

**Residential & Commercial Solid Waste, Bulk
Waste, and Recycling Services Proposal
RFP 472015**

September 30, 2024, 3:00 pm



THE TOWN OF
EATONVILLE
THE TOWN THAT FREEDOM BUILT
EST. 1887

**307 East Kennedy Boulevard,
Eatonville, FL 32751
Demetris Pressley, CSM
Town Chief Administrative Office
(CAO)Town Manager**



Orange County Hauling
481 Thorpe Road, Orlando, FL 32824
407-905-9200

Corporate Headquarters
2481 NW 2nd Avenue, Boca Raton, FL 33431
John Casagrande, Vice President
954-947-4000
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Executive Summary

1. Executive Summary

- Brief overview of the bidder's company, experience, and qualifications.
- Summary of the proposed services and pricing structure.
- Key benefits and advantages of the company's proposal.

The company employs over 1,300 people, operates over 900 collection and support vehicles, and owns and operates thirty-one (31) facilities across Florida, Georgia, and South Carolina. Of those thirty-one (31) facilities include hauling and post hauling facilities like Material Recovery Facilities (MRFs), transfer stations and landfills.

Our diverse customer base includes residential, municipal, industrial, and commercial customers to whom we provide over two million services monthly. These service offerings include automated and semi-automated residential collection, grappled bulk, and yard waste collection, industrial roll-off and compactors and commercial front load and portable restroom services. For this contract, Coastal will be deploying a rear loader split body to efficiently collect the recycling and the solid waste.

Coastal's continuous growth and ability to seamlessly expand not only exemplifies the company's capabilities, but also demonstrates the quality of service they are able to provide upon being awarded the contract. We have transitioned contracted services in communities of 1,500 units up to 200,000 units. With Coastal undergoing, over twenty-five (25) transitions in the past 5 years, they have the experience and knowledge to cater to the Town's specific needs ensuring Town of Eatonville has a seamless and uninterrupted transition that provides the highest level of service.



September 16, 2024

Town of Eatonville
307 E. Kennedy Blvd.
Eatonville, FL 32751

RE: Residential & Commercial, Solid Waste, Bulk Waste, and Recycling Services

To Whom It May Concern:

Coastal Waste & Recycling, Inc. ("Coastal" or "the Company") appreciates the opportunity to submit this proposal to the Town of Eatonville in response to the above-referenced RFP 472015 Residential & Commercial, Solid Waste, and Recycling Services.

Coastal is a privately owned company, headquartered in Boca Raton, Florida, providing solid waste and recycling services throughout Florida, Georgia and South Carolina. We offer residential, commercial, industrial, and municipal waste and recycling services, to our residential and commercial customers collectively providing over 1.4 million service transactions each month. Operating from twenty-five (25) locations, with over 1,100 employees, Coastal has assembled an experienced team focused on a single "Coastal Vision" of commitment to our Core Values of Safety, Integrity and Customer Service.

We provide a full line of collection services under exclusive contract to several municipalities in the Southeastern United States. Our leadership team of industry professionals fully understands the requirements and scope of the services and specifications spelled out in the solicitation. They are a seasoned team with over 150 years of collective experience. From our founding until today, our goal has been to be a well-funded private company that could execute and deliver on all contracts with the same financial strength as our competitors. Our reputation and success has led us to a partnership with Macquarie Asset Management, one of the worlds largest asset management groups. Our growth is strategic and well planned. This partnership provides an even more solid financial foundation on which to expand and be sustainable in our growth.

The entire Coastal team stands ready to provide the residents and businesses of the Town of Eatonville with the individual attention that will successfully execute this contract for Citywide Solid Waste Collection Service at the rates submitted with the Proposal. From the moment we are awarded the contract, our team will be actively executing a transition plan that will fulfill the requirements spelled out in our proposal.

As Founder and CEO, I am authorized to commit to the Town that we can provide the goods and services necessary to honor what is detailed in our response. Additionally, I can represent the Company throughout negotiations and bind Coastal in contract with the Town of Eatonville, RFP 472015 Residential & Commercial, Solid Waste, Bulk Waste, and Recycling Services

Respectfully,

A handwritten signature in blue ink, appearing to read "B Pantano", written over a horizontal line.

Brendon Pantano Chief Executive Officer

Company Profile

2. Company Profile

- Detailed information about the company, including:
 - History and experience in the solid waste industry.
 - Financial stability and resources.
 - References and case studies.
 - Certifications and accreditations.

CEO Brendan Pantano, a third-generation descendant in the industry, and his partners formed Coastal Waste & Recycling in August of 2017. They had a vision to fill a void in the southeastern market for a customer service focused, independent operator with the financial ability to participate and compete effectively in the highly capital intense solid waste industry. This led the venture to create a team with the top talent in the industry who believed in the shared vision of developing a premier fully integrated regional solid waste and recycling company while keeping our core values at the forefront of everything we do.

In the last five years, Coastal has experienced significant growth through strategic acquisitions and successful organic expansion, fostering us to become one of the largest private solid waste and recycling businesses in the Southeast. From the beginning, the team wasted no time building their credentials, which is demonstrated through successfully completing our first four acquisitions within a year of commercial operations. We have experienced remarkable success in qualifying for, and securing, exclusive franchise contracts in the Southeast Region, further strengthening our position as industry leaders. You will find a full list of those contracts with the types and number of services clearly spelled out in this response.

As a regional waste services provider committed to safety and excellence, Coastal prides itself on its ability to rapidly respond to the evolving needs of its municipal clients, while also delivering extraordinary service to each of its Residential and commercial customers day in and day out. The bench depth and unmatched technical expertise of Coastal's management team, described in this section, allows us to act quickly, decisively, and with a high degree of accuracy and safety. We believe this is a critical consideration for Town of Eatonville, since all solid waste collection, processing, and disposal activities necessarily occur within an increasingly regulated and dynamic environmental context.

We also provide methods for direct, immediate contact between our municipal clients and the management team. When the need arises, the Town's representative may just call or email its assigned contract manager, and any requests or concerns will be immediately addressed. At Coastal, customer service is not just a department. Customer service is one of our three core values and all Coastal employees—no matter the position—are continuously coached and trained to optimize the customer experience.

Coastal's culture and approach to the importance of customer service are described in detail throughout this proposal. Key personnel assigned to this project are all full-time employees of Coastal and highly experienced in full contract and program transition activities. The following Organization Chart identifies key senior leadership involved in the development of this proposal and the oversight to ensure a smooth and seamless contract transition.

Upon award, this project will be staffed by committed full-time personnel from Coastal Waste & Recycling, as shown in the organizational chart below. Our team embodies a wealth of experience, evident in the resumes of key personnel provided on subsequent pages. Our organizational framework emphasizes direct communication with senior management, facilitated by a streamlined management hierarchy. Strategic decisions are locally made, and the personnel assigned to this contract maintain direct contact with decision-makers residing and working in South Florida.

You will find an organizational chart outlining the roles of each team member, along with detailed resumes highlighting the extensive experience and qualifications of key personnel pivotal in executing the contract. Our hands-on executive leadership brings decades of successful experience to Coastal. We pride ourselves on our agility, enabling swift adaptation to the evolving needs of our customers in today's dynamic corporate and government landscape.

Given the experienced leadership within our management team, we are adept at addressing challenges that may arise. Drawing from our collective experience, we are equipped to take precise actions that yield rapid, accurate, and optimal results, ensuring the project's success.

WE ARE COASTAL



Employees
1,300+



Owens & Operates
Over 30 Facilities



1.4 Million
Services Performed per Month



Hauling & Maintenance
Facilities
13



Material Recovery
Facilities
6



Transfer Stations
4



Trucks &
Support Vehicles
700+

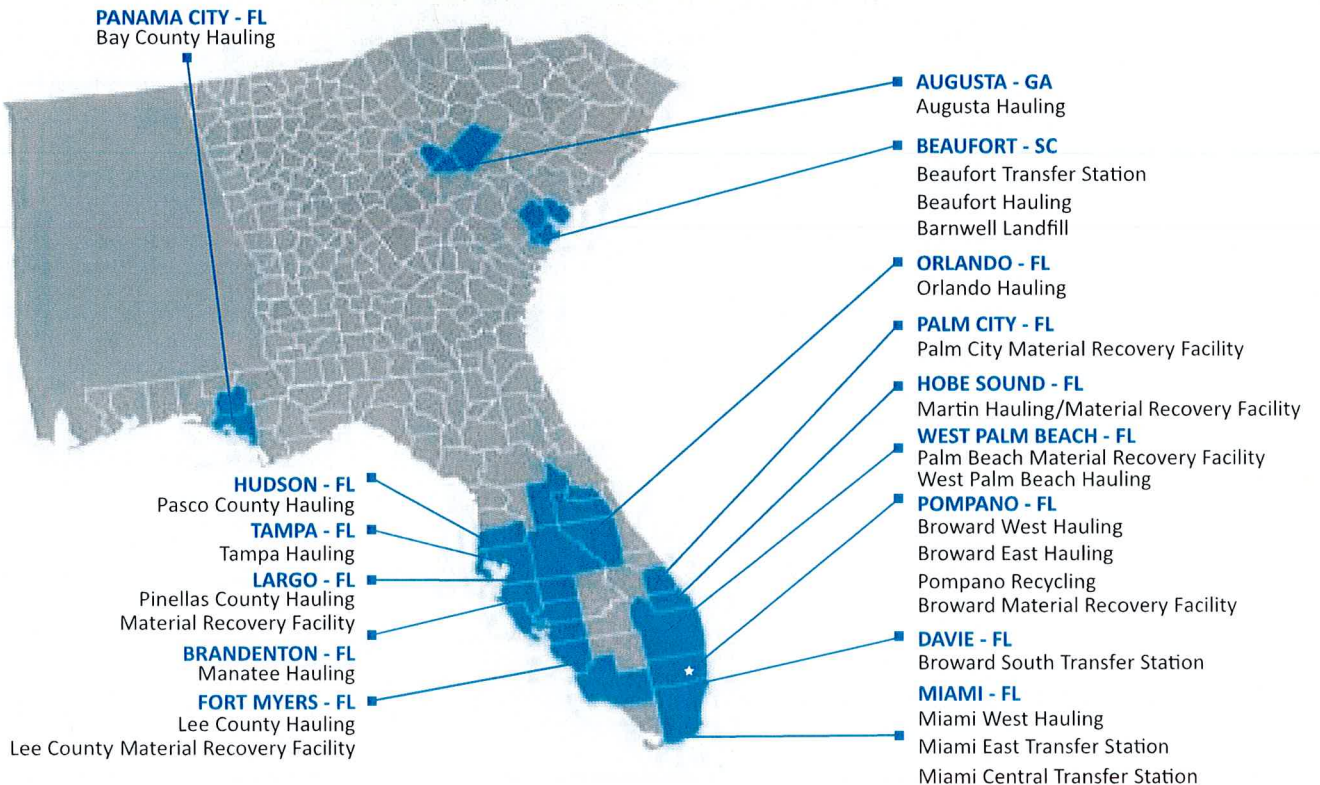


Landfills
1



Acquisitions
20

OUR LOCATIONS



LEADERSHIP TEAM



Brendon Pantano, Chief Executive Officer

Brendon is a third-generation waste management industry professional, who grew up working in his family's waste collection firm in Buffalo, New York. His 20-year experience ranges from working the back of the truck as a young man to overseeing environmental compliance and operations. It is this extensive experience, honed by both large public and private industry leaders, that led to his selection as CEO.



John Casagrande, Senior Vice President Business Development

A seasoned professional, John began his career in waste management over 45 years ago in Miami, shortly after relocating from his native New York in 1979. His career began as a humble garbage truck driver for his own company, which grew to be one of the largest privately owned organizations in South Florida. His drive and determination earned him the position as Area Vice President of Collection for industry giant Waste Management (WM), responsible for the Monroe (Key West) to St. Lucie territory.



Kristi Beaudoin, Chief Financial Officer

A finance expert with 12 years of experience in overseeing finance and accounting for waste industry companies. Most notably, she managed financial operations at Republic Services for the California, Nevada, and Arizona region. Specializing in Mergers & Acquisitions, she has played a pivotal role in achieving successful integration and blending of waste management, software, and consulting firms. She earned a BS in Accounting and an MBA from the University of Dubuque.



Dennis Pantano, Chief Operating Officer

As an accomplished, performance-focused industry professional with nearly 5 decades of experience, he has extensive knowledge and proficiency in all facets of solid waste. In his current role, he oversees all collection and post-collection activities. His hands-on experience and desire to please the customer make him an invaluable asset to Coastal Waste & Recycling.



Maurice Nalley, Chief Transformation Officer

With 28 years of leadership experience with 13 of those coming directly from the solid waste industry. Shortly after leaving the army, Maurice decided to pursue a career in transportation by obtaining his CDL and entering the industry as a driver. As his career progressed, he was introduced to all facets of the waste industry, much of which came through M&A integration. Maurice has been recognized for consistently delivering revenue growth and cost reductions through improved operating efficiencies.



Patti Hamilton, Vice President of Brand & Culture

Patti has more than 38 years of executive leadership experience focused on the areas of operations, sales, strategic marketing, business development, employee leadership advancement, and community affairs. She has held leadership roles in the waste and recycling industry for over 15 years in Florida, and has been instrumental in the strategic planning and successful execution of over 15 new municipal contract transitions.

Upon award, this project will be staffed by committed full-time personnel from Coastal Waste & Recycling. Our team embodies a wealth of experience, evident in the resumes of key personnel provided on subsequent pages. Our organizational framework emphasizes direct communication with senior management, facilitated by a streamlined management hierarchy. Strategic decisions are made locally, and the personnel assigned to this contract maintain direct contact with decision-makers.

Our hands-on executive leadership team brings decades of successful experience to Coastal. We pride ourselves on our agility, enabling swift adaptation to the evolving needs of our customers in today's dynamic landscape. Given the experienced leadership within our management team, we are adept at addressing challenges that may arise. Drawing from our collective experience, we are equipped to take precise actions that yield rapid, accurate, and optimal results, ensuring the project's success.

Local Leadership

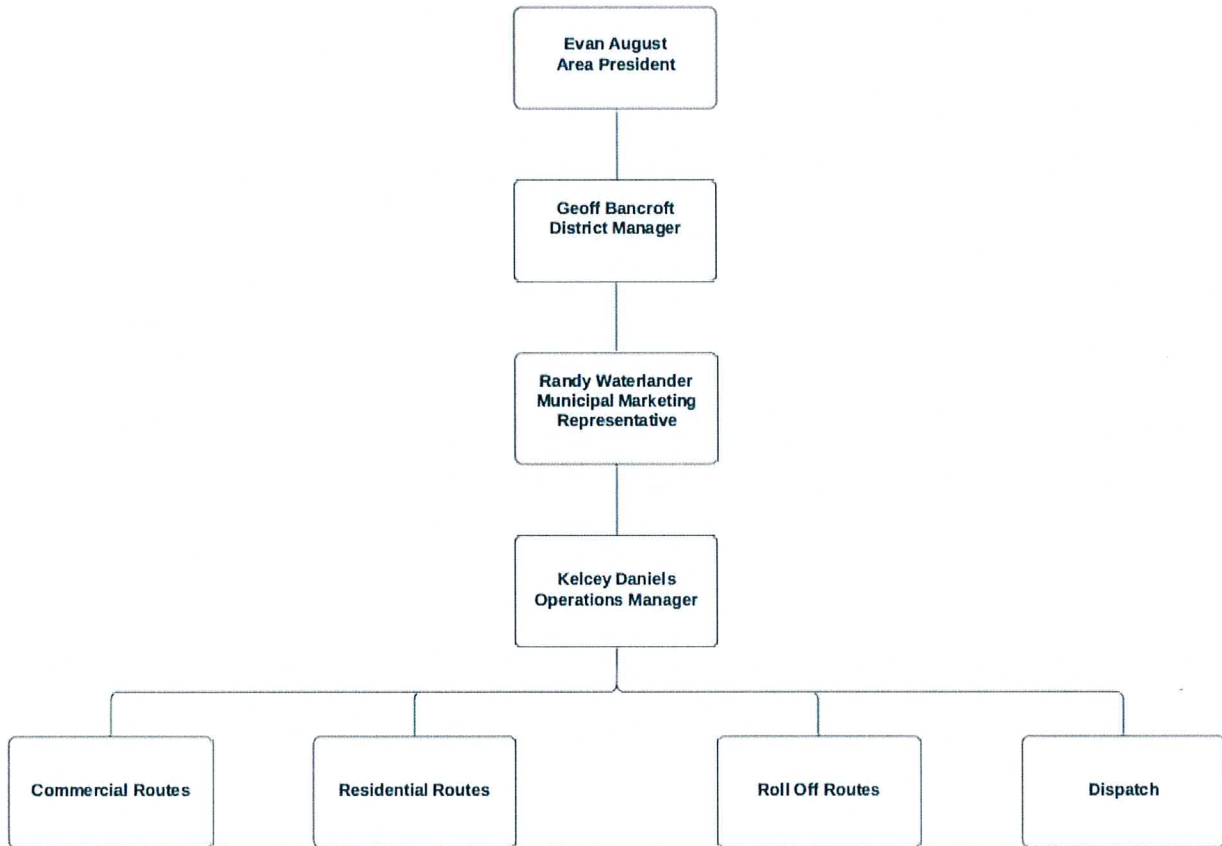
Evan August, Market Area President, Central Florida, has been with Coastal Waste & Recycling since 2023. He has 18 years of solid waste experience. At Coastal Evan is accountable for the daily hauling and recycling operations, customer service, leadership, training, business development, and full P&L responsibility for the Central Florida area which is comprised of seven operating sites to include 5 hauling divisions and 2 recycling facilities. In addition, Evan is involved in all acquisitions and new expansions for the company in the area. Before joining Coastal, Evan was with Curtis Bay Medical Waste Services. He served as Director of Operations for the Maryland privately held regulated medical waste services company. Evan's experience also expands into hazardous waste removal and disposal, having worked for two medical waste and hazardous waste removal companies in Houston and Chicago.

Randy Waterlander, Municipal Marketing Representative, has been involved in the waste industry for over fifty years in all roles and responsibilities. This includes 25 years with Waste Management from driver, route supervisor, dispatcher, operations manager, district manager, Director of Operations North Florida, Southeast Regional Chief Information Officer. VP Waste Pro Mississippi and Louisiana, and Area Market Manager Central NY - Cassella, Manager At-Large for Coastal in Central Florida Market. During this time he has managed large municipal contracts greater than 40,000 households from Boward County, City of Plantation, City of Coral Springs, City of Jacksonville, Alachua County, City of Tallahassee, City of Gainesville, Terrebonne Parish, LA, Seminole County, Lake County, Volusia County all with primary focus of providing outstanding customer service with its business partners. Randy joined Coastal in May of 2022.

Geoff Bancroft - District Manager, has 14 years of experience in the solid waste industry, beginning as a driver for Smith Disposal, which was later acquired by Advanced Disposal. At Advanced Disposal, he progressed to roles such as dispatcher and supervisor, overseeing thirty routes for the City of Pontiac, Michigan, including MSW, recycling, yard waste, and bulk pickup. He then served as General Manager for Sweeping Corporation of America in Columbia, SC, managing school and city contracts for three years. In 2023, Geoff joined Coastal Waste as Operations Manager in Augusta, GA, overseeing thirty-four routes, including those for the City of Augusta. He is now the District Manager for Coastal Waste & Recycling in Central Florida, based in Orlando.



Orange County Hauling Division



Macquarie Asset Management

125 W 55th Street New
York, NY 10022 United
States

March 20, 2024

Mr. Brendon Pantano
CEO
Coastal Waste & Recycling, Inc. 2481 NW
Boca Raton Blvd.
Boca Raton, FL 33431

Dear Brendon,

Coastal Waste & Recycling is majority owned by Macquarie Infrastructure Partners VI, L.P. ("MIP VI"), the latest North American focused infrastructure fund managed by Macquarie Asset Management (the "MIP funds"). Macquarie Asset Management is a leading asset manager with **\$602 billion** of assets under management globally. Across the MIP funds, Macquarie Asset Management has **\$25 billion** of assets under management as of December 31, 2023. MIP VI has raised over **\$5 billion** of capital to date and is targeting a total fund size of **\$7-8 billion**, which it is currently investing in infrastructure businesses (including Coastal).

In the waste sector, the MIP funds have invested over **\$5 billion** of equity capital into nine separate solid waste businesses over the last 15 years, with Coastal Waste & Recycling being the latest investment. The MIP funds have also invested over **\$1 billion** into businesses operating in Florida across the towns of Fort Lauderdale, Gainesville, Jacksonville, Sarasota, and Orlando among others. These include the current ownership of the South Broward waste-to-energy facility and prior investments in WCA Waste, Waste Industries and GFL Environmental, which were each held for various periods between May 2008 and October 2020. The MIP funds also previously owned Ceres Terminals, which had port operations in multiple sites across Florida, and currently own other Florida businesses such as Gulf & Atlantic Railways.

When the MIP funds invest in various companies, they generally retain additional capital to support potential future growth investments and have invested over **\$4 billion** in follow-on equity to fund post-acquisition growth initiatives. In the waste sector specifically, the MIP funds have made post-acquisition investments of approximately **\$1.3 billion**. MIP VI recapitalized Coastal Waste & Recycling on June 13, 2023 and via its investors has invested close to **\$900 million** of equity into the business, including **\$185 million** since the initial acquisition. MIP VI expects to continue to support the future growth of Coastal over time.

Yours sincerely,



Karl Kuchel, MIP CEO

Macquarie Asset Management (MAM) is the asset management division of Macquarie Group. MAM is a full-service asset manager offering a diverse range of products across public and private markets including fixed income, equities, multi-asset solutions, private credit, infrastructure, renewables, natural assets, real estate, and asset finance. The Public Investments business is a part of MAM and includes the following investment advisers: Macquarie Investment Management Business Trust (MIMBT), Macquarie Funds Management Hong Kong Limited, Macquarie Investment Management Austria Kapitalanlage AG, Macquarie Investment Management Global Limited, Macquarie Investment Management Europe Limited, and Macquarie Investment Management Europe S.A.

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TD Securities (USA) LLC
1 Vanderbilt Avenue
New York, NY 10017

April 8, 2024

Brendon Pantano
CEO
Coastal Waste & Recycling Inc.
2481 NW 2nd Avenue
Boca Raton, Florida 33431

In connection with Coastal Waste & Recycling Inc.'s (the "Company") participation in various RFPs, the Company has requested a letter describing the terms of the financial relationship between the Company and TD Securities (USA) LLC ("TD"). This letter is intended to document that relationship and may be used in the Company's RFP process. No party other than the Company can rely on this letter.

The Company has been a TD client since June 13, 2023 when they closed on \$430 million of Credit Facilities (including a \$155 million Revolving Credit Facility, a \$190 million Term Loan and a \$85 million Delayed Draw Term Loan). Since that time, the Company has further upsized its facilities by \$191.75 million, exceeding its original target of \$100 million due to excess commitments, bringing the aggregate size of its Credit Facilities to \$621.75 million. The upsizing was supported by the company's existing lenders, as well as three new lenders, bringing the current bank group to 13 lenders.

Based on the Company's current scale and credit metrics, we believe the Company has access to multiple debt markets to support its growth initiatives.

This letter is not intended to be and shall not constitute a commitment or undertaking by TD or any of its affiliates to underwrite, lend, or arrange financing with respect to the Company. This letter shall not create any obligation of TD or liability of TD to the Company or any other person or entity (whether by contract, in tort, in equity or otherwise), including, but not limited to, any liability for special, indirect, consequential, exemplary, or punitive damages.

TD does not assume responsibility for updating the information contained in this letter as of any date subsequent to the date of this letter, and assumes no responsibility for advising the Company or any other person or entity of any changes with respect to any matters described in this letter that may occur subsequent to the date of this letter.

Sincerely,



Alper Ilgar
Managing Director
TD Securities (USA) LLC



Proposed Services

3. Proposed Services

- A comprehensive description of the services to be provided, including:
 - Collection frequency and routes.
 - Types of waste collected (residential, commercial, yard waste, etc.).
 - Disposal methods (landfill, recycling, composting).
 - Equipment and technology to be used.

Coastal’s approach to providing services to the Town is centered around a well-structured Operation Plan. This plan includes a detailed description of the transition steps to ensure a seamless process between contractors. For maximum efficiency, Coastal Waste & Recycling is recommending a change of service days as described below. Coastal Waste & Recycling will communicate with the residents with a postcard prior to the start date.

In line with the Franchise Agreement and the Town’s mission and sustainability goals, Coastal commits to responsibly managing materials throughout the collection process. We will provide all necessary resources for garbage and recyclable material, yard waste and bulky waste collection from residential customers. Materials will be kept separate and offloaded at the appropriate disposal or processing sites. In addition, Coastal will provide all **Brand-New Recycling bins**.

Coastal’s dedication to promoting material diversion programs, such as recycling and bulky item collection, is evident through an ongoing public education program developed in collaboration with the Town of Eatonville. We have the resources and capabilities required to provide top-quality services to residents in the Town.

Coastal Waste & Recycling will be servicing this contract from our offices located at 481 Thorpe Road in Orlando, and currently runs 27 service trucks from this facility.



Rear-end Loader



Front-end Loader

Coastal will utilize a **brand-new rear load type truck** to service the Town. This vehicle will be operated by a driver and a driver/helper. Trash / Solid Waste will be collected on Tuesday. Recycling will be collected on Wednesday. We would like to change the collection of Yard Waste to Monday and collect bulk on Thursday.

Service	Truck Type	Service Day
Solid Waste	Rear Loader	Tuesday
Recycling	Rear Loader	Wednesday
Yard Waste	Rear Loader	Monday
Bulk	Rear Loader	Thursday

Disposal

Coastal Waste & Recycling will deliver the MSW (Municipal Solid Waste) to the Orange County Landfill. Recycling will be delivered to the Orange County Material Recovering Facility.

Communications Technology



Our office uses a database system called TRUX to communicate between the customer service team and Coastal's collection personnel. Any information that comes into Customer Service is entered into TRUX where a record of the call is kept, then it is immediately dispatched to the appropriate driver electronically where the driver can access the information on their tablet. The driver receives a notification about the concern and is prompted to act. Once addressed, the driver enters the resolution on their tablet and Dispatch would see it and close the loop with the customer.

Coastal tracks performance metrics to ensure all targeted response times are met or exceeded, which conforms to our business model of continual improvement.



Coastal employs two on-route systems for monitoring service: Lytx DriveCam, which is an onboard video technology, and Fleetmind, which is a GPS tracking and activity management system. However, it's our people who make all the difference. Coastal Route Supervisors, in company- issued vehicles, dressed in easily identifiable logo-bearing shirts are in the field during collection hours to monitor and support team members on the trucks, such as:

- Looking for missed pick-ups and non-compliant materials.
- Identifying and helping to permanently resolve potential route-related issues.
- Reviewing the TRUX trails (auto-tracking) to visually ensure route completion to Company and City satisfaction.
- Ensuring routes are completed and providing any required notification of such.
- Permanently resolving complaints and initiating an investigation when necessary.
- Pulling and reviewing video from GPS to verify pick-up completion.
- Following up directly with the resident personally, as appropriate, to discuss a service matter. Making a notation for the report to the City as appropriate.
- Entering repeat concern addresses on to a Hot List for additional monitoring to prevent problem recurrence.

All Coastal trucks are equipped with Lytx Drive Cam. Lytx Drive Cam is a highly rated brand of on-board video technology, with the same capabilities as Third Eye. Lytx's safety solutions provide an important component to our overall safety program as they improve driver behavior and manage the fleet while ensuring compliance and improved productivity on each route. The Drive Cam Safety Program is a video-based program designed to help improve driver performance.

CUSTOMER SERVICE

Customer service is not just a department. Customer service is one of our three core values and all Coastal employees—no matter the position—are continuously coached and trained to optimize the customer experience.

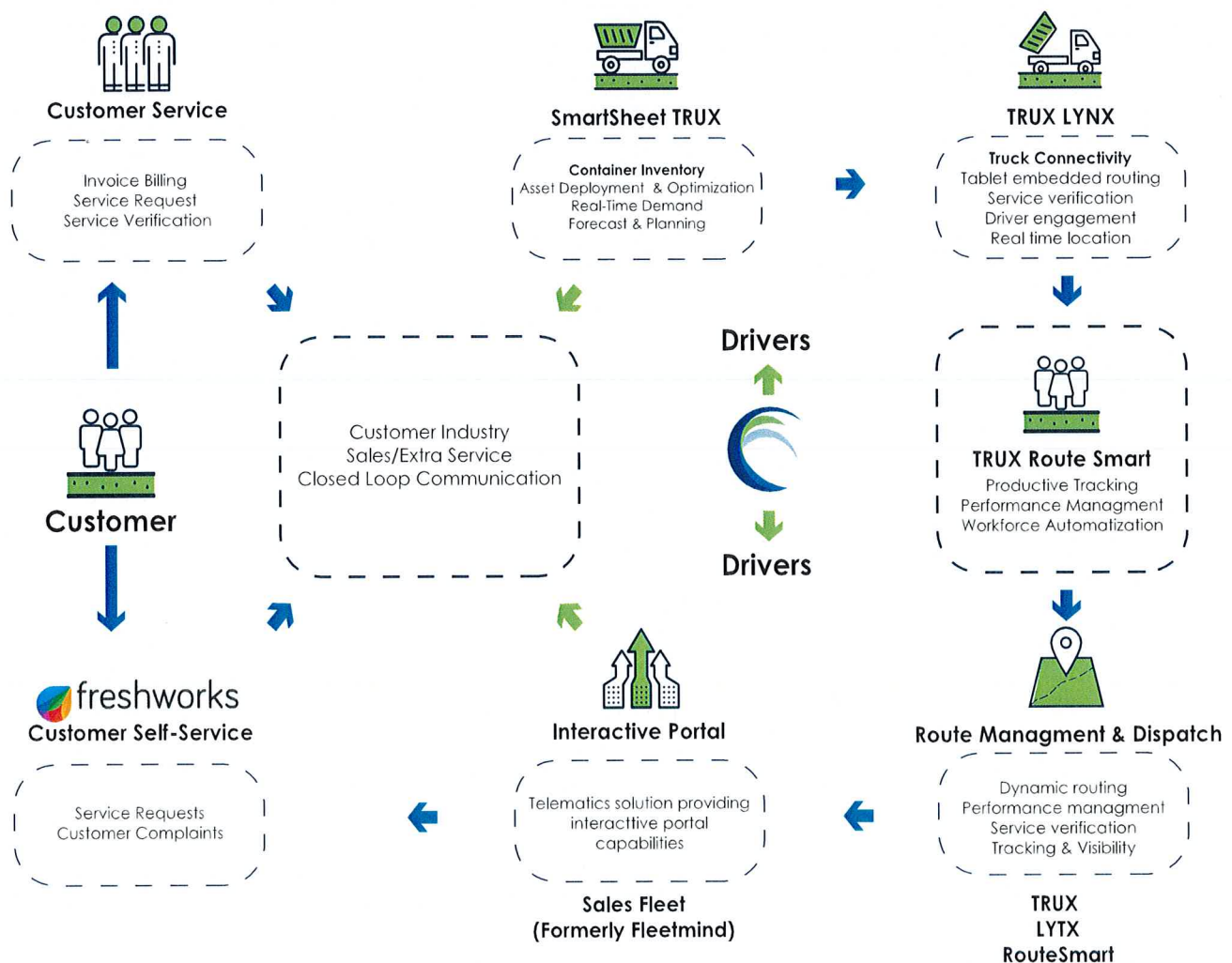
Coastal’s culture and approach to the importance of customer service are described in detail throughout this proposal. You will have a direct line to dedicated customer service representatives, the direct phone number of all Field Supervisors assigned to the contract, and a Town monitored email address for your residents.

To understand the technology Coastal uses, please see the info-graphic below that shows the functionality of each component and how they relate, followed by a brief narrative.

Coastal has invested in state-of-the-art, real-time technology to ensure our drivers have all the necessary tools and the management team can efficiently and effectively manage the process to perform at the highest level. Each technology has a distinct purpose:

- TRUX - Used to locate every residential address.
- LYTX - Driver dashboard, intelligence.
- FleetMind - Manages Carts, Records Videos, live GPS.

System Support Infrastructure and Interdependent Relationships



Recent Experience

City	Award Date	Award Start Date	Single Family Units	# of Employees
Coral Springs	3/6/24	10/1/24	28,616	48
Cooper City	12/12/23	4/1/24	10,919	8
Wilton Manors	8/23/23	10/1/23	3,507	6
Lantana	6/12/23	10/1/23	3,176	7
Pompano Beach	12/14/21	10/1/22	27,150	64
N. Miami Beach	2/8/22	6/1/22	8,400	25
Davie	1/1/21	6/1/21	25,130	22
Fort Lauderdale	8/31/20	12/1/20	39,540	9
El Portal	7/14/20	10/1/20	854	2
Broward Mun.	11/11/19	4/1/20	4,250	6
Loxahatchee	9/19/19	12/1/20	39,540	9



Transition Scorecard

10 Successful Transitions

Waste Management – 6
Waste Pro – 3
Gold Medal - 1

First Month Service Performance (MPU's) / per 10,000 services

0.018%

Time Spent Since Inception on Business Transition

70%

Incumbent Employee Retention Rate

65%



Total Service Performance (MPU's) / per 10,000 services

0.015%

Municipality Start Up – Brand New Trucks

142

New Commercial Containers Delivered

5,158

New Residential Carts Delivered

50,854

Pricing

4. Pricing

- A detailed breakdown of the proposed pricing structure, including:
 - Base rate.
 - Additional fees (e.g., for bulky waste, commercial services).
 - Escalation clauses (if applicable).
 - Payment terms.

Base Rate

- a. Residential Garbage Collection 1 X week
- b. Residential Recycling Collection 1 X week
- c. Residential Yard Waste Collection 1 X week
- d. Small Commercial Cart Collection 1 X week

Monthly Rate

\$ 15.00 per residence
\$ 5.00 per residence
\$ 5.00 per residence
\$ 45.00 per cart

Additional Fees

- e. And any other items that will affect the costs of the contract.

Extra Bulk Collection \$ 10.00 per yard

Font End containers, sizes 2 – 8 cubic yards for commercial accounts \$ 6.99 per cubic yard

Escalation Clauses:

Any Orange County disposal increases.

CPI based on Consumer Price Index for All Urban Consumers: Water and Sewer and Trash Collection Services in U.S. City Average (CUSR0000SEHG) capped at 5%.

<https://www.bls.gov/news.release/cpi.t02.htm>

Payment Terms: 30 days









Equipment and Personnel

5. Equipment and Personnel

- Information about the equipment and personnel that will be used to provide the services, including:
 - Types of trucks and equipment.
 - Number of employees.
 - Qualifications and experience of personnel.

Vehicle and Staffing Specifications

			
Vehicle Type	Vehicle Make/Model	Materials Collected	Collection Personnel
	Brand NEW 2023 or Newer Peterbilt/Mack McNeilus/Heil	Solid Waste / Recycling Yard Waste / Bulk Waste	One (1) Driver One (1) Helper
Rear-end Loader			
	Brand NEW 2023 or Newer Peterbilt/ Mack McNeilus/Heil	Commercial Solid Waste	One (1) Driver
Front-end Loader			

As a regional waste services provider committed to safety and excellence, Coastal prides itself on its ability to rapidly respond to the evolving needs of its municipal clients, while delivering extraordinary service to each of its residential and commercial customers day in and day out. The bench strength and unmatched technical expertise of Coastal's management team, described in this section, allows us to act quickly, decisively, and with a high degree of accuracy and safety. We believe this is a critical consideration for the Towny, since all solid waste collection, processing, and disposal activities occur within an increasingly regulated and dynamic environmental context.

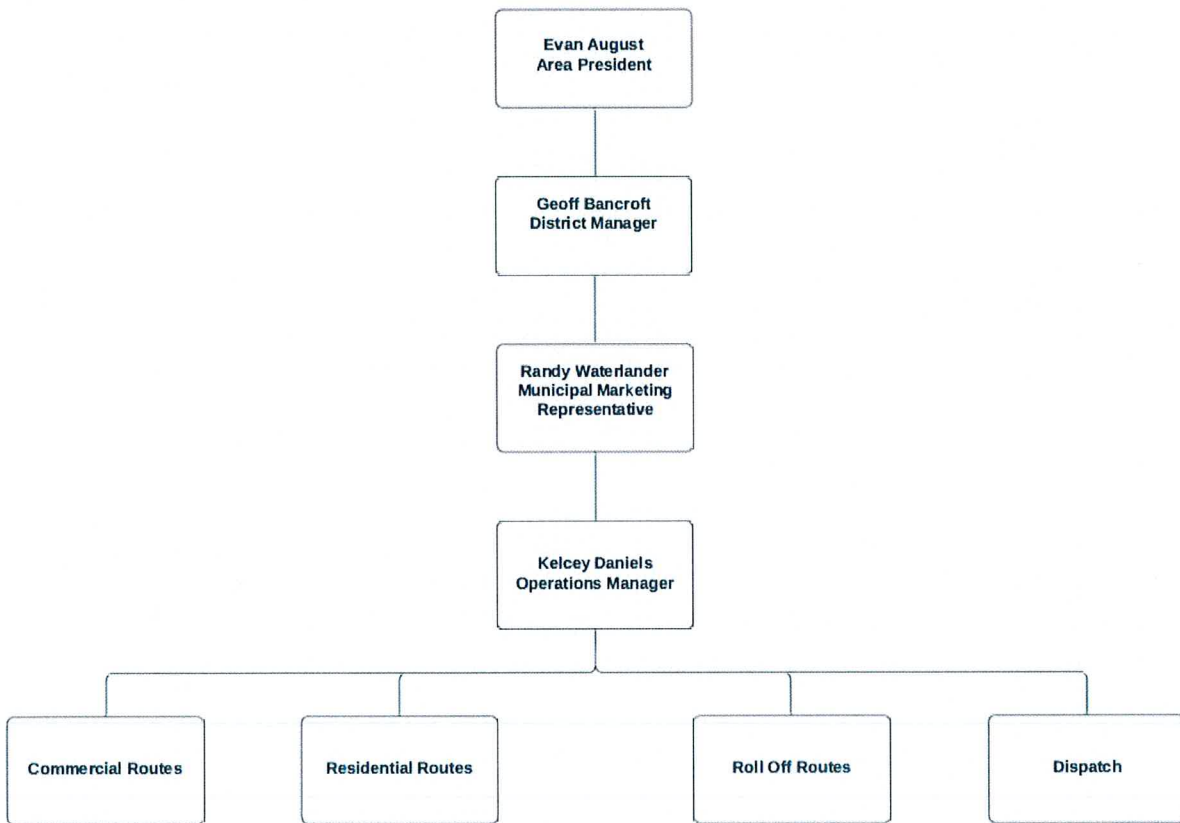
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At Coastal, customer service is not just a department. Customer service is one of our three core values and all Coastal employees, no matter their position, are coached and trained to optimize the customer experience. Coastal's culture and approach to the importance of customer service are second to none. Key personnel assigned to this project are all full-time employees of Coastal and highly experienced in full contract and program activities.

Upon award, this project will be staffed by committed full-time personnel from Coastal Waste & Recycling. Our team embodies a wealth of experience, evident in the resumes of key personnel provided on subsequent pages. Our organizational framework emphasizes direct communication with senior management, facilitated by a streamlined management hierarchy. Strategic decisions are made locally, and the personnel assigned to this contract maintain direct contact with decision-makers.

Our hands-on executive leadership team brings decades of successful experience to Coastal. We pride ourselves on our agility, enabling swift adaptation to the evolving needs of our customers in today's dynamic landscape. Given the experienced leadership within our management team, we are adept at addressing challenges that may arise. Drawing from our collective experience, we are equipped to take precise actions that yield rapid, accurate, and optimal results, ensuring the project's success.

Orange County Hauling Division



Local Leadership

Evan August, Market Area President, Central Florida, has been with Coastal Waste & Recycling since 2023. He has 18 years of solid waste experience. At Coastal Evan is accountable for the daily hauling and recycling operations, customer service, leadership, training, business development, and full P&L responsibility for the Central Florida area which is comprised of seven operating sites to include 5 hauling divisions and 2 recycling facilities. In addition, Evan is involved in all acquisitions and new expansions for the company in the area. Before joining Coastal, Evan was with Curtis Bay Medical Waste Services. He served as Director of Operations for the Maryland privately held regulated medical waste services company. Evan's experience also expands into hazardous waste removal and disposal, having worked for two medical waste and hazardous waste removal companies in Houston and Chicago.

Randy Waterlander, Municipal Marketing Representative, has been involved in the waste industry for over fifty years in all roles and responsibilities. This includes 25 years with Waste Management from driver, route supervisor, dispatcher, operations manager, district manager, Director of Operations North Florida, Southeast Regional Chief Information Officer. VP Waste Pro Mississippi and Louisiana, and Area Market Manager Central NY - Cassella, Manager At-Large for Coastal in Central Florida Market. During this time he has managed large municipal contracts greater than 40,000 households from Boward County, City of Plantation, City of Coral Springs, City of Jacksonville, Alachua County, City of Tallahassee, City of Gainesville, Terrebonne Parish, LA, Seminole County, Lake County, Volusia County all with primary focus of providing outstanding customer service with its business partners. Randy joined Coastal in May of 2022.

Geoff Bancroft - District Manager, has 14 years of experience in the solid waste industry, beginning as a driver for Smith Disposal, which was later acquired by Advanced Disposal. At Advanced Disposal, he progressed to roles such as dispatcher and supervisor, overseeing thirty routes for the City of Pontiac, Michigan, including MSW, recycling, yard waste, and bulk pickup. He then served as General Manager for Sweeping Corporation of America in Columbia, SC, managing school and city contracts for three years. In 2023, Geoff joined Coastal Waste as Operations Manager in Augusta, GA, overseeing thirty-four routes, including those for the City of Augusta. He is now the District Manager for Coastal Waste & Recycling in Central Florida, based in Orlando.

Coastal Waste & Recycling

2023 - Present

Market Area President

- Oversee market strategy, P&L performance, capital allocation, asset utilization, compliance, operations, safety, customer experience and employee engagement.
- Responsible for the operations and financial success of several locations contained in the Central Florida market with service offerings in both the hauling and post collection lines of business.
- Responsible for developing and implementing procedures and systems for personnel to operate in a safe, efficient and cost-effective manner
- Creates and monitors budget and operating metrics while diagnosing and improving profit, processes and return on investment. Develops short-term and long-term goals and action plans in conjunction with the District Managers
- Partners with local city, municipal and county agencies to ensure Coastal Waste & Recycling is providing top notch customer service and identifies ways to improve services.

Curtis Bay Medical Waste Services, Baltimore, MD

2018 - 2023

Director of Operations

Curtis Bay is a privately held regulated medical waste services company that operates the largest medical waste incinerator in North America and has multiple other processing facilities and transfer stations from the east coast to the mid-west. Revenue has grown from 48.3 million in 2018 to almost 140 million currently. I have P&L responsibility, Safety, Fleet Management, Route Optimization, Training, and plant production responsibilities.

Daniels Health, Chicago, IL

2010 – 2018

Director of Operations - Southeast

Daniels is a worldwide reusable sharps container and medical waste organization with annual revenues of \$245 million. Managed the largest region in the U.S., financially and geographically. The region covered the Southeast and had annualized revenues of \$20 million. Increased revenue by \$6 million and reduced operating expenses by \$1 million. Full P&L responsibility to include developing annual operating and capital expenditure budgets for ALL locations in the U.S. Analyze and approve all Cost Business Analysis forms for new business to assess profitability and ensure the required margin is met. Performed property searches, permitting, designing, managing construction, and staffing for 6 plants and 2 transfer stations across the U.S. Lead a Team of 10 direct report managers and 100 indirect supervisors and hourly employees. Lead the company in retention, productivity, safety, revenue, and profit.

MWI/Medserve Inc., Houston, TX

2006 – 2009

Division Manager

Medserve was a medical and hazardous waste company based in Houston, TX, with annual revenues of \$50 million and was acquired by its largest competitor in December 2009. Responsible for growing the Southeast Division from \$1.3 million and a “negative” EBITDA, to \$3 million annual revenue with a 38% EBITDA over a 2-year period. Had full P&L responsibility and developed the annual operating and capital expenditure budgets and presented them directly to the Board of Directors.

Coastal Waste & Recycling

March 2022 - Present

Municipal Marketing Representative

- Oversees personnel needs of the route sites including selecting, coaching, disciplining and training employees and evaluating employee performance. Responsible for termination, compensation and promotion decisions.
- Partner with local city, municipal and county agencies to ensure Coastal's providing superior customer service, and identifies ways to improve services.
- Executes necessary precautions to ensure safety and compliance with Coastal, DOT, OSHA and other standards and regulations.
- Responsible for developing and implementing processes and procedures for personnel to operate in a safe, efficient and cost effective manner.
- Develops short-term and long-term goals and action plans in conjunction with Area President.
- Has P&L and capital responsibility for the District. Participates in regular P&L reviews to ensure budgets are met; develops and implements programs for optimal equipment utilization, equipment maintenance, and labor and material costs.
- Manage residential contracts and commercial franchises for the Area of Central Florida and South West Florida
- Conduct safety meetings, route observations, and coach drive cams leading to improved safety results
- Perform reroutes to ensure our customers are being serviced safely and efficiently

Casella Waste Systems

2019 - 2021

Central NY Market Manager

- Oversaw and managed 6 locations operations, exceeding budgeted EBIT
- Dramatically improve safety record including DOT results.
- Extended Cornell University contract.

Waste Pro

2015 - 2019

Vice President of LA and MS

- Marketed and managed 8 locations operations and sales.
- Improved EBIT at all locations; while extending municipal contracts.

Progressive Waste Solutions

2005 - 2015

Division Manager - Central FL

- Managed 4 large locations operation and sales in Orlando, FL area.
- Recognized twice by nationally for EBIT sustainability excellence.
- Excellent safety results through consistence safety practices.

Waste Management - North Florida

1978 - 2005

Director of Operations

- Oversaw 11 hauling 4 transfer stations and 3 landfills,
- RCIO - SE Region responsible all technology implementation 5 yrs.
- Operated and managed large MRF 3 yrs.
- Pricing manager and Safety director 11 hauling locations.
- Held a variety of positions starting from driver.

Coastal Waste & Recycling

April 2023 - Present

District Manager

- Oversee day-to-day operations of the transportation, hauling and support operations, ensuring superior customer service.
- Formulates, manages and monitors operating metrics while diagnosing and improving processes, procedures, operational and customer service performance.
- Ensures thorough root cause investigations for all incidents/injuries and follows up with needed training, discipline, retraining, reporting.
- Participates regularly in review of Operations department, including assisting with selection, coaching, employee discipline, performance evaluation and training.
- Formulates both short-term and long-term goals and action plans in conjunction the Division/District Manager(s), Facility Manager and RVP.
- Interacts with local city, municipal, and county agencies to enhance business relationships, promotes community involvement and ensures customer satisfaction.
- Assists with development, implementation, and coordination of safety programs for the Division/District, and monitors work processes, procedures and expenses required to drive team performance, achievement goals while proactively working to reduce risk.
- Conduct weekly route observations to confirm compliance with high standards of customer satisfaction and safety goals.
- Provides oversight for all operational safety related training and mentors field operational supervisors in safety processes.
- Analyzes work and seasonal demand on a daily basis to determine appropriate staffing levels and task execution.

Sweeping Corporation of America

October 2020 – April 2023

Branch Manager

Advanced Disposal

February 2019 – October 2020

Operations Supervisor

Advanced Disposal, Clarkston, MI

**January 2018 - February 2019
September 2017 – January 2018**

Dispatcher

Recycle Driver

Smith Disposal, Clarkston, MI

August 2010 - September 2017

Recycle Driver

Safety and Environmental Compliance

6. Safety and Environmental Compliance

- A description of the bidder's safety procedures and environmental compliance measures.

Fleet Compliance Policy and Management Objectives

It is the policy of **Coastal Waste & Recycling**, to conduct all operations as safely and as efficiently as possible.

As an operator of **DOT regulated motor vehicles**, we have the ultimate responsibility to perform our work and driving skills in a professional manner. It is our duty and moral responsibility to drive in a manner that reflects a genuine concern for the safety of the motoring public.

To accomplish this, we are assigning the responsibility for loss prevention to every individual representing the company, including drivers, dispatchers, Operations Manager, administration, and management.

Management will be responsible for administering and expecting a total loss prevention effort from every employee and company representative to ensure that loss prevention standards are met throughout the organization, daily.

Every person in the entire organization, regardless of their position or function within the company, has the responsibility of performing his or her job in a safe and efficient manner. Those individuals who violate safety policies or regulations are subject to disciplinary actions up to and including termination.

It is the management objective of **Coastal Waste & Recycling** to substantially reduce, and control adverse effects associated with violations, accidents, and driver injuries. In addition, we have found the same method of accounting for: reduced operating costs, reduced maintenance costs, increased efficiency, and better customer service.

Coastal Waste & Recycling is making loss prevention a major company objective. In turn, management controls are being implemented to ensure achieving the goal of being a safe and efficient provider of service and operator of motor vehicles in this industry.

This is not just another safety program. It is an approach to a management opportunity. Loss prevention will be treated in the same manner as any other management opportunity; this is, exercising direction and control to accomplish our objectives; the control of loss due to accidents or other unwanted incidents, including violating safety regulations and policies.

Coastal Waste & Recycling has developed a safety plan in efforts to continually improve our safety performance. Coastal Waste & Recycling's foremost goal is for every Coastal Waste & Recycling employee to work accident and injury free. There is extra emphasis on the reduction of trends that lead to OSHA recordable injuries and vehicle accidents. Coastal Waste & Recycling is committed to some key objectives in order to achieve this goal. Benefits of reaching our safety goals will 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 to hazards

- Properly maintained trucks.
- Full investigations on all incidents and near misses
- Open communication and feedback regarding incidents and safety concerns
- Continual improvement to safety stats, including TRIR, and VIFR

Our current key objectives are listed below:

1.) TRAINING/PROGRAMS:

- Employees receive job specific safety training every day in daily crew out meetings. Employees are continually trained and retrained in Safe Work Practices.
- New driver and new post collection safety onboarding program developed and implemented at all districts.
- Employees are trained in Smith System defensive driving training by internal Smith System certified trainers.
- Employees receive continual safety observations and coaching from the management team in their work environment.
- A summer Safety plan is implemented during the summer months to prepare and train our employees for hazards relating to the summer months.
- Site Hazard Assessment Program developed and used to mitigate hazards at new and existing customer locations.
- The Company Safety Committee is represented by all lines of business across the organization.
- 2022 District safety goals have been developed and distributed monthly to the districts to focus on continual improvement. Districts not meeting goals are placed on a priority review audit.
- All Incidents are presented weekly to the safety department, senior leadership, and the entire company management teams. Districts share incident presentations with employees to prevent future recurrence.

2.) STAFFING:

- Increased focus on hiring and employee retention to keep hours of service at an acceptable level.

3.) TECHNOLOGY:

- Drive Cam camera systems installed in all Coastal Waste & Recycling refuse trucks. Employees are held accountable and coached on defensive driving. Cameras have new technology that utilizes artificial intelligence to monitor the driver and provide real time audible alerts so drivers can correct behavior in real time.
- Applicable safety devices are maintained in refuse trucks and yellow iron equipment. This includes back up alarms, back up cameras, hoist, and arm alarms.
- Company utilizes a safety and environmental software system called EHS Insight to utilize for incident reporting, safety observations, inspections, and recordkeeping.
- The company uses Concorde to comply with all relevant Department of Transportation (DOT) protocols and standards.
- The company provides applicable personal protective equipment to the employees.

4.) INSPECTIONS:

- Employees conduct pre/post trip inspections daily on refuse trucks and heavy equipment.
- Districts complete safety lane inspections to inspect trucks with drivers and maintenance techs on a weekly basis.
- Facility Inspections are completed monthly by management.
- Safety department conducts routine.

5.) CONTINUOUS REVIEW – We are continuously making enhancements to our current safety program. Through our audits and inspections, we can ensure our policies and safe work

practices are being followed. We can identify any deficiency and implement corrective actions to prevent reoccurrence. Our incident investigation process determines root causes, corrective actions and is shared company wide.

The benefit to our goals includes the safety of all personnel and the public, the protection of the environment and protection of physical assets. Our key objectives reinforce our commitment to reducing the frequency and severity of accidents and injuries by careful analysis and proactive safety management.

The Company sets monthly and annual measurable goals. Each objective or improvement plan is tracked and measured for its success. Continuous feedback during our implementation of new or revisited programs/plans is welcomed by all employees in our organization.

Emergency Response Plan

7. Emergency Response Plan

- A plan for handling emergencies, such as natural disasters or equipment failures.

Natural Disaster Events

As the first storm is forming off the coast of Florida, Coastal Waste & Recycling's professionals will be assessing equipment and labor for the upcoming season. Coastal Waste & Recycling has an expanded fleet of trucks which include bobcats, roll offs, automated side loaders, rear loaders, front end loaders, and grapple trucks. Coastal Waste & Recycling is committed in continuous service before and after a natural disaster.

Coastal Waste & Recycling's service depends on the Orange County Disposal facilities service hours.

Regular garbage, recyclable pickups and bulk pick-up services will continue on a regular schedule as long as it is safe to do so, and roadways are clear of debris. After the "all clear" has been given by the County Emergency Management's Office, Coastal Waste & Recycling will commence the regular garbage pick-up schedule.

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

Spill Plan

Collection trucks carry a variety of liquids including fuel, hydraulic oil, motor oil, coolant, and diesel exhaust fluid (DEF). Spills from vehicles can occur due to accidents, rollovers, broken hoses, and ruptured fittings. The following procedures are put in place at Coastal Waste & Recycling to prevent and respond to spills on route.

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 walk arounds, 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.
- All trucks to be equipped with spill kits. 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.
- All containers to be inspected for leaks before leaving the customer's property. If a leak is observed, the container is not to be transported.

IN THE EVENT OF A SPILL

- Trucks do not leave the yard if a spill is observed.
- 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.
 - Dirt, cardboard, trash, etc.

NOTIFICATION PROCEDURES

- Drivers to notify management immediately in the event of a spill.
- Supervisors to report spill in EHS Insight.
- Management to coordinate with local third-party spill response if needed.
- Management notify EPA of spills that meet reportable quantities. See reporting to EPA below.

Equipment Failures

Coastal Waste & Recycling has an agreement with several truck rental companies that can accommodate Coastal with the necessary equipment for the service of the Town of Eatonville. In addition, Coastal Waste & Recycling has several vehicles available that can assist the Town of Eatonville if the two vehicles assigned to the service of the Town are non-operational. Coastal has several facilities within hours of Eatonville that can assist with the operation of services for Eatonville.

References

8. **References**

- A list of references who can attest to the company's capabilities and performance.

■ CITY OF POMPANO BEACH - Residential, Multi-family and Commercial

Exclusive Franchise

Contact:

Russell Ketchem, Director of Environmental Services
 1190 NE 3rd Ave., Pompano Beach, FL 33060
 (954) 786-4030 / russell.ketchem@cpbfl.com

Contract Type:

Residential collection services with automated, semi-automated and clam shell vehicles. Commercial collection with front-end loaders and roll-off vehicles.

Service Frequency:

- Twice Weekly Collection of Residential Solid Waste
- Weekly Collection of Yard, Bulk and Recycling

Duration:

October 1, 2022 – September 30, 2027



27,150 Homes



Curbside Automated Solid Waste, Recycling & Bulk Collection



Commercial - 1.2 million cubic yards/year



Contract Value - \$33,100,284 Annually (primary provider)

■ TOWN OF DAVIE - Residential, Multi-family and Commercial

Exclusive Franchise

Contact:

Phillip Holste, Assistant Town Manager
 8800 SW 36th Street, Davie, FL 33328
 (954) 797-1041/pholste@davie.fl.gov

Contract Type:

Residential collection services with automated, semi-automated and clam shell vehicles. Commercial collection with front-end loaders and roll-off vehicles.

Service Frequency:

- Twice Weekly Collection of Residential Solid Waste
- Monthly Collection of Bulk and Recycling

Duration:

June 1, 2021- December 31, 2030



24,728 Homes



Curbside Automated Solid Waste & Monthly Bulk Collection



Commercial - 600,000 cubic yards/year



Contract Value - \$20,827,911 Annually (primary provider)

■ CITY OF FORT LAUDERDALE - Residential Collection

Contact:

Melissa Doyle, Program Manager
 949 NW 38th St., Fort Lauderdale, FL 33309
 (954) 828-6111/mdoyle@fortlauderdale.gov

Contract Type:

Residential collection services with automated and semi-automated vehicles.

Service Frequency:

- Weekly Collection of Residential Recycling

Duration:

December 1, 2020 – July 30, 2023



40,218 Homes



Curbside Automated Collection (Recycling)



Contract Value - \$1,916,000 Annually (primary provider)

■ BAY COUNTY - Residential Collection

Subscription Collection

Contact:

Cassie Allen, Solid Waste Accounts Specialist
(805) 233-5064/callen@baycountyfl.gov



21,706 Homes

Contract Type:

Residential collection with automated, semi-automated and clam shell type vehicles. Commercial collection with front-end loaders and roll-off type vehicles.



Curbside Automated Solid Waste

Service Frequency:

- Twice Weekly Collection of Residential Solid Waste
- Every Other Week Collection of Residential Recycling
- Monthly Collection of Bulk



Contract Value - N/A

Duration:

N/A

■ CITY OF NORTH MIAMI BEACH - Residential, Multi-family and Commercial

Exclusive Franchise

Contact:

David Scott, Deputy City Manager
17011 NE 19th Ave. North Miami Beach, FL 33162
(305) 947-7581 ext. 7925/david.scott@citynmb.com



8,415 Homes

Contract Type:

Residential collection services with automated, semi-automated and clam shell vehicles. Commercial collection with front-end loaders and roll-off vehicles.



Curbside Automated Solid Waste, Recycling and Monthly Bulk Collection

Service Frequency:

- Twice Weekly Collection of Residential Solid Waste
- Every Other Week Collection of Recycling
- Monthly Collection of Bulk



Commercial - 360,000 cubic yards/year



Contract Value - \$11,075,409 Annually (primary provider)

Duration:

June 1, 2022 – May 31, 2029

■ BROWARD CO. MUNICIPAL SERVICES DIST - Residential, Multi-family and Commercial

Exclusive Franchise

Contact:

Andres Conde, Solid Waste Collection Administrator
1 North University Dr., Plantation FL 33324
aconde@broward.org



4,700 Homes

Contract Type:

Residential collection services with automated, semi-automated and clam shell vehicles. Commercial collection with front-end loaders and roll-off vehicles.



Curbside Automated Solid Waste, Recycling and Bulk Collection

Service Frequency:

- Twice Weekly Collection of Residential Solid Waste
- Weekly Collection of Residential Recycling
- Monthly Collection of Bulk



Commercial - 43,568 cubic yards/year



Contract Value - \$1,631,124 Annually (primary provider)

Duration:

October 1, 2020 – September 30, 2025

■ CITY OF AUGUSTA- Residential Collection

Contact:

Becky Padgett, Contract Manager Environmental Services
 4330 Deans Bridge Rd., Blythe, GA 30805
 (706) 821-1079/bpadgett@augustaga.gov

Contract Type:

Residential collection with automated, semi-automated and clam shell type vehicles. Commercial collection with front-end loaders and roll-off type vehicles.

Service Frequency:

- Weekly Collection of Residential Solid Waste, Recycling and Bulk

Duration:

October 1, 2013 – December 31, 2025



40,919 Homes



Curbside Automated Solid Waste, Recycling and Weekly Bulk Collection



Contract Value - \$8,100,000 Annually

■ CITY OF HIALEAH - Residential Collection

Contact:

Yasmani Diaz, Superintendent of Solid Waste
 3700 W. 4th Ave., Hialeah, FL 33012
 (305) 687-2616/cityclerk@hialeahfl.gov / ydiaz@hialeahfl.gov

Contract Type:

Recyclables Collection with automated vehicles.

Service Frequency:

- Every Other Week Collection of Residential Recycling

Duration:

April 1, 2018 – September 30, 2024
 Plus one (1) four-year renewal option



38,623 Homes



Curbside Automated Recycling Collection



Contract Value - \$1,060,475 Annually (primary provider)

■ CITY OF OLDSMAR - Residential, Commercial and Industrial Collection

Exclusive Franchise

Contact:

Cindy Nenko, Administrative Services Director
 100 State St. W., Oldsmar, FL 34677
 (813) 749-1105/onenko@myoldsmar.com

Contract Type:

Residential collection services with automated and rear-end load vehicles.

Service Frequency:

- Twice Weekly Collection of Residential Solid Waste
- Weekly Collection of Residential Recycling, Yard Waste and Bulk

Duration:

October 1, 2021 – 2026
 Plus (2) 5 years renewals



4,328 Homes



Curbside Manual Solid Waste, Yard Waste, Bulk and Automated Collection (Recycling)



Contract Value - \$2,400,000 Annually



Public Works Department

SOLID WASTE AND RECYCLING SERVICES

1 N. University Drive, Suite 400 • Plantation, Florida 33324 • 954-765-4999 • FAX 954-577-2391

Date: July 7, 2023
To: Whom it may concern
From: Andres Conde, Solid Waste Collections Administrator
Subject: Letter of Recommendation for Coastal Waste & Recycling

I am writing on behalf of Coastal Waste & Recycling who has been our solid waste and recycling service provider since April 2020. Coastal provides solid waste, recycling and bulk collection services to over 4,000 residential units and approximately 200 commercial customers throughout the Broward Municipal Services District (unincorporated areas of Broward County). To date, we are very pleased with the services Coastal has provided.

The transition from the previous service provider to Coastal was seamless. There were no interruptions in collection services. The Coastal team was well prepared and did an excellent job. At the commencement of the contract, a new residential solid waste, recycling and bulk collection schedule was introduced which streamlined operations. The new schedule reduced time, traffic and the overall carbon footprint of the Broward Municipal Services District. Coastal's customer service related to responding to complaints, delivering carts, or making themselves available for special, last minute service requests is invaluable. As of this letter, they are timely, responsive and display a notion of customer care. Even as Coastal continues to grow, our services continue to be exceptional.

Coastal's professionalism and customer service is greatly appreciated.

Thank you,

Andres Conde - Solid Waste Collections Administrator
Broward Municipal Services District

To Whom It May Concern:

This is attached to my reference form for Coastal as I cannot say enough good things about them—they are a true partner in every way and you get immediate response, from customer service staff to the very top management of the company. We have little to no resources here and they very often step up to fill the gap. They take calls at any time, early, late, nights and weekends from residents, staff and Council. They have robust communications and public education/outreach and have “boots on the ground” supervisors in the field. While they have added a number of clients these past two years, there has been no disruption in our services.

I have been honored to be a reference for the company in many solicitations, ranging in size from very small organizations to very large such as Hillsboro County. Perhaps most pertinent to your selection process is the company’s relentless commitment to service and a “do whatever it takes” approach to transition.

I would also point out that I have worked with the principals of the company throughout my career beginning in Wellington in the nineties. Mr. Casagrande was part of the original transition team in Wellington when we took Solid Waste services back from the County following incorporation and built a program that appears to have stood the test of time. In addition to my favorable experience with Mr. Casagrande in Wellington, I also worked closely with him in Delray Beach, and again, can only say the very best about his ability to effect a very smooth transition and meet & exceed expectations in a very diverse and demanding environment. In the time that we worked together, Mr. Casagrande has been the key man in leadership of several well-known firms including Waste Management serving both Wellington and Delray Beach. That said, you will find many wonderful similarities to Waste Management yet far more agility and accessibility should you select Coastal.

Please let me know if you need any additional information. Good luck with your selection process!!!



Francine L. Ramaglia, CPA, AICP, ICMA-CM | Town Manager |
Loxahatchee Groves, FL | 561-277-2153





ADMINISTRATION DEPARTMENT

8800 SW 36TH STREET • DAVIE, FLORIDA 33328
PHONE: 954.797.1034 • FAX: 954.797.2061 • WWW.DAVIE-FL.GOV

June 22, 2023

John Casagrande
VP Business Development
Coastal Waste and Recycling
2481 NW 2nd Avenue, Boca Raton, FL 33431

RE: Town of Davie's Successful Partnership with Coastal Waste & Recycling

To Whom It May Concern,

In June 2021, the Town of Davie (Town), a municipality of 107,000 residents and over 5,500 businesses transitioned from a prior long-serving solid waste company to Coastal Waste & Recycling (Coastal) as our solid waste provider. The transition was intricate in that it included an overall change in services including waste collection service days, bulk pickup days, new residential solid waste containers, new service days for the business community, and new policies for the solid waste program. Nevertheless, Coastal was able to complete a successful transition and has continued to meet and exceed the Town's performance expectations.

A transition of this magnitude took a lot of time, planning, and most importantly, a partner organization that was invested in ensuring that the process was carried out seamlessly. In so doing, benchmarks and goals were set to ensure that the impact on the community was minimal. As such, several months prior to the transition, Coastal and Town personnel met on numerous occasions to discuss the new routes, bulk maps, Town service areas, garbage container swap-outs, adjusting the commercial/business containers, and most importantly, communication with the community.

For the past two years, the collective goals instituted have provided the framework for the successful partnership between the Town and Coastal. The designated contacts for the respective solid waste fields including residential, commercial, and billing have proven time and time again to be helpful in resolving customer issues. Another key element that we have seen really drive the community's positive interaction with Coastal is the consistency in addressing concerns promptly.

The designated Coastal route managers, drivers, and customer service teams have continually provided enhanced service and customer-facing experiences in the community which are vital when establishing positive connections with our community.

Coastal's proactive approach to providing exemplary services and addressing the solid waste needs in the community is evident in the way they carry out business day-to-day.

The Town is proud of our partnership with Coastal and looks forward to our continued relationship that benefits the residents and businesses of Davie.

Should you have any questions or need to dialogue further, do not hesitate to contact me at pholste@davie-fl.gov or 954-797-1041.

Sincerely,

Phillip R. Holste
Assistant Town Administrator/CRA Director

VILLAGE HALL
500 NE 87TH ST
EL PORTAL, FL 33138
CHRISTIA E. ALOU, ESQ.
VILLAGE MANAGER



MAYOR OMARR C. NICKERSON
VICE MAYOR LUIS M. PIRELA
COUNCILPERSON ANDERS URBOM
COUNCILPERSON ANNA LIGHTFOOT-WARD
COUNCILPERSON DARIAN MARTIN

July 7, 2023

Letter of Recommendation Coastal Waste and Recycling

To Whom It May Concern:

As the Village Manager of the Village of El Portal, I write this letter of recommendation for Coastal Waste and Recycling (Coastal). Coastal was selected by the Village after a competitive bid in July 2021. Coastal, as the recycling contractor with Miami Dade County, has also been the Village of El Portal's recycling service provider for the past several years. With our account manager, Eileen Damaso, we have conducted several community education programs with our Village Council and Administration and provided special circumstances assistance to our residents. We have worked well with Coastal Waste and Recycling to address emergency conditions, special requests made by our residents, and keeping the Village of El Portal beautiful. The Village has been very happy with Coastal's service and customer service.

I welcome any questions you may have regarding Coastal Waste and Recycling.

Sincerely,



Christia E. Alou, Esq.
Village Manager



July 7, 2023

RE: Letter of recommendation for Coastal Waste & Recycling of Florida, Inc.

To Whom It May Concern:

Coastal Waste and Recycling of Florida, Inc. (Coastal) provides curbside recycling service to the City of Fort Lauderdale under contract 12412-803 *Curbside Residential Recycling Services*. This contract has been in effect and in good standing since December 1, 2020.

Under contract 12412-803 *Curbside Residential Recycling Services*, Coastal provides once weekly curbside recycling service to more than 38,000 Fort Lauderdale properties. Included in their service are all cart shop related activities, including cart deliveries, repairs, exchanges and removals. Coastal has proven themselves to be an incredible service partner. Their missed pick-ups are extremely low- with less than 10 being recorded monthly. Additionally, they provide cart services typically within 48 hours of a request being made, exceeding their contractual obligation to provide services within 5 days.

Coastal transitioned services in December 2020 from an under-performing incumbent vendor. Not only were they successful in cleaning up what was incomplete behind this vendor, but they also successfully rerouted the City from a 6-day per week schedule to 5-days per week. The local management team was instrumental in this successful transition, reaching out to staff daily to make sure any issues were addressed immediately before they became larger problems.

Coastal has been a valued partner during normal operations as well as in times of emergency such as tropical storms, hurricanes and recent flooding events. They have extended their commitment by participating in community events, like the annual Big Toy and Truck Show, where they distributed children's "recycle driver" shirts and provided other giveaways to children as a means to reinforce the importance of recycling and truck safety.

From transparent communications, to going the extra mile in delivering carts that have been swept away during storm events, Coastal simply rolls up their sleeves and gets to work. There are no excuses. There are no extraordinary asks. They simply get the job done.

Should you have any questions, please contact me at mdoyle@fortlauderdale.gov or (954) 828-6111.

Sincerely,

Melissa Doyle

Division Manager- City of Fort Lauderdale

July 26, 2023

To Whom it may Concern:

I am writing this letter to express my support and satisfaction with Coastal Waste & Recycling, the solid waste provider for the City of Oldsmar. As the Accounting Administrator of the city, I have had the opportunity to observe their services during the past two years of our five-year contract.

Coastal Waste & Recycling has been responsible for managing our City's solid waste and recyclable materials collection and disposal, encompassing residential and commercial curbside pickup, commercial front load pickup, as well as roll-off services. Overall, we have been satisfied with the level of service they have delivered.

During the two years of our ongoing contract, we have encountered several changes, including the transition from our old hauler and the subsequent acquisition of Orion Waste Solutions by Coastal Waste & Recycling. As with any organizational change, these transitions introduced challenges, and one of the most notable hurdles we faced was staff turnover. Despite this, we are fortunate to have attentive Operations Supervisors on the front line who display remarkable efforts to maintain service quality and reliability.

Throughout our partnership, Coastal Waste & Recycling's customer service team has been attentive and responsive to our queries and concerns. They demonstrate their commitment to effective communication by engaging in weekly status meetings with our team. These meetings have proven to be invaluable in keeping both parties on track and fostering a proactive approach to resolving any potential issues.

As we enter year three of our contractual agreement, I am confident that Coastal Waste & Recycling will continue to build upon their achievements and further enhance their services. I am pleased to recommend Coastal Waste & Recycling as a solid waste provider to other municipalities or organizations. We look forward to the continued success of our partnership.

If you require any further information or assistance, please do not hesitate to contact me. Thank you for your ongoing commitment to serving the needs of our city and for being an outstanding partner in waste management.

Sincerely Yours,



Amy Ratliff
Accounting Administrator



Environmental Services Department
Russell S. Ketchem
Director of Environmental Services

City of Pompano Beach, Florida
1190 NE 3rd Avenue, Bldg. B., Pompano Beach, Florida 33060
Phone: 954.786.5516 | Email: Russell.Ketchem@copbfl.com

10 July 20223

To whom it may concern,

Re: Letter of reference for Coastal Waste & Recycling Inc.

As Director of Environmental Services and on behalf of the City of Pompano Beach, I submit this letter of recommendation and reference for Coastal Waste & Recycling.

The City of Pompano Beach recently awarded a contract and entered into an exclusive franchise agreement with Coastal Waste & Recycling. The contract began on October 1, 2022. Coastal provides residential solid waste collection twice a week, residential recycling once a week, and residential bulk once a week. In addition, they provide collection to all multifamily and commercial properties up to seven days a week.

Coastal accomplished a seamless transition from the city's previous service provider, who had been servicing the city for nearly the past 48 years.

Coastal had all personal and equipment ready to go on day one. They exchanged over 450 roll off containers and compactors as well as over 3,500 commercial and multifamily containers. During the transition process, and several months into the startup, Coastal scheduled weekly meetings with myself and my staff to review the process and discuss any issues that may have arisen. The entire Coastal team made themselves available whenever the need arose. From the C.O.O. and Sr. VP to the District manager, route managers and customers service supervisor.

Additionally, Coastal Waste & Recycling is already an active participant within the community. They collaborate with the city with awarding scholarships to students and help sponsor local events.

While there are times that an issue arises, the Coastal team responds quickly and effectively.

In short, Coastal has stood behind and delivered on every promise. Should you have any questions, please do not hesitate to give me a call.

Respectfully,

Russell S. Ketchem
Director of Environmental Services