the Contract's services in compliance with the Contract so that at all times no vehicle older than ten years operates on the City's streets.

- Using the template below as a guide, list the vehicle information for each service category indicating how many front-line route trucks will be used each week. *This is not to reflect an equipment list of all of the equipment available on Contractor's facility.* Indicate the number of each model and make listed; if they are currently owned; if on-site at the hauler's location; the License number and any company vehicle id #; and the date of delivery if not currently owned or on-site. The information provided on this form demonstrates Contractor's qualifications and ability to perform the required services by having sufficient vehicle inventory. Demonstration of inventory can be established by current ownership of the vehicles with license # or vehicle id#; or, when vehicles are to be purchased, by attaching to the completed form documentation signed by the manufacturer or dealer demonstrating Contractor's option to buy if awarded the contract and promised delivery date for the vehicles identified on the form. Under each category of vehicle, list the Spare unit(s) available (see 3, below).

Residential MSW

Service Type	Chassis Make/Model/Yr	Body Make Model/Yr	Now Owned	Now On-Site	Anticipated Delivery Date
Rear Load -6 New	2022 Peterbilt - 520	Heil 25-yard Durapack	No	No	December 2021
Rear Load -4 Existing	2020 Peterbilt 348	Heil SHP -28yd	Yes - unit # 3226, 3227, 3228, 3229	Yes	N/A
Rear Load -2 Existing	2018 -Peterbilt 348	McNeilus 2516 - 2018 Models	Yes Unit 3230	Yes	N/A
Mini -Rear Load - 1 New	2022-Peterbilt Medium Duty 548	Heil PT1000 -13 yard - 2022 Model	No	No	December 2021

Residential Recycling

Service Type	Chassis Make/Model/Yr	Body Make Model/Yr	Now Owned	Now On-Site	Anticipated Delivery Date
Side Load - 3 New	2022 -Peterbilt 520	McNeilus - 2022 Manual/Automated Side Load - 28-yard	No	No	December 2021

Residential Yard Waste/Compost

Service Type	Chassis Make/Model/Yr	Body Make Model/Yr	Now Owned	Now On-Site	Anticipated Delivery Date
N/A	N/A	N/A	N/A	N/A	N/A

Commercial FEL Collection

Service Type	Chassis Make/Model/Yr	Body Make Model/Yr	Now Owned	Now On-Site	Anticipated Delivery Date
N/A	N/A	N/A	N/A	N/A	N/A

Roll-Off Container Collection

Service Type	Chassis Make/Model/Yr	Body Make Model/Yr	Now Owned	Now On-Site	Anticipated Delivery Date
1-New FEL	2022-Peterbilt 520	Heil Half Pack-28 Yard	No	No	December 2021
2- Existing FEL	2020-Peterbilt 520	Heil Half Pack-28 Yard	Yes - Unit #- 2255, 2257	Yes	N/A

Residential Bulk Collection (Grapple and/or Rear Load)

Service Type	Chassis Make/Model/Yr	Body Make Model/Yr	Now Owned	Now On-Site	Anticipated Delivery Date
2-Existing Roll Off	2018 Peterbilt 567	G& H Hoist	Yes	Yes	N/A

We've included a complete vehicle list of our fleet at the end of this section.

Rear Load Collection - Republic Services will order 6 - New rear load collection vehicles -2022-year model with Peterbilt 520 Chassis equipped with 25-yard Heil Durapack bodies. We anticipate delivery in late December of 2021. Additionally, we will utilize 6 existing rear-load collection vehicles, 4-2020 & 2 -2018, Peterbilt 328 with SHP 28-yard bodies.



Heil 25-yard Durapack Body



MODEL
520

THE UNDISPUTED REFUSE CHAMPION.

Available in four driving configurations, the Model 520 is the clear choice for automated front loader, side loader and rear loader operations. The rugged all-aluminum cab provides exceptional durability and low maintenance. Powertrain options include the PACCAR MX-11, PX-9 and several natural gas options ideally configured for your specific application. An RP170 connection as well as a joystick mounting pad come standard for seamless body integration. The driving position and ergonomic dash and center console provide an optimum work environment with commanding views of the road and easy access to instruments and controls. Whether for commercial or residential refuse applications, the Model 520 is proven like no other low cab forward in the market today.

SEE YOUR DEALER

Roving Mini-Load Collection - Republic's comprehensive approach to providing residential services in North Richland Hills will include the use of a smaller mini-rear load collection vehicle. This vehicle will be a Peterbilt 548 Medium Duty Chassis with a Heil PT1000 13 cubic-yard capacity body.



Heil PT1000 13-yard refuse body

Peterbilt Medium Duty 548

Residential Recycle Trucks

Republic Services will utilize Automated/Manual side load collection vehicles to collect residential recycling. The low entry hopper will allow our drivers to continue to collect recycle carts via the automated arm function, while allowing the drivers to easily load stacks of flattened cardboard manually into the hopper.



McNeilus Automated/Manual Side

Loader

The refuse bodies will be McNeilus Automated/Manual side load bodies mounted on Peterbilt 520 chassis. We will purchase three new units in compliance of the RFP specifications.

Commercial Front Load Collection Vehicles

Republic Services currently has three front load routes in North Richland Hills. We will utilize two existing trucks-both 2020-year models. Additionally, we will purchase one new 2022-year model. All trucks will be Peterbilt 520 Chassis with Heil Half Pack 28-yard bodies.



Commercial Roll-Off Collection Vehicles

Republic Services currently services the North Richland Hills Contract using two industrial roll-off vehicles. We will use two existing roll-off vehicles. Both vehicles will be 2018 or newer model vehicles. The bulk of our roll-off vehicle fleet are Peterbilt 567 Chassis with G&H Manufacture hoists.

2. State Contractor's procedures and schedule for routine vehicle inspections. Describe arrangements and schedules for preventative maintenance. Specify any services subcontracted and to whom. **See Below**
3. State arrangement and schedule for vehicle repair. List number and types of standby collection vehicles, if any, Contractor could temporarily provide in the event of a major vehicle malfunction or repair. **See Below**
4. List Contractor's procedures to be used to deal with equipment breakdowns. Describe for pre-route breakdowns and on-route breakdowns. Use additional pages or attachments if necessary. **See Below**

OneFleet

Our OneFleet management system enhances quality of service, maintains a reliable fleet and ultimately improves customer experience at the curb.

Republic Services is dedicated to operating the best running, safest and most environmentally friendly vehicles in the industry. This goal is achieved through a coordinated vehicular operation maintenance system called OneFleet.

With standardized procedures and consistent execution, the OneFleet system improves safety for the fleet, decreases repair downtime and improves customer satisfaction.

Our One Fleet system leads the industry in creating a safer, more reliable fleet - both operationally and environmentally

- A scheduled preventive maintenance program enables us to offer a superior fleet traveling on your roads
- Regular preventive maintenance contributes to our 99.9% reliability rate and 39% safer than industry average
- OneFleet allows us to keep costs low and efficiency high, which ultimately benefits the communities we serve

Preventive Maintenance

Preventive Maintenance (PM) is the hallmark of One Fleet. Republic Services prescribes six levels of PM activity at varying truck hour markers.

1. Every 150 hours - full inspection, including nuts/bolts/fluids/no cracks
2. Every 450 hours - 1, plus full lubrication service
3. Every 1,350 hours - transmission, front suspension, air-to-air, hydraulics, CNG inspection
4. Every 2,700 hours - 1- 3, plus drain transmission, new filters and fluids; crank ventilation filters; exhaust system inspection/service, cleaning, catalyst inspection/service
5. Every 5,400 hours - 1-4, plus differential fluids, DPF system, overhead valve adjustment, fuel systems inspection/service
6. Every Year - Annual Federal Safety Inspection

Planning and Scheduling

Standardized planning and scheduling leads to increased shop capacity and reduced fleet down time. Planning preventive repairs also make certain that parts are on hand and technicians are scheduled accordingly. This also keeps the shop proactive and prepared and provides the benefit of prioritizing repairs and keeping the fleet ready at route time.

Workplace Organization

A clean and organized workplace makes for a safer and more efficient environment. At Republic Services, we abide by the Five S's:

- Sort
- Straighten
- Sanitize
- Standardize
- Sustain

Training

The Republic Services OneFleet initiative is built on the foundation of an educated work force. Ongoing tech training, on-the-job projects, as well as formal classroom clinics, are all part of the "Republic Services Way."

Drivers Practice

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

Figure 16. **Our highly-specialized technicians** deliver a best-in-class fleet for your municipality.



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

Parts Management

The right part at the right time is critical to maintaining a fleet. With proper inventory management, parts are on hand for all scheduled repairs. That decreases truck and labor down time and reduces overall costs for the customer. Integral to the parts maintenance program is a maintenance bay. The floors and shelves are kept clean and

orderly. With proper scheduling, parts are also staged on dumpsters in advance of a technician's arrival.

The real benefit of OneFleet is the positive impact to the customers. Republic Services drivers begin each day with a safe and reliable fleet. A reliable fleet allows the frontline employees to focus outwards and onto the MSW and recycling needs of the community.

Road Call Procedures

Republic Services utilizes in-house maintenance technicians and service vehicles to respond to road calls. Our normal response time to road calls in NRH is about 40 minutes. If the truck cannot be repaired on site, we will dispatch a tow truck to retrieve the vehicle, and a supervisor will bring the crew back to operating facility in Arlington so they can obtain a spare truck and resume their collections on their route.

Figure 17. **Parts Management** is a key component of our successful OneFleet program.



Vehicle Inspection Reports

The key to the preventive maintenance program is daily completion of vehicle inspection reports. This is done by the collection vehicle's assigned CDL driver and includes both a pre-trip inspection and post-trip inspection. Drivers check fluid levels, lights, tires and other safety related areas of their truck and indicate on the inspection report any defects or deficiencies found that day. Shop personnel review the report and check any items marked by the driver as being questionable or problematic.

Technicians then make any needed repairs before the vehicle returns to the route.

Furthermore, each vehicle undergoes a thorough and comprehensive preventative maintenance inspection (PMI) every 150 hours of service. This inspection is conducted by a trained and

Figure 18. **Clean, well maintained trucks.** Our well-maintained fleet is a direct reflection of your municipality.



certified brake inspector, according to USDOT requirements.

Figure 19 Division Vehicle Truck List

Unit	License Plate	Spec - Line of Business
1006-3402 (R/O)3402ArlingtonTX	KKH8812	100 Industrial
1010-3402 (R/O)3402ArlingtonTX	LBH2432	100 Industrial
1032-3402 (R/O)3402ArlingtonTX	DFG6909	100 Industrial
1035-34020 (R/O)3402ArlingtonTX	KKY5941	100 Industrial
1036-3402 (R/O)3402ArlingtonTX	CHR5476	100 Industrial
1037-3402 (R/O)3402ArlingtonTX	NCP1812	100 Industrial
1039-3402 (R/O)3402ArlingtonTX	DGC0328	100 Industrial
1040-3402 (R/O)3402ArlingtonTX	LWY9684	100 Industrial
1041-3402 (R/O)3402ArlingtonTX	DJZ3845	100 Industrial
1042-3402 (R/O)3402ArlingtonTX	NVV4478	100 Industrial
1043-3402 (R/O)3402ArlingtonTX	JWL2407	100 Industrial
1045-3402 (R/O)3402ArlingtonTX	NJT9870	100 Industrial
1051-3402 (R/O)3402ArlingtonTX	BV10140	100 Industrial
1053-3402 (R/O)3402ArlingtonTX	LVF3578	100 Industrial
1064-3402 (R/O)3402ArlingtonTX	NYW9720	100 Industrial
1065-3402 (R/O)3402ArlingtonTX	NSD7448	100 Industrial
1069-3402 (R/O)3402ArlingtonTX	NBP5426	100 Industrial
1070-3402 (R/O)3402ArlingtonTX	PJF3456	100 Industrial
1072-3402 (R/O)3402ArlingtonTX	KND4407	100 Industrial
1076-3402 (R/O)3402ArlingtonTX	NNP9528	100 Industrial
1077-3402 (R/O)3402ArlingtonTX	DRT1076	100 Industrial
1078-3402 (R/O)3402ArlingtonTX	LYY2639	100 Industrial
1080-3402 (R/O)3402ArlingtonTX	NYW9719	100 Industrial
1084-3402 (R/O)3402ArlingtonTX	HLS9447	100 Industrial
1101-3402 (R/O)3402ArlingtonTX	MBP0397	100 Industrial
1102-3402 (R/O)3402ArlingtonTX	MBC4698	100 Industrial
1103-3402 (R/O)3402ArlingtonTX	MBC4697	100 Industrial
3102-4071 (R/O)3402ArlingtonTX	BW80089	100 Industrial
3263-3438 (R/O)3402ArlingtonTX	KTW1902	100 Industrial
7001-3402 (Trailers)3402ArlingtonTX	786634K	100 Industrial
1009-3403 (R/O)3402ArlingtonTX	KHD4107	101 Industrial
1034-3403 (R/O)3402ArlingtonTX	JXM2657	101 Industrial
1038-3403 (R/O)3402ArlingtonTX	DGC0327	101 Industrial
1048-3403 (R/O)3402ArlingtonTX	GGP1033	101 Industrial
1073-3403 (R/O)3402ArlingtonTX	MBS4127	101 Industrial
1079-3403 (R/O)3402ArlingtonTX	DRT1078	101 Industrial
1081-3403 (R/O)3402ArlingtonTX	JVJ9613	101 Industrial
1082-3403 (R/O)3402ArlingtonTX	JVJ9614	101 Industrial
1104-3402 (R/O)3402ArlingtonTX	MSC1263	101 Industrial
1105-3402 (R/O)3402ArlingtonTX	MSC1264	101 Industrial
1109-3402 (R/O)3402ArlingtonTX	MRD3042	101 Industrial
1111-3402 (R/O)3402ArlingtonTX	NXV2648	101 Industrial
1112-3402 (R/O)3402ArlingtonTX	MYK4150	101 Industrial
1113-3402 (R/O)3402ArlingtonTX	MYK4152	101 Industrial
1127-3402 (R/O)3402ArlingtonTX	NFC7292	101 Industrial
1133-3402 (R/O)3402ArlingtonTX	NFC7293	101 Industrial

Unit	License Plate	Spec - Line of Business
3704-4615 (R/O)3402ArlingtonTX	KNP7408	101 Industrial
1066-3471 (R/O)3402ArlingtonTX	KND4408	102 Industrial
1067-3471 (R/O)3402ArlingtonTX	DDH7159	102 Industrial
1075-3471 (R/O)3402ArlingtonTX	DRS7997	102 Industrial
1052-3404 (R/O)3402ArlingtonTX	NCP1813	104 Industrial
1004-3405 (R/O)3402ArlingtonTX	KFT9774	105 Industrial
1005-3405 (R/O)3402ArlingtonTX	KKH8813	105 Industrial
1068-3406 (R/O)3402ArlingtonTX	PJF3454	106 Industrial
1071-3406 (R/O)3402ArlingtonTX	NNP9527	106 Industrial
1074-3406 (R/O)3402ArlingtonTX	LVF0752	106 Industrial
1083-3406 (R/O)3402ArlingtonTX	MVY6008	106 Industrial
3031-4853 (R/O)3402ArlingtonTX	PFF0234	199 Industrial
3193-4855 (R/O)3402ArlingtonTX	FCP9181	199 Industrial
3245-4853 (R/O)3402ArlingtonTX	JFB4980	199 Industrial
3255-4523 (R/O)3402ArlingtonTX	PFC9500	199 Industrial
1235-4843 (FEL)3402ArlingtonTX	MSM2779	200 Commercial
1656-3402 (FEL)3402ArlingtonTX	LHR1112	200 Commercial
2216-3402 (FEL)3402ArlingtonTX	LMD0619	200 Commercial
2217-3402 (FEL)3402ArlingtonTX	KND4410	200 Commercial
2218-3402 (FEL)3402ArlingtonTX	BZK1566	200 Commercial
2219-3402 (FEL)3402ArlingtonTX	NCP3419	200 Commercial
2220-3402 (FEL)3402ArlingtonTX	BZK1567	200 Commercial
2221-3402 (FEL)3402ArlingtonTX	LWY9685	200 Commercial
2222-3402 (FEL)3402ArlingtonTX	PJF3455	200 Commercial
2223-3402 (FEL)3402ArlingtonTX	BYF1468	200 Commercial
2224-3402 (FEL)3402ArlingtonTX	MSB9717	200 Commercial
2225-3402 (FEL)3402ArlingtonTX	MWX2633	200 Commercial
2232-3402 (FEL)3402ArlingtonTX	BZK1702	200 Commercial
2239-3402 (FEL)3402ArlingtonTX	MMF2483	200 Commercial
2242-3402 (FEL)3402ArlingtonTX	LVP9333	200 Commercial
2243-3402 (FEL)3402ArlingtonTX	DNN3420	200 Commercial
2246-3402 (FEL)3402ArlingtonTX	PFF0233	200 Commercial
2252-3402 (FEL)3402ArlingtonTX	KNR8832	200 Commercial
2253-3402 (FEL)3402ArlingtonTX	KNR8833	200 Commercial
2255-3402 (FEL)3402ArlingtonTX	MHF6006	200 Commercial
2256-3402 (FEL)3402ArlingtonTX	MLW1894	200 Commercial
6203-3402 (Container Delivery)3402ArlingtonTX	CCR9422	200 Commercial
6206-3402 (Container Delivery)3402ArlingtonTX	JDC0888	200 Commercial
7003-3402 (Trailers)3402ArlingtonTX	042815H	200 Commercial
2207-3403 (FEL)3402ArlingtonTX	LSS0641	201 Commercial
2228-3403 (FEL)3402ArlingtonTX	KPY6747	201 Commercial
2229-3402 (FEL)3402ArlingtonTX	MVY6006	201 Commercial
2230-3403 (FEL)3402ArlingtonTX	KPY6746	201 Commercial
2231-3406 (FEL)3402ArlingtonTX	NCP1815	201 Commercial
2235-3403 (FEL)3402ArlingtonTX	LYY1586	201 Commercial
2241-3403 (FEL)3402ArlingtonTX	MDW1242	201 Commercial

Unit	License Plate	Spec - Line of Business
2227-3471 (FEL)3402ArlingtonTX	NCP1814	202 Commercial
2254-3471 (FEL)3402ArlingtonTX	KNR8834	202 Commercial
2257-3402 (FEL)3402ArlingtonTX	MLN4873	202 Commercial
2258-3402 (FEL)3402ArlingtonTX	MLW1851	202 Commercial
2259-3402 (FEL)3402ArlingtonTX	MLN1849	202 Commercial
2260-3402 (FEL)3402ArlingtonTX	MJY6677	202 Commercial
2261-3402 (FEL)3402ArlingtonTX	MHF6008	202 Commercial
2262-3402 (FEL)3402ArlingtonTX	PFF9566	202 Commercial
2263-3402 (FEL)3402ArlingtonTX	PFG6135	202 Commercial
2264-3402 (FEL)3402ArlingtonTX	PJJ3333	202 Commercial
2265-3402 (FEL)3402ArlingtonTX	PFG6134	202 Commercial
2266-3402 (FEL)3402ArlingtonTX	PFG6136	202 Commercial
2226-3404 (FEL)3402ArlingtonTX	MSM0433	204 Commercial
2238-3404 (FEL)3402ArlingtonTX	BZK1708	204 Commercial
2240-3405 (FEL)3402ArlingtonTX	BZK1710	205 Commercial
2245-3405 (FEL)3402ArlingtonTX	PNM7509	205 Commercial
2233-3406 (FEL)3402ArlingtonTX	PLF5798	206 Commercial
2234-3406 (FEL)3402ArlingtonTX	CXY3855	206 Commercial
2236-3406 (FEL)3402ArlingtonTX	PPL6330	206 Commercial
2237-3406 (FEL)3402ArlingtonTX	BZK1707	206 Commercial
2244-3406 (FEL)3402ArlingtonTX	LSS0642	206 Commercial
6205-3406 (Container Delivery)3402ArlingtonTX	AM69005	206 Commercial
2247-3402 (FEL)3402ArlingtonTX	PCN2737	230 Commercial
2248-3402 (FEL)3402ArlingtonTX	GFS2649	230 Commercial
2249-3402 (FEL)3402ArlingtonTX	LVF3577	230 Commercial
2100-3402 (REL)3402ArlingtonTX	JLY6532	300 Residential
2152-4071 (REL)3402ArlingtonTX	FSW3576	300 Residential
2171-4855 (REL)3402ArlingtonTX	MVY6007	300 Residential
2179-4615-1 (REL)3402ArlingtonTX	AS69910	300 Residential
2197-4855 (REL)3402ArlingtonTX	DXY0603	300 Residential
2198-4855 (REL)3402ArlingtonTX	DXY0604	300 Residential
2406-3702 (ASL)3402ArlingtonTX	LVP9493	300 Residential
2407-3402 (ASL)3402ArlingtonTX	LVP9492	300 Residential
2481-4843 (ASL)3402ArlingtonTX	BV50336	300 Residential
2707-4615 (REL)3402ArlingtonTX	LSK0800	300 Residential
2721-4615 (REL)3402ArlingtonTX	BTJ8896	300 Residential
3057-3402 (REL)3402ArlingtonTX	LVF0753	300 Residential
3058-3402 (REL)3402ArlingtonTX	DGC0329	300 Residential
3059-3402 (REL)3402ArlingtonTX	DGC0330	300 Residential
3060-3402 (REL)3402ArlingtonTX	DGC0331	300 Residential
3065-3402 (REL)3402ArlingtonTX	GYJ3188	300 Residential
3070-3402 (REL)3402ArlingtonTX	FDN6127	300 Residential
3075-3402 (REL)3402ArlingtonTX	GGP0266	300 Residential
3076-3402 (REL)3402ArlingtonTX	G2G7110	300 Residential
3095-3402 (REL)3402ArlingtonTX	DRT1018	300 Residential
3097-3402 (REL)3402ArlingtonTX	DRT1021	300 Residential

Unit	License Plate	Spec - Line of Business
3099-3402 (REL)3402ArlingtonTX	DRT1023	300 Residential
3200-3402 (REL)3402ArlingtonTX	DRT1024	300 Residential
3202-3402 (REL)3402ArlingtonTX	DRS7981	300 Residential
3204-3402 (REL)3402ArlingtonTX	DRS7982	300 Residential
3205-3402 (REL)3402ArlingtonTX	DVM8304	300 Residential
3206-3402 (REL)3402ArlingtonTX	GCS3845	300 Residential
3207-3402 (REL)3402ArlingtonTX	GCS3849	300 Residential
3208-3402 (REL)3402ArlingtonTX	GCS3848	300 Residential
3213-3402 (REL)3402ArlingtonTX	GNK3180	300 Residential
3226-3402 (REL)3402ArlingtonTX	LVF3579	300 Residential
3227-3402 (REL)3402ArlingtonTX	MWR8706	300 Residential
3228-3402 (REL)3402ArlingtonTX	MSW9587	300 Residential
3229-3402 (REL)3402ArlingtonTX	MRZ4381	300 Residential
3230-3402 (REL)3402ArlingtonTX	MSY8434	300 Residential
3231-3402 (REL)3402ArlingtonTX	MVV1144	300 Residential
3232-3402 (REL)3402ArlingtonTX	NGV6447	300 Residential
3233-3402 (REL)3402ArlingtonTX	NGV6448	300 Residential
3234-3402 (REL)3402ArlingtonTX	NGW4582	300 Residential
3235-3402 (REL)3402ArlingtonTX	NGV6449	300 Residential
3237-3402 (REL)3402ArlingtonTX	NGV6500	300 Residential
3238-3402 (REL)3402ArlingtonTX	NGV6501	300 Residential
3239-3402 (REL)3402ArlingtonTX	NGV6502	300 Residential
3240-3402 (REL)3402ArlingtonTX	PPF9569	300 Residential
3241-3402 (REL)3402ArlingtonTX	PPF9567	300 Residential
4036-3402 (ASL)3402ArlingtonTX	LVR0281	300 Residential
4037-3402 (ASL)3402ArlingtonTX	PJJ3193	300 Residential
4038-3402 (ASL)3402ArlingtonTX	PPF9718	300 Residential
6035-3402 (Brush Truck)3402ArlingtonTX	GVM2757	300 Residential
6045-3402 (PICKUP)3402ArlingtonTX	MTF3955	300 Residential
6046-3402 (Support)3402ArlingtonTX	MYD5122	300 Residential
6047-3402 (PICKUP)3402ArlingtonTX	MWP3878	300 Residential
7002-3402 (Trailers)3402ArlingtonTX	765577K	300 Residential
7009-3402 (Trailers)3402ArlingtonTX	M006258	300 Residential
7011-3402 (Trailers)3402ArlingtonTX	369-40A	300 Residential
7013-3402 (Trailers)3402ArlingtonTX	191200H	300 Residential
7014-3402 (Trailers)3402ArlingtonTX	765598K	300 Residential
7045-3402 (Trailers)3402ArlingtonTX	546628K	300 Residential
7047-3402 (Trailers)3402ArlingtonTX	786222K	300 Residential
2070-4615 (REL)3402ArlingtonTX	FTZ8223	301 Residential
2182-4855 (REL)3402ArlingtonTX	BTJ8886	301 Residential
2194-4855 (REL)3402ArlingtonTX	BTJ8889	301 Residential
3043-3403 (REL)3402ArlingtonTX	MYD3813	301 Residential
3050-3403 (REL)3402ArlingtonTX	CFK4231	301 Residential
3052-3403 (REL)3402ArlingtonTX	MMF0316	301 Residential
3054-3402 (REL)3402ArlingtonTX	CVX6959	301 Residential
3061-3403 (REL)3402ArlingtonTX	DGC0332	301 Residential

Unit	License Plate	Spec - Line of Business
3074-3403 (REL)3402ArlingtonTX	FXD1746	301 Residential
3094-3403 (REL)3402ArlingtonTX	DSD0647	301 Residential
3096-3403 (REL)3402ArlingtonTX	DRT1020	301 Residential
3201-3403 (REL)3402ArlingtonTX	DRT1019	301 Residential
3210-3403 (REL)3402ArlingtonTX	GCS3847	301 Residential
3215-3403 (REL)3402ArlingtonTX	KCG0531	301 Residential
6028-3403 (Support)3402ArlingtonTX	BV10139	301 Residential
7007-3403 (Trailers)3402ArlingtonTX	08334K	301 Residential
3047-3471 (REL)3402ArlingtonTX	MWX2632	302 Residential
3049-3471 (REL)3402ArlingtonTX	CFK4232	302 Residential
3081-3471 (REL)3402ArlingtonTX	KCT9718	302 Residential
3098-3471 (REL)3402ArlingtonTX	DRT1022	302 Residential
3209-3471 (REL)3402ArlingtonTX	GCS7286	302 Residential
3211-3471 (REL)3402ArlingtonTX	GCS7287	302 Residential
3212-3471 (REL)3402ArlingtonTX	GNK3179	302 Residential
4018-3471 (ASL)3402ArlingtonTX	BYF1498	302 Residential
4029-3402 (ASL)3402ArlingtonTX	KPY6745	302 Residential
4034-3471 (ASL)3402ArlingtonTX	BZK1552	302 Residential
4035-3471 (ASL)3402ArlingtonTX	BZK1551	302 Residential
7005-3471 (Trailers)3402ArlingtonTX	042816H	302 Residential
3062-3404 (REL)3402ArlingtonTX	DGC0333	304 Residential
3063-3404 (REL)3402ArlingtonTX	DGC0334	304 Residential
3072-3404 (REL)3402ArlingtonTX	FDN6129	304 Residential
3216-3404 (REL)3402ArlingtonTX	GNK3183	304 Residential
4017-3404 (ASL)3402ArlingtonTX	BYV1948	304 Residential
4025-3404 (ASL)3402ArlingtonTX	BZK1562	304 Residential
3067-3405 (REL)3402ArlingtonTX	GYJ1224	305 Residential
3071-3405 (REL)3402ArlingtonTX	FDN6128	305 Residential
3073-3405 (REL)3402ArlingtonTX	KCG0530	305 Residential
3079-3405 (REL)3402ArlingtonTX	KCT9720	305 Residential
3089-3405 (REL)3402ArlingtonTX	KCT9719	305 Residential
3214-3405 (REL)3402ArlingtonTX	GNK3181	305 Residential
4027-3402 (ASL)3402ArlingtonTX	PGJ8252	305 Residential
4031-3405 (ASL)3402ArlingtonTX	HCB1949	305 Residential
4032-3405 (ASL)3402ArlingtonTX	HCJ2052	305 Residential
4033-3402 (ASL)3402ArlingtonTX	HCJ2050	305 Residential
3093-3402 (MSL)3402ArlingtonTX	DHR7256	330 Residential
4013-3402 (ASL)3402ArlingtonTX	BYV1813	330 Residential
4014-3402 (ASL)3402ArlingtonTX	BYV1804	330 Residential
4015-3402 (ASL)3402ArlingtonTX	BYV1803	330 Residential
4016-3402 (ASL)3402ArlingtonTX	BXJ4752	330 Residential
4019-3402 (ASL)3402ArlingtonTX	BYV1947	330 Residential
4020-3402 (ASL)3402ArlingtonTX	BYV1946	330 Residential
4021-3402 (ASL)3402ArlingtonTX	BYV1945	330 Residential
4022-3402 (ASL)3402ArlingtonTX	BYV1944	330 Residential
4024-3402 (ASL)3402ArlingtonTX	BZK1561	330 Residential

Unit	License Plate	Spec - Line of Business
4026-3402 (ASL)3402ArlingtonTX	BZK1563	330 Residential
4028-3402 (ASL)3402ArlingtonTX	BZK1565	330 Residential
4030-3402 (ASL)3402ArlingtonTX	CLW3389	330 Residential
6012-3402 (Support)3402ArlingtonTX	NNP9529	700 Service Support
6022-3402 (Service Truck)3402ArlingtonTX	HKW3217	700 Service Support
6029-3402 (Service Truck)3402ArlingtonTX	BSN7934	700 Service Support
6311-3402 (Service Truck)3402ArlingtonTX	CDC5652	700 Service Support
7000-3402 (Trailers)3402ArlingtonTX	042884H	700 Service Support
6310-3402 (Service Truck)3402ArlingtonTX	CA74950	710 Cont/Cptr Repair
7006-3402 (Trailers)3402ArlingtonTX	283181J	710 Cont/Cptr Repair
6025-3403 (Support)3402ArlingtonTX	AU62286	740 Supervisory
6027-3403 (Support)3402ArlingtonTX	BK19515	740 Supervisory
6030-3402 (Support)3402ArlingtonTX	DGC0326	740 Supervisory
6031-3405 (Support)3402ArlingtonTX	DKB4025	740 Supervisory
6032-3403 (Support)3402ArlingtonTX	BV88432	740 Supervisory
6033-3402 (Support)3402ArlingtonTX	GNP5946	740 Supervisory
6034-3402 (Support)3402ArlingtonTX	GPK4407	740 Supervisory
6039-3402 (Support)3402ArlingtonTX	BPF4094	740 Supervisory
6040-3402 (Support)3402ArlingtonTX	BPF4095	740 Supervisory
6041-3402 (Support)3402ArlingtonTX	CPN8940	740 Supervisory
6042-3402 (Support)3402ArlingtonTX	CPN8939	740 Supervisory
6043-3402 (Support)3402ArlingtonTX	CSV7138	740 Supervisory
6044-3405 (Support)3402ArlingtonTX	CSV7139	740 Supervisory

Proposal Tab 6 Operational Plan and Safety Record Report

Republic Services' operations team is market-leading through training, collaboration and hands-on experience

Collections – Operations

Great operations come from great people. Republic Services' locally based operations team draws from extensive training and the backing of a seasoned corporate support team. The result is a 99.9% on-time service record, with an emphasis on safety, sustainable practices, and low-risk operations.

- The most robust operations supervisor training in the industry
- Average of 15:1 route to dedicated supervisors' ratio – means prompt response and oversight for your community
- Proven optimized routing process ensures efficiency, safety and minimal impact on city streets
- Republic Services executes 5M pickups per day

Operations Overview

Successful collection operations begin with a skillful operations supervisor who knows the business as well as your community. Your Republic Services local operations supervisor is responsible for the day-to-day collection operations, including development and evaluation of routing (in conjunction with the general manager), training and oversight of drivers, and implementation and enforcement of safety procedures.

We ensure our operations supervisors are not overloaded, nor tied to a desk. On average, we maintain a 15:1 ratio of routes to supervisors, which means that items needing attention are dealt with immediately and that the supervisor knows your community intimately. In addition, our supervisors are out on the routes regularly. Supervisors conduct periodic ride-alongs with drivers on their routes. This creates great opportunities for driver mentoring, ensures quality control on the route, and keeps the supervisor directly aware and familiar with the nuances of the route and the community. Few, if any other companies in the industry, dedicate their operations staff to success in this manner.

Operations Training

Our operations supervisor training programs are second to none. Every supervisor, upon starting employment at Republic Services, attends a rigorous 2-week boot camp training course. Regardless of prior industry experience, this boot camp level sets all our supervisors on The Republic Services Way of running operations and builds a strong peer network with those who attend the training together. After the initial training boot camp, supervisors engage in regular refresher and new training opportunities, between 2 and 4 times per year. This yields an operations supervisory team that shares best practices and constantly look for ways to improve on the level of service in your community.

Routing Optimization

Establishing the most optimized routes for a community has dramatic effects on the quality of service, safety and efficiency of the collection operation through shorter routes, safety in the neighborhoods, and ultimately the wear and tear on the streets within the municipality.

We conduct a proven route optimization process, which involves a tight collaboration between the local team and our corporate route optimization team. Through several iterations, these teams collaborate, sharing local knowledge and details, while running our optimization processes to yield the best routes possible for your community. An example of this process, we evaluate planned routes to ensure that trucks are not conducting collection on streets during times that are known for congestion or traffic.

Operations Plan and Safety Record Report

Include a **detailed narrative** explaining:

1. How the Contractor intends to provide service for the normal collection of garbage. Indicate how many vehicles will be used each day, expected start and end times, crew size, etc.

Residential

- Trash Routes – A recent volume analysis concludes that approximately 60% of residential waste by volume is placed for collection on residents first day collection, and approximately 40% is set out on the second day collection. Republic Services plans to convert our trash crew staffing from two helper routes to one helper routes. This is a departure from our current crew size of one driver and two helpers. We believe this change is necessary to increase safety measures for our crews by eliminating helpers constantly working both sides of the streets.

We evaluated operations in other communities with similar services and volumes to determine the required number of routes needed for both first day (Mon/Tue), and second day (Thu/Fri) collection schedules. From that analysis, we've concluded that that 12 routes will be required to effectively service the Mon/Tues collection areas, and that 10 routes will be required to collect the Thu/Fri collection areas. The chart below depicts current routing vs. proposed routing metrics:

	Current	Proposed
# Mon/Tue Routes	9	12
Homes/route/day	1140	855
Tons/route/day	18.33	13.75
# Tue/Fri Routes	7	10
Homes/route/day -	1465	1026
Tons/route/day -	15.71	11.00

Our anticipated start and completion times are within the time frames as outlined in the RFP and Contract documents.

Additionally, Republic Services will utilize a mini rear load collection truck (See equipment Tab for further details), to serve as a roving route to assist with missed collections, late set outs, delayed collections on other routes and to help in tighter alley collections areas such as Hometown.

- Residential Recycle – Republic Services will utilize three new low hopper style automated/manual side load collection vehicles. (See equipment tab for further details.) These trucks will allow us to maintain automated collection of recycle carts, while also allowing the driver to manually collect excess flattened cardboard boxes outside the cart. We currently employ three recycle routes each collection day and will continue with three recycle routes each day under the new contract.
 - Every other week recycling “EOW” – Republic Services will utilize the same style low hopper trucks to residents recycle carts. We will be able to reduce the number of routes from three to two. Our experience with EOW recycling in other communities we see greater set out rates each week as well as, some residential volume shifting from the recycle stream to the solid waste stream. There is a small savings with shifting to EOW recycling, which is captured in the Proposed Rate Tab.
2. Describe Contractor’s proposed method of collection for Brush and Bulky Items, included during normal residential collection each week, or if collected as Unusual Accumulations, demonstrating the benefits of their approach. Indicate how many vehicles will be used each day, expected start and end times, crew size, etc.
- Republic Services plans to continue the collection of Brush and Bulky Items consistent with the RFP and Contract requirements. We currently collect at a rate of two-cubic yards of these materials each collection day for a total to four cubic yards per week. This includes bulk materials and bundled brush. Typically, if brush is cut in lengths less than five feet and neatly stacked at the curb, our policy is to collect those materials even if not tied into bundles. Brush and Bulk materials are currently collected in conjunction with normal residential collections and will continue under that format with the new contract.
 - Unusual Accumulations - For larger piles of uncut-unbundled brush, or bulk items exceeding four cubic yards, residents have the option to contact Republic and request a special collection for the contracted fee. In those instances, we will have a supervisor or lead driver provide the resident with a quote to collect the material, and if agreed to by the resident, schedule a collection. Under normal circumstances we will dispatch a collection crew within a couple of days. During spring and fall when we typically experience heavier volumes of these type of materials, we utilize Wednesday, and on occasion, Saturday to collect unusual accumulations.

In the case of a weather-related event that results in heavier than typical volumes of materials, our response time may extend beyond our normal procedures depending on the scope of the event. In these instances, we will certainly communicate with the City and coordinate our efforts with their various departments to develop a comprehensive response and recovery plan.

3. List Contractor's procedures and amount of time to promptly respond to and resolve problems that are communicated to Contractor by the City.
 - Republic's current policy when responding to issues communicated to us by the City, is to respond within 24 hours, however, in the case of reported misses, we typically check on those as soon as possible. (Same day if before 3pm, next day if after 3pm)
 - **Additional Full-Time Operations Clerk** -If awarded a new contract, Republic will comply with the response/resolution guidelines and requirements of the RFP and contract document. Republic's proposal includes a new, full time operations clerk dedicated to the City of North Richland Hills that will have the responsibility of monitoring all communications from the City and our call representatives. The clerk will ensure that those issues are relayed to the operations team (dispatch, supervisor, rover truck, etc.), that we believe, will result in quicker response resulting in a vastly improved resolution process. The clerk will provide daily updates to the City regarding the time and nature of the resolution. Additionally, the operations clerk will be responsible for all daily, monthly, and annual reporting requirements.
 - We will also establish a dedicated e-mail inbox to receive communication from city staff and any online submittals. Depending on the City's online platform, we may be able to establish a protocol whereby, online submittals through the City's website could automatically be routed to both the City and Republic. We have this routine in a couple of other cities we serve, which also provides the capability to close out the ticket directly within the City's platform. Information includes date and time of call received, date-time and disposition of resolution. Both the City and Republic can view the process in real time and extract reports when needed.
 - In reviewing our historical call volume, both from Republic's system and communications from the City, we average thirty-seven calls a day, which includes misses, worry calls, service changes and inquires. Republic Services proposes to initiate a dedicated phone number and line, where citizens and businesses of North Richland Hills can call for any service inquiries, changes, missed collections or any other service-related issues.
 - Republic Services will establish a local number exclusively for the North Richland Hills community. Calls into that number will be managed by local agents with unique knowledge of the specific service details of services and contractual requirements in North Richland Hills. Once receiving the call and identifying the customers issues, they will create work order/ticket into our system, which will then be communicated to the operations team. The clerk will check the status of open tickets throughout the day to ensure resolution activities have been initiated by the team. A daily report with specific details and resolutions of each will be provided to the city as required by the RFP. Our local agents will field calls between the hours of 8:00am -5:00pm, Monday through Friday. This includes calls from both our system and calls relayed to us by the City. Our national network of 1600 call agents currently work remotely and will field calls from 7:00am to 8:00am and 5:30pm to 7:00pm, Monday through Friday. Our national team of customer service agents will serve as a backup when heavy call volumes result in our

two Texas agents are unable to respond in a timely fashion. Calls received on Saturday will be routed directly to dispatch office in Arlington.

Each agent is equipped with industry-leading technology to ensure a more responsive customer experience. Once pandemic concerns subside, our call agents will resume normal operations in our national call facilities, which are strategically located across the country to ensure we can deliver call support when customers want it the most. Our call centers operate Monday through Friday from 7:30 a.m. to 5:00 p.m. for each time zone across the continental US, which allows us to field calls from 6:30am to 7:00 pm CST.

Republic Services utilizes three state-of-the-art, fully integrated Customer Resource Centers (CRCs) located in Phoenix, AZ, Indianapolis IN, and Charlotte, NC.

As we saw with the COVID 19 pandemic, our ability to centralize this function proved invaluable. Within 3 days, our CRC was able to transition remotely to continue providing service where many of our competitors had to suspend call centers for several weeks abandoning the customer.

These facility locations were also selected in markets known for a high population of call center agents, which means they are staffed with a highly trained and carefully selected staff who have each passed a rigorous 5-week training course.

4. **Explain how Contractor will utilize its GPS tracking system to deal with issues such as Daily Route Management, missed pickups, blocked carts/containers, contamination, or excess waste, and how this system will be utilized to provide timely reports to the City regarding these issues.**

- Currently, Republic Services utilizes a GPS system – Connect. The Connect App is installed on phones that all drivers possess and has GPS tracking capabilities. Our supervisors can look at the mapping software associated with the system to see the areas where our drivers have serviced, and areas that have not yet been collected. Our trucks will also be equipped with cameras mounted in the front and rear of the vehicles, and a camera inside the cab. Republic currently utilizes Third Eye, a third-party vendor, for the storage and retrieval of data.
- Should Republic be awarded a new contract, the proposed operations clerk will be checking the GPS maps throughout the day to identify areas of concern. The clerk will be responsible for relaying identified areas to the operations team so we can more quickly address areas that may need attention for completing routes. Our clerk will also provide copies of the GPS maps when requested by the City, or to verify whether our vehicles covered an area with a reported miss. Below are actual screen shots depicting a mapped are from one of our routes on June 10th of this Year.

Figure 21 CPS System Broad View

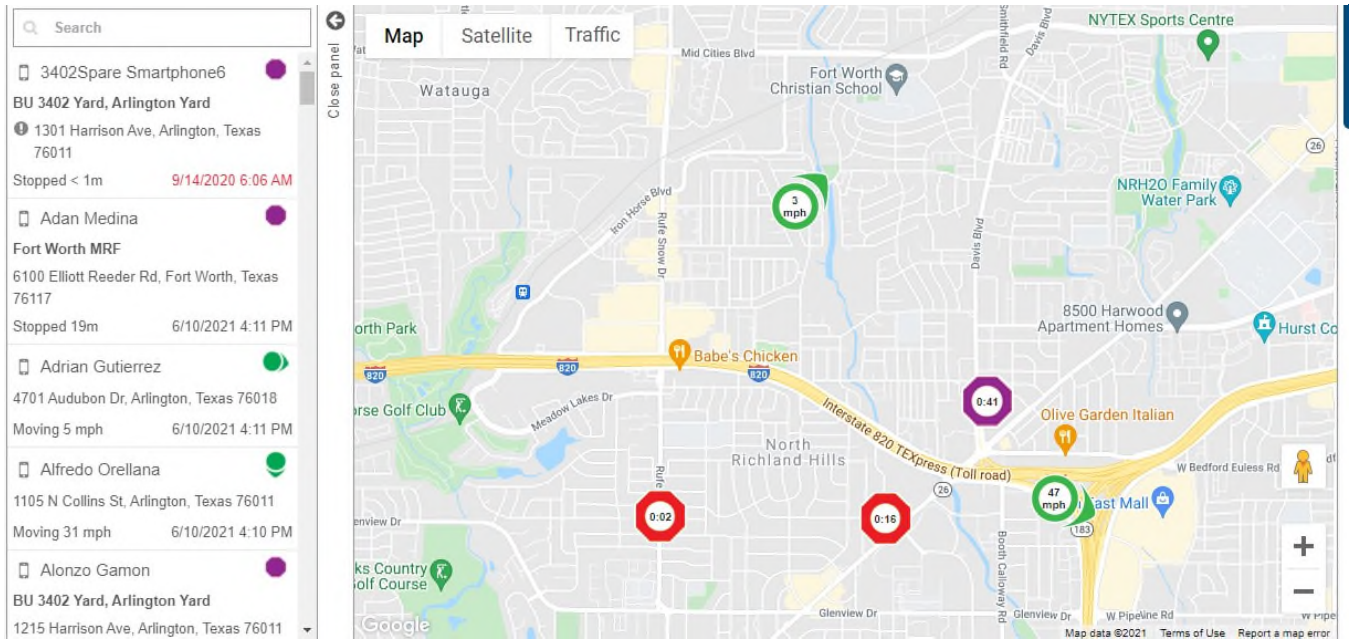


Figure 20 Overview of Complete Route

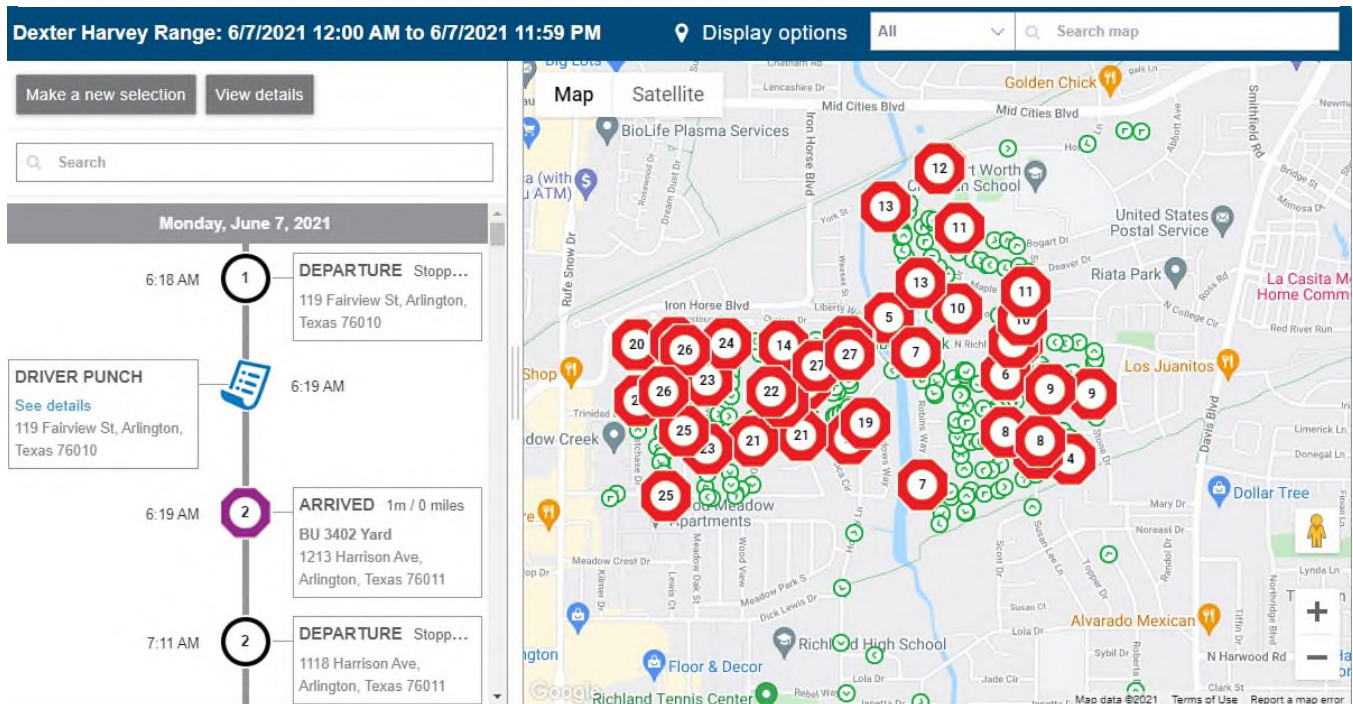


Figure 23 –Image shows no history in area, before route begins

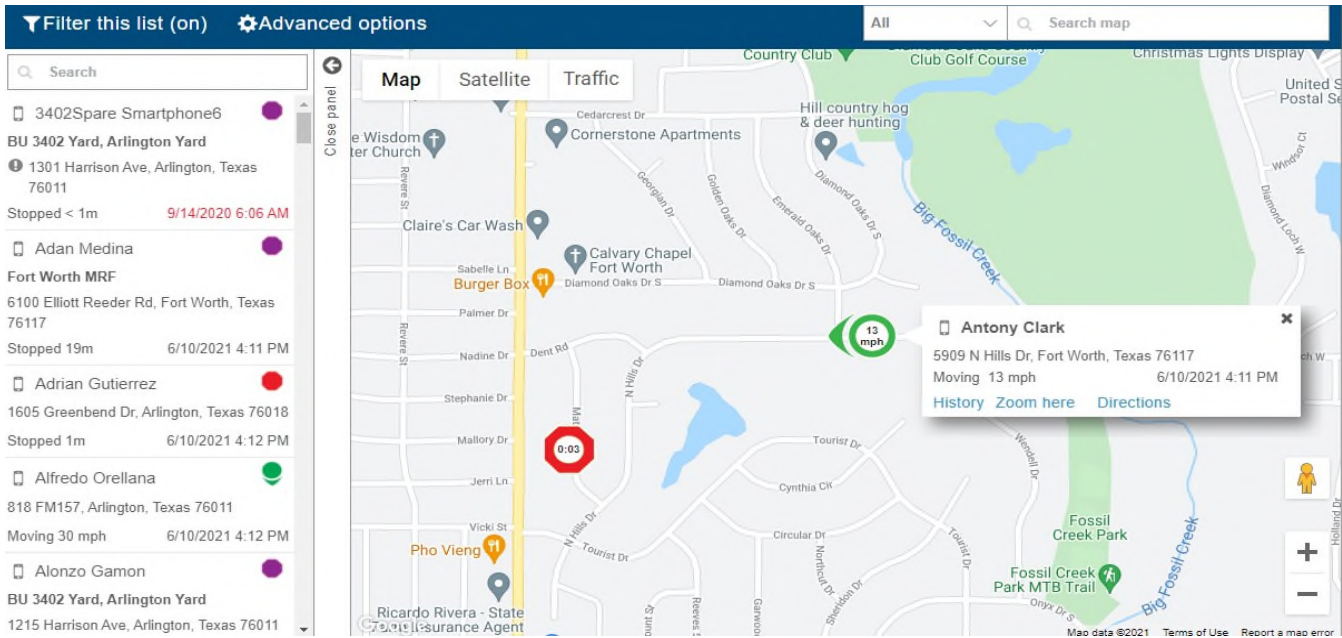


Figure 22 The green markings represent the location the system captured route progress

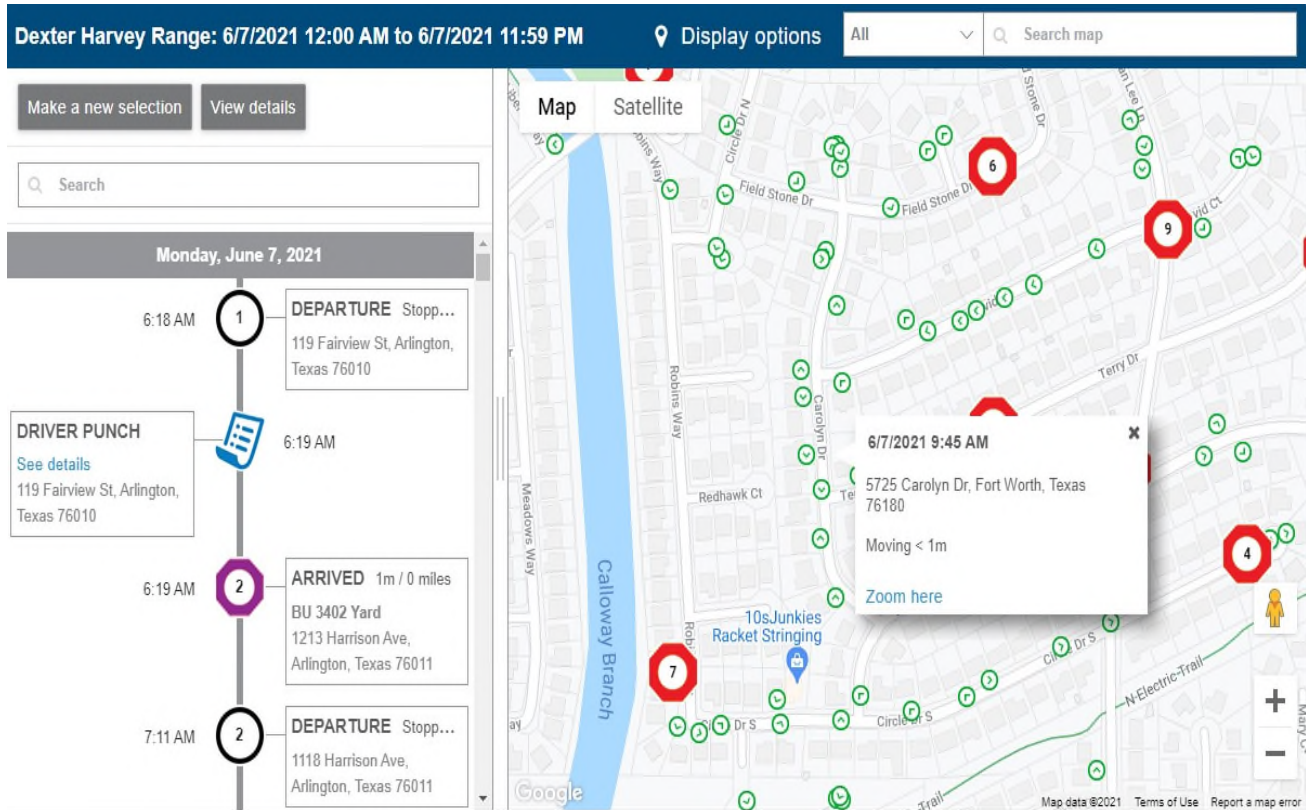


Figure 24. **RISE Platform.** Our new platform is in the process of rolling out over the next few years and will yield even safer, more efficient collection for your municipality.



Republic Services is in the process of moving to a new digital GPS and mapping platform called RISE. We are in the process of implementing this new technology to our roll-off collection operations this year, and plan to expand that to the commercial front load operating beginning in 2022. We plan to extend that platform to our residential operations within two to three years. Details of that technology are described below.

Digital Operations

We are also leveraging technology to digitally connect our customers, drivers, dispatchers, supervisors and trucks via our "RISE" dispatch platform and in-cab technology. We are utilizing an agile iterative approach to the development and **multi-year** roll-out of this technology to ensure durable adoption and an appropriate return on our investment. With the roll-out of this technology, we will improve productivity through more real-time routing information and data visualization tools; increase customer connectivity and enable automated service verification communications; and enhance the employee experience by providing better tools and technology designed around how our employees will interact with it.

5. Describe Contractor's procedures to be used by the City to schedule and assure reliable container delivery for new locations and special event collections.
 - The City will be able to utilize our proposed e-mail inbox to notify our operations clerk and other team members with information regarding the delivery of new containers and exchanges when necessary. Our operations team will schedule the deliveries in compliance with the performance metrics as defined in the RFP and Contract documents.
 - Republic will establish an e-mail contract group for the City to utilize when requesting collections for special events. Our Municipal Manager and Operations Managers will be responsible for ensuring the necessary resources are deployed for these types of events.
6. Describe in detail Contractor's safety and environmental management contingency plan, including time frame and procedures, to deal with the following issues and

events; spillage, hydraulic line breaks, vehicle fires, etc. Include means and methods of notification to the City, regulatory agencies, emergency response teams, etc.

- In the event of an oil or hydraulic spill, Republic Services uses a local sub-contractor, KC Enterprises. They will deploy the necessary resources to isolate and clean up the spill. They also prepare and submit all required testing and disposal reports to the necessary regulatory agencies including the TCEQ. When a spill occurs, we notify KC immediately, and when necessary, we will notify the City and 911 immediately. We will notify the City once the area is clear and will provide copies of the reports to the City upon request.
 - In the case of a vehicle fire, we immediately call 911 and instruct our driver to find a secure location where they can eject the load to prevent the fire from consuming the vehicle. We will contact the City as soon as possible and dispatch a supervisor to the scene to secure the area, ensure driver safety, and work with emergency services. We will completely clean the site in accordance with required environmental regulations and standards.
7. Describe in detail Contractor's procedures for dealing with motor vehicle accidents and events. Include means and methods of notification to the City, law enforcement, and regulatory agencies, emergency response teams, etc.
- In the case of a vehicle accident, we will immediately notify law enforcement and dispatch a supervisor to the scene. The supervisor will first ensure the safety of the crew and the scene. The supervisor will assist law enforcement with any required investigations. Claims are handled through our risk management agent-CCMSI. The city will be notified within the same business day unless the event occurs after normal business hours.
8. Provide a detailed environmental regulatory compliance history for the past five years in Texas. If the company is a corporation, provide data for the operation which will directly provide services. Include all Texas Notices of Violations and resolutions; Consent Orders and Agreements; Civil and Criminal Actions and Penalties.
- January 28, 2020: The Notice of Violation alleges the following: (1) It is alleged that the facility was conducting monthly release detection for the tanks and product lines; however, it was not keeping the passing results not to exceed 30-days between results; (2) It is alleged that the metal components on the tanks (STPs and flex connectors) were in direct contact with soil and groundwater. Cathodic protection was not installed. The TCEQ Exit Interview Form for the inspection conducted on January 23, 2020 noted the following potential violation: need to electronically isolate the metal components from groundwater and soil. Install cathodic protection on all tank sumps with STPS and flex connectors and provide test results or keep dry. The form also contained the following records requests: 1) This location believes they have interstitial monitoring for the tanks (all 6) and all product lines (suction, gravity, and pressurized). Please provide the interstitial liquid status report for all tanks and lines for the last 12 months not to exceed 30 days between results. 2) If you are not conducting interstitial monitoring, the monthly inventory control for all tanks (used oil exempt) is

required for last 12 months. 3) If you do not have interstitial monitoring for Tank 1 - Hydraulic Fluid, then you are required to have a monthly method of tank release detection. 4) If you do not have interstitial monitoring for the product lines for the Hydraulic Fluid, New Oil, or Waste Oil produce line, then a Triennial Tightness Test is required every 3 years.

Matter Name	Description	Substantive Law	Start Date	Case Number	Court	State	Date Resolved	Description of Resolution	Organizational Unit
Arlington Landfill/TCEQ Odor Violation From Exit Interview (legal entity: Republic Waste Services of Texas, Ltd.)	Alleged Violation For Failure to Control Odors was noted in the Exit Interview provided to the Arlington Landfill by the TCEQ on March 29, 2016. Subsequently, the TCEQ changed the alleged violation to an Area of Concern.	Regulatory / Compliance	08/04/2016		Texas Commission on Environmental Quality	Texas	11/17/2017	TCEQ changed the alleged NOV to an Area of Concern. Matter considered resolved.	Area 06-South (A) > 3473-Arlington Landfill
Hunt County, Texas, Plaintiff, The State of Texas Acting By and Through the Texas Commission on Environmental Quality, a Necessary and Indispensable Party v. Republic Waste Services of Texas, Ltd., Republic Waste Services of Texas GP, Inc., Republic Services, Inc. and Kirk Grady (correct legal entity: Republic Waste Services of Texas, Ltd. d/b/a Maloy Landfill)	Plaintiff alleges, among other things, that the Company acquired land (the "Property") from Kirk Grady in 2002 (adjacent to the Maloy Landfill) upon which solid waste was located without authorization from the TCEQ or other governmental agency. Plaintiff further alleges (1) that solid waste continues to be stored on the Property and the Company has not obtained a permit or other authorization to store or dispose of solid waste, and (2) that the solid waste stored or disposed on the Property contains one or more hazardous substances. the Plaintiff further alleges that this situation presents an imminent threat of discharge to Texas waters and constitutes a nuisance and endangerment to public health and welfare.	Environmental Law	08/06/2015	D1GN15002833	200th Judicial District Court, Travis County, TX	Texas	03/30/2017	Agreed final judgment was entered on 2/1/2017 for payment of civil penalties, attorney's fees and investigative costs by Defendants. Satisfaction of Agreed Final Judgment entered 03/30/17.	Area 06-South (A) > 3416-Maloy Landfill
Republic Services of Arlington (legal entity: Republic Waste Services of Texas, Ltd.) / OSHA Citation and Notification of Penalty filed by U.S. Department of Labor, Occupational Safety and Health Administration	On November 30,2016 the Company was cited by OSHA for Citation 1 / Serious pertaining to 4 heat related illnesses of employees from May-August of 2016.	OSHA	12/05/2016	Inspection 1153760	Occupational Safety and Health Administration	Texas	04/27/2018	Matter settled.	Area 06-South (A) > 3402-Republic Services of Arlington
State of Texas, Fort Bend County v. Damien Rashun Harris (correct legal entity: Republic Waste Services of Texas, Ltd.)	Violation issued for loose material spilling onto the roadway.	Environmental Law	04/05/2021	21-JCR11-00429	State of Texas, Justice of the Peace	Texas			Area 06-South (A) > 4853-Allied Waste Services of West Houston

9. **Provide the OSHA TRIR (Total Recordable Incident Rate) and DART (Days away from work) scores for the division that will be responsible for the collection activity in the City. These scores will allow the scoring committee to compare your firm's injury rates to other firms in the same business, in the same locale.**

TRIR – Total number of Recordable Cases x 200,000/divided by total hours worked by all employees during the year covered.

- 2019 - 10.5 2020 - 8.4

DART – Number of CASES with days away from work x 200,000/divided by total hours worked by all employees during the year covered.

- 2019 - .936 2020 - .233

Proposal Tab 7 Transition Plan

The proposer must describe the following:

- A. Individual or group of individuals that will oversee the execution of the Transition Plan.

See team members on following pages.

- B. The proposed approach, including equipment, personnel, and schedule, for delivering Carts, Dumpster, and Roll-off containers to Customers. Proposers shall also describe how the delivery of equipment will be conducted in coordination with the removal of the existing equipment used by the current provider (should this occur).

See narrative approach on following pages.

- C. A detailed schedule for the transition.

See tables on following pages.

- D. Proposed strategies for Customer communication regarding the transition of service providers. Customer communication will begin no later than sixty (60) days before the initiation of service.

Experience Matters

Republic Services successfully implements more than 75 new municipal contracts each year, and we bring our national strength and local expertise to every one of them. Each transition takes into consideration the unique needs of the contract and the City of North Richland Hills.

The key to success, regardless of project details, relies on communication. We start with a transition timeline, crafted in collaboration with the City. This transition plan includes milestones, roles/responsibilities and contact information.

We provide frequent, proactive communication with the City to ensure there are no surprises along the way including weekly in-person meetings and phone calls/emails as needed. Our philosophy is to constantly share updates with you as that gives everyone a chance to prepare and react in a timely fashion.

- Timely and appropriate communication with residents and businesses — from events and mailings to website information and direct communication (phone, email, live chat)
- Daily communication with the internal team to assess project status and timeline benchmarks

Our operational management team meets daily with our supervisors and maintenance team to ensure critical-path items are addressed.

Our experience has shown that relationships matter — when we need equipment, we get it. Our national strength and buying power are leveraged for your benefit. Locally, we have

Decades of experience partnering with municipalities to implement new programs in the community

- 92% track record of successful extension or retention of existing partner contracts
- Frequent and transparent dialogue with the municipality
- All details and plans reviewed
- National strength, with local experts

secured relationships with key printing/mail house partners who put our needs first in a time-critical situation.

Although Republic Services is the incumbent contractor, there will be transition related activities including: new equipment, new cart order and delivery, new driver and helper hires, re-routing of existing routes, citizen communications, new hires of operations clerk and call center reps and various administrative tasks. In depth details of our plan are outlined below.

A. Transition Team Members

- Richard Gelowicz, General Manager – Rich will work with, and provide support for all department managers to ensure they have the resources necessary to perform their functional responsibilities. Rich will regularly monitor their progress through a task-based schedule.
- Vince Hrabal – Municipal Services Manager – Vince will stay in constant contact with all team members to identify completed/unfinished tasks to ensure the transition timeline is on schedule. Vince will also provide constant communication to City staff on the progress of specific tasks, deadlines, and critical pending actions. He will also work with our new customer service representatives to provide them with comprehensive details related to contracted services, billing procedures, call procedures, and a detailed list contacts for various issues. Vince will work with the City to develop effective communication literature for residents and businesses, develop a delivery timeline, and will ensure we meet the desired completion timeframe.
- Pamela Murphy, Division Finance Manager – Pam will ensure that our accounting team is familiar with the changes of the new contract. She will work with her team to ensure all billing and collection policies and procedures are properly implemented. Pam will work with our local maintenance manager and our Area Fleet Support team in ordering the necessary new equipment.
- Davis Muglach, Residential Operations Manager – Davis will oversee and assist our residential operations team in identifying, hiring, and onboarding new drivers, helpers, and operations clerk. He will work directly with our operations team as they develop the new residential routes. Davis will be responsible for all facets of implementing our proposed operating plan and all associated procedures.
- Gerald Thornton, Maintenance Manager – Gerald will be involved with all facets of securing the necessary equipment. He will be responsible for providing our fleet support team with the proper specifications for the required equipment including: chassis type and model, refuse body type and size, technology requirements such as on-board camera systems, and other equipment requirements. Once the new equipment arrives, Gerald will make sure all the necessary permits, licenses and registrations are complete and will make sure his team has the equipment ready for the implementation date.
- Luke Boyd, David McCarty, Eric Koster -Operations Supervisors – All supervisors will be involved with routing related activities, new hires, onboarding, new driver training, container delivery and all other operating functions related to the new contract.

B. Transition Details

Your transition will take into consideration the unique needs of the contract and the City of North Richland Hills. The key to success, regardless of project details, relies on communication plans to include:

- We start with a plan, crafted in collaboration with the the City of North Richland Hills. This plan includes milestones, roles/responsibilities and contact information and timeline for execution.
- Frequent, proactive communication with the the City of North Richland Hills to ensure no surprises along the way.
- Weekly in-person meetings and phone calls/emails as the situation requires. Our philosophy is that sharing good news as well as bad news gives everyone a chance to prepare and respond in a timely and calm fashion.
- Timely and appropriate communication with residents and businesses—from events and mailings to website information and direct communication (phone, email, live chat, etc.). Redundant communications through a variety of channels is paramount to success.
- Daily communication with the internal team to assess project status.
- Our operations management will meet with our supervisors and maintenance crews daily to ensure critical-path items are addressed.
- The education team meets with the transition lead (operations manager), customer service manager and general manager to ensure customer-specific aspects of the rigorous training for customer service staff and drivers.
- Contract-specific information, route development and truck test drives will be used to bring a safe and well-informed team to the the City of North Richland Hills.
- Regular communication with vendors supplying carts, printed material, trucks and on-board computing and camera systems.

Republic Services brings relationships and experience to the City of North Richland Hills. We have extensive expertise in implementing collection programs. From purchasing to operations to communications, Republic Services has the national strength and the local experts to get the job done using our network of national and local suppliers.

C. Detailed Schedule for the Transition

IMPLEMENTATION SCHEDULE

EQUIPMENT				
Tasks	Subtasks	Responsible Party	Start Date	Completion Date
Order Equipment	<i>Determine Final Specifications</i>	General Manager/Maintenance Manager	July-21	July-21
	<i>Order Equipment/Finalize Delivery Schedule With MFG</i>	Finance Manager/Area Fleet Support	July-21	August-21
	<i>Order Carts</i>	Municipal Manager/Finance Manager	July-21	July-21
	<i>Order Accessory Equipment (Radio's, Safety Equipment, On Board Cameras)</i>	General Manager/Operations Manager/Fleet Manager	July-21	December-20
Take Delivery of Equipment	<i>Perform Delivery Inspections</i>	Maintenance Manager/Operations Manager	December-21	December-21
	<i>Resolve any Discrepancies in Equipment</i>	Maintenance Manager/Area Fleet Support	December-21	December-21
	<i>Take Delivery of Containers</i>	Division Operations Manager	January-21	January-21
Prepare Equipment for Service	<i>Perform In-service PM's and Adjustments</i>	Maintenance Manager/Operations Manager	January-21	January-21
	<i>Install Accessory Equipment</i>	Maintenance Manager/Operations Manager	January-21	January-21
	<i>Install Safety Equipment</i>	Maintenance Manager/Operations Manager	January-21	January-21
	<i>Test all Equipment for Proper Performance</i>	Maintenance Manager/Operations Manager	January-21	January-21
	<i>Install Lids& Doors on Containers, Apply Decals on Containers</i>	Operations Personnel	January-21	January-21
	<i>Check Specifications & Evaluate Compactors and Associated Equipment</i>	Operations Personnel	January-21	January-21
	<i>Perform Scheduled Preventive Maintenance</i>	<i>Perform All Preventative Maintenance per Republic Services Policy and Manufacturers Recommendations</i>	General Manager/Operations Manager	Contract Start
<i>Evaluate Performance of Equipment</i>	<i>Evaluate Equipment Performance versus Plan and Make Corrections as Needed</i>	General Manager/Operations Manager	Contract Start	Contract Completion

IMPLEMENTATION SCHEDULE

OPERATIONAL				
Tasks	Subtasks	Responsible Party	Start Date	Completion Date
Residential Routing - Re Route from 9 routes to 12 routes	<i>Utilize Republic's GPS routing tool to develop individual routes</i>	Operations Manager/Residential Supervisor	July-21	September-21
	<i>Plan Routes to meet safety considerations in and around school zones</i>	Operations Manager/Residential Supervisor	July-21	September-21
	<i>Produce Detailed Master Route Maps and Individual Route Books</i>	Operations Manager/Residential Supervisor	July-21	September-21
Implement Service Procedures	<i>Develop Procedures for Drivers to Report Service Issues - Non-Compliant Materials/Unusual Accumulations/Route Obstacles, Etc.</i>	Operations Manager/Supervisors	December-21	January-22
	<i>Implement Follow-Up Procedures to Resolve Driver Reported Issues</i>	Operations Manager/Supervisors	December-21	January-22
	<i>Develop Procedures and Protocols for GPS/Picture Communication to City Staff</i>	Operations Manager/Supervisors	December-21	January-22
Reporting Requirents/Daily Monthly/Annual	<i>Develop Reporting Format and Guidelines</i>	Operations Manager/Supervisors/Operations Clerk/Municipal Manager	October-21	January-22
	<i>Implement Follow-Up Procedures to Resolve Driver Reported Issues</i>	Operations Manager/Supervisors	December-20	February-21
	<i>Develop Procedures and Protocols for GPS/Picture Communication to City Staff</i>	Operations Manager/Supervisors	December-20	February-21

IMPLEMENTATION SCHEDULE

Administrative				
Tasks	Subtasks	Responsible Party	Start Date	Completion Date
Customer Service	<i>Familiarize Customer Service Department of Contract Service Requirements and Procedures</i>	Municipal Manager/Operations Manager	12/15/20	01/15/21
Communications	<i>Establish Basic Communications Protocols for Contractor/City Communications</i>	Municipal Manager/Operations Manager	12/15/20	01/15/21
	<i>Establish Communications Tree for Notification in Cases of Severe Weather or Natural Disaster</i>	Municipal Manager/Operations Manager	12/15/20	01/15/21
	<i>Provide City Staff With all Contact Information Including Cellular Numbers and E-Mail Addresses</i>	Municipal Manager/Operations Manager	12/15/20	01/15/21
Billing	<i>Establish Billing Protocol With City (dates, format, Backup Documentation, etc)</i>	Finance Team	01/05/21	02/01/21
	<i>Set up Procedures to Track and Meet Established Protocol</i>	Finance Manager	12/15/20	02/01/21
Issue Resolution	<i>Establish Joint City / Contractor Issue Resolution Procedure</i>	Municipal Manager/Operations Manager	12/15/20	02/01/21
	<i>Train Relevant Employees in the Established Procedure</i>	General manager/Operations Manager	12/15/20	02/01/21

D. Customer Communication

Republic Services will work with the City in developing a strategy regarding the most effective mode of communication to residents and businesses based on any changes in service levels, routing changes and other changes that will impact residents and businesses. We will utilize our marketing and branding department to develop collateral including, door tags, brochures, direct-mailers and potential digital communications.

Proposal Tab 8 Rates for Services

All rates related to the work to be performed shall be reflected within Proposal Tab 8; additional rates, fees or service charges placed within the narrative of the proposal will not be considered as part of the Rates Proposed.

Important Note:

All fees submitted for services ***will INCLUDE any franchise fees.***

There are no additional fees (fuel adjustments, etc.) to be considered other than those presented in Proposal Tab 8; the recovery of fuel expenses is to be included in the rate(s) proposed.

Residential - MSW

MSW collection twice time per week to include the collection of four (4) yards of Brush/Bulk per week

Price per home per month	\$ 11.18
Price per home per month for Senior Citizens	\$ 11.18

MSW collection twice time per week Backdoor Service

Price per home per month	\$ 27.98
--------------------------	----------

Residential - Recycling

Recycling collection one time per week with 65-gallon cart

Price per home per month	\$ 6.82
Price per home per month for Senior Citizens	\$ 6.07

Recycling collection Every Other Week with 95-gallon cart

Price per home per month	\$ 6.07
Price per home per month for Senior Citizens	\$ 5.32

Rate for each additional Recycling cart per residence

Price per home per month	\$ 1.56
--------------------------	---------

Rate for Replacement Cart (either size Recycling cart)

Price per replacement	\$ 62.35
-----------------------	----------

Collection Rates for Unusual Accumulation Waste Collection

Rate per hour for Vehicle (any type) and Crew	\$ 198.75
Disposal fee per yard collected	\$ 15.73

Small Commercial with bags

Commercial Hand Load Rate for 2 x week, 4 bags per collection	\$ 44.07
Commercial Recycling Cart	\$ 6.82
Each Additional Recycling Cart	\$ 3.77

Commercial Front Load Rates

Important Note: All fees submitted for services will INCLUDE any franchise fees.

Rates reflect all charges that will be assessed

The City will bill all Commercial and Roll-Off

FEL – include all disposal costs

Size	1x	2x	3x	4x	5x	6x	extra p/up
2 yard	73.31	138.01	183.77	268.14	324.74	366.62	32.53
3 yard	104.04	181.98	240.34	320.48	395.12	463.63	41.27
4 yard	125.70	220.15	303.77	396.30	478.43	572.26	52.37
6 yard	159.22	301.69	427.40	557.28	689.25	814.96	73.79
8 yard	184.38	370.80	517.49	655.72	823.34	990.95	88.89
4 yd compactor*	304.99	548.70	791.87	1014.26	1371.74	1770.80	91.91
6 yd compactor*	501.49	1002.99	1504.47	2005.94	2507.44	3008.94	125.33
8 yd compactor*	610.01	1220.00	1830.05	2440.08	3050.08	3660.09	152.48

* FEL compactor rental per month	\$375.00
Casters (fee per month per container)	\$23.81
Locks (fee per <u>collection</u> per container)	\$2.10
Enclosures (fee per <u>collection</u> per container)	\$2.10

Roll-Off Containers

Important Note: All fees submitted for services will INCLUDE any franchise fees.

Rates reflect all charges that will be assessed

All Rates will be Extended - Do Not Show Any Rate as an undetermined number (no wording that renders determining an extended amount impossible.

Roll-Off – Temp – EXCLUSIVE TO CONTRACTOR

Size	Delivery	Daily Rental	Haul Rate	Disposal per Ton*
20 yard	\$158.72	\$8.70	\$347.00	\$30.00
30 yard	\$158.72	\$8.70	\$441.00	\$30.00
40 yard	\$158.72	\$8.70	\$525.00	\$30.00

Roll-Off – Permanent – EXCLUSIVE TO CONTRACTOR

	Delivery	Daily Rental	Haul Rate	Disposal per Ton*
20 yard	\$158.72	\$8.70	\$347.00	\$30.00
30 yard	\$158.72	\$8.70	\$441.00	\$30.00
40 yard	\$158.72	\$8.70	\$525.00	\$30.00

Roll-Off – Compactor – EXCLUSIVE TO CONTRACTOR

Size	Haul Rate	Disposal per Ton*
30 Yard Compactor	\$491.00	\$30.00
34 Yard Compactor	\$559.00	\$30.00
35 Yard Compactor	\$559.00	\$30.00
40 Yard Compactor	\$626.00	\$30.00
42 Yard Compactor	\$654.00	\$30.00

* Submit a flat rate for each ton (not a discounted rate for initial tons with an increase in rates for tons over a certain amount)

** On Self-Contained Compactor units, show the Monthly Rental as the fee per month for the compacting /container unit.

*** On Stationary Compactors put in a Monthly Rental cost for the Receiving Container only. Do not show a rate for the compactor, itself. The rate for the Stationary Compactor will be negotiated between the hauling company and the waste generator.

Additional Items

Acceptable Percentage of Contamination in a load of Recycling Materials
20%.

Proposal Tab 9 Alternate Collection Method (only after proposing the Base Options)

Describe in detail any alternate methods of collection incorporating rates proposed for the Alternate Method. Use additional pages as required.

Proposal Tab 10 Optional Apartment Recycling

Indicate, in detail, how your firm could provide Recycling collection service to the Multi-Family Units within the City. In your response, indicate how you would provide containers (by size and frequency of collection) and what rate you would charge by container size and frequency.

Republic Services will contact Multi-Family complexes to gauge the interest of recycling programs by management of the properties. In our experience, multi-family recycling is mostly successful when management is willing to actively manage the program. When management is unwilling to actively engage their tenants and manage the process, we see significant levels of contamination and the program usually is discontinued.