



## Town of Johnstown, Colorado Solid Waste & Recycling Services



**REPUBLIC**  
SERVICES



Johnstown  
Colorado

**SUBMITTED BY:** Holli McElwee  
**DATE:** June 3, 2021  
**ADDRESS:** 1941 Heath Parkway  
Fort Collins, CO 80524  
(970) 484-5556

## Table of Contents

1. Cover Letter .....	2
1a. Principal Contact Information .....	3
2. Reference Contract .....	4
3. RFP Exceptions .....	6
4. Subcontractors and/or Partners: .....	7
Subcontracting Opportunities .....	7
Fostering Economic Growth .....	7
5. Company Information .....	9
A. Our Company .....	9
B. Year Established; Local Presence .....	12
C. Previous Work .....	12
D. Comprehensive Listing of All Services Provided .....	12
E. Ownership .....	13
F. Litigation .....	13
6. Evaluation Criterion #1 – Approach to Scope .....	14
Approach, Methodology and Techniques .....	14
A. Our Approach .....	14
B. Project Approaches/Ideas to Enhance Services .....	16
C. Timeline/Schedule .....	17
Implementation Table and Timeline/Schedule for Work Plan .....	17
D. Plan to Manage Work Effectively, Fulfillment & Quality Control .....	19
7. Evaluation Criterion #2 – Company & Personnel Qualification .....	20
A. Professional Staff .....	21
B. Organizational Chart .....	24
C. Day-to-Day Contact for Town of Johnstown .....	24
D. Length of Similar Services .....	24
E. Municipal References Similar Scope Projects .....	25
F. Disaster Recovery Plan .....	25
8. Evaluation Criterion #3 Value & Costs Efforts .....	27
A. Provide a cost of services identified in Section II subsections B, D, E, F and H with products broken down per task and identified by Scope of Services .....	27
B. Program .....	27
C. Recycling Opt-Out .....	27
D. Additional Container .....	27

E. Yardwaste Collection or Compost .....	27
F. Large Item Bulk Pick-up .....	27
H. Services for Town .....	27
Subsection B. Subcontractor or Partner Costs .....	27
Subsection C. Fees for Fixed Pricing/CPI .....	27
Proposed Pricing and Service Options .....	28
Proposed Pricing and Service Options .....	29
Bulky Item Pick-Up.....	30
Bulky Item Pick-Up E-Waste .....	31
Appendix A Sample Contract .....	32
Appendix B Professional Resumes .....	46
Local Management & Municipal Support Staff.....	47
Thomas Maxwell .....	47
Holli McElwee .....	48
McElwee Continued .....	49
Catherine Morrow .....	50
Catherine Morrow Continued .....	51
Don McGlasson .....	52
Donald McGlasson Continued.....	53
Jason Gallegos.....	54
Shannon Smith.....	55
Maria Placencio .....	56
Placencio Continued .....	57
Daana Madden .....	58
Daana Madden Continued .....	59
Becca Walkinshaw.....	60
Appendix C: Services.....	61
Collection – Residential.....	61
Collections – Commercial .....	64
Customer Service .....	67
Community Engagement.....	76
How We Partner.....	79
Appendix D .....	80
Monthly Reporting Requirements .....	80
Annual Reporting Requirements.....	81
Annual Performance Review Meeting .....	82

Appendix E.....	83
Proof of Insurance.....	84
Proof of Insurance 2 .....	85
Balance Sheet.....	86
Certificate of Good Standing .....	87
Corporate Data Sheet .....	88
Bank and Credit References.....	90





May 25, 2021

Ellen Hilbig  
Deputy Public Works Director Town of Johnstown, Colorado  
450 South Parish Avenue Johnstown, CO 80534

Dear Ms. Hilbig:

Thank you for the opportunity to submit a response to the Solid Waste and Recycling Services RFP for the Town of Johnstown. We are confident that you will find Republic to be the best-value respondent based on our commitment to being a leader in the recycling and waste industry nationwide.

**We are proud to be recognized for the following benefits in the community:**

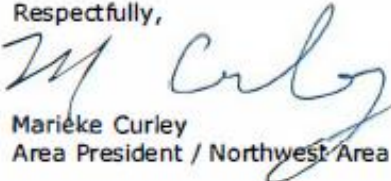
- We employ over 260 employees, 43 of whom live in Weld County.
- Gallegos Sanitation, a Republic Services' Company, has serviced NoCo for 62 years.
- We offer a 99.9% on time pick-up rate.
- Our drivers are 41% safer than the industry average.
- We are the only solid waste company to be recognized on the Dow Jones Industrial Sustainability Index.

Republic Services is a favored company for many municipalities throughout the United States. We offer the capabilities, capital, equipment, trucks, and personnel resources needed to manage and expertly service the residents and Town. As one of the nation's top haulers of recyclable materials and non-hazardous solid waste collection, here at the local level, the majority of our staff offices out of Fort Collins, CO, where our Customer Service Department is located, and we will be running our trucks from our satellite hauling yard in Weld County, CO, just minutes from Johnstown.

Thank you for considering our proposal in response to your Solid Waste and Recycling Services RFP for the Town of Johnstown, CO. Should you have any questions, please reach out to Holli McElwee, Municipal Sales Manager, at 970-413-2357 or [hmcElwee@republicservices.com](mailto:hmcElwee@republicservices.com).

As the authorized agent for Republic Services, please accept this letter as my acknowledgment that I am in receipt of this RFP and all associated addenda.

Respectfully,

  
Marieke Curley  
Area President / Northwest Area



**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## Solid Waste and Recycling Services

### 1a. Principal Contact Information

<b>Company Name/Relationship</b>	<b>Republic Services of Fort Collins, Colorado</b>
<b>Principal Contact:</b>	<b>Tom Maxwell General Manager, Northern CO and WY</b>
<b>Address:</b>	<b>1941 Heath Parkway, Unit 2 Fort Collins CO 80524</b>
<b>Phone:</b>	<b>970-484-5556 (Office) 480-455-9067 (Cell)</b>
<b>Email:</b>	<b>TMaxwell@republicservices.com</b>
<b>Authorized Signatory:</b>	<b>Marieke Curley, Area President</b>
<b>Website:</b>	<b><a href="http://www.gsiwaste.com">www.gsiwaste.com</a> <a href="http://www.republicservices.com">www.republicservices.com</a></b>



**REPUBLIC**  
SERVICES



Johnstown  
Colorado

**Solid Waste and Recycling Services**

## 2. Reference Contract

This page is intentionally left blank.

***Included is the recently negotiated Louisville, CO Contract Example in Appendix A.***

Republic Services and Louisville, CO entered this contract in 2019 and the contract continues through 2024. Although this contract follows a "Pay As You Throw" model, we believe it is representative of what you have requested. Louisville is a community with just over 5,400 households and is a good example of how service can be configured for the community of Johnstown. We are also including several like contacts, with like contracts, for reference. These may assist the Town of Johnstown in the development of a contract/agreement.

<b>Arvada, CO</b>	<p>Contract begins July 5, 2021, 5-year term with 2 one-year options, 25,0000 customers, 3 cart PAYT trash and recycling included.</p> <p>Lorie Gillis, lgillis@arvada.org Deputy City Manager</p>
<b>Commerce City, CO</b>	<p>Contract began January 1, 2020, 5-year term, has 18,000 customers and 95-gallon trash and recycling.</p> <p>Ben Huseman, bhuseman@c3gov.com Mayor of Commerce City</p> <p>Steven White, swhite@c3gov.com Parks and Streets Project and Program Coordinator</p> <p>Willis Waterhouse, wwaterhouse@c3gov.com</p> <p>303-289-3600 (main city line for all contacts above)</p>
<b>Mountain Home, ID</b>	<p>Contract began November 1, 2001 and runs through the present period. It is a 20-year term. The number of homes served is 5,460. The services provided are residential, commercial and industrial trash and recycling, trash in carts and overflow cans, unlimited spring clean-up week, Christmas Tree recycling, fall leaf collection in large paper bags and free school recycling</p> <p>Rich Sykes Mayor of City of Mountain Home</p> <p>208-587-2104 (office) 208-350-0272 (mobile)</p>
<b>Corvallis, OR</b>	<p>Contract began 5/20/2013 and has a 10-year renewal. The number of homes served is 20K. Currently offers solid waste, recycling, putrescible material, infectious waste, commercial services, events and organics collection.</p> <p>Pam Vaughan, Pam.Vaughan@corvallisoregon.gov City of Corvallis Franchise Specialist</p> <p>541-766-6438 (office)</p>



### 3. RFP Exceptions

#### **CPI**

One exception, being proposed by Republic Services, is that the City consider a fixed 3% PI in lieu of the Denver/Boulder Index or CPI All Items, as mentioned in the RFP. As a reference, the Bureau of Labor and Statistics has discontinued the Denver/Boulder CPI Consumer Price Index, so we offer the fixed as an alternative.

In addition, CPI is currently running higher than 3%, as are the two more commonly applicable CPI categories of Garbage/Trash and Water/Sewer/Trash. A fixed 3% CPI allows for greater certainty in out years and allows Republic Services to offer better pricing at the start of the contract.

#### **Term of the Agreement**

Per the Addendum published on 6/1/2021, we are not bidding this as a 3-year agreement, but rather a 5-year agreement with the start date of 9/1/2021 to 8/30/2026, with unlimited renewals and at the Town of Johnstown's discretion.

#### **Yardwaste and Organics**

We are not proposing adding yardwaste or composting cart services right now. Once there is more local infrastructure in place, such as the North Front Range Regional Wasteshed Resource Recovery Facility, we would be open to discussing opportunities with the Town of Johnstown.

For the convenience of your residents, we are suggesting the option of an extra (at no-cost) 30-yard roll-off for residents to bring their yardwaste debris to the site during the Spring Clean-up Event.

As an added convenience, we are also suggesting a Fall Clean-up Event, equipped with the same equipment and personnel as the Spring Clean-up. This event would encompass a 30-yard roll-off container for yardwaste to be disposed of and recycled back into compost.

## 4. Subcontractors and/or Partners:

*We have long-standing partnerships with many of our subcontractors.*

Our experience and interaction with state and local governments will allow Republic Services to work with our municipal partners in Johnstown, Colorado and adhere to government procurement law. We can also assist qualified contractors with earning and retaining M/W/V/DBE certification.

For the purpose of this RFP, we have a Municipal Solid Waste Disposal Agreement with Waste Management for disposal at the Ault Landfill. This agreement ends in 2024, at which time we can re-negotiate landfill disposal rates and/or seek alternative landfill options to dispose of the Town's waste. We plan to take the Town's MSW to this location.

As an alternative, should circumstances dictate, we can dispose of the Town's municipal solid waste at the Larimer County Landfill.

For single-stream recycling, we work with Larimer County Recycling Center to process the materials. We intend to utilize this outlet for single-stream recycling.

For large bulky item pick-ups, depending on the items, they may be landfilled at the Larimer County Landfill, or for such items as

*Figure 1. Republic Services hires locally owned business for dumpster maintenance.*



***Republic Services has proven success in building M/W/V/DBE partnerships in the municipalities we serve***

- Partnered with qualified businesses across the country
- Promote local jobs and economic development

electronics, those would be hauled to IT Refresh, a local electronics recycler.

As it relates to yardwaste materials collected during the Spring and Fall Clean-up events, the material would be recycled and made into compost at a nearby local dairy or taken to Hageman's Earth Cycle.

### Subcontracting Opportunities

Republic Services employs subcontractors wherever possible to promote local jobs and economic development. Typically, our subcontractors have specialized skills and knowledge, which allows Republic Services to focus on our core functions.

Opportunities for subcontracting vary based on location, and often include the following:

- Transfer station transportation
- Truck Maintenance – This may be needed when additional resources are required outside of our am/pm technicians. We partner with Bruckners, MHC and Spradley Barr, all companies with expertise in fleet maintenance and automotive repair work.
- Should more driver resources be needed, such as additional drivers in times of crises or labor shortages, we work with KT Black to have trained drivers flown in.

### Fostering Economic Growth

Republic Services recognizes that small business enterprises, especially those owned by minorities, women, disadvantaged individuals, and veterans (MWDVBE), are an integral part in growing the Johnstown,





**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## **Solid Waste and Recycling Services**

Colorado economy through job creation. Republic Services partners with qualified businesses across the country. We partner with these firms and offer mentoring to assist them in operating at our high standards, which often helps them establish repeatable processes and controls that lead to continued success. Numerous partner firms have ultimately grown over years of working with Republic Services, to the point they exceed the small business qualifications.



## 5. Company Information

*Republic Services is one of the country's leading providers of municipal recycling and waste services, serving more than 2,400 communities, with millions of customers in 41 states.*

### A. Our Company

Republic Services is an industry leader in the non-hazardous solid waste industry with revenues of more than \$10 billion and over 35,000 dedicated employees. Our lineage, which includes three of the industries most recognized brands, who combined in 2008. All our legacy brands operate today as a part of the Republic Services family.

Republic Services' collection companies, transfer stations, recycling centers and landfills focus on providing effortless solutions for our millions of commercial, industrial and residential customers.

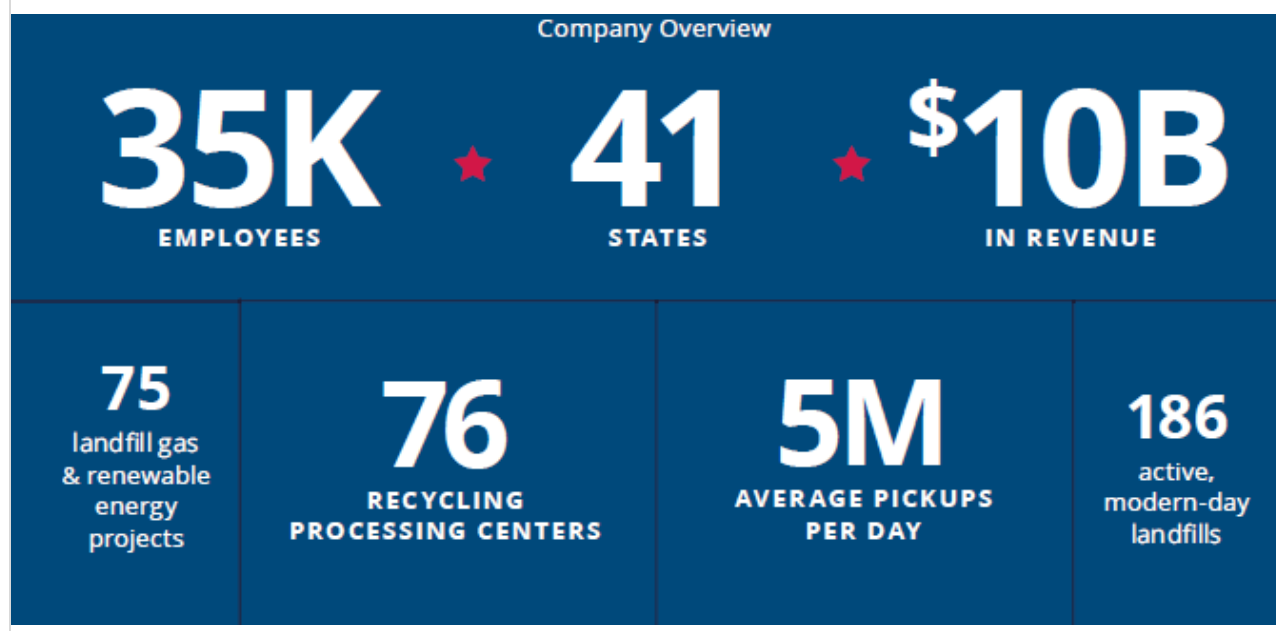
Republic Services responsibly operates 340 collection operations, 220 transfer stations, 186 active solid waste landfills and 76

***Republic Services invests in our communities by continuing to provide customers with safe, customer service-focused solutions***

- Municipalities that partner with Republic Services choose to renew or extend their contracts over 92% of the time
- Our 15,500 drivers execute 5M pickups/day
- Average tenure of Republic Services Municipal customer is more than 15 years
- As a corporate partner, we sponsor and are present in the communities we serve
- More than 50K residential, 7,700 commercial and 790 industrial customers in the Northern Colorado market
- Republic Services deploys more than 100 trucks daily from its local collection operations

recycling centers across 41 states. We also have 75 landfill gas and renewable energy

Figure 2. **Key Company Statistics.** Republic Services is an industry leader in the U.S. non-hazardous solid waste industry.





**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## Solid Waste and Recycling Services

projects and are adding new facilities every year. In our Energy Services vertical, we have 6 treatment, recovery and disposal facilities as well as 9 saltwater disposal wells.

With more than 16,000 vehicles, Republic Services deploys the 5th largest vocational fleet in the U.S. to collect approximately 100 million tons of waste and over 6M tons of recyclables.

**Company Name:** Republic Services

**Address:** 1941 Heath Parkway Unit 2

**City:** Fort Collins, CO 80524

**State:** Colorado

**Zip Code:** 80524

**Local Phone Number:** 970-484-5556

### Principal Officers:

#### CEO:

Current CEO: Don Slager,  
Mr. Slager is retiring this summer and plans to stay on staff as a consultant for one-year

to help with the transition.

Incoming CEO: Jon Vander Ark

Effective June 2021

**EVP & COO:** Timothy Stuart

**CDO:** Brian Bales

**EVP CMO:** Amanda Hodges

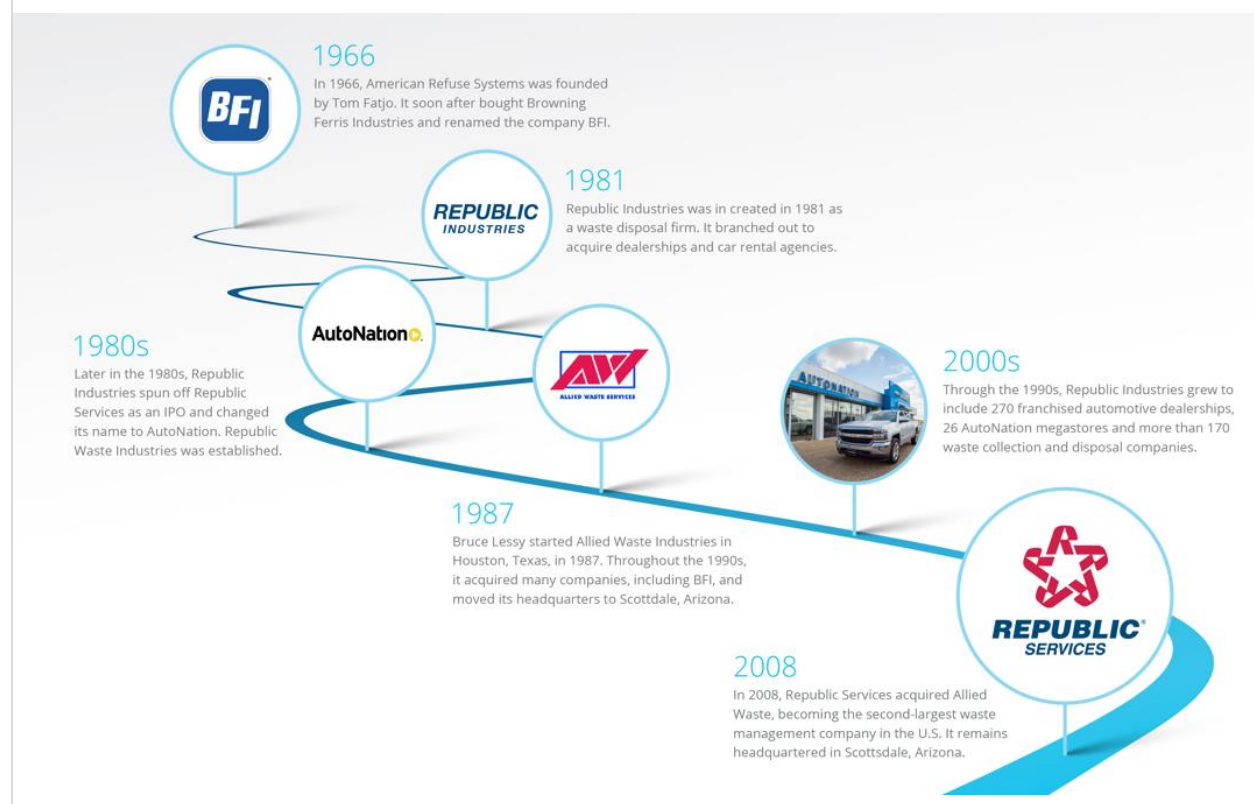
### Vision

Republic Services' vision is to be America's preferred recycling and waste services partner. We earn this by providing our customers with simple solutions, reliability and environmental responsibility, wrapped with a level of service unmatched anywhere else in our industry.

### Values

We believe that empowered and engaged employees are the greatest indicator of our success. We are guided by the principles we have adopted as our core values – to be Respectful, Responsible, Reliable,

Figure 3. **Company History.** Today's Republic Services is the product of three former industry leaders.



Resourceful and Relentless in all we do, every day. We are reminded of these principles every time we see the five R's joined together to form the Republic Services' Star.

## Strategy

Our strategy is profitable growth through differentiation. Simply put, we hire the best people that deliver the best products that best meet our customers' needs.

## Our Promise

**We'll handle it from here™**, our promise, lets customers know they can always rely on us to handle their recycling and waste needs in a way that is easy and effortless for them.

## Sustainability

At Republic Services, we are dedicated environmental stewards entrusted to properly handle materials every day by driving increased recycling, generating renewable energy, and helping our customers be more resourceful. Republic Services leads by example, working diligently to improve our relationship with the environment and society through decreased vehicle emissions, innovative landfill technologies, use of renewable energy, community engagement and employee growth opportunities.

*Figure 10. **Environmental Responsibility.** We believe there will always be more we can do to enhance our sustainability efforts, and, in the process, strengthen our business.*



Sustainability contributes to a cleaner world, while also providing opportunities to increase customer loyalty, grow our business, motivate our employees and differentiate Republic Services from our competitors.

## People

Our people are the center of our success. Attracting, developing and engaging the best talent is critical to our strategy of profitable growth through differentiation. Whether it's through our dedication to safety, robust learning and talent development programs or expanding our diversity and inclusion initiative, Mosaic, we are committed to making Republic Services an employer of choice where the best and brightest come to work.

## Leadership

Republic Services' operations are national in scope, but the physical collection and disposal of waste is very much a local business, and the dynamics and opportunities differ in each of our markets.

Our national presence allows us to identify and incorporate best practices that drive greater overall operating efficiency across the company while maintaining day-to-day operating decisions at the local level, closest to the customer. We manage our operations through ten geographic operating areas, consisting of multiple divisions that each provides recycling and waste collection, transportation and disposal services.

Your municipal contract will be executed locally by our seasoned team located at the Fort Collins, CO location and satellite truck yard in Greeley, CO. This team is fully empowered within our company structure to deliver on our promise to be your preferred recycling and waste provider. This local team is only two levels removed from our corporate staff, which means the backing and support of a national company is accessible in a moment's notice.

## B. Year Established; Local Presence

Republic Services was officially established in 2008, although our roots stem back to 1966 through various acquisitions. Please refer to *Figure 3* above for more details.

In addition, as mentioned, Republic Services acquired family-owned Gallegos Sanitation on January 1, 2021. GSI was founded in 1959. Through the acquisition at the beginning of this year, we maintained much of the same local staff and systems. Here in Northern Colorado, we have serviced the solid waste, recycling, yard waste and bulky item collection for decades for the community. Republic Services is integrated in the community, employing approximately 43 individuals in Weld County and two people within Town of Johnstown, including our Municipal Liaison, Becca Walkinshaw, who provides over a decade of experience in community outreach, recycling education in schools and composting and is our resident expert on sustainability and reporting metrics.

We place great importance on our human capital and recognize that our employees are our most important asset. Republic Services strives to provide the very best working conditions, including a safe environment, competitive pay, benefits and many opportunities for professional growth.

## C. Previous Work

Republic Services, nor any of our predecessors, to our knowledge, have done contracted work with the City of Johnstown.

## D. Comprehensive Listing of All Services Provided

At Republic Services in Fort Collins, Colorado, we provide the following services:

### Residential

Municipal Solid Waste Cart Service  
Single-Stream Recycling Cart Service  
YardWaste Recycling Cart Service

\*\*\*Availability varies by area

Bulky Item Pick-up  
Specialty Recycling Programs:  
Electronic Waste (E-Waste)  
Teal Bag Program for Extra Waste  
On-Call and Temporary Roll-off and Dumpster Services  
Neighborhood Clean-ups  
Small and Large Event Services: Trash, Recycling, Portable Restrooms and Handwash Stations

*Figure: 2 Republic Services is known for their simple solutions and reliable services in communities throughout the United States.*



### Commercial

Municipal Solid Waste Cart Service  
Municipal Solid Waste Dumpster and Roll-off Services  
Single-Stream Recycling Cart  
Single-Stream Dumpster and Roll-off Services  
Compactor Service  
Portable Restrooms and Handwash Stations

### Construction

Construction and LEED Projects  
Municipal Solid Waste Cart, Dumpster and Roll-off Services  
Waste and Recycling Service Options:  
Dumpsters and Roll-Offs for *Single-Stream Recycling, Wood Only, Metal Only, Cardboard Only, Concrete Only, Asphalt Only and Glass Only Recycling*  
Portable Toilets and Handwash Stations



**See Appendix C for a comprehensive explanation of services.**

*Figure:59 Republic Services offers trained drivers and pristine equipment for every job site.*



## E. Ownership

Republic Services, Inc. is a publicly traded company on the New York Stock Exchange (NYSE symbol: RSG) and is the second largest company in our industry. There are no current plans to privatize or merge our company, however, we are continuously looking to acquire new companies

### Ownership beyond five percent

The following Figure shows certain information as of May 2020, with respect to the ownership of common stock by each shareholder who is known by Republic Services to own more than 5 percent of our outstanding common stock:

### Credit Rating

Republic Services, Inc. has an "investment grade" rating. No creditor is owed a debt greater than 10 percent of the company's total assets.

## F. Litigation

Republic Services of Colorado has not been, nor is currently, party to any lawsuits or litigation in Colorado within the last three years.

There are not any plans for Republic Services to be bought and sold.

*Figure 4. Ownership beyond five percent.*

Name of Owner	% Outstanding Shares
Cascade Investment, LLC	34.18%
BlackRock, Inc.	5.52%
The Vanguard Group, Inc.	6.15%



## 6. Evaluation Criterion #1 – Approach to Scope

### Approach, Methodology and Techniques

At Republic Services, we pride ourselves on offering the highest level of customer service and a reliability rating of 99.9%.

#### A. Our Approach

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

We ensure our operations supervisors are not overloaded, nor tied to a desk. On average, we maintain a 15:1 ratio of routes to supervisors, which means that items needing attention are dealt with immediately and that the supervisor knows your community intimately. In addition, our supervisors are out on the routes regularly. At least twice per week, they conduct ride-alongs with drivers on their routes. This creates great opportunities for driver mentoring, ensures quality control on the route, and keeps the supervisor directly

*Figure 5. **Operational Excellence.** Our rigorous supervisor training program yields highly skilled operations teams.*



aware and familiar with the nuances of the route and the community. Few, if any other companies in the industry, dedicate their operations staff to success in this manner.

#### Operations Training

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

#### Routing Optimization

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

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

#### Economy of Scale

Another benefit of Republic Services as your partner is our economy of scale. As an industry leader with a national operation, we

obtain trucks and equipment at a better price due to discounting, which allows us to refresh our assets more frequently than smaller companies. This applies to many of our vendors, including our uniforms, so our drivers and operations teams are better representatives of your city when out in the community.

## Operations Overview

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

## Communication with the Community

In addition to the regular collaboration between the routing teams, our operations team can communicate with the residents and commercial customers easily using several forms of technology.

Our Republic Services web- and smartphone-based app enables customers to see their accounts, make service requests, or raise issues for resolution. This

app also enables our operations team to offer alerts or emails to customers regarding changes in service for holidays or inclement weather. We also employ a technology

*Figure 6. **Operational Excellence.** Our rigorous supervisor training program yields highly skilled operations teams.*



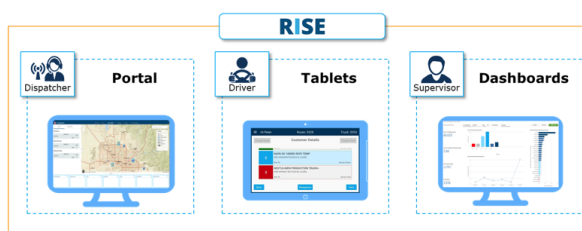
## Solid Waste and Recycling Services

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

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

known as Call-Em-All, which is a phone-based capability for distributing operations updates when needed to customers on effected routes.

## Digital Operations



### Current Digital Operations

Currently, we utilize Routeware and back-up cameras in all of our trucks. Routeware feeds into our computer, lead, customer service and billing management system called Encore. These are the legacy systems Gallegos Sanitation is on currently.

Between the Routeware System on the trucks and Encore, our drivers are able to take photographs of cart set-outs, issues, extras, etc., and this information feeds into our Encore System, so that we can better communicate issues with the customers.

Moving forward: We plan to migrate to RISE in the years ahead, which will allow us to leverage technology to digitally connect our customers, drivers, dispatchers, supervisors

and trucks via our “RISE” dispatch platform and in-cab technology even further through Republic Services. This would move us away from Routeware.

We will be utilizing an agile iterative approach to the development and **multi-year** roll-out of this technology to ensure durable adoption and an appropriate return on our investment. With the roll-out of this technology, we will improve productivity through more real-time routing information and data visualization tools; increase customer connectivity and enable automated service verification communications; and enhance the employee experience by providing better tools and technology designed around how our employees will interact with it.

### Customer Messaging Platforms

On the customer front, we utilize a platform called Call 'Em All. This platform makes automated outbound phone calls notifying customers of delays or closures. This same system can generate text messages to applicable phone numbers as well.

We send weekly residential service reminders through a separate software called ReCollect. These are email notifications.

In 2022, we plan to convert over to the Republic Services web- and smartphone-based app that enables customers to see their accounts, make service requests or raise issues for resolution. This app also enables our operations team to offer alerts or emails to customers regarding changes in service for holidays or inclement weather.

## B. Project Approaches/Ideas to Enhance Services

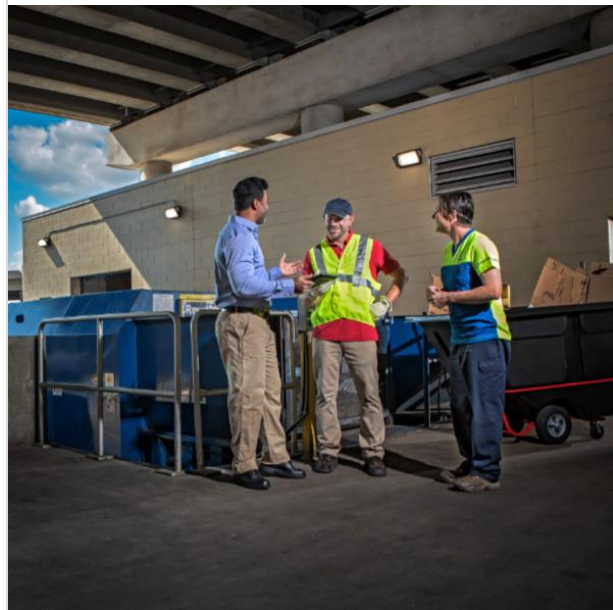
As new opportunities come online and become feasible for recycling and disposal, such as the Front Range Wasteshed facilities and new local end markets, we would like to propose enhanced solutions to the Town of Johnstown

### Planning

We start with a plan of collaboration. Your transition will take into consideration the unique needs of the contract and Town of Johnstown. Regardless of the project details, centrally important is the communication plan to include the following:

- We start with a plan, crafted in collaboration with the Town of Johnstown. This plan includes milestones, roles/responsibilities and contact information and timeline for execution.
- Frequent, proactive communication with the Town of Johnstown to ensure no surprises along the way.
- Weekly in-person meetings and phone calls/emails as the situation requires. Our philosophy is that sharing good news as well as bad news gives everyone a chance to prepare and respond in a timely and calm fashion.
- Data sharing and field coordination with current contractor to ensure all open requests are met and service information is accurate.

*Figure 7. **Open Communications.** Republic Services communicates with residents and businesses regarding services changes.*



- Monitoring of open service notes is critical, especially when the transition date nears. Republic Services will work with the Town of Johnstown to address any outstanding concerns prior to the implementation of new services. Our operations teams, customer service professionals and data partners understand the need to keep a close eye on open service notes.
- Cart deliveries and dumpster drop-offs also require careful coordination with field crews.
- Timely and appropriate communication with residents, Town staff/offices and businesses—from events and mailings to website information and direct communication (phone, email, live chat, etc.). Redundant communications through a variety of channels is paramount to success.
- Daily communication with the internal team to assess project status.
- Our operations management will meet with our supervisors and maintenance crews daily to ensure critical-path items are addressed.
- The municipal outreach and education team meets with the transition lead (operations manager), customer service manager and general manager to ensure customer-specific aspects are understood and rigorous training for customer service staff and drivers.
- Contract-specific information, route development and truck test drives will be used to bring a safe and well-informed team to the Town of Johnstown.
- Regular communication with vendors supplying carts and dumpsters, printed material, trucks and on-board computing systems.

Republic Services brings relationships and experience to Town of Johnstown. We have extensive expertise in implementing collection programs. From purchasing to operations to communications, Republic Services has the national strength and the

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

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

local experts to get the job done using our network of national and local suppliers.

## **C. Timeline/Schedule**

### **Implementation Table and Timeline/Schedule for Work Plan**

Figure 9 below provides our detailed implementation schedule for Town of Johnstown.





Figure 8. **Implementation Schedule.** We are ready to review and refine the implementation schedule upon award and make any needed modifications or further clarify.

Task	Assigned	Start	End	Comment/Deliverables
Contract Negotiations	Jim Hutchinson, Tom Maxwell & Holli McElwee	Week of 6/21/21 to 7/2/21	7/2/21 or 7/5/21	We will work with the timelines set forth by the Town.
Equipment	Shannon Smith	Order Carts 7/2/21 or 7/5/21	Carts Arrive 8/15/21	Inventory ordering, branding, equipment delivery, cart switch-outs and execution.
Operations	Shannon Smith & Jason Gallegos	8/2/21	8/30/21	Driver training, truck assets and scheduling.
Routing	Jason Gallegos	8/9/21	8/16/21	We will devise a mapping and routing system based on the addresses supplied by the Town.
Customer Service	Daana Madden & Holli McElwee	8/2/21	8/31/21	We will walk through the local phone number, team training, voicemail plan, complaint handling and communications.
Public Education	Holli McElwee & Becca Walkinshaw	7/12/21	8/31/21	This effort will be ongoing and expand. It will include direct mail, a website landing page, ReCollect notices, 2021 Service Calendar and more.
Service Start	Jason Gallegos & Austin Self	9/1/21	9/8/21	***Note: We plan to run trucks Tues.-Fri. each week. Note: Labor Day is 9/6.



## **D. Plan to Manage Work Effectively, Fulfillment & Quality Control**

Each of the departments identified in this RFP play a critical role. At the forefront, are the managers and supervisors who will be working directly with their teammates to ensure all tasks, training, outreach, systems and critical functions are working seamlessly prior to the servicing of this contract for the Town of Johnstown.

### **Resources**

Should we need to pull together additional resources, we have the national backing and Northwest Area Team available to support. Along with the national backing, this includes being able to fly in trained drivers or mechanics, should there ever be a local labor shortage.

Our local team has over 100 years of solid waste experience. In addition to all departments reporting to the General Manager, Thomas Maxwell in Fort Collins, we also report to the Northwest Area Team and have Corporate support.

### **Customer Service Excellence**

As mentioned above, when complaints, issues and circumstances arise that need handling, we will provide clear and timely communication to the Town of Johnstown, as well as provide a solution to resolve the issue at hand. Our standard is to respond to customer voicemails and emails within 48-hours. Due to the fact that the Town of Johnstown residents will be utilizing a local phone number to contact us, your residents can be reassured they will be speaking with a live person in Northern Colorado, or during times of heavy call volume, have the ability to leave a voicemail and have it responded to.

### **Cart Quality**

The residents will be receiving brand new Republic Services carts. Should there be

damage to a cart, we will replace the cart at no-charge.



## 7. Evaluation Criterion #2 – Company & Personnel Qualification

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

Republic Services is structured along functional lines, which allows for local decision-making by managers with direct responsibility and experience relevant to the contract operations. They are knowledgeable of local collection and post-collection processing activities and are supported by the extensive resource recovery technical expertise and financial strength of our parent company, Republic Services, Inc.

Republic Services' in-house training, personnel advancement, recruitment programs, and workforce development are some of the most comprehensive in the industry. This enables Republic Services to attract and retain the most highly qualified, dedicated, and experienced professionals in the business today.

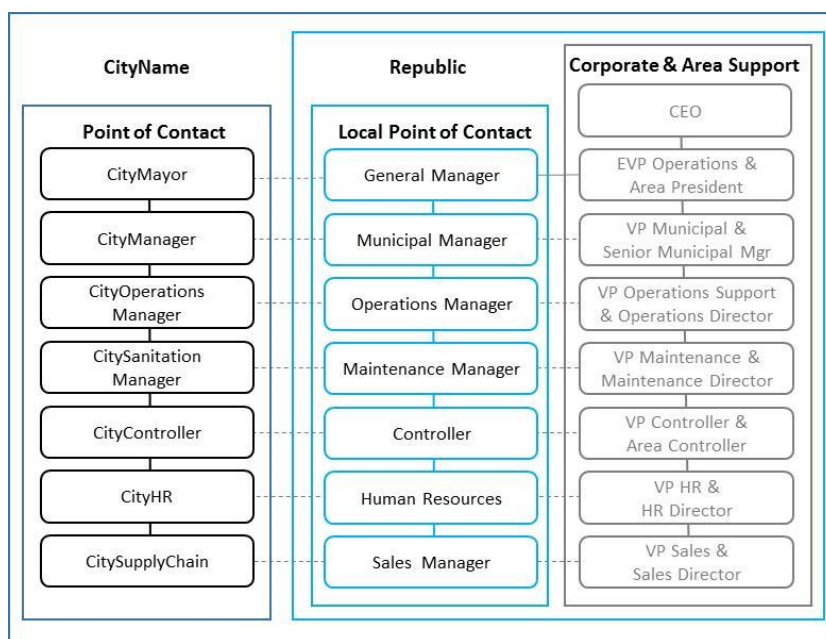
### **Local Business Unit has over 100 years of combined industry experience**

- We provide jobs to more than 35,000 people nationwide, including 260 who live and work in the Weld and Larimer communities.
- The local General Manager and his business unit are fully empowered to serve your needs.
- Every business unit is supported by area and corporate staff.

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

Our local and area management teams have extensive industry experience in operating and managing solid waste companies and

7b. Figure 9. **Personal and Powerful.** Your dedicated local support backed by Republic Services infrastructure



## Solid Waste and Recycling Services

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

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

### A. Professional Staff

Your local team has been working together in various capacities for over 15 years, serving customers in your area. Listed below are the individuals who will be managing this partnership and contract.



#### Area President

**Marieke Curley**

Northwest

mcurley@republicservices.com  
425-646-2430

Marieke joined Republic Services 18 years ago. She started out in finance and operations departments, eventually becoming the corporate controller, VP of Finance and later the Operations Director. Marieke is well-known for her strategic thinking and inspirational leadership style, built on trust and honesty. At Republic Services, she is responsible for the business success in a seven-state northwest region that includes hauling, transfer stations, recycling processing, composting, landfill, and energy services. Marieke graduated from Clemson University, where she earned a Bachelor's Degree in Business Administration, Accounting and Finance.

*In the Addendum B*, we have included the resumes from our Fort Collins leadership and management team members, as well as the resume of our Municipal Liaison, who lives in Johnstown and will be instrumental in the community education and outreach portion for the Town of Johnstown.



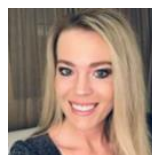
#### General Manager

**Thomas Maxwell**

Northern CO/WY

tmaxwell@republicservices.com  
480-455-9067

Thomas recently moved from Texas, where he worked for Republic Services. He excelled through the GMAP Program and is known for his ability to work with cities and franchises, strengthening stakeholder partnerships, creating strategies/tactical plans and achieving business goals. He leads both Fort Collins and Southern Wyoming's locations. His advanced problem-solving and strategic planning is an asset. He is currently working to develop high-performance teams, facilitating community partnerships, driving growth and talent development



#### Municipal Manager

**Holli McElwee**

Northern CO/WY

hmcElwee@republicservices.com  
970-219-5742

Holli has over 15 years of experience in marketing and local community outreach. She transitioned from Gallegos Sanitation to Republic Services during the recent acquisition. She is responsible for building relationships with governmental officials and organizations, public affairs/relations, assisting with RFPs and contracts with municipal partners and supporting marketing and branding efforts. Holli is a graduate of Colorado State University with a Bachelor's Degree in Communications.



**BU Financial Manager**  
**Catherine Morrow, CPA**  
 Northern CO/WY  
 cmorrow@republicservices.com  
 702-599-5909

Catherine has 4 years' experience in the solid waste industry and is currently responsible for all accounting, statistical and administrative reporting functions for Republic Services. She recently transferred from Nevada to Colorado's Republic Services' office. Her responsibilities include providing and reviewing financial statements, variance analyses, billing and account reconciliation. She provides analytical support for the division goals, develops the annual budget and manages the accounting department.



**Operations Director**  
**Shannon Smith**  
 Northern CO/WY  
 SSmith36101@republicservices.com  
 970-829-6758

Shannon has nearly 30 years of solid waste experience. Prior to the acquisition, he served as Gallegos Sanitation's General Manager and in varying operational management capacities. He also worked in Denver for Alpine Waste and brings transfer station, hauling, operations, team leadership, project planning, and municipal experience. Shannon oversees all operations and fleet maintenance areas. He is

responsible for productivity, managing budgets, personnel and BU relations.



**Maintenance Manager**  
**Don McGlasson**  
 Northern CO/WY  
 dmcglasson@republicservices.com  
 970-305-7473

Don McGlasson has been in the solid waste industry for over two decades years. He is responsible for overseeing all aspects of our fleet maintenance program. He has worked with major national haulers and been a part of the Gallegos Sanitation team for nearly two decades. Mr. McGlasson ensures that all repair and maintenance work is performed in a safe, efficient and timely manner and re-allocating resources among sites, as appropriate. He oversees coordination, planning and scheduling of all repair work to increase productivity, while effectively managing the department's overtime. Mr. McGlasson's office is in Fort Collins, CO.



**Operations Manager**  
**Hauling**  
**Jason Gallegos**  
 Northern CO  
 jgallegos@republicservices.com  
 970-567-5637

Jason Gallegos was born into the industry, as his grandfather, grandmother and father were instrumental in founding Gallegos Sanitation, Inc. Jason has been in the solid waste industry for over 30 years. He is responsible for district route maps, route restructuring and supervision of employees providing waste collection and disposal. He is responsible for developing work schedules to match staffing levels, initiating work assignments and monitoring progress to improve work efficiencies. Jason lives in Greeley and his office is in Fort Collins, CO.



**HR Manager**  
**Maria Placencio**  
 Northern CO/WY  
 mplacencio@republicservices.com  
 480-257-8014



Maria joins us in Colorado from Boise, Idaho, where she worked as the Human Resources Manager. As the HR Manager, she is responsible for assessing, making recommendations, developing, implementing, and supporting human resources processes to assist in employee hiring, engagement, retention and policy standardization. She oversees talent acquisition, employee engagement and critical company communications.



**Customer Service  
Supervisor**

**Daana Madden**

Northern CO/WY

DMadden@republicservices.com

970-443-9373

Daana Madden has worked in the customer service industry for many years. Mrs. Madden reports to the GM, Thomas Maxwell, and is responsible for managing a multi-department of customer service representatives and high-volume call center for the business unit. She supervises 17+ local customer service representatives performing customer service activities including responding to service inquiries, retaining existing accounts, and problem resolution including, but not limited to, hiring, training and coaching representatives. Additionally, she takes corrective action to manage performance as appropriate and ensures accurate processing of employee payroll. Mrs. Madden works from the Fort Collins, CO headquarter location.



## B. Organizational Chart

See the Organization Chart, Figure 11.

## C. Day-to-Day Contact for Town of Johnstown

**Holli McElwee**, Municipal Sales Manager, is the Town of Johnstown's day-to-day contact.  
**Email:** hmcElwee@republicservices.com  
**Cell Phone Number:** 970-413-2357

In case of unpreventable circumstances, **Becca Walkinshaw, Municipal Liaison**, will be your short-term contact.

**Email:** rwalkinshaw@republicservices.com  
**Cell Phone Number:** 970-980-6562

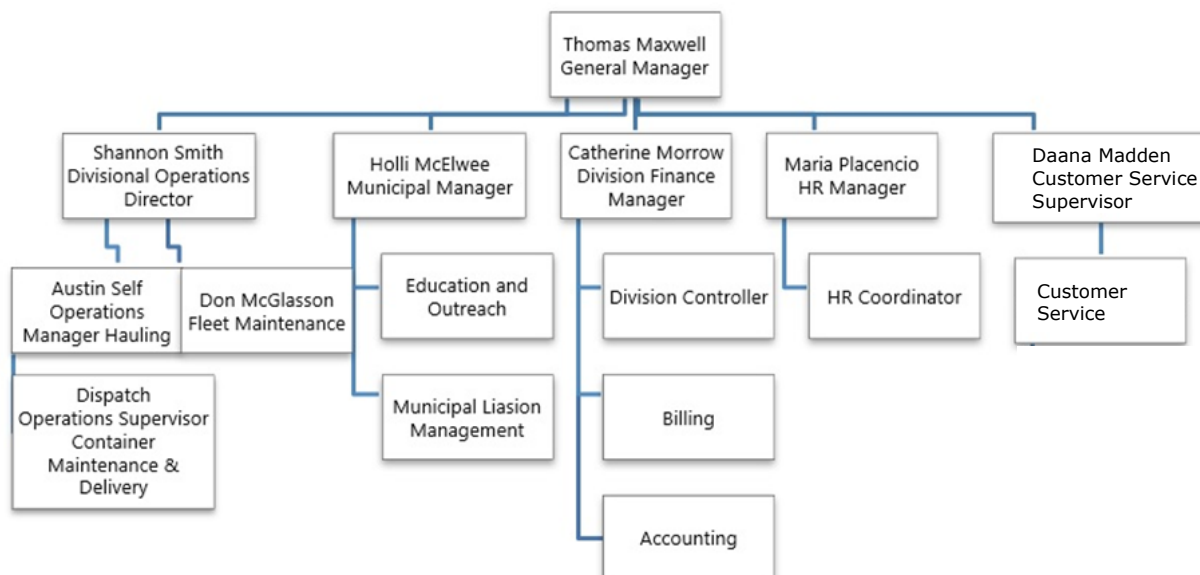
Becca has worked at Republic Services/Gallegos Sanitation for over 13 years. She serves as the Municipal Liaison, is a resident of the Town of Johnstown, CO and has been providing sustainability education and materials management outreach for more than a decade.

## D. Length of Similar Services

As Gallegos Sanitation, Inc. and now Republic Services, we have provided residential and commercial municipal solid waste services since 1959 in Northern Colorado. This areas below were serviced by Gallegos Sanitation, Inc. previously providing the residential, commercial, yardwaste, special event, Think Pink and Trash Cancer Cart Program, bulk items, e-waste, cardboard only recycling, single-stream recycling, compactor services, portable toilets for events and natural disaster, such as wildfires and more.

- Large item and bulky pick-ups began over a decade ago.
- Christmas Tree pick-ups in 2001.
- Community and neighborhood clean-ups have occurred for more than twenty years.
- Disaster and emergency services in respect to waste occurred in the last 25-30 years, and portable restroom services for disasters, such as wildfires, since 2000.
- Special event services began in 2000.

Figure 10. Our local team is ready to serve the Town of Johnstown. In addition to the chart listed below, we have a full Customer Service Team and Supervisor at our local office in Fort Collins.







## E. Municipal References Similar Scope Projects

1. Company Name: Arvada, CO
2. Contact Name: Lorie Gillis, Deputy City Manager
3. Phone Number: 720-898-7512
4. Email Address: lgillis@arvada.org
5. Brief Description of Project Scope and Value: Contract begins July 5, 2021, 5 year with 2 one-year options 25,000 customer's, 3 cart PAYT trash and recycling is included
6. Status of Project: Currently set to be underway this summer

1. Company Name: Commerce City, CO
2. Contact Name: Ben Huseman, Mayor
3. Phone Number: No Phone Number
4. Email Address: bhuseman@c3gov.com
5. Brief Description of Project Scope and Value: 18K customers with 95-gallon trash and recycling carts
6. Status of Project: Project is underway

1. Company Name: Mountain Home, ID
2. Contact Name: Rich Sykes, Mayor
3. Phone Number: 208-350-0272
4. Email Address: mayor@mountain-homes.us
5. Brief Description of Project Scope and Value:  
Date and length of term – 20 years (November 1, 2001 – present)  
  
Number of homes served – 5,460  
Services provided – residential, commercial and industrial trash and

recycling; trash in carts and overflow cans, unlimited spring clean-up week, Christmas Tree recycling, fall leaf collection in large (Kraft) paper bags), and free school recycling

6. Status of Project: This project is well underway.

1. Company Name: City of Corvallis
2. Contact Name: Pam Vaughan
3. Phone Number: 541-766-6438
4. Email Address: Pam.Vaughan@corvallisoregon.gov
5. Brief Description: 20-year term, signed in 2001, under 20K residential homes for trash and recycling services
6. Status of Project: Currently underway

## F. Disaster Recovery Plan

Our local team is vital to the successful delivery of this contract. Johnstown customers will be serviced out of our Fort Collins Business Unit and Greeley Truck Yard, located less than 20 minutes from the Town. A dedicated team, led by Thomas (Tom) Maxwell, our General Manager will oversee the Johnstown, Colorado contract. The contract will be further supported by our local team.

Republic is capable of amassing national expertise and support to assist or respond to any challenge. An example of this benefit, to you, is the response capabilities during times of crisis such as earthquakes, wildfires and other natural disasters. In times of crisis, our area and corporate teams activate to ensure people, assets and services are safe and can return to normal operations quickly. This is a considerable benefit and risk mitigation to Johnstown that many





other providers in the industry are unable to stand behind.

**Equipment:**

From equipment to trucks to additional drivers, we have the asset inventory and personnel who can respond swiftly in times of disaster. This includes pulling equipment from our BU in Denver, CO and even flying in trained drivers from other states to service routes in the Town of Johnstown and Northern Colorado, should circumstances dictate this need.

**Software:**

We currently utilize Encore for our content management system, as explained above. In Q4, 2021, we will be migrating to InfoPro and Salesforce, both are Cloud-based systems and accessible from Republic staff's portable devices. In addition, our staff are all on Office365, another important Cloud-based system, allowing business to be conducted from nearly anywhere.

Many of our staff members have company cell phones and laptops and/or tablets.

**Personnel:**

If working through the pandemic of COVID-19 has taught us anything it is the fact that much of our daily tasks can be completed from home by office personnel. Additionally, being a national company, we have franchises in other cities/states that encounter such disasters as tornadoes, hurricanes, power outages, blizzards, flooding, wind storms and other situations.

When it comes to Operations and Fleet Maintenance, although we have local talent, in times of need and natural disaster events, Republic Services has a group of trained drivers, mechanics and other personnel, living often time in other states, are flown in right away and can pick up the next day, whether that is route operations, repairing the fleet or other duties as assigned and needed.



## **8. Evaluation Criterion #3 Value & Costs Efforts**

### **A. Provide a cost of services identified in Section II subsections B, D, E, F and H with products broken down per task and identified by Scope of Services**

Republic Services will supply brand new trash and recycling carts for the implementation of this Agreement in both the 65-gallon and 95-gallon for MSW and 95-gallon for recycling services. For the dumpsters and roll-off containers, those will be royal blue and branded to Republic Services. We will also add three new trucks to our fleet, including (2) automatic side loaders and (1) rear load truck. Until those brand-new trucks arrive this year, we will be utilizing Republic Services' branded trucks to service the Town of Johnstown.

### **B. Program**

**See Pricing Schedules below this page.**

**Option 1:** (1) 95-gallon cart for trash  
and (1) 95-gallon cart  
for recycling

**Option 2:** (1) 65-gallon cart for trash  
and (1) 95-gallon cart  
for recycling

### **C. Recycling Opt-Out**

Recycling Opt-Out  
\$2.00 opt-out fee charged per month

### **D. Additional Container**

(1) An extra 95-gallon trash cart of  
\$5/month.

### **E. Yardwaste Collection or Compost**

Yardwaste Collection or Compost  
We propose not offering yardwaste service to residents and instead offering a 30-yard roll-off for a spring and summer clean-up each year for the Town of Johnstown.

### **F. Large Item Bulk Pick-up**

We offer large item and bulk pick-ups.  
Please see pricing schedule below.

### **H. Services for Town**

We agree to furnish the Town with the receptacles listed in the RFP. Please see the pricing sheet for a complete listing.

### **Subsection B. Subcontractor or Partner Costs**

For the municipal solid waste disposal with the Ault Landfill, this is going to vary month to month based on the volume the Town generates. They charge by the ton.

For the Larimer County Recycle Center, the tipping fees change each month and the fees are listed by tons.

For outside truck maintenance repairs, these costs vary drastically depending on whether a partner's services are needed if our internal maintenance department cannot perform the repairs as timely as necessary.

For bulk waste and E-waste, those prices are listed below in the pricing sheet based on IT Refresh's prices.

As it relates to Hageman's Earth Cycle, based on the yards, we are charged a select rate. Not knowing the volume from the Town, we are unable to provide our exact pricing for disposing of this material.

### **Subsection C. Fees for Fixed Pricing/CPI**

We are proposing a fixed CPI of 3%. As mentioned, we plan to invest in all new carts, equipment and three brand new trucks to service the Town.



## Proposed Pricing and Service Options

RESIDENTIAL EQUIPMENT	PICK-UP	RATES
65-Gallon Trash Cart	1X/Weekly	\$8.50/Mo.
95-Gallon Trash Cart	1X/Weekly	\$11.50/Mo.
Extra 95-Gallon Trash Cart	1X/Weekly	\$5.00/Mo.
Replacement Cart for Damaged Equipment	As Needed	\$0.00
Large Bulky Item Collection	As Requested by Resident	Price varies. See Large Bulky Item Pricing Sheet.
Large Bulky Item Collection: E-Waste	As Requested by Resident	Price varies. See E-Waste Pricing Sheet.
95-Gallon Recycling Cart	Every Other Week	\$8.00/Mo.
Replacement Cart for Damaged Equipment	As Needed	\$0.00
Recycling Opt-Out Service	N/A	\$2.00/Mo.
<b>TOWN EQUIPMENT</b>		
<b>Town Sanctioned Christmas Tree Collection</b>	January 2-31	\$0.00
<b>FREE pick-up through January; see Bulky Item Price Sheet if resident calls for a pick-up outside of this month.*</b>	February 1-December 31	*Under 6ft \$20.00; over 6ft \$25.00 for Bulk Rate
<b>Town Sanctioned Spring Clean-up Event</b>		
Includes (2) Rear Load Trucks and (2) 30-Yard Roll-offs and staffed with drivers.		\$0.00
Includes a bonus 30-Yard Roll-Off for yardwaste materials to be recycled.		
<b>BONUS We propose a Town Sanctioned Fall Clean-up Event</b>		
Includes (2) Rear Load Trucks and (2) 30-Yard Roll-offs and staffed with drivers.		\$0.00
Includes a bonus 30-Yard Roll-Off for yardwaste materials to be recycled.		
<b>Equipment for Natural Disasters</b>		
Equipment to be determined at a later date, should there be a situation where these resources are needed.		TBD



## Proposed Pricing and Service Options

Special Event Equipment	Qty.	Rate Per Unit		
95-Gallon Trash Cart	1	\$20.00		
95-Gallon Recycling Cart	1	\$20.00		
3-Yard Trash Dumpster	1	\$110.00		
3-Yard Single-Stream Recycling Dumpster	1	\$110.00		
Standard Portable Restroom	1	\$80.00		
Family Unit Portable Restroom	1	\$180.00		
ADA Portable Restroom	1	\$180.00		
Handwash Station	1	\$80.00		
Delivery/Vacate of Equipment Per Trip	1	\$110.00		
Additional Cleanings per Portable Restroom	1	\$45.00		
Location	Solid Waste Container	Recycling Container	Pick-Up	Rate
Town Hall, 450 S. Parish Avenue	(1) 3-Yard Roll-Off	(1) 3-Yard Roll-Off	1X/Week	\$0
Senior Center, 101 Charlotte Street	(1) 3-Yard Roll-Off	(2) 96-Gallon Carts	1X/Week	\$0
Town Museum	(1) 96-Gallon	(1) 96-Gallon Cart	1X/Week	\$0
Public Works, 201 S. 1st Place	(1) 30-Yard Roll-Off	(1) 3-Yard Dumpster	1X/Week	\$0
Police Department, 430 S. Parish Ave.	(1) 3-Yard Roll-Off	(1) 3-Yard Dumpster	1X/Week	\$0
Cemetery, 23101 County Road 13	(1) 3-Yard Dumpster	N/A	1X/Week	\$0
Treatment Plant #1	(1) 3-Yard Dumpster	(1) 3-Yard Dumpster	1X/Week	\$0
Treatment Plant #2	(1) 3-Yard Dumpster	(1) 3-Yard Dumpster	1X/Week	\$0
Treatment Plant #3	(1) 3-Yard Dumpster	(1) 3-Yard Dumpster	1X/Week	\$0



## Bulky Item Pick-Up

2021 Extra Charge Rates			
FURNITURE		STANDARD EXTRAS	
ITEM	Price	ITEM	Price
Bed Frame	\$20.00	Boxes (est: 5ml = 30 gallon)	\$5.00
Bench Seat	\$30.00	Cans/Bags-33G (2-14G kitchen size = 1-33G)	\$3.75 EACH
Boxspring/Mattress- Full or Queen	\$40.00	Cardboard OTG	\$20.00 per CYD
Boxspring/Mattress- King	\$50.00	Trash on ground	\$20.00 per CYD
Boxspring/Mattress- Single /Twin	\$30.00	Trash over the top	\$20.00 per CYD
Bunk Bed	\$50.00		
Camper Shell	n/a Cannot pick up		
Car Parts	\$\$\$ Pic Preferred		
Desk	\$25-\$35		
Dinner Table	\$35.00	2yd Extra pickup	\$45.00 EACH
Dresser	\$30.00	3yd Extra Pickup	\$60.00 EACH
End Tables/Night Stands	\$15.00	4yd Extra Pickup	\$80.00 EACH
Entertainment Center	\$35-\$55	6yd Extra Pickup	\$120.00 EACH
Futon Frame	\$25.00	8yd Extra Pickup	\$160.00 EACH
Headboard	\$25.00	65G Extra Pickup	\$10.00 EACH
Hot Tub	n/a	95G Extra Pickup	\$15.00 EACH
Hot Tub Covers	\$45.00		
Lamps	\$10-\$20		
Lawn or wicker Chairs	\$10.00		
Love seat	\$30.00		
Loveseat hide-a-bed/reclining	\$50.00		
Office Chairs	\$20.00		
Piano	\$\$\$ Pic/Sup approval		
Ping pong table	\$60.00		
Recliner	\$30.00		
Sitting Chair/Overstuffed Chair (no reclining parts)	\$35.00		
Sofa (8-10ft standard)	\$40.00		
Sofa Hide-a-bed / sectional/reclining	\$65.00		
Patio Table and Chairs	\$25.00 Chair only \$8 each		
Table and chairs Dining	\$35-\$55 Chair only \$8 each		
TV Stand	\$15.00		
APPLIANCES & EQUIPMENT		YARDWASTE/FOODWASTE	
ITEM	Price	P/U on Route	
A/C or mini fridge w/O Freon- Tagged	\$25 TRIP	\$50.00	SPU
Air Conditioner or mini fridge w/Freon	\$25 TRIP	\$70.00	SPU
Bicycle	\$10.00		
Dishwasher	\$40.00		
Dryer (Standard)	\$40.00	2	
Freezer (Chest) w/Freon- Tagged	\$25 TRIP	\$90.00	SPU
Freezer (Chest) w/O Freon	\$25 TRIP	\$55.00	SPU
Gas Grill (No Tank Allowed)	\$25.00		
Hot Water Heater	\$50.00	SPU	
Lawn Mower (Gas & Oil removed)	\$20.00	SPU	
Microwave	\$20.00		
Oven/Stove	\$45.00	SPU	
Refrigerator w/Freon	\$25 TRIP	\$90.00	SPU
Refrigerator w/O Freon- Tagged	\$25 TRIP	\$55.00	SPU
Sink	\$15.00		
Stack unit Washer/dryer	\$70.00	SPU	
Tires (cars & small trucks)		SPU	LF BANNED
Tires (Giant)		SPU	LF BANNED
Tires (Heavy Equipment)		SPU	LF BANNED
Tires (Light truck (16"-24"))		SPU	LF BANNED
Toilet	\$25.00		
Trampoline (Large)	\$50.00		
Treadmill	\$90.00		
Tub- Bath	\$35.00		
Vacuum	\$15.00		
Washer Standard	\$50.00	2	2
Special Pickup Trip Charges			
Berthoud	\$35.00		
Fort Collins	\$35.00	FOR AN "OFF" DAY	
Loveland	\$35.00	REQUESTED PICK UP OR A	
Wellington	\$35.00	RETURN (i.e FALSE MISS)	
Windsor	\$35.00		
CONSTRUCTION MATERIALS		ELECTRONIC WASTE	
Carpet or Padding (10X10 PIECE= \$100)		\$35.00 per CYD	
Door- Aluminum/Hallow		\$20.00	
Door- Hardwood		\$30.00	
Pallets (STD 4'x4')		\$10.00	
Loose Material		\$30.00	
Branches Bundled (1.5x4)		254	\$3.00 EACH
Bundled Branches (> 6')		254	\$7.00 EACH
XMAS Tree (Cost Only Applies Outside of Town Sponsored Collected January 1-31)		253	\$20.00 EACH
Extra OPEN container		321	\$5.00 EACH
Loose Piles of Misc Y/W			Quote
SEE E-WASTE PRICING SHEET			





## Bulky Item Pick-Up E-Waste

# E-WASTE RECYCLING PRICE LIST 2021

**Drop-Off Hours: Monday - Friday 8:00 AM - 3:00 PM**

**DROP-OFF INSTRUCTIONS:** Leave item in car, go to front desk at Republic Services in Fort Collins, register item & pay drop-off fee; Republic Services' staff will need to remove the item from the customer's car.

**Pick Up - Contact Dispatch and requires a TRIP CHARGE**

**Fort Collins = \$35   Loveland = \$45   Windsor = \$45   Wellington = \$45   Berthoud/Johnstown = \$45**

*ILLEGAL EWASTE ITEMS- below materials are \*illegal via  
State of Colorado and City of FC to put into landfill /trash*

E - ITEM Description	Price per Item
Cell Phones & Accessories	\$4.00
Circuit Boards	\$4.00
Computer Accessories : Keyboard, Mouse, MP3 Player	\$3.00
CPU (Computer) Towers	\$7.00
DVD, VCR Player	\$7.00
Hard Drive / external hard drive	\$13.00
Laptop /Notebook/ Netbook/ Ultrabook / Tablet	\$15.00
Radios /Stereos- boombox, CD player	\$12.00
UPS/Battery Back-ups	min. of \$17
<b>Printers / Copiers / Scanners / Fax Machine</b>	
Small - Under 15 pounds	\$12.00
Medium - XXXXX	\$27.00
Large - XXXX pounds	\$80.00
Gianormous - XXXXX	\$200.00
<b>Televisions / Computer Monitors</b>	
Up to 20" diagonal- CRT	\$2.50 per inch
Over 20" diagonal - CRT	\$2.50 per inch
Television / Monitor (Flatscreen)	\$2.00 per inch
Television (CONSOL/Projection)	\$2.50 per inch + \$50
Video Game Consoles- screen greater than 4 inches diagonal = \$6	
Bulk Load Pick up (pick up charge plus price per lbs)	.58 per pound

**HOME /OFFICE ITEMS - not illegal but can be  
recycled rather than landfilled**

Coffee Maker	\$4.00
Calculator	\$6.00
Camera	\$4.00
Credit Card Terminal	\$4.00
Docking Station	\$6.00
Humidifier (Drained)	\$5.00
Microwave	\$20.00
Overhead Projector	\$20.00
Paper Shredder	\$12.00
Power Supply	\$7.00
Reel to Reel Tapedecks	min. of \$18
Router/Modem	\$4.00
Satellite Dish (12" - 24")	\$30.00
Sewing Machine	\$20.00
Slide Projector	\$15.00
Speakers	\$7.00
Tape Drives	\$12.00
Terminal	\$20.00
Typewriters	\$20.00
Vacuum	\$10.00
Wiring (Connection)	\$6.00

\*Per City of Fort Collins 2007: Electronic equipment that is no longer working or no longer needed, and includes: televisions, monitors, computers, printers, scanners, fax machines, stereo equipment, VCRs, DVD players, video cameras, telephones, cell phones, copy machines, video game consoles, and other items with circuit boards in them.

\*Colorado Electronic Recycling Jobs Act 2013t, prohibits the disposal of waste electronic devices \*Waste electronics and computers from residential and non-residential sources cannot be disposed of in solid waste landfills in Colorado.

\*Waste electronics contain heavy metals and other harmful constituents that have the potential to contaminate soil and groundwater if not disposed of properly.



## Appendix A Sample C

### **AGREEMENT FOR RESIDENTIAL SOLID WASTE COLLECTION SERVICES**

THIS AGREEMENT is made and entered into effective the **5<sup>th</sup> day of March, 2019** (the "Effective Date") by and between the CITY OF LOUISVILLE ("City"), a Colorado home-rule municipal corporation and ALLIED WASTE TRANSPORTATION, INC., d/b/a Republic Services of Denver, a Colorado corporation ("Contractor") whose address is 18500 North Allied Way, Phoenix, AZ 85054.

WHEREAS, the Contractor, in response to the City's request for proposals, submitted a written proposal to provide single-family residential trash (landfill), recycling and compostable collection services within the City and to perform such work as may be incidental thereto; and

WHEREAS, the City desires to have the Contractor perform residential trash, recycling and compostable collection services in accordance with the terms of this Agreement;

NOW THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereby agree as follows:

1. Definitions.

A. "Applicable Law" means any applicable law (whether statutory or common), including statutes, ordinances, regulations, rules, government orders, governmental decrees, judicial judgments, constitutional provisions, and the requirements of any kind and nature promulgated or issued by any governmental authority claiming or having jurisdiction.

B. "Hazardous Waste" means waste defined as, or of a character or in a sufficient quantity to be defined as, a "Hazardous Waste" by the Resource Conservation and Recovery Act, as amended, or any state or local laws or regulations with respect thereto, or a "toxic substance" as defined in the Toxic Substance Control Act, as amended, or any regulations with respect thereto, or any reportable quantity of a "hazardous substance" as defined by the Comprehensive Environmental Response, Compensation and Liability Act of 1980, as amended, or any regulations with respect thereto. The term "Hazardous Waste" also includes any waste whose storage, treatment, incineration or disposal requires a special license or permit from any federal, state or local government entity, body or agency and any substance that, after the effective date of this Agreement, is determined to be hazardous or toxic by any judicial or governmental entity, body or agency having jurisdiction to make that determination.

C. "Recyclable Material" consists of any material or substance that can be put to beneficial re-use or sold in recognized markets for purposes other than disposal, including, without limitation, uncontaminated non-hazardous corrugated cardboard, white paper, newsprint and other paper; plastics and plastic film; ferrous and non-ferrous metals; and glass.



D. "Solid Waste" is any nonhazardous solid waste that is not excluded by the provisions of this Agreement. Solid waste does not include any Unacceptable Waste.

E. "Unacceptable Waste" means highly flammable substances, Hazardous Waste, liquid wastes, certain pathological and biological wastes, explosives, toxic materials, radioactive materials, material that the disposal facility is not authorized to receive and/or dispose of, and other materials deemed by state, federal or local law, or in the reasonable discretion of Contractor, to be dangerous or threatening to health or the environment, or which cannot be legally accepted at the applicable disposal facility.

F. "Waste Material" means all Solid Waste and Recyclable Materials not excluded by this Agreement. Waste Material does not include any Unacceptable Waste.

2. Scope of Agreement.

A. This Agreement pertains to single-family residences except for those within Homeowner Associations that offer their residents curbside trash and single-stream recycling as of the effective date of Ordinance No. 1545.

B. This Agreement shall not be considered an exclusive franchise for services to the residents of the City and any resident may choose to negotiate with any other trash removal service licensed to do business in the City or may choose to remove their own waste materials in accordance with the laws and regulations of the City. If a resident decides not to use the service and is not part of a Homeowner Association that provides residents trash and curbside recycling, the resident will be billed for the service by the City as though the resident was subscribing for the 32-gallon service rate.

C. The Contractor may provide separate services to homeowner associations that offer their residents curbside trash and single-stream recycling; provided that, trucks and equipment used in the provision of Contractor's services hereunder shall not be used to provide services to such homeowners associations. The Contractor shall not discourage any homeowner association that chooses not to provide its own collection services from joining the City's program.

3. Scope of Work. The Contractor will provide the following:

A. Weekly collection of trash, every-other-week collection of single-stream recyclables, and every-other-week collection of compostables/yard waste.

B. The Contractor will supply all residences served with:

- i) Two-wheeled carts for collection of trash will be supplied by the Contractor in 32-gallon, 64-gallon or 96-gallon sizes, depending upon the level of service selected by the resident. The Contractor shall have full responsibility for delivery, exchange, maintenance, removal or replacement of carts for trash. The cost for trash collection shall be as set forth in Exhibit "A".





- ii) a 32, 64 or 96-gallon, two-wheeled cart for accumulating and setting out recyclables for collection. This cart will be labeled as containing recyclables and include instructions for recycling as mutually agreed upon by the City and the Contractor. The Contractor shall have full responsibility for delivery, exchange, maintenance, removal and replacement of recycling carts. Recyclables will be collected every other week alternating with the weeks compostables and yard waste are collected. The cost for recyclables collection shall be as set forth in Exhibit "A".
  - iii) a 32, 64 or 96-gallon, two-wheeled cart for accumulating and setting out compostables and yard waste for collection, depending on the level of service selected by the resident. This cart will be labeled as containing compostables and include instructions for composting as mutually agreed upon by the City and the Contractor. The Contractor shall have full responsibility for delivery, exchange, maintenance, removal and replacement of carts for compostables and yard waste. Compostables and yard waste will be collected every other week alternating with the weeks recyclables are collected. The cost for compostables and yard waste collection shall be as set forth in Exhibit "A".
  - iv) During the period that any Emerald Ash Borer Quarantine pickup limitations are in effect as indicated by the Colorado Department of Agriculture, the Contractor shall collect woody debris or tree branch materials every other week, on weeks alternating with compostable collection, in bundles with branches no more than 18 inches in diameter and 4 feet in length. Both parties agree that these materials will be staged and processed at Foothills Landfill in accordance with Emerald Ash Borer Quarantine best management practices and applicable laws. The Contractor shall provide the City with a monthly report of collected tonnage of woody and compostable materials.
  - v) On written request of the Contractor, the City agrees to consider allowing, but shall not be obligated to allow, certain compostables to be processed at the City's Wastewater Treatment Plant or Tree Branch Dropoff Area.
- C. Extra refuse (refuse in excess of the 32, 64 or 96-gallon service selected by the resident) will be collected as part of a prepaid sticker program.
- i) The Contractor will work with the City to develop a prepaid sticker for extra 32-gallon bags of trash that may be purchased by residents at locations designated by the City. Residents shall attach the prepaid stickers to each extra 32-gallon bag of trash.
  - ii) If the resident has not attached a sticker, the Contractor shall not be responsible for pickup of the extra trash.



- iii) Prepaid stickers will be produced by the Contractor and sold to the City at the price per Exhibit "A", attached hereto and incorporated herein. The City, will sell the stickers to residents for a price established by the City. The price of prepaid bag stickers will be increased each time the price of regularly scheduled trash rates are increased under this Agreement and by the same percentage amount as the regularly scheduled rates are increased.
- D. The Contractor will collect approved bulky items (i.e. trash items that are too large to be placed in a 32-gallon refuse bag), such as debris, shipping waste, furniture or appliances, and small equipment, such as lawnmowers, on any regular collection day. The Contractor shall not be responsible for collection of any bulky item unless it receives a request from the resident prior to the regularly scheduled collection day. The Contractor will maintain a list and price schedule of acceptable bulk items for pick-up. The cost for bulk item collection shall be as set forth in Exhibit "B".
  - i) A resident's first bulky item in a calendar quarter will be taken free-of-charge (exception: Freon-containing appliances for which there is always a charge).
  - ii) Collection of any additional items in a calendar quarter shall be subject to the Special Request for Service procedures set forth in Section 8 of this Agreement.
  - iii) If the resident has not made prior arrangements with the Contractor, the bulky items will be left at the curb.
  - iv) Once per year that this Agreement is in effect, the Contractor shall provide a curbside bulk item pickup event limited to 5 items per account, which event shall be provided free of charge to residents and at no additional cost to the City. The date of this event will take place on a Saturday mutually agreed upon by the Parties.
- E. The Contractor will supply a report in an electronic format acceptable to the City each month summarizing services provided, detailing the charges by address, and listing the addresses where the service level has been changed for use in adjusting the residents' utility bills.
- F. The Contractor will supply, on a subscription basis only and for an additional fee as set forth on Exhibit "A" to the resident, the following services:
  - i) Drive-In Service: Drive to homes with long driveways, etc. and empty refuse carts; provided that, the resident requiring drive-in service first signs a waiver to limit Contractor's liability with regard to private property damage. The provisions of such waiver shall be subject to pre-approval by the City.
  - ii) Roll-Out Service: Roll the carts out from the resident (up to 50 feet) to the collection truck.
- G. During the length of this Agreement, the Contractor will supply its standard newsletter to the City via e-mail at no cost. The City may with the Contractor's prior approval





amend the newsletter to address City issues and distribute the newsletter to residents in their City utility bill.

H. Additional Services.

- i) The Contractor shall provide a Spring and Fall curbside tree branch and leaf pickup event a no extra cost to the City or residents. The date of these events will take place on two (2) Saturdays mutually agreed upon by the Parties.
- ii) The Contractor shall provide five (5) complimentary 30-yard roll off containers for the City's use. Additional 30-yard roll off containers shall be made available to the City at a flat fee of \$275.
- iii) Subject to Section 34 of this Agreement, the City and the Contractor may negotiate for other trash, recycling, or composting collection services not addressed herein.

4. Billing for Services.

A. Unit-Based Rates will be charged each resident based on the rates in Exhibit "A":

Under the 96-Gallon Rate, residents may have additional 32-gallon, 64-gallon, and 96-gallon refuse, recycling, and/or compostables and yard waste containers. Residents will be charged as set forth in Exhibit "A" for each additional cart in excess of the first 96 gallon one.

B. Individual Subscription Based Services, including Drive-In Service, and Roll-Out Service shall be charged as set forth in Exhibit "A".

- 5a. Recyclable Services: The Contractor will collect all of the materials that the Boulder County Recycling Center (BCRC) will accept from curbside programs and deliver them to the BCRC. All revenues from the sale of the recyclables will belong to the City. All tip fee charges from BCRC will be paid by the City directly to BCRC. The Contractor will provide the City with a detailed monthly accounting of the material delivered to the BCRC. Materials delivered to the BCRC will be identified by the Contractor's employee as belonging to the City and the revenue from the sale of these materials will be collected by the City directly from BCRC. The recyclable materials shall be collected every other week on the same day as refuse collection, and shall be collected in one stream. Any changes to the materials acceptable to the BCRC will be communicated to residents through the Contractor's next regular scheduled communication as required in Section 12 of this Agreement. Except for its collection and delivery obligations, Contractor is not responsible for the contents placed in recyclables carts by residents.
- 5b. Compostable Services: The Contractor will collect all compostable and yard waste materials that are suitable for composting. The Contractor will process all compostable and yard waste materials at a facility that is approved by the City. All revenues from the sale of compostable and yard waste will belong to the Contractor. Contractor shall make available at no extra cost to the City or residents 500 cubic yards of finished compost in total per year. The compostable and yard waste materials shall be collected every other



week on the same day as trash collection, and shall be collected by bin or bundled. Any changes to the materials acceptable to the Contractor's processing facility shall be communicated to residents through the Contractor's next regular scheduled communication as required by Section 12 of this Agreement. Contractor shall adhere to Emerald Ash Borer Quarantine best management practices and applicable laws.

6. Alley Collection: The Contractor will provide alley collection of refuse, recyclables and compostables to all areas of the City with alleys. In areas where alley service is provided, Contractor shall not be required to additionally provide curbside service except in such circumstance where homes are isolated from alleys.
7. Hours and Days of Operation: The Contractor will limit regular collections between the hours of 7:00 a.m. and 5:00 p.m. on **Tuesday, Wednesday, Thursday, and Friday**. The Contractor will present its collection plan for City approval, and shall obtain City approval thereof prior to commencement of services. Any material modifications of the agreed upon collection plan shall be subject to prior approval by the City.
8. Special Request for Service: A special service request is a resident's request for the Contractor to make a special trip to their residence to collect trash or bulky trash. It is not a request for regularly scheduled service. Special services are sold directly to residents and are billed directly to the resident. Special service requests shall be completed on collection day. Any special service request called in before 3:00 p.m. on the day prior to the collection day will be accommodated the immediately following collection day. Special service requests called in after 3:00 p.m. on the day prior to the collection day will be completed on the next collection day following collection day (one week later).
9. Holiday Schedule: The Contractor will observe New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. If one of the observed holidays falls on a scheduled collection day, collection will be on the next available business day. The Contractor will supply an annual calendar, at no charge, to the participating residents showing what trash, recycling or compostable materials are to be set out each week and the collection days during holiday weeks.
10. Trucks and Equipment: The Contractor has indicated that new Renewable Natural Gas equipment will be provided and dedicated for this Contract. The Contractor shall advise the City when equipment designated to this contract is replaced for any reason.
11. Promotion and Education:
  - A. Agreement Implementation: The Contractor will use its expertise and knowledge to assist City staff in the transition to the Contractor's services being provided under this Agreement. The Contractor will develop a list of questions and issues concerning the design, planning and implementation of the rate system, and the single-hauler refuse, recycling, and compost collection program.



- B. **Communication:** The Contractor will work with the City to provide service-oriented information to customers and for developing and executing public education to encourage waste reduction and diversion. Specifically, 30 days prior to the commencement of service, the Contractor shall provide an 8-1/2" x 11" two-color insert to be included in each customer's monthly bill (approximately 6,000 – 6,500 inserts required). This insert will inform City residents of the specifics of the trash, recyclables and compostables collection program, including a collection schedule, a listing of what materials can go into the each waste stream, instructions on the proper handling of the collection carts, instructions on what customers are to do with trash that does not fit into the collection carts, etc. At the same time, Contractor shall provide a complete list of fees and services offered to each customer. The contents of the insert shall be subject to approval by the City. Contractor should also provide a cost to allow the City the option of requiring that the inserts be mailed directly to all customers by the Contractor. The Contractor shall provide another such insert anytime there is a rate increase or change in the collection program.

In addition to providing the above educational information, the Contractor shall work with City Staff to develop, provide and share educational information that will further improve the efficiency and waste diversion performance of the collection program. Such information shall include but not be limited to a dedicated Louisville landing page website and integration of Republic's MyResource App as applicable.

12. **Public Informational Meetings:** The Contractor's management staff shall participate with City staff in all meetings necessary to introduce Contractor's services to participating residents. The Contractor will develop informational materials to hand out at these meetings, with the assistance of the City.
13. **Customer Service Standards:** The Contractor shall be responsible for providing all customer service functions including informing residents of current services, handling resident special service requests, and resolving customer complaints. The Contractor shall maintain and adhere to the Customer Service Standards set forth in Exhibit "C", attached hereto and incorporated herein by reference. The Contractor shall provide customer services through an employee dedicated to the City's Contract ("Dedicated Employee") and located at an office within the Greater Denver Metro Area. The Contractor may utilize additional locally based employees as needed to accommodate routine Dedicated Employee absences. At no point shall customer service functions related to this Agreement be performed through a non-local national call center system.
14. **Maintenance of Records and Reporting** The Contractor shall maintain in its local office full and complete operation and customer service records that shall at all reasonable times be open for inspection and copying for any reasonable purpose by the City, at no charge to the City other than actual cost of copying. All such information shall to the extent permitted by law be deemed as confidential. Reports shall be submitted by the tenth day of each month to the City documenting the following information:
- A. All customers to whom service was provided; detail to include address, account number, size of each container and monthly fee. Included with the line item report will





be a summary report detailing the number of customers with each container size combination;

B. A log of complaints and resolutions for refuse and recycling collection services;

C. A log of missed collections and responses;

D. A description of any vehicle accidents or infractions occurring in the City;

E. A listing of all accounts having a change of service during the month (i.e., 32 gallon service to 64 gallon service, etc.); and

F. Weights in tons of trash, recyclable materials, compostables, and bulky items collected by commodity and where these items were delivered.

15. Compensation Payment Schedule: The Contractor shall bill the City monthly on an aggregate basis for services provided. The Contractor shall supply a billing report in an electronic format acceptable to the City each month summarizing services provided, detailing the charges by address, and listing the addresses where the service level has been changed for use in adjusting the residents' utility bills. The total of the detailed report shall equal the aggregate amount billed to the City. The City shall pay each monthly billing within 30 days of receipt of the billing from the Contractor. The City will retain full auditing rights of the Contractor's accounting records as they pertain to the City's Agreement. All such information shall to the extent permitted by law be deemed as confidential.
16. Annual Price Change: Annually, and effective on the anniversary of the Initial Service Date, prices will be adjusted by the percentage change in the Consumer Price Index for All Urban Consumers (CPI-U) Denver-Aurora-Lakewood 1982-84=100. The Contractor shall request in writing 90 days prior to the anniversary Initial Service Date the calculated CPI-U change and updated pricing exhibits. This change shall be based on the most recent 12-month period available.
17. Failure to Perform: The City expects high levels of customer and collection service. Performance failures will be discouraged, to the extent possible, through penalties for certain infractions and through default for more serious lapses in service provisions.
18. Penalties: Penalties will be levied if documented in an incident report presented by the City to the Contractor. Penalties will be deducted from the monthly payment made by the City to the Contractor. Disagreements will be subject to the review and resolution procedures as agreed upon by the parties.

Action or Omission	Penalties
Commencement of residential collection prior to 7:00 a.m. or continuance after 5:00 p.m. except as expressly permitted by the Director of Public Works & Utilities in writing.	\$100 per incident (each truck on each route is a separate incident).



Failure to collect spilled materials that the Contractor could have reasonably prevented from spilling or that the Contractor has knowledge of or has been notified of.	Twice the cost of cleanup to the City plus \$1,000 each incident
Leakage from Contractor vehicles or vehicle contents.	\$500 each vehicle, each inspection
Failure to collect any and all refuse, recyclable materials and yard debris within one business day after notification, except in those circumstances addressed by Section 28, Force Majeure, of this Agreement. This does not include materials left because resident failed to make payment arrangements for bulky items or failed to use refuse stickers for bags of refuse outside of carts. Contractor's "Not-Out" report which is generated on route and time-stamped shall be a defense in cases of reported failures to make collections.	\$250 each incident.
Collection from residential premises on other than the day specified excluding inclement weather, holiday schedule or Force Majeure as set forth in Section 28.	\$50 per structure
Collection as refuse of properly source-separated recycling.	\$1,000 per incident
Misrepresentation by Contractor in records or reporting.	\$1,500 per incident
Failure to license collection vehicles with Boulder County	\$250 per vehicle per occurrence

The above table is not an exclusive list of the acts or omissions for which a penalty may be assessed. The City has the right to exercise any and all remedies it may have with respect to these and other violations of City codes, laws, rules and regulations and breaches of this Agreement. Any schedule of penalties shall not affect the City's ability to terminate the Agreement for breach.

19. Contract Default: The Contractor shall provide a performance bond in the amount of \$400,000 or equal to the cost of three month's service to the City, whichever is greater, to cover the City's costs in the event of a Contractor default.
20. Effective Date; Term; Commencement of Services: This Agreement shall commence of the Effective Date and shall continue in effect for a period of **five (5) years** from the Initial Service Date (defined below), unless sooner terminated by either party as provided herein. Notwithstanding the Effective Date hereof, the Contractor shall not commence services under this Agreement until the City has issued a written Notice to Proceed, which notice shall be substantially in the form set forth in Exhibit "D", attached hereto and incorporated herein by reference. The Contractor shall begin implementation towards services within 30 days after the date the City issues the Notice to Proceed, and the Contractor shall within 30 days after the date of the Notice to Proceed identify in





writing to the City specific key milestone dates to achieve services commencing on the week of September 2nd, 2019, which specific date shall be the Initial Service Date.

21. Title to Waste: Contractor shall acquire title to the Waste Material when it is loaded into a Contractor's truck. Notwithstanding anything to the contrary set forth in this Agreement or otherwise, title to and liability for any Unacceptable Waste shall at no time pass to Contractor or the City and shall remain with the generator of the Unacceptable Waste.
22. Non-Appropriation; Condition Precedent: The City's financial obligations under this Agreement are from year to year only, and any financial obligation shall be subject to annual appropriation in the sole and absolute discretion of the Louisville City Council. Nothing in this Agreement shall be deemed or construed as creating a multiple fiscal year obligation on the part of the City within the meaning of the Colorado Constitution, Article X, Section 20. Notwithstanding anything in this Agreement to the contrary, in the event of non-appropriation, this Agreement shall terminate effective December 31 of the then-current fiscal year.
23. Termination:
  - A. This Agreement may be terminated by either party by giving 180 days written notice to the other party prior to the anniversary date of the Agreement. Additionally, and notwithstanding the provisions of this section, this Agreement may be terminated if, in the sole judgment of the City Manager, service by the Contractor pursuant to this Agreement is not satisfactory. Prior to terminating this Agreement, the City Manager shall cause notice to be given to the Contractor specifying why service is considered by the City to be unsatisfactory. The Contractor shall have thirty (30) days to correct such deficiencies after which the City Manager shall again review the service being furnished under this Agreement. If the City Manager, in his or her sole discretion, still finds the service unsatisfactory, he or she may terminate this Agreement by giving the Contractor thirty (30) days written notice. This Agreement shall automatically terminate at the end of the thirty (30) day period following such second notice to the Contractor. This Agreement is also subject to termination as provided in Section 22. Termination pursuant to this subsection shall not prevent either party from exercising any other legal remedies which may be available to it.
  - B. In addition to the foregoing, this Agreement may be terminated by either party for material breach or default of this Agreement by the other party not caused by any action or omission of the other party by giving the other party written notice at least thirty (30) days in advance of the termination date. Termination pursuant to this subsection shall not prevent either party from exercising any other legal remedies which may be available to it.
24. Independent Contractor: The Contractor, and any persons employed by the Contractor for the performance of work hereunder, shall at all times be independent contractors and not the employees or agents of the City. As independent contractors, the Contractor and its employees are not entitled to workers' compensation benefits except as maybe provided by the Contractor, nor to unemployment insurance benefits unless unemployment



compensation coverage is provided by the Contractor or some other entity. The Contractor is obligated to pay all federal and state income tax, and other applicable taxes, on any moneys earned or paid pursuant to this Agreement. The Contractor shall be responsible and pay for all the following:

- A. Services of the drivers, their assistants, and any other personnel involved in any services rendered under this Agreement; and
- B. For assuring that each driver involved in any services rendered under this Agreement holds a valid commercial driver's license issued by the State of Colorado; and
- C. Expenses, maintenance, and operations of the trucks and any other equipment involved in any services rendered under this Agreement; and
- D. For compliance at all times with all laws, ordinances, rules, and regulations pertaining to the services rendered under this Agreement, and assuring such compliance by the drivers, their assistants, and any other personnel involved in any services under this Agreement.

25. Insurance Requirements:

- A. The Contractor agrees to procure and maintain, at its own cost, the following policies of insurance. The Contractor shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Agreement by reason of its failure to procure or maintain insurance, or by reason of its failure to procure or maintain insurance in sufficient amounts, durations, or types.
- B. The Contractor shall procure and maintain, and shall cause any subcontractor performing work pursuant to this Agreement to procure and maintain or insure the activity of the Contractor's subcontractors in the Contractor's own policy, the minimum insurance coverages listed below. Such coverages shall be procured and maintained with forms and insurers acceptable to the City. All coverages shall be continuously maintained from the date of commencement of services hereunder. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage.
  - (1) Worker's Compensation insurance to cover obligations imposed by the Worker's Compensation Act of Colorado and any other applicable laws for any such employee engaged in the performance of work under this Agreement, and Employers' Liability insurance with minimum, limits of THREE MILLION DOLLARS (\$3,000,000) each accident, THREE MILLION DOLLARS (\$3,000,000) disease – each employee, and THREE MILLION DOLLARS (\$3,000,000) disease – policy limit.
  - (2) Comprehensive General Liability insurance with minimum combined single limits of FIVE MILLION DOLLARS (\$5,000,000) each occurrence and FIVE MILLION DOLLARS (\$5,000,000) aggregate. The policy shall be applicable to all



premises and operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, independent contractors, products, and completed operations. The policy shall include coverage for explosion, collapse, and underground hazards. The policy shall contain a severability of interests provision.

(3) Comprehensive Automobile Liability insurance with minimum combined single limits for bodily injury and property damage of not less than FIVE MILLION DOLLARS (\$5,000,000) each accident with respect to each of the Contractor's owned, hired or non-owned vehicles assigned to or used in performance of the services. The policy shall contain a severability of interests provision.

- C. The policies required above, except for the Workers' Compensation insurance and Employers' Liability insurance, shall be endorsed via blanket-form endorsement to include the City and its officers and employees as additional insureds. Each such policy shall contain a severability of interests provision and a waiver of subrogation and rights of recovery against the City, its officers, officials and employees. Each policy required above shall be primary insurance, and any insurance carried by the City, its officers, or its employees, shall be excess and not contributory insurance to that provided by the Contractor. The additional insured endorsement for the Comprehensive General Liability insurance required above shall not contain any exclusion for bodily injury or property damage arising from completed operations. The Contractor shall be solely responsible for any deductible losses under each of the policies required above.
- D. Certificates of insurance shall be completed by the Contractor's insurance agent as evidence that policies providing the required coverages, conditions, and minimum limits are in full force and effect, and shall be subject to review and approval by the City. Each certificate shall provide that the coverages afforded under the policies shall not be canceled, terminated or materially changed until at least 30 days prior written notice has been given to the City. If the words "endeavor to" appear in the portion of the certificate addressing cancellations, those words shall be stricken from the certificate by the agent(s) completing the certificate. The City reserves the right to request and receive a certified copy of any policy and any applicable, blanket-form endorsement.
- E. Failure on the part of the Contractor to procure or maintain policies providing the required coverages, conditions, and minimum limits shall constitute a material breach of this Agreement for which the City may immediately terminate the Agreement, or at its discretion may procure or renew any such policy or any extended reporting period thereto and may pay any and all premiums in connections therewith, and all monies so paid by the City shall be repaid by the Contractor to the City upon demand, or the City may offset the cost of the premiums against any monies due the Contractor from the City.





- F. The parties hereto understand and agree that the City is relying on, and does not waive or intend to waive by any provision of this Agreement, the monetary limitations or any other rights, immunities, and protections afforded it by the Colorado Governmental Immunity Act, C.R.S. § 24-10-101, et seq., as from time to time amended, or otherwise available at law and applicable to the City, its officers, or its employees.
26. Indemnification: The Contractor agrees to defend, indemnify and hold harmless the City, and its officers, officials and its employees, from and against all liability, claims demands, and expenses, including court costs and reasonable attorney fees, on account of any injury, loss, or damage, which arise out of or are in any manner connected with the work to be performed under this Agreement, if such injury, loss, or damage is caused by, or is claimed to be caused by, the negligent act or omission, error, professional error, mistake, accident, or other fault of the Contractor, any subcontractor of the Contractor, or any officer, employee, or agent of the Contractor, or any other person for whom the Contractor is responsible. The obligations of this section shall not apply to damages which the City shall become liable by final judgment to pay to a third party as a result of the negligent act or omission, error, professional error, mistake, accident, or other fault of the City.
27. Notice: Any notice or communication between the Contractor and the City which may be required, or which may be given, under the terms of this Agreement shall be in writing, and shall be deemed to have been sufficiently given when directly presented or sent pre-paid, first class United States Mail, addressed as follows:
- |                                                                                                 |                                                                                                            |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| City of Louisville<br>749 Main Street<br>Louisville, CO 80027<br>Attn: Director of Public Works | Republic Services<br>5075 East 74 <sup>th</sup> Avenue<br>Commerce City, CO 80022<br>Attn: General Manager |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
28. Force Majeure: Neither party shall be liable to the other for any delay in, or failure of, performance where performance is prevented or delayed by acts of God, fire, explosion, accident, flood, earthquake, epidemic, war, riot, strikes, lockouts, rebellion, restraints or injunctions, or other legal processes from which a party affected cannot reasonably relieve itself by security or otherwise. In cases of inclement weather, The Contractor and the City's Public Works Director shall agree for what period of time and upon what conditions collection service shall be suspended and such suspension shall be considered a force majeure event.
29. Compliance with Law: The work and services to be performed by the Contractor hereunder shall be done in compliance with all applicable federal, state, county and city laws, ordinances, rules and regulations. Without limiting the generality of the foregoing, in the performance of its services under this Agreement, Contractor shall comply with the licensing, reporting and all other provisions of Chapter 8.64 of the Louisville Municipal Code.



- a. Notify the subcontractor and the City within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and
- b. Terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to this paragraph the subcontractor does not stop employing or contracting with the illegal alien; except that the Contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

Contractor shall comply with any reasonable request by the Department of Labor and Employment made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).

If Contractor violates a provision of this Contract required pursuant to C.R.S. § 8-17.5-102, the City may terminate the contract for breach of contract. If the contract is so terminated, the Contractor shall be liable for actual and consequential damages to the City.

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands and seals the day and year first written above.

**CITY OF LOUISVILLE, COLORADO**

**ALLIED WASTE TRANSPORTATION,  
INC., d/b/a Republic Services of Denver**

By:   
Robert P. Muckle, Mayor

By:   
Title: Vice President

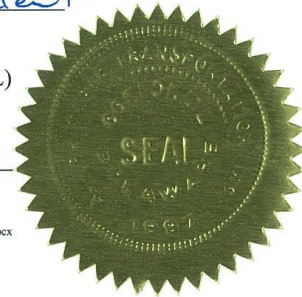
(CORPORATE SEAL)

(CORPORATE SEAL)

Attest:   
Meredyth Muth, City Clerk

Attest: \_\_\_\_\_

2/25/19 11:35 AM [ncb] R:\Louisville\Agreement\Residential Single Hauler Contract-Republic Services (kpc redline).docx







**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## Solid Waste and Recycling Services



## **Appendix B**

# **Local Management & Municipal Support Staff Resumes**

### **THOMAS C. MAXWELL**

817.690.8208  
tmaxwell@republicservices.com

#### **EDUCATION**

**TEXAS CHRISTIAN UNIVERSITY, NEELEY SCHOOL OF BUSINESS, Fort Worth, TX** 2019  
*MBA, Strategy and Operations*

**LONGWOOD UNIVERSITY, Farmville, VA** 2010  
*BSBA, Dual concentration in Finance and Real Estate*

#### **EXPERIENCE**

**REPUBLIC SERVICES, Lewisville, TX** July 2019- Present  
*General Manager Accelerated Program*

- Completed Sales, Finance, Post Collections, Maintenance, and Operations Rotations
- Served as the Residential Operations Manager directly responsible for 125 personnel with a peak of 70 routes
- Championed safety culture and implemented continuous improvements during the COVID-19 pandemic

**BELL FLIGHT, Fort Worth, TX** Summer 2018  
*Supply Chain Contracts Intern, Advanced Tiltrotor Systems (Military Programs)*

- Prepared and issued requests for information/proposals to facilitate bid evaluation and down-selection process on the V-280 and V-247 programs
- Negotiated NDA's to support expansion and innovation of developmental projects for Bell Advanced Tiltrotor Systems programs

**UNITED STATES ARMY, Fort Polk, LA / Fort Benning, GA** 2011 – 2016  
*Assistant Operations Officer*

- Coordinated efficient prioritization and planning of training and projects for a 500-man battalion
- Managed the execution of training for over 2500 personnel during rotation through basic combat training

#### *Executive Officer*

- Responsible for training, resourcing, property accountability, maintenance, and operational readiness of 86 personnel, 13 vehicles, and equipment valued in excess of \$20 million
- Developed training plans, mentored junior leaders, and controlled the command supply discipline program
- Conducted a property accountability program resulting in the identification of over \$600,000 of unaccounted government property

#### *Platoon Leader*

- Led 25 soldiers during a thirteen-month training cycle and a nine-month deployment to Afghanistan
- Designed a training program ensuring team physical and mental readiness and accomplishing a complex and versatile set of tasks in Afghanistan
- Planned and executed 293 combat patrols to secure the advising efforts to the Afghan National Army
- Supervised joint training efforts of the Afghan National Army and Afghan National Police
- Trained and mentored over 800 cadets at the United States Military Academy in West Point, NY

#### **ADDITIONAL INFORMATION**

**Awards:** Bronze Star Medal 2014, Afghanistan Campaign Ribbon 2014, Eagle Scout 2003



## Holli McElwee

10555 North County Road 13 • Wellington, CO 80549 • 970-219-5742 • hollimile@gmail.com

### Talents and Skills

- Marketing/Branding
- Budget Management
- Campaign Development
- Team Leadership
- Media Buying
- Public Relations

### Professional Experience

**REPUBLIC SERVICES/GALLEGOS SANITATION, Fort Collins, CO** – *A publicly traded company and industry leader in recycling and waste services with the company's annual revenue of \$10 billion. Republic Services purchased multi-million-dollar GSI in Northern Colorado at the beginning of 2021.*

**Municipal Sales Manager, 1/1/2021 to Present / Marketing Manager, 6/2018 to 12/31/2020**

- **MANAGER:** Created the yearly marketing and advertising plan for the headquarter location in Northern Colorado and sister companies in Elizabeth, Colorado and Southern Wyoming. Collaborated on strategic planning with the C-Level Suite and partnered with key stakeholder on a variety of initiatives.
- **GOVERNMENT, PUBLIC AFFAIRS & PR:** Partnered with government officials on key policy initiatives and managed public relations-focused strategies for GSI and Republic Services.
- **BUDGET CREATION & PERFORMANCE:** Developed the annual budget, managed expenditures for the department, reported on campaign performances, and shared important KPI's with the Senior Leadership Team.
- **CONTENT DEVELOPMENT:** Served as the key copy writer for the department and transitioned to leading communications at the C-Level Suite level; developed numerous cross-functional aids: sales packets, customer collateral, recruitment campaigns, website content, special event launches, and projects.
- **BRANDING:** Played a key role in all aspects of the company's internal and external branding.
- **DESIGNER:** Used the Adobe Creative Suite to create a variety of sales and marketing materials, concept mock-ups, and special projects.
- **COMMUNITY OUTREACH/TRADESHOWS:** Set-up marketing booth exhibits at 40+ events annually and spoke with thousands of community members during these annual events.
- **EVENT PLANNER:** Planned and managed all aspects of internal and external party/events.

**ROCKING 4 LAZY M RANCH, Wellington, CO** – *Offering land stewardship, sustainable grazing practices, and 100% grass fed beef and purebred American Aberdeen cattle*

**Owner, 4/2018 to Present**

- Raised and grazed American Aberdeen cattle for breeding and harvesting purposes.

**IBMC COLLEGE, Fort Collins, CO** – *Accredited career training college with five campuses throughout Colorado and Wyoming.*

**Marketing Manager, 9/2011 to 4/2017 / Marketing Executive, 1/2011-9/2011**

Managed corporate marketing and communication functions for five college campuses across two states, while overseeing a multimillion-dollar budget and six-member team. Directed regional marketing and advertising strategies, branding, projects, and collateral materials.

#### **Selected Accomplishments:**

- **ACQUISITION & RE-BRANDING:** Guided the marketing, advertising, and re-branding activities surrounding the onboarding of new academic programs and the addition of a campus in Colorado Springs, CO, as well as a company name change.
- **MEDIA BUYER:** Supervised all TV and radio buying. After negotiating with account representatives, IBMC's per spot rates were decreased by up to 25% with select media vendors.



- **PUBLIC RELATIONS:** Served as the core public relations specialist.
- **COPY WRITING AND CAMPAIGN EXECUTION:** Created scripts and copy points for strategic launches of internal and external campaigns, with a key focus on lead generation, brand awareness, and consistency.
- **VENDOR MANAGEMENT:** Directed strategic marketing relationships with SEO, SEM, digital marketing, TV, radio, outdoor advertising, print, direct mail, email, and website development.
- **FISCAL ACCOUNTABILITY:** Managed multimillion-dollar budgets. Tracked ROIs for all media lead sources. Worked closely with key executives on KPIs and presented findings to the Executive Team weekly.
- **MARKETING ANALYSIS:** Performed ongoing A/B testing and customer/market research to identify and capitalize on unmet market needs, as well as tailor advertising campaigns to select regions.
- **WEB DEVELOPMENT:** Lead project manager on the creation of a new website, internal and external web content, managed the company website copy, and utilized best practices for onsite SEO.

**REALITIES FOR CHILDREN, Fort Collins, CO** – *Marketing and promotional company dedicated to serving abused children in Northern Colorado through fundraising services and charity events.*

**Vice President of Operations, 7/2008 to 1/2011 / Marketing & Promotional Coordinator, 10/2006-7/2008**

Executed Larimer County's highest grossing fundraisers for youth services, marketed for hundreds of businesses, events, and worked directly with 18 nonprofit agencies.

- **FUNDRAISING:** Raised over \$1,000,000 on an annual basis, from 2007-2010, in monetary gifts.
- **EFFECTIVE MARKETING:** Developed marketing plans for major fundraising events and business members while spending just over \$94,000 and providing an overall documented value totaling \$538,000 – accomplished through leveraging funds through partnerships and reduced rates in 2010.
- **EVENT COORDINATION:** Organized major fundraisers in Northern Colorado, including Colorado's largest charity motorcycle poker run in 2010, consisting of 10,000 attendees and grossing \$95,000, up from 4,000 attendees and \$55,000 in 2009.
- **LEADERSHIP:** Directly managed 550 volunteers and two interns on a yearly basis.
- **ADVERTISING REPRESENTATIVE:** Marketed more than 140 business members in Northern Colorado and nearly 200 events on an annual basis.
- **SOCIAL MEDIA:** Grew the Facebook page in 9/2009 from 0 fans to 1,200 fans by 1/2011.

---

#### Honors and Board Service

**BIZWEST'S 2020 NORTHERN COLORADO WOMAN OF DISTINCTION:** Finalist Mentorship Category August 2020

**WESTERN ABERDEEN BREEDERS ASSOCIATION:** Elected Board Member, 2020-Current

**GSI'S EMPLOYEE OF THE QUARTER:** Q2 2020

**DISRUPTHR NORTHERN COLORADO:** Board Member, 2019-Current

**IBMC COLLEGE'S CARING TEAM:** Board Member, 2013-April 2017

---

#### Education

**COLORADO STATE UNIVERSITY, Fort Collins, CO** – Bachelor of Arts Degree in Speech Communication, Concentration in Mass Media Studies, Graduated in May of 2006, Dean's List, College of Liberal Arts: 2004-2005, 3.89 GPA, followed by a 3.80

#### SOFTWARE, PLATFORMS & SOCIAL MEDIA:

- Adobe Creative Cloud (Acrobat, Illustrator, InDesign, PhotoShop and Premiere Pro) Constant Contact, Excel, MS Teams, Microsoft Word, Office 360 Suite, Outlook, Pinpointe, PowerPoint, Sales Force, WordPress, and Zoom.
- Instagram, Facebook, Pinterest, Twitter, and YouTube.



## ***Catherine Morrow***

### **Republic Services**

**Business Unit Finance Manager**

Dates Employed: Mar 2021 – Present

Location: Greater Fort Collins Area

Title Business Unit Controller

Dates Employed: Sep 2016 – Mar 2021

Location: Apex Landfill Las Vegas, Nevada Area

*Working successfully with operations staff to develop training opportunities and reporting that assists the organization to run more efficiently*

*Created Budget development tools and directing budgeting activities that influence operational decision making*

*Advanced Administration of a 5-day Month end Close Calendar*

*Budget operations training and oversight of annual budget reporting*

*Review and model expense reduction opportunities in financial services contracts and operations to reduce costs by 20 – 45%.*

### **Gintz and Toner LLC**

**Chief Financial Officer**

Dates Employed: Sep 2011 – Jun 2013

Location: Gig Harbor, Washington, United States

*Directs all financial services activities to maximize staffing performance and smooth workflows*

*Highly skilled at identifying financial risks and opportunities with leadership team and strategizing solutions*

*Advanced skills in financial reports and cost analysis*

*Procurement contract negotiation*

### **Waste Connections, Inc.**

**District Controller**

Dates Employed: May 2007 – Aug 2011





**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## Solid Waste and Recycling Services

Location: Puyallup WA

*Supervisory Experience of Accounting Staff including recruiting, training and development*

*Successfully directed internal and external audits of policies and procedures, and Accounting controls*

*Coordinated 2 successful accounting system conversions that resulted in expanded reporting capabilities and higher volume transaction processing.*

### **Schoeller Allibert**

Corporate Controller

Dates Employed: May 2006 – Apr 2007

Location: Lakewood, WA

*Experienced in all Accounting Functions including staff direction, problem solving and ensuring compliance with statutory accounting requirements (GAAP), corporate policies and procedures, budgeted expenditure compliance and many other accounting and finance services related interaction in the organization*



**Donald McGlasson**  
**970-305-7473**

*Fleet maintenance professional with more than two decades of optimizing fleet performance, managing teams and ensuring optimal performance.*

**Director of Fleet Maintenance / Fleet Maintenance Manager**

Gallegos Sanitation / Republic Services

Dates Employed: 2015-Present

Location: Fort Collins, CO

Family-owned Gallegos Sanitation, Inc., founded in 1959, was acquired by publicly traded Republic Services on January 1, 2021.

Responsible for the ensuring all aspects of truck and fleet maintenance are carried out. Managed a team of am and pm technicians. Assisted with vendor negotiations and served on the leadership team.

- Ensure adherence to DOT and federal code of regulations (FMCSA).
- Monitor vehicles operating costs and identify trends over assets lifecycle.
- Oversaw a fleet of 100+ trucks, spanning both in Northern Colorado and Southern Wyoming.
- Coordinate maintenance and employee work schedules.
- Work with all Shop vendors on negotiations, inputting invoices, submitting to Accounts Payable and invoice reconciliation.

**Truck Excellence Manager**

Element Fleet Management

Dates Employed: 2014 – 2015

Location: Sparks, Maryland

Consult and engage with clients to develop a plan to obtain proper vehicles to fit intended use and adhere to the overall mission of the customer. Evaluate client equipment and operations to effectively present recommendations to improve efficiency. Assist in the vehicle research and ordering process to ensure correct specifications are selected.

- Ensure adherence to DOT and federal code of regulations (FMCSA).
- Monitor vehicles operating costs and identify trends over assets lifecycle.
- Advise clients on evolving emission policies utilizing expertise on greenhouse gas reduction.
- Provide guidance on fleet right sizing reducing corporate fleet cost.

**Fleet Maintenance Manager**

Progressive Waste Solutions

Dates Employed: 2013 – 2014

Location: Finksburg, Maryland

Maintain safe, reliable collection and post collection trucks and equipment including 32 municipal solid waste trucks and 5 heavy equipment vehicles. Ensure adherence to DOT and state of Maryland code of regulations.

Purchase vehicles and tires; monitor fuel cost and usage. Coordinate maintenance and employee work schedules at collections and post collections. Effectively communicate with employees;



district, region; vendors; and state and local officials.

- Perform monthly analysis of maintenance departments and facility related expenses.
- Procure vendors and oversee construction of new maintenance repair facility.
- Direct monthly OSHA training classes for truck and equipment maintenance staff.

**Business Unit Fleet Manager**

Republic Services

Dates Employed: 2005 – 2013

Location: Baltimore, Maryland Area

- Prepared quarterly forecast and annual budget for maintenance departments—collections (hauling company) \$2.58M post collections (landfill) \$1.8M and transfer / recycle station \$1.5M.
- Supervised, hired, and trained 17 employees including mechanic supervisors and support staff.
- Brought underachieving division from last in region to 24th out of 147 divisions by restructuring and improving maintenance and operation procedures.
- Executed in-house equipment component rebuild program

**Fleet Maintenance Supervisor**

C-TRAN

Dates Employed: 1999 – 2005

Location: Vancouver, Washington

- Oversaw all vehicle maintenance personnel and assisted with setting and preparing budgets. Maintained cost repair documents, unit files, and warrant records. Organized daily work assignments, training seminars, and safety programs. Directly supervised 14 employees and oversaw additional 10 employees from other shifts.

**Maintenance Manager**

Oregon Waste, Incorporated

Dates Employed: 1989 – 1998

Location: Arlington, Oregon

- Managed large fleet of heavy equipment and special waste rail and truck containers. Utilized Computerized Fleet Analysis, Caterpillar's Trend Analysis Module, and CTS programs. Set yearly budgets and projected five-year maintenance forecasts. Supervised 28 staff members including supervisors, master mechanics, and secretarial staff.
- Designed, developed, and implemented container thaw and repair process.
- Executed in-house equipment component rebuild program.



---

**Jason A. Gallegos**

---

---

650 54<sup>th</sup> Ave Ct    Greeley, CO 80634    970-567-5637    jason\_gallegos@hotmail.com

---

**Education:**

- 1999 Lamar Community College

**Work History:**

- **May 1999 to 2001 – Gallegos Sanitation.** Driver
- **May 2001 to 2006 – Gallegos Sanitation.** Recycle Supervisor
- **September 2006 to January 2018 – Gallegos Sanitation.** Operations Manager
- **January 2018- Present – Gallegos Sanitation.** Chief Operating Officer
- **January 2018- Present – Greenleaf Waste Solutions** General Manager
- **November 2015 to March 2021 – Greeley West Boys/Girls** basketball. Assistant Coach

**Work Experience:**

- Indirectly manage all operation departments. This includes 150 team members in routing, 20 in maintenance and 20 in container shop. Coordinate 86 daily routes that service 50,000 local customers.
- Developed and implemented a meeting schedule to improve communication amongst all departments.
- Conducted and supervised training for Gallegos Sanitation employees who desired Class B Commercial Driver License Certification. Including Vehicle inspections, maneuvers, and general driving skills.
- Designed and established a comprehensive safety program for Gallegos Sanitation which included a Zero tolerance Drug testing program.
- Oversee the maintenance shop and container shop managers
- Extensive route knowledge. Specialize in route balancing and productivity.
- Coaching duties: Write practice plans, set up practice, sweep floors, review game tape and compile stats. I was also responsible for running certain parts of practice and helping lower levels as needed.

**Certifications:**

- Transfer Station Management

**Computer Skills:**

- Windows programs, Encore, Map Point, Routeware, Power Point, Excel, Word.



## **Shannon Smith**

### *Experience*

#### **Republic Services**

*Division Manager Republic Services*

**Dates Employed**  
Jan 2021 – Present

**Location**  
Ft. Collins, CO

#### **Gallegos Sanitation, Incorporated**

*General Manager/Sr. Business Director*

**Dates Employed**  
Nov 2019 – Jan 2021

#### **Alpine Waste & Recycling**

*General Manager*

**Dates Employed**  
Aug 2010 – Jan 2019

**Location**  
Denver, CO

#### **ESI**

*GM Potomac Disposal*

**Dates Employed**  
Jun 2004 – Aug 2010

**Location**  
Northern VA

#### **Waste Management**

*District Manager*

**Dates Employed**  
Sep 2000-Oct 2002

**Location**  
United States





*MARIA J. PLACENCIO*

*251 Lupine Drive, Apt 407, Fort Collins, CO 80524*

*Phone: (602) 515-8334 • E-mail: m.j.placencio@gmail.com*

**SKILLS**

- Full knowledge and expert execution of employment laws and benefit regulations
- Highly organized individual with an extra attention to detail
- Excels at multi-tasking in fast paced environment and within time constraints
- Experience leading teams throughout various projects with a problem-solving mentality
- Performance-driven individual with focus on process development and implementation
- Well developed customer service and communication skills
- Proficient in: English & Spanish (verbal, written, and spoken), MS Office, HealthcareSource Position Manager (ATS), UltiPro (HRIS), Kronos, BrassRing, Lawson, Workday

**EDUCATION**

Grand Canyon University, MBA, Graduation Date: March 2017

Arizona State University, B.S. Biological Sciences, Graduation Date: December 2010

Xavier College Preparatory, Diploma, First Honors

**WORK EXPERIENCE**

*February 2021 – Present*

*Republic Services, Inc.*

*Fort Collins, CO*

*Oct 2017 – February 2017*

*Boise, ID*

**HR Manager**

Tasks include:

- Oversee, handle, and manage employee relations issues for over 250+ employees across several locations
- Recommend alternative approach, policies, and procedures to maintain efficient and effective work environment for leaders and employees.
- Ensure compliance with state, local, and federal guidelines and policies to protect the business and its employees.
- Partner with management to ensure strategic HR goals, policies, and programs are aligned with business initiatives.
- Partner with GM to administer compensation programs and assists in job evaluation and performance management to ensure compliance with company guidelines.

*June 2016 – Oct 2017*

*Republic Services, Inc.*

*Bellevue, WA*

**Leadership Training Program**

- On the job training and formal learning through a structured sequence of rotations. The purpose of the program is to learn fundamentals of the business; develop leadership skills; and establish close working relationships with executives, managers, employees and clients.
- Developmental rotations include: Route Auditing, Maintenance, Sales, Customer Service, Safety, Operations, Financial Support, and Human Resources

Tasks included:

- Actively promote the company's safety and compliance programs



- Use company systems to analyze sales, gross profit, and inventory activity
- Strategically target and identify opportunities with the goal of increased safety, efficiency, and profitability
- Collaborate with other managers to plan and direct the work of the organization
- Attend trainings, complete online courses led by industry leaders, watch guest speakers, and create projects and presentations

*Feb 2014 – June 2016*

*HonorHealth*

*Scottsdale, AZ*

**HR Lead - Recruitment Assistant/ Recruiter**

Tasks included:

- Supervise and train HR assistants within Recruitment department
- Audit HR assistants' workflow and processes to reduce inaccuracies and increase efficiency
- Creating and modifying tables to provide informational and statistical reports on a semi-monthly, monthly, annual, and as needed basis
- Developed, implemented, and revised multiple process documents for entire department
- Review applications and forward to manager for consideration
- Maintain candidate applications using HealthcareSource Position Manager program
- Schedule all interviews for candidates and assist them through entire hiring process as needed. Includes arranging video interviews or travel arrangements for out of state candidates
- Processes reference checks, license/certification verification and background checks with outside vendor
- Distributes and tracks documentation reporting any discrepancies to management staff and Corporate Compliance Officer
- Schedules pre-employment substance screening and health assessment for new hires. Monitors and communicates results to appropriate recruiter and hiring management
- Act as backup for:
  - Approving accuracy of job requisitions to be posted online
  - Validating background check results and uploading final documents to HRIS
  - Verifying I-9 documentation and completion of new hire paperwork
  - Validating and processing relocation documentation to be submitted for payment/reimbursement
- Started in the HR Recruitment Assistant position and was promoted to lead position

*May 2012- Feb 2014*

*Apogee Physicians*

*Phoenix, AZ*

**HR Administrative Assistant**

Tasks included:

- Supervise Front Desk Reception position
- Assist HR Administrator with HR reporting for the company and complete EEOC/OSHA reports
- Maintain work posters and safety posters for all offices
- Manage all office supplies accounts (Staples, IQ Office, O'Neil) and sign off on orders/invoices
- Manage phone system account for Phoenix office
- Assist with new hire packets and benefit questions
- Post job openings online through various recruitment websites



## Daana L. Madden

2854 Seccomb St Fort Collins, CO 80526

Mobile (970) 799-9232

[Dlkmadden14@gmail.com](mailto:Dlkmadden14@gmail.com)

### *Work Experience Profile*

I pride myself in the ability to assist in the growth of my agents to build future leaders. I have a unique energy and personality that helps motivate all that are around me. I have a high degree of compassion and understanding for the needs of the customer as well as the needs of the employer. I have exceptional skills/experience with:

- Advanced Sales/Customer Care Skills
- Team Building/Management
- Quality Assurance
- Call Center Knowledge
- Energetic and Motivator
- Microsoft Office

### *Professional Experience*

#### GSI

Gallegos Sanitation /Republic Services Customer Service Supervisor Mar '17 to Present

- Provide support to the floor of 17+ customer service
- Manage call and email queues while assigning cases
- Training and mentoring
- Handle escalation calls and research the resolution for Northern Colorado and Wyoming

#### Qualfon

Visa Elite Concierge

Jul '14 to Mar '17

- Provide support to the floor
- Manage call and email queues while assigning cases to concierges
- Coaching's with concierges
- Handle escalation calls and research the resolution

#### Center Partners

SALES TEAM SUPERVISOR

Jun '12 to Jul '14

- Assisted in the development of more than half of the current leadership
- Supported and coached a team that performed above network average for the majority of 2012-2013
- Effectively coached developed new hire agents into top performing salesmen Representatives
- Performance management, documentation and accountability for mentor and agents
- Excellent communication skills to obtain agent buy in and boost team morale
- Monitor and develop agents through behavior based rather than number based coaching

#### Center Partners

FLOOR MENTOR/SALES AGENT

Aug '09 to Jun '12

- Ran a top performing team without a supervisor for 5 months
- Organized and reported floor metrics to statistics daily



- Averaged a 25% sales conversion
- Managed Floor incentives to help boost productivity
- Utilized time management skills to coach and develop agents while taking phone time each day

Best Buy

OPERATIONS MANAGER

Sep '98 to Apr '00

- Ran the front-end daily operations while managing a staff of 30+
- Always met or exceeded monthly sales goals as a team

Education

- High school Diploma – Poudre High School
  - o 3.0 GPA
  - o Student Council, Yearbook, Cheerleading Captain
- Aims Community College – Associates in General Studies/Emphasis in Accounting

References Available upon request





---

**BECCA WALKINSHAW**

---

142 Sycamore Ave, Johnstown CO 80534 • 970-939-4137 • [BeccaWalkinshaw@yahoo.com](mailto:BeccaWalkinshaw@yahoo.com)

**SKILLS**

- \*Passionate Self Starter: Intrinsically motivated with the ability to coordinate multiple projects within deadlines
- \*Charismatic Leader: Connect with diverse audiences to find common interest in promoting positive social change
- \*Con conversationally Intelligent: Seasoned writer, presenter, facilitator, and public speaker
- \*Technically Savvy: Proficient with Microsoft Word, PowerPoint, Excel, and Publisher

**ACTIVITIES & AWARDS**

Waste360 40 Under 40 Recipient (2020); Sustainability Leadership Program Speaker (2018-2021); HR Disrupt Speaker (2019); Leadership Northern Colorado Graduate (2019); Poudre School District Strategic Sustainability Team (2016-2019); Community Based Social Marketing Group (2017-2018); City of Fort Collins Road to Zero Waste Advisory Committee (2016-2017); E+ Recipient Award (2015); City of Fort Collins Climate Wise Advisory Committee (2010-2016); United States Green Building Council NoCo Branch (2010-2016); US Green Building NoCo Branch Volunteer of Month (2013); Gallegos Sanitation, Inc Leadership Award (2013); Sustainable Living Fair Steering Committee (2010-2011)

**WORK EXPERIENCE**

Republic Services, Fort Collins, CO 1/21–Current

**Municipal Liaison**

- ♦ Acts as the lead for customer interaction and planning for marketing efforts for contracted municipalities
- ♦ Manages the creation and distribution of reports to management team, municipal customers, and key accounts
- ♦ Plans programs that promote good will and fosters relationships with community leaders
- ♦ Coordinates or assists in the creation of communications, programs, outreach, marketing materials and reports

Gallegos Sanitation Incorporated, Fort Collins, CO 11/07–12/20

**Sustainability Specialist / Special Projects**

- ♦ Work with key accounts in relation to waste reduction, recycling, and sustainability programming
- ♦ Manage multiple projects that require the collaboration of public and private stakeholders
- ♦ Create and implement voluntary community engagement initiatives for employees and customers
- ♦ Produce and analyze data for internal and external program areas

Pinetop-Lakeside Chamber of Commerce, Pinetop-Lakeside, AZ 06/06-10/07

**Membership/Festival Coordinator**

- ♦ Point person for personal relations on local radio, television, events and for the newspaper
- ♦ Coordinated membership with recruitment, orientations, ribbon cuttings, mixers, as well as on radio and TV
- ♦ Lead committee meetings, created agendas, recorded minutes, published updates, and newsletters

Poulter Colorado Camps, Steamboat Springs, CO Summer 2005

**Camp Counselor**

- ♦ Executed group dynamics and teambuilding activities with youth 8-17 years of age
- ♦ Coordinated weekly activities, meals, and multi-day wilderness trips away from camp
- ♦ Fostered a safe and positive environment in which youth learned group living and interpersonal skills

**EDUCATION & CERTIFICATIONS**

Black Hills State University, Bachelor of Science, Sociology and Human Services, December 2005

Institute for the Built Environment, Colorado State University, Green Building Certificate Course, June 2010

United States Green Building Council, LEED Green Associate Accreditation, March 2011

Zero Waste USA, Zero Waste Certificate, July 2016

Community Based Social Marketing Certificate, March 2017

TRUE Advisor, Total Resource Use and Efficiency, Green Business Certification Inc., April 2021





## Appendix C: Services

### Collection – Residential

*When it comes to handling your waste needs, Republic Services knows how important safe and dependable curbside pickup is to you. We work to exceed your expectations with quality carts and dumpsters and outstanding customer service.*

#### Residential MSW Collection

We intend to service all single-family carts using an automated side loader (ASL) truck.

The ASL is proven to retrieve and return carts in even the most hard-to-reach locations such as narrow streets, courts and

#### ***The largest provider of municipal residential collection services in the US***

- 5 million pickups each day
- 99.9% on-time pickup
- Comprehensive collection services, including solid waste, recycling, yard waste, and bulk

alleyways, enabling the industry's most efficient, safe and environmentally responsible curbside automated collection services.

Figure 11. **Residential Collection process.** Our residential collection service is simple, reliable, and environmentally responsible.





## Solid Waste and Recycling Services

**Figure 12. Automated Side Load Collection.**  
*Provides a cleaner, safer, more efficient residential collection.*



Each collection vehicle is operated by a single driver and will be painted in a uniform manner, featuring our logo and company contact information.

We propose to use blue carts with black lids for residential trash collection.

Residents will be offered the option of choosing a 65- or 95-gallon. If a customer needs more than one collection cart, we will provide an additional cart for a fee to accommodate the customer's needs.



The ASL cart collection methodology is fast and efficient and requires approximately 8 to 12 seconds completing the cycle (pick up

cart, deposit contents, place cart back onto the curbside) before the driver moves to the next stop.

### Residential Recycle Collection

We will offer all single-family customers weekly trash service and every other week fully automated single-stream recycling collection services. Recycling carts will be serviced with a similar automated truck as what will be used for residential solid waste carts.

All single-family customers will be issued a blue cart with a light blue lid. The trash cart options are either a 65-gallon or 95-gallon wheeled cart. For recycling, all carts will be 95-gallon in size.

### YardWaste Collection

For the purpose of this submission, we are not proposing offering residential yardwaste cart service; however, we would like to include two Yardwaste Clean-up opportunities in the Spring and Fall, by way of offering a 30-yard roll-off box at the Spring and Fall Clean-ups.

There would not be a cost to the Town of Johnstown for these boxes.

We would employ our staff members to monitor and help educate the residents on what materials should and should not be thrown into the roll-off container. We have the ability to provide a Yardwaste Recycling Guide prior to the event, as well.

We would like to partner with the Town's Communication Director on messaging about this additional opportunity, what kinds of materials are considered yardwaste and permissible and any other FAQs.

## Christmas Trees

Holiday trees will be collected curbside for a specified period at no additional charge to the customer from January 2-31<sup>st</sup>.

## Bulky Waste Collection

White goods, with chlorofluorocarbons (CFCs) removed, and bulk items will be serviced on-call. A rear load of ASL truck will collect the bulky item materials.

*Figure 13. **Bulky Waste Collection.** This convenient add-on service is available through Republic Services.*



## Service Days

The following table reflects the service schedules for residential MSW, recycle, yard waste and bulk items collection.

*Figure 14 **Service Days.** Below are the service days for your contract.*

Service	Days of Week	Collection Hours
MSW	Tues.-Fri.	7am-6pm
Recyclables	Tues.-Fri.	7am-6pm
Yard waste	Collected 2x per year at Spring/Fall Clean-ups	insert
Bulky Items	On Demand	On Demand

## Holiday Schedules

Republic Services follows the same holiday schedule as the Ault and Larimer County Landfills. We will be closed on New Year's Day, Memorial Day, Independence Day Thanksgiving and Christmas; if service day falls on one of these days, we will service you on your next scheduled service day.

## Collections – Commercial

*Republic Services provides effortless recycling and waste solutions for our commercial customers, working with them to evaluate and optimize their solution.*

### Commercial Solid Waste

From monthly to daily collections, and dumpster sizes ranging from 2- to 8-yards in size, Republic Services offers solid waste and recycling services with a variety of dumpster sizes and service frequencies.

Our commitment to you is simple, we will:

- Complete every collection as scheduled
- Return the cart to its dedicated location
- Clean loose litter or debris
- Ensure that enclosures are properly secured

### Commercial Recycling

Republic Services offers single-stream recycling, in which the customer deposits recommended empty, clean and dry recyclable materials in the one recycling cart. Republic Services then collects and transports the materials to the Recycling Centers for separation and processing.

Republic Services also offers source-separated recycling for cardboard and other commodities that can be taken directly to a local processing facility.

### Flexible, Tailored Solutions

Our dedicated team is available to consult with businesses and communities of any size to conduct a comprehensive on-site waste assessment (Figure 19) to determine the needed services, collection frequencies, and dumpster sizes. During the assessment, we will identify dumpster locations and access paths that allow for safe, convenient service.

Right-sizing service levels can increase waste diversion, improve collection productivity, and lead to reduced costs for customers.

## Solid Waste and Recycling Services

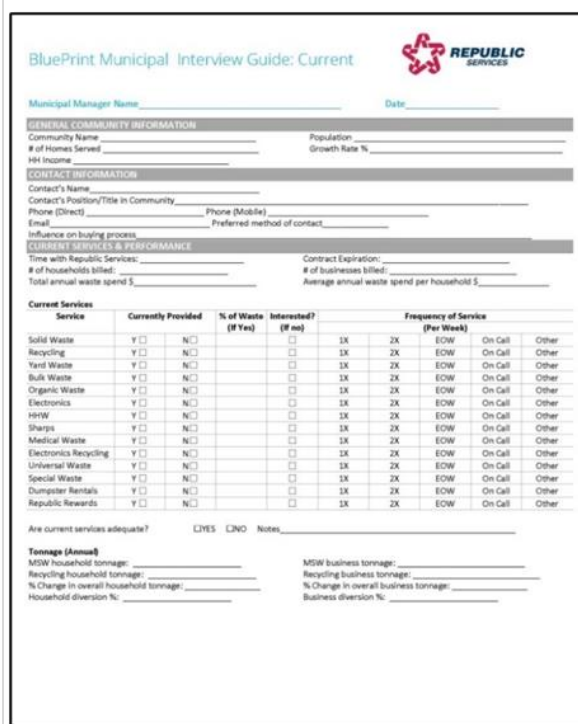
**Commercial customers enjoy options and tailored solutions, regardless of company size**

- In-person waste audits for commercial customers confirm the right level of service
- Wide range of services, including waste, recycling, and innovative sustainable solutions
- Range of dumpster sizes, from 2 to 8 yards, with an average lifespan of more than 10 years

### Dumpsters

Republic Services uses small dumpsters constructed of durable steel bodies and two plastic lids. Dumpsters range in size from 2 to 8 yards, and can be placed on casters for easy maneuverability, if necessary.

Figure 15. **Waste Assessments.** An onsite waste assessment ensures that all your questions are answered.



BluePrint Municipal Interview Guide: Current

Municipal Manager Name: \_\_\_\_\_ Date: \_\_\_\_\_

**GENERAL COMMUNITY INFORMATION**

Community Name: \_\_\_\_\_ Population: \_\_\_\_\_  
 # of Homes Served: \_\_\_\_\_ Growth Rate %: \_\_\_\_\_  
 HH Income: \_\_\_\_\_

**CONTACT INFORMATION**

Contact's Name: \_\_\_\_\_  
 Contact's Position/Title in Community: \_\_\_\_\_  
 Phone (Direct): \_\_\_\_\_ Phone (Mobile): \_\_\_\_\_  
 Email: \_\_\_\_\_ Preferred method of contact: \_\_\_\_\_

**INFLUENCE ON BUYING PROCESS**

Contract Expiration: \_\_\_\_\_

**PERFORMANCE**

# of businesses billed: \_\_\_\_\_  
 Total annual waste spend \$: \_\_\_\_\_ Average annual waste spend per household \$: \_\_\_\_\_

**Current Services**

Service	Currently Provided	% of Waste Interested? (If Yes)	Frequency of Service (Per Week)	Other
Solid Waste	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Recycling	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Yard Waste	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Bulk Waste	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Organic Waste	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Electronics	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
HHW	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Sharps	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Medical Waste	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Electronics Recycling	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Universal Waste	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Special Waste	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Dumpster Rentals	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other
Republic Rewards	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/>	1X 2X EOW On Call	Other

Are current services adequate? ☐ YES ☐ NO Notes: \_\_\_\_\_

**Tonnage (Annual)**

MW household tonnage: \_\_\_\_\_ MW business tonnage: \_\_\_\_\_  
 Recycling household tonnage: \_\_\_\_\_ Recycling business tonnage: \_\_\_\_\_  
 % Change in overall household tonnage: \_\_\_\_\_ % Change in overall business tonnage: \_\_\_\_\_  
 Household diversion %: \_\_\_\_\_ Business diversion %: \_\_\_\_\_



Constructed of a strong plastic resin, dumpsters are useful for small offices and businesses. Dumpsters are designed to last up to ten years, with easily interchangeable wheels and lids.

### Methodology and Procedures

Republic Services uses front-load collection vehicles to service dumpster commercial customers in Town of Johnstown. Customers with a 95-gallon or smaller cart are serviced with an automatic side-load (ASL) or rear load (REL) truck.

### Front-Load Vehicles

We service commercial customers with front-load collection vehicles with [28]-cubic yard volume bodies because:

- The supplier is a company that has proven to be among the strongest, safest and lowest maintenance trucks in the industry
- Our first-hand local knowledge shows that this truck's size and attributes will "fit" every neighborhood we service, including hard-to-service accounts

### Automated Side Load Vehicles

Our automated side load vehicles (ASL) are typically dual-side-drive, with a low-entry cab, and equipped with a remote rear camera that:

- Allows easy ingress and egress to the curb
- Improves driver and pedestrian safety
- Reduces potential injury
- Increases productivity

ASL's can compact waste at idle speeds or even while on the move and the large 5-cubic yard hopper that greatly reduces litter.

Our ASL vehicles feature an arm, with a patented vertical lift design that goes from ground-to-ground operation in 6.5 seconds, allowing for maximum curbside pickup in less time, while also preventing litter and spillage.

### Holidays & Schedule Disruptions

Republic Services will take all necessary steps to notify customers prior to all holidays and unforeseen schedule disruptions via our Republic Services app and the Call-Em-All automated calling system.

For our holiday schedule, we follow that of the Larimer County Landfill, which typically includes the following closures: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

*Figure 16. **Dumpster Placement.** The correct placement allows for safer and consistent service.*





## Dumpster Dimension Guide

*Figure 17. Right dumpster for the application.*

### Dumpster – Slant-top & Dumpster – Upright



2-Yard

5'9"L x 2'8"W x 3'7"H



4-Yard

5'9"L x 4'2"W x 4'2"H



6-Yard

6'L x 5'7"W x 5'8"H



8-Yard

6'2"L x 6'8"W x 6'H



2-Yard

3'3"L x 3'1"W x 3'3"H



4-Yard

6'L x 4'9"W x 4'2"H



6-Yard

6'L x 5'5"W x 5'2"H



8-Yard

6'L x 5'5"W x 7'1"H



## Customer Service

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

### Redefining Customer Service

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

### Capabilities

With the acquisition of Gallegos Sanitation, Inc. to Republic Services, we will be in the process of shifting our database from the legacy system of Encore to InfoPro and Salesforce. This is exciting, as it provides a more robust system and additional capabilities for our municipalities.

Upon contract negotiations with the Town of Johnstown, we can determine the best solution. Capabilities include:

1) Customized phone number for the residents to call-in.

2) While this proposal requests a voicemail system to handle overflow calls and calls after normal operating hours, we would like to take it a step further to offer the residents of Johnstown even greater support. This could be structured as follows and would require greater dialogue during the contract negotiations:

a) Customer calls into the local phone number area just for the Town of Johnstown. If said our local customer

***We provide an exceptional customer experience when your residents or businesses contact us for assistance***

- Leverage technology and data to enable virtual agents to serve customers from any location seamlessly
- Over 1M customers expertly served each month via text, web, email, or phone
- Hours are when customers demand is highest – Monday through Friday from 7:30 a.m. – 5 p.m. for each time zone
- Web-based applications offering 24/7 access for customers on their own time
- Net Promoter Score has improved year-over-year for 5 consecutive years

service representatives are experiencing a high call volume or the office is closed, that call would be routed to one of our centralized call centers in the United States to be handled.

Provided all call centers are closed and/or it is after business hours, that call would flow through to a voicemail system, where the customer could leave a message. Our policy is to address voicemails, emails and messages within two business days.

d) One-Off Special Events for Home or Business Waste, Recycling and Portable Restrooms

8) Complaints We will be able to provide a spreadsheet of information on every customer complaint, the response, and the resolution to the Town of Johnstown, as requested. Currently, we do not have a database where the Town can access the data; however, we will be moving from Encore to InfoPro in Q4 2021 or Q1 2022 and expect to have further capabilities.

9) ReCollect is an online application called where residents can search for their address by visiting [gsiwave.com](http://gsiwave.com) and typing in their location. The system then displays a

message for the customer with their pick-up day for trash and recycling (if applicable). It also provides weekly service reminders.

In addition to ReCollect, we mail out Quarterly – Customer Newsletters, participate in seasonal – Community Events, Engagement and Outreach, host or attend Special Meetings & How To's, Sustainability Presentations and Touch-a-Truck Events.

## Customer Service

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

Republic Services intends to provide a dedicated phone line and a local customer service team to handle all inquiries from Johnstown residents.

Our main office location, located at 1941 Heath Parkway in Fort Collins will deliver call support for 9 hours per day (7:30am to 4:30pm) Monday through Friday. A voice message system will be in place for after hours and weekend calls. All phone and email messages left after hours will be addressed promptly within 2 business days.

## COMING SOON

In addition to the customer service hours, customers also have the ability to reach us 24/7 via our website, [RepublicServices.com](https://RepublicServices.com), or our app, known as MyResource™. This feature will be made available in approximately early 2022, after we shift over from our GSI legacy systems to Republic Services' systems.

Figure 25. **Republic's Website** - *RepublicServices.com* is a one-stop resource.

## Solid Waste and Recycling Services



## Website

We will direct residents to GSIwaste.com. Once we have migrated our website over to RepublicServices.com, we will send out mass communication and explain the many features to your residents.

RepublicServices.com/Johnstown will provide in-depth content specific to a Resources page, Events and Services, Current Rates Customer Support and more. The design process for this page will be done in partnership with Johnstown leadership and staff. The website will also contain numerous links to recycle and compost education and informational videos. A few examples of these educational links are:

<https://recyclingsimplified.com/>  
[https://recyclingsimplified.com/tip\\_category/video/](https://recyclingsimplified.com/tip_category/video/)

## MyResource™

Figure 26. **Mobile App** – My Resource™





MyResource™ is an application for mobile devices that can be used to schedule a pick-up, report a missed pick-up, receive service notifications and much more. This app can be easily downloaded from the App Store for Apple or Google Play for Android.

## Sustainability

Sustainability contributes to a cleaner world, while also providing opportunities to improve brand awareness, increase customer loyalty, grow our business, motivate our employees and differentiate Republic Services from our competitors.

We believe we have a responsibility to regenerate our planet with the materials we are entrusted to handle every day by driving increased recycling and composting, generating renewable energy, and helping our customers be more resourceful.

Additionally, we must lead by example, working diligently to improve our relationship with the environment and society through decreased vehicle emissions, innovative landfill technologies, use of renewable energy, community engagement and employee growth opportunities.

Our industry-leading sustainability platform is focused on increasing recycling, decreasing vehicle emissions, generating renewable energy, and enabling our customers to be more resourceful. In 2018, Republic Services steadily built upon its sustainability achievements.

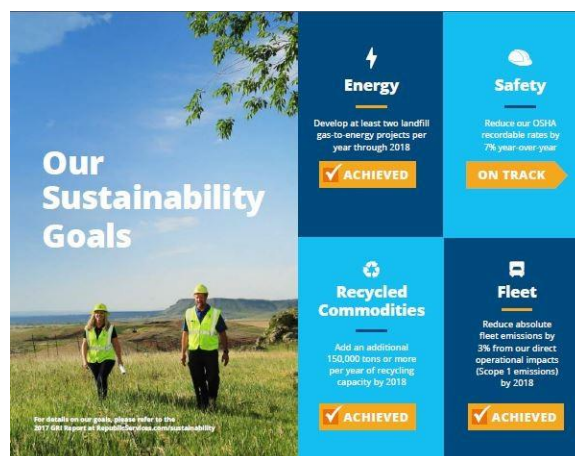
We continue to find new avenues for sustainability success. Consider our five-point sustainability platform

- **Operations.** We are working to minimize the impact of our operations around our fleet and our facilities. We will continue to reduce our carbon emissions, by adding more recycling capacity, increasing our CNG fleet and

## Solid Waste and Recycling Services

opening additional alternative energy-producing facilities.

- **Materials Management.** When we extract materials from the waste stream (commodities and/or energy), we reduce greenhouse gas emissions and your community's carbon footprint.
- **Communities.** Our Empty, Clean, Dry™ recycling outreach and education program help your residents and business people recycle more and waste less.
- **Safety.** We are committed to creating a safe environment for our customers, communities and employees. A recent national study found that Republic Services is the safest solid waste company – 41% safer than national average.
- **People.** We employ and develop talented professionals who are committed to sustainability, our customers and each other.



## Transition Plan



***We are seasoned experts in the low risk, successful transition of services from your current provider to Republic Services. Through transparent and involved collaboration with you, our seamless transition will leave the City and your residents happy with your choice of Republic Services.***

### **Experience Matters**

Republic Services successfully implements more than 75 new municipal contracts each year, and we will bring our national strength and local expertise to every one of them. Each transition takes into consideration the unique needs of the contract and Town. The key to success, regardless of project details, relies on communication:

1. We start with a transition timeline, crafted in collaboration with the City. This transition plan includes milestones, roles/responsibilities and contact information.
2. Frequent, pro-active communication with the City to ensure no surprises along the way. Weekly in-person meetings and phone calls/emails as the situation requires. Our philosophy is sharing news

*Figure 28. **Low Risk Transition** - From contract award to service start date our teams are visible and in constant communications*



**Successful transition covers many details**

as that gives everyone a chance to prepare and respond in a timely fashion.

3. Data sharing and operational field coordination with current contractor to ensure all open requests are met and service information is accurate.

Monitoring of open service notes is critical, especially when the transition date nears. The current hauler is responsible for the service note up until the current contract expires; there may be some service issues that cannot be resolved in the time allotted and will become the new haulers responsibility. Our operations teams and customer service professionals understand the need to keep a close eye on open service notes. Cart removal and delivery also require careful coordination with field crews. Customers need same-day service from both providers, and our local teams work with the current hauler to streamline this function for a seamless transition.

4. Timely and redundant communications through a variety of channels is key to a successful transition.

5. Daily communication with the internal team to assess project status and timeline benchmarks. Our operational management team meets daily with our supervisors and maintenance team to ensure critical items are addressed. The publicity and education team meets with the transition lead (operations manager), customer service manager and general manager to ensure customer-specific aspects of the rigorous training for customer service staff and drivers. Dedicated phone lines, contract-specific information, route development and truck test drives combine to bring a safe and well-informed team.

Regular communication with vendors supplying containers, printed material, trucks and on-board computing systems. Our experience has shown that



relationships matter—when we need equipment, we get it. Our national strength and buying power is leveraged for your benefit. Nationally, we have secured relationships with key printing/mail house partners who put our needs first in a time-critical situation.

### **Promotion & Education**

Thirty days prior to the commencement Republic Services shall mail an 8-1/2"x11" two-color notice to each City resident informing them of the specifics of the trash and recyclables collection program. This notice shall include upcoming special events and a complete list of fees and services offered to each customer. A collection schedule includes a listing of what materials can go into the recyclable materials bin, instructions on the proper handling of the collection bins, changing container size, and what customers are to do with overflow trash.

Republic Services agrees to provide another such notice anytime there is a rate increase or a change in the collection program. All new customers will receive a Welcome to the Program Letter to include information on the rates, fees, and service level options as well as the recycling services and collection schedule. In advance of any mailings or inserts, Republic Services will send a draft insert to the City Project Manager in digital format to get approval in writing from the City.

### **Public Info Meetings**

Republic Services agrees, prior to implementation to participate with City staff and Council in at least two public meetings that will describe the new service to City residents.

### **Knowing Our Customers**

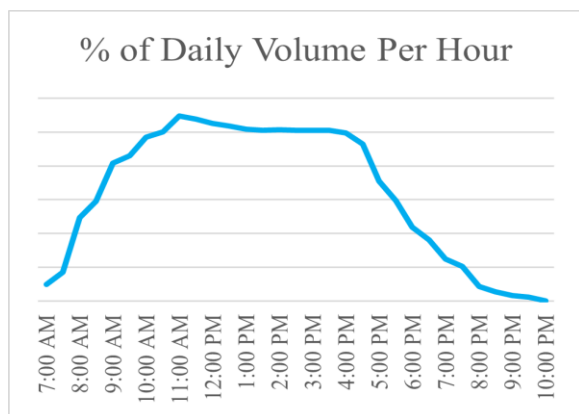
Creating the optimal customer service offering starts with studying and understanding our customers, about how and when they want to contact us for help.

### **Optimal Call Center Hours**

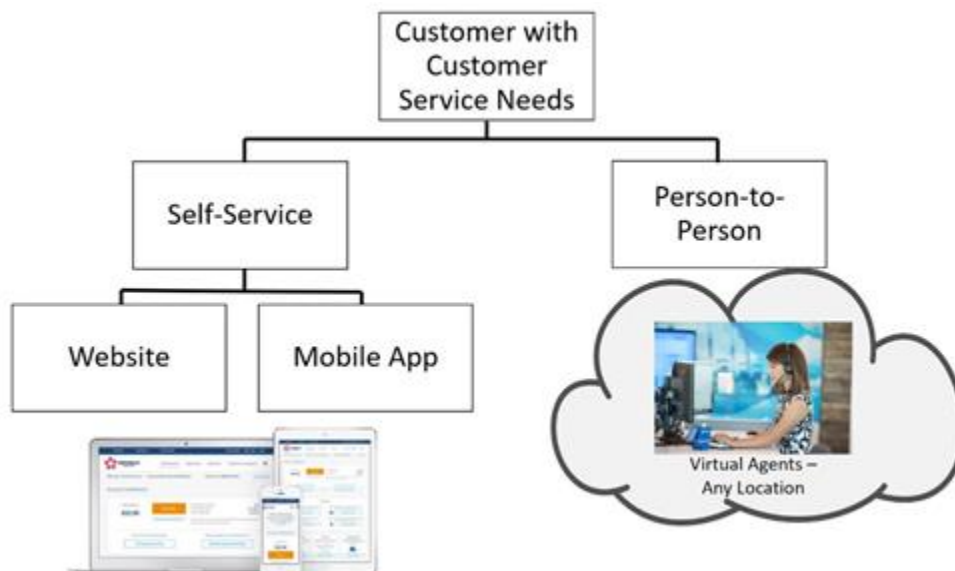
During a 12-month period in 2019, we collected and tracked every call that was made to our staffed call centers across America. Over 12.7M calls were received during that timeframe, when our call centers were open from M-F (7am to 6pm), and Saturday (8am-1pm).



**Figure 19 . Optimal Call Center Hours.**  
Analysis of over 12M calls in a 12-month period shows 90%+ of all calls occur M-F between 7:30am and 5:00pm



**Figure 18 Comprehensive Customer Service.** Our customer service offering spans self-service options to person-to-person contact to offer unmatched service, 24/7 daily. For the Town of Johnstown, our local customer service team will be handling your requests. \*\*\*Note: If residents call the national number, they may speak with someone outside of Fort Collins, CO.





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

This insight allows us to define the best practice for call center hours to be M-F from 7:30am to 5:00pm.

### Customer Self-Service

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

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

Our customers will soon have the ability to reach us 24/7 via our website, [www.RepublicServices.com](http://www.RepublicServices.com), or via our Republic Services mobile app.

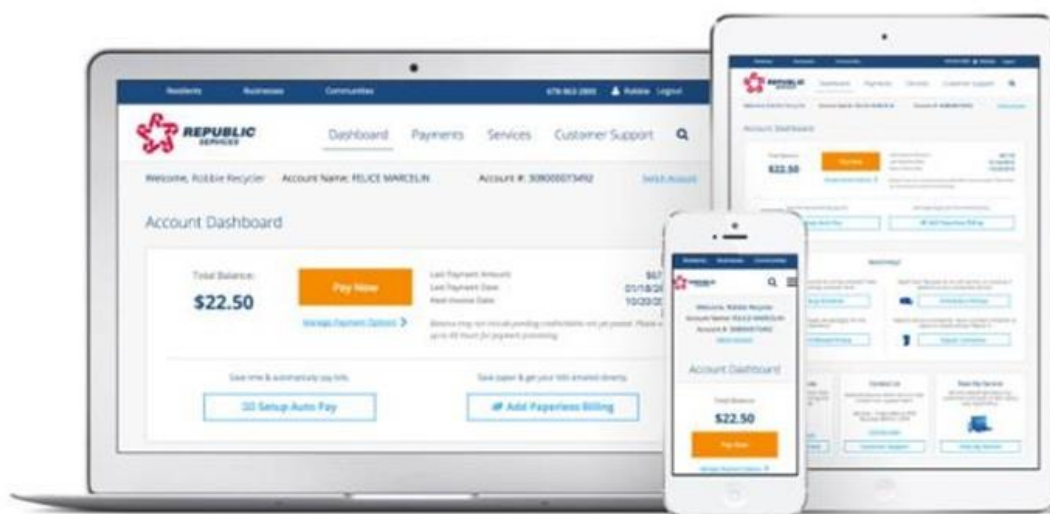
Our self-service options are designed to improve overall response time, enabling resolution to simple customer inquiries and needs anytime, anywhere with the least amount of customer inconvenience as possible. Through our website and mobile app customers can:

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

### Access to Live Agents, Virtually

When the pandemic of 2020 hit, we learned some powerful lessons regarding optimal

*Figure 20 Web and Mobile App Based Simple Solutions. Customers are able to self-serve billing and common requests 24/7 using our web and mobile app offering.*



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

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

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

- Initial questions for the customer help determine the complexity of the request. Simple requests are routed for virtual agents that can handle calls from anywhere in the country from their own home if needed. More complex needs can be routed to more specialized agents with knowledge of the geography and operations if appropriate.
- The customer's phone number then associates with known customer details in our database and triggers the integrated system to populate with a map of your service address, level of service, past service requests, and your city-specific contract information. This

## Solid Waste and Recycling Services

knowledge-based system even shows the customer's current weather.

- The agent confirms the customer's name and service address and begins to assist the customer with the reason for their call.
- If the question requires communication with the local operations team (such as, missed pick-up or container exchange), the agent can instantly connect with the local operations team through our national network.
- Often, the customer's concern is handled by the time s/he hangs up the phone. For those issues requiring operations support the issue will be addressed in the most-timely manner.
- Customers have the option to leave a recorded message or speak to a Supervisor if they choose

## Post-Call Customer Satisfaction Surveys

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

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

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

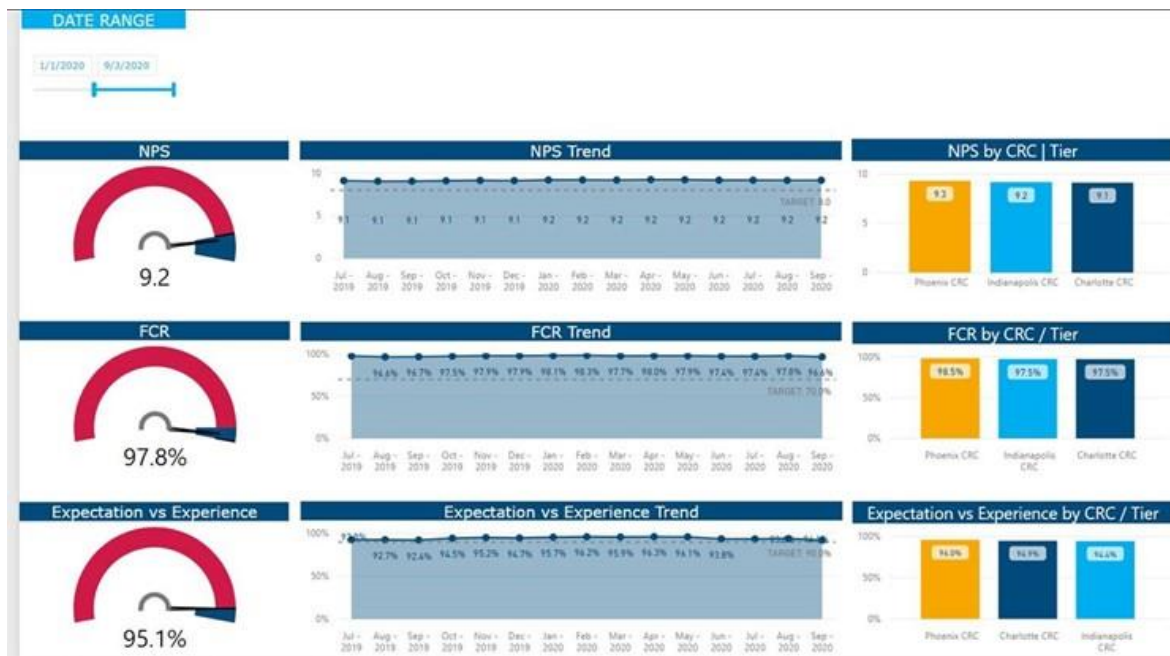
- a. Press 1 if less time than you expected,
- b. Press 2 if about as much time as you expected, or
- c. Press 3 if more time than you expected

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

### Net Promoter Score

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

Figure 21 . **Immediate Customer Feedback.** Customers can answer a three-question survey after each call, offering us immediate insight into customer satisfaction





## Community Engagement

*Serving our customers goes beyond handing their recycling and waste needs. Service is about being a good neighbor to the communities where we live, work, and raise our families. Whether we are volunteering or donating our time or resources, our willingness to give back is yet another way we make a difference.*

At Republic Services, our customers can always rely on us to handle their recycling and waste needs in a way that is easy and effortless. But our promise goes far beyond our business. We pride ourselves on being a good neighbor and supporting the communities where we live and work. We want to do our part to help build stronger, safer communities.

### Thought Leadership

Delivering exceptional services to a community requires that we remain a thought leader in the complex topics that our industry requires. We understand the complex regulations and requirements to responsibly manage and dispose of the nation's recycling and waste.

We are heavily engaged in the top municipal associations in the country, as well as important local organizations, which include:

- National League of Cities (NLC)
- International City Manager's Association (ICMA)
- Council of Mayors
- National Waste and Recycling Association (NWRA)
- Solid Waste Association of North America (SWANA)
- Colorado Municipal League
- Recycle Colorado
- Many Local Chamber of Commerce Entities
- Johnstown/Milliken Connect

### *We are a committed, visible partner for your municipality*

- We're watching out for your program - partnering with local law enforcement
- \$8.7M total charitable giving for 2020

Through these forums, we can contribute as a thought leader, as well as listen and understand the critical and emerging topics within our communities. This enables us to continue to tell our customers that "We'll handle it from here™."

### Community Events

Helping the local community and leaders understand the complexity of the industry is a big part of our role. We frequently execute events that enable increased awareness and understanding of how to responsibly dispose of recycling and waste, as well as hold events that assist the community in doing the right thing for our environment.

Recycling events can educate the community on what and how to recycle properly, using our Empty, Clean and Dry methodology. Lastly, we offer tours of our facilities, to help educate the community on how the operations work, and to show how much effort and care goes into ensuring that the recycling and waste material from your community is properly handled and disposed in a responsible manner.

Figure 22 **We are a visible** and highly engaged partner, because we live and work in your community.





Figure 5 Republic Services is a proud supporter of **Johnstown BBQ Days!**



## Volunteering

Over 200 employees live, work, and are committed to being involved in your community. We frequently dedicate time to volunteering at community events, local charities, and with initiatives that are important to the municipality. As a partner in your community, we engage with your staff to ensure we understand the initiatives and events that our employees can align with, so that our volunteer efforts can help advance your goals and visions.

## Additional Events

- Johnstown BBQ Days
- 40+ Community Festivals and Events in Northern Colorado and Southern Wyoming
- Tradeshow Booths
- Elementary and Post-Secondary In-School and Online Presentations – *Focusing on Recycling Simplified, Composting with Worms and Plastic Pollution*
- Colorado State University Athletics Booth and Customer Appreciation Events
- Fundraising and Chamber of Commerce-related Golf Tournaments
- Colorado Youth Outdoors Volunteering
- Touch-a-Truck Events

## Solid Waste and Recycling Services

- Community Outreach & School
- Onsite Audits for Waste Reduction in Neighborhoods and Businesses
- Litter Pick-ups

## In-Kind or Cash Contributions

As a good neighbor, we often support community events and initiatives through in-kind donation of recycling and waste services or cash donations. Large community events involve large crowds of people.

We offer easy and environmentally conscious solutions for recycling and waste disposal. Where needed and appropriate, dumpsters can be utilized to manage the consolidation and removal of recycling and waste from an event.

Figure: 6 **Keeping Communities Clean**  
We participate in litter pick-ups.



## Awards and Recognition

Because of our efforts, Republic Services has been recognized numerous times for our actions as a business and a community partner. Some of these awards and recognition include:

- Named to 3BL Media's 100 Best Corporate Citizens list
- Named to Barron's 100 Most Sustainable Companies
- Named to Fortune's World's Most Admired Companies
- Listed on both CDP and the Sustainability Yearbook
- Named to both the Dow Jones Sustainability World and North America Indices 2020
- Named to Forbes' Best Employers for Women
- Great Place to Work certified four years in a row

## Our National Neighborhood Promise®

***In 2020, the Republic Services Charitable Foundation supported 24 National Neighborhood Promise projects focused on neighborhood revitalization, positively impacting nearly one million residents. This is in addition to ongoing charitable giving by the Company at the business unit level,***

*Figure 23 **Good** neighbors help build stronger neighborhoods, which is why we volunteer in our communities.*



***We develop and maintain a library of public education programs and materials that our partners can leverage in their communities***

- 24 projects identified in 2020
- 52 million or 1 in 6 across the U.S. are living in distressed neighborhoods
- Aiming to positively impact 20 million people by 2030

### ***in-kind contributions and employee giving and volunteerism.***

We are good neighbors. We stand for strong neighborhoods. Through our charitable giving platform centered on neighborhood revitalization, we are making a promise to help rebuild, revitalize and restore places and spaces in need, ultimately creating stronger neighborhoods that sit at the heart of our planet.

Our National Neighborhood Promise is a charitable program funded by the Republic Services Charitable Foundation. This program provides financial support, in-kind products and services, and volunteer opportunities to select nonprofit charitable organizations focused on neighborhood revitalizations. These partnerships create a unique opportunity to strengthen the neighborhoods where our employees and customers live and work.

Through our program, we:

- Renovate / build parks & playgrounds
- Plant community gardens
- Restore public infrastructure
- Reduce neighborhood blight
- Clean up communities

## How We Partner

The Republic Services Charitable Foundation partners with select nonprofit organizations to directly support neighborhood revitalization projects and programs in local markets. These partnerships are vital to the success of our program and create a unique opportunity to strengthen our neighborhoods side-by-side with the residents and employees that live there.

While the Foundation's primary focus is neighborhood revitalization, we also support nonprofit charitable organizations that demonstrate community impact in the areas of safety, disaster relief and social services.

*Figure 24. **Our 2020 Calendar** is full, and we are continually looking for additional projects for the future.*



## Appendix D

### Monthly Reporting Requirements

#### 1. TOWN'S REQUEST

Certified monthly weight slips with the date, time, collection route, driver's identification, vehicle number, tare weight, gross weight and net weight for each loaded vehicle.

#### REPUBLIC SERVICES'S RESPONSE

YES. We can provide this information in computer generated report. We will also need to create a separate report for the Town using weight tickets.

#### 2. TOWN'S REQUEST

Tons of solid waste, recycling, yard waste/compost if applicable, bulk waste, appliances, and electronics, (recycling should be broken down by commodity).

#### REPUBLIC SERVICES' RESPONSE

YES. We will ensure any special pickups are detailed with our Dispatch Department, so we can create a tonnage estimate report on the backend using our internal Encore System. When we migrate from Encore to InfoPro and Salesforce, we will still have access to this information.

#### 3. TOWN'S REQUEST

Copy of each complaint received directly by the Contractor.

#### REPUBLIC SERVICES' RESPONSE

Yes. This report can be run in Encore from the comments page, using the code compliant, as well as search information.

While Republic Services is on the Encore System, our Municipal Team will be able to pull reports for the

municipality and provide the data and requested information for the Town of Johnstown.

Once we migrate to InfoPro and Salesforce, there will be the ability for the identified staff member from the Town of Johnstown to have access to pull reports and retrieve data in real-time. We will work with the municipality and conduct training on the systems' features, when we are further along in the migration process. These systems have worked very well for other municipalities in the state of Colorado and throughout the United States.

We can also include social media comments as a separate report, which our Municipal Team would retrieve and compile from the Republic Services/Gallegos Sanitation Facebook and Instagram pages and inboxes. \*\*\*Please note: During the course of the contract period, we expect our localized Facebook and Instagram pages to transition to the main Republic Services' national pages, where a devoted team at our headquarter office will be managing and monitoring comments from all across the United States.

#### 4. TOWN'S REQUEST

Purchased Cart Inventory List organized by month.

#### REPUBLIC SERVICES' RESPONSE

Yes, we can easily provide this to the Town of Johnstown.





## Annual Reporting Requirements

1. TOWN'S REQUEST

Provide an annual report with a summary of the prior year and include tons of solid waste, recycling, yardwaste/compost, if applicable, and bulk waste collected.

REPUBLIC SERVICES'S RESPONSE  
YES. We will provide this by way of an electronic and printed PDF file.

2. TOWN'S REQUEST

Provide the trends in the solid waste industry.

REPUBLIC SERVICES'S RESPONSE  
YES, we supply this information in our annual report, as well as keep the municipality updated during our monthly meetings and as needed.

3. TOWN'S REQUEST

Provide Recovery Rates, such as pounds per household.

REPUBLIC SERVICES'S RESPONSE  
YES, we will be able to supply this utilizing our total route tons and yards by route and dividing by the number of households participating in each kind of service.

4. TOWN'S REQUEST

Supply the Participation Rates.

REPUBLIC SERVICES'S RESPONSE  
YES. We can provide a report that highlights who has recycling vs. trash and offer a percentage of of recycling participation this way. We can also provide a set out report, which lets the Town now what the cart set out percentage is.

5. TOWN'S REQUEST

Showcase the efforts the Contract has made to reduce waste and increase diversion.

## Solid Waste and Recycling Services

REPUBLIC SERVICES'S RESPONSE  
YES. We will absolutely provide this information.

6. TOWN'S REQUEST

List any Contractor plans to improve the Town's program.

REPUBLIC SERVICES'S RESPONSE  
YES, we are continually looking for opportunities to move the sustainability needle further and have a vast array of local, national and international end-markets when it comes to recycling resources.

We also offer several "easy-to-get started" opportunities for homes and businesses, Recycling Simplified for children all the way to adults, and many other options.

7. TOWN'S REQUEST

Provide a list of large item collections performed throughout the year.

REPUBLIC SERVICES'S RESPONSE  
YES, we will supply this. When the resident contacts our Dispatch Team to schedule the large bulk item pickup, our team will note the type of material and quantity. This will allow us to easily pull a report and offer the Town high-level all the way down to the granular data.



## **Annual Performance Review Meeting**

Upon receipt of the Contractor's Annual Report, the Town will schedule an annual meeting with the contractor to discuss the items below, and at their discretion, other related topics.

We look forward to the opportunity to discuss the Annual Report and the listed items below:

1. Review of the Annual Report
2. Contractor's Performance Based on Customer and Town Feedback
3. Review the annual progress on reducing greenhouse gas emissions from its activities in the contract.
4. Review the Contractor's recommendations for improvements to the Town's program, including enhanced public education and other opportunities.
5. Review staff recommendations for improving the Contractor's services.



**REPUBLIC**  
SERVICES



Johnstown  
Colorado

**Solid Waste and Recycling Services**

## Appendix E

This page is left blank intentionally.



**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## Solid Waste and Recycling Services



### CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 2

DATE (MM/DD/YYYY)  
02/01/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> CANNON COCHRAN MANAGEMENT SERVICES, INC. 17015 N. SCOTTSDALE RD SCOTTSDALE, AZ 85255	<b>CONTACT NAME:</b> PHONE (A/C No. Ext): FAX (A/C No. Ext): E-MAIL ADDRESS: cert@ccmsi.com														
<b>INSURED</b> REPUBLIC SERVICES, INC. 18500 N. ALLIED WAY PHOENIX, AZ 85054	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: ACE American Insurance Co.</td> <td>22667</td> </tr> <tr> <td>INSURER B: Indemnity Insurance Company of NA</td> <td>43575</td> </tr> <tr> <td>INSURER C: ACE Fire Underwriters</td> <td>20702</td> </tr> <tr> <td>INSURER D: Illinois Union Insurance Company</td> <td>27960</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: ACE American Insurance Co.	22667	INSURER B: Indemnity Insurance Company of NA	43575	INSURER C: ACE Fire Underwriters	20702	INSURER D: Illinois Union Insurance Company	27960	INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: ACE American Insurance Co.	22667														
INSURER B: Indemnity Insurance Company of NA	43575														
INSURER C: ACE Fire Underwriters	20702														
INSURER D: Illinois Union Insurance Company	27960														
INSURER E:															
INSURER F:															

#### COVERAGES

CERTIFICATE NUMBER: 1937419

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			HDO G71452892	06/30/2020	06/30/2021	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 5,000,000 MED EXP (Any one person) PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			ISA H25305425	06/30/2020	06/30/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) EACH OCCURRENCE AGGREGATE
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WLR C67458424 ACS WLR C67458382 AZ/CAMA/VR SCF C67458461 - WI WCU C67458503 - OH XS TNS C66948560 - TX N5XS	06/30/2020	06/30/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 3,000,000 E.L. DISEASE - EA EMPLOYEE \$ 3,000,000 E.L. DISEASE - POLICY LIMIT \$ 3,000,000

#### DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Division Number: 4642 - Named Insured Includes: Allied Waste Systems, Inc.

#### CERTIFICATE HOLDER

#### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

© 1988-2016 ACORD CORPORATION. All rights reserved.





**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## Solid Waste and Recycling Services

AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



### ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY		NAMED INSURED	
POLICY NUMBER See First Page		REPUBLIC SERVICES, INC. 18500 N. ALLIED WAY PHOENIX, AZ 85054	
CARRIER See First Page	NAIC CODE	EFFECTIVE DATE:	

#### ADDITIONAL REMARKS

CERTIFICATE NUMBER: 1937419

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM.

FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

The following provisions apply when required by written contract. As used below, the term certificate holder also includes any person or organization that the insured has become obligated to include as a result of an executed contract or agreement.

#### GENERAL LIABILITY:

Certificate holder is Additional Insured including on-going and completed operations when required by written contract.  
Coverage is primary and non-contributory when required by written contract.  
Waiver of Subrogation in favor of the certificate holder is included when required by written contract.

#### AUTO LIABILITY:

Certificate holder is Additional Insured when required by written contract.  
Coverage is primary and non-contributory when required by written contract.  
Waiver of Subrogation in favor of the certificate holder is included when required by written contract.

#### WORKERS COMPENSATION AND EMPLOYERS LIABILITY:

Waiver of Subrogation in favor of the certificate holder is included when required by written contract where allowed by state law.

Stop gap coverage for ND, WA and WY is covered under policy no. WLR C67458424 and stop gap coverage for OH is covered under policy no. WCU C67458503, as noted on page 1 of this certificate.

#### TEXAS EXCESS INDEMNITY AND EMPLOYERS LIABILITY:

Insured is a registered non-subscriber to the Texas Workers Compensation Act. Insured has filed an approved Indemnity Plan with the Texas Department of Insurance which offers an alternative in benefits to employees rather than the traditional Workers Compensation Insurance in Texas. The excess policy (#TNS C66948560) shown on this certificate provides excess Indemnity and Employers Liability coverage for the approved Indemnity Plan.

Contractual Liability is included in the General Liability and Automobile Liability coverage forms. The General Liability and Automobile Liability policies do not contain endorsements excluding Contractual Liability.

Separation of Insured (Cross Liability) coverage is provided to the Additional Insured, when required by written contract, per the Conditions of the Commercial General Liability Coverage form and the Automobile Liability Coverage form.

Additional insured includes: City of Fort Collins, its officers, agents and employees, when required by written contract.



Figure 21. Republic Services' 2019 Year Ending Consolidated Balance Sheet.  
Selected financial data.

		December 31, 2019	December 31, 2018
<b>REPUBLIC SERVICES, INC.</b>			
<b>CONSOLIDATED BALANCE SHEETS</b>			
<b>(in millions, except per share data)</b>			
<b>ASSETS</b>			
Current assets:			
Cash and cash equivalents	\$	47.1	\$ 70.5
Accounts receivable, less allowance for doubtful accounts and other of \$34.0 and \$34.3, respectively		1,125.9	1,102.7
Prepaid expenses and other current assets		433.0	391.2
Total current assets		1,606.0	1,564.4
Restricted cash and marketable securities		179.4	108.1
Property and equipment, net		8,383.5	8,020.1
Goodwill		11,633.4	11,400.1
Other intangible assets, net		133.9	106.5
Other assets		747.6	417.8
Total assets	\$	22,683.8	\$ 21,617.0
<b>LIABILITIES AND STOCKHOLDERS' EQUITY</b>			
Current liabilities:			
Accounts payable	\$	777.9	\$ 761.5
Notes payable and current maturities of long-term debt		929.9	690.7
Deferred revenue		336.0	338.7
Accrued landfill and environmental costs, current portion		132.6	130.6
Accrued interest		74.0	68.5
Other accrued liabilities		814.2	728.6
Total current liabilities		3,064.6	2,718.6
Long-term debt, net of current maturities		7,758.6	7,646.8
Accrued landfill and environmental costs, net of current portion		1,703.2	1,701.6
Deferred income taxes and other long-term tax liabilities, net		1,180.6	1,028.3
Insurance reserves, net of current portion		276.5	270.8
Other long-term liabilities		579.4	321.4
Commitments and contingencies			
Stockholders' equity:			
Preferred stock, par value \$0.01 per share; 50 shares authorized; none issued		-	-
Common stock, par value \$0.01 per share; 750 shares authorized; 353.3 and 351.9 issued including shares held in treasury, respectively		3.5	3.5
Additional paid-in capital		4,994.8	4,924.9
Retained earnings		5,317.3	4,750.5
Treasury stock, at cost; 34.5 and 29.4 shares, respectively		(2,199.6)	(1,782.6)
Accumulated other comprehensive income, net of tax		2.2	30.8
Total Republic Services, Inc. stockholders' equity		8,118.2	7,927.1
Non-controlling interests in consolidated subsidiary		2.7	2.4
Total stockholders' equity		8,120.9	7,929.5
Total liabilities and stockholders' equity	\$	22,683.8	\$ 21,617.0

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



OFFICE OF THE SECRETARY OF STATE  
OF THE STATE OF COLORADO

**CERTIFICATE OF FACT OF GOOD STANDING**

I, Jena Griswold, as the Secretary of State of the State of Colorado, hereby certify that,  
according to the records of this office,

**ALLIED WASTE SYSTEMS, INC.**

is an entity formed or registered under the law of Delaware, has complied with all  
applicable requirements of this office, and is in good standing with this office. This entity has  
been assigned entity identification number 20031287338.

This certificate reflects facts established or disclosed by documents delivered to this office on  
paper through 03/22/2021 that have been posted, and by documents delivered to this office  
electronically through 03/23/2021 @ 11:15:45.

I have affixed hereto the Great Seal of the State of Colorado and duly generated, executed, and issued this  
official certificate at Denver, Colorado on 03/23/2021 @ 11:15:45 in accordance with applicable law.  
This certificate is assigned Confirmation Number 13040543.



*Jena Griswold*

Secretary of State of the State of Colorado

\*\*\*\*\*End of Certificate\*\*\*\*\*  
*Notice: A certificate issued electronically from the Colorado Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Validate a Certificate page of the Secretary of State's Web site, <http://www.sos.state.co.us/biz/CertificateSearchCriteria.do> entering the certificate's confirmation number displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate. For more information, visit our Web site, <http://www.sos.state.co.us/> click "Businesses, trademarks, trade names" and select "Frequently Asked Questions."*

**Corporate Data Sheet Report**

As of March 23, 2021

**Allied Waste Systems, Inc.**

Incorporated in Delaware on 08/14/1972

Status:	Current	
Entity Type :	Corporation	
Federal ID #:	36-2750252	Internal #: 13
Domicile:		

**Primary Address**18500 North Allied Way  
Phoenix, Arizona 85054**Directors**

	<u>Title</u>
Brian A. Goebel	Director

**Officers**

	<u>Title</u>
Robert B. Boyer	President
Kevin P. Bremer	Vice President
Gregg K. Brummer	Vice President
Michael A. Caprio	Vice President
Marieke A. Curley	Vice President
Brent Goodsell	Vice President
Richard D. Kang	Vice President
John B. Nickerson	Vice President
Javara Perrilliat	Vice President
Larson Richardson	Vice President
Eileen B. Schuler	Vice President
Jennifer L. Thomson	Vice President
Adrienne W. Wilhoit	Vice President
Lawrence D. Focazio	Vice President, Tax
Eileen B. Schuler	Secretary
John B. Nickerson	Assistant Secretary
Jennifer L. Thomson	Assistant Secretary
Adrienne W. Wilhoit	Assistant Secretary
Calvin R. Boyd	Treasurer

**Direct Owners**

	<u>Registered in</u>	<u>%Ownership</u>
Allied Waste North America, LLC	Delaware	100.0000 %



**Corporate Data Sheet Report**

As of March 23, 2021

Allied Waste Systems, Inc.

**Registrations**

<b>Arizona</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	F-0100517-8		10/16/1992	
<b>California</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	C1594086		08/24/1987	
<b>Colorado</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	20031287338		09/08/2003	
<b>Delaware</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Incorporation	0784271		08/14/1972	
<b>Indiana</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	2006121200666		12/11/2006	
<b>Massachusetts</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	362750252		09/02/1987	
<b>Michigan</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	800991220		02/13/1985	
<b>New Hampshire</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	177958		10/19/1992	
<b>New York</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	1168812		12/03/1987	
<b>Ohio</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	FL650835		02/01/1985	
<b>Oklahoma</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	2300385229	FRX-10156076-08	03/31/1982	
<b>Texas</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	00073885-06	13627502522	08/26/1987	
<b>Utah</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	1023175-0143		01/23/1989	
<b>Wyoming</b>	<u>Charter No.</u>	<u>Tax ID No.</u>	<u>Date</u>	<u>End Date</u>
Qualification	2020-000961885		12/01/2020	





## Bank and Credit References

All inquiries for bank references must be made by fax.

<b>Bank of America</b> Attn: Confirmation Department Reference: Republic Services Inc. Tax ID: 65-0716904 Phone: (803)832-7770 Fax (toll #): (900)733-5100 Online: <a href="http://www.bankVOD.com">www.bankVOD.com</a>	<b>J P Morgan Chase Bank</b> Attn: Confirmation Credit Inquiries PO Box 955200 Fort Worth, TX 76155-2732 Reference: AWIN Management, Inc. Tax ID: 76-0353318 Phone: (800)550-8509 Fax: (817)345-3795
<b>Wells Fargo</b> Attn: Confirmation Department Reference: Republic Services Inc. Tax ID: 65-0716904 Phone: (540)563-7323 Fax (toll #): (844)879-0544 (Audits and Credit Inquiries); (844)879-0416 (Routing Number and Verification Requests)	



**REPUBLIC**  
SERVICES



Johnstown  
Colorado

## Solid Waste and Recycling Services

This page is intentionally left blank.