



MEMORANDUM

EXHIBIT B / P1 thru P32

TO: Tameka Allen, Administrator

FROM:  Hameed Malik, Ph.D., PE, Director- Engineering & Environmental Services

DATE: September 27, 2025

SUBJECT: Coastal Waste & Recycling Services Damage Waiver Request
Augusta Residential Waste Collection & Disposal Services Contract
Contract: RFP 25-900A
File Reference: 25-014

Augusta Engineering & Environmental Services (AE) reviewed Coastal Waste & Recycling (Coastal) nonperformance damages waiver request noted in Coastal’s letter dated September 19, 2025 and is offering the attached response and recommending denial of this request for reasons stated under AE attached response. Coastal was well aware of nonperforming damages. Coastal Management & AE Director discussed damage waiver soon after Augusta Commission awarded the subject contract to Coastal on June 3, 2025. Coastal was informed during discussion of this item and also in writing that damages will not be waived.

It is AE’s observation that Coastal services transition implementation was poorly communicated among its various levels of operations. Coastal made multiple changes in field operation staff since start of this contract, indicating that Coastal was aware of issues with its transitions implementation & services delivery per contract terms & conditions. Also please note that Coastal was the service provider for Zone 2 & Zone 3 services area under previous contract and is very familiar with service routes and needed resources to continue services as required under subject contract.

Should you require additional information, please do not hesitate to contact me.

Thank you.

Attachments:

- 1- AE Itemized Response to Costal Damage Waiver Letter
- 2- Coastal May 13, 2025 Implementation Plan
- 3- AE June 19, 2026 June Email to Costal- Response to Coastal with respect to Contract changes
- 4- Contract Marked pages with AE response to Coast (part of June 19, 2025 email
- 5-August 2025 Damages Summary



September 19, 2025

Tameka Allen
City of Augusta Administrator
535 Telfair St.
Suite 910
Augusta, GA 30901

Re: Request for 120 Day Waiver of Liquidated Damages

Dear Ms. Allen,

Please allow this letter to serve as a formal request by Coastal Waste & Recycling ("Coastal") that the City of Augusta (the "City") waive liquidated damages related to the Solid Waste & Recyclables Collection & Disposal Service Contract ("Contract") for a 120-day period as a result of issues related to the implementation period and transition from the previous hauler to Coastal.

1) Through the RFP process, including contract negotiation and design of the implementation plan, there was an understanding between the City and Coastal that due to delays in the City's procurement process, that issues with the start-up of the contract were expected and that Coastal should not be penalized with liquidated damages for issues that the City bears responsibility for.

Department Response:

Coastal's statement is not factual. Coastal was aware that damages will not be waived. Shifting Coastal's performance failure burden to Augusta is just Coastal's attempt to gain the support of the Augusta Commission. This item was discussed with the Coastal VP in June 2025. There was email communication among Coastal VP, Coastal General Counsel and Augusta Engineering & Environmental Services (AE) Director.

- 1) June 18, 2025- Coastal General Counsel email contract document with proposed changes.
- 2) June 19, 2025 – AEES sent email response to Coastal Genial Counsel & copy Coastal VP.
- 3) June 20, 2025 – Coastal VP sent email acknowledging receipt of AEES response and suggested setting up meeting to review proposed revisions and AEES response
- 4) June 20, 2025 – at 4:45pm Coastal VP and AEES director had TEAM meeting and went over proposed revisions and AEES response. Coastal VP agreed to majority of AEES response comments including no revision to "Damages" clause. [that damages will apply from contact start date of August 1, 2025]

Marked up contract document attached as reference to above response

2) It is well-known that Coastal did not receive a fully executed Contract until July 22, 2025 - a mere nine days before the August 1st launch date. This delay materially affected our ability to execute the implementation and transition from the City's previous hauler.

Department Response: Coastal's statement is not factual. Coastal committed to begin implementing all tasks immediately upon award of the contract. Coastal submitted revised Services Implementation Plan on May 13, 2025 ensuring smooth transition of services. Contract was awarded on June 3, 2025. AE through Augusta Procurement requested Updated Implementation Plan from Coastal prior to contract award to ensure Coastal has needed resources

and will be ready to start services from day one (August 1, 2025) per contract terms & conditions. On May 13, 2025 Coastal submitted updated implementation plan. In this plan Coastal committed to the following:

“all the following tasks will begin immediately upon the award of the new contract to Coastal. All essential tasks will be scheduled simultaneously to meet the requirements in Section 2.3 of the draft agreement. This will be a smooth transition as we currently service Zones 2 and 3 and will only be adding Zone 1.”

“Timeline

Due to the truncated time period between RFP submission and service launch, all of the activities described in this section will begin immediately and be completed on or before August 1, 2025”

3) During our recent meeting, we learned for the first time that the City intended to levy liquidated damages. While we have not been told what these potential liquidated damages relate to, we will take this opportunity to generally address some implementation issues:

Department Response. Coastal’s statement is not factual. Coastal was well aware that damages are not waived and will apply per contract terms & conditions. See detail under the department response to Item 1.

4)

- **New Carts:** We were unable to place orders for new carts stamped with the City logo, until we received a signed contract and approval of cart design from Staff. As the City is aware, once carts are ordered, they must be manufactured and stamped - there is not an inventory available for immediate delivery to customers. With the City's delay in awarding the three zones to Coastal and subsequently executing a contract, Coastal explained to Staff during a July 9th meeting that we would not be ready to deliver carts on the start of the contract. In that same meeting, we asked Staff about the City's then-existing agreement with Otto for carts. We were advised that the Otto agreement would remain in place until November. Staff also communicated that they placed an order for carts in June, and that therefore, us not having replacement carts by August 1st was acceptable to the City. It was not until after the launch of the contract, did we learn that the City decided to cancel its agreement with Otto, leaving a void in the supply and delivery of carts.
- **Service:** The City's system data in Elemos, particularly Zone 1, has proven inaccurate and incomplete data as it relates to the previous hauler. For example, Elemos reflects that the previous hauler was performing 6-8 routes, yet Coastal is currently running 11 routes and learned that the previous hauler had also been running 11 routes despite Elemos indicating otherwise. We have had to devote significant local resources to update and reconcile this information, which has directly affected service efficiency. The data has also been inaccurate regarding assistant collection service and identifying which households are entitled to second cart service, making it impossible for Coastal to reliably determine which households are entitled to such services. These deficiencies have been a major contributing factor to service delays and errors.
- **City's 311 System:** The handling of cart jobs in the City's system also presents concerns. During a call with Becky & Shane last week, Coastal was initially advised that the clock starts when the resident calls 311. Coastal questioned the fairness of this because Coastal cannot schedule or perform these cart jobs until the City's team has coded the work order. Per our contract with the City, the time to respond is to begin once Coastal is able to act on the request.

It was ultimately agreed that Coastal's time to complete would not start until the coding is added; however, there is no timestamp to verify when the work order has actually been updated. Coastal suggested that the City add a note on the account to ensure it is time stamped. This suggestion was not accepted, although in reviewing cart jobs on September 17th, it appears that notes are now being added by the City indicating that the job has been coded and that the date of the work order has been changed.

Department Response to Item 4 and the above three bullets:

The Solid Waste Collection Contract provided roll-out carts are to be provided by Coastal and there is no provision within nor any other signed written document that requires Augusta to provide carts. Therefore, delays in Augusta's procurement process has no bearing at all and does not negate Coastal's responsibilities to fulfill the terms and conditions of the Contract.

Augusta bears no responsibility for Coastal's inability to perform which resulted in the assessment of liquidated damages.

New Carts:

In June, 2025 Augusta Staff provided information to Coastal Staff that Otto was in the process of selling their business and that Coastal should consider hiring the local Otto technicians. On June 18th, Coastal Staff requested the Otto techs names and phone numbers which Augusta forwarded.

Augusta Staff who were present at the July 7th meeting confirmed that there was no agreement that Coastal would be absolved from providing cart delivery, removal, replacement, or repair services during start-up.

During the July 7th meeting, and also many other conversations with Coastal Staff throughout July and August, Augusta Staff encouraged Coastal to consider hiring the Otto technicians as soon as possible.

At the end of August, 2025 Coastal stated that they could not hire the Otto Techs until the Otto Contract ended with Augusta. However, Coastal hired almost all of the Waste Management garbage truck drivers before their Contract ended. Coastal Staff stated that on July 31st the drivers worked for Waste Management and on August 1st the drivers worked for Coastal.

Coastal had adequate time to hire well trained cart technicians and have them in place to begin work on August 1st.

Coastal chose to hire Waste Management drivers and use the Waste Management route maps provided by the hired drivers. Waste Management had taken routes from Elemos and split them into smaller pieces. The drivers had more routes than Elemos, however, the full routes are in Elemos. Coastal was given access to Elemos Zone 1 routes in June.

On August 4th, Augusta Staff notified Coastal Staff of an area missing off Pleasant Home Rd. Every street within the area miss is on the Elemos Friday Route 630. The area miss was a gap in the Waste Management maps from their hired drivers and not from Elemos.

Assisted Collection

Coastal has been providing collection services in Zones 2 & 3 for several years. Coastal knows how to pull the list of assisted collection customers from Elemos. Coastal had a process to document and monitor the first missed assisted collection of the month to ensure it would not be missed a 2nd time within 30 days resulting in repeat miss liquidated damages.

Coastal had 10 assisted collection repeat misses in Zone 1; two addresses were missed 4 times, two addresses were missed 3 times, and 6 assisted collection customers were missed 2 times in Zone 1 in August.

Coastal had 8 assisted collection repeat misses in Zones 2 & 3: one address was missed 4 times, two addresses were missed 3 times, and 5 assisted collection customers were missed 2 times in Zones 2 & 3 in August.

- 5) Given the foregoing, specifically the transition and implementation issues and the fact that both the City and Coastal are continuing to adjust processes and procedures following startup of the contract, Coastal respectfully requests a 120-day waiver of any liquidated damages.

Department Response: Department is recommending denying this request for reasons stated under the above response. In addition, Coastal's local field operation had multiple personnel changes and their failure to provide services as required appears to be due to lack of full understanding of contract requirements and Coastal's submitted Implementation Plan as part of contract award.

We have consistently communicated this request and believe it is a reasonable and necessary step toward ensuring the long-term performance services for the City. This waiver period will allow both Coastal and the City to reconcile route data, resolve implementation gaps, and establish a fair and accurate system for work order timekeeping. During this period, and provided that City Staff is willing to participate, Coastal is prepared to assume the cost of conducting a joint comprehensive route and cart audit to bring the City's data fully up to date. This effort will also support the City's future transition into the new Platform system.

Department Response: Department proactively communicated with Coastal at all levels since the contract was awarded to Coastal on June 3, 2025. In addition, the department offered assistance including offering that Coastal can continue using city logo carts to ensure services are delivered per schedule & contract. Coastal's rejected this offer stating they wanted to replace all carts with new carts. The department is transitioning to new technology/platform for improved communication and contract effective management. In this regard the department repeatedly asked Coastal to identify team members and to participate in this Platform demo so the Department can incorporate Coastal's feedback/comments and move forward with its implementation. The Department is still waiting on this action. This new Platform will address data reconciliation and route related other issues.

Please note that Coastal is a services provider to Zone 2 & Zone 3 under previous contract and well familiar with route and service points. The only real transition service area is Zone 1, however, Coastal's transition initial implementation falls under Marginal rating.

Implementation Plan



Implementation Plan

Scope of Services

Using the experience it has gained from servicing Zones 2 & 3, Coastal has developed a comprehensive plan to guarantee it will begin collection on **August 1, 2025**. Due to the narrow time frame between the potential award date and the contract start date, all the following tasks will begin immediately upon the award of the new contract to Coastal. All essential tasks will be scheduled simultaneously to meet the requirements in Section 2.3 of the draft agreement. This will be a smooth transition as we currently service Zones 2 and 3 and will only be adding Zone 1.

Timeline

Due to the truncated time period between RFP submission and service launch, all of the activities described in this section will begin immediately and be completed on or before August 1, 2025.

Recruitment

As we begin hiring additional drivers, we will contact the incumbent Hauler for Zone 1 to schedule a time to meet with its drivers, mechanics, and any other support staff that may be required to assist in serving Augusta. Our goal would be to let everyone know they are guaranteed a job. Coastal has outlined our recruitment strategy in the staffing chapter of our proposal.

Local Small Business Subcontractors

As required by the RFP, Coastal has been in discussions with several small local businesses and plans to engage three subcontractors: A-1 Sanitation Services, SouthEastern Waste Solutions, and Metropolitan Waste.

This will allow us to comply with the contract requirement of scheduling 25% of the services between the three providers and maintain the quality of service Augusta expects by having additional support. Note that the services being subcontracted are services that Coastal is capable of providing on its own but is subcontracting in order to be in compliance with the RFP.

These subcontractors will be using various collection vehicles, including rear load vehicles, and will be collecting yard waste, bulk waste, and recycling.

Timeline

Staffing

June 3 – June 10 ➤ **Upon Commission approval of the agreement, Coastal will begin recruiting the additional drivers and helpers Coastal will need to service this contract.**

➤ Recruit Waste Management drivers currently servicing Zone 1. Work through the supervisors and managers to allow us to speak with current employees.

➤ Contact Waste Management Drivers while on their routes and let them know there are positions available with Coastal.

➤ Coastal Vice President of operations will prepare a list of all drivers available within Coastal today that are available to serve in Augusta. These drivers will be brought in to fill any positions that have not been filled and assist in training the new hires.

➤ Bring in Human Resource Recruiting Team to hire additional drivers from outside the industry. These HR experts will also help to expedite the onboarding of all new employees.

July 1 ➤ **Supply Augusta with a list of filled positions and positions still open.**

➤ Finalize the recruiting list and give the City the list of all Drivers and Routes.

➤ Bring internal drivers to help with rollout and back up as needed.

August 1 ➤ **Start new contract.**

In addition to drivers, Coastal will be recruiting mechanics, customer service representatives and Route Supervisors.

Our Human Resource Recruiting Team will recruit both within and outside of the solid waste industry to find the right people to fill those positions.

Recruitment

Recruiting Top Talent

Finding the right person for the position is the toughest challenge many businesses face. We are pleased that our reputation and position in the industry has afforded us the opportunity to bring some of the brightest and most experienced professionals in the market to our organization. Everyone from the owners to the representative that will personally answer your residents calls completely understand that our customers are our greatest asset. Coastal is an equal opportunity, drug free workplace employer. Our company is committed to an inclusive workplace and does not discriminate. Our employees receive a comprehensive package that includes benefits for their entire family.

Great recruiting practices start with the vision and leadership provided by senior management. Having hands on experience working in a variety of positions in the waste industry, our Founder and CEO, Brendon Pantano, had a clear idea of the dream team he wanted when forming the company.

His vision of a people focused culture began with our Core Values of Safety, Integrity, and Customer Service. Our recruiting team is mindful of these ideals throughout the hiring process.

Strategic Hiring Approach

- Our primary focus is to attract and onboard the **incumbent drivers** from the previous contract holder. These individuals already have experience with the routes and community, assisting in creating a **seamless transition** for both the municipality and residents.
- We evaluate their **current compensation** and **PTO offerings** to make competitive employment proposals.
- To support key hires, we may also offer COBRA coverage assistance to help retain top talent.

Pre-Contract Launch Preparation

- Our multi lingual HR professionals (English, Spanish, Portuguese, and Creole) conduct in-person interviews and on boarding as needed.
- While traditional on boarding is electronic, for large-scale transitions (15+ new hires), we provide in-person on boarding support.
- Before the official contract start date, we begin onboarding drivers by having them complete administrative tasks and safety training in advance. This ensures they are fully prepared and compliant on **Day One** of service.
- We expedite uniform orders so that every new team member represents the Coastal brand from day one, reinforcing a sense of belonging and professionalism.

Onboarding & Training

- New drivers participate in a two-week training program covering: Safety expectations & Company culture and values.
- While traditional onboarding is electronic, for large-scale transitions (15+ new hires), we provide in-person onboarding support.

Day One Launch Experience

- The People Experience Department assists in organizing a special Launch Day welcome event for all new team members.
- This includes a team celebration, introductions to leadership, and a strong cultural welcome to make employees feel valued and engaged from the start.

Career Growth & Retention

- Our recruiters, known as Career Path Experts, focus on long-term talent development rather than just filling positions.
- We maintain an internal promotion rate of over 20%, reflecting our commitment to career growth.

Key Value to Municipal Clients

- By retaining the same drivers under our new contract, we ensure continuity and reliability for the community.
- This approach minimizes disruptions, maintains high service quality, and strengthens relationships with municipalities.
- While drivers may be using different trucks, the consistency in personnel provides an immediate advantage in service efficiency.

This approach allows us to secure top-tier experienced talent, ensure smooth contract transitions, and create a positive, engaged workforce** from day one.

Benefits at a Glance (Full-Time)

Coastal offers the following benefits to employees. Employees must complete the enrollment process within 31 days of the date of hire to be eligible. If an employee enrolls on time, coverage is effective on the first of the month following 30 days.

Health and Welfare Benefits: Coastal offers several plan choices as well as a variety of resources and tools to help employees maintain a healthy lifestyle.

Medical - Vision

Dental - Flexible Spending Account

Retaining Current Talent

Coastal has retained over 65% of the incumbent haulers' drivers once starting a new contract.

Coastal has transitioned a number of major contracts within the past five years and we have met our goal of having all personnel on board and ready to take over on the first day of operating the contracts.

When transitioning a contract, Coastal focuses on retaining existing drivers to ensure a smooth transition from the current service provider. All qualified current employees are offered employment. Coastal's human resources and recruiting professionals are trained to match existing employee skills to open positions so all are slotted into the right position. Remaining open positions are filled by recruiting local talent to complete the team of people needed to deliver unbeatable service. All new personnel are brought on board at least two months prior to the operation start date.

Local Business Sub-Contractors

Subcontractor Participation

Coastal Waste & Recycling will be contracting with 3 separate small business subcontractors to meet the contract requirements of 25% of the services. We will be using A1 Sanitation Services, Metropolitan Waste and SouthEastern Waste. Each will be assigned a specific service and workload that allows Coastal to deliver and maintain an excellent level of service. Here is a breakdown of the subcontractors and we intend to have them deployed.

A-1 Sanitation Services

A-1 Sanitation Services will be assigned to the Yard Waste and Bulk collection in the area currently called Zone 1. A-1 currently provides these services today and is completing the work on schedule. A-1 will continue to do the work with rear load type trucks. A-1 will comply with the fleet age requirement in the contract and begin to order new equipment once the new contract is in place.

Metropolitan Waste

Coastal has been made aware of service issues with small business subcontractor, Metropolitan Waste. It appears that they were not able to deliver the service that both Augusta and Coastal expected from them. However, in order to achieve the required 25% small business participation, Coastal will continue to use Metropolitan Waste but at a reduced capacity. Metropolitan Waste will be assigned to the curbside cart recycling collection. Based on the estimated units in the RFP Metropolitan Waste will be able to collect these units with 2 to 3 rear load trucks. Coastal will support Metropolitan Waste by leasing the rear load truck to them. The trucks will be outfitted with cart dumpers so the recycling carts can be dumped automatically and comply with the age requirements of the Agreement. This will reduce down time for Metropolitan Waste and greatly improve their service to the Cty. In addition, Coastal can easily step in and provide the required services if Metropolitan Waste (or any of the other subcontractors) experiences any service issues.

SouthEastern Waste Solutions

The third subcontractor will be SouthEastern Waste Solutions. SouthEastern will be using one rear load truck and will be assigned to work in conjunction with the Coastal clam shell type trucks to service the Yard Waste and Bulk in what is now Zones 2 & 3. Coastal is going to handle the collection services for the Yard Waste and Bulk in the zones and will coordinate with the subcontractor to incorporate subcontractor's services into the overall Yard Waste and Bulk plan. The clam shell type trucks will remove larger piles, and the rear load will work on the smaller easier piles on the street.

Coastal is going to assign a separate supervisor and customer service representative to manage the subcontractors and the Bulk and Yard Waste collection.

Committed to Safety

All new staff, whether acquired through transition or outside sources, immediately attend safety, operational and company procedural training.

Safety is the first of our Core Values and emphasis on safety is top priority for Coastal on a daily basis. Company-wide safety topics are communicated each and every day at Coastal team crew out meetings. Route supervisors regularly travel with drivers to conduct observational on the job training. This is a constant, ongoing program.

Coastal is committed to every employee remaining accident and injury free. There is extra emphasis on the training that develops important skills and habits in order to reduce OSHA recordable injuries and vehicle accidents. Coastal Waste & Recycling is committed to key objectives in order to achieve this goal.

Benefits that lead to reaching our safety goals include

- No injuries to our employees and the public
- No damage to trucks, property, or the environment
- Culture that puts safety in the forefront of everything we do
- Full commitment and accountability by all employees
- Defensive driving practiced at all times.
- Providing all employees with the tools to be successful
- Competent trained workers who understand safe work practices
- Continuous improvement in our safety training and awareness
- Identification and mitigation of hazards
- Properly maintained trucks.
- Full investigations into all incidents and near misses
- Open communication and feedback regarding incidents and safety concerns
- Continual improvement to safety stats, including TRIR, and VIFR

Service Delivery Implementation Plan

Location

Coastal Waste & Recycling will continue to operate out of our current facility located at 3925 Goshen Industrial Blvd, Augusta, GA. As is done today, all customer service, maintenance, and all overall support for this contract will be carried out and managed at this same location. All routes will remain the same for all 3 zones. Upon award, Coastal will contact WM and request copies of the route maps so Coastal can begin a complete transition.

Vehicles

Coastal will begin preparing the brand new trucks that have already been delivered from the list included in the available resources tab for delivery to Augusta. The trucks to be used, including automated side load, rear load and clam shell type vehicles are in stock at Coastal's truck facility and will be prepared for delivery to Augusta. Coastal will secure support vehicles, including a supervisor pickup with a dump body, upon award of the agreement. We will also meet with our subcontractors and assist them with making sure their vehicles comply with the contract terms.



Carts

We will procure approximately 75,000 new carts. Once a delivery schedule is confirmed from the manufacturer, Coastal will meet with the city staff and agree upon a delivery plan and schedule. Coastal will prepare a mailer to be delivered to the residents in advance, detailing the timeline around when to expect the new cart to be delivered and the old carts removed. We will also include contact information about Coastal and instructions on how the residents can sign up for recycling collection. Coastal will use a mailer approved by the City, similar to the example below. Coastal will be responsible for the cost of printing and mailing all communications. All carts will include an RFID chip.

Education

Coastal will prepare a brochure that will be attached to each new cart we deliver. The brochure will have all the information the residents need to help them understand their collection schedule, how to place the cart at the curb, yard waste and Bulk guidelines, and any other information the City would like to add. Coastal will also add a link on its web page that brings the residents right to a site that can provide any information necessary regarding the collection services. After the first year of service Coastal will mail out a reminder postcard giving the residents a quick refresher, as well as helping any new residents.



New Recycling and Garbage Carts Coming Your Way!



NEW RECYCLING & GARBAGE CARTS

Coastal will deliver one new, green 95-gallon trash cart and one new, blue 65-gallon recycling cart to every home with cart service. The carts will be delivered in two phases, and each phase is expected to take up to four weeks. Please be patient if your neighbors receive their carts and you do not immediately receive yours.

- **Blue Residential recycle cart distribution will begin on October 15**
- **Green Residential trash cart distribution will begin on November 12**

Continue to use your old carts until the new ones arrive. **Please start using your new carts as soon as you receive them.** Leave your old carts out at the curb (empty of material) until retrieved. Old cart pickup will begin immediately after new carts are received, but may take up to three days.

REMINDER!

Carts need to be placed at the curb by 7 a.m. on appropriate collection days and be removed from the curb by 7 p.m. following pick up.

REMEMBER TO RECYCLE RIGHT!

Let's get back to the basics of recycling. Refer to the label on the lid of your new blue cart for simple recycling guidelines or visit CoralSprings.gov/Recycle for a more in-depth list of recyclables.

QUESTIONS?

For all updates, route maps and FAQ's, visit CoralSprings.gov/CoastalUpdates or contact Coastal Waste & Recycling at **954-866-4738**.

Recycling

We have been in contact with two single stream processing companies and have secured favorable terms with them to accept the material coming from Augusta. Sonoco Recycling and North Augusta Recycling are the two facilities we intend to work with. Upon award of the contract, we will look to enter into agreements with both companies, to ensure an outlet for the single stream recyclables. Any resident signing up for recycling will receive a new cart with a decal on the lid explaining the do's and don'ts for recycling.

CITY OF Cooper City

RECYCLE these items






DO NOT RECYCLE these items

DON'T BAG RECYCLABLES

***Place carts at least 3 feet from other carts, cars, mailboxes, trees, and utility poles.**

The infographic features a central circular diagram with arrows pointing to various recyclable items: PAPER, PLASTIC, CARTONS, CANS, GLASS, and CARDBOARD. To the right, a grid lists items that are not to be recycled, such as Garbage Trash, Electronics, Styrofoam, Juice boxes, Fabrics, Batteries, Motor Oil, Dishes, Paper plates, Light Bulbs, Aerosol cans, Pizza Boxes, Plastic Bags, Tires, Plants, Hoses, and Toys. A QR code is located in the bottom right corner.

Residential Routing Plan for Zones 1, 2 & 3





				
Service Type	Vehicle Type	Number of Vehicles	Number of Drivers	Number of Driver Helpers
Solid Waste 5 Days, 1X Week	28 Cubic Yard Automated Side Load	Eighteen (18)	Eighteen (18)	Not Applicable
Solid Waste 5 Days, 1X Week	20 or 25 Cubic Yard Rear Loader	Two (2)	Two (2)	Two (2)
Bulk & Yard Waste 5 Days, 1X Week	25 Cubic Yard Rear Loader to be performed by sub- contractor	Seven (7)	Seven (7)	Seven (7)
	27 Cubic Yard Clam Shell	Six (6)	Six (6)	Not Applicable
Recycling - to be performed by sub- contractor 5 days, 1x week Based on 000 nits	25 Cubic Yard Rear load	Two (2)	Two (2)	Two (2)

Additional Spare Vehicles include:

- Four (4) Automated Side Loaders, 22% spare ratio
- Two (2) Grapple Trucks, 33% spare ratio
- Two (2) Rear loader, 22% spare ratio

Residential Staffing Plan

Please find below, the number of employees working each day along with the hours they work per week. Coastal plans to have three route managers for this contract That is approximately one route supervisor for every 12 route. This team will also oversee and manage the work of the subcontractors.

			
Position	Number of Employees	Weekly Hours	Work Days
Drivers/Swing	31	50	5
Route Helpers	7	50	5
Supervisors		50	5
Dispatch & Customer Service	4	50	5
Mechanics/Maintenance Supervisor	5	45	5

- Please note that Drivers and Route Helpers work five (5) days a week while Customer Service and Mechanics may work six (6) days a week.

Field Supervisor Vehicle

- Coastal Waste & Recycling will deploy satellite supervisor vehicles as seen in the picture. The unit is perfect for missed carts, hard to reach areas and to clean up after bulk collection service.
- This vehicle will be equipped with a rake and broom.



Hydraulic Oil Leaks

Spill Prevention Procedures

- Preventative maintenance
- Identification of leaks
- Stock hoses, fittings, cylinders for quick repairs

In the Event of a Spill

- Containment
- Supervisory Notification
- Clean Up
- City Notification (before and after)
- Truck is locked out until repair



Spill Prevention Procedures

- Trucks to be inspected for leaks:
 - By drivers, every morning during crew out pre-trip inspections, continually throughout the day on route, then again during post-trip inspections.
 - By maintenance during daily walkarounds, morning pre-trip inspections, PMS and after trucks are in the shop for write ups.
 - By management during morning crew out inspections, daily walkarounds, safety lane inspections, and during safety observations.
 - Inspections include a visual review of tanks, hoses, and fittings to identify any leaks. All leaks need to be immediately repaired.

Spill Kits: All collection vehicles will have Berg part number 9040MDVZB medium mixed fluids vinyl zipper bag kits or equivalent spill kit. The spill kit is to be inspected every morning during pre-trip inspection. A truck will not leave the yard if it does not have the proper spill kit.

In the Event of a Spill

If a spill occurs on route:

- Immediately pull the vehicle over to a safe location.
- Close main fluid control valve (as equipped) to stop the source of the spill.
- Keep spills out of storm drains, ditches, creeks, and other waterways.
- Contact management immediately.
- Wear the proper PPE.
- Use absorbent materials in the truck's spill kit and/or other nearby materials to contain the spill.

Notification Procedures

- Drivers will notify management immediately in the event of a spill.
- Management will notify the City.
- Supervisors report spill in EHS Insight, safety tracking system.
- Management to coordinate with local third-party spill response if needed.
- Management notifies EPA of spills that meet reportable quantities.

Training

- All new hires are trained in spill prevention and response during new hire training.
- Spill prevention and response refresher training to occur in daily crew out safety meetings.

Pre-Hurricane Procedures

We are committed to providing an efficient and timely clean-up service to accommodate all of our affected customers after a storm. At the start of hurricane season prior to the first storm, the Coastal team will be assessing equipment and labor for the upcoming season. We have an extensive fleet of vehicles that include a full complement of yellow iron, roll off trucks, automated side load trucks, rear load trucks, front load trucks, and grapple trucks. We ensure we have the necessary equipment in the case of a storm. We can also pull equipment from locations that are not affected to aid in relief efforts. Coastal participates in Georgia's Emergency Management and Homeland Security Agency, official reentry permit, which enables us to provide essential services to rapidly restore impacted areas.

Regular garbage and recycling pickups along with bulk pick-up service will continue on a regular schedule as long as it is safe to do so. The roadways must be clear and the winds low enough to operate safely. After the "all clear" has been given by the County Emergency Management Office, we will begin the debris removal process and commence the regular garbage pick-up schedule.

The following is an outline of corporate procedures outlining the activities of Coastal Waste & Recycling key disaster team personnel during the 72 hours period prior to an anticipated hurricane landfall.

Alert Level I 48-72 hours prior to anticipated strike

Weather channels are monitored and tracked daily by the Director of Disaster Operations. When a potential strike appears possible, the Vice President of EHS will notify the leadership team, including the President, CEO, and the District Managers of the potential impending event. Upon notification, all assets and resources fall under the direction of the Vice President of EHS who also will assume the duties of Director of Disaster Operations. The Director of Disaster Operations office will call a meeting of all project managers and equipment managers and alert them to the potential event.

The Director of Disaster Operations will then, through a company memo and a company meeting, alert all employees of the disaster team of the potentially impending event and have them begin preliminary personnel preparations for 48-hour notice for departure.

The Director of Disaster Operations will notify the County of the designated Coastal response point of contact person and provide the Government Agency with a 24-hour immediate telephone contact number.

Alert Level II 24-48 hours prior to anticipated strike:

The Director of Disaster Operations will meet with the project managers and review updated tracking information and predicted landfall possibilities. Any changes or revisions in the landfall predictions will be noted.

Alert Level III 12-24 hours prior to anticipated strike:

The Director of Disaster Operations will meet with the project managers and review updated tracking information and predicted landfall possibilities. Any changes or revisions in the landfall predictions will be evaluated and a determination as to cease operations will take place depending on the County advisement.

Alert Level IV 0-12 hours prior to anticipated strike:

Coastal Waste & Recycling will cease service and wait till the storm passes and the county declares an all clear. Coastal is dependent on the disposal facility to resume service and will wait for notification of opening.

Coastal Waste & Recycling is dependent on whether the disposal facility is operational, and the County allows trucks to enter the facility.

GEORGIA EMERGENCY MANAGEMENT AND HOMELAND SECURITY AGENCY



PHASE

3

OFFICIAL RE-ENTRY PERMIT

PHASE THREE RE-ENTRY

The holder of this permit is authorized to access areas impacted by a disaster prior to the general public for the purpose of responding to life-threatening hazards, repairing critical infrastructure, and/or restoring essential commerce.

Re-entry is authorized per the State of Georgia Re-Entry SOG.

Access may be denied to permit holders for some or all impacted areas by local or state officials in order to preserve, protect, or sustain the life, health, safety, or economic well-being of a person or property or as otherwise deemed necessary.

PERMIT NUMBER: 0833 **EXPIRES:** 09/30/2027

ISSUED TO: Coastal Waste & Recycling (Augusta, GA)

COMPANY POC: Dave LaFleur (954) 947-4000

The individual presenting this permit certifies that use is limited to official business in emergency/disaster areas only. Individuals should also be prepared to show the following:

- Employee credentials
- Valid state-issued photo ID
- Employer authorization letter (*contractors or subcontractors only*)

ALL QUESTIONS OR ISSUES REGARDING USE OF THIS RE-ENTRY PERMIT
SHOULD BE DIRECTED TO THE GEMA/HS STATE WARNING POINT AT
1-800-TRY-GEMA.

Pursuant to O.C.G.A. § 38-3-7 any misuse, including unauthorized reproduction, of this permit may constitute a misdemeanor under GA Law.

From: Hameed Malik

Sent: Thursday, June 19, 2025 10:39 AM

To: Matthew Cowan <mcowan@coastalwasteinc.com>; Nancy M. Williams

<NWilliams@augustaga.gov>; Darrell White <DWhite2@augustaga.gov>

Cc: John Casagrande <jcasagrande@coastalwasteinc.com>; Chris Fisher

<cfisher@coastalwasteinc.com>; Travis Hitchcock

<thitchcock@coastalwasteinc.com>; June Hamal <JHamal@augustaga.gov>

Subject: RE: Coastal Waste & Recycling - Augusta Contract

Good morning Coastal Team:

Please see attached document for the Department response to Coastal proposed changes in the contract. I inserted comments in Coastal submitted marked PDF document.

Most of proposed changes to contract are not acceptable to the Department. This contract was attached to the RFP as “draft contract” and all proposers had opportunity to review and submit questions/enquiries during RFP open period. Received questions were addressed as Addendum. Addendum No 2 addresses received questions.

Regarding technology, as provided response in Addendum No. 2, The Department will be open working with the awarded contractor to evaluate and use alternate technology.

Please note that for continuity of services it is very critical to get this contract executed in a timely manner. If terms & conditions as specified in attached contract document is not acceptable to the Coastal Waste & Recyclable, then please notify Augusta Procurement department by next few days.

Thanks

Hameed Malik, Ph.D., PE

Director Engineering & Environmental Services

Engineering Administration

452 Walker Street, Suite 110, Augusta, GA 30901

(706)796-5040

From: Matthew Cowan <mcowan@coastalwasteinc.com>
Sent: Wednesday, June 18, 2025 5:16 PM
To: Nancy M. Williams <NWilliams@augustaga.gov>; Hameed Malik <HMalik@augustaga.gov>
Cc: John Casagrande <jcasagrande@coastalwasteinc.com>; Chris Fisher <cfisher@coastalwasteinc.com>; Travis Hitchcock <thitchcock@coastalwasteinc.com>
Subject: [EXTERNAL] Coastal Waste & Recycling - Augusta Contract

Good Afternoon Ms. Williams, Dr. Malik,

We have had an opportunity to review the contract and have some proposed revisions. Many of these revisions relate to the fact that the start date has changed numerous times and that different versions of the service offerings have been considered in various RFPs. Because we received a hardcopy of the contract (and not a version in Word), we scanned it and processed it with OCR in order to provide you with redlines.

We believe that our proposed revisions are in line with the service offerings that will be provided by Coastal to Augusta and its residents starting on August 1st. Attached to this email are two PDF documents – (1) a redline of the contract that shows the revisions and (2) a clean copy of the contract that we are prepared to execute.

In addition to the proposed revisions to the actual contract, we also require that certain of our financial documents be redacted from the contract documents. Those documents, which were provided in the Financial Stability tab of our RFP response, were watermarked as being Confidential Financial Information per O.C.G.A. § 10-1-761(4). They appeared in the hardcopy that we received and must be removed from the final version of the contract that becomes public record.

Please let us know whether you have any questions. We appreciate your time and attention to the contract, and we forward to being in a position to execute the contract.

Thanks,

Matt

Matthew Cowan
General Counsel



P: 954-947-4000

M: 305-803-1890

www.coastalwasteinc.com

Field Support Office - 4950 Communication Ave Ste 920, Boca Raton, FL 33431

Contractor acknowledges that its performance relative to the Monthly Performance Summary shall not be construed to mean that the Contractor is meeting its performance obligations as required by this Agreement. Should the Contractor not comply with any other material provision of this Agreement, Augusta may declare the Contractor in default notwithstanding its performance levels relative to the Monthly Performance Summary.

3.4 Materials to be Collected

The Contractor shall provide alley collection and curbside collection of Residential Garbage, Yard Waste, Recyclables and Bulky Waste placed for collection in accordance with the Collection Schedule in the Designated Collection Area, and as further described this document.

3.4.1 Mixing

The Contractor shall not mix Garbage with Bulky Waste, Yard Waste or Recyclables ~~from Recyclables Carts~~. Further, the Contractor shall not mix any Yard Waste and Recyclables ~~from Recyclables Carts~~. The Contractor shall not collect material in the same truckload from both Recyclables Carts and Roll-Out Carts, unless Augusta has identified the Recyclables Carts as containing an excess of non-recyclable material. The Contractor shall not be responsible for non-conforming waste or waste mixed by the Customers.

Augusta may allow mixing of Yard Waste and Bulky Waste in the same truckload.

3.4.2 Damages

delete If the Contractor's equipment operator collects ~~Recyclables from Recyclables Carts~~ one or more commodities ~~in the same truckload with~~ Bulky Waste, Yard Waste or Garbage in the same truckload without permission, or as otherwise allowed by this Agreement, from Augusta, the Contractor shall be assessed Damages in the amount of one thousand dollars (\$1,000) per incident and Augusta may declare it an event of default. *delete ?*

3.5 Collection Service Frequency

The Contractor shall collect Residential Garbage, Recyclables in Contractor-provided Roll-Out Carts placed at curbside, Yard placed at curbside, and Bulky Waste placed at curbside at each Residential Unit and Designated Non-Residential Location. Yard Waste placed at curbside, and Bulky Waste placed at curbside at each Unoccupied Location shall also be collected. Each Customer's Residential Garbage, Recyclables, Yard Waste and Bulky Waste must be collected on the same day of the week (i.e., the collection of Residential Garbage, Recyclables, Yard Waste and Bulky Waste for a single Customer shall be coordinated so that the designated collection day of each type of material occurs on the same day of the week at the Customer's collection point). The Customers' collection day shall be in accordance with the approved Collection Schedule. Augusta expects Roll-Out Carts, Recyclables Carts, Yard Waste and Bulky Waste to be placed at curbside by 7:00 a.m. on the designated collection day. RFP fee schedule describes the service frequencies. When the contract is awarded, selected levels of service described fee schedule will be chosen to be provided and will be inserted below as Table 1 Service Levels

Table 1: Service Levels

Designated Collection Area			
	Waste Type	Service Type	Service Frequency
1	Garbage, Yard Waste, Bulky Waste	Residential	Weekly
2	Garbage	Non-Residential	Weekly
3	Yard Waste, Bulky Waste	Unoccupied	Weekly
4		Extra Cart	Weekly
RECYCLING			
	Recycling service is provided by the Contractor by direct contracting with residents and others on request and offering recycling services fee unite rate offered under this contract.		
NOTES			
	1) No fuel type preference. The Contractor has option to use diesel or alternate fuel vehicles		

3.6 Collection Days

Routes for Residential Garbage, Yard Waste and Bulky Waste must be spread out evenly over five (5) collection days, Monday through Friday. For each Residential Unit, Designated Non-Residential

Location, and Unoccupied Location, all services will be performed on the same day as Residential Garbage. Waste Pick schedule may change based on contract awarded service level options. According this section will be revised and will be included in final contract document.

3.7 Hours of Collection

No Residential Garbage, Recyclables, Yard Waste or Bulky Waste collection shall commence prior to 7:00 a.m., and the Contractor must request permission to continue collection after 8:00 p.m.

3.8 Holiday Collection

The Contractor shall provide Collection Services on all legal holidays except New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas. Collection services shall be delayed one (1) day for each observed holiday. For example, if Friday is a holiday then collections normally scheduled on Friday will be collected on Saturday.

3.8.1 Extra Holiday Collections

Contractor shall provide adequate resources to collect the increased holiday waste loads during the five (5) day(s) following the holiday, as listed in Section 3.8. Extra bags of Refuse and Residential Garbage placed outside the Roll-Out Carts shall be collected, and may be collected as Bulky Waste.

3.9 Extra Masters Collections

Contractor shall provide adequate resources to collect the increased waste loads during the week prior to, the week of, and the week after the Masters Golf Tournament. Extra bags of Refuse and Residential Garbage placed outside the Roll-Out Carts during that period shall be collected, and may be collected as Bulky Waste.

3.10 Dead Animals

Augusta personnel will pick up Dead Animals within Augusta limits. Augusta reserves the right to transfer these Dead Animals to any of the Contractor's solid waste trucks operating in the vicinity when Dead Animals are collected by Augusta crews. Contractor's Supervisor shall provide immediate direction and/or location of nearest Contractor solid waste collection truck upon request. Dead Animals shall not be placed in a Collection Vehicle collecting Recyclables.

3.11 Requests for Service

Once any route has been completed, or is scheduled to have been completed, any Customer missed will be designated as a Request for Service, regardless of the time of day.

3.11.1 Communication of Requests for Service and Completion

- a. Upon the receipt of a Request for Service, Augusta will notify the Contractor immediately, through the issuance of a Request for Service, with the date and address where the Request for Service occurred.
- b. If Augusta sends a Request for Service or provides verbal notification of a Request for Service to the Contractor between the hours of 7:00 a.m. to 5 pm. on any given collection day, the Contractor shall provide collection by 5 p.m. the following calendar day excluding Sunday and day of five (5) major holidays (Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day). Once Augusta has sent a Request for Service, it shall be considered received by the Contractor, in accordance with Section 10.1.
- c. When Contractor's equipment operators are collecting material based on Requests for Service, they shall be responsible for checking other Residential Units, Designated Carry-out Collection Locations, Designated Non-Residential Locations and Unoccupied Locations in the same vicinity for other possible misses in order to prevent additional calls from other Customers reporting collection misses.
- d. Requests for Service and other emergency calls received by Augusta on non-collection days and evenings will be conveyed to the Contractor's emergency representative, as designated in Section 10.1. The Contractor shall respond to such requests in the same timeframe and manner as specified in Section 3.11 for Requests for Service, or as specified in other sections of this Agreement for other requests.

assessed. The grace period is intended solely for one (1) to five (5) Residential Units, Designated Non-Residential Locations, and Unoccupied Locations missed on any one (1) route due to driver unfamiliarity with new routes, therefore any misses of six (6) or more Residential Units, Designated Non-Residential Locations, and Unoccupied Locations on any one (1) route will not be covered by the grace period. Any such misses shall be designated as Valid Misses and shall be subject to Damages. The Contractor shall use its best efforts to limit the number of collection misses, and shall remain responsible for the timely collection of any collection misses during the grace period.

- f. Area Misses: The Contractor shall respond to Area Misses in the same timeframe and manner as specified above. The Contractor shall pay Augusta Damages in the amount of:
- (i) Two thousand dollars (\$2,000) for the first one hundred (100) Residential Units, Designated Non-Residential Locations and Unoccupied Locations missed, and
 - (ii) Twenty dollars (\$20) for each Residential Unit, Designated Non-Residential Location or Unoccupied Location missed over the first one hundred (100) Residential Units, Designated Non-Residential Locations and Unoccupied Locations.
 - (iii) In addition, if the Contractor fails to provide collection by the times specified in Section 3.8.a.2, Augusta may elect to provide the service and charge the Contractor Augusta's fee for such service.

*No. 11122 Bums
Augusta
Commission
APR 2014*

g. Contract Launch: Notwithstanding any other provision to the contrary, Contractor and Augusta agree that as part of the Implementation Plan Contractor shall not be subject to Damages for the first ninety (90) days of the Contract.

3.11.5 Courtesy Collections

The Contractor shall be responsible for providing Courtesy Collections, upon request by Augusta. Contractor shall limit Courtesy Collections to a number not to exceed the number of Residential Units times 0.15% percent in any calendar week. This service consists of collections of Residential Garbage, Recyclables, Yard Waste and Bulky Waste from specific Residential Units, Designated Non-Residential Locations and Unoccupied Locations.

The Contractor shall respond to Courtesy Collection requests from Augusta in the same timeframe and manner as specified in Section 3.11.1.b. Augusta shall designate Courtesy Collection requests that are not collected in the specified timeframe to be a Valid Miss, which shall be subject to the Damages specified in Section 3.11.4

3.11.6 Review of Damages Assessed

If Augusta assesses damages that the Contractor believes are not justified by the facts, the Contractor will provide its evidence and schedule a meeting with the Contract Administrator to review. If the matter is not resolved at the review meeting the Contractor may ask the Contract Administrator (or his designee) in writing to review the record and make a determination as to the amount of damages assessed. The Contract Administrator's review shall be made and a written answer provided to the Contractor no later than ten (10) Augusta working days following the receipt of the request for review by the Contract Administrator. Upon receipt of any decision finding liability following the review, the amount of the damages for which liability is found may be withheld by Augusta from the next payment due to Contractor without such withholding being considered a breach of this Agreement. Any damages assessed will be provided to the Contractor within 60 days of the end of the month in which they occurred. Any damages assessed outside 90 days timeframe will not be collected by Augusta from Contractor.

3.12 Designated Non-Residential Location Collection

The Contractor shall provide collection service to Designated Non-Residential Locations identified and designated by Augusta, which may include facilities such as fire stations, schools, churches, non-profit agencies, businesses, and public buildings. Each Designated Non-Residential Location shall be counted as one stop. Payment for collection at Designated Non-Residential Locations will be based on the actual number of Roll-Out Carts at each location. Each Designated Non-Residential Location is required to be served by a Grey, Augusta Roll-Out Cart. Any Roll-Out Carts without the Augusta hot-stamp on the cart shall not be emptied, but shall be reported immediately to Augusta for investigation.

result in disruption of collection service. When conditions require special efforts to complete collection service, the Contractor shall notify Augusta's Contract Administrator within four (4) hours of scheduled service such impediment, and make these additional efforts at no additional cost to Augusta. For the impediments described in this section, the Contractor shall attempt service at least one time on service day; and one time the next business day. If the material cannot be accessed; then the Contractor will not be penalized, but service will be provided the following designated collection day. Under these circumstances, additional trash outside the Carts may be collected as trash or Bulky Waste. Failure to notify Augusta's Contract Administrator within four (4) hours of scheduled service such impediment will be logged as missed pick up.

SECTION 5 - ROLL-OUT CARTS AND RECYCLABLES CARTS

5.1 Provision & Maintenance of Roll-Out and Recyclables Carts

Except as otherwise provided for in this Agreement, Contractor will be responsible for providing and delivering Roll-Out and Recyclables Carts to Customers, and delivering replacement Roll-Out and Recyclables Carts for those which are lost, stolen, damaged or worn beyond their useful life. Roll-out Garbage and Recyclable carts that are provided by Contractor shall be wholly owned by the Contractor. Contractor shall be responsible for keeping all carts in good repair and proper functionality.

5.2 Roll-Out Cart Size & Types

Roll-Out Carts provided to Customers by Contractor will include 65-gallon, and 95-gallon garbage carts in color schemes as specified and approved by Augusta. Augusta may request Contractor to distribute Roll-Out Carts of other sizes; however, all such Roll-Out Carts will be compatible with the approved collection equipment. The number of Roll-Out distributed will be at the sole discretion of Augusta. Recyclables Carts in the size of 65-gallon, shall be provided to Customers who enter into individual direct service agreements with Contractor.

5.3 Roll-Out and Recyclables Cart Loss & Damage

The Contractor shall exercise all reasonable care and diligence to ensure that Roll-Out and Recyclables Carts are not damaged by its collection vehicles while providing collection service.

UNIT PRICE IS FOR 95-GALLON

When Contractor's equipment operators observe any damaged Roll-Out Cart, the Contractor shall report the address and description of the damaged Roll-Out Cart to Augusta through the onboard computer.

5.4 Cart Inventory

The Contractor shall keep on hand in inventory at all times roll-out garbage carts in amounts at a minimum of no less than 3% of the total amount of carts within their designated service area(s). The contractor shall also keep on hand in inventory at all times sufficient numbers of wheels, axles, lids, handles, lift bars, RFID tags, and any other parts necessary for the maintenance and upkeep of all carts within their designate service area(s). Augusta reserves the right to inspect cart and parts inventory at Contractor's facility upon 24 hours notice to Contractor.

5.5 Cart Delivery, Replacement, Removal

The Contractor shall exercise all reasonable care and diligence to ensure that Roll-Out and Recyclables Carts are not damaged by its collection vehicles while providing collection service.

Contractor shall be solely responsible to provide cart delivery, removal, and replacement for carts which are faulty, lost, stolen, damaged or worn beyond their useful life.

5.5.1 Damages

Should Contractor fail to provide cart delivery, replacement, or removal within 5 business days from date of work order entry, Contractor shall pay **\$50.00** damages to Augusta per each daily occurrence.

5.6 Cart Repair

The Contractor shall provide cart repairs to include wheels, axles, lids, handles, lift bars, and RFID tags as well as any other repair to maintain proper function of all carts.

When Customer or Augusta staff observes any damaged Roll-Out Garbage Cart or Recyclables Cart, Augusta

shall report the address and description of the damaged Roll-Out Cart or Recyclables Cart to the Contractor through work order entry into the collection management software. Contractor shall provide delivery, replacement, removal and repair within 5 working days from date of work order entry. However, Contractor shall place urgency upon waste cart deliveries and replacement requests wherein the customer does not have a waste cart onsite.

5.6.1 Damages

Should Contractor fail to provide cart repair within 5 business days from date of work order entry, Contractor shall pay **\$50.00** damages to Augusta per each daily occurrence.

5.7 Cart - Customer Request for Change of Service

After selecting a level of service, Augusta will grant each customer the opportunity to change their level of service twice per year. Change of service level include changes in cart size, number of carts property type classification, and request for release submitted on the Augusta Service Modification Request Form. In the event that a customer elects to change their level of service, the Contractor will provide cart delivery, exchange, removal to the customer within five 5 working days after receiving notice.

5.7.1 Damages

Should Contractor fail to provide cart delivery, exchange, or removal within 5 business days from date of work order entry, Contractor shall pay **\$50.00** damages to Augusta per each daily occurrence.

5.8 Cart - Customer Damage

Following inspection, should Augusta, in its sole judgement, determine that the customer was responsible for the damage to the cart, Augusta will assess a cart damage fee to the customer. Augusta will then credit the Contractor the amount of the customer cart damage fees assessed to the next monthly collection service invoice payable to Contractor.

5.9 Roll-Out and Recyclables Cart Placement

Contractor shall return Roll-Out and Recyclables Carts to their original location, or to a safe location, taking special care not to create a hazard to the traveling public, not to block access to driveways or mailboxes. The Roll-Out and Recyclables Carts shall be located a safe distance from either side of the driveway to assure Customers are not impeded in entering their driveway. Roll-Out carts and Recycling Carts shall not be left in the gutter line of the street, but shall be placed behind the curb where curb and gutter exist and off the road, on public right-of-way when no curb and gutter exist.

5.9.1 Due Care

The Contractor shall exercise all reasonable care and diligence to ensure that Roll-Out and Recyclables Carts are not damaged by its collection vehicles while providing collection service.

X 5.10 This Article 5, including damages related thereto, as part of the Implementation Plan Contractor shall not be subject to Damages for the first ninety (90) days of the Contract.

*WILL REDRAW AUGUSTA
COMMISSION APPROVAL*

SECTION 6 - EQUIPMENT/FACILITIES

6.1 Collection Vehicles

The Contractor shall provide and maintain during the Contract a fleet of collection vehicles sufficient in number and capacity to perform the services described in this Agreement. All vehicles shall be appropriately licensed with the State of Georgia in Richmond County and comply with all applicable federal, state, and local laws and regulations.

The Contractor shall provide and use only such equipment, material, and facilities as are capable of performing quality and timely services required by this Agreement. The fleet shall be sufficient to the special requirements of adverse weather, holiday and Masters overloads. The Contractor's collection vehicles shall be maintained by the Contractor, kept clean, neat, kept in good repair and working order. The Contractor shall furnish, at its sole expense, whatever backup or substitute equipment may be required to continue performance of the services in an amount no less than 10% of current fleet which is dedicated this Contract.

- b. The Contractor may use new or used equipment so long as the equipment is capable of performing the required services in accordance with this Agreement. Collection equipment utilized in this Agreement shall not be more than three (3) years old at the Starting Date of this Agreement. In no event shall a vehicle operating under this Agreement exceed a maximum age of 10 years. **As part of the Implementation Plan this section shall not become applicable and enforceable until ninety (90) days after the Effective Date.** *August 1, 2015*
- c. The noise level for collection vehicles during the stationary compaction process shall not exceed seventy-five (75) decibels at a distance of twenty-five (25) feet from the collection vehicle and at an elevation of five (5) feet from the ground elevation of such vehicle.
- d. Prior to the Starting Date and then quarterly thereafter, the Contractor shall supply Augusta with a list of all equipment to be used in providing services and shall notify Augusta of additions or deletions as they occur.
- e. The Contractor shall maintain a dedicated fleet solely for use to provide Augusta collection services included in this Contract. With Augusta approval, and at the sole discretion of Augusta, vehicles used in the provision of services under this Agreement may be used for other purposes, provided that the Contractor has made a request in writing, and such request was approved by Augusta in writing. Any such use shall not interfere in any way with the Contractor's provision of services under this Agreement. Augusta reserves its right to revoke such authorization at any time for any reason.
- f. The Contractor shall be responsible for arranging for tare weights with the Designated Disposal Facility and the Designated Recycling Facility for all collection vehicles prior to the Starting Date, and shall periodically, upon request from Augusta, arrange for updating tare weights.
- g. All vehicles equipped with a cart tipper/dumper, shall be designed to empty carts pursuant to ANSI 2245.30-2008 and ANSI 2245.60-2008. Cart tippers/dumpers shall be operated at the original equipment manufacturers specifications. Cart tippers/dumpers which do not meet this requirement shall not be used. Augusta has the right to inspect and test cart tipper/dumpers. Should a cart tipper/dumper not pass inspection, the collection vehicle shall be removed from service until such time as the deficiency has been remedied. If a cart tipper/dumper is used that does not meet the above specifications, the Contractor risks being responsible for additional damages to Roll-Out Carts and Recyclables Carts to include the cost of repair or replacement under Section 5.4.
- h. All collections vehicles used to perform functions under this Contract shall be equipped with the following in complete and sound working order:
1. Progressive ambient noise back-up alarm.
 2. Back-up camera with monitor visible from any driving position.
 3. A 10 pound fire extinguisher.
 4. A 25 person first aid kit.
 5. Minimum of three safety marking devices (flares, or reflective triangles).
 6. Rear-mounted strobe light(s) activated while collecting materials.
 7. A spill kit with a minimum size of 10 gallons to handle operational spills.
 8. Onboard computer hereinafter defined.
- i. All supervisors vehicles used to perform functions under the Contract shall be equipped with the following in complete and sound working order:
1. A 10 pound fire extinguisher.
 2. A 25 person first aid kit.
 3. Minimum of three safety marking devices (flares, or reflective triangles).
 4. A spill kit with a minimum size of 10 gallons to handle operational spills.
 5. Onboard computer hereinafter defined.
- j. All collection vehicles or personnel must be equipped with a communication device (i.e. cell phone or radio) which allows for immediate communication between the collection vehicle and a supervisor, and/or the Contractor's office, so long as use of such device does not conflict with the Contractor's company policies and procedures. In case of such conflict, the Contractor must submit alternate communication technology to Augusta for review and

MONTHLY PERFORMANCE SUMMARY

COASTAL WASTE

AUGUST, 2025

Section	KEY PERFORMANCE AREAS		UNITS OBSERVED	UNITS ASSESSED	DAMAGES
3.11.4.a	Request for Service	\$100.00 each	938	9	\$900.00
3.11.4.b	Request for Service	\$5,000.00 per month	0	0	\$0.00
3.11.4.c	Request for Service	\$500.00 each	0	0	\$0.00
3.11.4.di	Repeat collection miss	\$500.00	78	69	\$34,500.00
3.11.4.dii	Repeat collection miss	\$1,000.00 each	5	5	\$5,000.00
3.11.4.f	Area misses	\$2,000.00	100	100	\$2,000.00
3.11.4.f	Area misses	\$20.00 each	265	265	\$5,300.00
3.11.5	Courtesy collections	\$100.00 each	0	0	\$0.00
4.4.1	Route Order	\$500.00 per route	0	0	\$0.00
5.5.1	Cart deliver, replace, remove, exchange	\$50.00 each	1627	1627	\$81,350.00
5.6.1	Cart repair	\$50.00 each	238	238	\$11,400.00
5.8	Cart damage by Customer	+ \$80.13 credit each	0	0	\$0.00
6.4	Emergency unloading	\$100.00 per 2-hr period	0	0	\$0.00
6.4	Emergency unloading	\$2,000.00 per event	0	0	\$0.00
6.5.2	Vehicle leaks and spills	\$3,000.00 per event	5	0	\$0.00
6.5.2.a	Vehicle leaks and spills	\$1,500.00 each	5	0	\$0.00
6.5.2.b	Vehicle leaks and spills	\$1,000.00 each additional	5	3	\$3,000.00
7.2.1	Designated disposal facility	breach	0	0	\$0.00
11.3.3	Property Damage	\$2,000.00 each	7	0	\$0.00
11.4	Care and Diligence - Littering	\$250.00 per event	9	2	\$500.00
3.4.2	Mixed Loads	\$1,000.00 each	0	0	\$0.00
					\$143,950.00

PLEASE PROVIDE

- 6.1 Vehicle List
- 11.2.1 Statement of quarterly substance abuse testing for Contractor and Subcontractors
- 11.5 January 1st Contractor required to provide training on safety and contract requirements
- 11.6 Provide written Communication Plan within 30 days of Contract, each Jan 1st, and each July 1st
- 14.3 Certificate of Insurance
- 14.5 Performance Bond and Payment Bond