

| ZONE 2 SERVICE | Allied (Alt) - Comments | Score | MarBorg (Alt) - Comments | Score | WM (Base) - Comments | Score |
|--|---|--------------|---|--------------|---|--------------|
| Quality Service (35%) | | 3 | | 5 | | 3 |
| Company Qualifications & Experience | | | | | | |
| Business Structure | Fulfilled proposal requirements. <ul style="list-style-type: none"> Legal Entity: Allied Waste Services of North America, LLC (parent company is Republic Services, Inc.) No subcontractors | | Fulfilled proposal requirements. <ul style="list-style-type: none"> Legal Entity: MarBorg Industries No subcontractors | | Fulfilled proposal requirements. <ul style="list-style-type: none"> Legal Entity: Valley Garbage & Rubbish Co., Inc. dba Health Sanitation Service(HSS), owned by Waste Management, Inc No subcontractors | |
| Provision of similar Service | Fulfilled proposal requirements. <ul style="list-style-type: none"> Listed 34 franchise agreements (3 in SB County: Goleta, City of SB and County Zone 2) and 27 non-franchise/permit jurisdictions. | | Fulfilled proposal requirements. <ul style="list-style-type: none"> Listed 6 franchise agreements, all in SB County: County Zones 1 & 3, Goleta, City of SB, City of Buellton, & UCSB. | | Fulfilled proposal requirements. <ul style="list-style-type: none"> Listed 37jurisdictions in the counties of Los Angeles, San Luis Obispo, SB and Ventura, including Vandenberg AFB, Guadalupe, Solvang and County Zones 4 & 5. | |
| Past experience Initiating service | Fulfilled proposal requirements. <ul style="list-style-type: none"> Athens Disposal District La Crescenta/Montrose Los Angeles Disposal Districts: Firestone, Lennox, Belvedere, Walnut Park, Mesa Heights Cities of Hawthorne, Hermosa Beach, Redondo Beach, Lynnwood, Alhambra | | Fulfilled proposal requirements. <ul style="list-style-type: none"> City of Buellton City of Santa Barbara County of Santa Barbara | | Fulfilled proposal requirements. <ul style="list-style-type: none"> City of Arcadia City of Los Angeles City of Lancaster City of Malibu City of Rolling Hills Estates City of Westlake Village And others | |
| Current management & customer service systems | Fulfilled proposal requirements. <ul style="list-style-type: none"> Use InfoPro software for customer call logs, work orders, bills, routing, and vehicle maintenance. Local administrators run reports. Provided answer to staff's question re: past inability to prepare customer service level reports – data entered by non-local employee – will enter correct data soon. No link b/w issues on the | (-) | Fulfilled proposal requirements. <ul style="list-style-type: none"> Use i-Pak software, created by the Soft-Pak company and custom programmed for MarBorg for customer service levels, billing, complaints, info from drivers, and vehicle maintenance. Software interfaces with routing & billing data. Allocates material collected on each route to relevant jurisdictions Same day collection of missed pickups | (+) | Fulfilled proposal requirements. <ul style="list-style-type: none"> Use WasteRoute software that integrates billing with Main Database (MAS), as well as provides GPS, routing & productivity data. AS/400 system (MAS) to log and record customer complaints. Has an internal customer service measurement tool called Service Machine. Uses MAS to ensure access to complete info for customers | (0) |

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| | <p>routes and InfoPro but will link them if get Zone 2</p> <ul style="list-style-type: none"> • Would use 1 call center for all jurisdictions, employees trained in customer service, same day complaint resolution goal, will call customer if believe situation is not resolved. Scheduled to implement new phone system in Spring to allow caller and response tracking. • Calls are returned w/in 2 hrs; emails w/in 8 hrs. • Provided website address. • Employees receive vacation, life insurance, disability insurance, 401K retirement plan, etc. • On-line payment options for customers | | <ul style="list-style-type: none"> • Ranked highest on customer satisfaction surveys • Have 1 call center for all jurisdictions, located at 728 E. Yanonali St in Santa Barbara, 14 CSRs. • Nortel call monitoring to ensure all calls are picked up, hold time no longer than 30 seconds, etc. • Employees receive vacation, life insurance, medical and dental insurance, and retirement plans. • Provided website address. • On-line payment options for customers | | <p>related to rates, bulky item collection, etc.</p> <ul style="list-style-type: none"> • Each complaint is issued a service ticket; all tickets are required to be resolved & closed within 24 hours of receipt • One call center located in Santa Maria with representatives dedicated to the County. • Protocol is to answer the phone in less than 15 seconds or 3 rings. • County contacts will be responded to no later than the next business day. • WM would create a website exclusively for SB County. • On-line payment options for customers | |
| Key personnel | Key Personnel for management listed but references were not provided. Use existing local staff and regional VP, Safety Mgr, Public Education, Human Resources staff | | Fulfilled proposal requirements. All local employees. Need to hire additional drivers. Willing to hire Allied drivers if awarded Zone 2 and need additional drivers. | | Fulfilled proposal requirements. Would use local staff, regional education manager, need to hire new drivers | |
| Past performance (litigation) | Fulfilled proposal requirements. <ul style="list-style-type: none"> • No criminal proceedings • 6 civil lawsuits • 5 administrative proceedings • No liquidated damages | | Fulfilled proposal requirements. <ul style="list-style-type: none"> • No criminal proceedings • 2 civil lawsuits • 0 administrative proceedings • No liquidated damages | | Fulfilled proposal requirements. <ul style="list-style-type: none"> • No criminal proceedings • 16 civil lawsuits • 41 personal injury or property damage claims • Administrative proceedings – 5 environmental regulatory, 2 OSHA. • No liquidated damages | |
| Worker Safety | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Provided worker safety record for 5 yrs. | | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Provided worker safety record for 5 yrs. | | Proposal requirements not fulfilled - worker safety record for 5 yrs not provided. | |

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| | <ul style="list-style-type: none"> • Provided detailed info on employee training including Zero Tolerance Safety Policy and Safety Meetings. | | <ul style="list-style-type: none"> • Provided detailed info on employee training. | | Provided detailed info on employee training. | |
| Collection Services | | | | | | |
| Routing strategies & Assumed productivity | Resid Curbside Cart Productivity: <ul style="list-style-type: none"> • Refuse – 670 stops/day • Recyc – 796 stops/day • Green – 796 stops/day Commercial & Resid (MFD) Bin service (on-premises): <ul style="list-style-type: none"> • Refuse – 111 stops/day • Recyc – 50 stops/day • Green – 20 stops/day # of Customers - Assumptions: <ul style="list-style-type: none"> • Resid Carry-out – avg 3%; maybe as high as 5% | | Resid Cart & Commercial & Resid Bin Productivity: <ul style="list-style-type: none"> • Refuse - 777 stops/day (4 days/week; 9 hrs/day) • Recyc- 4 days/every other week; 9 hrs/day • Green- 4 days/week; 9 hrs/day 3,110 HHs serviced via ASL vehicle – 777 stops/day 490 HHs serviced via rear loader 490 in 0.75 day or 7 hrs. 200 HHs serviced via satellite truck 200 in 1 day or 9 hrs. # of Customers - Assumptions: <ul style="list-style-type: none"> • Resid Carry-out – est. 1% • Resid Backyard – est. 3% | | Resid Cart & Commercial & Resid Bin Productivity: <ul style="list-style-type: none"> • Refuse - 75 stops/hour • Recyc- 105 stops/hour • Green- 85 stops/hour No mention of # of hrs per day. Commercial & Resid (MFD) Bin service (on-premises): <ul style="list-style-type: none"> • Refuse – 35.5 yards/hour • Recyc – 27.3 yards/hour • Roll-off – 40 min per haul # of Customers - Assumptions: <ul style="list-style-type: none"> • Resid Curbside - 100% of residents will set out MSW; 85% will set out recycling and green waste • Resid Carry-out – est. less than 1% • Resid Backyard – no mention | |
| Residential: 3-stream, carts and bins (recycling & green included with trash service). Free carry-out service | Will provide services as requested in RFP. | | Will provide services as requested in RFP. MarBorg will collect overflow recycling and provide unlimited recycling containers at no charge | | Will provide services as requested in RFP. Will provide manure collection via subscription program and will provide extra carts for manure storage, etc. | |
| Commercial: 3-stream, carts and bins (recycling and green | Will provide services as requested in RFP. | (+) | Will provide services as requested in RFP. | (++) | Will provide services as requested in RFP. | (++) |

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| separately charged from trash service) | Commercial recycling bin rental offered at 50% discount. | | Will sort low and high recyclable content loads at no additional charge | | Will sort high recyclable content dry commercial loads. | |
| Multi-family: 3-stream, carts and bins (up to 30% capacity for recycling included with trash and green charged separately) | Will provide services as requested in RFP. | | Will provide services as requested in RFP. | | Will provide services as requested in RFP. | |
| Extra Items Curbside batteries Postage pre-paid sharps Bi-annual bulky items | Will provide services as requested in RFP. | | Will provide services as requested in RFP. All bulky items will be sorted at MarBorg's C&D facility to ensure maximum diversion. | | Will provide services as requested in RFP. | |
| Disaster Services | Access to national resources | | Installation of 5 backup generators to service their facilities, mutual aid relationship with other haulers, teaming agreements, use Pumpflix to disseminate info, 3 mobile info trailers to be placed in the community | | Access to national resources | |
| Other: Illegal dumping (must provide up to 40 incidents and 10 tons) Refuse & Recycling collection (Bus stops & up to 10 public places) | Illegal dumping – Will provide 80 incidents <u>or</u> 20 TPY at no additional cost. Public Containers – will provide at all bus stops & up to 20 public places. Twice the amount requested in RFP | | Illegal dumping – Will provide services as requested in RFP Public Containers – Will provide services as requested in RFP | | Illegal dumping – will provide services as requested in RFP and all litter within a 10 ft radius of the abandoned waste. Public Containers – Will provide services as requested in RFP | |
| Proposed equipment Trucks Containers | Residential: • CNG-powered automated sideloaders (ASL) w/carts • Crew of one Commercial: | | Types of trucks: • CNG-powered ASL with on-board computer & 5 cameras • CNG-powered rearloader with 1 camera | | Residential: • CNG-powered ASL w/carts • Crew of one Commercial: • CNG-powered ASL w/carts &/or | |

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| | <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or front-end loaders (FEL) w/bins • Crew of one <p>Multi-Family:</p> <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or FEL w/bins • Crew of one <p>Bulky Item Collection:</p> <ul style="list-style-type: none"> • Diesel-powered Flatbed Truck w/liftgate. • Crew of two <p>Number of Trucks:</p> <ul style="list-style-type: none"> • Three ASL (CNG) • One FEL (CNG) • One Flatbed Truck (diesel) (satellite truck to service difficult areas not included in inventory) <p>Containers</p> <ul style="list-style-type: none"> • Provided specs from Otto • Minimum 30% recycled content • Colors: <ul style="list-style-type: none"> • Refuse-tan • Recycling-blue • Organics-green <p>If awarded Zone 2, proposed to add computers to all ASL vehicles which would provide a direct link to InfoPro.</p> <p>CNG fuelling station to be built by May 2011</p> | (+) | <ul style="list-style-type: none"> • CNG-powered FEL with on-board computer & 3 cameras • One Satellite (B5 Bio-diesel) with 3 cameras • One flatbed truck • One utility truck <p>On-board computers are connected to ASL arm and FEL forks.</p> <p>Crew size appears to be one person per automated route, with the following exception: Two employees will be on every automated route for a minimum of 60 days after the new contract begins to assist driver & distribute public education flyers.</p> <p>Number of Trucks :</p> <ul style="list-style-type: none"> • Two ASL (CNG) • One FEL (CNG) • One B5 Bio-diesel rear loader truck • One automated satellite truck (CNG) • One Flatbed Truck <p>Containers:</p> <ul style="list-style-type: none"> • Provided specs from Rehrig Pacific • Minimum 30% recycled content • Colors: <ul style="list-style-type: none"> • Refuse-beige • Recycling-blue • Organics-green <p>CNG fuelling station is already built and operating</p> | (++) | <p>front-end loaders (FEL) w/bins</p> <ul style="list-style-type: none"> • Crew of one <p>Multi-Family:</p> <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or FEL w/bins • Crew of one <p>Bulky Item Collection:</p> <ul style="list-style-type: none"> • Flatbed Truck or other ancillary vehicle. • Unclear how many crew <p>Number of Trucks (all CNG):</p> <ul style="list-style-type: none"> • Three ASL, 36-cy • One FEL, 36-cy • One truck TBD for bulky pickup <p>Containers:</p> <ul style="list-style-type: none"> • Ecocart containers manufactured by Cascade Cart Solutions • 50% recycled content • Colors: <ul style="list-style-type: none"> • Refuse-gray • Recycling-blue • Organics-green <p>Would have to build CNG fuelling station – up to 9 months from award – no discussion of handling this for South Coast.</p> | (-) |

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| Plan for challenging areas | Will continue to use satellite truck to service 90 customers due to narrow streets, etc. | (0) | A satellite and rear loader truck will be used in areas with special considerations (e.g., private roads, dead end streets, narrow roads, or low clearance due to overhead power lines or trees, roads with weight restrictions, small bridges or areas susceptible to road damage). Estimate up to 690 customers will be serviced this way. | (+) | Will provide specialized training to drivers, above and beyond standard training program. | (-) |
| Transition plan | <p>Provided detailed plan as requested in RFP.</p> <p>Public Educ Strategies:</p> <ul style="list-style-type: none"> • Community Workshops (min of four, 60 days prior to start date) • Response card to indicate wanted service level • One-on-one visits with commercial customers • Transition materials • MFD/Commercial orientation packet | | <p>Provided detailed plan as requested in RFP.</p> <p>Public Educ Strategies:</p> <ul style="list-style-type: none"> • Welcome packet • Mail-in post cards for changes to service level • Community workshops • Automation video on Website | | <p>Provided detailed plan as requested in RFP.</p> <p>Public Educ Strategies:</p> <ul style="list-style-type: none"> • Welcome packet • Cart selection mailer • Presentations to schools, civic groups & organizations • Multi-family outreach • Community kick-off meeting | |
| Cost Competitiveness (35%) | | | | | | |
| Cost Competitiveness | | | | | | |
| Reasonableness of Costs | | | | | | |
| Innovative Diversion Programs (15%) | | 3 | | 5 | | 4 |
| Comprehensiveness of Service – Existing Services | Offers basic collection services | (0) | Offers basic collection services and the following: <ul style="list-style-type: none"> • C&D Recycling Facility | (++) | Offers basic collection services and the following: <ul style="list-style-type: none"> • 2 ABOPs | (+) |

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| | | | <ul style="list-style-type: none"> • 2 ABOP facilities • E-waste recycling • Appliance recycling • Buy back/redemption facilities • Cuyama Valley collection – sort at C&D facility • Dirty green waste – sort at C&D facility • High Content/Low Content loads – sort at C&D facility | | <ul style="list-style-type: none"> • 2 buy-back centers • MRF • Recent construction of C&D processing facility • Pilot to sort high content dry commercial loads <p>All in the North County – no mention of operating any of these on South Coast</p> | |
| Comprehensiveness of Service – Proposed Additional Programs | <p>Proposed services are comprehensive, as described in RFP. Innovative approaches include:</p> <ul style="list-style-type: none"> • Reuse Network • Semi-annual shred day (10 tons of shredded material and 4 tons of usable donations in Alhambra) • Annual curbside clothing drive • Community garage sale event • Encourage food generators to donate to Food Bank • Crime prevention/safety watch program • Sustainability grant of \$100,000 to SBCC <p>Offered at an additional cost:</p> <ul style="list-style-type: none"> • Weekly recycling • Economic hardship discount • Food scrap collection | (0) | <p>Proposed services are comprehensive, as described in RFP. Innovative approaches include:</p> <ul style="list-style-type: none"> • Dirty green waste – sort at C&D facility • High Content/Low Content loads – sort at C&D facility • Total increased diversion of 327 tons per year • Advertise material reuse center (Demo 2 Design) • Unlimited residential recycling | (++) | <p>Proposed services are comprehensive as described in RFP. Innovative approaches include:</p> <p>Offered at no additional cost:</p> <ul style="list-style-type: none"> • Collection and sorting of high recyclable content commercial loads – no estimate of amount • For multi-family complexes, will provide two annual bulky/universal/e-waste collection days. • Snapshot Program • Containers for large venue recycling • Annual Reuse Collection Event • Locked Donation Drop-off Bin • Comprehensive Textile Re-Use Program • Senior Sharps Event • Buckets for battery collection • Lamp Tracker – up to \$1,000 for County facilities | (+) |
| Participation Strategy | Public education - Fulfilled proposal requirements. | | Public education - Fulfilled proposal requirements. | | Public education - Fulfilled proposal requirements. | |

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| | Public Participation Residential: <ul style="list-style-type: none"> • Recycle rewards program (random resid audits) • Will participate in community events, organizations and projects | | Additional Public Education programs proposed include: <ul style="list-style-type: none"> • Tours of C&D facility • Vehicle presentations • Community speaking • Sponsoring community events and festivals • Pumpflix marketing – messages on pumps of 10 gas stations – County can determine messages (30 days every quarter – ability to place info in case of emergency) | | Additional Public Education programs proposed include: <ul style="list-style-type: none"> • Outdial messaging • Annual Public Education Plan • Community meetings • Bill inserts • Workshops at Community Outreach Events • School assemblies • Electronic Welcome Packets | |
| Other (15%) | | 4 | | 5 | | 3 |
| Financial Stability | | | | | | |
| Capacity to fund capital and operating costs | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | |
| Evidence of Letter of Credit | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | |
| Environmental Considerations | | | | | | |
| Environmentally beneficial operations | <ul style="list-style-type: none"> • Solar energy installation (in RFP process for installation of solar panels at SB office) • Carbon fleet emission tracking • Alternative fuel vehicles • Zero waste policy • Internal recycling programs/ Env Preferable Purchasing Policy • Member of CA Product Stewardship Council • Employee LEED certification • Working on certification through SB County Green Business Program | (+) | <ul style="list-style-type: none"> • Alternative fuel vehicles (opened CNG fueling station in SB, Sept. 2010) • Solar panels • Water conservation • Green Business Certification from SB County • Sustainable policies, incl LEED • Climate Registry membership • Environmental Service Awards | (++) | <ul style="list-style-type: none"> • Use of alternative fuel vehicles • Water & power conservation measures including "Zero-Waste Office. • Solar-powered compactors (alt proposal) • Willing to pursue Green Business Certification from SB County • Climate Registry membership • Sustainable Community Partnerships | (0) |
| Exceptions | None. | | Would like to request that the time to provide annual audited financial statements be extended from 100 days to 150 days from our fiscal year end. | | 11 exceptions – responded by dismissing 4 of them, agreed with 1, and 6 remain for discussion. | |

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| Alternative Proposal | Use of CNG vehicles – all other specs the same | | <ul style="list-style-type: none"> • Use existing carts and collection vehicles resulting in additional 2.5% price decrease, • Will provide free collection service to all County facilities in Zone 2 (they est value of \$27,000 per year). | | <p>Summarized in WM's Executive Summary:</p> <ul style="list-style-type: none"> • Financial Savings to customers, current rates will be reduced by 9% • \$375,000 Contract Fee to be used at the County's Discretion • Waste and Recycling Collection at all Public Schools and all County Administration Facilities (i.e. sheriff stations, fire stations) within Zone 2 at no charge • Lampracker Light Tube collection and recycling for Select County Facilities. Not to Exceed \$1,000 Annually • Enhanced bulky-item collection programs - four per year (two pick-up and two drop-off) • Abandoned Cars & Prevention Education Program | |

| ZONE 4 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
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| Quality Service (35%) | | 3 | | 4 |
| Company Qualifications & Experience | | | | |
| Business Structure | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • Legal Entity: Allied Waste Services of North America, LLC (parent company is Republic Services, Inc.) • No subcontractors | | <p>Fulfilled proposed requirements.</p> <ul style="list-style-type: none"> • Legal Entity: Valley Garbage & Rubbish Co., Inc dba Health Sanitation Service wholly owned by USA Waste of California, Inc. wholly owned by Waste Management Holdings, Inc. wholly owned by Waste Management, Inc. • No subcontractors | |
| Provision of similar Service | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • Listed 34 franchise agreements (3 in SB County: Goleta, City of SB and County Zone 2) | | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • Listed 37 jurisdictions including VAFB, Solvang and County zones 4 & 5 | |
| Past experience Initiating service | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • Athens Disposal District • La Crescenta/Montrose • Los Angeles Disposal Districts: Firestone, Lennox, Belvedere, Walnut Park, Mesa Heights • Cities of Hawthorne, Hermosa Beach, Redondo Beach, Lynnwood, Alhambra | | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • City of Westlake Village • City of Arcadia • City of Malibu • City of Rolling Hills Estates • City of Lancaster • County of Los Angeles-Citrus Franchise • And others | |
| Current management & customer service systems | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • Use InfoPro software for customer call logs, work orders, bills, routing, and vehicle maintenance. Local administrators run reports. • Provided answer to staff's question re: past inability to prepare customer service level reports – data entered by non-local employee – will enter correct data soon. • No link b/w issues on the routes and InfoPro but will link them if get Zone 4 • Will include call center in Lompoc, employees trained in customer service, same day complaint resolution goal, will call customer if believe situation is not resolved. Scheduled to implement new phone system in Spring to allow caller and response tracking. | (-) | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • Use WasteRoute software that integrates billing with Main Database (MAS), as well as provides GPS, routing & productivity data. • AS/400 system (MAS) to log and record customer complaints. • Has an internal customer service measurement tool called Service Machine. • Uses MAS to ensure access to complete info for customers related to rates, bulky item collection, etc. • Each complaint is issued a service ticket; all tickets are required to be resolved & closed within 24 hours of receipt • One call center located in Santa Maria with representatives dedicated to the County. • Protocol is to answer the phone in less than 15 | (0) |

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| | <ul style="list-style-type: none"> • For Zone 4 would lease property on Pine Ave to serve as a maintenance and storage yard as well as a local call center/office. • Calls are returned w/in 2 hrs; emails w/in 8 hrs. • Provided website address. • Employees receive vacation, life insurance, disability insurance, 401K retirement plan, etc. • On-line payment options for customers | | <p>seconds or 3 rings.</p> <ul style="list-style-type: none"> • County contacts will be responded to no later than the next business day. • WM would create a website exclusively for SB County. • On-line payment options for customers | |
| Key personnel | Key Personnel for management listed but references were not provided. Local staff and regional VP, Safety Mgr, Public Education, Human Resources staff. Will need to hire and train additional staff to service Zone 4. | | Fulfilled proposal requirements. | |
| Past performance (litigation) | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • No criminal proceedings • 6 civil lawsuits • 5 administrative proceedings • No liquidated damages | | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • No criminal proceedings • 16 civil lawsuits • 41 personal injury or property damage claims • Administrative proceedings – 5 environmental regulatory, 2 OSHA. • No liquidated damages | |
| Worker Safety | <p>Fulfilled proposal requirements.</p> <ul style="list-style-type: none"> • Provided worker safety record for 5 yrs. • Provided detailed info on employee training including Zero Tolerance Safety Policy and Safety Meetings. | | <p>Proposal requirements not fulfilled.</p> <ul style="list-style-type: none"> • Worker safety record for 5 yrs not provided. • Provided detailed info on employee training including four day classroom program. | |
| Collection Services | | | | |
| Routing strategies & Assumed productivity | <p>Residential Curbside Productivity:</p> <ul style="list-style-type: none"> • Refuse-775 stops/route/day • Recyc-706 stops/route/day • Green-707 stops/route/day <p>Residential & Commercial Bin service (on-premises):</p> <ul style="list-style-type: none"> • Refuse-92 stops/route/day • Recyc-74 stops/route/day • Green-18 stops/route/day <p># of Customers - Assumptions:</p> | | <p>Residential Curbside Productivity:</p> <ul style="list-style-type: none"> • Refuse-62 stops per hour • Recyc-62 stops per hour • Green-76 stops per hour <p>Residential & Commercial Bin service (on-premises):</p> <ul style="list-style-type: none"> • Refuse-26 yards per hour • Recyc-25 yards per hour • Roll-offs- 40 minutes per haul <p># of Customers - Assumptions:</p> <ul style="list-style-type: none"> • Resid Curbside – 100% for refuse and 80% for | |

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| | <ul style="list-style-type: none"> • Resid Curbside – no mention • Resid Carry-out – 2.6% (1.0% chargeable and 1.6% non-chargeable) • Resid Backyard – no mention | | recycling and green waste <ul style="list-style-type: none"> • Resid Carry-out – 0.55% non-chargeable • Resid Backyard – no mention | |
| Residential: 3-stream, carts and bins (recycling & green included with trash service). Free carry-out service | Will provide services as requested in RFP. | | Will provide services as requested in RFP. Will provide manure collection via subscription program as well as additional carts for storage. | |
| Commercial: 3-stream, carts and bins (recycling and green separately charged from trash service) | Will provide services as requested in RFP. Commercial recycling bin rental offered at 50% discount. | (+) | Will provide services as requested in RFP. Will sort high recyclable content dry commercial loads | (++) |
| Multi-family: 3-stream, carts and bins (up to 30% capacity for recycling included with trash and green charged separately) | Will provide services as requested in RFP. | | Will provide services as requested in RFP. | |
| Extra Items Curbside batteries Postage pre-paid sharps Bi-annual bulky items Disaster services | Will provide services as requested in RFP. Disaster services provided with national resources | | Will provide services as requested in RFP. Will provide individual bulky collection from multi-family residents in addition to 2 designated collection events – above RFP Disaster services provided with national resources | |
| Other: Illegal dumping (100 incidents and 25 tons) Up to 10 public ctrs | Illegal dumping – will provide 200 incidents <u>or</u> 50 TPY at no additional cost. Public Containers – will provide per request of County. | | Illegal dumping – will provide as requested in RFP as well as litter within 10 foot radius Public Containers – will provide as requested in RFP. | |
| Proposed equipment Trucks Containers | Residential: <ul style="list-style-type: none"> • CNG-powered automated sideloaders (ASL) w/carts • Crew of one • 32-, 64-, and 96-gallon carts (refuse-tan; recycling-blue; green waste-green) Commercial: <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or front-end | | Residential: <ul style="list-style-type: none"> • CNG-powered automated sideloaders (ASL) w/carts • Crew of one • 32-, 64-, and 96-gallon carts (refuse-gray; recycling-blue; green waste-green) Commercial: <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or front-end loaders (FEL) w/bins | |

| ZONE 4 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|--|---|-------|--|-------|
| | <p>loaders (FEL) w/bins</p> <ul style="list-style-type: none"> • Crew of one <p>Multi-Family:</p> <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or FEL w/bins • Crew of one <p>Bulky Item Collection:</p> <ul style="list-style-type: none"> • CNG-powered Flatbed Truck w/liftgate. • Crew of two <p>Number of Trucks (all CNG):</p> <ul style="list-style-type: none"> • Three ASL • Two FEL • One Flatbed Truck <p>Would need to develop CNG fuelling station after leasing yard in Lompoc – unknown time requirement</p> <p>Containers</p> <ul style="list-style-type: none"> • Provided specs from Otto • Minimum 30% recycled content | (0) | <ul style="list-style-type: none"> • Crew of one <p>Multi-Family:</p> <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or FEL w/bins • Crew of one <p>Bulky Item Collection:</p> <ul style="list-style-type: none"> • CNG-powered Flatbed Truck or Bin Handler Vehicle <p>Number of Trucks (all CNG):</p> <ul style="list-style-type: none"> • Five ASL • Two FEL • Other diesel vehicles for bulky waste <p>Will need to develop CNG fuelling station at Santa Maria yard.</p> <p>Will need 4 to 10 months for new vehicles.</p> <p>Containers</p> <ul style="list-style-type: none"> • Ecocart containers manufactured by Cascade Cart Solutions • 50% recycled content • In-mold graphics instead of stickers | (+) |
| Plan for challenging areas | Mentioned as consideration in commercial and multi-family routing. | | Provide specialized training to all drivers, above and beyond the standard driving training program. | |
| Transition plan | Provided detailed plan including timeline, challenges & solutions, container selection and public education. Public education - Fulfilled proposal requirements. | | Provided detailed plan including timeline, common problems & solutions, container selection and public education. Public education - Fulfilled proposal requirements. | |
| Cost Competitiveness (35%) | | | | |
| Cost Competitiveness | | | | |
| Reasonableness of Costs | | | | |
| Innovative Diversion Programs (15%) | | 3 | | 4 |
| Comprehensiveness of Service – Existing Service | Basic collection services provided | (0) | Offers basic collection services and the following: <ul style="list-style-type: none"> • 2 ABOPs • 2 buy-back centers • MRF | (++) |

| ZONE 4 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|--|---|-------|---|-------|
| | | | <ul style="list-style-type: none"> •Recent construction of C&D processing facility • Pilot to sort high content dry commercial loads | |
| Comprehensiveness of Service – Additional Proposed Programs | <p>Services proposed include:</p> <ul style="list-style-type: none"> • 50% discount on commercial recycling bin rental • Reuse Network • Semi-Annual shred day • Will work with bldg materials reuse outlets • Could apply to become E-waste drop off facility • Recycle rewards program (random residue audits) • Annual curbside clothing drive • Community garage sale event • Crime prevention/safety watch program • Later residential start times • Bin rental discount • Encourage restaurant food distribution • Center for Sustainability grants - \$75,000 to Alan Hancock College <p>Offered at an additional cost:</p> <ul style="list-style-type: none"> • Weekly recycling • Economic hardship discount • Food scrap collection | (0) | <p>Services proposed include:</p> <ul style="list-style-type: none"> • Will provide education box to schools per existing contract as part of franchised services (\$12,677) • Collection and sorting of high recycled content dry commercial loads – no estimate provided • Snapshot Program • Containers for large venue recycling • Annual Reuse Collection Event • Locked Donation Drop-off Bin • Comprehensive Textile Re-Use Program • Senior Sharps Event • Buckets for collection of public batteries • Lamp collection from County facilities – up to \$1,000 • Technical Assistance for SB County Green Business Program <p>Offered at an additional cost:</p> <ul style="list-style-type: none"> • Commercial Food Waste Pilot Program | (+) |
| Participation Strategy | <ul style="list-style-type: none"> • Public Educ/Outreach materials • Website • Commercial recycling technical assistance • Proposed additional programs | | <ul style="list-style-type: none"> • Public Educ/Outreach materials • Website • Outdial messaging • Community meetings • Community events | |
| Other (15%) | | 4 | | 4 |
| Financial Stability | | | | |
| Capacity to fund capital and operating costs | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | |
| Evidence of Letter of Credit | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | |

| ZONE 4 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|---------------------------------------|---|-------|---|-------|
| Environmental Considerations | | | | |
| Environmentally beneficial operations | <ul style="list-style-type: none"> • Currently in RFP process for installation of solar panels on SB office – did not say anything about Lompoc yard • Carbon fleet emission tracking • Alternative fuel vehicles • Zero waste policy • Internal recycling programs • Member of CA Product Stewardship Council • Env Preferable Purchasing Policy • Employee LEED certification | (0) | <ul style="list-style-type: none"> • Alternative fuel vehicles • Implement water and power conservation measures • Promote waste reduction and reuse • Operations developed to reduce greenhouse gases • Support Green Business Program | (0) |
| Exceptions | None. | | 11 exceptions – responded by dismissing 4 of them, agreed with 1, and 6 remain for discussion. | |
| Alternative Proposal | CNG vehicles – all other specs the same | | Summarized in WM's Executive Summary: <ul style="list-style-type: none"> • Financial Savings to customers, current rates will be reduced by 23% • \$600,000 Contract Fee to be used at the County's Discretion • Use of existing containers to the extent possible for financial savings (equals 2.5% rate discount) • Three Solar-Powered Trash & Recycling Compactor Units offered at no charge & serviced for no charge • Waste and Recycling Collection at Public Schools and County Fire Stations – up to \$7,370 per year – at no charge • Lamtracker Light Tube collection and recycling for Select County Facilities; not to Exceed \$1,000/year • Greenwaste Collection for Approximately 338 Difficult-to-Service Customers in Zone 4 at no additional charge • Enhanced bulky-item collection programs - four per year (two pick-up and two drop-off) • Abandoned Cars & Prevention Education Program | |

| ZONE 5 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|--|---|-------|--|-------|
| Quality Service (35%) | | 3 | | 4 |
| Company Qualifications & Experience | | | | |
| Business Structure | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Legal Entity: Allied Waste Services of North America, LLC (parent company is Republic Services, Inc.) • No subcontractors | | Fulfilled proposed requirements. <ul style="list-style-type: none"> • Legal Entity: Valley Garbage & Rubbish Co., Inc dba Health Sanitation Service wholly owned by USA Waste of California, Inc. wholly owned by Waste Management Holdings, Inc. wholly owned by Waste Management, Inc. • No subcontractors | |
| Provision of similar Service | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Listed 34 franchise agreements (3 in SB County: Goleta, City of SB and County Zone 2) | | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Listed 37 jurisdictions including VAFB, Solvang and County zones 4 & 5 | |
| Past experience Initiating service | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Athens Disposal District • La Crescenta/Montrose • Los Angeles Disposal Districts: Firestone, Lennox, Belvedere, Walnut Park, Mesa Heights • Cities of Hawthorne, Hermosa Beach, Redondo Beach, Lynnwood, Alhambra | | Fulfilled proposal requirements. <ul style="list-style-type: none"> • City of Westlake Village • City of Arcadia • City of Malibu • City of Rolling Hills Estates • City of Lancaster • County of Los Angeles-Citrus Franchise • And others | |
| Current management & customer service systems | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Use InfoPro software for customer call logs, work orders, bills, routing, and vehicle maintenance. Local administrators run reports. • Provided answer to staff's question re: past inability to prepare customer service level reports – data entered by non-local employee – will enter correct data soon. • No link b/w issues on the routes and InfoPro but will link them if get Zone 5 • Have 1 call center for all jurisdictions, employees trained in customer service, same day complaint resolution goal, will call customer if believe situation is not resolved. Scheduled to implement new phone system in Spring to allow caller and response tracking. | (-) | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Use WasteRoute software that integrates billing with Main Database (MAS), as well as provides GPS, routing & productivity data. • AS/400 system (MAS) to log and record customer complaints. • Has an internal customer service measurement tool called Service Machine. • Uses MAS to ensure access to complete info for customers related to rates, bulky item collection, etc. • Each complaint is issued a service ticket; all tickets are required to be resolved & closed within 24 hours of receipt • One call center located in Santa Maria with representatives dedicated to the County. • Protocol is to answer the phone in less than 15 | (0) |

| ZONE 5 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|---|---|-------|--|-------|
| | <ul style="list-style-type: none"> • For Zone 5 would lease property in Santa Maria to serve as a maintenance and storage yard as well as a local call center/office. • Calls are returned w/in 2 hrs; emails w/in 8 hrs. • Provided website address. • Employees receive vacation, life insurance, disability insurance, 401K retirement plan, etc. • On-line payment options for customers | | seconds or 3 rings. <ul style="list-style-type: none"> • County contacts will be responded to no later than the next business day. • WM would create a website exclusively for SB County. • On-line payment options for customers | |
| Key personnel | Key Personnel for management listed but references were not provided. Key Personnel for Transition Team was not provided. Local staff and regional VP, Safety Mgr, Public Education, Human Resources staff. Will need to hire and train additional staff to service Zone 5. | | Fulfilled proposal requirements. | |
| Past performance (litigation) | Fulfilled proposal requirements. <ul style="list-style-type: none"> • No criminal proceedings • 6 civil lawsuits • 5 administrative proceedings • No liquidated damages | | Fulfilled proposal requirements. <ul style="list-style-type: none"> • No criminal proceedings • 16 civil lawsuits • 41 personal injury or property damage claims • Administrative proceedings – 5 environmental regulatory, 2 OSHA. • No liquidated damages | |
| Worker Safety | Fulfilled proposal requirements. <ul style="list-style-type: none"> • Provided worker safety record for 5 yrs. • Provided detailed info on employee training including Zero Tolerance Safety Policy and Safety Meetings. | | Proposal requirements not fulfilled. <ul style="list-style-type: none"> • Worker safety record for 5 yrs not provided. • Provided detailed info on employee training including four day classroom program. | |
| Collection Services | | | | |
| Routing strategies & Assumed productivity | Residential Curbside Productivity: <ul style="list-style-type: none"> • Refuse-824 stops/route/day • Recyc-767 stops/route/day • Green-732 stops/route/day Residential & Commercial Bin service (on-premises): <ul style="list-style-type: none"> • Refuse-111 stops/route/day • Recyc-96 stops/route/day | | Resid Cart Productivity: <ul style="list-style-type: none"> • Refuse - 77 stops/hour • Recyc- 93 stops/hour • Green- 95 stops/hour • Green (Alt)-94 stops/hour including pick up for 220 hard to handle homes Commercial & Resid (MFD) Bin service (on-premises): <ul style="list-style-type: none"> • Refuse – 36 yards/hour | |

| ZONE 5 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|---|--|-------|---|-------|
| | <ul style="list-style-type: none"> Green- Not provided # of Customers - Assumptions: <ul style="list-style-type: none"> Resid Curbside – no mention Resid Carry-out – 1.3% (0.3% chargeable and 1.0% non-chargeable) Resid Backyard – no mention | | <ul style="list-style-type: none"> Recyc – 27 yards/hour Roll-off – 40 min per haul # of Customers - Assumptions: <ul style="list-style-type: none"> Resid Curbside – 100% of residents will set out MSW; 75% will set out recycling and green waste Resid Carry-out – 0.3% eligible Resid Backyard – no mention | |
| Residential: 3-stream, carts and bins (recycling & green included with trash service). Free carry-out service | Will provide services as requested in RFP. | | Will provide services as requested in RFP. Will provide manure collection via subscription program as well as additional carts for storage. | |
| Commercial: 3-stream, carts and bins (recycling and green separately charged from trash service) | Will provide services as requested in RFP. Commercial recycling bin rental offered at 50% discount. | (+) | Will provide services as requested in RFP. Will sort high recyclable content commercial dry loads | (++) |
| Multi-family: 3-stream, carts and bins (up to 30% capacity for recycling included with trash and green charged separately) | Will provide services as requested in RFP. | | Will provide services as requested in RFP. | |
| Extra Items Curbside batteries Postage pre-paid sharps Bi-annual bulky items Disaster services | Will provide services as requested in RFP. Disaster services provided with national resources | | Will provide services as requested in RFP. Will provide individual bulky collection from multi-family residents in addition to 2 designated collection events – above RFP Disaster services provided with national resources | |
| Other: Illegal dumping (100 incidents and 25 tons) Up to 10 public ctrs | Illegal dumping – will provide 200 incidents or 50 TPY at no additional cost. Public Containers – will provide per request of County. | | Illegal dumping – will provide as requested in RFP as well as litter within 10 foot radius Public Containers – will provide as requested in RFP. | |
| Proposed equipment Trucks Containers | Residential: <ul style="list-style-type: none"> CNG-powered automated sideloaders (ASL) w/carts Crew of one | | Residential: <ul style="list-style-type: none"> CNG-powered automated sideloaders (ASL) w/carts Crew of one 32-, 64-, and 96-gallon carts (refuse-gray; recycling- | |

| ZONE 5 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|--|--|-------|---|-------|
| | <ul style="list-style-type: none"> • 32-, 64-, and 96-gallon carts (refuse-tan; recycling-blue; green waste-green) Commercial: <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or front-end loaders (FEL) w/bins • Crew of one Multi-Family: <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or FEL w/bins • Crew of one Bulky Item Collection: <ul style="list-style-type: none"> • CNG-powered Flatbed Truck w/liftgate. • Crew of two Number of Trucks (all CNG): <ul style="list-style-type: none"> • Five ASL • Two FEL • One Flatbed Truck Would need to develop CNG fuelling station at Santa Maria yard after leasing property – unknown start up time Containers <ul style="list-style-type: none"> • Provided specs from Otto • Minimum 30% recycled content | (0) | blue; green waste-green) Commercial: <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or front-end loaders (FEL) w/bins • Crew of one Multi-Family: <ul style="list-style-type: none"> • CNG-powered ASL w/carts &/or FEL w/bins • Crew of one Bulky Item Collection: <ul style="list-style-type: none"> • CNG-powered Flatbed Truck or Bin Handler Vehicle Number of Trucks (all CNG): <ul style="list-style-type: none"> • Six ASL • Two FEL • Other diesel vehicles for bulky waste Will need to develop CNG fuelling station at Santa Maria yard. Will need 4 to 10 months for new vehicles. Containers <ul style="list-style-type: none"> • Ecocart containers manufactured by Cascade Cart Solutions • 50% recycled content • In-mold graphics instead of stickers | (+) |
| Plan for challenging areas | Mentioned as consideration in commercial and multi-family routing. | | Provide specialized training to all drivers, above and beyond the standard driving training program. | |
| Transition plan | Provided detailed plan including timeline, challenges & solutions, container selection and public education. Public education - Fulfilled proposal requirements. | | Provided detailed plan including timeline, common problems & solutions, container selection and public education. Public education - Fulfilled proposal requirements. | |
| Cost Competitiveness (35%) | | | | |
| Cost Competitiveness | | | | |
| Reasonableness of Costs | | | | |
| Innovative Diversion Programs (15%) | | 3 | | 4 |

| ZONE 5 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|--|--|--------------|---|--------------|
| Comprehensiveness of Service – Existing Service | Basic collection services provided | (0) | Offers basic collection services and the following: <ul style="list-style-type: none"> • 2 ABOPs • 2 buy-back centers • MRF • Recent construction of C&D processing facility • Pilot to sort high content dry commercial loads | (++) |
| Comprehensiveness of Service – Additional Proposed Programs | <p>Services proposed include:</p> <ul style="list-style-type: none"> • Commercial recycling bin rental discount of 50% • Reuse Network • Semi-Annual shred day • Bldg materials reuse outlet • E-waste drop off • Recycle rewards program (random residue audits) • Annual curbside clothing drive • Community garage sale event • Crime prevention/safety watch program • Later residential start times • Bin rental discount • Recycling technical assistance • Restaurant food distribution • Center for Sustainability grants - \$75,000 to Alan Hancock College <p>Offered at an additional cost:</p> <ul style="list-style-type: none"> • Weekly recycling • Economic hardship discount • Food scrap collection | (0) | <p>Services proposed include:</p> <ul style="list-style-type: none"> • Will provide education box to schools per existing contract as part of franchised services (\$12,677) • Collection and sorting of high recycled content dry commercial loads – no estimate provided • Snapshot Program • Containers for large venue recycling • Annual Reuse Collection Event • Locked Donation Drop-off Bin • Comprehensive Textile Re-Use Program • Senior Sharps Event • Buckets for collection of public batteries • Lamp collection from County facilities – up to \$1,000 • Technical Assistance for SB County Green Business Program <p>Offered at an additional cost:</p> <ul style="list-style-type: none"> • Commercial Food Waste Pilot Program | (+) |
| Participation Strategy | <ul style="list-style-type: none"> • Public Educ/Outreach materials • Website • Commercial recycling technical assistance • Proposed additional programs | | <ul style="list-style-type: none"> • Public Educ/Outreach materials • Website • Outdial messaging • Community meetings • Community events | |
| Other (15%) | | 4 | | 4 |

| ZONE 5 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|--|--|--------------|--|--------------|
| Financial Stability | | | | |
| Capacity to fund capital and operating costs | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | |
| Evidence of Letter of Credit | Fulfilled proposal requirements. | | Fulfilled proposal requirements. | |
| Environmental Considerations | | | | |
| Environmentally beneficial operations | <ul style="list-style-type: none"> • Currently in RFP process for installation of solar panels on SB office – did not say anything about Lompoc yard • Currently in process of being Green Business certified at SB office – did not say anything about Santa Maria yard • Carbon fleet emission tracking • Alternative fuel vehicles • Zero waste policy • Internal recycling programs • Member of CA Product Stewardship Council • Env Preferable Purchasing Policy • Employee LEED certification | (0) | <ul style="list-style-type: none"> • Alternative fuel vehicles • Implement water and power conservation measures • Promote waste reduction and reuse • Operations developed to reduce greenhouse gases • Support Green Business Program • Subsequent Q&A indicated willingness to seek Green Business certification | (0) |
| Exceptions | None. | | 11 exceptions – responded by dismissing 4 of them, agreed with 1, and 6 remain for discussion. | |
| Alternative Proposal | Use CNG trucks – rest of specs the same. | | Summarized in WM's Executive Summary: <ul style="list-style-type: none"> • Financial Savings to customers, current rates will be reduced by 23% • \$900,000 Contract Fee to be used at the County's Discretion • Use of existing containers to the extent possible for financial savings (subsequent Q&A indicated this allows 2.5% rate reduction) • Three Solar-Powered Trash & Recycling Compactor Units offered at no charge & serviced for no charge • Waste and Recycling Collection at Public Schools and County Fire Stations – up to \$3,820 per year at no charge • Lamtracker Light Tube collection and recycling for | |

| ZONE 5 SERVICE | Allied (Alt) – Comments | Score | WM (Base) - Comments | Score |
|----------------|-------------------------|-------|--|-------|
| | | | Select County Facilities; not to Exceed \$1,000/year <ul style="list-style-type: none"> • Greenwaste Collection for Approximately 220 Difficult-to-Service Customers in Zone 5 at no additional charge • Enhanced bulky-item collection programs - four per year (two pick-up and two drop-off) • Abandoned Cars & Prevention Education Program | |