City of Greenwood Village

Agenda – Final
City Council

6060 South Quebec Street
Greenwood Village, CO
80111

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Monday, May 4, 2026 | **6:00 PM** | **Community Room**

STUDY SESSION - 6:00 PM

A. Discussion Regarding the Memorial Tree and Park Bench Policy (Suzanne Moore - Director of Parks, Trails, and Recreation) (2026-95)
B. Update Regarding Trash Service and Recycling (Jeremy Hanak - Public Works Director) (2026-96)

File # 2026-95 **Agenda Date:** 5/4/2026

Discussion Regarding the Memorial Tree and Park Bench Policy (Suzanne Moore - Director of Parks, Trails, and Recreation)

To: Honorable Mayor and City Council
Through: John Jackson, City Manager
Shawn Cordsen, Deputy City Manager
From: Suzanne Moore, Parks, Trails, and Recreation Director

Executive Summary:

The City of Greenwood Village has a memorial tree and park bench program allowing the families of residents who have passed to memorialize them with either the planting of a tree with a plaque at the base or a park bench with a plaque attached. The current policy was last updated in 2001 and is attached. Additionally, the annual recognition guidelines for the Mayor, City Council, Board & Commissions, and Volunteers were updated in 2024 to once again include a memorial bench or memorial tree in honor of outgoing term-limited Mayors or City Council members.

For decades, the High Line Canal was owned by Denver Water, and no new memorial benches were allowed. However, with the shift in responsibilities and property ownership, the City now manages three existing benches and seven new bench locations. Given this change, it warrants modifying the existing memorial tree and park bench policy to specify how these new, but limited, bench allowances on the High Line Canal shall be administered.

Recommendation:

Information provided for discussion only.

Attachments:

1. Memorial Tree and Bench Policy - 2001
2. Annual Recognition Guidelines for City Council - 2024
3. High Line Canal Bench License Agreement
4. High Line Canal Bench Agreement with the High Line Canal Conservancy

Discussion

The current memorial tree and park bench donation policy from 2001 is largely still applicable today, except for the absence of a memorial plaque displayed at a City public building. Instead, it is customary to have a plaque only at the memorial site. This can be updated in the next version of the policy. However, the primary modification warranted is how the benches on the High Line Canal, now under the City's management, shall be administered.

There were seven benches on the High Line Canal within Greenwood Village's jurisdiction that were largely installed by South Suburban Park and Recreation District prior to Greenwood Village taking over the recreational lease with Denver Water in 2006. Through recent planning efforts, a bench spacing of approximately every quarter mile along the High Line Canal trail was determined appropriate. Thus, approximately 22 total could be placed along the 5.6 miles.

Denver Water, as the previous property owner, established that the High Line Canal Conservancy would be responsible for maintaining the existing benches and for installing, managing, and sponsoring new benches.

However, in Greenwood Village, it was agreed upon that the City and the Conservancy would split this responsibility. Attached is the agreement identifying the terms for this arrangement with the Conservancy. The location of the new benches was determined by staff from both organizations based on the location of existing benches and the terrain that could accommodate a new bench. Thus, the spacing is approximate and not at exact quarter miles. There are only a total of 19 benches between existing and new, with Greenwood Village taking over management of ten and the Conservancy taking over management of nine.

With ownership of the High Line Canal property transferring to Arapahoe County, the City executed a license agreement with the County allowing for management of these ten bench locations.

MEMORIAL TREE AND PARK BENCH DONATION POLICY

It is the policy of the City of Greenwood Village to accept donations for the purpose of planting trees and installing benches within City Parks to memorialize a departed family member or friend, or to commemorate a special occasion. All donations shall be in compliance with the following:

A. Donations for Memorials will be accepted only for the purpose of purchasing and planting of trees, and for purchasing and installing park benches approved by the City.

B. Memorials shall be self supporting, e.g., all costs related to a memorial shall be at the expense of a donor(s), including repair or replacement, if necessary.

C. Any tree that is mutually agreed upon by the donor and City staff is acceptable. However, Siberian Elm, Native Cottonwood, Russian Olive, and Box Elder trees are prohibited.

D. Memorial tree(s) and bench(es) are permitted at any park site, provided that the location is mutually agreed upon by the donor and City staff.

E. Memorial tree(s) and bench(es) are permitted to memorialize a departed family member or friend, or, at the discretion of the City, to commemorate a special event.

F. Memorial donations will be recognized by use of a memorial plaque which will be displayed at a City public building, and if the donor(s) so choose, an additional recognition plaque is permitted to be placed near the donated tree(s) or on the donated bench(es).

Standard memorial plaques shall be used to promote consistency in cost, size, type, and mounting, with plaque language approved by the City.

The City will provide residents with a list of recommended park benches for memorial use. This list shall include a description of each bench and color photo. At the request of staff, City Council, and the Parks, Trails & Recreation Commission the list of recommended benches for memorial use will be reviewed and amended as deemed necessary.

G. A ceremony or gathering at the time of a tree planting is permitted, but must be arranged in advance with City staff.

H. The City does not guarantee tree survivability.

I. City staff shall maintain a record of each donation. The record shall contain all pertinent information such as the donor's name, person's name who is being memorialized, tree location, and type of tree, etc.

Adopted by City Council on 12/18/95
Revised by City Council on 03/04/96
Revised by City Council on 01/22/01

Annual Recognition Guidelines for Mayor, City Council, Boards & Commissions and Volunteers

(Recognizing all those that served the previous year)

Purpose: Greenwood Village has an exceptional quality of life because of many people who dedicate their time and share their talents with the Village. These volunteers contribute countless hours serving on boards and commissions and assisting departments. To show our appreciation to our volunteers, a recognition program should be adopted to ensure all volunteers are recognized at all levels of the organization.

Outcome: Sense of Community

Recognition Levels:

1. **Outgoing Mayor and City Councilmembers (term limited)**
    - Dinner with City Council and EMT
    - Professional Framed Photo of the Village (their favorite place)
    - Memorial Bench or Memorial Tree Planted (*see memorial tree and park bench donation policy)*
    - Recognition at a City Council Meeting

2. **Outgoing Mayor and City Councilmembers (completion of term and not seeking another term)**
    - $100 Gift Card
    - Greenwood Village Swag (umbrella)
    - Recognition at a City Council Meeting

3. **Outgoing Mayor and City Councilmembers (completion of term and not re-elected)**
    - $100 Gift Card
    - Thank you letter from the Mayor

4. **Outgoing Board and Commission Members (term limited)**
    - Resolution on a wooden plaque
    - Greenwood Village Swag (Crystal Clock)
    - Recognition at a City Council Meeting

5. **Outgoing Board and Commission Members (completion of term)**
    - Greenwood Village Swag (umbrella)
    - Thank you letter from the Mayor

6. **Volunteers in Departments**
    - $30 Gift Card
    - Thank you letter from the Mayor

7. **All Incoming Board and Commission Members**
    - Welcome Letter from Mayor

Updated 07-09-2024

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AGREEMENT DATE:_____
(To be completed by Denver Water – Property Management)

HIGH LINE CANAL LICENSE AGREEMENT

THIS LICENSE AGREEMENT ("**Agreement**") is made between the BOARD OF COUNTY COMMISSIONERS OF THE COUNTY OF ARAPAHOE, a body corporate and political subdivision of the State of Colorado ("**County**"), and the CITY OF GREENWOOD VILLAGE, a home rule municipality in the State of Colorado ("**Licensee**"). The term "**Licensee**" includes employees, agents, and contractors of the Licensee. The parties to this Agreement may be referred to individually as "**Party**" and collectively as "**Parties**." The Parties agree as follows:

AGREEMENT

1. GRANT: The County, for itself and its successors and assigns, subject to the terms and conditions of this Agreement, authorizes the Licensee to construct, utilize, maintain, repair, and reinstall (collectively "**Work**") WOODEN BENCHES ("**Installation**") within and across the County's High Line Canal property between Belleview Avenue and Orchard Road, at the locations shown in the attached and incorporated **Exhibit A-INSTALLATION MAP,** ("**Licensed Area**"). The Licensee shall maintain a copy of this Agreement on the job site during any Work authorized by this Agreement.

2. LICENSE FEE AND OTHER COSTS: The Licensee shall pay the following fees:

~~2.1. $2,000 license fee made payable to "Arapahoe County Open Spaces" for the rights granted by this Agreement.~~

2.2. Denver Water's then-current fee for its administrative work to create this Agreement.

3. PAST RIGHTS AND CONVEYANCES:

3.1. The rights and privileges granted in this Agreement are subject to all prior agreements, licenses, leases, grants, permits, rights-of-way, reservations, and conveyances, whether recorded or unrecorded, related to the Licensed Area. However, to the extent this Agreement conflicts with another agreement between the Parties concerning use and maintenance of the overall High Line Canal corridor within the Licensee's jurisdiction, this Agreement shall control.

3.2. The Licensee shall take extra care to familiarize itself with the limitations and reservations included in the Deed of Conservation Easement for the High Line Canal recorded against the property in the Clerk and Recorder's Office of Arapahoe County on June 12, 2024, at Reception Number E4036703.

4. COUNTY'S RETAINED INTERESTS:

4.1 The County reserves unto itself, its successors and assigns, the right to make full use of the Licensed Area as may be necessary or convenient in the County's operation and maintenance of the County's property and facilities. The County will make reasonable attempts not to damage the Installation(s); however, should damage occur, the County will not be responsible for any such damage. The Licensee shall make all necessary accommodations for the County's vehicles and/or work that may be taking place at or around the Licensed Area.

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4.2 In the event the Installation(s) interferes with the County's use, maintenance, or operation of the property, the County in its sole discretion may require the Licensee to relocate, rearrange, modify, or remove the Installation(s) at the Licensee's sole expense. The Licensee shall relocate, rearrange, or modify the Installation(s) within a timeframe and in compliance with the requirements that the County designates, or the Licensee may terminate this Agreement.

5. DENVER WATER'S RETAINED INTERESTS:

5.1 Denver Water has reserved an easement to make full use of the Licensed Area for the purposes of constructing, extending and adding to, maintaining, conducting, operating, and permitting other water providers' use of a water works system and plant and everything necessary, pertaining, or incidental thereto.

5.2 In the event the Installation(s) interferes with Denver Water's use, maintenance, or operation of its facilities, Denver Water, in its sole discretion, may require the Licensee to relocate, rearrange, modify, or remove the Installation(s) at the Licensee's sole expense. The Licensee shall relocate, rearrange, or modify the Installation(s) within a timeframe and in compliance with the requirements that Denver Water designates, or the Licensee may terminate this Agreement.

5.3 The Licensee, to the extent permitted by law, agrees to indemnify, hold harmless, and defend Denver Water against any liability, damages, costs, expenses, claims, injuries, and losses of whatever nature arising in any way out of this Agreement, including but not limited to any expenses incurred by Denver Water as a result of damages to Denver Water's property, to the extent caused by any negligent act or omission or willful misconduct of the Licensee or the Licensee's officers, subcontractors, agents, or employees.

6. ~~PRE-WORK INSPECTION: The Licensee shall notify the County at least 15 days prior to the commencement of any Work so that the County may make any inspections of the Licensed Area the County deems necessary before such Work begins.~~

7. PRE-WORK NOTICE: The Licensee shall notify the County's Public Works and Development Department at 720-874-6500 and Denver Water's representative at 303-634-3402 during regular working hours at least 48 hours prior to commencing any Work within the Licensed Area so that the County and/or Denver Water may have an inspector present during such Work. In the event of an emergency, the Licensee shall notify the County's Public Works and Development Department at 720-874-6500.

8. PROOF OF LOCATES: Licensee shall obtain, or require its contractors and any subcontractors to obtain, proof of clear locates for all Work in connection with this Agreement in compliance with applicable law.

9. WORK PLANS AND SPECIFICATIONS: Any Work initiated under this Agreement shall be performed and completed at no expense to the County according to the plans and specifications approved by the County in writing and in compliance with all applicable County standards. The Licensee represents and warrants that initial Installation(s) authorized by this Agreement shall be constructed in accordance with the plans and specifications attached herein as **Exhibit B**-"Bench Installation Detail" dated November 2024.

9.1. Different Location. If any Installation(s) location is reasonably determined by the County to be materially different from the approximated location shown on any plans and specifications approved by the County, the County may require the Licensee to undertake corrective work at the Licensee's sole expense. If the County does not require corrective work, the County may notify the Licensee of such determination, and this Agreement shall be deemed amended, effective as of the date of the County's notice and without further action by the Parties.

9.2. Right to Inspect. The Licensee shall notify the County upon completion of any Work; upon receipt of such notice, the County may elect to inspect such Work and require the Licensee to undertake corrective work at the Licensee's sole expense if the Work fails to conform to the approved plans and specifications; the County's applicable standards; federal, state, or local laws; or any applicable industry standards.

10. RIGHT TO SUSPEND WORK: Notwithstanding any other provision in this Agreement, the County has the right to suspend the performance of any Work under this Agreement without any liability if the County, in its sole discretion, determines that the Licensee or any of its contractors or any subcontractors failed to comply with the terms of this Agreement. The County shall not be liable for any delays in the completion of the Work that result from the suspension under this paragraph.

11. OWNERSHIP; OPERATION & MAINTENANCE OF INSTALLATION: The Licensee shall own the Installation(s). Until this Agreement is terminated, the Licensee shall ensure that the Installation(s) is operated and maintained, at no expense to the County, in good repair, including but not limited to removing graffiti and paying for all utilities needed for the continuous operation of the Installation(s), and in full compliance with all federal, state, and local laws, permitting requirements, and applicable industry and County standards. If the Installation(s) includes any kind of underpass, bridge, or other infrastructure capable of providing shelter, and it becomes the location of any kind of human encampment, the Licensee shall be solely financially responsible for clearing the encampment and restoring the site to its preexisting condition within 30 days of notification by the County. The Licensee shall follow the underlying jurisdiction's policies on encampment cleanups.

12. COUNTY'S ACCESS: The Licensee shall conduct all Work in such a manner that the County shall have full and complete access to the Licensed Area at all times. The Licensee shall not obstruct any access roadways or ingress to or egress from such roadways.

13. ~~CURB CUT AND TRANSITION DETAIL: The Licensee shall construct and maintain all necessary, in the opinion of the County, curb cuts from the Installation(s) to any roadways and any access roads at no expense to the County. All such access roads and curb cuts shall be depicted on the plans and specifications provided to the County, shall be at locations approved in writing by the County, and shall comply with Denver Water's curb cut detail, a copy of which is attached as **Exhibit B**. The Licensee shall not obstruct County roadways or ingress to or egress from such roadways.~~

14. DETOURS: Licensee shall take whatever steps are necessary to route traffic during any Work and provide directions through the use of signs. Any of the County's roads or acceptable alternatives must be open and accessible to the County's personnel and equipment at all times.

15. TRENCHES AND EXCAVATIONS: All trenches, excavations, backfill and tamping shall be in accordance with the then-current applicable Denver Water Engineering Standards and Capital Project Construction Specifications and subject to approval by the County's representative.

16. ~~UNDERGROUND LINES: Underground electric power line installations shall be encased in rigid steel conduit and/or concrete within the Licensed Area. Facilities owned by the County or Denver Water must not be included in any concrete encasement.~~

17. ~~MARKER POSTS: The Licensee shall place two permanent marker posts, one at each end of the Installation(s) and on its centerline, to the satisfaction of the County's representative. Each permanent marker post shall be filled with concrete and installed to allow a three-foot extension above the surface of the ground. The marker posts shall extend a minimum of two feet below the surface of the ground and be encased in concrete. Each marker post shall have the type, size, and depth of the Installation clearly marked with 1½-inch stenciling.~~

18. ~~SERVICE LINES: All service lines within the Licensed Area shall be installed in a manner satisfactory to the County's representative.~~

19. OVERHEAD CLEARANCE: The Licensee shall maintain a minimum overhead clearance of 25 feet over the High Line Canal. ~~No portion of the Installation(s) shall extend below the stringers of any bridge to which it is attached.~~

20. ENVIRONMENTAL: The Licensee shall comply with all applicable laws and ordinances and all rules, regulations, and requirements of any governmental authority controlling environmental standards and conditions of the Licensed Area. If, as a result of the Licensee's occupancy of the Licensed Area, any such law, ordinance, rule, or regulation is violated, the Licensee shall, to the extent permitted by law, protect, save harmless, defend, and indemnify the County from and against any penalties, fines, costs, and expenses including legal fees and court costs incurred by the County, caused by, resulting from, or connected with such violation or violations. In addition, but without limiting the foregoing, the Licensee shall comply with the following:

20.1. Hazardous Material. The Licensee shall not cause or permit any Hazardous Material to be brought upon, kept, or used in or about the Licensed Area by the Licensee, its agents, employees, or contractors without the express written permission of the County.

20.2. Indemnification. If the Licensee breaches the obligations stated in the preceding subparagraph, or if the presence of the Hazardous Material on the Licensed Area caused or permitted by the Licensee results in contamination of the Licensed Area, or if contamination of the Licensed Area by the Hazardous Material otherwise occurs for which the Licensee is legally liable to the County, then to the extent permitted by law the Licensee shall, indemnify, defend, and hold the County harmless from any and all claims, judgments, damages, penalties, fines, costs, liabilities, or losses (including, without limitation, diminution in value of the Licensed Area, damages for the loss or restriction on use of rentable or usable space or of any amenity of the Licensed Area, damages arising from any adverse impact on marketing of space, and sums paid in settlement of claims, attorney fees, consultant fees and expert fees) which arise during or after the term of this Agreement as a result of such contamination. This indemnification of the County by the Licensee, includes, without limitation, costs incurred in connection with any investigation of site conditions or any cleanup, remedial, removal, or restoration work required by any federal, state, or local governmental agency or political subdivision because the Hazardous Material is present in the soil or groundwater on or under the Licensed Area.

20.3. Cleanup. If the presence of any Hazardous Material on the Licensed Area caused or permitted by the Licensee results in any contamination of the Licensed Area or other County property, the

Licensee shall, at its sole expense and after obtaining the County's written approval, promptly take all actions that are necessary to clean the contamination and return the Licensed Area and other County property to the condition existing prior to the introduction of any such Hazardous Material to the Licensed Area. The cleanup of the contamination shall be in compliance with all applicable state and federal standards.

20.4. Definitions. The term "**Hazardous Material**" means any hazardous or toxic substance, material, or waste that is or becomes regulated by any local governmental authority, the State of Colorado, or the United States. The term "Hazardous Material" includes without limitation any material or substance that is (i) defined as a "hazardous substance" under appropriate state law provisions; (ii) petroleum; (iii) asbestos; (iv) designated as a "hazardous substance" pursuant to Section 311 of the Federal Water Pollution Control Act (33 U.S.C. §1321); (v) defined as a "hazardous substance" pursuant to Section 101 of the Comprehensive Environmental Response, Compensation, and Liability Act (42 U.S.C. § 9601); or (vi) defined as a "regulated substance" pursuant to Subchapter IX, Solid Waste Disposal Act (Regulation of Underground Storage Tanks) (42 U.S.C. § 6991).

21. ENDANGERED SPECIES ACT: Certain County properties may contain habitat for listed "threatened" or "endangered" species under the Endangered Species Act ("**ESA**"). Licensee shall be responsible for determining the presence of such habitat and taking measures to comply with the ESA and all other applicable federal laws.

22. TREES: The Licensee shall provide means, acceptable to the County, to protect the existing trees above and below ground from any damage or disruption caused by any Work. If the Work requires clearance, trimming, or complete removal of trees located within Licensed Area, the Licensee must obtain prior written permission from the County. The Licensee will be responsible for all cleanup of any trimmings and the removal of logs, branches, limbs, and other debris. The Licensee shall coordinate with the County on a plan to replace any trees and other vegetation (including re-seeding) disturbed or removed due to any Work. Replacement of trees and re-seeding shall be in accordance with the then-current policies of the County and the High Line Canal Natural Resource Management Plan.

23. WATER FLOW AND DISCHARGE: The Licensee shall not interfere with the flow of water in the High Line Canal and shall assume all risks incident to the presence of water in the High Line Canal. The Licensee shall not discharge water into or upon any of the Licensed Area or surrounding County property. The Licensee shall provide for carriage of any water over or across the Licensed Area or County property in a manner satisfactory to the County's representative.

24. CANALS/DITCHES:

24.1. Clean Water Act. The High Line Canal between Sand Creek and the most westerly unnamed drainage located in Section 34 constitutes jurisdictional "Waters of the United States," subject to the federal Clean Water Act (33 U.S.C. § 1251 *et seq.*). The Licensee shall be responsible for complying with the federal Clean Water Act and obtaining any necessary permit(s) from the proper regulatory authority prior to conducting its activity. The Licensee shall supply the County with documentation providing that such authority has been obtained or that such permission is not required by the regulatory authority.

24.2. Recreation. The County has authorized certain recreational activities along and within the High Line Canal property. In addition to all other notices required by this Agreement, at least 48 hours prior to the commencement of any Work within the Licensed Area, the Licensee shall notify the High Line Canal Conservancy, Conservation Easement holder, at 720-767-2452. The Licensee shall ensure the safety of the general public and to minimize interference with recreational use on the Licensed Area. All paved trails and other recreational improvements within the Licensed Area shall be restored to their pre-existing condition to the satisfaction of the Recreational Use Entity. The Licensee shall comply with all the Recreational Use Entity's requirements to ensure the safety of the general public and to minimize interference with recreational use on the Licensed Area.

~~24.3. Irrigation. Denver Water uses the High Line Canal as an irrigation facility. Irrigation season is from April 1st until November 1st each year, and diverted water may be flowing in the High Line Canal during this time. Additionally, water may be flowing in the canal other times during the year. No Work may be undertaken during April 1st through November 1st unless special written authorization is obtained from Denver Water's Director of Source of Supply at 303-634-3515 or email ian.oliver@denverwater.org prior to the commencement of Work.~~

~~24.4. Cut-off Walls. The Licensee shall place reinforced concrete cut-off walls at locations determined by the County as shown on the plans and specifications identified in Paragraph 9 above. Each cut-off wall shall be constructed in accordance with Denver Water's then-current **Capital Projects Construction Standards 4th Edition**, as they may be updated and revised from time to time, and the excavation, forming, and steel placement of each cut-off wall shall be inspected and approved in writing by the County's representative prior to placement of concrete.~~

25. CLEANUP AND RESTORATION: The Licensee will use all reasonable means to prevent any loss or damage to the County or to others resulting from the construction, operation, maintenance, repair, modification, replacement, or removal of the Installation(s).

25.1. Within 21 days from the date of completion of any Work, the Licensee shall clear the Licensed Area and any other affected property of all construction debris, supplies, materials, and equipment, and shall restore the Licensed Area and any other affected property and any damaged roads and fencing to the condition in which they existed as of the Effective Date as nearly as may be possible to the satisfaction of the County's representative. Restoration and clearing of the surface shall include, but not be limited to, replacement of the topsoil in cultivated and agricultural areas, removal of any excess earth resulting from the Work, and/or reseeding described in the then-current Denver Water **Capital Projects Construction Standards Section 32 91 00 Planting Preparation and Section 32 92 00 Turf and Grasses**. Restoration of the roads shall include, but is not limited to, resurfacing.

25.2. If the Licensee does not restore and clear the Licensed Area and any other affected property to the satisfaction of the County and/or within the timeframes set forth for restoration in this Agreement, the County may complete the clearing and/or perform the restoration at the sole expense of the Licensee.

25.3. Any repair or replacement of any County facilities or property, other than roads and fencing, made necessary in the opinion of the County's representative because of any Work performed pursuant to this Agreement, shall be made by the County at the sole expense of the Licensee.

25.4. Licensee's obligations under paragraph 25 shall survive termination of this Agreement.

26. NO LIENS: The Licensee shall pay for all materials joined or affixed to the Licensed Area, shall pay in full all persons who perform labor upon the Licensed Area, and shall obtain and provide to the County lien releases for all such materials and labor. The Licensee shall not permit any mechanic's or materialman's lien of any kind or nature to be enforced against the Licensed Area for any Work done and materials furnished on the Licensed Area at the instance, request, or on behalf of the Licensee.

27. APPROVAL OF CONTRACTORS: Prior to commencing any Work under this Agreement, the Licensee shall submit to the County a list of all contractors and subcontractors that will be performing the Work in connection with this Agreement; no Work may commence until the County, in its sole and absolute discretion, has approved such contractors and subcontractors in writing. The Licensee understands and agrees that only those contractors and subcontractors whose operations are covered by the insurance required by this Agreement and that have been pre-approved by the County as required by this Agreement are authorized to work upon or about the Licensed Area. The Licensee shall require its agents, employees, and all approved contractors and subcontractors performing Work pursuant to this Agreement to comply with each of the terms and conditions of this Agreement.

28. INSURANCE:

28.1. The Licensee shall purchase and maintain insurance of the kinds and in the minimum amounts specified below or shall self-insure in the same amounts, and, for all contractors, the Licensee shall require such contractors to maintain insurance for the performance of all Work under this Agreement in accordance with applicable state laws in the minimum amounts specified below:

28.1.1. Workers' Compensation and Employer's Liability: Coverage shall include a waiver of subrogation in favor of Arapahoe County.

Minimum Limits:

- Workers' Compensation – statutory limits
- Employer's Liability:
  - $1,000,000 bodily injury for each accident
  - $1,000,000 each employee for disease
  - $1,000,000 disease aggregate

28.1.2. Commercial General Liability: Maintain commercial general liability insurance covering all operations on an occurrence basis against claims for bodily injury, property damage (including loss of use), and personal injury.

Minimum Limits:

- $1,000,000 each occurrence
- $2,000,000 general aggregate with dedicated limits per project site
- $2,000,000 products and completed operations aggregate

Coverages:

- Contractual Liability
- Independent Contractors
- Defense in addition to the limits of liability

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- Severability of Interests Provision
- Products and completed operations coverage maintained for at least two years after completion of the project, for construction contractors only
- Additional Insured Endorsement issued to Arapahoe County, Colorado, its officers, its agents, and its employees acting in the scope of their employment

28.1.3. Automobile Liability: Maintain business auto liability coverage covering liability arising out of any auto (including owned, hired, and non-owned autos) used in connection with this Agreement:

Minimum Limit:

- $1,000,000 Combined Single Limit Each Accident

Coverages:

- Additional Insured Endorsement issued to Arapahoe County, Colorado, its officers, its agents, and its employees acting in the scope of their employment

28.2. The above-mentioned coverages shall be procured and maintained with insurers with an A- or better rating, as determined by Best's Key Rating Guide. All coverages shall be continuously maintained during the term of this Agreement or as noted above to cover all liability, claims, demands, and other obligations assumed by the Licensee.

28.3. Additional Insured status required above shall be primary and non-contributory with any insurance or self-insurance carried by the County. The Licensee shall be solely responsible for any deductible losses under any policy required above.

28.4. The policies shall provide that the County will receive notice no less than 30 days prior to cancellation, termination, or non-renewal of the policies.

28.5. The Licensee 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.

28.6. Failure on the part of the Licensee to procure or maintain policies providing the required coverages, conditions, and minimum limits shall constitute a material breach of contract upon which the County may immediately terminate this Agreement.

29. INSURANCE CERTIFICATES:

29.1. At the time of executing this Agreement, the Licensee shall deliver to the County (i) a letter of self-insurance with respect to the Licensee and, (ii) with respect to the Licensee's contractors, Certificates of Insurance as evidence that policies providing any and all required coverages and limits are in full force and effect.

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29.2. These certificates and letter of self-insurance will serve as an indication to the County that the Licensee has acquired all necessary insurance; however, the County may require that certified copies of the insurance policies be submitted.

29.3. Insurance limits must be indicated on each Certificate of Insurance. Each Certificate of Insurance shall be reviewed and approved by the County prior to commencement of Work under this Agreement. The certificates shall identify this Agreement where applicable.

30. INDEMNIFICATION: The Licensee shall be responsible for any liability, loss, damage, or expense (including court costs and attorney fees) of every kind and nature arising out of any breach by the Licensee, its officers, agents, or employees (or Licensee's contractors or subcontractors and any of their officers, agents, or employees) of any of Licensee's obligations set forth in this Agreement. The Licensee shall also contractually require all contractors and/or subcontractors performing Work pursuant to this Agreement to defend, indemnify, and hold harmless the County, its officers, members, managers, agents, and employees against any liability, loss, damage, injury, death, demand, claim, action, cause of action, or expense of whatever nature, kind, or description (including but not limited to court costs, attorneys' fees, and expenses incurred by the County as a result of damages to the County's property or facilities), directly or indirectly arising out of, resulting from, or related to (in whole or in part) this Agreement, any rights or interests granted pursuant to this Agreement, occupation and use of the Licensed Area by such contractors and/or subcontractors, any act or omission of such contractors and/or subcontractors, as well as each of their officers, directors, members, managers, and employees. The Licensee's obligations under this paragraph shall survive termination of this Agreement.

31. RISK OF LOSS: All personal property, including, but not limited to, fixtures, equipment, vehicles, supplies, and related materials, upon the Licensed Area will be at the risk of the Licensee only, and the County shall not be liable for any damage to or theft or vandalism of such personal property.

32. NO ASSIGNMENT; NO RECORDING: The Licensee agrees and understands that privileges granted by this Agreement are personal to the Licensee, that this Agreement does not grant the Licensee any property interest in the Licensed Area, and that this Agreement shall not inure to or for the benefit of the Licensee's successors or assigns. The Licensee shall not assign this Agreement and shall not record this Agreement.

33. ABANDONMENT: If the Licensee does not use the right granted in this Agreement or its Installation(s) for a period of one year, the County may, at its election, consider the rights granted under this Agreement abandoned and terminate this Agreement by giving the Licensee 30 days' written notice.

34. TERMINATION:

34.1. The County may terminate this Agreement for any reason and at any time by giving the Licensee 30 days' written notice.

34.2. In the event of the Licensee's violation of any of the terms of this Agreement, the County may elect to terminate this Agreement or may allow the Licensee a time to correct such violation. If the violation is not cured to the satisfaction of the County within 30 days after receipt of the written notice of such violation from the County, or such longer period as the County may permit in writing, the County may elect to cure the violation at the Licensee's sole expense, without prejudice to the County's right to terminate this Agreement.

34.3. Upon termination of this Agreement for any reason, the Licensee shall have 60 days to remove its Installation(s) from the Licensed Area and restore the Licensed Area and any other affected property to the condition in which it existed as of the Effective Date. In the event the Licensee does not remove its Installation(s) within the time allowed under this paragraph and/or does not comply with the restoration obligations stated in this paragraph, the County, without incurring liability, may remove the Installation(s) and/or restore the affected property at the Licensee's sole expense.

34.4. The Licensee's obligations under this paragraph shall survive termination of this Agreement.

35. REIMBURSEMENT TERMS: All the County's invoices are due 30 days after the date of invoice. If the Licensee fails to reimburse the County within 30 days, the Licensee shall pay interest on such unpaid sum from the due date until paid at an annual rate equal to the lesser of (i) the prime rate last published in *The Wall Street Journal* in the preceding December plus 2.5 percent, or (ii) the maximum rate permitted by law. The Licensee's obligations under this paragraph shall survive termination of this Agreement.

36. NOTICES: Except as otherwise expressly provided in this Agreement, the Parties shall contact the persons listed below for all matters related to administration of this Agreement. All notices required or given under this Agreement shall be in writing and shall be deemed effective: (a) when delivered personally to the other Party or (b) seven days after posting in the United States mail, first-class postage prepaid, properly addressed as follows.

If to the County:
Arapahoe County Open Spaces
6934 S. Lima Street, Suite A
Centennial, CO 80112

with a copy to:
Arapahoe County Attorney's Office
5334 S. Prince Street
Littleton, CO 80120

If to Licensee:
City of Greenwood Village
Attn: Parks, Trails, Recreation Director
10001 East Costilla Ave
Greenwood Village CO 80112
303-486-5773

If to Denver Water:
City and County of Denver, acting by and through its Board of Water Commissioners
Attention: Director of Engineering-Property
1600 W. 12th Avenue
Denver, CO 80204

37. GENERAL PROVISIONS:

37.1. Construction. This Agreement shall not be construed more strictly against one Party than another merely because it may have been prepared by counsel for one of the Parties.

37.2. Venue and Governing Law. For the resolution of any dispute arising from this Agreement, venue shall be in the courts of Arapahoe County, State of Colorado. This Agreement shall be governed by and construed under the laws of the State of Colorado, without regard to its conflict of laws principles.

37.3. No Attorneys' Fees and Costs. In the event there is any litigation, mediation, arbitration, or other dispute-resolution proceedings arising out of or related to this Agreement, each Party shall pay for its own attorney(s)' and other professional(s)' fees, costs, and expenses.

37.4. Severability. If any provision of this Agreement is determined by a court having jurisdiction to be unenforceable to any extent, the rest of that provision and the rest of this Agreement shall remain in full force and effect.

37.5. No Waiver. The failure by any Party to insist upon the strict performance by any other Party of any of the provisions of this Agreement shall not be deemed a waiver of any of the Agreement's provisions, and, notwithstanding such failure, no Party shall be thereby released from any obligations under the Agreement.

37.6. Non-Business Days. Except as otherwise specifically provided, all periods of time set forth in this Agreement shall be calendar days, not business days. If any date for any obligation under this Agreement falls on a Saturday, Sunday, or a "legal holiday" as such term is defined in Colorado Rule of Civil Procedure 6, then the relevant date shall be extended automatically until the next business day.

37.7. Headings. The headings contained in this Agreement are included solely for convenience, are not intended to be full or accurate descriptions of the content of the respective paragraph, and shall not be considered part of this Agreement or affect its interpretation.

37.8. Colorado Governmental Immunity Act. The Parties understand and agree that the Parties are relying upon, and have not waived, the monetary limitations and all other rights, immunities, and protections provided by the Colorado Governmental Immunity Act, C.R.S. § 24-10-101, *et seq.*, as it may be amended from time to time.

37.9. Entire Agreement. This Agreement constitutes the entire agreement between the County and the Licensee and replaces all prior written or oral agreements and understandings. The terms of this Agreement may not be changed, waived, modified, or varied in any manner whatsoever unless in writing signed by all Parties.

37.10. Counterparts and Originals. A copy of the Agreement may be executed by each Party separately, and may be delivered by mail or electronic copy, each of which shall be deemed an original and all of which, when taken together, shall constitute one and the same instrument.

37.11. Representation of Authority of Signatories. Each individual executing this Agreement on behalf of the Licensee represents and warrants that the execution and delivery of this Agreement and all related documents have been duly authorized by the Licensee for which the individual is signing, and that the individual has the legal capacity to execute and deliver this Agreement and thereby bind the Licensee.

37.12. Effective Date. This Agreement shall become effective on the date it is signed by the County's Open Spaces Director.

38. SPECIAL PROVISIONS: This Agreement is also subject to the following provisions. To the extent that any such provisions listed below are in conflict with any other provisions of this Agreement, the provisions below shall control and supersede them.

38.1 Benches shall be installed so that the front of bench meets a setback at least four (4) feet from edge of trail.

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38.2 In some locations, a bench is proposed to be installed next to the trail, but on the canal side of the trail. In these situations, the back of bench or back of concrete slab, shall meet a setback of four feet from top of canal bank / slope of canal.

38.3 Licensee has an ongoing donor program for fundraising purposes. The Licensee shall provide notice to the County if a bench will have a donor plaque. Upon approval, the licensee shall provide proposed write up of plaque and duration of plaque posting to the County.

SIGNATURES FOLLOW ON THE NEXT PAGE

BOARD OF COUNTY COMMISSIONERS OF
THE COUNTY OF ARAPAHOE

By: Margina Pingenat
Margina Pingenot, Open Spaces Director,
on behalf of the Board of County Commissioners
pursuant to Resolution No. 26-056

Date: 4/14/26

ATTEST:

Signed by:
By: Susan M. Ortiz
5DB81DC3DA4643C...
Susan Ortiz, MMC
City Clerk

APPROVED AS TO FORM:

Signed by:
By: Shannon Chambers-Nelson
BC32EBECB4CD48D...
Shannon Chambers Nelson
Assistant City Attorney

LICENSEE: CITY OF GREENWOOD VILLAGE

DocuSigned by:
By:
5E21F80C662E4A5...
George E. Lantz, Mayor

Address: 10001 East Costilla Ave
ood Village CO 80112

CITY OF GREENWOOD VILLAGE SEAL COLORADO

Exhibit A - Benches Managed by the City of Greenwood Village

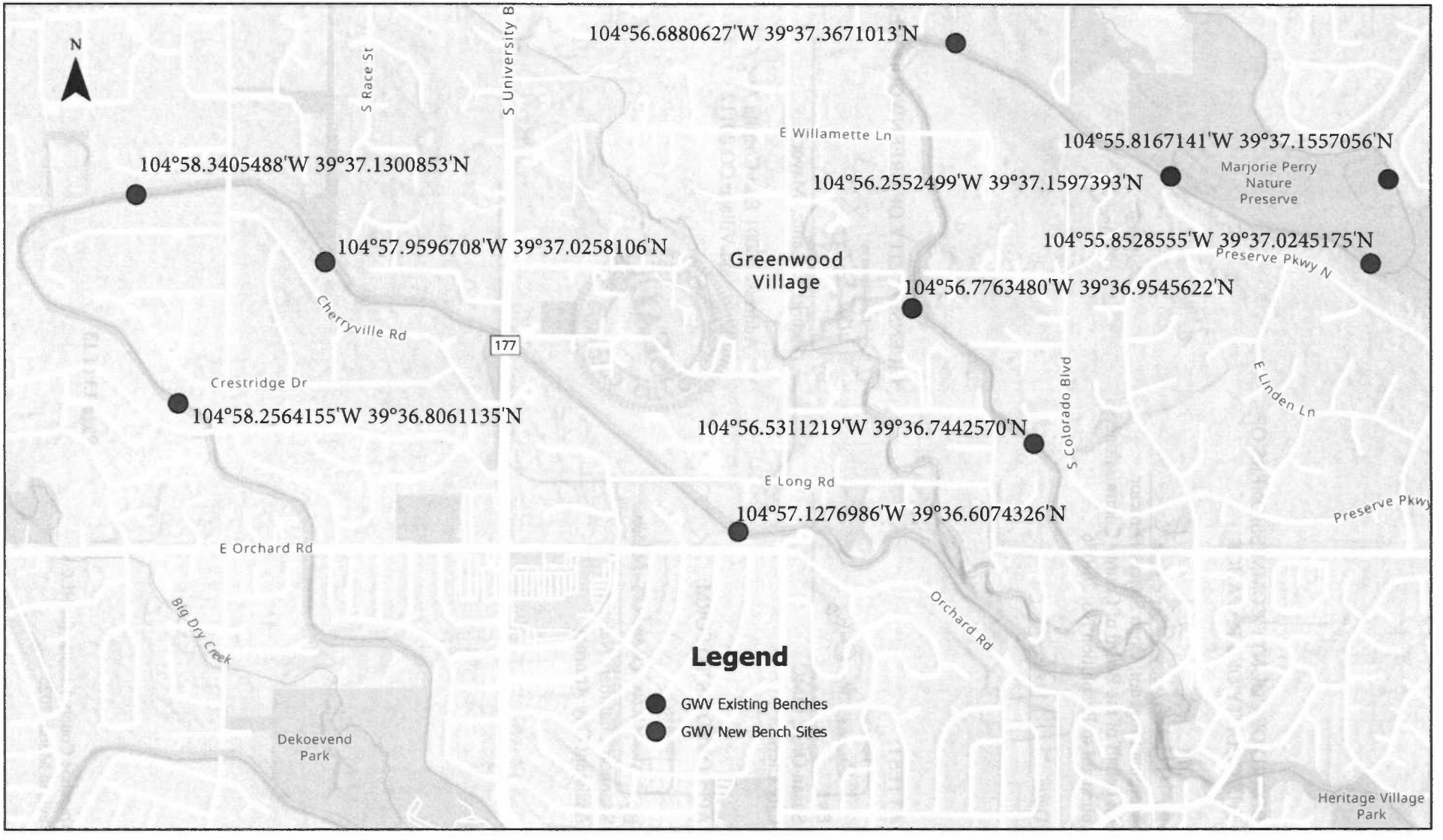
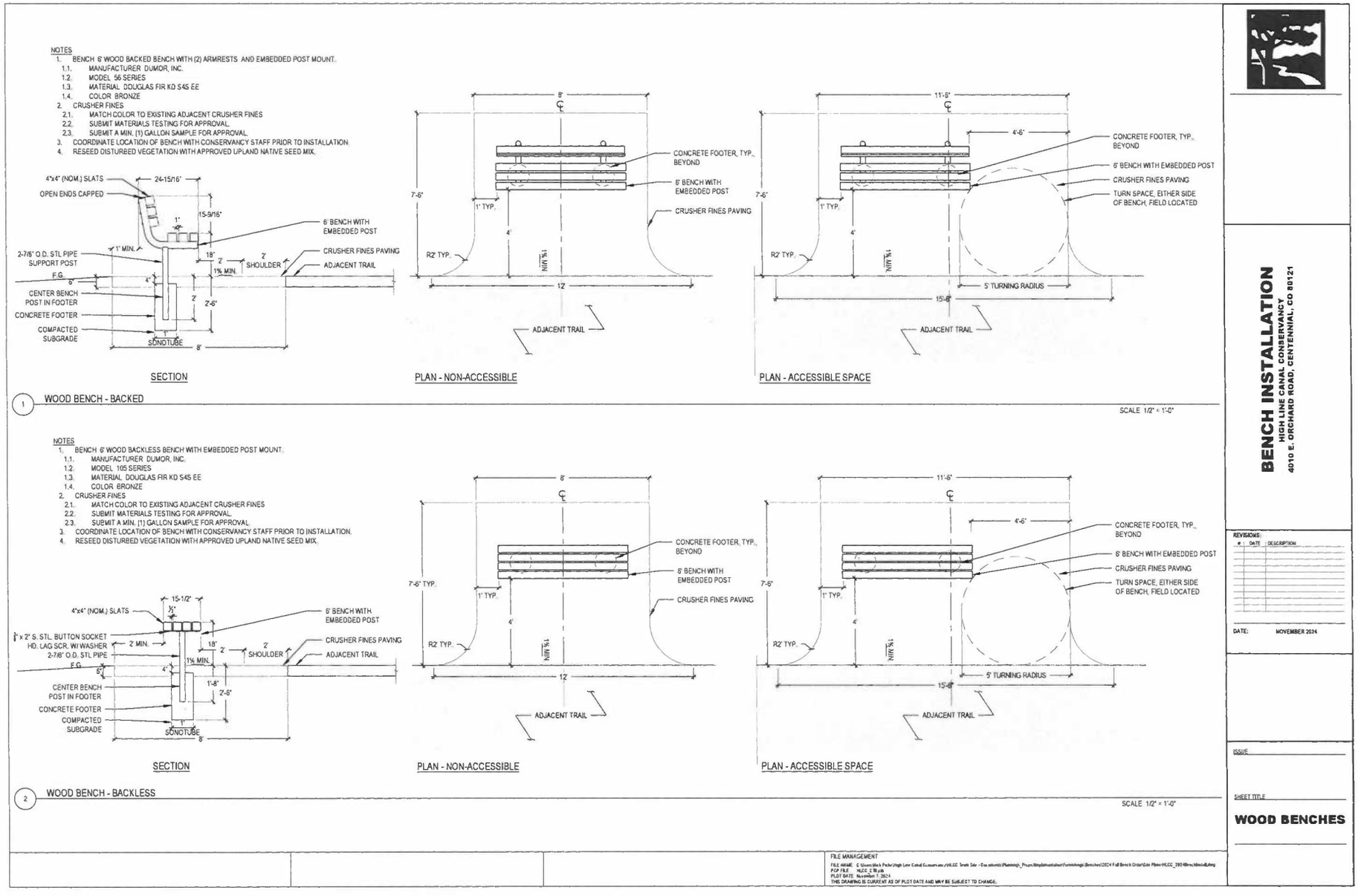


Exhibit B - Bench Instillation Details



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HIGH LINE CANAL BENCH INSTALLATION AND MAINTENANCE AGREEMENT

THIS AGREEMENT ("Agreement") is made this 23 day of April, 2025 (the "Effective Date") by and between **the CITY OF GREENWOOD VILLAGE**, a political subdivision of the State of Colorado, whose address is **6060 S. Quebec Street, Greenwood Village 80111** ("City"), and the **HIGH LINE CANAL CONSERVANCY**, a Colorado non-profit organization, whose address is 4010 E. Orchard Road, Centennial, Colorado 80121 ("HLCC") (each individually, a "Party" and together referred to as the "Parties").

WHEREAS, the Parties have determined that there is a community need to install benches along the High Line Canal trail system, as set forth in The Plan for the High Line Canal**.**

WHEREAS, the community has expressed a desire for consistency in benches along the High Line Canal trail system and the opportunity to commemorate loved ones through an adopt-a-bench program.

NOW, THEREFORE, in consideration of the foregoing premises, the mutual covenants contained herein, and the following terms and conditions, the Parties agree and covenant as follows:

Section 1. Siting. The City and the HLCC has identified bench locations with an approximate cadence of one bench every quarter mile considering both existing and new locations. It is the desire for the City and the HLCC to split the management of the bench locations as indicated on Exhibit A.

Section 2. Installation. The City and the HLCC shall conduct their own respective bench installations, will use benches of similar materials, and will coordinate regarding final arrangements for installation to avoid conflicts.

Section 3. Maintenance. The City and the HLCC shall assume the obligation to maintain their respective benches. Maintenance includes upkeep, reconstruction, repair and correction of defects or damage, including costs associated with such Maintenance.

Section 4. Miscellaneous. The following provisions apply:

A. Modifications. This Agreement or any part thereof may not be modified, except by written agreement executed by both Parties.

B. Applicable law. This Agreement shall be governed by and construed in accordance with the laws of the State of Colorado. The Parties agree that the proper venue, in the event of litigation concerning this matter, shall be Arapahoe County, Colorado.

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C. Conservancy Dissolution. If HLCC dissolves for any reason and a comparable organization is not formed, the City will assume responsibilities delegated to HLCC in this Agreement.

D. Severability. If any provision of this Agreement shall be held invalid, illegal or unenforceable, the validity of all other provisions shall in no way be affected.

E. Entire Agreement. This Agreement constitutes the entire agreement between the Parties and supersedes all previous agreements and understandings related to the work to be performed under this Agreement.

IN WITNESS WHEREOF, each Party has caused this Agreement to be executed in its name and on its behalf as the Effective Date.

ATTEST:

DocuSigned by:
Susan M Ortiz
5DB81BC3BA4643C...
Susan Ortiz, MMC
City Clerk

CITY OF GREENWOOD VILLAGE

DocuSigned by:
5E21F86G662E4A5...
George E. Lantz
Mayor

APPROVED AS TO FORM

Signed by:
Tonya Haas Davidson
8631E3494EFE4GF...
Tonya Haas Davison
City Attorney

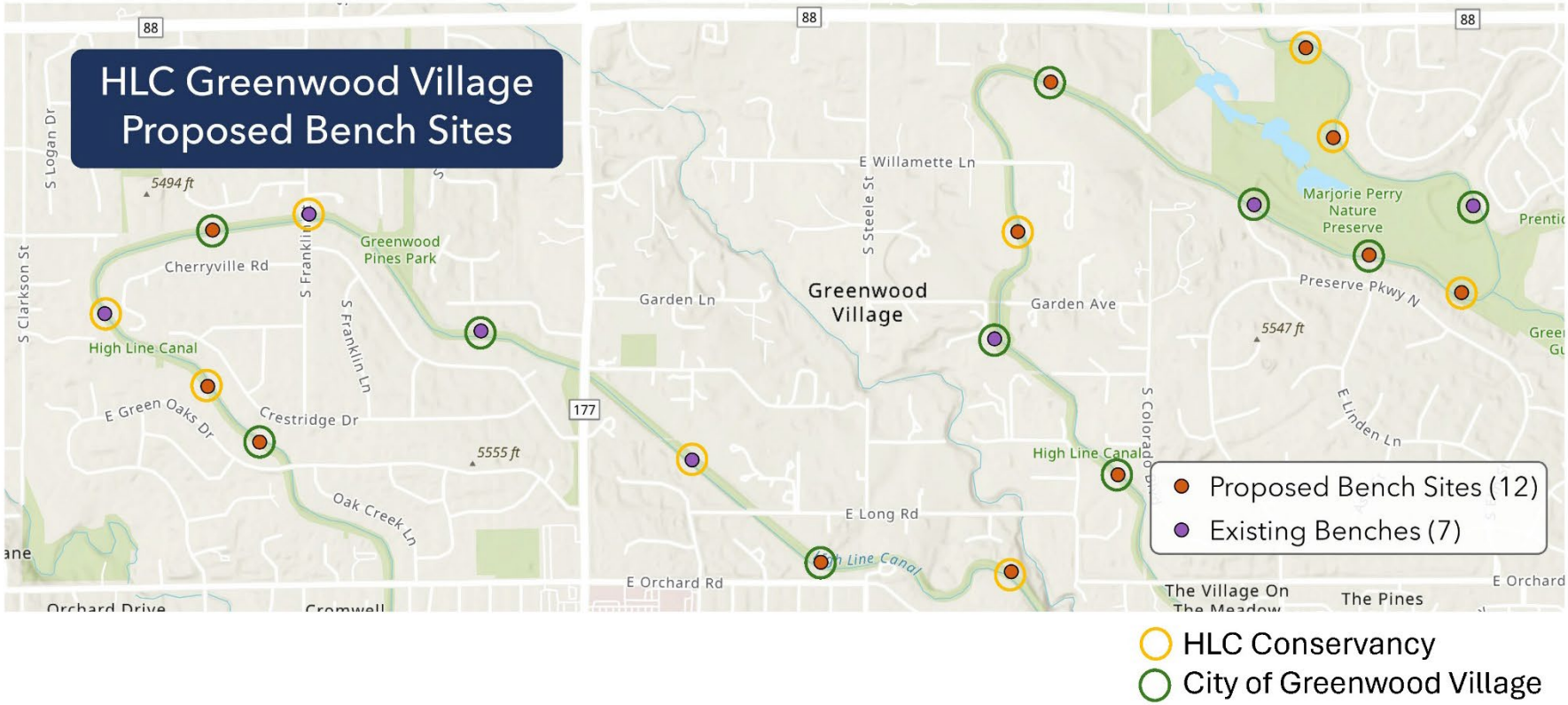
HIGH LINE CANAL CONSERVANCY

_____

By: Signed by: Suzanna Fry Jones
73B1B8BAF3A9409...
Title: Chief Executive Officer

Docusign Envelope ID: EDF947A5-55C2-4F35-B89A-FC809A499E4C

EXHIBIT A



File # 2026-96 **Agenda Date:** 5/4/2026

Update Regarding Trash Service and Recycling (Jeremy Hanak - Public Works Director)

To: Honorable Mayor and City Council
Through: John Jackson, City Manager
Shawn Cordsen, Deputy City Manager
From: Jeremy Hanak, Public Works Director

Executive Summary:

Following the January 5, 2026 study session, staff solicited proposals for trash and recycling services in 2027 and beyond. As discussed during the study session, industry has been shifting to a cart content only service with a fixed number of carts serviced each week. The request for proposals included multiple pricing options, including the current service levels of unlimited volume with no cart content only requirements. The proposals received included company information, service abilities, and pricing for the various services. Five proposals were received and reviewed based on evaluation criteria identified in the request for proposals. Based on the proposals received, staff recommends awarding the service agreement to Waste Connections for the current service levels provided to the community. Staff is seeking Council feedback and direction regarding whether to include optional collection services at select locations.

Recommendation:

Staff recommends awarding the service agreement to Waste Connections for the current service levels provided to the community. Staff is seeking Council feedback and direction regarding whether to include optional collection services at select locations.

Attachments:

1. 2026_Trash_and_Recycling_RFP
2. 5280_Waste_Solutions_Proposal
3. Apex_Waste_Proposal
4. Republic_Services_Proposal
5. Waste_Connections_Proposal
6. Waste_Management_Proposal
7. Bid_Evaluations
8. Bid_Pricing_Summary

Discussion

The current residential solid waste collection service agreement with Waste Connections is expiring on December 31, 2026. Over the course of the last few years, industry has informed staff that the current service levels offered in Greenwood Village, which include unlimited volume without cart requirement, are going away. Following the January 5, 2026 study session, staff solicited proposals for trash and recycling services in 2027 and beyond. The request for proposals included this new service level and various optional collection services, including the current service level of unlimited volume without cart content only requirements. The RFP can be found in Attachment 1.

Five proposals were received and evaluated. Proposals can be found in Attachments 2 through 6. The proposals were evaluated on criteria defined in the request for proposals. Three staff members evaluated the proposals and the scores were averaged. The final evaluation scores can be found in Attachment 7. Overall, the proposers scored well. The two highest scores went to the proposers that had previously provided service to Greenwood Village and, as such, displayed a strong understanding of the city's needs. Pricing was

submitted for all base service requirements, optional collection services were not required to be submitted. Three of the proposers submitted an optional collection service that meets the current service level of unlimited volume without cart content only requirements. Of the three companies that submitted a service option for the current service level, one is our current provider and one was the previous provider, so both have a full understanding of the requirements of our current service level. Based on the proposals received, staff recommends awarding the service to Waste Connections for the current service levels provided to the community.

In addition to the locations currently serviced, pricing was obtained for three additional locations, including the Landmark Towers, Village Lofts, and Village Plaza Lofts. Staff is seeking feedback from Council regarding the inclusion of these properties in the next service agreement. The table below shows the pricing for the base bid and the optional services. Two optional services were aimed at helping maintain some similarity to the current service levels. However, since the current service levels can be maintained, staff did not include these in our recommendation. A summary table of the pricing received can be found in Attachment 8.

Table 1: Pricing

	5280	Apex	Republic	Waste Connections	Waste Management
Base Bid Total	$900,834.30	$987,982.70	$954,600.92	$819,492.08	$1,063,199.25
Base Bid with Unlimited	N/A	$1,175,086.70	$1,099,606.52	$860,187.20	N/A
Landmark Trash and Recycling	$49,270.68	$48,640.92	$31,488.00	$21,300.00	$34,354.32
Village Lofts Trash and Recycling	$15,029.40	$19,331.52	$14,029.20	$14,964.48	$16,769.64
Village Plaza Lofts Trash and Recycling	$13,459.80	$17,874.24	$12,054.72	$9,976.32	$15,660.84

The State's Producer Responsibility Program for Recycling (HB22-1355), administered by Circular Action Alliance Colorado, shifts the cost of residential recycling from local governments to packaging producers. The City has applied to participate and, if approved, would be eligible for reimbursement of its residential recycling costs. Based on a review of a draft agreement provided by Circular Action Alliance Colorado, participation would entail reporting and education requirements but would not require expansion of services beyond the City's current program. Overall, the program has the potential to reduce long-term City costs while maintaining the existing level of service for residents.

City of Greenwood Village Request for Proposals (RFP)

RESIDENTIAL SOLID WASTE AND RECYCLING COLLECTION

PUBLIC WORKS DEPARTMENT

2026

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3.3 Collected Volumes Solid Waste and Recycling 2020-2025 3
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5.5 RFP Submittal instructions 5
5.6 Communication 5

APPENDICES

APPENDIX A – SCOPE OF SERVICE
APPENDIX B – PROPOSAL PRICING
APPENDIX C – RESIDENTIAL SOLID WASTE COLLECTION SERVICE AGREEMENT
APPENDIX D – PROFILE AND QUESTIONNAIRE
APPENDIX E – SERVICE MAP
APPENDIX F – RATE HISTORY
APPENDIX G – EVALUATION CRITERIA

NOTICE OF RFP FOR GREENWOOD VILLAGE, COLORADO

City of Greenwood Village
Request for Proposal
Residential Solid Waste and Recycling Collection Services

Notice is hereby given that the City of Greenwood Village, Colorado (the "City") will receive proposals via the **Rocky Mountain E-Purchasing System**, until 2:00 pm on February 20, 2026.

The request for proposals for **Residential Solid Waste and Recycling Collection Services** is available electronically via the Rocky Mountain E-Purchasing System on the City of Greenwood Village website, www.greenwoodvillage.com/bids.

The City reserves the right to reject any and all proposals, and to make final determination in the event of duplications.

No proposal may be withdrawn for a period of ninety (90) days after the date set for opening thereof. Any proposal received as a result of this request is prepared at the consultant's expense and becomes City property and therefore, public record.

Any questions regarding the project should be posted on the on the Rocky Mountain E-Purchasing System by 2:00 PM on February 6, 2026.

/s/ Jeremy Hanak

Director of Public Works

DATE PUBLISHED: January 23, 2026

PUBLISHED ON: Rocky Mountain E-Purchasing System and www.greenwoodvillage.com

1. PURPOSE

The City of Greenwood Village Colorado, (the "City") is soliciting proposals from qualified Service Providers ("Proposers") for curbside removal and disposal of residential solid waste and recycling. The RFP also includes dumpster services for City buildings, parks, and for collection of solid waste at City-sponsored special events. The start date for the collection services resulting from this RFP will begin on **January 1, 2027**.

2. CITY INFORMATION

The City of Greenwood Village, Colorado is situated within a nationally recognized business corridor in the southwest region of the Denver Metro area. As a major employment center, the overnight population of approximately 15,000 grows to nearly 45,000 during the day due to the dynamic economic activity within the jurisdiction. The 2026 Annual Operating and Capital Improvement budget for the City is $71,543,391.

The City of Greenwood Village Public Works Department is responsible for the design, construction, and maintenance of the public infrastructure throughout the City in addition to the provision of public services including street sweeping, snow and ice control. The city provides residential trash and recycling services (contracted) to improve safety, improve the appearance, and minimize wear on residential streets . The 2026 Annual Operating and Maintenance budget for the department is $11,182,531. The department will also manage $11,330,000 in capital projects slated for 2026.

3. CURRENT SERVICE OVERVIEW

Since 1996, the City has been providing residential solid waste and curbside recycling services at no direct cost to residents. The current service is provided by one vendor through a five-year agreement set to terminate on December 31, 2026.

The current service provision is as follows:

- Once-per-week solid waste removal and every-other-week recycling service is provided to approximately 3,900 single-family attached and detached households. This service is currently unlimited volume, without cart-content only requirements.
- Four-times-per-week solid waste removal (served by dumpsters) to the Hermitage condominiums – 143 units.
- Two-times-per-week solid waste removal (parking lot service with carts); every-other-week recycling service is provided to DTC Roundtree condominiums – 124 units.
- Weekly solid waste removal from May to September at four community swimming pools.
- Solid waste removal and recycling for the City of Greenwood Village municipal buildings and parks: City Hall, the Maintenance Facility, Village Greens Park, and Rolland Barnard Equestrian Park.

Day-certain schedules have been established as identified in Appendix E. The city strongly desires to maintain the current schedule.

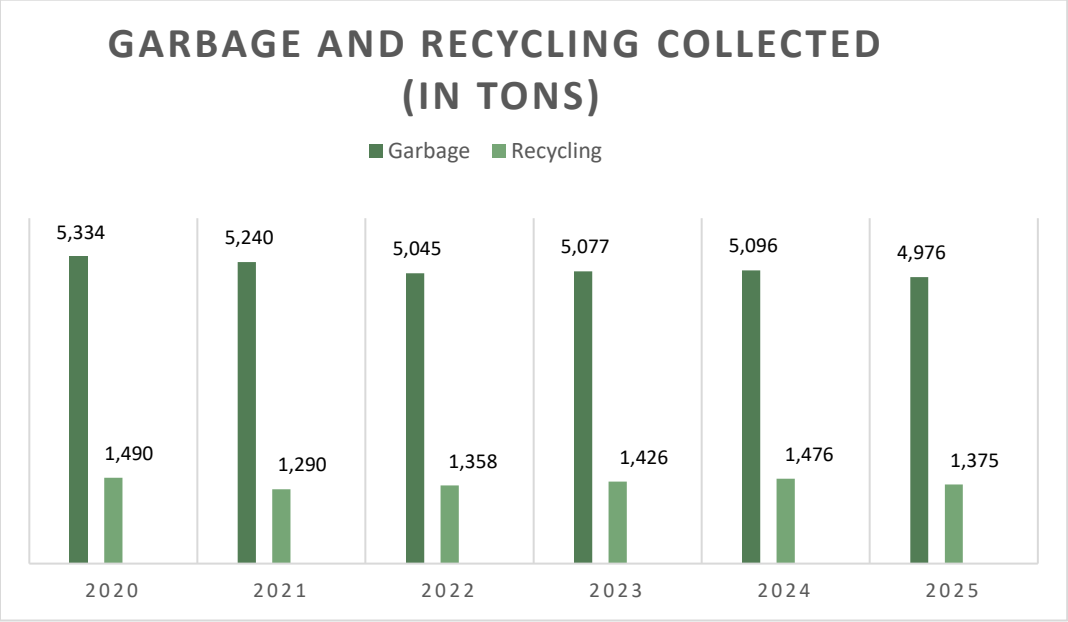
3.1 BULK WASTE COLLECTION

The city directly provides on-demand, unlimited bulk waste collection through Public Works staff. Eligible residents contact the City's Public Works Department to schedule collection. The Service Provider will not provide this service and does not need to submit pricing for this item.

3.2 YARD DEBRIS COLLECTION

Curb side collection of yard debris is provided by the current provider at the same time solid waste is collected and is included in the per-household cost. All materials will be placed in containers. An optional pricing proposal is requested for service at various times throughout the year to collect yard debris outside of containers, refer to Appendix B for more information.

3.3 COLLECTED VOLUMES SOLID WASTE AND RECYCLING 2020-2025



The residential solid waste and recycling rate history from 2012 to 2025 can be found as Appendix F.

4. SCOPE OF SERVICE

The Service Provider will collect all residential solid waste and recyclables from each eligible residence on the designated collection day. There are approximately 3,900 eligible single-family residences along with two condominium complexes: The Hermitage and DTC Roundtree. Collections from single-family households will occur curbside. Collection locations for the two condominium complexes will vary. Additionally, the Service Provider will collect trash and recycling from City buildings and parks.

The full Scope of Services can be found in Appendix A.

5. INSTRUCTION TO BIDDERS

The proposer shall complete all proposal forms and provide all the requested documentation.

5.1 GENERAL INFORMATION REGARDING THE RFP PROCESS

Proposals will be opened after the deadline for proposals.

Proposals must be valid for ninety (90) days following the opening date.

The Service Providers' response shall include the proposal pricing as outlined in Exhibit B with all other information requested in this Request for Proposal (RFP). The fees shall be the full cost to the City.

The City reserves the right to amend or clarify this RFP by addenda. Addenda may be issued no later than five days prior to the due date of the proposals. All addenda issued will become part of the original or modified RFP document.

The bidders shall agree to all terms of the Appendix C: RESIDENTIAL SOLID WASTE COLLECTION SERVICE AGREEMENT.

5.2 PROPOSED SCHEDULE

The following schedule is proposed and may be adjusted as necessary.

MILESTONE	DATE
RFP released	January 23, 2026
Deadline for submitting questions	February 6, 2026
City responses to questions posted	February 13, 2026
RFP response deadline	February 20, 2026
Staff review of proposals	February 20 – 27, 2026
Notify short-listed contractors	February 27, 2026
Interviews with short-listed contractors	March 2 – 6, 2026
City Council Study Session	April 6, 2026
Service Provider selected	April 7, 2026
Negotiate contract	April 7 – 6, 2026
Contract awarded/notice to proceed	April/May 2026
Start of new contract	January 1, 2027

5.3 EVALUATION CRITERIA

Each proposal will be reviewed by an evaluation team of City staff. The evaluation will involve a holistic review of all material and will generally be evaluated on the Service Provider's proven track record of performance, relevant experience, credentials, and the ability to fulfill the requirements of the project and services outlined in Appendix D: Profile and Questionnaire. The specific evaluation criteria can be found in Appendix G.

5.4 PROVIDER PROFILE AND QUESTIONNAIRE

The proposer is required to complete the Profile and Questionnaire form, Appendix D. In order for the City to more accurately evaluate the proposal, please complete the form in its entirety rather than providing company brochures or other marketing materials in lieu of answering the questions directly.

5.5 RFP SUBMITTAL INSTRUCTIONS

Submittals must be received no later than February 20, 2026, by 2:00 PM MST. The submittals must be received by the City via the **Rocky Mountain E-Purchasing System**.

Required Response Forms

- Proposal Pricing (Exhibit A to Service Agreement) – Appendix B
- Profile and Questionnaire – Appendix D

The City may request additional information from proposers, including a presentation if needed, to clarify elements of their proposals. The City also reserves the right to make independent investigations as to the qualifications of each proposer, including contacting existing customers or site visits to existing operations.

5.6 COMMUNICATION

5.6.1 All communications should be directed to the Public Works Operations Manager.

Name: Mike Van Dyke
Operations Manager
Email: mvandyke@greenwoodvillage.com

5.6.2 Questions Regarding RFP

Questions shall be directed only to the above-mentioned contact. Verbal questions and explanations are not permitted other than for general non-substantive issues. It is suggested that questions be sent via email or via the Rocky Mountain E-Purchasing System. Questions will not be answered if received after February 6, 2026 to allow staff to distribute answers. All questions and answers will be posted by February 13, 2026 on the RFP page on the Rocky Mountain E-Purchasing System.

5.6.3 City initiated contact

The City reserves the right to contact any responder for clarification at any point during the review process.

CITY OF GREENWOOD VILLAGE RFP
Appendix A
Scope of Service

Collections shall be day-certain except for weeks in which a holiday occurs, or an emergency has been declared by the City.

In addition to the residential collection, the Service Providers are also required to collect trash and recycling at City buildings and facilities. For a full listing of collection sites, refer to Appendix B.

- HOURS AND DAYS OF OPERATIONS

All residential collections shall be made between the hours of 7:00 a.m. and 7:00 p.m. Monday to Thursday. Saturday and Sunday collections are not permitted, unless expressly authorized by the City in writing. All collections shall be made as quickly as possible. The Service Provider agrees that it shall perform "same side of street" collections in compliance with good safety practices and City regulations.

Trash collection service will be collected weekly and follow the service map as shown in Appendix E. Recycling collection service will be collected every other week and follow the service map. It is allowed to split the recycling collection service into alternating weeks within a service area as long as individual neighborhoods stay on the same service schedule.

- HOLIDAY SCHEDULES

Holidays shall be New Year's Day, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, and Christmas Day. If the holiday falls on a weekday other than Friday, then the Friday following the holiday be utilized as a catch-up day.

- INCLEMENT WEATHER

In the case of inclement weather, collection shall be the next business day and completed by Friday.

- MISSED COLLECTIONS

Failure of the Service Provider to collect garbage, recycling or yard debris that have been set out by the customer in the proper manner shall be considered a missed collection, and the Service Provider shall collect the material from the customer within twenty-four (24) hours of the Service Provider's receipt of notification of a missed collection. If the Service Provider is notified off a missed collection by 9:00 a.m. the following business day, the missed collection shall be collected on the same day, unless it is a Friday or Saturday. The Service Provider shall maintain a written record of all calls related to missed collections and the response provided by the Service Provider. Such records shall be made available for inspection upon request by the City and shall be included in the monthly reports. If the Service Provider fails to collect a missed collection within twenty-four (24) hours of receipt of notice, the Service Provider shall reimburse the City for all costs incurred by the City as well as any liquidated damages assessed by the City.

- LITTER AND SPILLAGE

The Service Provider shall not litter any private property, public streets, roads, alleys, or public property premises in the process of making collections, but it shall not be required to collect material that has not been placed in approved containers or in a manner provided herein.

All loads collected by the Service Provider shall be completely contained in the collection vehicles at all times except when the material is actually being loaded. Hoppers on all collection vehicles shall be cleared frequently to prevent the occurrence of the unnecessary blowing or spillage. Any spillage or materials that occurs during collection shall be immediately cleaned up by the Service Provider at the Service Provider's expense. However, if drained oil is spilled the Service Provider shall immediately remove the drained oil, but it shall not power wash the drained oil. Spillage not immediately collected shall be cause for the assessment of liquidated damages.

- YARD DEBRIS COLLECTION

Curb side collection of yard debris is to be provided at the same time solid waste is collected and to be included in the per-household cost. Yard debris shall be included in the weekly solid waste pick-up. All materials will be placed in containers. An optional pricing proposal is requested for service at various times throughout the year to collect yard debris outside of containers, refer to Appendix B for more information.

The Service Provider is not expected to collect any debris from/for any person or firm who receives any fee for service performing any maintenance or construction related services. The Service Provider is not expected to collect excessive quantities due to Acts of God.

- HAZARDOUS WASTE

No hazardous waste shall be collected by the Service Provider.

- COLLECTION EQUIPMENT

The Service Provider shall provide an adequate number of collection vehicles approved by the City for regular collection services. All collection vehicles used during the term of this Agreement shall be less than eight (8) years old and have fewer than 250,000 miles. Upon reaching the age or mileage limit, the vehicles shall be retired from active service in the City. Vehicles shall be washed at least once per week and painted as necessary.

All equipment shall have appropriate safety markings, in accordance with current statutes, including all highway lighting, flashing warning lights, clearance lights and warning flags. Equipment shall be maintained in good conditions at all times. The Service Provider shall maintain collection vehicles to ensure that no liquid wastes (such as garbage or yard debris leachate) or oils (such as lubricating oils or hydraulic fuel) are discharged to customer premises or City streets.

Any equipment not meeting these standards shall not be used within the City until repairs are made.

No advertising shall be permitted on Service Provider vehicles other than the Service Provider's name or logo and customer service telephone numbers. Special promotional messages for recycling and bulk item pick-ups may be permitted with prior approval of the City.

All Service Provider routes, supervisor, and service vehicles shall be equipped with properly licensed communication equipment capable of maintaining contact with the Service Provider.

- CUSTOMER SERVICE

The Service Provider shall be responsible for providing all customer service functions including informing customers of current services and handling and resolving customer complaints. The Service Provider shall provide response to a customer complaint within twenty-four (24) hours of the complaint. The Service Provider shall have a local Denver telephone number for customer complaint access.

- REPORTING AND RECORDS

The Service Provider shall provide all reports specified in this Agreement. In addition, the Service Provider shall permit City staff to access certified weight slips and vehicle maintenance logs.

Monthly Reports: By the tenth (10^{th}) day of each month, the Service Provider shall provide a monthly report containing at least the following information: (1) the number of customers to which service was provided; (2) a list of new addresses service was provided to during the prior month; (3) a log of complaints and resolutions for all collections; (4) a log of missed collections and responses; (5) a description of any vehicle accidents or infractions; (6) a description of promotion al efforts and responses; (7) quantity of trash collected; and (8) quantity of recycling material collected.

Annual Reports: By the last working day of January each year, the Service Provider shall provide a report containing a recap of the monthly reports, a discussion of highlights or other noteworthy experiences, along with the measures taken to resolve the situation, and a discussion of any and all promotional efforts that the Service Provider accomplished.

Special Reports: The City may request from the Service Provider up to six (6) additional reports each year at no additional cost to the City

Maintenance of Records: The Service Provider 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.

- PROMOTIONAL AND EDUCATIONAL

The Service Provider shall have the primary responsibility for providing service-oriented information to customers and for developing and executing public educations programs to encourage waste reduction and diversion.

- RESIDENTIAL SPECIAL NEEDS

The Service Provider shall offer a carry out service for any resident who may be physically unable to move their solid waste and/or recyclables to the collection area. In order to accomplish this, the trash and recycle bins must be accessible to the collection driver and cannot be retrieved behind fences, in backyards, or in garages. Collection drivers will retrieve the waste and recyclables in the accessible area, empty them into the collection vehicles, and return the bin to the original area. The cost for the carry-out service shall be billed to the resident annually at a charge to be proposed per year and paid directly to the contractor. If a resident qualifies under the American Disabilities Act, no charge for the carry-out service shall be applied.

CITY OF GREENWOOD VILLAGE RFP
Appendix B
Proposal Pricing for Solid Waste and Recycling Collection Service

The Disposal Company has examined the scope of service requirements and all conditions affecting costs and proposes to furnish all equipment, labor, transportation, disposal, and materials necessary for the completion of the specified service agreement.

Please provide a pricing proposal for a five-year term. The annual fees payable for each successive contract year shall equal the annual fee payable for the previous year adjusted proportionately by the annual Consumer Price Index (CPI) for the Denver-Aurora-Lakewood Colorado, all items, index base period (1982-84=100) as reported by the United States Department of Labor – Bureau of Labor Statistics Data for the first half of the year with a minimum increase of 0% and a maximum increase of 4%. Therefore, only the first-year contract pricing shall be calculated on the following form.

Residential Solid Waste Collection Costs – Individual Sites, shall be stated as Per-household/Per-month only.

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$	$

Residential Solid Waste Collection Costs – Collective Sites, shall be based on the collection service, location, containers and service frequency as listed in **Table 2**.

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	8 (3-cubic yard)	4 times per week	$	$
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$	$

Residential Recycling Collection Costs – Individual Sites shall be stated as Per-household/Per-month only. The collection service provided shall be single-stream recycling.

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$	$

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	8 (3-cubic yard)	4 times per week	$	$
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$	$

Municipal Buildings Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 5**.

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$	$
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$	$
Collection Service	**Containers**	**Service Frequency**	**Cost Per Collection**	**Estimated Annual Costs**
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/year	$	$

Municipal Buildings Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 6**.

Table 6: Municipal Buildings Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week	$	$
Greenwood Village Maintenance Facility Recycling 10001 E. Costilla Ave.	1 (4-cubic yard)	2 times per week	$	$

Municipal Parks Solid Waste and Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 7**.

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week	$	$
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week	$	$
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week	$	$

City-Sponsored Special Event Solid Waste Collection costs shall be based on the collection service, locations, containers, and frequency as listed below in **Table 8**.

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost Per Collection	Estimated Annual Cost
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the city	$	$

Swimming Pool Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 9**.

Table 9: Swimming Pool Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost per Month	Annual Cost
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through September	$	$
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May through September	$	$
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through September	$	$
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September		

Proposal Pricing for Optional Collection Services

Please include a proposal for any/all optional collection services. These services are not required. Additional services include:

Additional container service for single-family residential households (detached and attached) solid waste collection. Price will be for each additional container and in addition to the pricing listed in Table 1. Pricing will be per household per month. Please indicate the maximum number of additional containers that can be serviced per week.

Weekly service for solid waste collection. 10 weeks throughout the year most likely to occur r 4 weeks during the spring, 4 weeks during the fall and the 1 week following Thanksgiving and 1 week following Christmas. Residents will be able to place additional trash, including yard waste, in bags outside of their containers. The bags will be limited to 40 lbs. each.

The Service Provider is not expected to collect any debris from/for any person or firm who receives any fee for service performing any maintenance or construction related services. The Service Provider is not expected to collect excessive quantities due to Acts of God.

Additional collective site solid waste and recycling collection at Landmark Towers condominiums, Village Lofts condominiums, and Village Plaza Lofts condominiums.

- Landmark Towers service requires valet service, which is a smaller vehicle to move the dumpster from the garage to the street so a larger truck can service the dumpsters.

Unlimited volume, no container requirement solid waste and recycling service. This is the current city service. This would replace the cart content only service listed in Tables 1 and 3.

Table 10: Optional Collection Services

Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container _____max	weekly	3898	$ per household per month	
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$ per household per week	$
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$ per month	$
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$ per month	$
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$ per month	$
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$ per month	$
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$ per month	$
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$ per month	$
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$ per household per month	$
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$ per household per month	$

CITY OF GREENWOOD VILLAGE RFP

Appendix C

RESIDENTIAL SOLID WASTE COLLECTION SERVICE AGREEMENT

This RESIDENTIAL SOLID WASTE COLLECTION SERVICE AGREEMENT ("Agreement") is entered into_____, by and between the CITY OF GREENWOOD VILLAGE, COLORADO, a Colorado home rule municipality ("City"), and _____, , having its principal place of business at _____ ("Disposal Company").

WHEREAS, the City wishes to enter into a service contract with a solid waste collection provider to provide rubbish removal and single stream recycling services to residential units within the City; and

WHEREAS, _____- holds itself out to be capable and willing to provide such services under the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants herein contained, the sufficiency of which is hereby acknowledged, and based upon the representations and subject to the terms and conditions hereinafter expressed, the parties hereby agree as follows:

1. Definitions.

"Hazardous Materials" means wastes that are hazardous by reason of their pathological, explosive, radiological, or toxic characteristics.

"Rubbish" means household waste, garbage, waste matter, ashes, grass clippings, leaves, bush trimmings, and Christmas trees, including any recycling program.

"Recycling" means any material identified as part of a recycling program, such as paper, glass, plastics, or metals.

"Yard debris" means and includes tree limbs, shrubs, all trimmings, and any material associated with outside landscaping, but not to include loose rock, concrete, sod, or dirt.

2. Service.

a. Disposal Company shall provide regular collection service under this Agreement to all occupied residential units or dwelling units **as more particularly set forth in the Scope of Services attached hereto and incorporated herein as Exhibit A**. Unless otherwise indicated below, commercial businesses, apartment complexes, and/or condominiums are not part of this Agreement.

b. City shall notify Disposal Company of new residential units to be serviced. Any increase or decrease in the number of residential units to be serviced by the Disposal Company

will be reflected proportionately in the amount paid to the Disposal Company under the terms of this Agreement.

c. The rights granted to the Disposal Company under the contract shall be exclusive.

3. Billing. The City will be responsible to pay the Disposal Company according to the pricing as provided in Exhibit A.

4. Term and Termination. The term of this Agreement shall be for five (5) years, expiring December 31, 2031 and may be renewed for an additional like period upon mutual agreement of the City and Disposal Company, provided that all obligations of the City are subject to annual appropriation of sufficient funds to pay the annual payments due hereunder. In the event the City does not appropriate sufficient funds in any years, this Agreement shall be terminated. Moreover, the City shall not pay any liquidated damages, penalties or monetary damages for terminating this Agreement as a result of non-appropriation of sufficient funds. If the City terminates this Agreement as a result of non-appropriation of sufficient funds, the City shall provide the Disposal Company sixty (60) days advance written notice of said termination. It is expressly agreed that the city shall not activate this non-appropriation provision for its convenience or to circumvent the requirements of this contract, but only as an emergency fiscal measure during a substantial fiscal crisis, which affects generally its governmental operations.

5. Personnel.

a. The Disposal Company shall assign a qualified person or persons to be in charge of the operations in the City and shall give the name or names and information to the City.

b. The Disposal Company's employees shall be courteous, refrain from loud or obscene language, exercise due care, perform their work without delay, minimize noise and avoid damage to public or private property. If on private property, employees shall follow regular pedestrian walkways and paths, returning to the street after replacing empty containers. Employees shall not trespass, loiter, cross flower beds, hedges or property adjoining premises, or meddle with private property. While performing work under this Agreement, employees shall wear an approved uniform with identifying badge or emblem visible to the average customer.

c. Each driver of a collection vehicle shall, at all times, carry a valid operator's license for the type of vehicle being driven.

d. If any person employed by the Disposal Company to perform collection services is, in the sole but reasonable opinion of the City, incompetent, disorderly or otherwise unsatisfactory, the City shall document the incompetent, disorderly or unsatisfactory conduct in writing and transmit the documentation to the Disposal Company with a demand that such conduct be corrected. The Disposal Company shall investigate any written complaint from the City regarding any unsatisfactory performance by any of its workers. If the offending conduct is repeated, the city may require that the person be removed from all performance of work under the Agreement. Any such demand shall be made in writing.

e. The Disposal Company shall provide operating and safety training for all personnel. All supervisory personnel of the Disposal Company shall be trained in first aid.

f. Wages of all employees of the Disposal Company shall equal or exceed the minimum hourly wages established by the local, State and Federal governments.

g. The Disposal Company shall not discriminate against any employee or applicant for employment because of race, creed, color, sex, disability or national origin. The Disposal Company shall take affirmative action to ensure that applicants are employed and that the employees are treated equally during employment with regard to their race, creed, color, sex, disability or national origin. Such action shall include, but not be limited to, employment, upgrading, demotion or transfer, recruitment or recruitment advertising; lay-off or termination; rates or pay or other forms of compensation; and selection for training, including apprenticeship.

h. The Disposal Company shall, in all solicitation or advertisements for employees placed by or on behalf of the Disposal Company, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, disability or national origin. The Disposal Company may so designate by stating "EOE". The Disposal Company shall cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Agreement so that such provisions will be binding upon each subcontractor; provided that the foregoing provision shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

i. The Disposal Company shall submit to the City the sections of its employee policy and procedures manual that apply to this Agreement.

6. Equipment.

a. Any equipment Disposal Company furnishes shall remain Disposal Company's property. City and its residents shall use the equipment only for its proper and intended purpose and shall not overload (by weight or volume), move, or alter the equipment.

b. If a cart is damaged or missing on account of accident, act of nature or the elements, fire, or theft or vandalism by other members of the public, it shall be repaired or replaced. Cart repairs or replacement shall be made within seven (7) days at the Disposal Company's expense. Replacement carts may be used and reconditioned but shall be clean and appear presentable.

c. In the event that a particular customer repeatedly damages a cart or requests more than one replacement cart during the term of the contract due to negligence or intentional misuse, the contractor shall forward in writing the customer's name and address to the City. The City shall then attempt to resolve the problem. In the event that the problem continues, the Disposal Company may discontinue service to that customer, on the City's prior approval, which shall not be unreasonably withheld. Notwithstanding anything herein to the contrary, to the extent that a waste container becomes lost, unsightly, unsanitary, broken, or unserviceable because of acts or omissions of the City (excluding normal wear and tear), the City will be charged for the resulting repairs or replacement.

7. Title to Waste. Title to all non-hazardous waste shall be vested in the Disposal Company upon being placed in its vehicles. The Disposal Company shall have no obligation to collect any material which is or contains, or which the Disposal Company reasonably believes to be or contain hazardous materials (a defined term). If the Disposal Company finds what reasonably appears to be discarded hazardous materials, the Disposal Company shall promptly notify the City and the producer of the hazardous materials, if the producer can be readily identified. Title to and liability for any hazardous material shall remain with the producer of the hazardous material, even if the Disposal Company inadvertently collects or disposes of such hazardous material.

8. Rubbish Disposal. All rubbish and yard debris shall be hauled to a site or facility legally empowered to accept it for treatment and disposal; and will not be in violation of any local, state, county, or federal law, rule, or regulation.

9. Recycling Disposal. All recycling material will be hauled to a site or facility legally empowered to accept it for sorting, treatment, and recycling; and will not be in violation of any local, state, county, or federal law, rule, or regulation. City agrees that Disposal Company in its sole discretion may determine any single load is contaminated and may refuse to collect it. If recycling materials are found to be contaminated to such an extent they are not accepted by a recycling site or facility, Disposal Company will provide a public education program to remedy the situation and directly contact the customer if they can be reasonably identified. If the problem with unacceptable recycling material continues, the Disposal Company may discontinue recycling service to that customer upon approval by the City, which shall not be unreasonably withheld.

10. Charges and Rates. For any services required to be performed under this Agreement, the charges shall not exceed the rates set forth in **Exhibit A**.

11. Compensation. The Disposal Company shall bill the City monthly on a per unit basis for services as provided in **Exhibit A**.

12. Notification. The Disposal Company shall notify all residents about days of collection, any changes in service, such as service delays, or any changes in regulations.

13. Insurance. The Disposal Company shall obtain and maintain during the life of this Agreement a policy or policies of insurance against all liability, claims, demands, and other obligations assumed by the Disposal Company pursuant to this Agreement. Such insurance shall be in addition to any other insurance requirements imposed by this Agreement or by law. The Disposal Company shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Agreement, by reason of its failure to obtain and maintain during the term of this Agreement insurance in sufficient amounts, duration or type. The Disposal Company shall obtain and maintain during the life of this Agreement, and shall cause any subcontractor to obtain and maintain during the life of this Agreement, the minimum insurance coverage listed below. Such coverage shall be obtained and maintained with forms and insurers acceptable to the City. All coverage shall be continuously maintained to cover all liability, claims, demands and other obligations assumed by the Disposal /Company pursuant to this Agreement. In the case of claims made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage.

a. Worker's Compensation Insurance to cover obligations imposed by applicable laws for the employee engaged in the performance of the work under this Agreement, and Employer's Liability Insurance with minimum limits of five hundred thousand ($500,000.00) each accident, five hundred thousand dollars ($500,000.00) disease-policy limit, and five hundred thousand dollars ($500,000.00) disease-each employee.

b. General Public Liability Insurance.

i. Limits. Not less than two million dollars ($2,000,000.00) for all damages arising out of bodily injury, personal injury (including coverage for employee and contractual acts), including death, at any time resulting therefrom, sustained in any one accident. This policy shall also include coverage for blanket contractual and independent Disposal Company risks. The limits of General Public Liability Insurance for broad form property damage (including products and completed operations) shall be not less than two million dollars ($2,000,000.00) for all damages arising out of injury to or destruction of property including the City's property during the policy period.

ii. Minimum Endorsements for general public liability insurance:

(a) Bodily Injury
(b) Employees and Additional Insureds
(c) Premises/Operations Liability (M&C)
(d) Owners and Contractors Protective Liability
(e) Products and Completed Operations Liability
(f) Blanket Contractual Liability
(g) Broad Form Property Damage Liability (including completed operations)
(h) Personal Injury with no employee exclusion
(i) Stop Gap or Employer's Contingent Liability

c. Comprehensive Automobile Liability Insurance with minimum combined single limits for bodily injury and property damage of not less than two million dollars ($2,000,000.00) for each occurrence and two million dollars ($2,000,000.00) aggregate with respect to each of the Disposal Company's owned, hired, and non-owned vehicles assigned to or used in performance of the services in this Agreement. The policy shall contain a severability of interests provision.

d. Disposal Company's Pollution Liability: Not less than two million dollars ($2,000,000.00) single limit per occurrence for bodily injury, personal injury, property damage, cleanup costs, and legal defense expense.

e. The insurance provided by the Disposal Company shall be primary to insurance carried by the City and all additional insureds, and the principal defense of any claims resulting from the Disposal Company's obligations under this Agreement shall rest with the Disposal Company's insurer.

14. Performance Bond. The Disposal Company shall furnish to the City contemporaneously with the execution of this Agreement a performance bond in the amount of seventy-five thousand dollars ($75,000.00) for the faithful performance of this Agreement. The bond shall be executed by a corporate surety company licensed to do business in the State of Colorado. This bond shall indemnify the City against any loss resulting from any failure of performance by the Disposal Company, not exceeding, however, the amount of the bond. The bond shall provide that if it is modified or cancelled, the City must be notified in advance.

15. Indemnification. The Disposal Company shall indemnify and hold harmless the City, its officers, and employees from and against all liability, claims, and demands on account of injury, loss, or damage, including without limitation claims arising from bodily injury, personal injury, sickness, disease, death, property loss or damage, to the extent which arise out of the Disposal Company's negligent act, omission or error in its performance of this Agreement, except to the extent any such damage or injury shall be caused by the negligent acts, omissions or errors of the City, its officers or employees. The Disposal Company agrees to investigate, handle, respond to and provide defense for and defend against, any such liability, claims or demands at the sole expense of the Disposal Company, or at the option of the city, agrees to pay the City or reimburse the City for defense costs incurred by the City in connections with any such liability, claims or demands. The Disposal Company also agrees to bear all other costs and expenses related thereto, including court costs and reasonable attorney fees, whether or not any such liability, claims or demands alleged are groundless, false or fraudulent.

16. Rules and Regulations. The Disposal Company shall comply with all rules and regulations of any local, county, state or federal agency having authority now or during the term of this Agreement having jurisdiction over its rubbish removal activity.

17. Enforcement. The City shall enforce its ordinances relative to the type of containers its residents will use and the type of waste material they may place in the containers.

18. Permits and Licenses. The Disposal Company shall obtain at its own expense all permits and licenses required by law or ordinance and maintain same in full force and effect throughout the term of this Agreement.

19. Standard of Performance and Liquidated Damages.

a. The Disposal Company shall perform to the level of competency presently maintained by other practicing contractors in the same type of work for the professional and technical soundness, accuracy and adequacy of all services that may be furnished under this Agreement. This provision is not intended to reduce any standard otherwise imposed by law or elsewhere in this Agreement.

b. The Disposal Company shall undertake all activities under this Agreement in compliance with all standards of ethics and responsibility applicable to the Disposal Company's profession. During the course of the Disposal Company's work under this Agreement, the Disposal Company shall make various recommendations to the City s to courses of conduct or ways and manners in which to proceed on a particular task. While the Disposal Company may

advise the /city on the probability of a favorable outcome, there is no guarantee offered by the Disposal Company of a particular result in any proceeding.

c. Liquidated Damages.

i. Liquidated damages may be levied if documented in an incident report presented by the City to the Disposal Company. The City reserves the right to make periodic, unscheduled inspection visits to determine the Disposal Company's compliance with the Agreement in addition to any commercial truck inspections done by law enforcement. Liquidated damages may be levied as follows:

Action or Omission	Liquidated Damages
Commencement of residential collection prior to 7:00 a.m. or continuance after 7:00 p.m. except as expressly permitted.	$100 per incident (each truck on each route is a separate incident)
Failure to complete designated scheduled collection per Exhibit B, excluding inclement weather	$500 each incident
Collection of non-contaminated recycling as garbage	$50 per residential structure

ii. Nothing in this section shall be construed as providing an exclusive list of the acts or omissions of the Disposal Company that may be considered violations or breaches of the Agreement, and the City reserves the right to exercise any and all remedies it may have with respect to these and other violations and breaches. The liquidated damages schedule set forth herein shall not affect the City's ability to terminate this Agreement as described below.

iii. Liquidated damages shall be deducted from monthly payment made by the City to the Disposal Company.

20. Right to Require Performance. The failure of the City at any time to require performance by the Disposal Company of any provision of this Agreement shall in no way affect the right of the City to enforce the same, nor shall waiver by the city of any breach of any provision hereof be taken or held to be a waiver of any succeeding breach of such provision.

21. Default.

a. The City reserves the right to make periodic, unscheduled inspection visits to collections sites to determine the Disposal Company's compliance with the terms of this Agreement.

b. Acts of default hereunder shall include, but shall not be limited to, the following:

i. The Disposal Company fails to commence the collection of rubbish, yard debris, recycling, or fails to provide a substantial portion of such services or such other services as provided herein for a period of more than five (5) days.

ii. The Disposal Company fails to obtain and maintain any permit required by any regulatory body that is required to enable and allow the Disposal Company to perform its duties under this Agreement.

iii. Any faulty or inadequate performance by the Disposal Company, or any non-performance by the Disposal Company which creates a hazard to the health, safety or general welfare of the public.

iv. The Disposal Company's continued or repeated failure, after receipt of notice from the City, to act or refrain from acting in a manner which subjects the Disposal's Company to liquidated damages.

v. The City's failure or refusal to pay the Disposal Company on a timely basis for work performed by the Disposal Company,

vi. Any failure or refusal to act in a manner authorized or directed by this Agreement which is committed or withheld by either party; and

vii. Any violation, either through action or inaction, of any provision of this Agreement.

c. In the event of default, the non-defaulting party shall provide the defaulting party with ten (10) days prior written notice of its intent to exercise its rights hereunder, stating the reasons for such action and citing specifically the alleged default of the other party. If the defaulting party cures the default as alleged within the ten (10) day period, or if the defaulting party initiates satisfactory efforts to remedy the stated default and the remedial efforts continue in good faith, the non-breaching party shall cease any efforts to terminate this Agreement for so long as such good faith efforts continue. If, on the other hand, the defaulting party fails to cure its default within the ten (10) day period, the non-breaching party may exercise its rights hereunder.

d. In the event of default, the non-defaulting party may exercise any of the following remedies, which are cumulative and non-exclusive.

i. Termination of this Agreement, in which case all future obligations of the parties to each other shall cease, but each party shall remain liable to the other for work accomplished under this Agreement through the date of termination;

ii. An action at law for damages;

iii. An action in specific performances to require the defaulting party to perform the Agreement pursuant to its terms;

iv. An action in equity to require performance of the terms of the Agreement.

22. Assignment. This Agreement shall not be assigned to other parties without the express written approval of the City, which shall not be unreasonably withheld, conditioned, or delayed. Any change in control or transfer of a controlling interest in the beneficial ownership of the Disposal Company shall constitute a default under the terms of the Agreement unless the City consents to such transfer.

23. Use of subcontractors. At the time of the proposal, the Disposal Company shall submit to the City for approval, which shall not be unreasonably withheld, the names and addresses of the proposed subcontractors for items and services. Thereafter, the names and addresses of the proposed additional such contractors shall be submitted to the City for approval at least thirty (30) days prior to the execution of the subcontract, emergencies notwithstanding.

24. Independent Contractor. The Disposal Company, for all purposes arising out of this Agreement, is an independent contractor and shall not be termed an employee of the City. It is expressly understood and agreed that the Disposal Company shall not be entitled to any benefits to which the City's employees are entitled, including, but not limited to, overtime, retirement benefits, worker's compensation, injury leave or other leave benefits.

25. Non-collusion. The Disposal Company shall not directly or indirectly make an agreement, participate in any collusion, or take action in restraint of free competition in the preparation and submission of proposals for the award of the Agreement.

26. Bankruptcy. It is agreed that if the Disposal Company is adjudged bankrupt, either voluntarily or involuntarily, then this Agreement shall terminate effective on the day and at the time of bankruptcy petition is filed.

27. Governing Law and Venue. This Agreement shall be governed by the laws of the State of Colorado both as to interpretation and performance, and venue for any legal action arising out of this Agreement shall be in Arapahoe County, Colorado.

28. Integration and Modification. This Agreement constitutes the entire Agreement and understanding between the parties, and it shall not be considered modified, altered, changed or amended in any respect unless in writing and signed by the parties.

29. Damage to Pavement. Disposal Company shall not be responsible for any damages to City's pavement, curbing, or other driving surfaces resulting from Disposal Company's provision of service except to the extent such damage is caused by Disposal Company's negligence or willful misconduct.

30. Force Majeure. Except for the payments of amounts owed hereunder, neither part hereto shall be liable for any failure or delay in performance under the Agreement due to contingencies beyond a party's reasonable control, including, but not limited to, riots, strikes, terrorist acts, compliance with applicable laws or governmental orders, fires, extreme weather events, and acts of God, shall not constitute a breach of the Agreement.

31. Severability. If any provision of this Agreement shall be declared illegal, void or unenforceable, the other provisions shall not be affected but shall remain in full force and effect.

32. Notice. A letter addressed and sent by certified Unites States mail to the other party at the address listed below shall be sufficient notice for purposes of this Agreement.

To the City: Public Works Director
10001 E. Costilla Avenue
Greenwood Village, Colorado 80121

To the Disposal Company: _____
_____
_____

33. Effective Date. This Agreement shall become effective and the Disposal Company to begin performance on January 1, 2027.

IN WITNESS WHEREOF, each party has affixed its signature on the date set forth above.

CITY OF GREENWOOD VILLAGE

_____
John Jackson, City Manager

ATTEST:

_____
Susan M. Ortiz, MCM, City Clerk

APPROVED AS TO FORM:

_____
Tonya Haas Davidson, City Attorney

DISPOSAL COMPANY

_____

STATE OF _____)

)
COUNTY OF _____)

The foregoing instrument was subscribed, sworn to, and acknowledged before me this ___ day of _____, 2021, by _____, as the _____ of _____(name of company).

Witness my hand and official seal.

My commission expires: _____

_____
Notary Public

(Seal)

CITY OF GREENWOOD VILLAGE RFP
APPENDIX D
Proposal Form – Provider Profile and Questionnaire

The proposer is required to complete the following profile and questionnaire. In order for the City to more accurately evaluate the proposal, please complete the form in its entirety rather than providing company brochures or other marketing materials in lieu of answering the questions directly.

1. Contact Information	
Company Name	
Company Address	
Website	
Name and Title of Contact Person	
Phone	
Email address	
2. Company Information	
Provide an overview of the company's key principles.	
Provide the following information for personnel that will be assigned to this account, both local and corporate: • Position title • Role during the term of the agreement • Client references for personnel assigned to the account •	
Provide pertinent historical information about the company that demonstrates your ability to successfully fulfill the requirements of the agreement.	
What factors differentiate your company and service from other companies offering similar services?	

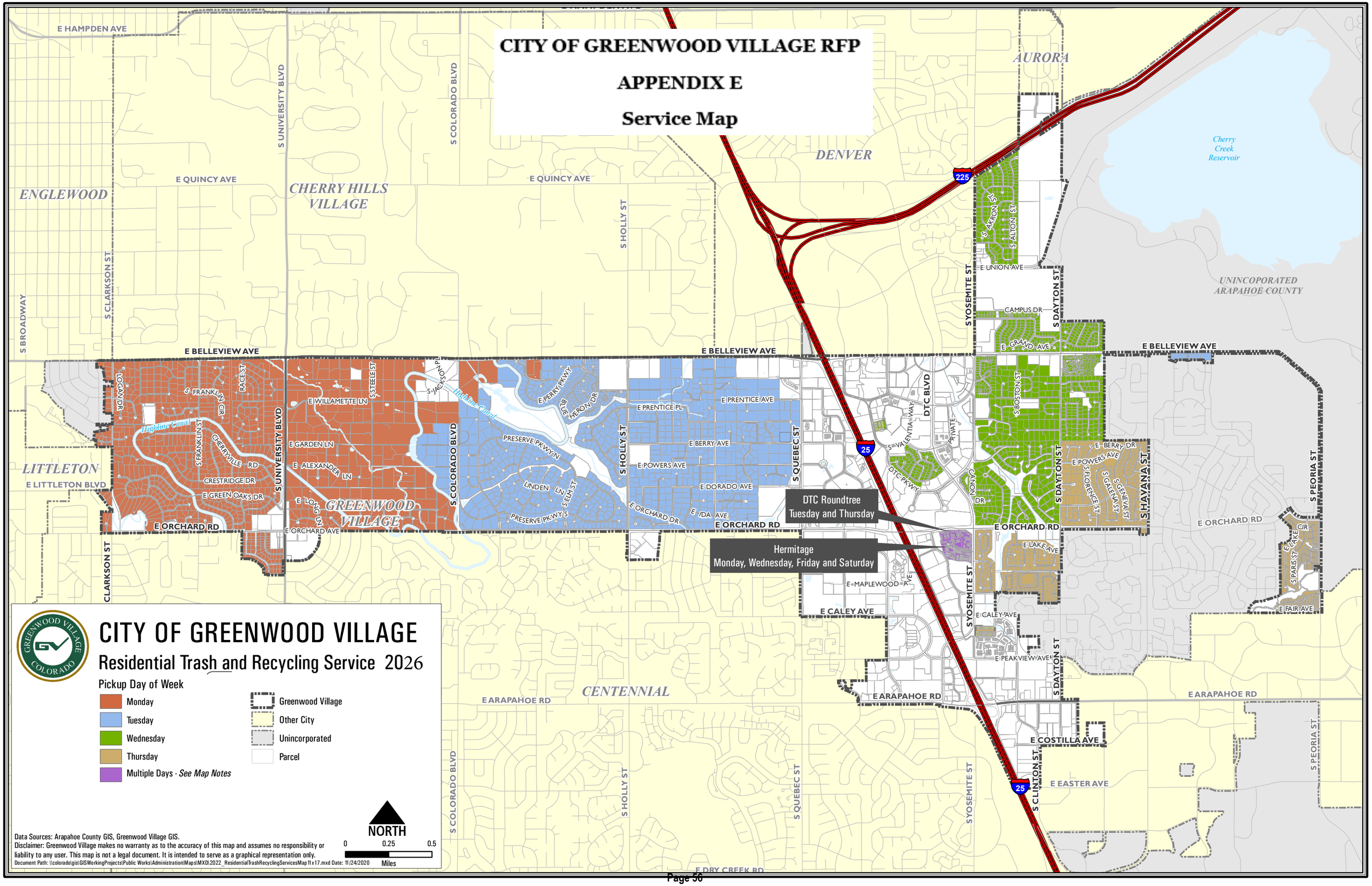
3. Transition	
Please provide a detailed plan for the seamless transition of service from the current provider to include: • Estimated dates/milestones • Tasks/actions that City staff would be required to perform during the transition; • Delivery of carts, bins, and roll-offs; • Outreach materials informing residents of the transition • Other educational materials	
Describe any issues the provider anticipates during the transition and describe how the issues would be addressed.	
4. Service Provision	
Describe the company's proposed plan to provide service to the community and record-keeping procedures in full detail.	
5. Customer Service	
Describe the provider's customer service approach.	
How does the provider perform quality control?	
Describe the provider's complaint resolution procedures.	
Describe the provider's process for complaint escalation. What situations warrant escalation?	

Describe the provider's emergency plan to address extreme weather events or other emergencies that would require a deviation from standard operations.	
Describe how the provider would work with City staff to address complaints or other service-provision issues.	
6. Communications and Outreach	
Provide the proposed communication plan for informing and educating the residents of any modifications to the service while under this agreement.	
7. Proposed Changes to the proposal and/or Agreement	
Specify any proposed changes that would enhance the service delivery or provide an alternative or innovative approach to the program.	
8. References	
Please provide at least three references from municipalities or other similar sized clients (i.e. HOA) with similar programs. Please include the name and address of the municipality/client, the primary contact's name, daytime phone number and email address. Also include a general description of the services provided.	

CITY OF GREENWOOD VILLAGE RFP

APPENDIX E

Service Map



CITY OF GREENWOOD VILLAGE

Residential Trash and Recycling Service 2026

Pickup Day of Week

- Monday
- Tuesday
- Wednesday
- Thursday
- Multiple Days - *See Map Notes*

- Greenwood Village
- Other City
- Unincorporated
- Parcel

NORTH

0 0.25 0.5 Miles

Data Sources: Arapahoe County GIS, Greenwood Village GIS.
Disclaimer: Greenwood Village makes no warranty as to the accuracy of this map and assumes no responsibility or liability to any user. This map is not a legal document. It is intended to serve as a graphical representation only.
Document Path: \\colorado\gis\GISWorkingProjects\Public Works\Administration\Maps\MXD\2022_ResidentialTrashRecyclingServicesMap 11x17.mxd Date: 11/24/2020

CITY OF GREENWOOD VILLAGE RFP
Appendix F
Trash & Recycling Rate History

Year	Trash	Recycling	Total
2012	$ 11.00	$ 1.50	$ 12.50
2013	$ 11.20	$ 1.53	$ 12.73
2014	$ 11.51	$ 1.57	$ 13.08
2015	$ 11.84	$ 1.62	$ 13.46
2016	$ 11.96	$ 1.64	$ 13.60
2017	$ 12.00	$ 1.75	$ 13.75
2018	$ 12.00	$ 1.75	$ 13.75
2019	$ 12.38	$ 1.81	$ 14.19
2020	$ 12.54	$ 1.83	$ 14.37
2021	$ 12.88	$ 1.88	$ 14.76
2022*	$ 14.40	$ -	$ 14.40
2023*	$ 14.98	$ -	$ 14.98
2024*	$ 15.58	$ -	$ 15.58
2025*	$ 16.01	$ -	$ 16.01
2026*	$ 16.39	$ -	$ 16.39

* - Recycling costs included in trash cost.

CITY OF GREENWOOD VILLAGE RFP
APPENDIX G
Evaluation Criteria

The Evaluation Criteria describes the criteria and procedures for evaluating proposals submitted to the City. The City will select the Service Provider that best serves the interests of the City of Greenwood Village. The City reserves the right to waive any irregularities or inconsistencies in the submitted proposals and to reject any or all proposals.

Criteria	Points Possible	Points Given
Service Provider's past and current performance in similar contracts regarding the quality of services provided. (Customer References)	**20**	
The Service Provider possesses adequate technical and financial resources to provide the services or the ability to obtain the resources required for performance. (Profile and Questionnaire)	**15**	
The Service Provider possesses necessary experience, organization, and technical skill in the field of solid waste recycling and disposal and the ability to obtain them, including without limitation arrangements with subcontractors. (Profile and Questionnaire)	**15**	
The Service Provider proposes a reasonable approach to achieve the project and service objectives. Customer service and work plans. (Profile and Questionnaire)	**20**	
Cost (Pricing Proposal)	**30**	
TOTAL POINTS	**100**	

Addendum 1

City of Greenwood Village

Residential Solid Waste and Recycling Collection Services

Please use the revised Appendix B pricing table in your response. Changes were made to Table 2 and Table 4 to reflect the correct number of solid waste and recycling containers at the Hermitage Condominiums.

CITY OF GREENWOOD VILLAGE RFP
Appendix B
Proposal Pricing for Solid Waste and Recycling Collection Service

The Disposal Company has examined the scope of service requirements and all conditions affecting costs and proposes to furnish all equipment, labor, transportation, disposal, and materials necessary for the completion of the specified service agreement.

Please provide a pricing proposal for a five-year term. The annual fees payable for each successive contract year shall equal the annual fee payable for the previous year adjusted proportionately by the annual Consumer Price Index (CPI) for the Denver-Aurora-Lakewood Colorado, all items, index base period (1982-84=100) as reported by the United States Department of Labor – Bureau of Labor Statistics Data for the first half of the year with a minimum increase of 0% and a maximum increase of 4%. Therefore, only the first-year contract pricing shall be calculated on the following form.

Residential Solid Waste Collection Costs – Individual Sites, shall be stated as Per-household/Per-month only.

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$	$

Residential Solid Waste Collection Costs – Collective Sites, shall be based on the collection service, location, containers and service frequency as listed in **Table 2**.

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	5 (3-cubic yard)	4 times per week	$	$
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$	$

Residential Recycling Collection Costs – Individual Sites shall be stated as Per-household/Per-month only. The collection service provided shall be single-stream recycling.

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$	$

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	3 (3-cubic yard)	4 times per week	$	$
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$	$

Municipal Buildings Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 5**.

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$	$
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$	$
Collection Service	**Containers**	**Service Frequency**	**Cost Per Collection**	**Estimated Annual Costs**
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/year	$	$

Municipal Buildings Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 6**.

Table 6: Municipal Buildings Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week	$	$
Greenwood Village Maintenance Facility Recycling 10001 E. Costilla Ave.	1 (4-cubic yard)	2 times per week	$	$

Municipal Parks Solid Waste and Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 7**.

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week	$	$
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week	$	$
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week	$	$

City-Sponsored Special Event Solid Waste Collection costs shall be based on the collection service, locations, containers, and frequency as listed below in **Table 8**.

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost Per Collection	Estimated Annual Cost
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the city	$	$

Swimming Pool Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 9**.

Table 9: Swimming Pool Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost per Month	Annual Cost
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through September	$	$
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May through September	$	$
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through September	$	$
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September		

Proposal Pricing for Optional Collection Services

Please include a proposal for any/all optional collection services. These services are not required. Additional services include:

Additional container service for single-family residential households (detached and attached) solid waste collection. Price will be for each additional container and in addition to the pricing listed in Table 1. Pricing will be per household per month. Please indicate the maximum number of additional containers that can be serviced per week.

Weekly service for solid waste collection. 10 weeks throughout the year most likely to occur r 4 weeks during the spring, 4 weeks during the fall and the 1 week following Thanksgiving and 1 week following Christmas. Residents will be able to place additional trash, including yard waste, in bags outside of their containers. The bags will be limited to 40 lbs. each.

The Service Provider is not expected to collect any debris from/for any person or firm who receives any fee for service performing any maintenance or construction related services. The Service Provider is not expected to collect excessive quantities due to Acts of God.

Additional collective site solid waste and recycling collection at Landmark Towers condominiums, Village Lofts condominiums, and Village Plaza Lofts condominiums.

- Landmark Towers service requires valet service, which is a smaller vehicle to move the dumpster from the garage to the street so a larger truck can service the dumpsters.

Unlimited volume, no container requirement solid waste and recycling service. This is the current city service. This would replace the cart content only service listed in Tables 1 and 3.

Table 10: Optional Collection Services

Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container _____max	weekly	3898	$ per household per month	
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$ per household per week	$
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$ per month	$
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$ per month	$
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$ per month	$
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$ per month	$
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$ per month	$
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$ per month	$
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$ per household per month	$
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$ per household per month	$

PROVIDER PROFILE, QUESTIONNAIRE, & PRICING

City of Greenwood Village, Colorado

Residential Solid Waste & Recycling Collection Services

Submitted by: 5280 Waste Solutions

CITY OF GREENWOOD VILLAGE RFP – APPENDIX B: 5280 Waste Solutions

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$8.79	$411,161.04

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	8 (3-cubic yard)	4 times per week	$1,667.48	$20,009.76
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$2,098.99	$25,187.84

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$7.49	$350,352.24

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	8 (3-cubic yard)	4 times per week	$1,969.18	$23,630.16
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$362.14	$4,345.71

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$631.53	$7,578.34
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$905.28	$10,863.36
Greenwood Village Maintenance Facility 10001 E. Costilla Ave. (roll-offs for Public Works bulk waste)	2 (40-cubic yard) roll-offs	On call; approx. 90 collections/year	$320.00	$28,800.00

Table 6: Municipal Buildings Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week	$219.52	$2,634.28
Greenwood Village Maintenance Facility Recycling 10001 E. Costilla Ave.	1 (4-cubic yard)	2 times per week	$219.52	$2,634.28

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week	$122.89	$1,474.63
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week	$337.36	$4,048.28
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week	$394.52	$4,734.24

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost Per Collection	Estimated Annual Cost
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the City	$320.00	$960.00

Table 9: Swimming Pool Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost per Month	Annual Cost
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through September	$227.22	$2,726.64
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May through September	$191.64	$2,299.68
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through September	$32.58	$390.96
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September	$32.58	$390.96

Table 10: Optional Collection Services

Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container _____max	weekly	3898	.40** See bid notes	N/A
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$1.33	$39,413.71
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$3,024.48	$36,293.70
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$731.85	$8,782.17
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$510.54	$6,126.49
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$1,081.41	$12,976.92
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$520.60	$6,247.17
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$611.11	$7,333.32
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	No Cost	
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	No Cost	

CITY OF GREENWOOD VILLAGE RFP – APPENDIX D: 5280 Waste Solutions

1. Contact Information	
Company Name	5280 Waste Solutions
Company Address	140 E. 19th Ave., Suite 200, Denver, CO 80203
Website	www.5280Waste.com
Name and Title of Contact Person	Art Mejia, President
Phone	720.877.2982
Email address	Art.Mejia@5280Waste.com

2. Company Information	
Provide an overview of the company's key principles.	5280 Waste Solutions is a family owned, Colorado-based solid waste, recycling, and composting services provider specializing in municipal and public-sector operations. Our approach emphasizes operational reliability, environmental stewardship, regulatory compliance, fleet readiness, and transparent partnership-driven service delivery. With a strong operational presence across the Denver Metro region, 5280 maintains localized routing efficiency, rapid response capability, and dedicated municipal account oversight. Our team's core principles include: • Safety First • Reliable Service • Environmental stewardship and compliance • Transparent, predictable pricing • Premium customer service – we staff our offices with locals, and have a person answering the phone rather than an automated service
Provide the following information for personnel that will be assigned to this account, both local and corporate: • Position title • Role during the term of the agreement • Client references for personnel assigned to the account	Account Manager – Municipal Services (Single point of contact; contract administration; quarterly performance reviews). The President of 5280 Waste Solutions, Art Mejia, will personally oversee this municipal contract. Please contact City & County of Denver – Roberto Avila, Contract Administrator – 720.913.8123, as a reference for Art Mejia's competence. Operations Manager – Denver Metro Area (Routing, staffing, fleet readiness, safety compliance) Our Operations Manager is Ben Mayorga, with 17 years of experience in waste management driving teams. Please contact Heather Gardens, Don O'Gorman – 720-974-6906, as a reference for Ben Majorga's competence. Customer Service Team Lead – Greenwood Village Sector (On-route audits; day-certain compliance monitoring) Our Director of Sales/Customer Service is John Meier, with 12 years of experience at 5280 Waste Solutions helping our customers feel heard and cared for. Please contact Samantha Grant, Sustainability Coordinator – 303.384.8013 as a reference for John's competence.

Provide pertinent historical information about the company that demonstrates your ability to successfully fulfill the requirements of the agreement.	5280 Waste Solutions has provided full service municipal and multifacility waste collection services across Colorado, supporting: service municipal and multi facility waste collection services across Colorado, supporting: • Town halls • Recreation centers • Police departments • Public works operations • Event venues • Residential homes We have 13 years of experience in the Denver market. Art adds to our team's expertise with 22 years, including running large sectors in California for Republic Services as General Manager, and residential routes for the City of Denver. The owner, Jeff Kendall, has 30 years of experience in the industry building efficient waste and recycling companies. The Kendall family also owns Bruin waste and has many municipal contracts on the Western Slope in addition to 5280's contracts locally. We draw from our experience across the State to provide excellent service to municipalities. Our team has a mature operational model that includes EPA-compliant equipment, robust safety programs, route audits, contamination monitoring, customer service systems, sustainability reporting, and dependable emergency response practices. Please see our references for other Cities, like Denver and Golden, that currently use our services.
What factors differentiate your company and service from other companies offering similar services?	• Family owned and operated. We take pride in our culture, our work, our service, and each customer relationships. We are not a massive corporation where this account will just be a number to us. • An extra bin for trash will be included in the cost of service, not additional. This will create ease for the homeowner, and for the City's cost predictability. • All vehicles used in Greenwood Village will meet or exceed Appendix A equipment requirements including age (<8 years), mileage (<250,000), weekly washing, sealed bodies to prevent leachate discharge, and no advertising beyond company identification • New commercial and residential containers • Structured monthly reporting and diversion tracking • Optional customized composting and yard waste programs priced separately. We will partner with the Greenwood village team to create solutions that meet the communities' goals. We are the only hauler to offer collections for all three services without subcontracting.

3. Transition	
Please provide a detailed plan for the seamless transition of service from the current provider to include: • Estimated dates/milestones • Tasks/actions that City staff would be required to perform during the transition • Delivery of carts, bins, and roll-offs • Outreach materials informing residents of the transition • Other educational materials	5280 Waste Solutions will execute a structured, zero-interruption transition plan to ensure seamless implementation prior to January 1, 2027. **Transition Timeline** April/May 2026 – Contract kickoff meeting with City staff May 2026 – Equipment and cart procurement. 3 New trucks, New commercial bins, and New residential carts September 2026 – Field-verified site assessments and route confirmation October 2026 – Draft public communications for City review October 2026 – Delivery to customers of outreach materials on recycling education, yard debris collection, and cart delivery timeline November 2026 – Driver and customer service training December 2026 – Delivery of the carts and containers prior to first service January 2027 – First-week performance validation **City Participation** 5280 Waste Solutions will work closely with the City to make sure all our messaging is aligned, and simple for the customers to follow. What we will need from the City: • Confirmation of residence and condominium lists and access information • Facility access coordination, gate codes/keys, and directions to roll off staging areas • Posting correct information on the City Website and creating links to our website and customer service side. • Review and approval of outreach and education materials prepared to educate residents on recycling and diversion initiatives. • Partnership on new program development if desired (composing/yard waste), education, etc. **Cart, Bin & Roll-Off Delivery** All commercial and residential containers deployed at contract commencement will be new, unused equipment delivered ahead of service start and verified for compliance with City placement and safety requirements. We are flexible and ready to work with the current provider to manage the cart transition in a way that limits disruptions for the residents. Containers will be delivered before service starts to avoid interruptions. **Outreach Material to Residents** 5280 Waste Solutions will handle designing tasteful and informative information for residents, and make sure the drafts are approved by the City. This will include: • Mailers outlining pickup schedules, service guidelines, and recycling preparation • Contamination prevention guides • Website copy and graphics for City channels **Other Education Materials** We have extensive expertise in educational workshops on recycling and composting. We will offer the option to set up educational workshops to train on recycling, diversion, and composting best practices.
Describe any issues the provider anticipates during the transition and describe how the issues would be addressed.	1. Resident adjustment to new service schedules – mitigated through multi-channel outreach and communications from our customer service team. 2. Early recycling contamination – addressed through signage, monitoring, education, and feedback loops. We have processes in place to flag and communicate to customers when contamination occurs, and communicate directly to customers. Text messages and emails are both available in our software, and we plan to use both. 2. Access constraints – managed through pre-route field reviews and supervisor audits

4. Service Provision	
Describe the company's proposed plan to provide service to the community and record-keeping procedures in full detail.	5280 Waste Solutions will provide weekly solid waste and every-other-week recycling collection in accordance with the City's Day-certain routing requirements. **Residential Collection** Weekly trash service (up to two 95-gallon carts, included in the price) serviced Monday - Thursday. Included in our price we assumed 33% of homes have a 2nd 95 gallon cart. The price in Appendix B is if any additional residents above 33% ask for an second cart. Every-other-week single-stream recycling in a 95-gallon cart serviced Monday - Thursday. Optional - yard debris included for 10 weeks out of the year, in bags up to 40 lbs. These will be limited to leaves and other yard waste, and composted rather than landfilled. We understand the allowable collection hours are 7am-7pm during the week and no weekend pick ups, unless prevously authorized by city officials, we will adhere to the city schedule. In addition 5280 waste solutions understand the city's holiday schedule and will follow the same schedule in our operations, on holiday week's we will delay the service by one day, starting with the day after the holiday. 5280 waste solutions understand the city's request for ADA carryout service and we plan to have this service available for a fee when applicable. 5280 waste solutions will not pick up any hazardous waste from any residential customers under this contract. In the event of a hydraulic spill, 5280 Waste solutions will initiate a clean up spillage response to address the clean up process at no additional cost to the City. 5280 acknowledges and agrees to comply with the reporting and records requirements outlined in Appendx A of the RFP. Monthly reports will be provided to the city by the tenth day of each month and will include all reporting elements. **Condominium Services** Hermitage Condominiums – 8 (3-cubic yard) dumpsters serviced 4x/week DTC Roundtree – 72 carts serviced 2x/week with every other week recycling Municipality, Parks & Special Events City Hall and Maintenance Facility service per specifications Village Greens Park and Rollin Barnard Equestrian Park service Seasonal swimming pool service (May–September) Special event roll-off delivery and haul as requested **Recordkeeping** Our trucks include timestamps, cameras, and tracking for every stop. We can zoom in to a missed pickup and see if the cart was missing, or if our driver went to the wrong location. We will provide: • Missed pickup logs with resolution tracking • Weight tickets and disposal documentation • Timestamp records included in monthly reports • Reporting on diversion goals and tracking improvements over time

5. Customer Service	
Describe the provider's customer service approach.	At 5280 Waste Solutions, we believe that a local person, physically in our Denver office, should be picking up the phone and answering questions right away. We never outsource. Any Greenwood Village residents who need answers to their questions will be able to reach us, and we will keep a log of every call. In addition, we will have: • Local Denver-based customer service team (no outsourcing or automated answering services) • Dedicated Account Manager for City coordination • Response to emails within 4 hours • Response to complaints within 24 hours • Same-day missed pickup dispatch when applicable • Logs kept of every complaint and the resolution available for reports to the City

How does the provider perform quality control?	Our quality control program is embedded across every layer of our operations and customer service infrastructure. All customer service interactions are recorded through our proprietary internal system and routinely audited for adherence to established standard operating procedures. This systematic review process allows us to identify and correct any inconsistencies in real time, ensure uniform service delivery across all representatives, and continuously refine our processes based on documented performance data. The result is a reliable, accountable operation built to meet and exceed municipal service standards.
Describe the provider's complaint resolution procedures.	Initial complaints our fielded by our customer service representatives. They are trained to handle and triage most all issues directly with our operations team. If a call comes in about a missed stop, they contact our dispatch team. The dispatch team can look at the driver's location and timestamps in the system. They will add a stop to existing routes and route the driver to the missed location. Our goal is always to resolve any and all complaints or operational issues within 24 hours.
Describe the provider's process for complaint escalation. What situations warrant escalation?	If a representative cannot meet the customer's needs, they can follow an escalation ladder → Supervisor → Operations Manager → Account Manager → Executive Leadership. These complaints will be resolved at the appropriate step of the ladder. Our Operation Manager has been known to go out and pick up a missed stop after hours, if all drivers are back for the day. The kinds of situations that would warrant escalation: • Complaints about a driver's safety or professionalism • Missed pickup that was not resolved within 24 hours by our dispatch team • Spilled contents in the street • Any damage to property
Describe the provider's emergency plan to address extreme weather events or other emergencies that would require a deviation from standard operations.	5280 provides emergency service availability within 24 hours and can shift routes quickly during extreme weather, leveraging Denver Metro fleet proximity and backup vehicles. Although we rarely cancel routes for weather, unless it is extremely dangerous, we have a process in place. First, we would contact all customers scheduled for that day via email and text. Our fleet would be deployed the following day, and service would be pushed back for the whole week by one day. For example, if the weather event came on Tuesday, then Tuesday would be picked up on Wednesday, Wednesday would be picked up on Thursday, and Thursday would be picked up on Friday. Normal service would resume on Monday the following week.
Describe how the provider would work with City staff to address complaints or other service-provision issues.	Our main work with City staff would be in our monthly reports to include all requirements defined in the RFP includeing new addresses, complaint log, missed cllection log, accidents and incidents, promotional effors, and tonnage reporting for trash and recycling. We would document every complaint, and the resolution, and submit our regular reports to City staff. If they have questions about any of these, the customer service team will answer the staff's questions within 24 hours. If a complaint comes through the City, we would ask for the City to give our customer service phone number and email directly to the customer to call us for resolution.

6. Communications and Outreach	
Provide the proposed communication plan for informing and educating the residents of any modifications to the service while under this agreement.	5280 Waste Solutions will implement a comprehensive communication plan including: • Pre-launch mailers and service calendars • Recycling preparation and contamination prevention guides • Website-ready content for City distribution • Recycling contamination education and seasonal reminders. This can include in-person workshops that have been popular in the past • Annual diversion highlights for community reporting

7. Proposed Changes to the proposal and/or Agreement	
Specify any proposed changes that would enhance the service delivery or provide an alternative or innovative approach to the program.	The following optional programs may be implemented at the City's discretion and priced separately in Appendix B: • Seasonal yard waste compost collection (10-week spring/fall program). Greenwood Village residents can order bags from 5280 Waste Solutions that can hold up to 40lbs, at no additional cost to them. We will then communicate with the customers when these special routes are taking place, and when they can put out these bags at the curb for special collection next to their waste carts. The drivers will know to pick up our own labeled bags. We will run these extra routes as yard waste only routes, focusing on the time of year when residents have yard waste. • Optional food waste composting. We will offer a 20% discount on our existing composting program utilized by some Greenwood Village residents. They will be able to sign up for food waste hauling for less than other municipalities with a discount code. • Photographic contamination monitoring with communication back to the customer, and reporting to the City • Quarterly neighborhood waste education updates for City communication channels, that we can provide for newsletters, and set up as town hall meetings with city councilmembers.

8. References	
Please provide at least three references from municipalities or other similar sized clients (i.e., HOA) with similar programs. Please include the name and address of the municipality/client, the primary contact's name, daytime phone number and email address. Also include a general description of the services provided.	City & County of Denver – Roberto Avila – 720.913.8123 Roberto.Avila@denvergov.org Services Provided: Municipal solid waste and recycling collection for town hall, police facilities, recreation centers, and public works operations Contract Scope: Front-load dumpsters, roll-off services, recycling program, on-call emergency services Contract City of Golden – Samantha Grant – 303.384.8013 Sgrant@cityofgolden.net Services Provided: Waste and recycling services for recreation centers, event venues, and seasonal park facilities Contract Scope: Variable seasonal service, container maintenance, contamination monitoring, and reporting City of Lakewood – Bianca Rhoades – 303.987.7276 Biarho@lakewood.org Services Provided: Waste hauling and roll-off services for compost drop off centers Contract Scope: Compost drop off centers Heather Gardens HOA – Don O'Gorman – 720-974-6906 Don.OGorman@heathergardens.org Services Provides: Residential and Commercial waste hauling to the entire HOA, our services include Carts, Bins, roll offs and special events.

Outlook

RE: City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

From Art Mejia <Art.Mejia@5280waste.com>
Date Mon 3/2/2026 2:56 PM
To Jeremy Hanak <JHanak@greenwoodvillage.com>
Cc Garrett Graybeal <ggraybeal@greenwoodvillage.com>; Mike Van Dyke <mvandyke@greenwoodvillage.com>

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Jeremy,

Please see my answers below, let me know if you have any additional questions.

Thank you,
AM

Art Mejia | President
5280 Waste Solutions

Office: 720.884.0300
Mobile: 720.877.2982
Email: Art.Mejia@5280waste.com
140 E. 19th Ave. Suite 200
Denver, CO 80203

www.5280waste.com

From: Jeremy Hanak <JHanak@greenwoodvillage.com>
Sent: Friday, February 27, 2026 3:46 PM
To: Art Mejia <Art.Mejia@5280waste.com>
Cc: Garrett Graybeal <ggraybeal@greenwoodvillage.com>; Mike Van Dyke <mvandyke@greenwoodvillage.com>
Subject: City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

Good Afternoon Art,

Thanks again for taking the time to submit a proposal for residential solid waste and recycling services in Greenwood Village.

After review of your proposal, we have the following questions:

1. Please provide additional explanation of the first line item in Table 10.

1. Is there a maximum number of additional containers? I think that 5 containers is a fair max

    a. Bid notes say 33% of households are included in the base bid. Does each additional container cost $0.40 per month per household and would that also be for a second container for any resident above 33%? Yes, based on historical data we gathered that 33% of households currently have an extra bin. That equates to 1,286 bins on top of the 3898 base. If the count of bins goes above 5,184 total (or 1,286 extra) we will charge $.40 per bin per month on top of that number. Our intention was to make the estimated cost of an extra been zero for the City based on historically needs, but to protect ourselves if that number grows too high. We are happy to work with City on a structure change if preferred.

2. Please provide clarification of the second line item in Table 10.

    a. Price is $1.33 per week for 3898 residents for 10 weeks. The estimated annual cost provided in your response appears to be different than what we have calculated. This is a Typographical error on the total annual costs on our end. $1.33 is the weekly cost for the 10 weeks of optional yard waste collection. If the city signs up of this service, the annual cost would be $51,843.4. Please note that this does not include the cost of the bags (we will provide an option to purchase to the customers).

Please provide a written response by Wednesday March 4, 2026. We will provide the next steps of our review process by Friday March 6, 2027.

Thanks,

Jeremy

Jeremy Hanak, PE
Director of Public Works
City of Greenwood Village
10001 East Costilla Avenue, Greenwood Village, CO 80112
Main: 303-708-6100 | Desk: 303-708-6175 | Cell: 303-304-1239
Greenwood Village Website

APEX WASTE SOLUTIONS

Request For Proposal:

CITY OF GV GREENWOOD VILLAGE COLORADO

City of Greenwood Village Municipal Waste & Recycling Disposal Services



Cover Letter

Dear Greenwood Village Public Works Department,

Apex Waste Solutions is honored to submit this proposal to provide waste and recycling services for the City of Greenwood Village. As a privately owned Colorado company founded in 2011, we bring more than 100 years of combined industry experience and proudly serve over 40,000 households and thousands of commercial customers across the Denver metro area.

Safety, reliability, and community stewardship are the foundation of our operations. We deliver a responsive, locally managed service model supported by modern equipment, proven transition planning, and robust reporting systems that meet the visibility and performance standards outlined in this RFP.

As a Greenwood Village resident, I take this opportunity personally. My family and I live here, and I care deeply about maintaining the high standards, appearance, and quality of life that define this community. This proposal reflects not only our operational commitment but my personal commitment to ensuring Greenwood Village receives dependable, professional, and community-focused service.

We appreciate the opportunity to partner with you and look forward to building a strong, long-term relationship with the City of Greenwood Village.

Sincerely,

Scott Lukach

President, Apex Waste Solutions

11681 Progress Lane, Parker, CO. 80134

Our Mission

Apex Waste Solutions is a privately owned, locally operated waste and recycling company since 2011. With 100+ years of combined industry experience, we are passionate about your trash. We are proud to provide services to more than 40,000 households in Greater Denver and thousands of commercial and industrial customers.

While the foundation of our business is built on safety, the culture of our business is built on diversity and a commitment to one another. You can see this reflected in our approach to the care and management of the communities we serve. We take our role seriously and have promised to invest time and support in these local communities. To our customers, we provide a personalized, local experience. In our industry, we invest in leading technologies that allow us more sound environmental practices and greater cost efficiencies. To our planet, we are aware of the importance of being good stewards. By using new technologies and educating our employees, we try to make every decision toward a more sustainable future.

Our Values

Safety On Purpose

We keep people safe, our employees, and those around us.

Diversity & Inclusion

We value diversity, thought leadership, and new ideas.

Make a Difference

We work to make a positive difference in our team, our customers, and our environment.

Growth Through Teamwork

We invest in one another to grow as a company and strive for continuous improvement to satisfy our customers.

Integrity & Trust

We do everything in our power to meet the expectations of our customers and employees.

Environmental Stewardship

We strive to conduct our work and innovate in the most sustainable way possible to protect the environment and be invested in a better future for the communities we serve.

More Than a Vendor

A dedicated neighbor/resident and partner for the City of Greenwood Village

Local Accountability

As Colorado's largest independent hauler, we believe leadership extends beyond service—it means setting the standard in education, sustainability, and stewardship of the communities we proudly serve.

Operational Excellence

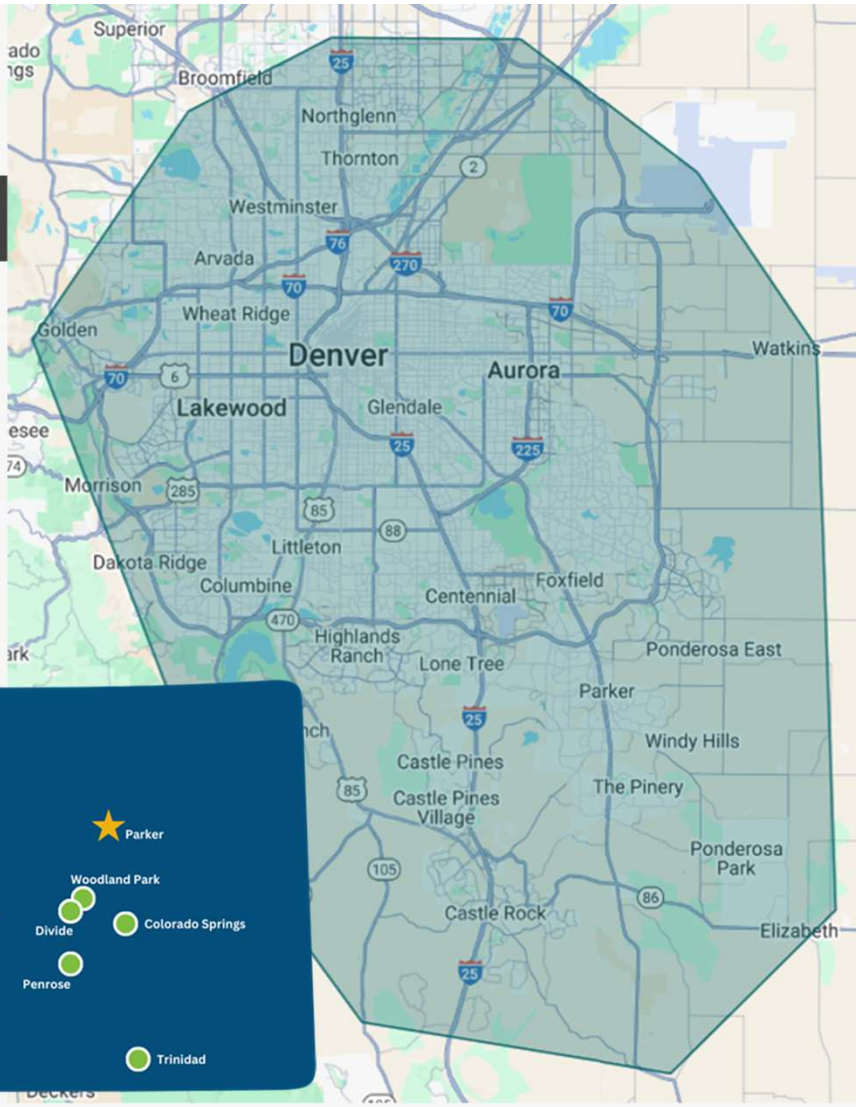
We guarantee reliable service through advanced technology; a safety culture built with intention. As Colorado's largest local provider, we deliver national-level capabilities with the accountability, care, and community-first mindset of a local company.

Sustainable Practices

Sustainability is a part of our core values. We are dedicated to keeping OUR community clean and will partner with the City to meet your environmental goals.

Transparent Value

Our pricing is clear and comprehensive, with no hidden fees, delivering the best long-term value.



GREENWOOD VILLAGE'S LOCAL EXECUTIVE TEAM



Scott Lukach President/CEO

- 25+ year waste industry veteran
- Prior to founding Apex Waste, Scott was VP of Sales and M&A for Waste Corp of America (WCA) and VP of Sales for Rehrig Pacific Co. working with some of the largest Municipalities across North America
- **Greenwood Village Resident!**



Adam Goodman, VP of Sales

- 25+ year Recycling & Waste industry veteran
- Experienced expert in environmental services, recycling, and solid waste, with a proven track record of building high-performing teams and strengthening customer partnerships.
- Prior to joining Apex Waste, Adam was the Sr. Manager National Account Sales for Republic Services, working with Fortune 200 manufacturing partners throughout the United States and Canada.



Scott Jenkins Chief Operations Officer

- 25+ years of Solid Waste operational experience
- Scott is responsible for the operations and fleet strategy at Apex Waste Solutions
- Prior to founding Apex Waste Solutions, Scott served as Director of Operations for WM in CO and Utah managing over 1,100 employees



Evan Sharp VP of Operations

- 14 years in the solid waste industry, managing complex hauling, post-collection, and material recovery facility (MRF) operations across Kansas, Oklahoma, Nebraska, Texas, and Colorado.
- Throughout his career, Evan has built a strong reputation for driving operational excellence, improving efficiency, and leading high-performing teams in diverse markets.
- His hands-on leadership style and deep industry knowledge have contributed to sustainable growth and operational improvements across multiple regions.

GREENWOOD VILLAGE'S LOCAL TEAM



Shane Ansell General Manager
sansell@apexwasteco.com
- 2+ Years as GM in the Denver area



Nikole Bearden Customer Service Manager
nikole@apexwasteco.com
- 3+ Years Experience with Apex



Mike Dalton Sales Manager
mdalton@apexwasteco.com
- 7 years experience in the waste industry



Mona Maestas Roll-off Manager/Coordinator
mona@apexwasteco.com
- 25+ years in the waste industry

Comparable Projects & References

Today, Apex Waste services over 40,000 residential customers and thousands of commercial businesses across Colorado. We are the fastest-growing Independent in Denver and are committed to working with the City of Greenwood Village to provide the highest level of service possible. Here are references for your review. We would be honored for the opportunity to serve the City of Greenwood Village residents. Please feel free to contact our references.

- **City of Denver - Solid Waste Truck/Staff Augmentation Services**
  - ***Contact: Michele Foust - Senior Contract Administrator - 720-865-3126 - michele.foust@denvergov.org***
  - Department: Transportation & Infrastructure
  - Customer since: 2023
  - APEX services provided: Staffed and mobilized (7) routes to collect 28,000 curbside recycling containers weekly in the City of Denver. Apex Waste was able to ramp up this program in less than two weeks after receiving a formal bid award to assist the City of Denver in moving from bi-monthly to weekly recycling collection. We utilize technology located on the trucks to validate service and identify contamination in the recycling stream.
  - $4.3M Annual dollar value

- **Colorado Department of Transportation (CDOT)**
  - ***Contact: Robert Apodaca – LTC Operations – 303.263.1236 – Robert.Apodaca@state.co.us***
  - Customer since: 2023
  - APEX services provided: Commercial dumpsters and permanent roll-off containers at 27 CDOT locations in Region 1

- **Pradera HOA**
  - ***Contact: Linda Langewisch - Community Manager – 720.974.4273 – llangewisch@msihoa.com***
  - Customer since: 2021
  - APEX services Provided: Weekly trash & recycle service for 772 households

- **The Pinery HOA**
  - ***Contact: Natalie Watkins - 303-841-8572 – pha@pinery.org***
  - ***Contact: Stephanie Wyche – Executive Finance - 303-841-8572 – execfinance@pinery.org***
  - Customer since: 2021
  - APEX services provided: Residential and commercial services for 1,935 households and commercial buildings

Education & Sustainability

As Colorado's largest independent hauler, Apex is committed to leading through education, waste diversion, and responsible environmental practices.

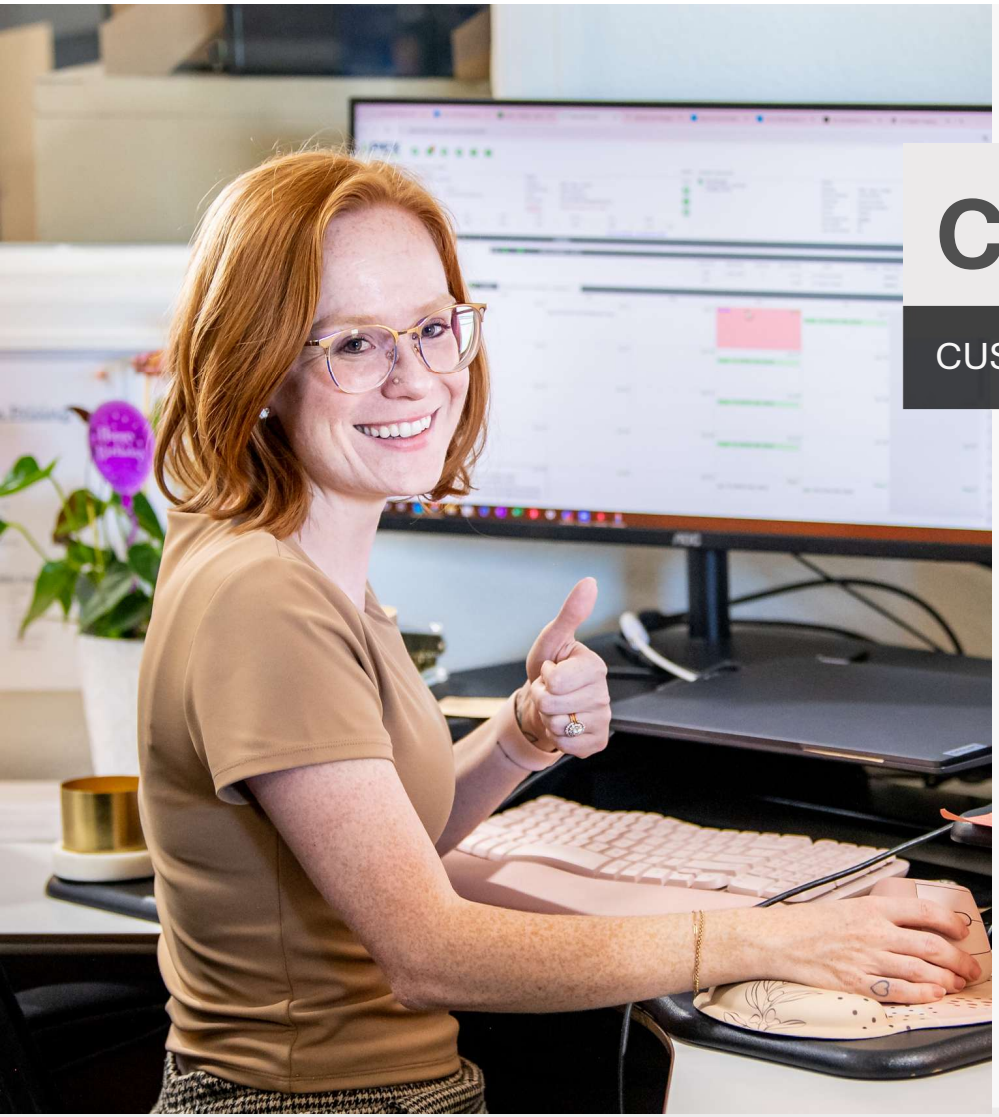
Community Education
- Clear recycling guidelines and contamination reduction outreach
- Direct communication tools for residents
- Ongoing collaboration with Public Works to improve participation

Waste Diversion & Improvement
- Detailed diversion and tonnage reporting
- Evaluation of recycling performance and contamination trends
- Exploration of composting and enhanced collection options

Environmental Responsibility
- Route optimization to reduce fuel consumption and emissions
- Modern, well-maintained fleet
- Continuous improvement of collection methods to maximize efficiency

We believe sustainability is strongest when it is measurable, transparent, and locally driven.





Customized Service

CUSTOMER-FIRST APPROACH

Local & Responsive: Knowledgeable Customer Service Representatives are in place to support all inbound service calls from our customers.

Our Customer Service team is located at our main office at 11681 Progress Lane, Parker, Colorado 80134.

Hours of operation are Monday – Friday, 8:00 AM – 5:00 PM.

Human Touch: NOT A CALL CENTER. Reps are a part of the community and know the local geography

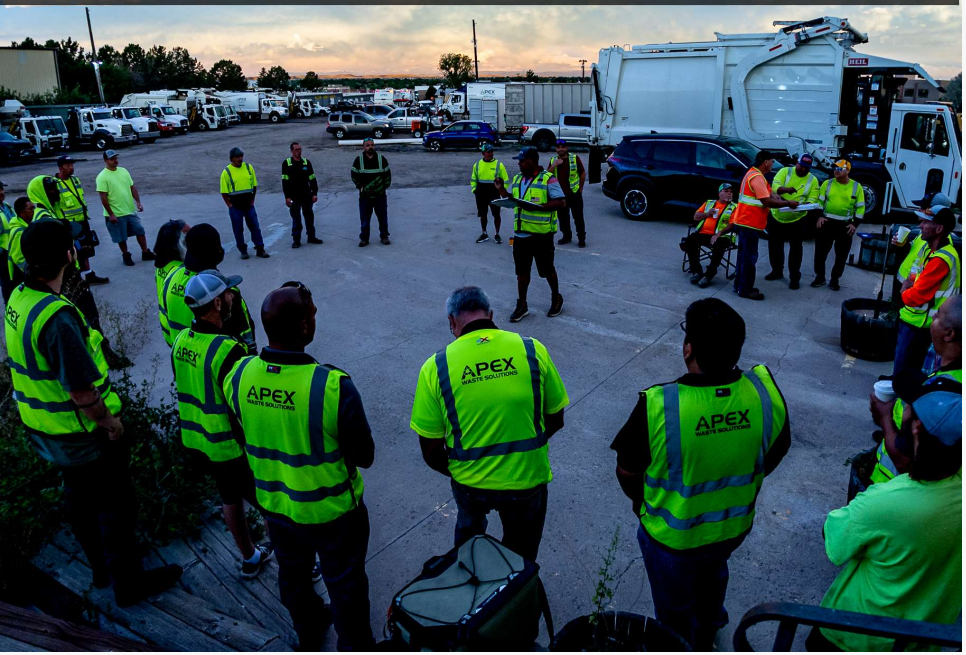
Omnichannel Support: Phone: (303)841-7144

Email: customerservice@apexwasteco.com

Website: www.apexwasteco.com

APEX WASTE SOLUTIONS

Safety is Our Culture



Our strong safety culture and unrivaled safety performance are actualized by our high-caliber, dedicated leaders working with committed, engaged team members

Rigorous Hiring: *Strict screening and qualification standards for every driver.*

Comprehensive screening, including experience review, MVR checks, formal interviews, and mandatory pre-employment and random drug and alcohol testing.

Continuous Training: *Weekly safety meetings and individual coaching.*

Includes structured onboarding(40+ courses), hands-on route training with a certified driver trainer, and weekly safety meetings focused on targeted topics.

PPE Standards: *Safety gear is mandatory at all times.*

High-visibility apparel, gloves, hard hats (at disposal sites), and safety glasses (when operating compaction equipment) are required and provided.

DOT Compliance: *Strict adherence to all DOT requirements.*

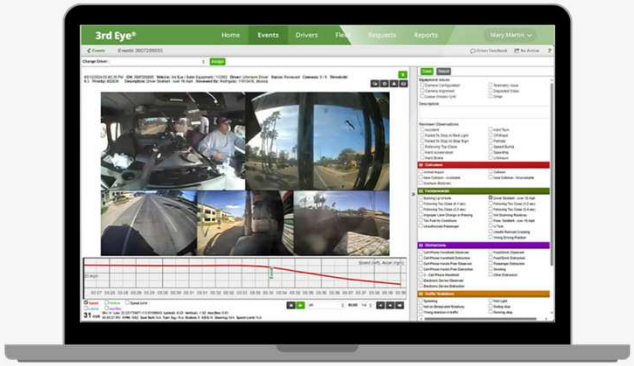
Employees must maintain a valid DOT medical card and a Class A or B CDL in good standing and meet all physical job requirements.

Intelligent Systems: Real-time *monitoring and prevention.*

Third Eye camera systems are used to monitor driving behavior and reinforce safe practices, including seatbelt use, speed management, and accident prevention.

Collection & Technology

3rd Eye
Internal Ops Platform



Visibility:

- Access to images and videos of every customer service for improved experience
- Videos of all routes stored for up to 7 days
- Identifying and tracking non-compliant material, recycling contamination monitoring, and blocked containers

Tracking:

- Real-time tracking of all vehicles and route status

Quarterly Report Cards:

- Custom service metrics available: service performance, diversion reports, missed pickups, etc.

NavuSoft
Customer Portal



Service:

- Track service completion
- View service exceptions and images
- Individual routes will be handled through NavuSoft, an INDUSTRY-SPECIFIC onboard computing software, which is displayed on a computer tablet in each collection vehicle. Individual routes will be sequenced to allow routes to be run in a standard order on each collection day
- Our drivers will be made aware of Special Collection Needs for specified locations through our NavuSoft system



Your Dedicated Fleet

Average Fleet Age

4.2 years

- **Fully automated vehicles** are equipped with (6) onboard cameras located in the cab and around the perimeter of our trucks
- All vehicles **are routinely inspected** and maintained per the manufacturer's preventative maintenance and DOT standards. Critical vehicle components are always controlled, maintained, and promptly repaired: brakes, tires, suspension, steering, lights, mirrors, windows and windshield wipers
- Our drivers will conduct documented **daily Pre/Post-Trip Inspections** to ensure their vehicle is safe to operate
- All vehicles are immediately taken out of service and repaired if any leaks or other out-of-service items are detected

Your New Equipment

Modern Equipment & Professional Appearance

Apex will deploy brand-new collection equipment finished in Battleship Grey — a durable, low-maintenance color designed to conceal normal wear and minimize visible staining from spills or debris.

Clean. Uniform. Professional.

Our fleet is maintained to the highest standards, inside and out, ensuring a polished, consistent appearance that reflects positively on the community we serve. The neutral finish allows our vehicles to blend seamlessly with City facilities and surrounding environments while supporting long-term durability and operational reliability.





Technical Approach and Transition Plan

Executive Summary

Apex Waste Solutions will implement solid waste and recycling services for the City of Greenwood Village through a structured, phased transition plan designed to ensure **zero service interruption, operational continuity, and a seamless experience for the City and its 3,898 residential customers**.

Our transition methodology combines disciplined project management, coordinated container deployment, proactive resident communication, and built-in operational redundancies. A dedicated Transition Team, led by an experienced Account Manager, will serve as the City's single point of contact from contract award through post-launch stabilization.

Apex assumes full responsibility for transition execution while maintaining clear, consistent coordination with City staff.

Transition Implementation Plan

Phase 1 – Mobilization & Coordination (Weeks 1–2)
Immediately upon contract award, Apex will initiate formal transition planning with City leadership.

Key Activities
•Conduct kickoff meeting with City staff
•Confirm residential count (3,898 homes) and service levels
•Finalize container quantities and deployment schedule
•Develop detailed route maps using GPS-enabled routing software
•Coordinate container removal schedule with outgoing hauler
•Draft and submit resident outreach materials for City approval
•Identify cart staging location within Greenwood Village

City Participation
•Confirm final address list and GIS data
•Approve outreach materials
•Coordinate access to municipal facilities (if applicable)
•Assist with internal department communication
This phase ensures accurate cart counts, proper route sequencing, and alignment with City expectations prior to field deployment.

Transition Implementation Plan

Phase 2 – Residential Cart Deployment (Weeks 3–4)
Apex will deploy trash and recycling carts to approximately **3,898 Greenwood Village households** prior to service launch.

Estimated Deployment Duration: Approximately 1 week
(Assumes one trash and one recycling cart per residence; timeline may adjust slightly based on final quantities.)

Deployment Protocol
In partnership with Sierra Container Group, Apex will execute a controlled, data-driven rollout:

- Deliver carts to each home using verified master address list
- Utilize centrally located staging yard capable of accommodating 53’ semi-trailers
- Forklift-managed inventory control
- Dedicated crews assigned per waste stream
- Operations conducted Monday–Saturday, 7:00 a.m. to sundown
- Daily progress reporting provided to the City
- Final master delivery file submitted to ensure accurate billing database
- Complete staging area cleanup upon project completion

Transition Implementation Plan

Phase 3 – Service Launch (Week 5)

On the official service start date, Apex will implement enhanced operational oversight.

Startup Controls

- Route supervisors deployed throughout Greenwood Village
- Real-time GPS monitoring of all collection vehicles
- Backup vehicles staged locally
- Contingency container inventory available
- Immediate service recovery protocol in place

Collection routes will operate using optimized GPS routing technology to ensure efficient, reliable service from the first collection day.

Phase 4 – Post-Launch Stabilization (Weeks 6–10)

Apex will maintain elevated oversight during the stabilization period to ensure smooth operational performance.

Stabilization Measures

- Daily route audits and service verification
- Rapid response to service inquiries
- Ongoing coordination meetings with City staff
- Data-driven service adjustments as needed
- Volume and contamination monitoring

Transition Implementation Plan

Roles and Responsibilities

Apex maintains full responsibility for transition execution, with City participation focused on approvals, coordination, and data verification.

Responsibility	Apex	City of Greenwood Village
Transition management & execution	✓	
Cart & container procurement	✓	
Residential cart delivery	✓	
Address list verification		✓
Outreach approval		✓
Facility access coordination		✓
Route design & optimization	✓	
Ongoing performance coordination	✓	✓

Transition Implementation Plan

Commitment to Greenwood Village

Apex Waste Solutions understands the importance of reliable, visible municipal services within the City of Greenwood Village. Our structured transition plan reflects:

- Detailed implementation scheduling
- Verified cart deployment controls
- Coordinated outgoing hauler transition
- Comprehensive resident outreach
- Operational redundancy and risk mitigation
- Dedicated account management and transparent communication

Through disciplined execution and professional partnership, Apex will deliver a seamless transition and dependable long-term service to the 3,898 households and facilities within Greenwood Village.

Appendix A-Pricing

Addendum 1

City of Greenwood Village

Residential Solid Waste and Recycling Collection Services

Please use the revised Appendix B pricing table in your response. Changes were made to Table 2 and Table 4 to reflect the correct number of solid waste and recycling containers at the Hermitage Condominiums.

Appendix A-Pricing –

CITY OF GREENWOOD VILLAGE RFP
Appendix B
Proposal Pricing for Solid Waste and Recycling Collection Service

The Disposal Company has examined the scope of service requirements and all conditions affecting costs and proposes to furnish all equipment, labor, transportation, disposal, and materials necessary for the completion of the specified service agreement.

Please provide a pricing proposal for a five-year term. The annual fees payable for each successive contract year shall equal the annual fee payable for the previous year adjusted proportionately by the annual Consumer Price Index (CPI) for the Denver-Aurora-Lakewood Colorado, all items, index base period (1982-84=100) as reported by the United States Department of Labor – Bureau of Labor Statistics Data for the first half of the year with a minimum increase of 0% and a maximum increase of 4%. Therefore, only the first-year contract pricing shall be calculated on the following form.

Residential Solid Waste Collection Costs – Individual Sites, shall be stated as Per-household/Per-month only.

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$ 17.99	$ 841,500.24

Residential Solid Waste Collection Costs – Collective Sites, shall be based on the collection service, location, containers and service frequency as listed in **Table 2**.

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	5 (3-cubic yard)	4 times per week	$ 1,234.05	$ 14,808.60
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ 1,800	$ 21,600

Residential Recycling Collection Costs – Individual Sites shall be stated as Per-household/Per-month only. The collection service provided shall be single-stream recycling.

Appendix B-1

Appendix A-Pricing –

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$ All in the trash quote in Table 1 Trash and Recycle are a bundled price	$

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	3 (3-cubic yard)	4 times per week	$ 935.28	$ 11,223.36
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ 1,800	$ 21,600

Municipal Buildings Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 5**.

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$ 822.70	$ 9,872.40
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$ 1,234.05	$ 14,808.60
Collection Service	**Containers**	**Service Frequency**	**Cost Per Collection**	**Estimated Annual Costs**
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/year	$ 365/haul	$ 32,850

Municipal Buildings Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 6**.

Appendix A-Pricing –

Table 6: Municipal Buildings Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week	$ 207.84	$ 2,494.08
Greenwood Village Maintenance Facility Recycling 10001 E. Costilla Ave.	1 (4-cubic yard)	2 times per week	$ 207.84	$ 2,494.08

Municipal Parks Solid Waste and Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 7**.

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week	$ 123.41	$ 1,480.92
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week	$ 370.22	$ 4,442.64
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week	$ 467.64	$ 5,611.68

City-Sponsored Special Event Solid Waste Collection costs shall be based on the collection service, locations, containers, and frequency as listed below in **Table 8**.

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost Per Collection	Estimated Annual Cost
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the city	$ 365/haul	$ 1,095

Appendix B-3

Appendix A-Pricing–

Swimming Pool Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 9**.

Table 9: Swimming Pool Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost per Month	Annual Cost
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through September	$ 246.81	$ 1,234.05
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May through September	$ 123.41	$ 617.05
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through September	$ 25.00	$ 125.00
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September	$ 25.00	$ 125.00

Appendix A-Pricing –

Proposal Pricing for Optional Collection Services

Please include a proposal for any/all optional collection services. These services are not required. Additional services include:

Additional container service for single-family residential households (detached and attached) solid waste collection. Price will be for each additional container and in addition to the pricing listed in Table 1. Pricing will be per household per month. Please indicate the maximum number of additional containers that can be serviced per week.

Weekly service for solid waste collection. 10 weeks throughout the year most likely to occur r 4 weeks during the spring, 4 weeks during the fall and the 1 week following Thanksgiving and 1 week following Christmas. Residents will be able to place additional trash, including yard waste, in bags outside of their containers. The bags will be limited to 40 lbs. each.

The Service Provider is not expected to collect any debris from/for any person or firm who receives any fee for service performing any maintenance or construction related services. The Service Provider is not expected to collect excessive quantities due to Acts of God.

Additional collective site solid waste and recycling collection at Landmark Towers condominiums, Village Lofts condominiums, and Village Plaza Lofts condominiums.

- Landmark Towers service requires valet service, which is a smaller vehicle to move the dumpster from the garage to the street so a larger truck can service the dumpsters.

Unlimited volume, no container requirement solid waste and recycling service. This is the current city service. This would replace the cart content only service listed in Tables 1 and 3.

Appendix A-Pricing –

Table 10: Optional Collection Services

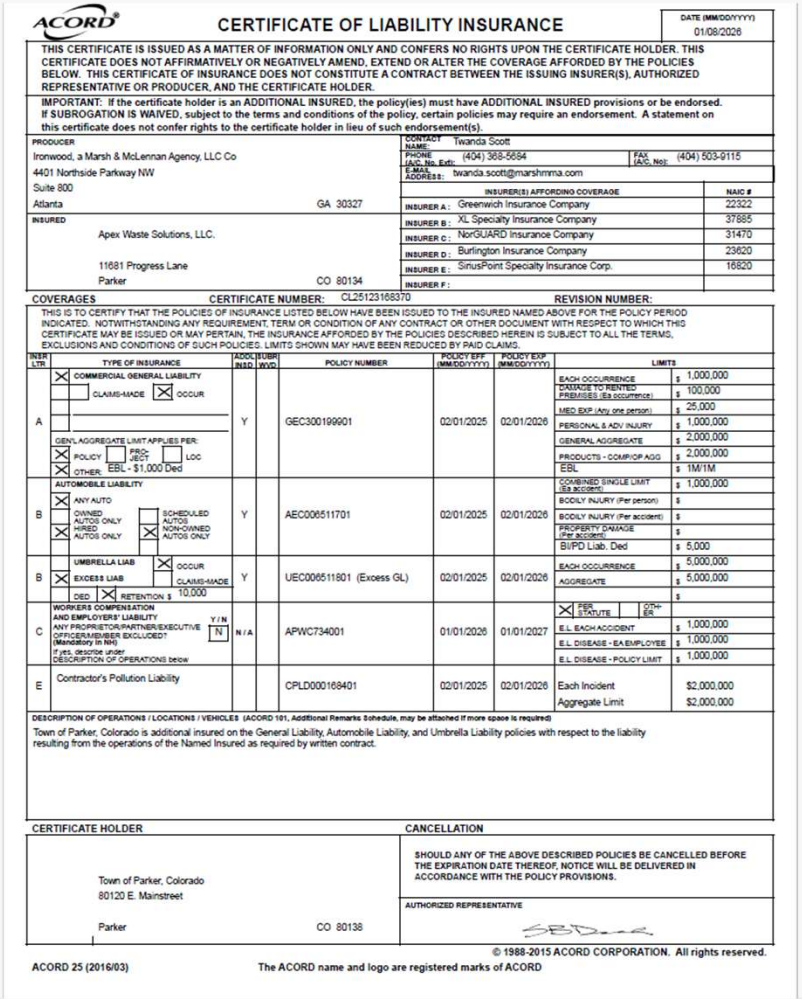
Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container _____max	weekly	3898	$7/extra toter** per household per month	
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$ per household per week	$ Worked into the $17.99
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$3,218.34* per month	$ 38,620.08*
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$987.24 per month	$ 11,846.88
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$ 658.16 per month	$ 7,897.92
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$ 835.07* per month	$ 10,020.84*
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$ 623.72 per month	$ 7,484.64
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$ 831.36 per month	$ 9,976.32
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$ 2.00 per household per month	$7,796
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$ 2.00 per household per month	$7,796

* - The Landmark Towers rates are an estimate not knowing the full scope of the valet service. Based upon the answer to the question proposed we will work with the Landmark management team to come up with a better number once the scope is understood and agreed upon

** As part of the award Apex will give up to 3 toters per home with the pricing listed in Table 1. If a resident wants more than 3, it will be $7/toter/month for each additional toter. Appendix B-6

APEX WASTE SOLUTIONS

SAMPLE CERTIFICATE OF INSURANCE



ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 01/08/2026

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).

PRODUCER	CONTACT NAME: Twanda Scott
Ironwood, a Marsh & McLennan Agency, LLC Co	PHONE (A/C, No, Ext): (404) 368-5684 FAX (A/C, No): (404) 503-9115
4401 Northside Parkway NW	E-MAIL ADDRESS: twanda.scott@marshmma.com
Suite 800	
Atlanta GA 30327	
INSURED: Apex Waste Solutions, LLC.	INSURER(S) AFFORDING COVERAGE / NAIC #
11681 Progress Lane	INSURER A : Greenwich Insurance Company 22322
Parker CO 80134	INSURER B : XL Specialty Insurance Company 37885
	INSURER C : NorGUARD Insurance Company 31470
	INSURER D : Burlington Insurance Company 23620
	INSURER E : SiriusPoint Specialty Insurance Corp. 16820
	INSURER F :

COVERAGES CERTIFICATE NUMBER: CL2512168370 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	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC X OTHER: EBL - $1,000 Ded	Y		GEC300199901	02/01/2025	02/01/2026	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG EBL	$ 1,000,000 $ 100,000 $ 25,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $ 1M/1M
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY X HIRED AUTOS ONLY SCHEDULED AUTOS X NON-OWNED AUTOS ONLY	Y		AEC006511701	02/01/2025	02/01/2026	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) BI/PD Liab. Ded	$ 1,000,000 $ $ $ $ 5,000
B	UMBRELLA LIAB X OCCUR X EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000	Y		UEC006511801 (Excess GL)	02/01/2025	02/01/2026	EACH OCCURRENCE AGGREGATE	$ 5,000,000 $ 5,000,000 $
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		APWC734001	01/01/2026	01/01/2027	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
E	Contractor's Pollution Liability			CPLD000168401	02/01/2025	02/01/2026	Each Incident Aggregate Limit	$2,000,000 $2,000,000

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

Town of Parker, Colorado is additional insured on the General Liability, Automobile Liability, and Umbrella Liability policies with respect to the liability resulting from the operations of the Named Insured as required by written contract.

CERTIFICATE HOLDER	CANCELLATION
Town of Parker, Colorado 80120 E. Mainstreet Parker CO 80138	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

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Apex Waste Solutions Addendum to the City of Greenwood Village Service Agreement

APEX WASTE SOLUTIONS ("CONTRACTOR")
TERMS AND CONDITIONS

(1) SERVICES RENDERED. Contractor agrees to furnish such services and equipment (the "Services") specified in the Service Agreement dated as of the date hereof between Owner and Contractor (the "Service Agreement") to which this Addendum is attached (the Service Agreement and the Addendum are hereinafter collectively referred to as the "Agreement") . Nothing contained in the Agreement shall convey on Contractor the status of "generator" of the Waste. In the event Contractor is rendered unable to perform its obligations hereunder due to an act, event, circumstance, or condition that is beyond Contractor's control, Contractor shall notify Owner of such act, event, circumstance, or condition and, upon doing so, Contractor's obligations under this Agreement shall be suspended during the period of inability to perform caused by such act, event, circumstance, or condition and Contractor shall have no liability for the non-performance of its obligations and responsibilities.

(2) CHARGES; CHANGES AND MODIFICATIONS. The charges, fees and other amounts payable by Owner ("Charges") for Services and/or equipment furnished by Contractor to Owner are set forth on the Service Summary. Contractor also reserves the right to charge Owner additional Charges for additional Services provided by Contractor to Owner, whether requested or incurred by Owner, including, but not limited to, for container relocation or removal; gate, enclosure or roll out services; account resume or reactivation services; extra pickups or trip charges; container overages and overflows; and equipment repair and maintenance all at such standard prices or rates that Contractor is charging its Owners in the service area at such time. Changes in the frequency of collection, collection schedule, number, capacity and/or type of equipment, and any changes to the Charges payable under this Agreement may be agreed to orally, in writing, by payment of the invoice reflecting such changes, or by the actions and practices of the parties.

(3) SERVICE RATE AND FEE ADJUSTMENTS. Contractor may increase the service rates from time to time to adjust for (i) increases in the Consumer Price Index ("CPI") for Water, Sewer and Trash Collection Services published by U.S. Bureau of Labor Statistics, or with written notice to Owner, any other national, regional or local CPI, with such increases in CPI being measured from the Contract Date, or as applicable, Owner's last CPI based price increase date, (ii) to recover or pass through to Owner increases in the average weight per container yard of Owner's Waste; (iii) to cover any increases in disposal, recycling and/or transportation costs, including fuel surcharges charged by third parties; and (iv) to cover increased costs due to uncontrollable circumstances, including, without limitation, changes in local, state or federal laws or regulations, including the imposition of or increase in taxes, fees or surcharges, or acts of God such as floods, fires, hurricanes and natural disasters. Contractor may increase or decrease service rates, fees, and/or other assessments for reasons other than those set forth above with the consent of Owner. Such consent may be evidenced verbally, in or by the actions and practices of the parties, or by payment of the invoice that includes such increases or decreases.

Apex Waste Solutions Addendum to the City of Greenwood Village Service Agreement

(4) INVOICES; PAYMENT TERMS. Owner shall pay Contractor on an "as billed" basis, and no less frequently than monthly, unless otherwise agreed, for the collection and disposal service provided by Contractor (including without limitation all Charges for equipment maintenance and other applicable Charges as set forth on Owner's invoice). Payment shall be made by Owner within thirty (30) days of the invoice date. Contractor may impose, and Owner agrees to pay, a late fee for payment after the due date and any Owner check returned for insufficient funds is subject to a non-sufficient funds charge, both to the maximum rate allowed by applicable law. Owner acknowledges that any late charge charged by Contractor is not to be considered as interest on debt or a finance charge and is a reasonable charge for the anticipated loss and cost to Contractor for late payment. Moreover, if payment is not made when due, (i) Contractor retains the right to suspend Services until the past due balance is paid in full and Owner shall be required to pay a reactivation charge to resume suspended Services and (ii) Contractor may, at its sole option, take all legal steps necessary to enforce this Agreement, or terminate the Agreement on notice to Owner and recover all past due payments, recover any equipment on the premises of Owner, and recover liquidated damages from Owner as set forth below.

(5) WASTE. Owner represents and warrants that the materials to be collected under this Agreement shall be only "Waste " as defined herein. For purposes of this Agreement, "Waste" means all non-hazardous solid waste, organic waste, and if applicable, Recyclable Materials (as defined in Section 9 Recycling Services Addendum below) generated by Owner or at Owner's Service Address(es). Waste includes "Special Waste", such as industrial process wastes, asbestos-containing material, petroleum contaminated soils, treated/de-characterized wastes, and demolition debris, for which Owner has completed a Special Waste Profile sheet to be approved by Contractor in writing. Waste excludes, and Owner agrees not to deposit or permit the deposit for collection of (i) any waste tires, (ii) radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous, regulated medical or hazardous waste, toxic substance or material, as defined by, characterized or listed under applicable federal, state, or local laws or regulations, (iii) any materials containing information protected by federal, state or local privacy and security laws or regulations (unless tendered to Contractor pursuant to an additional addendum to this Agreement), or (iv) Special Waste not approved in writing by Contractor (collectively, "Excluded Materials"). Title to and liability for Excluded Materials shall remain with Owner at all times. Title to Owner's is transferred to Contractor upon Contractor's receipt or collection unless otherwise provided in this Agreement or applicable law.

(6) DRIVEWAYS AND PARKING AREAS. Owner warrants that any right of way provided by Owner for the location, placement and servicing of Contractor's equipment shall be the most convenient public way available and is sufficient to bear the weight of all of Contractor's equipment and vehicles reasonably required to perform the service herein contracted. Contractor shall not be responsible for damage to any private pavement or accompanying sub-surface of any route, driveway, parking area or other surface reasonably necessary to perform the services herein contracted and Owner assumes all liabilities for damage to pavement or road surface.

Apex Waste Solutions Addendum to the City of Greenwood Village Service Agreement

(7) EQUIPMENT. (a) Responsibility. The equipment furnished hereunder by Contractor shall remain the property of Contractor; however, Owner acknowledges that it has care custody and control of the equipment while at Owner's location and accepts responsibility for all loss or damage to the equipment (except for normal wear and tear or for loss or damage resulting from Contractor's handling of the equipment) and for its contents. Owner agrees not to overload (by weight or volume), move or alter the equipment, and shall use the equipment only for its proper and intended purpose. Owner agrees to indemnify, defend and hold harmless Contractor against all claims, damages, suits, penalties, fines and liabilities for injury or death to persons or loss or damage to property arising out of Owner's use, operation or possession of the equipment. **(b) Access.** Owner agrees to provide unobstructed access to the equipment on the scheduled collection day. If the equipment is inaccessible so that the regularly scheduled pick up cannot be made, Contractor will promptly notify Owner and afford Owner a reasonable opportunity to provide the required access; however, Contactor reserves the right to charge an additional fee for any additional collection service required by Owner's failure to provide such access. **(c) Definition.** The word "equipment" as used in these Terms and Conditions shall mean all containers used for the storage of Waste including stationary compaction units, stationary baling units, waste material loading devices, tanks, tankers, and such other on-site devices as may be specified on the face of this Agreement.

(8) ENTIRE AGREEMENT; SEVERABILITY. This Agreement represents the entire agreement between the parties and supersedes any and all other agreements for the same Services at the same Owner locations covered by this Agreement, whether written or oral, that may exist between the parties. To the extent that there is a conflict in the terms and provisions of the Service Agreement and this Addendum, the terms of this Addendum shall prevail. The provisions of this Agreement are independent and severable such that if any provision of this Agreement shall be found or declared invalid, void, or unenforceable, the same shall not affect the validity or enforceability of any other provision of this Agreement.

Apex Waste Solutions Addendum to the City of Greenwood Village Service Agreement

Recycling Services Addendum (Only if Applicable)

(9) RECYCLING SERVICES. The following shall apply to fiber and non-fiber recyclables ("Recyclable Materials") and recycling services:

(a) (i) Single stream, commingled Recyclable Materials ("Single Stream") will consist of 100% of Owner's clean, dry, paper or cardboard without wax liners; clean, dry and empty aluminum food and beverage containers, ferrous (iron) or steel cans, aerosol cans, and rigid container plastics #1-7, including narrow neck containers and tubs, but excluding foam and film plastics. No individual items may be excluded from Single Stream service. Glass may be included with specific approval of Contractor. Any material not set forth above, including tissue or paper that had been in contact with food, is unacceptable ("Unacceptable Materials"). Single Stream may contain up to 5% Unacceptable Materials. (ii) Owner shall provide wastepaper in accordance with the most current ISRI Scrap Specifications Circular and any amendments thereto or replacements thereof. (iii) All other Recyclable Materials will be delivered in accordance with Contractor specifications communicated to Owner by Contractor.

(b) Recyclable Materials may not contain Excluded Materials, including chemicals or other properties that are deleterious or capable of causing material damage to any part of Contractor's property, its personnel or the public or materially impair the strength or the durability of Contractor's structures or equipment. Contractor may reject in whole or in part Recyclable Materials not meeting the specifications, and Owner shall pay and reimburse Contractor for all costs, losses and expenses incurred with respect to such rejected Recyclable Materials including costs for handling, processing, transporting and disposing of such rejected Recyclable Materials. Without limiting the foregoing, Contractor may assess, and Owner shall pay any contamination charge for handling, processing, transporting and disposing of Unacceptable Materials and Excluded Materials.

_____	_____
Owner / Officer Signature (include any title)	**Contractor / Officer Signature (include any title)**
_____	_____
Print Name **Date**	**Print Name** **Date**

Outlook

RE: City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

From Mike Dalton <mdalton@apexwasteco.com>
Date Wed 3/4/2026 4:56 PM
To Jeremy Hanak <JHanak@greenwoodvillage.com>
Cc Garrett Graybeal <ggraybeal@greenwoodvillage.com>; Mike Van Dyke <mvandyke@greenwoodvillage.com>; Adam Goodman <agoodman@apexwasteco.com>

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Jeremy, Garrett, and Mike,

Thanks for taking my call today, Jeremy, to clarify question 2.

Here are Apex's answers to your questions –

1. Please separate the recycling cost from the solid waste cost. We are currently applying for reimbursement for our recycling costs with the State and need this cost broken out.

Pricing broken out with Recycle and Trash –
Trash - $14.03/month/home - $665,267.28/year
Recycle $3.96/month/home - $185,232.96/year
Total - $17.99/home/month - $841,500.24/year

2. Line items 9 and 10 in Table 10 list $2.00. We assume that this would be in addition to the costs listed in Table 1 and 3.

Since this was listed in the Optional Services, we listed it as an additional cost, allowing unlimited non-container residential solid waste collection. This was quoted at an additional $2.00/home for unlimited non-container trash and recycling placed at the curb. The resident must have at least one cart of trash and recycle in order to reload the container to dump. Trash should be placed in bags of 40lbs or less. Recycle should be loose in the recycle container, and any extra cardboard left must be broken down and stacked next to the container. Cardboard must fit in the container in order to take and reload the cart. No oversize boxes will be taken.

3. The explanation of the cart rollout states one week to deploy 1 trash and 1 recycling container. What is the deployment time for residents who want more than 1 container?

If we know this at the time of deployment, we will be able to deliver them all at the same time and get this done within the week allotted. If we do not know the number until later, this will have to be determined based on the number of extra carts being requested. We feel we would be able to do this within a 1-week time frame once we know quantities.

Let me know if you would like me to fill out the forms below and send them to you via email.

Table 10: Optional Collection Services

Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container _____max	weekly	3898	$7/extra toter** per household per month	
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$ per household per week	Worked into the $17.99 $
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$3,218.34* per month	$ 38,620.08*
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$987.24 per month	$ 11,846.88
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$ 658.16 per month	$ 7,897.92
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$ 835.07* per month	$ 10,020.84*
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$ 623.72 per month	$ 7,484.64
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$ 831.36 per month	$ 9,976.32
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$ 2.00 per household per month	$7,796
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$ 2.00 per household per month	$7,796

* - The Landmark Towers rates are an estimate not knowing the full scope of the valet service. Based upon the answer to the question proposed we will work with the Landmark management team to come up with a better number once the scope is understood and agreed upon

CITY OF GREENWOOD VILLAGE RFP
Appendix B
Proposal Pricing for Solid Waste and Recycling Collection Service

The Disposal Company has examined the scope of service requirements and all conditions affecting costs and proposes to furnish all equipment, labor, transportation, disposal, and materials necessary for the completion of the specified service agreement.

Please provide a pricing proposal for a five-year term. The annual fees payable for each successive contract year shall equal the annual fee payable for the previous year adjusted proportionately by the annual Consumer Price Index (CPI) for the Denver-Aurora-Lakewood Colorado, all items, index base period (1982-84=100) as reported by the United States Department of Labor – Bureau of Labor Statistics Data for the first half of the year with a minimum increase of 0% and a maximum increase of 4%. Therefore, only the first-year contract pricing shall be calculated on the following form.

Residential Solid Waste Collection Costs – Individual Sites, shall be stated as Per-household/Per-month only.

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	[illegible]
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$ 14.03	$ 656,267.28

Residential Solid Waste Collection Costs – Collective Sites, shall be based on the collection service, location, containers and service frequency as listed in **Table 2**.

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	5 (3-cubic yard)	4 times per week	$ 1,234.05	$ 14,808.60
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ 1,800	$ 21,600

Residential Recycling Collection Costs – Individual Sites shall be stated as Per-household/Per-month only. The collection service provided shall be single-stream recycling.

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$ 3.96	$185,232.96

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	3 (3-cubic yard)	4 times per week	$ 935.28	$ 11,223.36
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ 1,800	$ 21,600

Municipal Buildings Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 5**.

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$ 822.70	$ 9,872.40
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$ 1,234.05	$ 14,808.60
Collection Service	**Containers**	**Service Frequency**	**Cost Per Collection**	**Estimated Annual Costs**
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/year	$ 365/haul	$ 32,850

Municipal Buildings Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 6**.

Thanks,

Mike Dalton
Sales Manager

APEX WASTE SOLUTIONS

11681 Progress Lane
Parker, CO 80138

720-766-5670
www.apexwasteco.com

From: Jeremy Hanak <JHanak@greenwoodvillage.com>
Sent: Friday, February 27, 2026 3:46 PM
To: Mike Dalton <mdalton@apexwasteco.com>
Cc: Garrett Graybeal <ggraybeal@greenwoodvillage.com>; Mike Van Dyke <mvandyke@greenwoodvillage.com>
Subject: City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

Good Afternoon Mike,

Thanks again for taking the time to submit a proposal for residential solid waste and recycling services in Greenwood Village.

After review of your proposal, we have the following questions:

1. Please separate the recycling cost from the solid waste cost. We are currently applying for reimbursement for our recycling costs with the State and need this cost broken out.
2. Line items 9 and 10 in Table 10 list $2.00. We assume that this would be in additon to the costs listed in Table 1 and 3.
3. The explanation of cart rollout states one week to deploy 1 trash and 1 recycling container. What is the deployment time for residents that want more than 1 container?

Please provide a written response by Wednesday March 4, 2026. We will provide the next steps of our review process by Friday March 6, 2027.

Thanks,

Jeremy

Jeremy Hanak, PE
Director of Public Works
City of Greenwood Village
10001 East Costilla Avenue, Greenwood Village, CO 80112
Main: 303-708-6100 | Desk: 303-708-6175 | Cell: 303-304-1239
Greenwood Village Website

? EXTERNAL MESSAGE – Think Before You Click

City of Greenwood Village: Residential Solid Waste and Recycling Collection



REPUBLIC SERVICES

Sustainability in Action

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Cover Letter

February 20, 2026

Jeremy Hanak
Director of Public Works
City of Greenwood Village
6060 S. Quebec Street
Greenwood Village, CO 80111

Re: RFP- Residential Solid Waste and Recycling Collection Services

Dear Mr. Hanak,

Republic Services is pleased to submit this proposal to the City of Greenwood Village for municipal refuse and recyclables collection. Republic Services is excited to again have the opportunity to serve the City, and we look forward to helping you meet your sustainability goals. We are proud to focus on sustainability and ethical business practices, which make Republic Services the preferred municipal solid waste partner in the Country, including 10 of the 12 contracts found in the Metro region.

A few key elements of our method of approach include:

- **Experience-** Republic Services has continued to provide exceptionally reliable service for over 2,700 communities across North America, and we have served the Denver Metro Area for over 30 years. We are proud of our Committed to Serve values while achieving a 99.7% on-time pick-up rate for the residents in our municipal programs in the 10 cities that we serve.

- **Focus on Sustainability-** The Foothills and Tower Landfill in the Metro region are included in the Republic Services Project Lighting initiative, a partnership between Republic and Archaea Energy to bring Renewable Natural Gas projects to 39 Republic-owned landfills in 19 states. As a low-carbon fuel, RNG displaces a meaningful amount of greenhouse gas emissions and is recognized as a near-term climate strategy to lower the carbon footprint of existing energy assets. This project will reduce air pollution at the landfill while at the same time generating renewable energy.

- **Plastic Circularity-** Republic Services' Polymer Center in Las Vegas processes sorted and baled plastics from recycling facilities, including, if awarded the contract, Greenwood Villages, further separating plastics by type and color to produce hot-washed recycled PET flake and color-sorted olefins. We also launched the Blue Polymers joint venture to further process olefins from Polymer Centers and create custom drop-in solutions for packaging manufacturers.

- **Sustainable and Ethical Partners-** Republic Services is proud to have been named ***to Ethisphere's World's Most Ethical Companies*** for the seventh year in a row, which highlights companies globally that are best-in-class for ethics, compliance, and governance practices. We were also recognized by Barron's 100 Most Sustainable Companies list, Fortune's list of the World's Most Admired Companies, and were certified as a Great Place to Work for a decade.

- **Leading on Electrification-** Republic was pleased to partner with the Cities of Louisville, Superior, and Commerce City to roll out an entire EV fleet for their Cities. We have provided EV pricing in our proposal, and we are committed to working with the City to find ways to bring this technology to the community as other neighboring cities transition to a more sustainable fleets.

We are committed to providing your citizens with the highest quality recycling and waste services. We appreciate the opportunity to once again partner with Greenwood Village on providing leading environmental services to your residents through this submittal process.

As testament by my signature below, as a duly authorized agent of Allied Waste Transportation Inc, dba Republic Services, we can perform the services as proposed in our response. We also acknowledge the various addenda and changes to the RFP that the City provided throughout this procurement process. The prices provided in this RFP response will be valid for 90 days.

If you have additional questions regarding this proposal, please do not hesitate to reach out to our Denver Municipal Relationship Manager, Steve Gilmore, at 425.628.3144 or by email at sgilmore@republicservices.com.

Sincerely,



Bryant Thornton
Mountain West Area President
Republic Services

Contact Information and Firm Description

Company Name:
Allied Waste Transportation, Inc. dba Republic Services of Denver

Address-

Home Office Address:
18500 North Allied Way
Phoenix, Arizona 85054

Denver Business Address:
14805 Grasslands Drive
Englewood, Colorado 80112

Telephone:
(303) 744-9881

Website:
www.repubicservices.com

Corporation organized under the laws of the State:
Delaware

Number of years of service of this type:
30 years in the Denver Metro Region

Person assigned as a liaison for this Request for Proposal and this contract.



Steve Gilmore
Denver Municipal Manager
Phone- (425) 628-3144
Email- sgilmore@republicservices.com

Bio: Steve Gilmore is responsible for all aspects of business development, community relations, public processes, and communications for Republic Services for our Commerce City and Colorado Springs Business Units.

Steve has 10 years of experience in the solid waste and recycling industry with Republic Services. He is responsible for earning and maintaining contracts with our municipal partners. A few of the Republic's municipal partners are Commerce City, Golden, Louisville, Lafayette, Arvada, Ft. Collins, Sheridan, Edgewater, and Lochbuie. Additional responsibilities include marketing, public education, project development and management, governmental relations, public sector policies, and contract negotiations.

Before joining the company, he was the CEO of the Wilsonville Chamber of Commerce in Oregon and served in the non-profit sector, representing businesses for over ten years. Steve has extensive experience working with government entities on various issues and has been involved with public policy decisions for over 25 years. He graduated from Eastern Oregon University with a Bachelor of Science in History and a minor in Political Science.

Company Information

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' structure allows for local decision-making by managers with direct responsibility and experience relevant to the contract operations. Local leadership is knowledgeable of local collection and post-collection processing activities. However, all areas are supported by the extensive resource recovery, technical expertise, infrastructure, and financial strength of a large, nationwide company with a corporate headquarters.

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

Local Leadership

Our local personnel are vital to the successful delivery of this contract and its daily operations. We will manage the various operational and administrative components of contract implementation and ongoing service to your community. Our local and area management teams' unique combination of operating and managing solid waste companies, recycling expertise, and innovative management systems will ensure quality service for the duration of the contract. This allows us to quickly respond and meet your needs all while staying in touch with your local businesses and residents.

Area Leadership

We believe our strong area management team allows us to effectively 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 we retain 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.

Your local business unit has more than 30 years of combined industry experience

- We provide jobs to more than 175 Coloradans at our Parker location and over 700 in the Front Range.
- The local General Manager and his business unit are fully empowered to serve your needs
- Every business unit is completely supported by area and corporate staff
- Republic Services has all the drivers and equipment necessary to deliver industry-leading customer service.

National Backing

Each of our local business operations is fully empowered and accountable for delivering on our commitments to our customers. They are, however, 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 natural disasters. In times of challenges like these, 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.

Key Personnel Bios

Your local team has been working together for numerous years, serving more than two dozen municipalities in your area. The key positions and roles involved in the delivery of this contract are listed below:

Mountain West Area Vice President



Dan DeWaard

Bio: Dan is a 35-year Waste Industry veteran with experience in the management of Solid Waste, Recycling, Special Waste, Waste Diversion, Medical Waste, transportation, handling, treatment, and disposal processes. Starting on the ground floor of the industry, working nights in a shop and driving route collection trucks, Dan truly has experience in every aspect of the waste and recycling industry. His experience includes numerous roles from supervisory to COO in midwestern markets, Arizona, and Colorado. Dan is a Colorado State University graduate with a BA in Economics.

As the Area Vice President for Republic Services Colorado Collections operations, his responsibilities included strategically planning and managing 950 employees and 500 daily routes. He also has responsibility for 13 municipal single-hauler contracts, operational oversight, P&L Management, Safety & Compliance, Customer Service, Sales, and Marketing Management."

General Manager- Denver South Hauling (Parker, Colorado)



Steven Bruce

Bio: Steven Bruce is a seasoned leader with more than 18 years of experience in the solid waste and environmental services industry, including over nine years with Republic Services, where he currently serves as General Manager for our Parker, Colorado business unit. He has spent more than five years leading operations locally, building trusted relationships with customers, municipalities, and community partners.

Steven's career is defined by range and perspective. He has held roles across the organization, from route driver and frontline operations to senior executive leadership, including responsibilities at the Vice President level. This hands-on experience allows him to lead with credibility, empathy, and a clear understanding of what it takes to deliver safe, reliable, and consistent service.

He holds an undergraduate degree in Management and is set to complete his MBA within the next two months. Steven leads with a balanced approach that blends operational discipline, financial accountability, and emotional intelligence. He believes the strongest customer partnerships are built on trust, transparency, and follow-through, and he brings a steady, people-centered mindset to every relationship.

Municipal Manager



Steve Gilmore

Bio: Steve Gilmore is responsible for all aspects of business development, community relations, public process, and communications for Republic Services for Denver Metro business operations. He started this new position in Colorado in April of 2025. In 2014, Steve was hired by Republic Services for the Washington Post Collection business unit.

Before joining the company, he was the CEO of the Wilsonville Chamber of Commerce in Oregon and served in the non-profit sector representing businesses for over ten years. Steve has extensive experience working

with government entities on various issues and has been involved with public policy decisions for over 25 years. He graduated from Eastern Oregon University with a Bachelor of Science in History and a minor in Political Science.

Business Unit Finance Manager

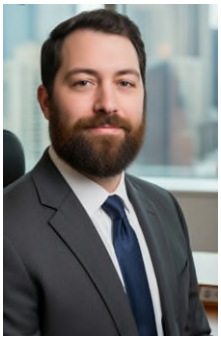


Alisha Rogers

Bio: Alisha brings over 15 years of accounting experience, including four years in the waste industry. She holds a Bachelor's degree in Accounting with a minor in Business Management from Buena Vista University. Currently, Alisha serves as Finance Manager for Denver South at Parker Hauling, where she is responsible for overseeing the P&L, conducting detailed cost analysis, and developing pricing strategies to support operational and financial performance.

Operations Manager

Mitch Bullington



Bio: Mitch is an experienced operations leader with 17 years' experience in logistics and transportation with the last 3 years in the waste industry. He has 10 years of experience managing large, diverse teams with a strong focus on operational excellence.

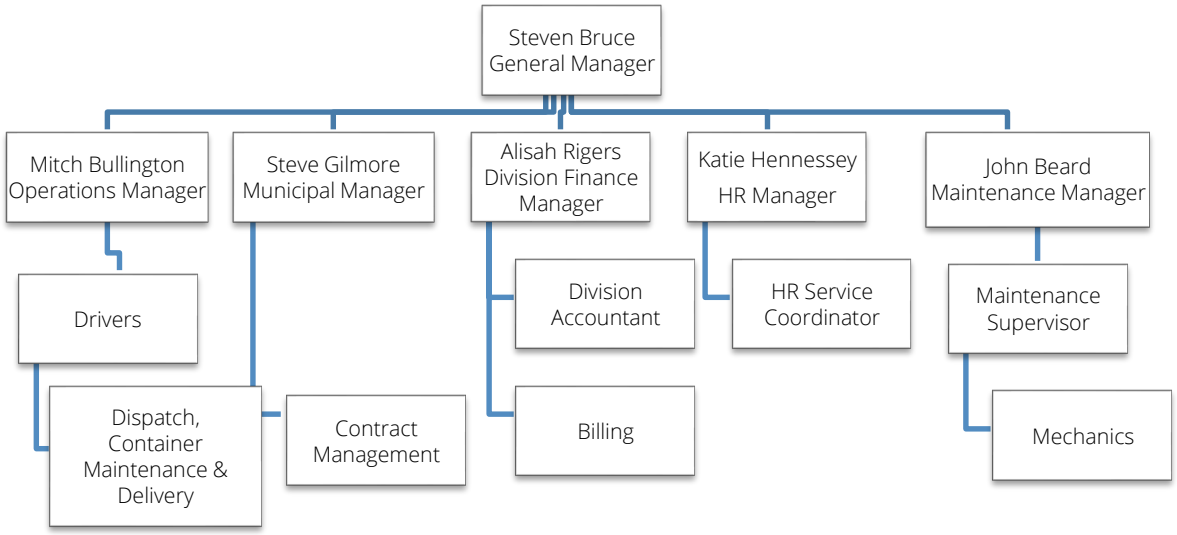
Mitch is the operations manager at Denver South, where he is responsible for managing 85 routes and 110 employees.

Maintenance Manager



John Beard

Bio: John Beard has been in the solid waste industry for over 15 years. He is responsible for overseeing all aspects of our fleet maintenance program. Mr. Beard ensures that all repair and maintenance work is performed in a safe, efficient, and timely



manner, reallocating resources among sites as appropriate. He oversees the coordination, planning, and scheduling of all repair work to increase productivity while effectively managing the department's P&L. Ensures equipment uptime to reliably serve our customers at a high level every day.

Human Resources Manager



Katie Hennessey

Bio: Katie is a strategic Human Resources leader with 18 years of experience, 4 of those years being in the Waste Industry. Katie supports Republic Services at the Denver South Parker HL yard by delivering talent acquisition, retention, and motivation solutions that empower employees and drive business growth. Katie is dedicated to enhancing the employee experience, reducing legal risks, and ensuring a healthy, productive workspace.

Comparable Projects and References

City of Arvada

6151 Olde Wadsworth Blvd, Arvada 80003
Don Wick, City Manager
720-898-7510
dwick@arvada.org
Revenue: $4.3 million per year

Description: Republic Services provides a PAYT collection service for trash and recycling. Additional services include multiple fall leaf and branch events as well as bulk item collection events. Republic has been providing service to Arvada since 2021. Republic was initially awarded a 5-year contract and was just extended through 2028 this year. There are over 18,000 homes under this program. Republic Services provides all services to the City's municipal building across the community.

City of Lafayette

1290 Public Road, Lafayette, CO 80026
Elizabeth Bocon, Director of Sustainability
303-661-1230
Elizabeth.Bocon@lafayetteco.gov
Revenue: $3.8 million per year

Description: Republic Services provides a PAYT service for weekly trash and organics and every other week recycling for the residents of Lafayette. Additional services include a spring and fall bulk item collection event, a free compost giveaway event, HHW/Hard to Recycle Event. Republic has been providing services to the city of Lafayette since 2016. Republic was recently awarded a new 7-year agreement that began in October 2023 and will go through September 2023. There are 10,700 homes under this program. Republic Services provides all services to the City's municipal building across the community.

City of Louisville

749 Main St, Louisville, CO 80027
Kurt Kowar, Director PW
303-419-7445
kurtk@louisvilleco.gov
Revenue: $2 million per year

Description: Republic Services provides a PAYT service for trash, recycling, and organics for the residents of Louisville. Additional services include a spring and fall bulk item collection event. The service agreement covers 5,500 homes. Republic has been providing services to Louisville since 2019 and was recently awarded a new 5-year agreement that began September 2024 and will go through August 2029. Louisville will bring in a new fleet of EV Collection vehicles for this new contract, the first full city transition to EVs in the country. Republic Services provides all services to the City's municipal building across the community.

Denver Metro Municipal Contracts

Republic Services has partnered with the following communities through either single-hauler contracts or contracts to provide services to their municipal facilities:

- Adams County
- Arapahoe County
- Arvada
- Aurora
- Blackhawk
- Bowmar
- Centennial
- Commerce City
- City of Denver Recycling Processing
- Denver International Airport
- Edgewater
- Foxfield
- Golden
- Lafayette
- Lakewood
- Lochbuie
- Louisville
- Morrison
- Sheridan
- Superior
- Thornton
- Westminster
- Wheat Ridge

Republic Services is not your typical solid waste company.

Republic Services is the national leader in environmental services. We currently partner with more than 2,700 municipalities to deliver essential services while making meaningful progress toward your climate action plans.

Customer Care

Republic Services is so much more than a traditional hauler of municipal recycling and waste. By offering differentiated products, services and experiences to meet our customers' wants and needs, we drive customer loyalty and satisfaction. We continue to invest in and enhance our customer-facing technology. We also use our RISE platform for visibility into our dispatch and collection operations. This technology equips our dispatchers with real-time routing information and enhanced data visualization tools. RISE has significantly increased connectivity with our customers, offering them the ability to "Track My Truck" — which further improves productivity and transforms our overall operations.

We know our customers care about recycling, and they have demonstrated a willingness to pay for it. We work with our municipal partners in transforming recycling into a more durable, economically sustainable business model. Recycling is essential to our sustainability platform, and we continue to invest in it for the long term. Most evident is our innovation and investment to develop the nation's first polymer and Blue Polymer centers, which deliver the production-quality plastic polymers and olefins to enable true plastic circularity, with capacity to cover all our operations in North America.

Republic Services is your low-risk, best value partner

- Customer-centric – 94% customer retention
- Safer – 40% better safety performance than industry average over the last decade
- Environmental Responsibility – On Barron's 2024 100 Most Sustainable Companies
- Republic Services will utilize our South Transfer station, that will then transport waste to Republic Services Landfills.
- Republic Services will utilize our recycling facility in Denver to process all the recycling collected at the site locations included in the RFP.
- The country's second largest collector of plastics

Our Values

Our company culture is anchored in five core values that guide us as we serve our customers every day.

- **Safe** – We protect the livelihoods of our colleagues and our communities.
- **Committed to Serve** – We go above and beyond to exceed our customers' expectations.
- **Environmentally Responsible** – We take action to improve our environment.
- **Driven** – We deliver results the right way.
- **Human-Centered** – We respect the dignity and unique potential of every person.

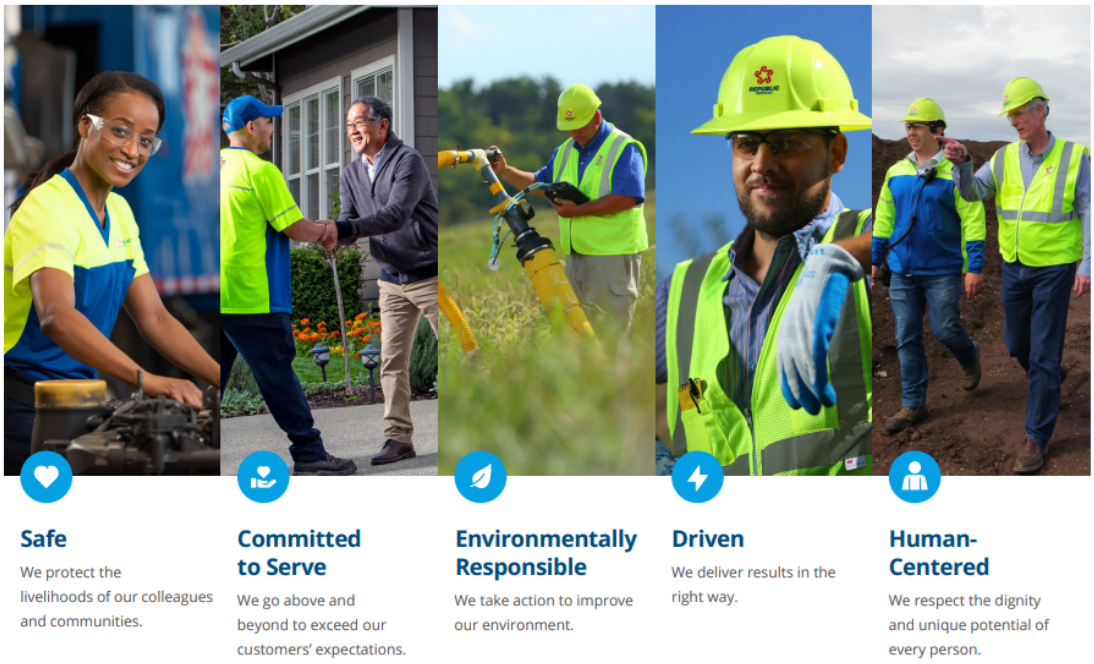
By adhering to these core values, and constantly striving to improve on them, we deliver superior service and lead the industry as the most sustainable partner for municipalities.

Local Leadership with National Support

Our local team is vital to the successful delivery of this contract and its daily operations. This team's unique combination of experience ensures quality service for the duration of the contract. Our local and area management teams have extensive experience operating and managing waste companies, and they have longevity in the region. Because of this, we are proactive in anticipating customers' needs and adjusting to market changes. We also implement best practices to continue improving our operations and customer service.

While our local business operation teams are fully empowered and accountable for delivering on our commitments, they are also backed by the support and breadth of our area and corporate leadership teams. Together these teams are capable of amassing expertise and support to respond to any challenge, even during times of crisis such as COVID-19 and natural disasters. In times like this, our area and corporate teams activate to ensure our people are safe and assets are operational so we can quickly

***Five core values** guide us as we serve our customers every day.*



return to normal operations. This is a considerable benefit and risk mitigation to your community that many other providers in the industry are unable match.

Sustainability

The breadth and scope of our sustainability platform is earning noteworthy recognition. Our safety program leads the industry. Our fleet is reducing its carbon impact. And our landfills generate renewable energy.

We are **Sustainability in Action**™. We are guardians of our environment and shoulder the responsibility of protecting it. We lead by example, working diligently to decrease our vehicle emissions, create innovative landfill technologies, generate, and use renewable energy, and cultivate community engagement and employee growth opportunities. We are privileged to serve millions of customers nationwide. Republic Services' multifaceted sustainability platform revolves around four elements: Safety, Talent, Climate Leadership and Communities. These elements form the foundation of our 2030 Sustainability Goals.

Safety

We prioritize safety above all else. When people feel safe, they can fully participate in the daily opportunities available to them.

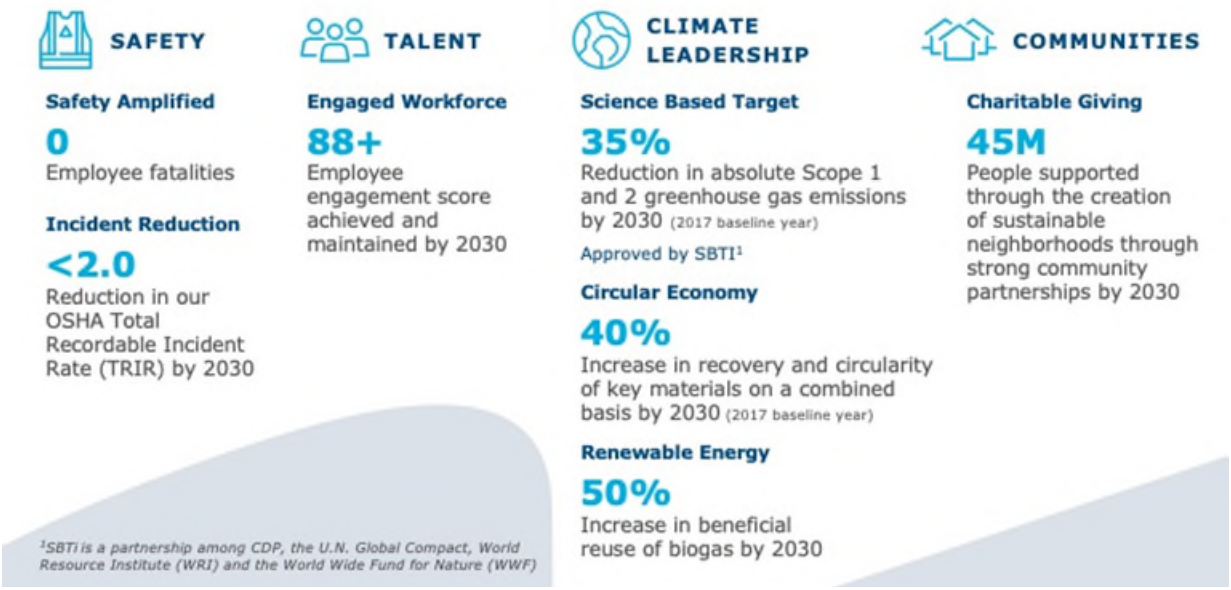
Republic Services has a consistently low occurrence of incidents and accidents. We're known for our strict focus on safety and corresponding best-in-industry, multi-faceted and well-organized safety program. We have a 40% better safety performance than the industry average for the last 10 years based on OSHA recordable data. Employees, the public and rate payers all benefit from our dedication to safety. We have been and will continue striving to be the safest waste services company in North America.

Talent

Engaged employees are the greatest indicator of our success. We provide ongoing job training, growth, and development opportunities for our employees at every level. We are invested in them and look for meaningful ways to demonstrate our appreciation for the hard work and dedication they show every day. Our inclusion and diversity efforts help to ensure everyone can bring their best selves to work each day.

Republic Services' local offices are staffed with nearly 200 professionals who take personal responsibility for serving customers with care. We are an industry leader with a national network, decades of experience,

Our 2030 Sustainability Goals encompass Safety, Talent, Communities and Climate Leadership.



diversified capabilities and expertise serving clients of all sizes.

Climate Leadership

In 2017, Republic Services announced its Sustainability Platform, and from it, our 2030 Sustainability Goals were born. These ambitious goals help us do best by our environment, keep us accountable to responsible disposal and benchmark our successes.

Communities

We are dedicated to being a good neighbor in the communities where we live and work. This includes investing in customer engagement, philanthropic giving, volunteerism, environmentally responsible infrastructure, and operating in our markets at the highest standards.

Republic Services' community engagement plan is based on the needs of community-based organizations and civic and business entities in your community. We have a track record of giving to and spending in your community.

Sustainability as a Platform for Growth

Our sustainability efforts include major investments in our planet's future. We actively innovate and drive the industry in new directions, which will transform the ways in which recyclable materials achieve circularity. We are also dramatically reducing emissions attributed to landfills and fleet vehicles. Four relevant examples of our effort and leadership are outlined below and directly relate to our third-party recognition and awards.

Renewable Energy

Our landfills safely and responsibly handle our customers' waste. These sites also provide a lesser-known benefit: renewable energy production.

When organic waste breaks down in a landfill, the natural process creates biogas, which consists of methane. We capture this gas though collection systems and, for many years, have utilized it to generate energy. Our legacy landfill gas-to-energy (LFGTE) projects produce electricity for the public utility grid.

Today, demand for renewable energy is driven by efforts to decarbonize and reduce emissions, so our focus has shifted to producing renewable natural gas (RNG). RNG can be used for a variety of applications to displace conventional gas from fossil fuels. As a transportation fuel, RNG can reduce emissions up to 70%, which has made it highly valued in the marketplace.

To help meet this rapidly growing demand, we recently announced a joint venture with bp to develop 40 landfill RNG projects across the U.S. This venture is the nation's largest RNG portfolio build-out to date, offering both environmental and economic sustainability.

Once fully operational, these projects are expected to generate approximately 12.5 million MMBtu of RNG annually — equivalent to the average annual natural gas usage of nearly 200,000 residential customers in the United States. We are already engaged in many LFGTE projects around the country, and these additional deployments give us scale to make a significant, direct climate impact.

Once all 40 projects are operational in 2027, we anticipate capturing and beneficially reusing 70% of our total landfill gas and making significant progress toward our Renewable Energy goal.

Polymer Centers/Blue Polymers

Many people do their best to recycle, the lifecycle potential of different recycled materials is not broadly understood. While an aluminum can is recycled back into a new can, a water bottle or detergent jug is more likely to be remade into products such as textiles, carpet, or construction pipe instead of a new bottle or jug. These "downcycled" products have few options for further recycling, so their lifecycle tends to be finite — not circular.

But demand is growing for recycled plastics that can be reused in consumer packaging, and the current supply is not keeping up. Republic Services wants to keep plastic packaging in the circular economy.

We have an innovative solution: the Republic Services Polymer Center, the nation's first integrated plastics recycling facility. The facility is designed to directly address increasing demand from consumer brands and packaging manufacturers for recycled plastic, driving value for recovered resins and enabling greater circularity.

Our first Polymer Center in Las Vegas processes plastics from Republic Services' recycling facilities. More centers are planned.

Republic Services has entered a joint venture with Ravago, a leader in polymer recycling and distribution, to create Blue Polymers, a partnership to advance circularity in the plastics industry.

The new facilities will utilize recycled polyethylene and polypropylene from Republic Services' Polymer Centers to create high-quality, recycled resin for consumer packaging and other applications. The process will convert high-density polyethylene and polypropylene into fully formulated products for use in both food-grade and non-food-grade sustainable applications.

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

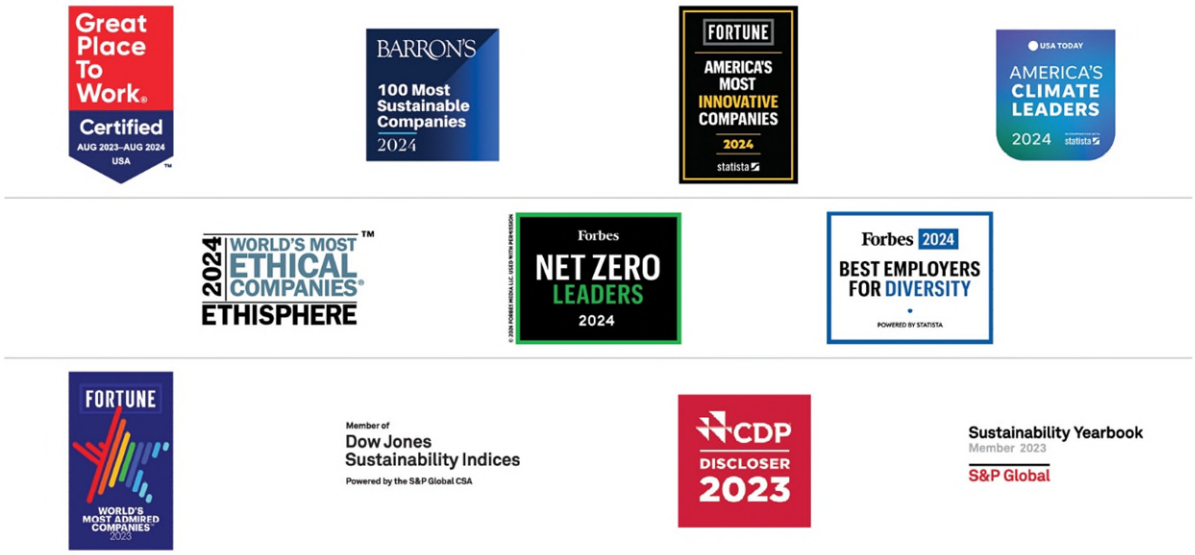
- The most robust operations supervisor training in the industry
- Average of 15:1 route-to-dedicated-supervisors'-ratio – means prompt response and oversight for your community.
- Proven optimized routing process ensures efficiency, safety, and minimal impact on city streets.
- Republic Services executes more than 5M pickups per day.
- 99.7% pickup reliability rate, with an emphasis on safety, sustainable practices, and low-risk operations.

Detailed Program Approach

Great operations come from great people. Republic Services' locally based operations team draws from extensive training and the backing of a seasoned corporate support team.

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

Recognition supports our approach. *Engaged employees and leadership make Republic Services an employer of choice.*



operations, including development and evaluation of routing (in conjunction with the general manager), training and oversight of drivers, as well as 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.

Operations Training

Our operations supervisor training programs are second to none. Every supervisor, upon starting employment at Republic Services, attends a rigorous 2-week training boot camp. 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 looks for ways to improve on the level of service in your community.

Routing Optimization

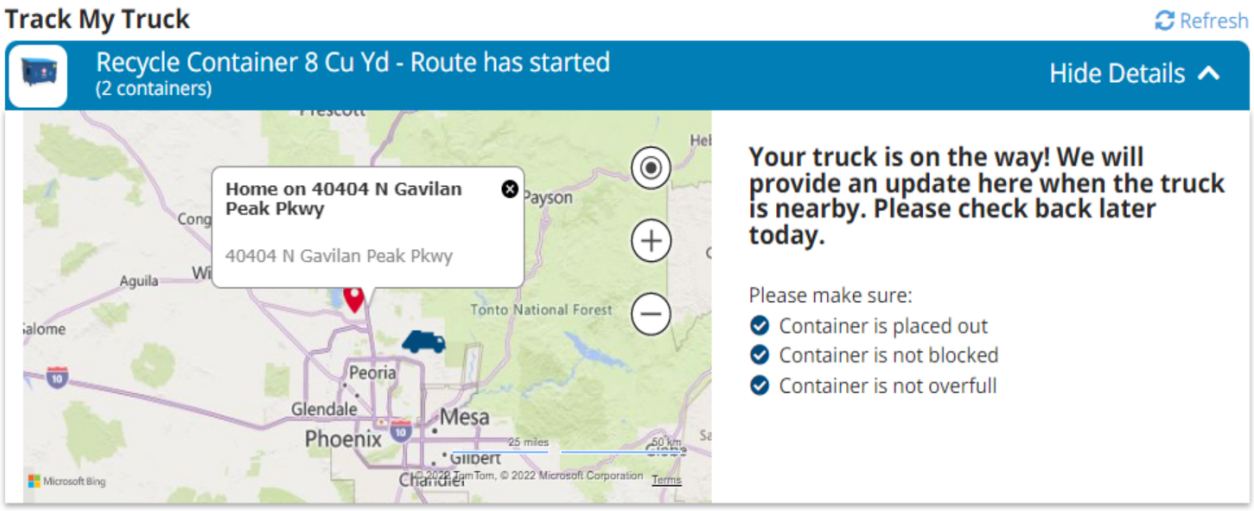
Establishing the most optimized routes for a community dramatically affects the quality of service, safety, and efficiency of the collection operation through shorter routes, safety in the neighborhoods, and ultimately the wear and tear on the streets within the municipality.

We conduct a proven route optimization process, which involves tight collaboration between the local and corporate route optimization teams. 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. For example, we evaluate planned routes to ensure that trucks are not conducting collection on streets during times that are known for congestion or traffic.

Digital Operations

We are leveraging technology to digitally connect our customers, drivers, dispatchers, supervisors and trucks via our RISE dispatch platform and in-cab technology. We are utilizing an agile iterative approach to the development and multi-year roll-out of this technology to ensure durable adoption across our driver workforce. With the roll-out of this technology, we are improving

Track My Truck: Customers can now view their truck proximity when en route to their location.



productivity through more real-time routing information and data visualization tools; increasing customer connectivity and enabling automated service verification communications; and enhancing the employee experience by providing better tools and technology designed around how our employees will interact with it.

Technological Impact

The expansion into digital operations allows Republic Services to offer a feature set we are proud to provide to our customers to improve access and visibility. With the implementation of RISE and our digital operations suite, customers have unprecedented access to features such as service verification and Track My Truck. What this means for our customers, is not only a reliable operation, but increased confidence and verification to ensure little to no impact on the day-to-day.

MSW and Recycling Collection

Republic Services will be utilizing both front-load and rear load collection vehicles to service the containers identified in this RFP response. The majority of the work will be handled by front- load trucks, however there are a few smaller containers that will need to utilize rear-load collection vehicles.

All the recycling under this contract will be processed at our Denver Recycling Center, and all plastics collected will be sent to our Polymer Center to create circularity. Our Denver Recycling Center can take all of the commodities mentioned in the RFP, and we are always looking at other potential items that might be included in curbside recycling programs.

The solid waste collected will be taken to our transfer station and will be disposed of at Republic Services landfills.

Polymer Center- Relevance to Municipalities

Our Polymer Center offering is highly relevant to municipalities considering a best value partner for several reasons.

1. **Climate Action Goals** – Our innovation and commitment to our Polymer Centers are proof of our leading commitment to position our Municipal partners to meet or exceed Climate Action Goals and Sustainability objectives during the term of the contract. When combined with our ongoing efforts to electrify our fleet, and our major investments in the acquisition of companies that expand our environmental services offerings, Republic Services can partner in ways that others simply cannot.

Our team has a 99.7% pickup reliability record, an industry-leading safety record, sustainable practices, and low-risk operations.



2. **Environmental Peace of Mind** – Through our commitment to our Polymer Centers, we are able to ensure a far higher degree of circularity for your plastic recyclables than any other bidder. Traditional MRF operations will continue to produce cross-contaminated MRF bales destined for downcycling into carpet or textiles.
3. **Affordability**—By moving the higher-cost quality checks from our MRF facilities to the centralized Polymer Centers, the costs to operate our MRFs are more affordable than those of other processors. This translates into better processing rates per ton for your municipality.
4. **Market-Leading**—This powerful approach to meeting the growing demand for increased circularity in North America can only be delivered through a partnership with Republic Services. Our patent-pending operational design and exclusive relationship with the supplier of the highly specialized sorting equipment allow us to make that statement.

Tracking and Data

Republic uses Route Editor, Infopro, and Rise software systems to compile all necessary service, disposal, and customer service data. This data is collected daily for solid waste, recycled, and organic materials. Using on-board recording, drivers will record the date of the collection, day of the week, route number, time on route, number of homes that did not put out containers, and non-collection tags left for residents explaining the error. At the completion of the route daily, this information is uploaded into the Republics software systems.

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



Our OneFleet program leads the industry in creating a safer, more reliable fleet, both operationally and environmentally

- A scheduled preventive maintenance program enables us to offer a superior fleet traveling on your roads.
- Regular preventive maintenance contributes to our 99.7% pickup reliability rate and having a 40% safer-than-industry-average performance
- OneFleet allows us to keep costs low and efficiency high, which benefits the communities we serve

Monthly Reporting

Republic can provide the City of Greenwood Village with monthly reporting. These reports can include a YTD Diversion Report, daily disposal tickets per route, per day, and per waste stream. We can develop customer specific reports based on your needs. This information is aggregated into a concise Monthly/YTD Diversion Report.

OneFleet

Our OneFleet maintenance program enhances the quality of service and maintains a reliable fleet that yields a better customer experience.

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

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

Preventive Maintenance

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

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

The OneFleet preventive maintenance program contains six pillars.



Planning and Scheduling

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

Workplace Organization

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

- Sort
- Straighten
- Sanitize
- Standardize
- Sustain

Training

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

Drivers Practice

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

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

Parts Management

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

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

Cross-Functional Huddle

Republic Services Operations and Maintenance Teams must meet daily to review Route Ready and OneFleet. This enables the teams to discuss truck needs and fleet health to ensure each driver is in his/her own truck each day to service your city.

Vehicle Inspection Reports

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

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

Furthermore, each vehicle undergoes a thorough and comprehensive preventative maintenance inspection (PMI) every 150 hours of service. This inspection is conducted by a trained and certified brake inspector, according to USDOT requirements.

State of the Art—Republic Services is proud to lead the industry in electrifying our fleet. Currently, Louisville, Superior and Commerce City full-time EV fleets in their cities.



Vehicle Appearance

It is a fact that vehicles that are clean in appearance are usually well-maintained as well. Republic Services washes its collection vehicles weekly, utilizing biodegradable cleansing products, high- and low-pressure washers, as well as a brush.

Electric Vehicles

Republic Services is proud to lead the industry with innovation, enabling municipalities, including Louisville and soon to Superior in the Metro region, to benefit from an all-electric fleet.

We operate one of the largest vocational fleets in the country, with 17,000 collection trucks. For this reason, one of our sustainability goals is to reduce our greenhouse gas emissions 35% by 2030. This aggressive target is backed by the Science Based Targets initiative (SBTi) and in line with the Paris Climate Agreement. One of the greatest opportunities in pursuing this goal is to advance the state-of-the-art technology for vehicle electrification and to benefit municipalities with our fleet's conversion.

Municipal Benefits

Municipalities that convert their environmental services operations to an electric fleet can immediately enjoy multiple benefits at a very affordable price.

- **Greenhouse Gas Reduction** - With a growing focus on sustainability and environmental responsibility, many municipalities have established climate

action plans that include a goal to reduce greenhouse gas (GHG) emissions over time. Because transportation (passenger cars and light-duty trucks) accounted for 28% of GHG emissions in the United States in 2021, according to the EPA, converting daily environmental services routes can meaningfully impact a municipality's emission reduction goals.

- **Noise Pollution Reduction** – Electric collection trucks are considerably quieter on routes than CNG/RNG or diesel equivalents. Our initial EV trucks are so quiet that some municipalities may add noise emitters to alert people that the truck is coming.
- **Perception as a Leader in Sustainability** – Municipalities early to adopt and implement EV are seen by their peers and constituents as progressive and committed to sustainability.

Infrastructure

Charging a fleet of collection vehicles presents a considerable utility power challenge. A hauling facility's entire fleet is on route at the same time during the day. This requires an electric fleet to be charged during a specific period, typically from end-of-day to early morning hours. As the size of the electric fleet increases at each hauling facility, the need for sufficient power (transformers, switch gears, distribution line, and charging stations) also increases.

Route Dynamics

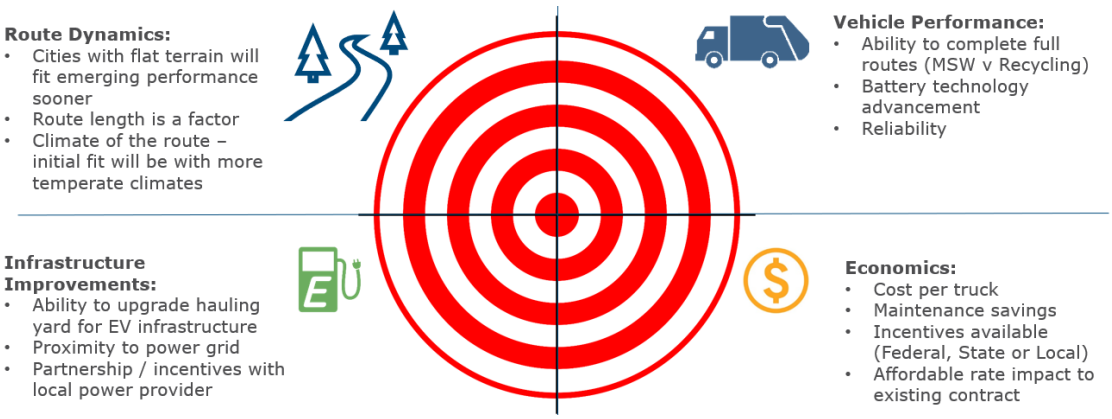
Route location and terrain play a factor in successful early fleet electrification.

- Terrain is a factor in early-stage operations because the power draw increases when navigating hilly terrain, especially with heavier collection loads. Routes with this terrain tend to deplete the battery before they are completed, requiring the truck to stop service and recharge during the day. Correspondingly, a flat route will draw less power and thus be more successful in the early stages of development.
- The climate of each route can also present challenges since some routes experience extreme heat or extreme cold during a portion of the year. Cabin comfort and battery conditioning consume more energy in hot and cold environments. For this reason, ideal routes will be in moderate climates in the initial stages of development.
- The weight of the collected material will place an added power burden on the platform. Because of this, initial electric routes were best for recycling (over waste). The performance has improved over the past few years to complete an entire route with heavier waste payloads.

Economics

Electric-powered waste collection vehicles cost a premium like any new and emerging

Four Factors of Success *– In order to convert operations to electric vehicles, these four factors must be aligned.*



technology. In 2024, an electric truck costs about double that of an equivalent RNG-powered truck. Additionally, the infrastructure required to bring power and a charging station to the hauling yard parking space adds costs to the initial capital. The cost per truck for the infrastructure investment depends on the total number of trucks implemented in the rollout. Bringing power into the hauling yard costs a considerable amount, whether it is for one truck or 21 trucks.

To make the economics work, a municipality needs to support the additional costs flowing through to the price per home.

Greenwood Village Feasibility Study and Roll-Out

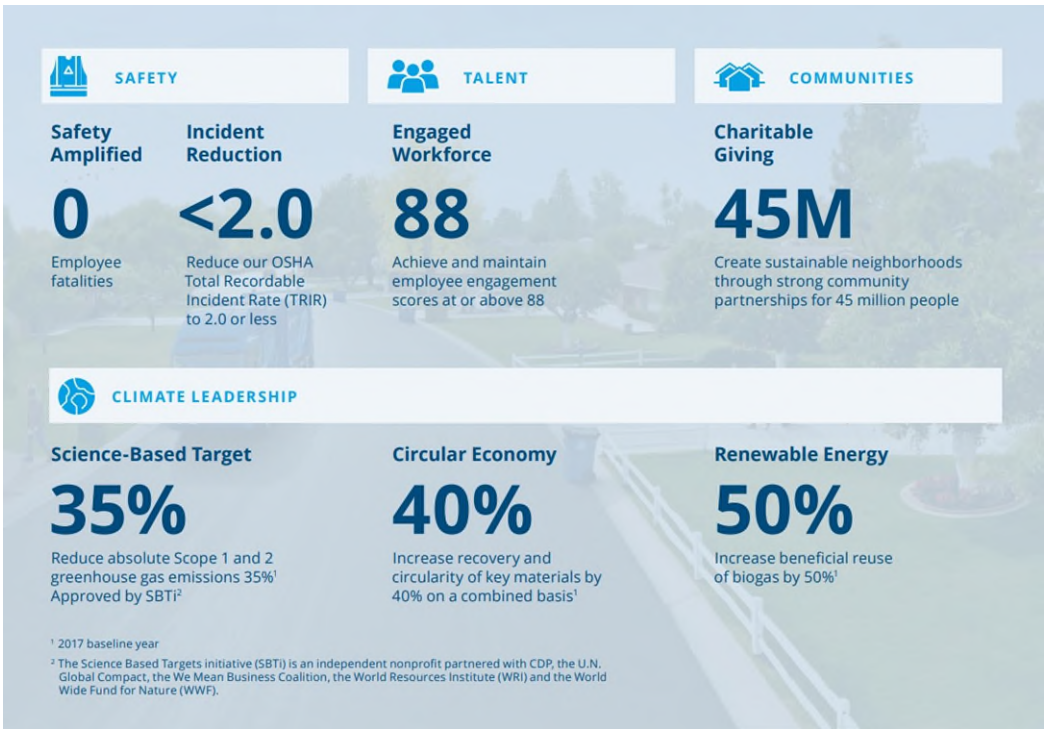
We believe that the City of Greenwood Village is well-suited to receive services utilizing our EV trucks. All of the cities in Colorado currently being serviced by EV trucks are through our Commerce City location. However, Greenwood Village would be serviced through our new Parker location. If Greenwood Village is interested in moving forward with utilizing EV trucks, Republic will need to conduct a feasibility study to ensure that the Parker location will have enough power to support the operation of the EV trucks. While we have provided a pricing estimate that is contingent on the completion of this feasibility study, Republic must reserve the right to increase or decrease the pricing we provided once we complete this feasibility study and obtain all the necessary permits associated with utilizing EV trucks.

EV Truck Pricing

The current base bid operations require the utilization of 2 trucks for weekly garbage and recycling every other week, four days a week. We have also included 10 weeks of additional yard waste in our base bid, which will be serviced by a non-electric rear-load truck.

The pricing per home to convert the fleet to brand new EV trucks, added onto the base bid service level, would be $3.76 per month or $1.88 per truck.

Our 2030 Sustainability Goals encompass Safety, Talent, Communities and Climate Leadership



Safety

Safety is Republic Services' highest priority. We adhere to a strict policy of safety protocols with supporting infrastructure, where employees are trained to "Think. Choose. Live.®"

Safety Overview

Republic Services has an industry leading safety record that has been 40% better than the industry average for the past ten years, based on OSHA data. In addition, we have been recipients of many of the industry's Driver and Operator of the Year awards since 2009.

Republic Services maintains strict compliance with all applicable OSHA, federal, state, and local safety requirements while performing all work-related functions.

We recognize that a safe workforce is not simply a discussion with a new hire, but a dedicated plan to review, educate and verify employee practices constantly.

Republic Services has the lowest occurrence of incidents and crashes in the industry due to our company-wide emphasis on safety, extensive employee training and ongoing educational development programs. Republic Services requires all operations personnel to participate in extensive classroom training and testing, as well as on-road auditing and policy reinforcement.

Two of Republic Services' ambitious sustainability goals are tied to specific safety metrics. These include reducing our Occupational Safety and Health Administration Total Recordable Incident Rate to 2.0 or less and having zero employee fatalities.

Our employees are our greatest asset, and our dedication to every employee's safety is second to none

- 40% safer than the industry average, while maintaining the 5th largest vocational fleet in the United States
- Think. Choose. Live.® embodies our safety culture

Think. Choose. Live.®

Every day, drivers face a multitude of challenges and are required to make decisions that can impact their safety, as well as the safety of those in the communities we serve. Our best-in-class driver training program focuses on continual improvement of all our 17,000 drivers.

Our Think. Choose. Live.® philosophy helps navigate these situations by encouraging employees to Think about their actions, Choose the safest approach, and Live to go home to their families at the end of each day.

ReSOP Program

The Republic Services Observation Program (ReSOP) is paramount to decreasing incidents. Supervisors are required to conduct a minimum of two in-person employee observations per week.

The purpose is to improve safety, customer experience and productivity. The employee and their leader work together toward excellence.

Safety Meetings & Training

Republic Services provides weekly, monthly, and annual safety training for all our employees.

Safety topics are developed based on subject matter required under OSHA regulation. Republic Services prepares well-developed tailgate sessions, provides translators to engage all employees and

Front-Load Collection Vehicle. Most of the commercial work in this contract will be conducted by a front-load truck.



encourages open discussion and participation.

Meeting topics may include:

- Injury and illness prevention/safety rules
- Back injury prevention
- Emergency response/fire safety
- Exposure control plan
- Drug and alcohol program
- Personal protective equipment
- Employee right-to-know
- Hearing conservation safety
- Lock out and tag out safety
- Slips, trips, and falls
- Confined space entry

Safety Recognition Program

The Republic Services Dedicated to Safety and Dedicated to Excellence programs are designed to identify, recognize, and reward safe employees who are dedicated to safety and excellence in their workplace.

Employee safety and excellence is measured on six criteria including having no preventable crashes or injuries, no unscheduled lost time, and no safety warning letters. Each employee who qualifies is recognized monthly, quarterly, and annually.

Quality Control

To ensure extreme reliability and a consistently high level of customer service, Republic Services has a quality control program called Driver Service Management (DSM).

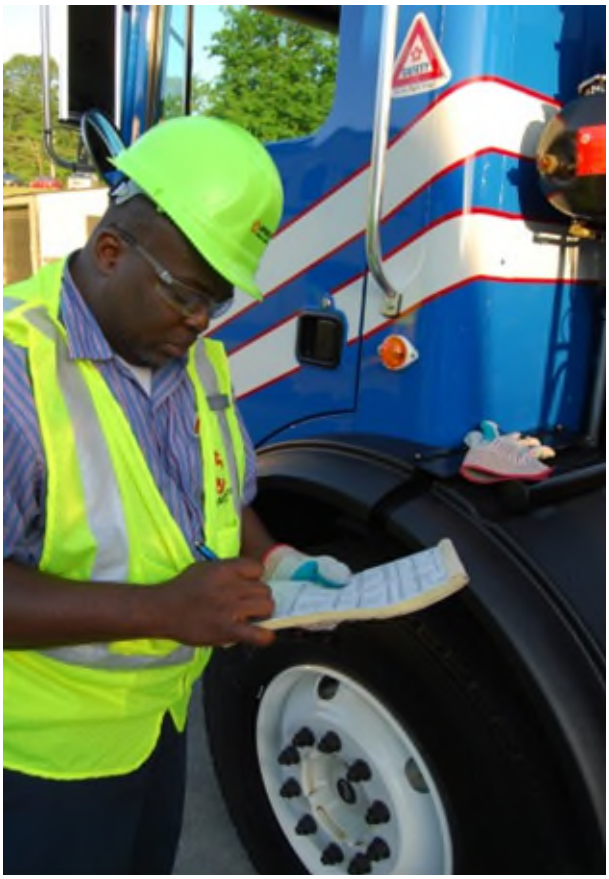
DSM includes an extensive driver-lead reporting process, accompanied by regular auditing, which is focused on safeguarding against procedural failures. DSM standards guarantee that all driver issues will be addressed and completely resolved by supervisors or management within seven days of discovery.

The program is monitored and conducted by a Driver Service Coordinator responsible for:

- Conducting pre- and post-route briefings with drivers
- Entering and monitoring DSM issues
- Running and distributing reports

During collection activities, drivers are instructed to make notes on their route

***Inspections**. Driver performs pre-route inspection to ensure vehicle is safe for operating.*





sheets throughout the day. The objective of the post-route briefing is to collect all valuable route information from each driver. Driver Service Coordinators must complete the post-route briefing section of the Driver Check-In form and drivers must sign the form before clocking out each day.

Finally, Driver Service Coordinators must submit any findings to the appropriate department that same day. For example, customer service will receive issues such as billing concerns and questions; operations will receive issues such as poorly sequenced routes; sales will receive items such as commercial overage issues; safety will receive information pertaining low hanging wires or dangerous dumpster locations; and maintenance will be forwarded issues such as repair and replacement needs.

Should an item remain open for longer than seven days, it is forwarded to the General Manager to bring matters to an immediate resolution.

Together for Safer Roads

As the operator of the 5th largest vocational fleet in the country, with an industry-leading safety record, we have a direct effect on roadway safety each day. While our strong safety performance is significant in the communities we serve, we aspire for more.

Today, we are proud to be the only recycling and waste services provider associated with Together for Safer Roads. This innovative coalition brings together global private-sector companies across industries to collaborate on improving road safety and reducing deaths and injuries caused by road traffic crashes.

The Coalition's mission to provide guidelines and processes to keep employees, partners, and contractors safe on the road closely aligns with our continuous work in fostering an environment that provides ongoing road safety education.

Focus 6

Our Focus 6 program provides employees with tips and techniques to reduce the frequency of our six most common types of serious incidents. This industry-leading program involves in-class training and practical skills course exercises that have helped to reduce crashes and injuries.

We deliver world class service through the best talent in the industry

- DoD Skill Bridge program recruits transitioning veterans with relevant skills and experience.
- Talent Link program connects our hiring with your local workforce development initiatives.
- Driver and Technical Institutes train and certify our front-line talent.
- GMAP program trains and places our General Managers
- Our employees' self-rate their engagement and satisfaction twice per year, telling us where we stand

Talent

Republic Services offers a superior partnership for our municipalities by attracting, training, and retaining the top talent in our industry.

Attracting Top Talent

Delivering differentiated service in our complex industry requires attracting, training, and retaining the best talent in the industry. We accomplish this by identifying employees with relevant experience and skills, and then training them on the unique complexities of our industry, while instilling the Republic Way of delivering customer zeal every day. The result is a highly engaged workforce, who participate in twice annual surveys to tell leadership how they feel about the company, and their personal role in delivering success to our customers.

DoD SkillBridge

In 2022, Republic Services proudly opened its doors to the Department of Defense's SkillBridge program. SkillBridge is a nationwide program that provides transitioning Service members an opportunity to gain valuable civilian work experience through specific industry training, apprenticeships, or internships during their last 180 days of service.

SkillBridge provides Republic Services the opportunity to access and leverage highly

trained and motivated individuals. Service members participating in SkillBridge receive their military compensation and benefits, and Republic Services provides them with training and work experience.

With thousands of Veterans already working hard and giving their best at Republic every day, we look forward to helping the next generation of Veterans find impactful and fulfilling work in the next chapter of their careers.

Creating Top Talent

Once we hire the best employees from outside our industry, it is imperative to train them on the nuances and complexities that make the environmental services industry so interesting. We run a series of intentional programs to help train and certify our employees to comply with industry, local laws, and the Republic Way of running our operations. Our programs are even capable of creating a long-term career for an employee who lacks the training and certifications on their initial day of hire. For those interested in learning and mastering a trade such as CDL driving or becoming a technician, we will train and mentor them every step of the way.

Driver Training Program

There continues to be a growing national shortage of CDL drivers across all industries needing commercial drivers in country. The rate of retiring CDL drivers exiting the industry after a successful career is greater than the rate of new CDL drivers entering the industry. If left unchecked, this will result in a continued premium being placed on the CDL salary to attract drivers, as well as competitors poaching drivers using signing bonuses or other incentives.

To address this national challenge, Republic Services is working to hire driver candidates and work with them to train and earn their CDL certification. By working with our employees to train, certify, and establish a successful career as a CDL driver, we plan to maintain our position as a company with one of the longest tenured driver teams in the industry.

Technical Institute

It is becoming increasingly competitive to attract and retain technician talent in our industry. For this reason, we created our Technical Institute, located in Dallas Texas, which enables Republic Services to develop a pipeline for talent and will provide ongoing training to retain technicians.

DoD Skillbridge Program *enables transitioning veterans with relevant experience and skills to build a successful career at Republic Services.*



The Technical Institute offers a systematic training approach and ongoing support to improve our fleet maintenance, increase productivity, and reduce downtime of our trucks and equipment.

Our state-of-the-art Technical Institute offers a unique learning and development environment. Students receive paid training programs designed to provide new hires with high-tech classroom, computer-based and on-the-job opportunities while working toward industry-related technical certifications. Apprenticeships combine paid-on-the-job training with classroom instruction to prepare workers for skilled technical careers.

The Republic Services Technician Apprenticeship Program is a two (2) year program including:

- Twelve (12) weeks of company-paid training at the Technical Institute
- Successful graduates of the Technical Institute will continue with an additional twenty-one (21) months of on-the-job training (OJT) at a Business Unit.
- Upon successful completion of the apprenticeship requirements, apprentices will become C-Technicians and earn an industry-recognized and nationally portable credential based on Department of Labor standards.

General Manager Accelerated Program (GMAP)

The General Manager Accelerated Program (GMAP) is a full-time two-year development program that provides on the job training and formal learning through a structured sequence of tasks and rotations. Assigned to a Business Unit in the field, GMAPs learn the fundamentals of the business, sharpen their leadership skills, and establish close working relationships with executives, Area and BU leaders, employees, and our customers. The strong operational, networking and leadership skills developed enable our GMAPs to effectively prepare for placement as a General Manager upon completion of the program.

Leadership Academy

The Republic Services Leadership Academy (RSLA) is a year-long transformative leadership development experience for mid-level leaders to increase capabilities in their current role and support growth towards greater responsibilities by strengthening their leadership effectiveness, business acumen, strategic thinking, & innovation.

Employees identified as having the potential to be a future leader in the company are placed in the leadership academy, which gives them exposure to the real-world business challenges while also expanding their professional network across their peers and company executives. Many of our upper-level leaders were previous members of the leadership academy.

Evidence of Success

We rely on several indicators to inform us that our goals and objectives regarding talent are on track. They range from direct internal feedback from our employees themselves to respected external third-party organizations through awards and recognition.

Employee Engagement

Employee Engagement is defined as the extent to which employees feel passionate about their jobs, are committed to the organization, and put discretionary effort into their work. Not only can levels of engagement be observed and measured, but they can also be influenced through promoting a deepening sense of belonging, meaning, and value to the work.

State of the Art Technical Institute is creating our top technicians of tomorrow.



Twice each year, Republic Services runs an Employee Engagement Survey across all our 39,000 employees. We currently enjoy a 99% participation rate and continue to strive to achieve 100%. The responses provide us with guidance to help shape our benefits, processes, and working environment to continue to foster a great place to work. We also use this information to create action plans focusing on specific improvements that teams can focus on to enable a positive and productive work environment.

Our Engagement Survey is administered by a third-party partner, who runs similar surveys for companies across the United States. Using their experience, we know that the top-performing companies in the country have an employee engagement score of 80 or higher. In 2022, our engagement score was 86, and we maintain our 2030 Sustainability Goal to achieve a score of 88 or higher by 2030.

Diversity, Equity & Inclusion

Diversity, Equity, and Inclusion are not just about race and gender; they're about providing a welcoming space for everyone.

Republic Services is committed to hire, serve and support people of all backgrounds, family types and from all walks of life.

***Employee Driven**. Republic Services' Business Resource Groups allow engagement and momentum via groups for anyone to participate.*



Diverse Workforce

- Republic Services' high-performing workforce is diverse, engaged, and well-prepared to meet the needs of our customers and communities.
- As of 2024, nearly half of our total workforce — 48% — is ethnically diverse.
- Women make up 20% of our workforce, while 44% of our top leadership roles are held by woman; more than double from 2019.

We believe with deeper empathy for one another and by connecting with each other in new and meaningful ways, we will be better together, and as a company. Our goal is to create a feeling of belonging for all employees. We value the innovation and enriched workplace culture that comes with a diverse workforce, so we take deliberate and intentional action in our recruiting efforts, hiring practices and retention policies to employ a range of experiences and perspectives.

We have made a companywide commitment, have acknowledged that our journey requires significant company investment, training, and evaluation, and we expect authentic, profound organizational change over time. Just as we have achieved world-class performance as a safety leader, we will build a diverse, equitable and inclusive workplace. Our path forward involves interconnected trainings, strategies, measurement, and continuous improvement.

And we're on the right path, as demonstrated by the third-party recognition we continue to receive for ethical and inclusive behavior, workplace equality and social responsibility. This recognition is important because it confirms we are on the right track — for our employees, our prospective employees, and our partners.

MOSAIC

MOSAIC Council, an acronym for Mission of Supporting an Inclusive Culture, is comprised of leaders from across the company to drive Republic Services' inclusion and diversity efforts. The diverse

group provides guidance, support and insights on inclusion and diversity best practices.

Business Resource Groups

To increase employee engagement, connection and growth, our employee-led Business Resource Groups (BRG) support tangible business objectives. Members contribute unique insights to assist in solving complex problems. Our BRGs currently include:

- **Women of Republic** — creating an inclusive culture that attracts, retains, develops, and values top female talent throughout the organization.
- **Black Employee Network** — providing opportunities whereby Black employees can cultivate and grow their careers in alignment with Republic Services' core values.
- **V.A.L.O.R.** — enhancing Republic Services' capacity to recruit, develop and retain veterans and veteran spouses for drivers and mechanics to leadership and senior leadership roles.
- **UNIDOS** — connecting and supporting the members of the Latin culture in their personal and professional journeys by providing high-impact interactions, a sense of community and opportunities.
- **PRISM –** connecting, celebrating, and building community with our LGBTQ+ employees and their supporters to make them more productive, successful and feel a sense of belonging at Republic Services
- **-AAPI –** creating an inclusive community to provide professional networking for employees with an intent to grow, recruit and retain Asian American and pacific islander talent and foster a deeper understanding of cultures

Supplier Diversity

In addition to employee diversity, we pursue supplier diversity across our supply chain and business activities to foster inclusive procurement and promote local economic growth. A certified Diverse Supplier must prove certification from one of these organizations:

- Disability: IN
- National LGBT Chamber of Commerce (NGLCC)
- National Minority Supplier Development Council (NMSDC)
- National Veteran Business Development Council (NVBDC)
- Women's Business Enterprise National Council (WBENC)

We're dedicated to spending $150M with certified diverse suppliers by 2025.

Partnerships & Recruiting

To recruit and hire a diverse range of candidates, we partner with a variety of external organizations including but not limited to:

- National Black MBA Association, Inc.
- National Diversity Council
- Forte Foundation
- HBCU Marketplace
- MBA Veterans
- Recruit Military

In addition to partnering with these external organizations, we host recruiting events at universities across the country to reach out to a variety of talented prospects.

Inclusive Benefits Package

We know benefits look a little different for everyone, so our benefits package strives to be inclusive of our employees' needs. Our benefits include:

- Comprehensive health care benefits for employees and their families
- Paid parental leave, including for adoptive parents.
- Mental & behavioral health
- Wellbeing programs
- Remote, hybrid and in-office positions available

- Flexible spending accounts and dependent care spending accounts available
- Access to our Employee Assistance Program for help with everyday life challenges
- Retirement programs including a 401(k) with a company match.

Our Diversity, Equity and Inclusion Commitments

Republic Services has made robust commitments to inclusion and diversity in the coming years – including increasing black representation in key roles, launching a veteran career development program, developing frontline employees to advance their careers into frontline leadership roles, and driving significant increases in representation of women both in frontline positions and in leadership roles. We are dedicated to creating an inclusive environment where all can thrive.

Corporate Governance

Lastly, we operate within a comprehensive corporate governance framework that defines responsibilities, sets high ethical expectations for professional and personal conduct, and helps ensure compliance with these responsibilities and standards.

Our Board consists of 12 highly engaged and skilled directors with varied experiences and backgrounds, who bring diverse perspectives to their oversight of our business while representing the long-term interests of our shareholders.

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

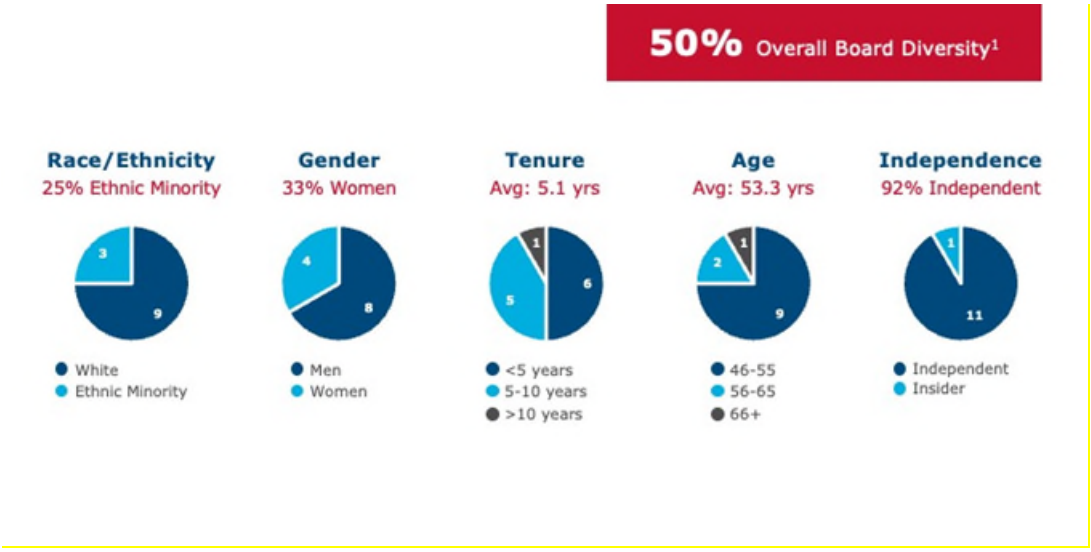
Financial Overview

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

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

We implore your community to take financial stability into serious consideration when

Diversity in Governance. *Republic is committed to Board refreshment based on the company's current and future needs and strategic priorities.*



choosing a long-term partner for your recycling and waste needs. In many instances, the success of a service provider is dependent on their ability to invest in necessary equipment or personnel.

Financial Reporting

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

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

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

Labor Agreements and Wages

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

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

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



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

- Financial capacity to continually invest in equipment and preventive maintenance.
- One of the youngest fleets in the industry and the fifth largest in the country
- Reinvesting in state-of-the-art equipment and facilities, including our $35 million dollar facility located in Parker.

We negotiate fairly with our labor unions, carefully balancing the needs of the workforce with the cost to provide service and the ultimate impact it will have upon the municipality we are partnering with.

Republic Services works tirelessly with our labor partners to ensure labor peace and, although the parties do not always agree, both sides work respectfully and relentlessly to reach an expeditious resolution.

Republic Services will commit to the your community that the organization will take every reasonable measure to avoid a labor dispute or labor unrest during the term of the collection services agreement.

In the unlikely event of a labor dispute or unrest, Republic Services will immediately implement a plan to minimize the impact to your community by utilizing our expansive network of local facilities, equipment and people to ensure there is minimal disruption in service.

Litigation Information

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

Due to the nature of our business, we are also often routinely a party to judicial or administrative proceedings involving governmental authorities and other

interested parties related to environmental regulations or liabilities.

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

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

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

Summary Financial

Republic Services' Identifications, Classifications and Ratings

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

Information – Income Statement

REPUBLIC SERVICES, INC.
UNAUDITED CONSOLIDATED STATEMENTS OF INCOME
(in millions, except per share data)

	Three Months Ended December 31,		Year Ended December 31,	
	2025	2024	2025	2024
Revenue	$ 4,136	$ 4,046	$ 16,591	$ 16,032
Expenses:				
Cost of operations	2,404	2,317	9,630	9,350
Depreciation, depletion and amortization	458	443	1,814	1,677
Accretion	29	27	114	107
Selling, general and administrative	437	447	1,710	1,674
Adjustment to withdrawal liability for multiemployer pension funds	1	—	1	—
Gain on business divestitures and impairments, net	—	—	—	(1)
Restructuring charges	7	9	20	29
Operating income	800	803	3,302	3,196
Interest expense	(146)	(134)	(574)	(539)
Loss on extinguishment of debt	—	—	—	(2)
Loss from unconsolidated equity method investments	(92)	(139)	(163)	(255)
Interest income	2	2	8	9
Other income, net	—	—	21	23
Income before income taxes	564	532	2,594	2,432
Provision for income taxes	19	20	455	388
Net income	545	512	2,139	2,044
Net income attributable to non-controlling interests in consolidated subsidiary	—	—	—	(1)
Net income attributable to Republic Services, Inc.	$ 545	$ 512	$ 2,139	$ 2,043
Basic earnings per share attributable to Republic Services, Inc. stockholders:				
Basic earnings per share	$ 1.76	$ 1.63	$ 6.86	$ 6.50
Weighted average common shares outstanding	309.7	313.4	311.9	314.4
Diluted earnings per share attributable to Republic Services, Inc. stockholders:				
Diluted earnings per share	$ 1.76	$ 1.63	$ 6.85	$ 6.49
Weighted average common and common equivalent shares outstanding	310.0	313.8	312.2	314.8
Cash dividends per common share	$ 0.625	$ 0.580	$ 2.410	$ 2.230

Bank & Credit References

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

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

Transition Plan

We are seasoned experts in the successful transition of services from your current provider to Republic Services.

Through transparent collaboration with you, our seamless transition will leave City staff and your residents happy with your choice to switch to Republic Services.

Experience Matters

Republic Services successfully implements more than 75 new municipal contracts each year, and we bring our national support and local expertise to every one of them. Each transition takes into consideration the unique needs of the contract and community. Our last full transition was the Town of Superior in 2025, and we started that contract on the first of April. The transition was smooth and had no significant issues.

Our experience has shown that relationships matter — when we need equipment, we get it. Our national footprint and buying power are leveraged for your benefit. Locally, we have secured relationships with key vendors who put our needs first in a time-critical situation.

Coordination and Planning

We know the key to a successful transition and implementation of your contract relies on open communication. Our philosophy is to constantly share updates with you, so everyone involved remains aligned and on plan.

Low Risk Transition. From contract award to service start date our teams are visible and in constant communication.



Successful transitions cover many details and require strong communication

- Communication is key to a successful transition
- Capital asset procurement and delivery
- Staging and rollout of new containers
- Driver hiring, training, and route planning
- Community education and marketing

Our local team works to provide a seamless transition by developing a detailed plan to include:

- Working with the current hauler to streamline the transition with minimal impact to the city.
- Creating a transition timeline and plan, crafted in collaboration with the city. This transition plan includes milestones, roles/responsibilities, a community education plan, and contact information.
- Providing frequent, proactive communication to ensure there are no surprises along the way, including weekly in-person meetings and phone calls/emails as needed.
- Coordination of dumpster/cart removal and deliveries with the current provider and our field crews. Customers need same-day service from both the incoming and outgoing providers. Our team will identify a staging site to provide an efficient transition of containers.
- Monitoring open service notes, especially when the transition date nears. The current hauler is responsible for the service until the current contract expires; however, there may be some service issues that cannot be resolved in the time allotted and will become the new hauler's responsibility. Our operations teams, customer service professionals, and data partners understand the need to keep a close eye on open service notes.
- Timely and appropriate communication, in coordination with the city, with residents and businesses — from events,

mailings, website information and direct communication (phone, email, live chat).

- Daily communication with the internal team to assess project status and timeline benchmarks.
- Our operational management team meets daily with our supervisors and maintenance team to ensure critical-path items are addressed.
- Truck test drives and optimizing route development will bring a safe and well-informed team to your city.
- The transition lead (operations manager), municipal manager, customer service manager and general manager meet prior to service implementation to ensure customer-specific aspects of the rigorous training for customer service staff and drivers are met.

Planning and Updates. *We develop and frequently update our Transition Plan to allow transparency to all stakeholders. This is an example of a detailed check-off list that is utilized.*

PROJECT NAME:	City of [XXXXX]	Status Key
REPORT DATE:	Wednesday, July 1, 2020	R Off track, progress in jeopardy
OVERALL PROJECT STATUS (G, Y, R, C):	G	Y Off track, mitigation strategy /action plan in place
PROJECT Goal	Transition Plan City of [XXXXX]	G On Track
		C Complete

Detailed Timeline Transition Plan City of [XXXXX]

Plan Snapshot

Mile-stone #	Description	Target Start Date	Target Completion Date	Owner	Estimated/ Actual Date	% Complete	Status	Notes
1	**Implementation Overview**							
1.1	Contract executed	6/1/2020	6/1/2020		6/1/2020	100%	C	
1.2	Transition kick off meeting with City staff and Republic Services	6/9/2020	6/9/2020		6/9/2020	100%	C	
1.3	Weekly meetings with City staff	On going	On going		Weekly		G	Tuesdays at 1:00 PM
1.4	Detailed Transition Plan due to City of [XXXXX]	6/10/2020	7/1/2020		7/1/2020	100%	C	
1.5	Contract start date	10/1/2020	10/1/2020		10/1/2020		G	
1.6	Republic Services permanent facility location	6/1/2020	8/1/2020			80%	G	Secured a facility and container location
2	**Equipment and Procurement**							
2.1	Order new collection vehicles	6/1/2020	6/5/2020		6/5/2020	100%	C	
2.2	Identify new diverted equipment for [XXXXX] contract	6/1/2020	6/15/2020		6/5/2020	100%	C	
2.3	Review vehicle specs with vendor	6/5/2020	6/26/2020		6/26/2020	100%	C	
2.4	RFP for rental equipment	6/11/2020	6/21/2020			100%	C	
2.5	Receive and inspect new collection vehicles and rental trucks	9/1/2020	9/14/2020				G	
2.6	Place rentals and new trucks into service	9/21/2020	9/25/2020				G	
2.7	Republic Services fleet and facility location	6/1/2020	9/25/2020		6/24/2020	100%	C	Under contract
2.8	Order carts for multiple container residents	6/1/2020	6/19/2020		6/19/2020	100%	C	
3	**Collection Services**							
3.1	Complete residential route maps for city approval	6/10/2020	6/24/2020		6/24/2020	100%	C	
3.2	Conduct audits and route surveys (Commercial & Multi-family)	8/1/2020	8/30/2020			50%	G	Looking for an updated list
3.3	Obtain gate codes	7/15/2020	8/16/2020			20%	G	Received addresses but need contact information
4	**Cart and Container Delivery**							
4.1	96 gallon cart delivery	1/1/2021	1/14/2021				G	
4.2	"Select My Cart" delivery	2/1/2021	2/28/2021				G	
4.3	Coordinate with existing contractor commercial containers (If applicable)	6/8/2020	8/15/2020				G	
5	**Employees**							
5.1	Initial hiring steps	6/15/2020	7/15/2020			45%	G	
5.2	Confirm all new hires	7/15/2020	9/1/2020				G	
5.3	Complete Republic staff contact list.	6/15/2020	9/1/2020				G	
5.4	Safety and onboarding training	9/1/2020	9/30/2020				G	
5.5	Behind the wheel instruction training	9/1/2020	9/30/2020				G	
5.6	Route familiarization/ dry run routes	9/21/2020	9/25/2020				G	
6	**Customer Resource Center**							
6.1	Initial meeting with CRC staff	6/11/2020	6/11/2020		6/11/2020	100%	C	
6.2	Receive Knowledge Management Tool (KMT)	8/1/2020	8/30/2020				G	
6.3	Train CRC representatives on [XXXXX] specifics	9/1/2020	9/15/2020				G	
6.4	Customer Service for City residents	9/1/2020	10/1/2020				G	
7	**Customer Notification**							
7.1	Communications	7/15/2020	9/15/2020				G	
7.2	Draft and approval for multiple carts customers	7/15/2020	9/1/2020			75%	G	
7.3	Draft and Approval for "Select My Cart" postcard	8/1/2020	9/21/2020			75%	G	
7.4	Draft and approval for informational brochure to the City	8/1/2020	9/1/2020			50%	G	
7.5	Draft and approval for service days and set out procedures post card	8/1/2020	9/15/2020			75%	G	

Contract Implementation

Once a smooth transition from one provider to another is progressing, we also work to implement the full scope of services the contract requires.

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

To ensure proper contract implementation, our team takes several actions, including but not limited to:

- An internal meeting with our department heads to break down contract requirements and assign responsibility of tasks.
- General manager, operations manager, and municipal manager meet with the customer service team to set expectations and processes.
- Daily communication with the local operations team to assess route completion status and timeline benchmarks.
- Continued communication, in coordination with the city, and residents — from events, mailings, website information, and direct communication (phone, email, live chat).
- Regular communication with vendors supplying carts and dumpsters, printed materials, and trucks to ensure deadlines are met.
- Weekly in-person meetings and phone calls/emails with our team and the city to provide status updates and address any concerns as the situation requires.

***Your Low-Risk, Best Value** Partner. Republic Services is proud to lead the industry in many key factors that make us a preferred partner for municipal recycling and waste services.*

Strengths of our Company	Benefits to Municipality
99.7% pickup reliability rate	Happy community; fewer calls to city hall
40% better safety performance than industry average over the last decade	Fewer incidents; safer community streets for children at play
Simple solutions for your community recycling and waste needs	Easy access to solutions for the growing number of waste streams
Recognized as #19 on the 2024 Barron's list of 100 Most Sustainable Companies	Peace of mind that your partner is a global leader in sustainable initiatives
Most advanced, integrated Customer Resource Centers in the industry	Hundreds of trained agents networked together nationwide, organized in pods that focus on your market
Web- and smartphone-based app for easy access by community residents to relevant information	Stronger communications and easier alert and news dissemination
Robust community education and outreach	Communities educated on recycling produce less contamination and greater diversion

City of Arvada/Republic Services Implementation Plan

High Level View of Implementation Timeline

Implementation Overview

- Q2 2020, Service Agreement Fully Executed by both parties (April 2020)
- Q2 2020, Service Start Date Confirmed (May 3rd, 2021)
- Q2 2020, Implementation Plan Due to City (April 2020)

Equipment and Procurement

- Q2 2020, Trucks
  - Place Order for Collection Vehicles
- Q2, Cart Ordering/A&D Process
  - City Commit to Cart Manufacturer
  - Republic Partner w/supplier for outreach, production, distribution

Customer Data and Billing

- Q2 2020, Arvada GIS Dept. to supply eligible address list
- Q2 2020, Republic Services GIS address validation, scrub in partnership with Arvada
- Q3 2020, Populate Billing Database and Codes
  - Partner w/Arvada IT Team for billing upload configuration/processes
- Q3 2020, Test Billing Data

Route Development

- Q3 2020, Operations to Receive Validated Address List
- Q3 2020, Develop Routes and Maps, Monday through Friday
- Q3 2020, Field Test and Modify Routes
  - Compare Final Data and Route Statistics
- Q4 2020, Load Routes into InfoPro (Republic Services Operating Software)

Employees

- Drivers
  - Q3 2020, Job Requisitions Opened
  - Q3/Q4 2020, Job Offers Accepted/Employee Onboarded
  - Q4 2020, Work Familiarity
  - Q1 2021, BTWI (Behind the Wheel Instruction)
  - Q1/Q2 2021 Test Run Routes/Drivers Start Collections

- Customer Service
  - Q4 2020, Job Requisitions Opened
  - Q4 2020/Q1 2021, Job Offers Accepted/Employee Onboarded
  - Q1 2021, Work Familiarity/Arvada Service Specifics
  - Q1 2021/Q2 2021, Taking Live Calls

Customer Notification/Public Education

Discussion/Partnership with Arvada on Outreach, Timing etc… Below is a very high level view of the outreach program necessary to implement

- Q3 & Q4 2020, Q1 & Q2 2021, Newsletters/Neighborhood Meetings/Public Education
- Q3 & Q4 2020 Arvada Web Page Design/Build
- Q4 2020 Web Page Live

Service Provision

Great operations come from great people. Republic Services' locally based operations team draws from extensive training and the backing of a seasoned corporate support team.

Operations Overview

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

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 more than 5M pickups per day
- 99.7% pickup reliability rate, with an emphasis on safety, sustainable practices, and low-risk operations.
- Our base bid includes not only solid waste and recycling collection, but our proposed rate also includes the 10 weeks of yard waste collection.

Routing Optimization

Establishing the most optimized routes for a community dramatically affects 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 tight collaboration between the local and corporate route optimization teams. 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. For example, we evaluate planned routes to ensure that trucks are not conducting collection on streets during times that are known for congestion or traffic.

Digital Operations

We are leveraging technology to digitally connect our customers, drivers, dispatchers, supervisors and trucks via our RISE dispatch platform and in-cab technology. We are utilizing an agile iterative approach to the development and multi-year roll-out of this technology to ensure durable adoption across our driver workforce. With the roll-out of this technology, we are improving productivity through more real-time routing information and data visualization tools; increasing customer connectivity and enabling automated service verification communications; and enhancing the employee experience by providing better tools and technology designed around how our employees will interact with it.

Technological Impact

The expansion into digital operations allows Republic Services to offer a feature set we are proud to provide to our customers to improve access and visibility. With the implementation of RISE and our digital operations suite, customers have unprecedented access to features such as service verification and Track My Truck. What this means for our customers is not only a reliable operation, but increased confidence and verification to ensure little to no impact on the day-to-day.

Emerging Technology

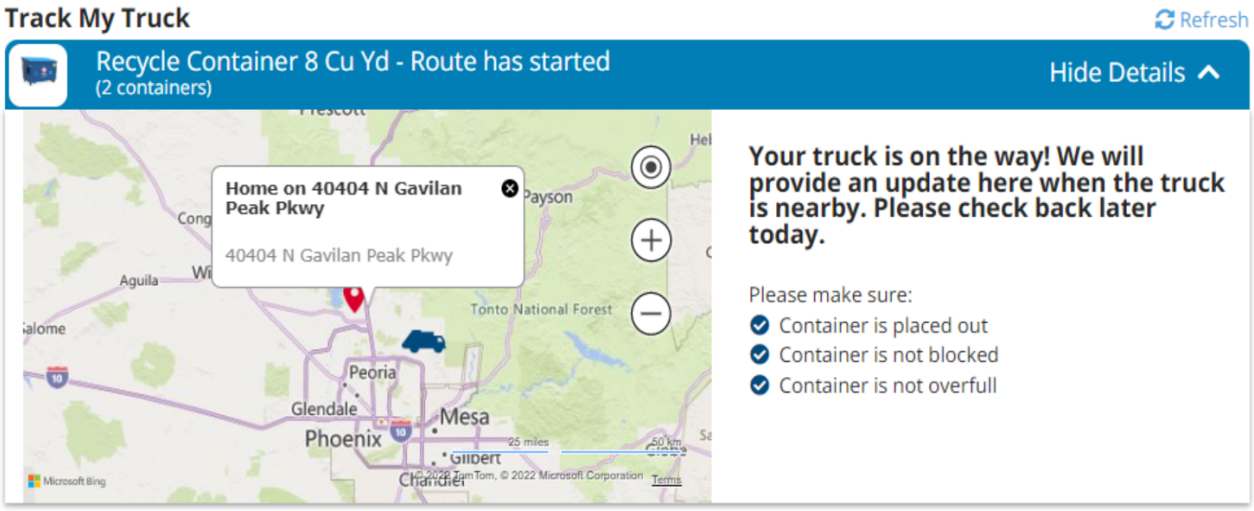
Lastly, our innovation and technology teams are constantly monitoring emerging technologies and running operational pilots to determine capabilities that may be suitable for fielding into our live operations across the country. Many times, emerging technologies are unreliable or struggle to scale to large operations. Other technologies attract attention based on marketing claims that often do not play out when deployed in a large operation for a long period of time.

For this reason, we monitor promising technologies and capabilities and pilot them to confirm they can be applied without impacting your contract. Once this occurs, we implement them seamlessly into the operations and notify any stakeholders who can benefit from the insertion when it is completed.

Greenwood Village Operations, Customer Service, and Education

Republic Services will provide your operations through our Parker location, including the South Transfer Station for disposal and recycling. The transfer station utilizes our Tower Landfill for all of the MSW, and all recycling will be transloaded at the transfer station and processed at our Colorado Springs recycling center. We are excited that all plastics collected in Greenwood Village, once baled, will then be

Track My Truck: Customers can now view their truck proximity when en route to their location.



processed at our Las Vegas Polymer Center, and some plastics have additional processing at our Blue Polymer Center located in Buckeye, Arizona.

Residential MSW and Recycling Collection

We will service all single-family containers using an automated side loader (ASL) Renewable Natural Gas truck. The ASL is proven to retrieve and return containers in even the most hard-to-reach locations, such as narrow streets, courts, and alleyways, enabling the industry's most efficient, safe, and environmentally responsible curbside automated collection services. The 10 weeks of yard waste that is outside of the containers will be picked up using a rear-load truck, which will require a two-person crew.

A single driver operates each collection vehicle and will be painted uniformly, featuring our logo and company contact information.

Republic will provide two MSW and two recycling carts per home in the Greenwood Village program and will continue to serve the City outlined in the RFP, which includes services four days a week..

The ASL container collection methodology is fast and efficient, and it takes approximately 8 to 12 seconds to complete the cycle.

Since workers are surveying customer contents during emptying, household hazardous waste and other unpermitted materials can be identified and intercepted, and the customer is notified of the proper handling of these materials.

Polymer Center- Relevance to Municipalities

Our Polymer Center offering is highly relevant to municipalities considering a best value partner for several reasons.

1. **Climate Action Goals** – Our innovation and commitment to our Polymer Centers are proof of our leading commitment to position our Municipal partners to meet or exceed Climate Action Goals and Sustainability objectives during the term of the contract. When combined with our ongoing efforts to electrify our fleet, and our major investments in acquisition of companies that expand our environmental services offerings, Republic Services is able to partner in ways that others simply cannot.
2. **Environmental Peace of Mind** – Through our commitment to our Polymer Centers, we are able to ensure a far higher degree of circularity for your plastic recyclables than any other bidder. Traditional MRF operations will continue to produce cross-contaminated MRF bales destined for downcycling into carpet or textiles.
3. **Affordability**—By moving the higher-cost quality checks from our MRF facilities to the centralized Polymer Centers, the costs to operate our MRFs are more affordable than those of other processors. This translates into better processing rates per ton for your municipality.

Facilities Serving Greenwood Village *- Republic Services will serve your city with the following facilities. .*

Facility Type	Address	Distance from Greenwood Village	No. of Employees	Hours of Operation
Hauling Company	14805 Grasslands Dr. Parker	10.8 miles	175	7:00 am to 7:00 pm MST
South Transfer Station	7750 Cherry Creek S Dr, Denver	8.4 miles	10	7:00 am to 4:30 pm MST
Colorado Call Center Pod	Virtual	Virtual	24	8:00am-5:00pm M-F 8:00am-1:00 pm- S

4. **Market-Leading**—This powerful approach to meeting the growing demand for increased circularity in North America can only be delivered through a partnership with Republic Services. Our patent-pending operational design and exclusive relationship with the supplier of the highly specialized sorting equipment allow us to make that statement.

Tracking and Data

Republic uses Route Editor, Infopro, and Rise software systems to compile all necessary service, disposal, and customer service data. This data is collected daily for solid waste, recycled, and organic materials. Using on-board recording, drivers will record the date of the collection, day of the week, route number, time on route, number of homes that did not put out containers, and non-collection tags left for residents explaining the error. At the completion of the route daily, this information is uploaded into the Republic's software systems.

When collection drivers enter a disposal/processing site, trucks are weighed, and the drivers are verified of tonnage for trash, recycle, and organics before leaving the facility. These tickets are turned in daily and compiled for various reporting requirements.

Every Republic Services driver is provided with notification tags to effectively communicate errors to residents found in their container(s). Error examples include improper container placement, unacceptable items in the recycling, or excess trash outside of the cart. The tags contain comments for the driver to explain to the residents why the driver did not collect the items.

Advancing Plastics Circularity – The Polymer Center is the first integrated plastics recycling facility. It will enable us to manage the process from curbside collection of recyclable material to producing and delivering high-quality recycled content for consumer packaging.



Monthly Reporting

Republic will provide Greenwood Village with monthly reporting. These reports include a YTD Diversion Report, daily disposal tickets per route, per day, and per waste stream, a cart delivery and removal report, the master cart count showing the mix of cart selection, and a customer service report that details 20 different metrics ranging from missed pickups to bulk requests, service exceptions, and containers not out for service. All this information is aggregated into a concise Monthly/YTD Diversion Report.

All of your reporting will be compiled and reported to you monthly by one of our two contract administrators located in Commerce City.

Billing

Republic Services will provide billing information to Greenwood Village in a monthly upload. This upload shows every address, any additional/new addresses, the cart mix, additional container request reports, etc. Republic Services is committed to providing timely and accurate data to Greenwood Village in a manner that is consistent and compatible with the town's billing system and procedures. If any updates or modifications to the existing procedure are necessary, Republic's IT and Accounting teams would happily accommodate as necessary.

Automated Side Load Collection *– Provides a cleaner, safer, more efficient residential collection*



Customer Service

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

Process For Handling Calls

Republic Services of Denver will handle all general customer inquiries through a dedicated **Colorado Call Center Pod**. There are currently **24 dedicated Colorado CS agents**. The local Commerce City team will also be available to handle escalated service issues and customer/city concerns from 8 am to 5 pm Monday through Friday.

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

- Initial call-prompt questions for the customer help determine the complexity of the request. Simple requests are routed for agents that can handle calls through the Colorado Pod, while more complex needs can be routed to local operations if appropriate.
- The customer's phone number then associates with known customer contract details in our database and triggers the integrated system to populate with a map of the service address, level of service, past service requests, and city-specific contract information.
- The agent confirms the customer's name and service address and begins to assist the customer with their request.
- If the question requires communication with the local operations team (such as, missed pick-up or container exchange), the agent can access additional systems to run the resolution to ground.
- Often, the customer's concern is handled by the time they hang up the phone. For those calls requiring operations support the issue is scheduled for resolution in a-timely manner.

All calls and emails received are tracked through resolution. These interactions are detailed and included in the data reporting criteria discussed in Monthly Reporting.

Service Concerns/Resolution

Republic Services' goal is always one-call resolution. Our intent is to have calls answered live by the local Colorado agent. When calls are received, the customer's address is pulled up so proper data tracking can be applied to this specific address. Many times, the customer's question or concern is quickly resolved, providing answers to general questions. If a customer has a request for a bulk or cart exchange, that information is placed into our Rise software, and the request is sent to operations for routing. Customers are informed during that call when the services will happen.

In the case of a missed call-in pickup, we gather the customer's address information and ensure the customer has the correct waste stream out on the correct day; if so, we process this miss into our Rise system for recovery. Generally, the miss is called out to the normal route collection driver for recovery. If that is not possible, we route to the nearest driver to recover to ensure a timely recovery. Drivers are instructed to call dispatch when they arrive and recover the missed collection. The loop is then closed, and the miss is coded as completed.

Escalations and City Inquiries

If our customer service agents are not able to resolve an issue, those are escalated to our two Municipal Contract Administrators at our Commerce City location, who are Susan Roundy and Nicole Montoya. If the City receives any calls directly from residents, those will also be directed to our team in Commerce City. In most cases, if a resident calls our customer service line, most issues are resolved with a one-call resolution.

Customer Service Hours

The customer service center will be open from 8 am to 5 pm, Monday through Friday. Saturday hours are from 8 am to 1 pm.

Customer Queries, Complaints, Container Exchanges

All calls coming into the Colorado CS Pod will be handled by dedicated Colorado agents. Only town-specific issues will be sent to the city for resolution. All calls will be handled by a live agent during business hours. A VM can be left after hours and will be returned on the next business day.
In the case of a missed pick-up, our goal is same-day resolution; however, a maximum of 24 hours for recovery is the standard.
Cart changes/swaps will be completed on the next service day, with the usual cadence of completion within 3 business days. A 7-day completion would be the max.
All calls are recorded for training purposes and tracked for average hold time, speed of answer, average handle time, etc.
For 2025 statistics, our call metrics show an average speed of answer to be 28 seconds, while our YTD call abandonment rate was at 1.48%.

Net Promoter Score

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

Customer Satisfaction Survey

Republic Services is a leader in proactively and randomly contacting customers with the opportunity to participate in a customer service survey. The survey is voluntary and

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



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 2024 results indicate an NPS with 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.

Public Outreach Education

Republic will provide professional and informative newsletters to each Greenwood Village resident about the specifics of the trash, recyclables and the organics collection program if added. This notice shall include helpful tips on acceptable recycling and organic materials, upcoming special events, and a complete list of services offered to each customer. Further details include instructions on properly handling the collection bins, changing container sizes, what customers are to do with overflow trash, and resources for hard-to-recycle items. In addition to the newsletter, all residents receive an annual calendar showcasing their service day, observed holidays, upcoming special events, and other pertinent dates city leadership wants included. Calendars are mailed out at the end of November or early December annually.

All new customers coming into the program (move in/outs) will receive a Welcome to the Program Letter to include information on the rates, fees, and service level options as well as the collection schedule calendar.

All collateral material, calendars, and special notification postcards will be designed, edited, and approved in partnership with Greenwood Village staff and the Republic Services marketing team. Republic Services will pay for the design, print, and mailing of all collateral material.

Proposal Pricing for Solid Waste and Recycling Collection Services

Our base bid includes 10 weeks of yard waste, all city-sponsored event roll-offs, and is also based on utilizing the Water, Sewer, and CPI index.

CITY OF GREENWOOD VILLAGE RFP
Appendix B
Proposal Pricing for Solid Waste and Recycling Collection Service

The Disposal Company has examined the scope of service requirements and all conditions affecting costs and proposes to furnish all equipment, labor, transportation, disposal, and materials necessary for the completion of the specified service agreement.

Please provide a pricing proposal for a five-year term. The annual fees payable for each successive contract year shall equal the annual fee payable for the previous year adjusted proportionately by the annual Consumer Price Index (CPI) for the Denver-Aurora-Lakewood Colorado, all items, index base period (1982-84=100) as reported by the United States Department of Labor – Bureau of Labor Statistics Data for the first half of the year with a minimum increase of 0% and a maximum increase of 4%. Therefore, only the first-year contract pricing shall be calculated on the following form.

Residential Solid Waste Collection Costs – Individual Sites, shall be stated as Per-household/Per-month only.

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$12.14	$567,860.64

Residential Solid Waste Collection Costs – Collective Sites, shall be based on the collection service, location, containers and service frequency as listed in **Table 2**.

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	5 (3-cubic yard)	4 times per week	$1,039.20	$12,470.40
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$1,800	$21,600

Residential Recycling Collection Costs – Individual Sites shall be stated as Per-household/Per-month only. The collection service provided shall be single-stream recycling.

Table 3-5

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$5.66	$264,752.16

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	3 (3-cubic yard)	4 times per week	$506.61	$6,079.32
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$1,800	$21,600

Municipal Buildings Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 5**.

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$692.80	$8,313.60
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$1,039.20	$12,470.40
Collection Service	**Containers**	**Service Frequency**	**Cost Per Collection**	**Estimated Annual Costs**
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/year	$300	$27,000

Municipal Buildings Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 6**.

Table 6-9

Table 6: Municipal Buildings Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week	$112.58	$1,350.96
Greenwood Village Maintenance Facility Recycling 10001 E. Costilla Ave.	1 (4-cubic yard)	2 times per week	$112.58	$1,350.96

Municipal Parks Solid Waste and Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 7**.

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week	$103.92	$1,247.04
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week	$311.76	$3,741.12
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week	$253.31	$3,039.72

City-Sponsored Special Event Solid Waste Collection costs shall be based on the collection service, locations, containers, and frequency as listed below in **Table 8**.

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost Per Collection	Estimated Annual Cost
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the city	$Free	$Free

Table 9

Swimming Pool Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 9**.

Table 9: Swimming Pool Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost per Month	Annual Cost
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through September	$207.84	$1,039.20
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May through September	$103.84	$519.20
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through September	$16.62	$83.10
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September	$16.62	$83.10

Optional Collection Services

Table 10: Optional Collection Services

Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container _2__max	weekly	3898	$4.50 per household per month	$54 *Per container
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$0 per household per week	$Included in MSW/Recycle Rate per household.
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$2,286.24 per month	$27,434.88
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$831.36 per month	$9,976.32
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$554.24per month	$6,650.88
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$337.76 per month	$4,053.12
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$337.74 per month	$4,052.88
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$450.32 per month	$5,403.84
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$13.90 per household per month	$650,186.40
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$7 per household per month	$327,432

Exceptions to the Draft Contract

These are items that we would like to n

Legal Entity: The correct legal entity to sign the contract resultant to this Bid ("Contract") and perform the services for Republic (if successful bidder) is Allied Waste Transportation, Inc. dba Republic Services of Denver.

Republic's bid and submission of pricing is contingent upon the parties' good faith negotiation of a mutually agreeable contract. If the parties cannot reach an agreement on a mutually agreeable contract, Republic reserves the right to withdraw its bid.

Appendix A, Scope of Service, Collection Equipment, Page 9: Any equipment Republic furnishes shall remain Republic's property. City shall be liable for all loss or damage to such equipment (except for normal wear and tear and for loss or damage resulting from Republic's handling of the equipment). City shall use the equipment only for its proper and intended purpose and shall not overload (by weight or volume), move or alter the equipment. City shall be liable for all losses arising from any injury or death to persons or loss or damage to property (including the equipment) arising out of City's use, operation or possession of the equipment. (Also refer Appendix C, Section 6, Equipment, Page 19).

Appendix C, Section 1, Definitions, Page 17: The following definitions need to be added/revised to the bid:

> **Applicable Law.** Applicable Law means any applicable law (whether statutory or common), including statutes, ordinances, regulations, rules, governmental orders, governmental decrees, judicial judgments, constitutional provisions, and requirements of any kind and nature promulgated or issued by any governmental authority claiming or having jurisdiction.
>
> **Hazardous Waste.** Hazardous waste includes, but is not limited to, any amount of waste listed or characterized as hazardous by the United States Environmental Protection Agency or any state agency pursuant to RCRA, and including future amendments thereto, and any other Applicable Law.
>
> **Solid Waste.** Solid Waste is any non-hazardous solid waste generated at City Locations that is not excluded by the provisions of this Contract. Solid Waste shall not include any Unacceptable Waste.
>
> **Recyclable Material.** Recyclable Material consists of any material or substance at City Locations 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; ferrous and non-ferrous metals; and glass.
>
> **Unacceptable Waste.** Unacceptable Waste means: (1) Hazardous Waste; (2) radioactive, volatile, corrosive, highly flammable, explosive, biomedical, infectious, biohazardous, or toxic waste as defined by Applicable Law; or (3) any otherwise regulated waste.
>
> **Waste Material.** Waste Material is all Solid Waste and Recyclable Material that are not excluded by this Contract. Waste Material does not include any Unacceptable Waste.

Acceptable Waste; Unacceptable Waste: Republic must have the right to reject any unacceptable/hazardous waste provided by any residential or commercial unit.

Access. City shall provide safe, unobstructed access to the equipment on the scheduled collection day. Republic may charge an additional fee for any additional collection service required by City's failure to provide access.

Insurance Issues

Section 13, Insurance, Page 20: Following changes are made to the insurance section:

Replace first paragraph this section in its entirety with the following words "*The Disposal Company shall obtain and maintain during the life of this Agreement a policy or policies of insurance against all liability, claims, demands, and other obligations assumed by the Disposal Company pursuant to this Agreement. Such insurance shall be in addition to any other insurance requirements imposed by this Agreement or by law. The Disposal Company shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Agreement, by reason of its failure to obtain and maintain during the term of this Agreement insurance in sufficient amounts, duration or type. The Disposal Company shall obtain and maintain during the life of this Agreement, and shall cause any subcontractor to obtain and maintain during the life of this Agreement, the minimum insurance coverage listed below. BU to review and approve. Such coverage shall be obtained and maintained with forms that meet current industry standards and insurers rated A- VIII or higher by A.M. Best. All coverage shall be continuously maintained to cover all liability, claims, demands and other obligations assumed by the Disposal /Company pursuant to this Agreement. In the case of claims made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage.*" on page 20;
Replace the words "*General Public–Liability Insurance*" with the words "*Commercial General Liability Insurance*", on point (b) of this section on page 20;
Replace the words "*General Public–Liability Insurance*" with the words "*Commercial General Liability Insurance*", on in fifth line under point (b)(i) Limits of this section on page 20;
Replace point (b)(ii) this section in its entirety with the following words, "*Commercial general public liability insurance shall include coverage for the following:*

Bodily Injury
Premises/Operations Liability (M&C)
Products and Completed Operations Liability
Blanket Contractual Liability
Broad Form Property Damage Liability (including completed operations)
Personal Injury~~,~~ on page 21;

Replace point (c) this section in its entirety with the following words, "*Commercial Automobile Liability Insurance with minimum combined single limits for bodily injury and property damage of not less than two million dollars ($2,000,000.00) for each occurrence with respect to each of the Disposal Company's owned, hired, and non-owned vehicles assigned to or used in performance of the services in this Agreement. The policy shall contain a severability of interests provision.*", on page 21;

Insert the word "*Contractor's*" after the words "*Disposal Company's*", on in first line of point (d) of this section on page 21.

Appendix C, Section 15, Indemnification, Page 22: Republic's indemnity obligation should be limited to claims to the extent caused by Republic's negligence or wilful misconduct. Further, the indemnity obligation needs to be reciprocal so that City indemnifies Republic as well.

Appendix C, Section 21, Default, Page 23-24: Republic should be given a cure period of at least thirty (30) days to cure Republic's breach. In the event of Republic's failure to cure such breach, the Contract can be terminated upon at least thirty (30) days prior written notice by City.

Further, Republic should be allowed to terminate the Contract upon City's breach after City has the opportunity to cure that breach within a certain number of days.

Appendix C, Section 30, Force Majeure, Page 25: The Contract should include the concept of force majeure so that Except for City's obligation to pay amounts due to Republic, any failure or delay in performance under this Contract due to contingencies beyond a party's reasonable control, including, but not limited to, strikes, riots, terrorist acts, compliance with Applicable Laws or governmental orders, fires, bad weather and acts of God, shall not constitute a breach of this Contract, but shall entitle the affected party to be relieved of performance at the

current pricing levels under this Contract during the term of such event and for a reasonable time thereafter. The collection or disposal of any increased volume resulting from a flood, hurricane or similar or different Act of God over which Republic has no control, shall not be included as part of Republic's service under this Contract. In the event of increased volume due to a Force Majeure event, Republic and the City shall negotiate the additional payment to be made to Republic. Further, the City shall grant Republic variances in routes and schedules as deemed necessary by Republic to accommodate the collection of the increased volume of Waste Materials.

Appendix C, Section 22, Assignment, Page 25: Republic should have an absolute right of subcontract and assignment of the Contract. In the alternative, the consent should not be unreasonably withheld, delayed or conditioned by City and no consent is required for transfers to affiliates and/or in connection with the sale or purchase of a business. (Also refer Appendix C, Section 23, Use of Subcontractors, Page 25).

Overage Fee: City will incur an overage fee for each municipal container located at City facilities containing waste that exceeds the container's intended capacity. Intended capacity is the amount of waste that will fit within the container while still allowing the lid to shut completely. Overage may be measured visually by the driver or electronically by cameras and/or other technology. Photos of overage may be provided by Customer Service upon request.

Contaminated Materials Fee: City will incur a contaminated materials fee when non-conforming material is placed in a container that is designated for a specific waste type. For example, when non-recyclable solid waste is placed in a recycling container. The fee is intended to compensate Republic Services for the additional costs incurred in separating, transporting, and properly disposing of the non-conforming material. Photos of overage may be provided by Customer Service upon request.

Annual Price Increase: Our proposed pricing utilizes the Water, Sewer, and Trash index, and we agree to the 4% cap for an annual increase. We would also like to include a floor of 3% per year. A change in this index provides a more representative price increase to cover our costs. The proposed index is not representative of our cost structure, especially with supply chain issues, the cost of fuel, the costs of labor, and goods going up.

egotiate if given the opportunity.

CITY OF GREENWOOD VILLAGE

Request for Proposal (RFP)

Waste Connections' Partnership Proposal

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Cover Letter/Executive Summary

Jeremy Hanak, Director of Public Works
City of Greenwood Village
10001 E. Costilla Avenue
Greenwood Village, CO 80121

WASTE CONNECTIONS of COLORADO, INC.

Dear Mr. Hanak and Members of the Evaluation Team,

We appreciate the opportunity to continue serving the City of Greenwood Village as your residential solid waste and recycling partner. Over the past several years, we have built a reliable, safety-focused partnership grounded in strong service performance and long-term sustainability—values that align directly with the City's goals for the next contract term. We are pleased to submit this proposal in support of those priorities.

As the current provider, Waste Connections is uniquely positioned to ensure **seamless continuity of service**. With well-established routes, drivers familiar with the service area, and local teams already embedded in daily operations, our proposal requires **no service disruption.** The only change anticipated under the new contract is the City's evaluation of moving to **fully contained, cart-based set-outs**. We have extensive experience guiding communities through this shift and understand how important it is to communicate expectations clearly and consistently.

Our recent work with the **City of Lone Tree community is a recent example** of how a **cart-only transition can be successful** when supported by thoughtful outreach and accessible resources. Through a combination of targeted messaging, step-by-step educational materials, online tools, and proactive resident engagement, we achieved high compliance and strong resident satisfaction. We will bring the same structured, resident-focused approach to Greenwood Village.

Because we already serve the community, Greenwood Village benefits from a **longer lead-in period** well before the January 1, 2027, contract start. This additional timeline allows us to collaborate with City staff on early communication, create clear guidance on cart-based preparation, and ensure residents have the information they need far in advance of program launch. *Outreach will include printed mailings, digital content, dedicated web resources, and coordinated messaging through City channels.*

To support residents throughout this transition, our **local Denver-based Customer Service team** will continue providing direct, knowledgeable assistance. These representatives already work daily with Greenwood Village residents and are prepared to answer questions, support education around the new cart-contained requirements, and help ensure a smooth experience community-wide.

Beyond the updated set-out standards, the City can expect continued delivery of service attributes we've established, including:

- **Reliable, safe operations** backed by trained local drivers and modern equipment.
- **Transparent, data-supported accountability** through route technology and comprehensive reporting.
- **Responsive, local customer care** that reduces the workload of City staff and ensures quick resident support.
- **Strong recycling education and resources** to help improve diversion outcomes and reduce contamination.
- **Prepared for Colorado's evolving EPR framework** to ensure the City is supported through future statewide recycling changes.

We are exceedingly proud of our relationship with Greenwood Village and look forward to continuing to support the community through the next contract cycle. Waste Connections acknowledges receipt and review of all RFP addenda, including Addendum No. 1 dated 2/3/26. Proposal is valid for ninety (90) days following the opening date. Thank you for your time and consideration.

Sincerely,



Mark Ceresa, Division Vice President
(518) 542-1933
Mark.Ceresa@WasteConnections.com

1. Provider Profile & Questionnaire (Appendix D)

CITY OF GREENWOOD VILLAGE RFP APPENDIX D

Proposal Form – Provider Profile and Questionnaire

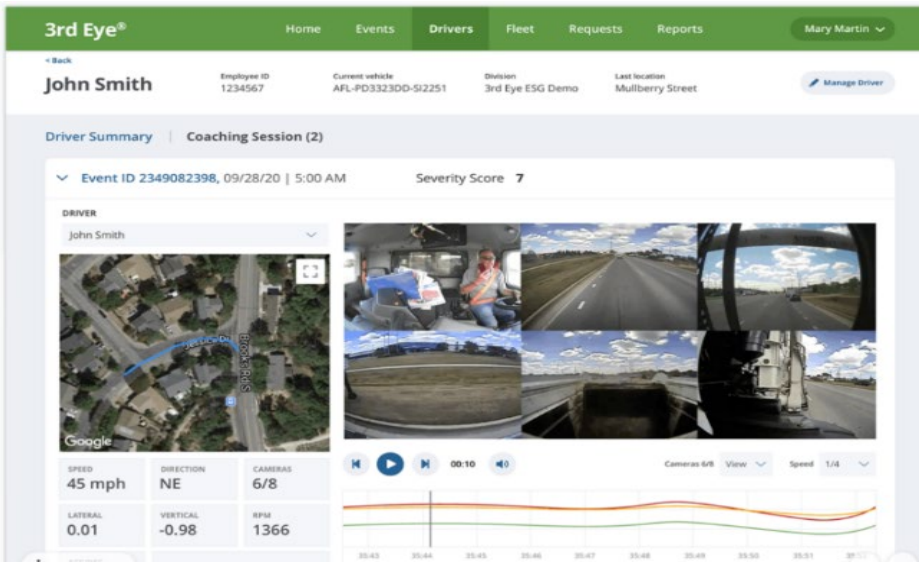
The proposer is required to complete the following profile and questionnaire. In order for the City to more accurately evaluate the proposal, please complete the form in its entirety rather than providing company brochures or other marketing materials in lieu of answering the questions directly.

1. Contact Information	
Company Name	Waste Connections of Colorado
Company Address	5500 Franklin Street, Denver, Co. 80216
Website	https://www.wasteconnections.com/denver/
Name and Title of Contact Person	Monalisa Young
Phone	(720) 899-6106
Email address	Monalisa.Young@wasteconnections.com
2. Company Information	
Provide an overview of the company's key principles.	**STATEMENT OF OPERATING VALUES** **Safety** We strive to ensure complete safety for our employees, our customers, and the public in all our operations. Protection from accidents or injuries is paramount in all we do. **Integrity** We define integrity by saying what you will do and then doing it. We keep our promises to our customers, our employees, and our shareholders. Do the right thing, at the right time, for the right reason. **Customer Service** We provide our customers with the best possible service in a courteous, effective manner, showing respect for those we are fortunate to serve. **To be a Great Place to Work** We maintain a growth culture where our employees can maximize their potential personally and professionally. Our objective is to provide an environment where people enjoy what they do and take pride in their work.
Provide the following information for personnel that will be assigned to this account, both local and corporate: • Position title • Role during the term of the agreement • Client references for personnel assigned to the account	• **Monalisa Young, Municipal/HOA Account Manager** Monalisa's role is to be your primary point of contact to ensure all requests and concerns are addressed in a timely and professional manner from the transition phase of the new agreement until its conclusion. • **Tammy Easdon, Administrative/ISR Account Representative** Tammy's role is to serve as an administrative support to Monalisa, ensuring there is always backup to resolve any potential issues. • **Matthew Presscott, Sales Supervisor** Matt's role will support the sales, customer service, and operational teams in providing consistent, high-quality service in accordance with our agreement, across all areas.

Provide pertinent historical information about the company that demonstrates your ability to successfully fulfill the requirements of the agreement.	This project would specifically be handled by our local Denver hauling district. Our Denver district is comprised of five (5) different locations spread across the Metro area with almost 400 local Colorado-based employees. Local operations are supported by our parent company, Waste Connections Inc., the third largest solid waste services company in the United States with over 25,000+ employees, $9 billion in annual revenue, and $17.35 billion in assets. We serve more than eight million residential, commercial, and industrial customers across forty-six states in the U.S. and six provinces in Canada. We have successful partnerships/contracts with over 850 City, County, and Joint powers agencies. Our uniquely decentralized business model provides local managers with the authority to run their business and make on the ground decisions without having to call the corporate office. Our company culture is driven by a **"Servant Leadership"** management philosophy which promotes respect, encouragement, accountability, teamwork, and colleagues who genuinely care for each other. We do not operate from a top-down principle but from a bottom-up perspective. Our company cherishes our employees, expects the highest moral standards from our leadership team, and seeks to give back to the local communities in which we operate.
What factors differentiate your company and service from other companies offering similar services?	Waste Connections is distinguished by a deep-rooted commitment to protecting people and delivering exceptional service. **Prioritizing safety is a fundamental expectation** across our operations, so every task, route, and process is shaped by the responsibility to safeguard our employees and the communities we serve. This emphasis influences how we train our teams, how we communicate, and how we approach daily operations. Alongside this safety-driven mindset, we strive to provide **outstanding customer experience**. **The customer service team is local; they live and work in the communities we service.** Our teams focus on reliability, responsiveness, and creating positive interactions at every touchpoint. Employees are encouraged to take initiative, identify improvements, and contribute ideas that enhance quality and efficiency for our customers. Our people-centered culture reinforces these strengths. Rather than leadership dictating from above, we empower individuals at every level to lead, collaborate, and support one another. This environment fosters **accountability, innovation, and strong relationships**, both internally and with the communities we serve. Together, these values of safety, exceptional service, and empowered employees set Waste Connections apart within our industry.

3. Transition	
Please provide a detailed plan for the seamless transition of service from the current provider to include: • Estimated dates/milestones • Tasks/actions that City staff would be required to perform during the transition; • Delivery of carts, bins, and roll-offs; • Outreach materials informing residents of the transition • Other educational materials	As your current service provider, we are uniquely equipped to deliver **uninterrupted continuity**. Our team, routes, equipment, and systems are already fully aligned with the City's needs and have a proven track record of reliable performance. Should the City choose to continue our partnership, our focus shifts from "transition" to strengthening what already works by prioritizing **safe, consistent service, clear communication, and continuous improvement**. **Service Continuity & Next-Term Enhancements** • **No disruption in service** - existing routes, crews, and equipment remain fully in place. • **Experienced local team** already familiar with every neighborhood, ensuring continued reliability. • **Dedicated City liaison** for fast communication and issue resolution. • **Transparent reporting** with clear metrics and accountability throughout the contract term. • **Flexibility to adjust services** based on City needs, growth, or seasonal changes. • **Enhanced customer tools**, including dedicated support channels and improved response tracking. • **Ongoing safety and service improvements** driven by local operational reviews each year.
Describe any issues the provider anticipates during the transition and describe how the issues would be addressed.	Since we are the current provider, we do not anticipate any major issues when implementing the new service agreement. We will work with the city to provide a clear understanding of any changes in existing services. We will also provide a grace period where drivers will continue to provide unlimited service but provide instruction on what the new guidelines are with orange tags.
4. Service Provision	
Describe the company's proposed plan to provide service to the community and record- keeping procedures in full detail.	**Proposed Service & Record-Keeping Plan** We remain committed to collaborating closely with City staff to ensure all records are accurate, accessible, and maintained in full compliance with the City's oversight needs throughout the contract term. Our service delivery follows the City's established expectations for weekly trash collection, every-other-week recycling, consistent day-certain routing, and full support for all municipal sites, condominium complexes, and seasonal locations in Appendix A. Local operations teams manage daily execution, monitor route performance, and ensure compliance with all standards for safety, equipment condition, service hours, and missed-collection response. Record-keeping is maintained through our secure operational systems, which track service activity, customer contacts, route completion, container inventory, incidents, and performance metrics as required in the RFP's reporting section. We will continue to share all required monthly, annual, and special reports with City staff, along with providing access to certified weight tickets, vehicle logs, complaint records, and missed-collection logs.

5. Customer Service	
Describe the provider's customer service approach.	**Guiding Principles of Customer Care** At Waste Connections, we believe the best customer service comes from local employees who **live and work in the communities we serve**. Our approach is guided by the following principles: 1. **Customer Advocacy:** Our Customer Service Representatives act as advocates, aiming for complete customer satisfaction with every interaction. 2. **Ownership of Every Call:** Representatives take full responsibility for resolving customer needs, striving to address issues during the first contact whenever possible. Our managers and supervisors also prioritize personal support, meeting customers face-to-face when needed to ensure concerns are handled promptly and directly. This hands-on approach reflects our commitment to making every customer feel heard, supported, and well served. ➢ As an added benefit of our exsiting partenrship, we provide Greenwood Village residents with a **dedicated support email**, ensuring quick, tailored assistance. Additionally, we provide customers with **24/7 access to many online resources** including: our **website**, **mobile app**, **chatbot**, **text**, and **email communication** channels. Waste Connections of Colorado Customer Service Call Center is located at: **10100 E. 102nd Ave in Henderson, CO.** Our office is open to the public during normal business hours: • **8:00 am-5:00 pm** • **Monday-Friday** Our Customer Service team includes: • **Twenty (20) local Customer Service Representatives** • **Includes three (3) Spanish-speaking personnel**
How does the provider perform quality control?	**Mounted Tablets and 3rd Eye Software**: Our trucks all utilize an on-board tablet system that **streamlines operations** and **improves service quality**. This paperless process allows drivers to record completed stops and note any service issues in real time, enabling our Customer Service team to proactively reach out to customers and resolve questions more efficiently. Additionally, managers can easily locate drivers on route, provide remote support, send work orders, or deliver quick messages that display directly on the tablet. To **further enhance accuracy and quality control**, our fleet is equipped with 3rd Eye smart camera technology, which provides 360° visibility, real-time data, and automated service verification. These systems capture service events, exceptions, and container conditions without requiring manual driver input, strengthening documentation and ensuring consistent, reliable performance.

	The tablet interface integrates seamlessly with this technology, allowing drivers to take photos of customer containers in just two clicks. Images automatically upload to the customer's account in our Route Manager Online program, giving both Customer Service and Operations clear, timely information to support accurate billing, service validation, and quick issue resolution.  Example of Dashboard Reporting for Driver Training and Ongoing Coaching
Describe the provider's complaint resolution procedures.	All customer interactions, including calls, emails, service change requests, driver notes, pickup time of every collection, photos of extra bags, and payments are entered into our Route Manager software database. Route Manager is a waste industry leading database program for managing all account data, service history and billing history. **Complaint Resolution Procedures** Our complaint-resolution process is structured to ensure fast, accountable response for both residents and City staff. **Immediate Logging & Tracking** All resident or City-submitted complaints are entered into our service-management system, including the time received, issue type, address, and required follow-up. This aligns with the RFP requirement that all complaints be recorded and included in monthly reports. **24-Hour Response** Consistent with the City's standards, our team responds to every complaint within 24 hours. Missed collections reported by 9:00 a.m. the next business day are addressed the same day, unless it falls on a Friday or Saturday. **Resolution and Follow-Up** Once resolved, our team documents the action taken - whether additional collection, driver coaching, equipment correction, or communication with the resident. For issues affecting multiple households, we notify City staff and take corrective action immediately, as required under the contract.

	Monthly Reporting to the City We provide the City with required complaint logs each month, including: • all complaints received, • actions taken to resolve them, and • any patterns or recurring issues **Collaboration with City Staff** City staff have direct access to local management for escalation. We work jointly to ensure service standards are met and that any systemic issues are corrected quickly and transparently.
Describe the provider's process for complaint escalation. What situations warrant escalation?	**Complaint Escalation Process** If a customer issue cannot be resolved at the frontline level, it is escalated to the Customer Service Manager for review and direct intervention. Situations that warrant escalation typically include recurring service concerns, unresolved missed collections, billing discrepancies, or any complaint requiring coordination across multiple departments. Once escalated, Monalisa is also including on internal communications to ensure appropriate customer follow-up, engagement of City staff (if necessary), track resolution progress, and confirm the customer receives a timely & complete response.
Describe the provider's emergency plan to address extreme weather events or other emergencies that would require a deviation from standard operations.	**Emergency Procedures** During inclement weather or other emergencies, we notify the City as early as possible and provide updates throughout the day. All trucks carry spill kits for hydraulic leaks, and third-party services are deployed when additional cleanup is needed. Equipment incidents are reported within 24 hours.
Describe how the provider would work with City staff to address complaints or other service-provision issues.	We work closely with City staff through open, direct communication and quick, flexible responses to any service issues. Our team provides clear updates, tracks every concern to resolution, and takes accountability by identifying root causes and making any necessary operational adjustments. Through this transparent, responsive approach, we ensure issues are addressed promptly and service quality remains consistently high.
6. Communications and Outreach	
Provide the proposed communication plan for informing and educating the residents of any modifications to the service while under this agreement.	Waste Connections believe communication is the key to any successful transition. We are prepared to work with the City of Greenwood Village to develop **flyers, emails blasts, and social media posts** that explain any changes to the current programs. This information should start being distributed **at least three months** before the start of new agreement, within a targeted date of September 2026.

7. Proposed Changes to the proposal and/or Agreement	
Specify any proposed changes that would enhance the service delivery or provide an alternative or innovative approach to the program.	**Proposed Enhancements and Innovative Approaches** Waste Connections proposes transitioning the City to a cart-only, fully automated side-load (ASL) service model, an industry-leading approach that significantly improves safety, efficiency, and overall service quality. This shift represents a meaningful enhancement to the program and aligns with best practices adopted by high-performing communities across the country. **Key benefits of adopting cart-only ASL service include:** • **Improved Community Appearance and Cleanliness** Uniform carts with attached lids keep materials securely contained, reducing windblown litter, overflow, and scattered debris. This improves curbside aesthetics, minimizes odors, and greatly limits access to pests and wildlife. • **Enhanced Driver and Community Safety** Automated collection dramatically reduces the number of times drivers must exit vehicles, one of the greatest risk factors in the waste industry. Fewer manual interactions with carts and roadways decreases the likelihood of slip-and-fall injuries, traffic incidents, and other job-related hazards, improving safety for both drivers and residents. • **Greater Service Efficiency** ASL vehicles allow routes to be completed more efficiently, enabling more households to be serviced per hour with fewer personnel. This increases route reliability, supports predictable schedules, and reduces the number of vehicles on neighborhood streets. • **Cost Savings and Long-Term Sustainability** Operational efficiencies achieved through automation translate into meaningful cost savings. These savings support more competitive rates for the community and enhance the long-term financial sustainability of the program. Reduced wear on equipment, fewer labor-intensive movements, and decreased route times all contribute to more stable and predictable operating costs.

8. References	
Please provide at least three references from municipalities or other similar sized clients (i.e. HOA) with similar programs. Please include the name and address of the municipality/client, the primary contact's name, daytime phone number and email address. Also include a general description of the services provided.	**City of Lone Tree** Justin Schmitz P.E., Director of Public Works and Mobility 720-509-1244 justin.schmitz@cityoflonetree.com **Services:** Trash and recycling services for residential homes and City facilities. **Contract Term: 10/2/18 – 1/1/25 (contract renewed 2026 for 5 years)** **Douglas County** Luanne Lee, Business Services & Operations Manager 303-660-7445 llee@duglas.co.us **Services:** Trash collection for all County facilities **Contract Term: 1/1/20 – 1/1/25 (contract renewed 2026 for 5 years)** **Highland Ranch Master Association** Mike Baily, CEO/General Manager 303-471-8820 Mike.Bailey@hrcaonline.org **Services:** Trash and recycling services for roughly 80% of the residential homes and parks and recreation facilities. **Contract Term: 1/1/18 – 1/1/25 (contract renewed 2026 for 5 years)**

2. Technical Approach

Waste Connections of Colorado has thoroughly reviewed the Scope of Services in Appendix A of the City of Greenwood Village's RFP and fully understands the City's expectations. Our local team is committed to continuing to deliver all required services with **professionalism, reliability, safety, and responsive customer service** that have defined our nearly five-year partnership with the City.

Backed by a **strong local presence, proven performance, robust technical capacity, dedicated safety culture, and transparent reporting practices**, we are fully aligned with the City's goals, and we look forward to continuing our trusted partnership by providing exceptional solid waste and recycling services that reflect our shared standards and values.

- **Commitment to Day-Certain, High-Reliability Residential Collection**
  We understand that maintaining the City's currently established collection schedule is essential, and we are fully prepared to support this with the experienced local team already serving Greenwood Village. By using well-established local routes, and dedicated equipment, we can ensure continued, uninterrupted, weekly solid waste and every-other-week recycling services.

- **Comprehensive Service Across Municipal Facilities and Parks**
  We are committed to providing accurate, consistent service across all municipal locations, backed by our technical capabilities, reliable fleet, and skilled local team to ensure dependable performance. We will conduct regular solid waste and recycling collection at *City Hall*, the *Maintenance Facility*, *Village Greens Park*, *Rolland Barnard Equestrian Park*, and *all other designated municipal sites* using the container configurations and service intervals outlined in the RFP.

- **Operational Standards, Safety Requirements & Service Consistency**
  We understand the City's strict operational requirements, including prescribed service hours (Monday –Thursday, 7:00 a.m. - 7:00 p.m.), holiday adjustments, and weather-delay protocols. Our ongoing investments in safety-focused fleet technologies and rigorous preventive maintenance programs ensure compliance with the City's equipment expectations, including vehicle age and safety-marking standards.

- **Yard Debris, Litter Prevention & Missed Collection Protocols**
  Our team will continue to perform weekly containerized yard-debris collection, with optional out-of-container services offered per the RFP for a total of 10-weeks out of the year at a schedule to be agreed upon by the City and our local team. We will uphold the City's litter and spillage standards by ensuring all materials remain fully contained during collection and by immediately cleaning any incidental spillage. Additionally, our team remains committed to resolving all missed collections, maintaining detailed logs, and ensuring full transparency with City staff for ongoing monitoring, reinforcing our record of accountability and alignment with the City's expectations.

- **Customer Service Excellence & Resident Support**
  We acknowledge our role as the first point of contact for all resident service inquiries and commit to maintaining a local customer service phone line, resolving complaints within required timeframes, and ensuring that all resident communications - including service updates, holiday notices, and educational materials - are clear, proactive, and City-specific. Our established customer support processes and high-touch service philosophy directly reinforces our commitment to outstanding customer service, responsiveness, and community engagement.

- **Reporting, Documentation & Transparency**
  As outlined, Waste Connections will provide comprehensive monthly, annual, and special reports including service counts, new addresses, complaints, missed-collection logs, incident summaries, promotional efforts, and tonnage of collected waste and recycling. Maintaining precise and accessible records aligns with our commitment to operational transparency and supports the City's expectations for accountability and data-driven oversight.

- **Public Education, Outreach & Community Partnership**
  We understand our role to support ongoing public education related to recycling, waste reduction, contamination prevention, and promoting program participation. Waste Connections will continue to develop and distribute digital and printed education tools tailored to Greenwood Village residents in support of the City's sustainability priorities and reinforced by our shared commitment to high-quality recycling outcomes.

3. Pricing Proposal (Appendix B)

Insert completed tables for all pricing requirements.

CITY OF GREENWOOD VILLAGE RFP
Appendix B
Proposal Pricing for Solid Waste and Recycling Collection Service

The Disposal Company has examined the scope of service requirements and all conditions affecting costs and proposes to furnish all equipment, labor, transportation, disposal, and materials necessary for the completion of the specified service agreement.

Please provide a pricing proposal for a five-year term. The annual fees payable for each successive contract year shall equal the annual fee payable for the previous year adjusted proportionately by the annual Consumer Price Index (CPI) for the Denver-Aurora-Lakewood Colorado, all items, index base period (1982-84=100) as reported by the United States Department of Labor – Bureau of Labor Statistics Data for the first half of the year with a minimum increase of 0% and a maximum increase of 4%. Therefore, only the first-year contract pricing shall be calculated on the following form.

Residential Solid Waste Collection Costs – Individual Sites, shall be stated as Per-household/Per-month only.

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$ 10.33	$ 483,196.08

Residential Solid Waste Collection Costs – Collective Sites, shall be based on the collection service, location, containers and service frequency as listed in **Table 2**.

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	5 (3-cubic yard)	4 times per week	$ 779.40	$ 9,352.80
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ 1,068.89	$ 12,826.70

Residential Recycling Collection Costs – Individual Sites shall be stated as Per-household/Per-month only. The collection service provided shall be single-stream recycling.

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$ 5.17	$ 241,831.92

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	3 (3-cubic yard)	4 times per week	$ 467.64	$ 5,611.68
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ 1,068.89	$ 12,826.70

Municipal Buildings Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 5**.

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$ 519.60	$ 6,235.20
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$ 779.40	$ 9,352.80
Collection Service	**Containers**	**Service Frequency**	**Cost Per Collection**	**Estimated Annual Costs**
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/year	$ 300.00	$ 27,000.00

Municipal Buildings Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 6**.

Appendix B-2

Table 6: Municipal Buildings Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week	$ 103.92	$ 1,247.04
Greenwood Village Maintenance Facility Recycling 10001 E. Costilla Ave.	1 (4-cubic yard)	2 times per week	$ 103.92	$ 1,247.04

Municipal Parks Solid Waste and Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 7**.

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week	$ 77.94	$ 935.28
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week	$ 233.82	$ 2,805.84
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week	$ 233.82	$ 2,805.84

City-Sponsored Special Event Solid Waste Collection costs shall be based on the collection service, locations, containers, and frequency as listed below in **Table 8**.

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost Per Collection	Estimated Annual Cost
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the city	$ 300.00	$ 900.00

Appendix B-3

Swimming Pool Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 9**.

Table 9: Swimming Pool Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost per Month	Annual Cost
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through September	$ 155.88	$ 779.40
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May through September	$ 77.94	$ 389.70
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through September	$ 14.81	$ 74.05
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September	14.81	74.05

Appendix B-4

Proposal Pricing for Optional Collection Services

Please include a proposal for any/all optional collection services. These services are not required. Additional services include:

Additional container service for single-family residential households (detached and attached) solid waste collection. Price will be for each additional container and in addition to the pricing listed in Table 1. Pricing will be per household per month. Please indicate the maximum number of additional containers that can be serviced per week.

Weekly service for solid waste collection. 10 weeks throughout the year most likely to occur r 4 weeks during the spring, 4 weeks during the fall and the 1 week following Thanksgiving and 1 week following Christmas. Residents will be able to place additional trash, including yard waste, in bags outside of their containers. The bags will be limited to 40 lbs. each.

The Service Provider is not expected to collect any debris from/for any person or firm who receives any fee for service performing any maintenance or construction related services. The Service Provider is not expected to collect excessive quantities due to Acts of God.

Additional collective site solid waste and recycling collection at Landmark Towers condominiums, Village Lofts condominiums, and Village Plaza Lofts condominiums.

- Landmark Towers service requires valet service, which is a smaller vehicle to move the dumpster from the garage to the street so a larger truck can service the dumpsters.

Unlimited volume, no container requirement solid waste and recycling service. This is the current city service. This would replace the cart content only service listed in Tables 1 and 3.

Appendix B-5

Table 10: Optional Collection Services

Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container __1__max	weekly	3898	$ 4.00 per household per month	15,592
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$ 1.00 per household per week	$ 38,980
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$ 1,500.00 per month	$ 18,000
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$ 623.52 per month	$ 7,482.24
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$ 415.68 per month	$ 4,988.16
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$ 275.00 per month	$ 3,300.00
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$ 623.52 per month	$ 7,482.24
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$ 415.68 per month	$ 4,988.16
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$ 10.91 per household per month	$ 510,326.16
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$ 5.46 per household per month	$ 255,396.96

Appendix B-6

4. Contract Acceptance (Appendix C)

Waste Connections of Colorado, Inc. ("Contractor") offers the following items to be incorporated in a contract and as exceptions to the Request for Proposal ("RFP") issued by City of **Greenwood Village (the "City"). These items are intended to identify areas of concern and remain negotiable**. We appreciate your consideration and welcome the opportunity to work with you on reaching agreeable terms. Unless defined herein, capitalized terms shall have the meanings set forth in the RFP.

EXCEPTIONS TO RFP

- Contractor takes exception to:
  - Appendix A, Scope of Service, Customer Service: Contractor requests that the response time for customer complaints be revised to one (1) business day from receipt of the complaint.
  - Appendix C, Section 13, Insurance: Contractor reserves the right to review, confirm, and negotiate insurance coverage requirements to align with Contractor's existing policies and industry standard coverage.
  - Appendix C, Section 15, Indemnification: Contractor reserves the right to negotiate the language and terms of the indemnification provisions.
  - Appendix C, Section 19(c), Liquidated Damages: Contractor reserves the right to negotiate the language and terms of the liquidated damages provisions.

- In addition to the terms set forth in the RFP, Contractor seeks inclusion of the following provisions in the contract between the City and Contractor:

1. The City hereby grants the exclusive right and privilege to Contractor to perform all the services set forth in the RFP. The City may, in its sole discretion, enforce the exclusivity provisions of the Agreement against third-party violators, taking into account the cost of doing so and other factors. Contractor may independently enforce the exclusivity provisions of the Agreement against third-party violators, including, but not limited to, seeking injunctive relief and/or damages, and the City shall use good-faith efforts to cooperate in such enforcement actions brought by Contractor. The City shall use its best efforts to adopt ordinances, rules or regulations that have the effect of requiring third parties, including, without limitation, customers, to comply with the provisions of the Agreement, including, without limitation, the exclusive service rights granted to Contractor pursuant to the Agreement.

2. Notwithstanding anything herein to the contrary: (a) Contractor shall have no obligation to collect any material which is or contains, or which Contractor reasonably believes to be or contain, radioactive, volatile, corrosive, highly flammable, explosive, biomedical, infectious, biohazardous, toxic or hazardous material as defined by applicable federal, state or local laws or regulations ("Excluded Waste"); (b) if Contractor finds what reasonably appears to be discarded Excluded Waste, Contractor shall promptly notify the City and the producer of the Excluded Waste, if the producer can be readily identified; and (c) title to and liability for any Excluded Waste shall remain with the producer of the Excluded Waste, even if Contractor inadvertently collects or disposes of such Excluded Waste.

3. Customers must comply with any description of and/or procedures with respect to removal of contaminants or preparation of recyclable materials as reasonably provided by Contractor. If any customer fails to do so, Contractor may decline to collect such materials without being in breach of the Agreement. Contractor shall not be responsible for and has not made any representation regarding the ultimate recycling of such recyclable materials by any third-party facilities.

4. Notwithstanding anything herein to the contrary, in the event that a container becomes lost, unsightly, unsanitary, broken, or unserviceable because of the acts or omissions of a customer (excluding normal wear and tear), the customer will be charged for the resulting repairs or replacement, and such amounts will be paid to Contractor upon demand.

5. Any equipment furnished hereunder by Contractor shall remain the property of Contractor; however, customers shall have care, custody and control of the equipment while at the service locations. Customers shall use the equipment only for its proper and intended purpose. Customers shall not overload (by weight or volume), move, alter or install any devices on the equipment, and shall not manually or mechanically compact any materials inside the equipment, except inside compactor receiver boxes specially designed for such purpose, and shall not allow any third party to take any such actions. Customers shall pay additional charges each time that a container is overloaded (by weight or volume). Customers must provide unobstructed access to the equipment on the scheduled collection day. The word "equipment" as used in this Agreement shall mean all containers used for the storage of non-hazardous solid waste.

6. Notwithstanding anything herein to the contrary, Contractor may pass through and the customers shall pay to Contractor any documented increases in disposal fees, increases in Contractor's costs due to changes in local, state or federal rules, ordinances or regulations applicable to Contractor's operations or the services provided hereunder, and any increases in and newly imposed taxes, fees or other governmental charges assessed against or passed through to Contractor (other than income or real property taxes).

7. Except for the payment of amounts owed hereunder, neither party hereto shall be liable for its failure to perform or delay in its performance hereunder due to contingencies beyond its reasonable control including, but not limited to, strikes, riots, compliance with laws or governmental orders, epidemics, pandemics, inability to access a container, fires, inclement weather and acts of God, and such failure shall not constitute a breach under this Agreement.

Thank you for your time and consideration.
Our entire team remains dedicated to serving the City of Greenwood Village.

Outlook

RE: City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

From Monalisa Young <Monalisa.Young@WasteConnections.com>
Date Tue 3/3/2026 11:14 AM
To Jeremy Hanak <JHanak@greenwoodvillage.com>
Cc Garrett Graybeal <ggraybeal@greenwoodvillage.com>; Mike Van Dyke <mvandyke@greenwoodvillage.com>

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Hi Jeremy,

Please see the answers to your questions below and let me know if anything else is needed. Thanks again for the opportunity.

Monalisa Young | HOA/Municipal Account Manager
5500 Franklin Street | Denver CO 80216
Let us know how we're doing!
Email Monalisa.Young2@wasteconnections.com
Direct: (720) 899-6106
Office: (303)-288-2100

From: Jeremy Hanak <JHanak@greenwoodvillage.com>
Sent: Friday, February 27, 2026 3:46 PM
To: Monalisa Young <Monalisa.Young@WasteConnections.com>
Cc: Garrett Graybeal <ggraybeal@greenwoodvillage.com>; Mike Van Dyke <mvandyke@greenwoodvillage.com>
Subject: City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

Good Afternoon Monalisa,

Thanks again for taking the time to submit a proposal for residential solid waste and recycling services in Greenwood Village.

After review of your proposal, we have the following questions:

1. Please confirm that the unlimited trash and recycling service pricing provided in line items 9 and 10 of Table 10 is accurate and Waste Connections will honor for the next 5-year term. As listed on

page Appendix B-5 this replaces the cart content only requirement in Tables 1 and 3.
Yes, the unlimited trash and recycling service pricing in items 9 and 10 are accurate and Waste Connections will honor those service levels for the next 5-year term. Because we value the partnership that Waste Connections and the City of Greenwood Village have established over the years, we wanted to be able to provide multiple solutions to the City. We do feel like moving to a cart content only model would be the most beneficial solution for the City due to the improved cleanliness of the city and enhanced community safety, among other benefits that are outlined in Section 7 of the submitted proposal. The unlimited trash and recycling option would not replace the cart content only model within the proposal.

2. Please clarify that the pricing for the Landmark trash and recycling listed in line items 3 and 6 of Table 10 is accurate based on the need to bring a smaller vehicle/equipment to move the dumpsters to/from the parking garage to the street for removal.
Yes, the pricing for Landmark trash and recycling is accurate and does take into account the need for staging services.

Please provide a written response by Wednesday March 4, 2026. We will provide the next steps of our review process by Friday March 6, 2027.

Thanks,

Jeremy

Jeremy Hanak, PE
Director of Public Works
City of Greenwood Village
10001 East Costilla Avenue, Greenwood Village, CO 80112
Main: 303-708-6100 | Desk: 303-708-6175 | Cell: 303-304-1239
Greenwood Village Website



CITY OF GREENWOOD VILLAGE

Residential Solid Waste and Recycling Collection Services
February 20, 2026, 2:00 PM

SUBMITTED BY:

Waste Management of Colorado, Inc.

CONTACT:
Curtis Gardner | Public Sector Solutions Manager
720-413-5511 | cgardne7@wm.com

Waste Management of Colorado, Inc.
2400 W Union Ave.
Englewood, CO 80110

February 20, 2026

City of Greenwood Village
10001 East Costilla Avenue
Greenwood Village, CO 80112

Attn: Mike Van Dyke, Public Works Operations Manager

Dear Mr. Van Dyke:

On behalf of Waste Management of Colorado, Inc. (WM), it is my pleasure to present our proposal to the City of Greenwood Village (the City), in response to the Request for Proposal (RFP) for Residential Solid Waste and Recycling Collection Services. We have read and understand the scope of work outlined in the bid documents and we are fully prepared and qualified to fulfill the service requirements at the greatest overall value to Greenwood Village and its residents. We acknowledge receipt of all addenda. WM's proposal is valid for ninety (90) days following the opening date.

Greenwood Village and your residents are already familiar with WM through our At Your Door Special Collection® service to collect household hazardous waste. We greatly value this relationship with the City and your residents. We know your community, and we are excited about the opportunity to work with you further.

Backed by North America's largest and most well-respected company in the industry, our operations at WM's Denver South Hauling District are tried, tested, and proven to be best-in-class. We will bring a team of experienced operational personnel and drivers when servicing your locations. We use our vast experience to set a higher standard for our services and drive continuous improvement in our operations. When you work with WM, you can expect:

- **The best value for you:** When choosing a provider for your needs, value is more than just the bottom line. Value to your stakeholders is about what they get for the money they pay. With WM, you will receive best-in-class service from an experienced team that is laser-focused on delivering quality, on-time, reliable service at the best value possible.
- **Extensive local resources:** In addition to tapping into an industry-leading network of resources across Colorado and the U.S., WM offers management, operational, and reserve resources at the local level. A local office with local support and operations, including a single point of contact for your account, and a local fleet of trucks and equipment all add up to world-class service delivery for the City from an outstanding resource network.
- **A team that is committed to "Success with Integrity":** We hold ourselves and others to the highest standards of accountability, honesty, ethics, and compliance. Environmental services are a highly regulated operation with the potential for significant adverse environmental impacts if not handled properly. WM has comprehensive, safety-focused solutions to manage almost all types of waste. We provide peace of mind that your materials will be managed in full compliance with all applicable regulations.
- **Robust safety and training programs:** We are committed to a culture of safety, and WM is the among the safest waste hauling companies on the road with one of the nation's best safety

records for solid waste providers. Safety is a core principle of WM. We want our employees and our customers to be safe.

- **Supporting Colorado's sustainability goals:** WM will open the Denver East campus later this year following an investment by the company of over $125 million. The facility will support Colorado's sustainability goals with state-of-the-art technology that will increase recycling capacity and expand our fleet of lower emission compressed natural gas collection trucks. At the adjacent Denver Arapahoe Disposal Site (DADS) Landfill, WM will build a renewable natural gas facility to turn landfill gas into pipeline-quality fuel.
- **Financial stability and strength:** WM has the ability to finance operational improvements, equipment, facility upgrades, and container purchases. We do not have to rely on the timelines and terms of third-party creditors. Our resources also give us the ability to provide gold-standard insurance to protect our customers.

We thank you for the opportunity to present this response. The attached proposal outlines our capabilities, which we believe best suit both parties for a beneficial collaboration.

All questions related to our proposal may be directed to Curtis Gardner, Public Sector Solutions Manager. He can be reached at 720-413-5511 or cgardne7@wm.com.

Sincerely,



Frank Santiago
Area Director, Public Sector Solutions

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Data contained in this proposal represents the most recently published information for WM's wholly owned operations, unless otherwise indicated.

1 | Proposal Pricing (Exhibit A to Service Agreement) – Appendix B

Please see the following pages for a completed Appendix B.

Addendum 1

City of Greenwood Village

Residential Solid Waste and Recycling Collection Services

Please use the revised Appendix B pricing table in your response. Changes were made to Table 2 and Table 4 to reflect the correct number of solid waste and recycling containers at the Hermitage Condominiums.

CITY OF GREENWOOD VILLAGE RFP
Appendix B
Proposal Pricing for Solid Waste and Recycling Collection Service

The Disposal Company has examined the scope of service requirements and all conditions affecting costs and proposes to furnish all equipment, labor, transportation, disposal, and materials necessary for the completion of the specified service agreement.

Please provide a pricing proposal for a five-year term. The annual fees payable for each successive contract year shall equal the annual fee payable for the previous year adjusted proportionately by the annual Consumer Price Index (CPI) for the Denver-Aurora-Lakewood Colorado, all items, index base period (1982-84=100) as reported by the United States Department of Labor – Bureau of Labor Statistics Data for the first half of the year with a minimum increase of 0% and a maximum increase of 4%. Therefore, only the first-year contract pricing shall be calculated on the following form.

Residential Solid Waste Collection Costs – Individual Sites, shall be stated as Per-household/Per-month only.

Table 1: Residential Solid Waste Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$ 11.98	$ 560,376

Residential Solid Waste Collection Costs – Collective Sites, shall be based on the collection service, location, containers and service frequency as listed in **Table 2**.

Table 2: Residential Solid Waste Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	5 (3-cubic yard)	4 times per week	$ 1,046.70	$ 12,560.40
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ 863.00	$ 10,356.00

Residential Recycling Collection Costs – Individual Sites shall be stated as Per-household/Per-month only. The collection service provided shall be single-stream recycling.

Table 3: Residential Recycling Collection Costs – Individual Sites

Collection Service	Containers	Service Frequency	Number of Households	Cost per Household per Month	Annual Costs
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$ No Cost	$ No Cost

Table 4: Residential Recycling Collection Costs – Collective Sites

Collection Service	Containers	Service Frequency	Cost per Month	Annual Costs
Hermitage Condominiums	3 (3-cubic yard)	4 times per week	$ No Cost	$ No Cost
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week	$ No Cost	$ No Cost

Municipal Buildings Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 5**.

Table 5: Municipal Buildings Solid Waste Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week	$ 697.78	$ 8,373.36
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week	$ 1,046.68	$ 12,560.16
Collection Service	**Containers**	**Service Frequency**	**Cost Per Collection**	**Estimated Annual Costs**
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/year	$ 276.37	$ 24,873

Municipal Buildings Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 6**.

Appendix B-2

Table 6: Municipal Buildings Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week	$ 139.56	$ 1,674.72
Greenwood Village Maintenance Facility Recycling 10001 E. Costilla Ave.	1 (4-cubic yard)	2 times per week	$ 139.56	$ 1674.72

Municipal Parks Solid Waste and Recycling Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 7**.

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

Collection Service	Containers	Service Frequency	Cost Per Month	Annual Cost
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week	$ 104.67	$ 1,256.04
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week	$ 314.00	$ 3,768.00
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week	$ 420.10	$ 5,041.20

City-Sponsored Special Event Solid Waste Collection costs shall be based on the collection service, locations, containers, and frequency as listed below in **Table 8**.

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost Per Collection	Estimated Annual Cost
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the city	$ 276.37	$ 829.11

Appendix B-3

Swimming Pool Solid Waste Collection costs shall be based on the collection service, locations, containers and frequency as listed below in **Table 9**.

Table 9: Swimming Pool Solid Waste Collection Service Costs

Collection Service	Containers	Service Frequency	Cost per Month	Annual Cost
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through September	$ 209.34	$ 1,046.70
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May through September	$ 104.66	$ 523.30
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through September	$ 23.96	$ 119.80
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September	$ 23.96	$ 119.80

Appendix B-4

Proposal Pricing for Optional Collection Services

Please include a proposal for any/all optional collection services. These services are not required. Additional services include:

Additional container service for single-family residential households (detached and attached) solid waste collection. Price will be for each additional container and in addition to the pricing listed in Table 1. Pricing will be per household per month. Please indicate the maximum number of additional containers that can be serviced per week.

Weekly service for solid waste collection. 10 weeks throughout the year most likely to occur r 4 weeks during the spring, 4 weeks during the fall and the 1 week following Thanksgiving and 1 week following Christmas. Residents will be able to place additional trash, including yard waste, in bags outside of their containers. The bags will be limited to 40 lbs. each.

The Service Provider is not expected to collect any debris from/for any person or firm who receives any fee for service performing any maintenance or construction related services. The Service Provider is not expected to collect excessive quantities due to Acts of God.

Additional collective site solid waste and recycling collection at Landmark Towers condominiums, Village Lofts condominiums, and Village Plaza Lofts condominiums.

- Landmark Towers service requires valet service, which is a smaller vehicle to move the dumpster from the garage to the street so a larger truck can service the dumpsters.

Unlimited volume, no container requirement solid waste and recycling service. This is the current city service. This would replace the cart content only service listed in Tables 1 and 3.

Appendix B-5

Table 10: Optional Collection Services

Collection Service	Containers	Service Frequency	Number of Households	Cost	Estimated Annual Cost
Single-family residential households (detached and attached) solid waste collection	Each additional container N/A max	weekly	3898	$ 7.19 per household per month	$ 28,026.62
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$ See Appendix per household per week	$ See Appendix
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$ 2,302.74 per month	$ 27,632.88
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$ 837.34 per month	$ 10,048.08
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$ 558.23 per month	$ 6,698.76
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$ 560.12 per month	$ 6,721.44
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$ 560.13 per month	$ 6721.56
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$ 746.84 per month	$ 8,962.08
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$ Not Offered per household per month	$ Not Offered
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$ Not Offered per household per month	$ Not Offered

Under current state law, Residential Recycling services will be reimbursed under the State Extended Producer Responsibility Program, starting in 2026. Recycling service will be offered at no cost to Greenwood Village as WM intends to seek cost reimbursement under this program. In the event state law is changed, delaying the effective date of reimbursement, residential recycling costs will not exceed the following:
$8.50 per household per month // Hermitage Condominiums $840.18 per month // DTC Roundtree Condominiums $864.00 per month

Appendix B-6

Appendix to Pricing Sheet

City of Greenwood Village, CO – Submitted by WM of Colorado

Weekly Yard Waste Service
WM is providing two options for the collection of Weekly Yard Waste for the City of Greenwood Village to select one option that works best for your residents:

Option 1
Residents can elect an additional container for 10 weeks
Cost per Month: $7.19 (charged monthly for 12 months)

Option 2
Bags (up to 10 bags with a 40lb limit) will be picked up for $2.00 per bag

At Your Door Special Collections Program
Currently, Greenwood Village participates in WM's At Your Door Special Collections program on a per stop cost basis. Your program can be converted to unlimited service for a cost of $0.85 per residential household and no per stop cost.

WM would like to negotiate the following Ancillary Fees:
Overage/Contamination: $5.00
Lost/Stolen/Damaged Container: $150.00

Residential Curbside Organics
WM is currently expanding our curbside residential organics collection program. If Greenwood Village is interested in pursuing this option for residents, pricing and additional details can be provided.

2 | Profile and Questionnaire – Appendix D

CITY OF GREENWOOD VILLAGE RFP
APPENDIX D
Proposal Form – Provider Profile and Questionnaire

The proposer is required to complete the following profile and questionnaire. In order for the City to more accurately evaluate the proposal, please complete the form in its entirety rather than providing company brochures or other marketing materials in lieu of answering the questions directly.

1. Contact Information	
Company Name	Waste Management of Colorado, Inc.
Company Address	2400 W Union Ave., Englewood, CO 80110
Website	wm.com
Name and Title of Contact Person	Curtis Gardner, Public Sector Solutions Manager
Phone	720-413-5511
Email address	cgardne7@wm.com
2. Company Information	
Provide an overview of the company's key principles.	Please see the following pages for WM's responses to the remainder of this form.
Provide the following information for personnel that will be assigned to this account, both local and corporate: • Position title • Role during the term of the agreement • Client references for personnel assigned to the account •	
Provide pertinent historical information about the company that demonstrates your ability to successfully fulfill the requirements of the agreement.	
What factors differentiate your company and service from other companies offering similar services?	

Appendix D-1

3. Transition	
Please provide a detailed plan for the seamless transition of service from the current provider to include: • Estimated dates/milestones • Tasks/actions that City staff would be required to perform during the transition; • Delivery of carts, bins, and roll-offs; • Outreach materials informing residents of the transition • Other educational materials	Please see the following pages for WM's responses to the remainder of this form.
Describe any issues the provider anticipates during the transition and describe how the issues would be addressed.	
4. Service Provision	
Describe the company's proposed plan to provide service to the community and record-keeping procedures in full detail.	
5. Customer Service	
Describe the provider's customer service approach.	
How does the provider perform quality control?	
Describe the provider's complaint resolution procedures.	
Describe the provider's process for complaint escalation. What situations warrant escalation?	

Appendix D-2

Describe the provider's emergency plan to address extreme weather events or other emergencies that would require a deviation from standard operations.	Please see the following pages for WM's responses to the remainder of this form.
Describe how the provider would work with City staff to address complaints or other service-provision issues.	
6. Communications and Outreach	
Provide the proposed communication plan for informing and educating the residents of any modifications to the service while under this agreement.	
7. Proposed Changes to the proposal and/or Agreement	
Specify any proposed changes that would enhance the service delivery or provide an alternative or innovative approach to the program.	
8. References	
Please provide at least three references from municipalities or other similar sized clients (i.e. HOA) with similar programs. Please include the name and address of the municipality/client, the primary contact's name, daytime phone number and email address. Also include a general description of the services provided.	

Appendix D-3

1. Contact Information

As shown in the copy of Appendix D, Proposal Form above, contact information for WM is as follows:

Company Name
Waste Management of Colorado, Inc.
Company Address
2400 W Union Ave., Englewood, CO 80110
Website
wm.com
Name and Title of Contact Person
Curtis Gardner, Public Sector Solutions Manager
Phone
720-413-5511
Email address
cgardne7@wm.com

2. Company Information

Provide an overview of the company's key principles.

WM's Commitments and Values

WM provides services to ~20 million customers – a big job we do one neighborhood, one business, and one home at a time. This makes us an integral part of every community where we operate. We have a stake in helping to make our communities better places in which to work and live – not just for today, but **For Tomorrow®**.

In simple terms, WM's mission is **Always Working For A Sustainable Tomorrow®**. This philosophy is driven and guided by our commitments and our values:

- **We are Committed to Our People First:** The proud, caring, and resilient members of the WM family are the foundation of our success. We commit to taking care of each other, our customers, our communities, and the environment.
- **We are Committed to Success with Integrity:** Our success is based not only on the results we achieve, but how we achieve them. We commit to being accountable, honest, trustworthy, ethical, and compliant in all we do.
- **We Value Diversity and Inclusion:** We embrace and cultivate respect, trust, open communications, and diversity of thought and people.

- **We Value Our Customers:** We place our customers at the center of what we do and aspire to delight them every day.
- **We Value Safety:** We have zero tolerance for unsafe actions and conditions and make safety a core value without compromise.
- **We Value Our Environment:** We are responsible stewards of the environment and champions for sustainability.

Provide the following information for personnel that will be assigned to this account, both local and corporate:

Position title
Role during the term of the agreement
Client references for personnel assigned to the account

Your Greenwood Village Service Team

At WM, we believe that working collaboratively with you and your community is important to our long-term relationship. Our priority is to thoroughly understand your program goals and service expectations – we listen first and act second. We will work with Greenwood Village staff, your community, and internally, as your WM Greenwood Village service team, to provide collection services that align with all of your requirements and expectations.

Your Greenwood Village service team brings a diversity of backgrounds, skillsets, and job responsibilities. However, we all connect back to a common denominator, you - our customer.

Biographies for the key personnel that will be assigned to this account are provided below.



Frank Santiago

Position Title: Area Director, Public Sector Solutions

Background: Frank Santiago is the Area Director, Public Sector Solutions, for WM's Four Corners Market Area. He has 22 years of experience working in the environmental services and transportation industries. He is skilled in customer service, contract negotiations with local governments, sustainability programs, government relations, strategic planning, and relationship building. He holds a Bachelor of Science degree from the University of New Mexico.

Role During the Term of the Agreement: Frank's duties are to supervise the Public Sector team who manage local government contracts. He assumed the Directorship in July 2020. Frank manages highly dedicated professionals in Arizona, New Mexico, Colorado, and Utah serving our solid waste and recycling customers. Before that, he was the Area Manager, Public Sector Solutions for the Four Corners Market Area from 2017 to 2020 and was District and Operations Manager for the Rio Rancho Hauling district and was the New Mexico Public Sector Manager from 2010 to 2013. Frank oversees negotiations, contract management and relationships for various municipalities in the Four Corners area, including: Chandler and Goodyear, AZ; Commerce City, CO; Bernalillo County, Eunice, Hobbs, Jal, Village of Los Ranchos, Lovington, Farmington and Rio Rancho, NM; Roy City; Sandy City, City of Orem and Lehi City, UT.

Client References: Not applicable.



Curtis Gardner

Position Title: Public Sector Solutions Manager

Background: Curtis joined WM in June of 2021 and is responsible for establishing and maintaining effective working relationships with municipal customers. As the WM representative to municipal, state, and federal public officials and community organizations in Colorado, he understands Greenwood Village's goals. As a City Council member himself, and former credit union vice president, Curtis has relevant experience with hearing and addressing customer concerns, making him ideally prepared to collaborate with Greenwood Village.

Role During the Term of the Agreement: Curtis Gardner will be the City of Greenwood Village's primary point of contact and dedicated contract manager. He will oversee WM's implementation of this agreement and will work closely with the Denver South Hauling operations team to make sure all your needs and expectations are met. Curtis will oversee the efforts of WM's team to verify that obligations, such as reporting and service verification, are delivered per the contract, law, and company policy. He maintains knowledge about legislation, regulations, and local ordinances regarding WM's delivery of services. Curtis will manage all aspects of this agreement and will work collaboratively with your staff to deliver the services and programs in accordance with contractual requirements, changes in law, and your direction.

Client References:

- Jill Allen, Executive Director, The Meadows Neighborhood Company, jallen@meadowslink.com, 303-814-3952
- Jacque Troudt, Assistant City Manager, City of Evans, jtroudt@evanscolorado.gov, 970-475-1127
- Michael Rohde, President, Copperleaf Homeowners Association, Mike.copperleaf@gmail.com, 801-979-9741



Chad Bowden

Position Title: Area Director of Collection Operations

Background: Chad earned his bachelor's degree in management from Arizona State University and has over 13 years of experience in the waste industry, all with WM, which includes experience in collection operations, and improvement and optimization for WM's local and area operations. He will interact with WM's Greenwood Village operations team to maximize customer satisfaction and improve service efficiency and the daily quality of contract services.

Role During the Term of the Agreement: As Area Director of Collection Operations, Chad Bowden is responsible for the overall operations and oversight for the Four Corners Market Area including hauling districts located in Arizona, New Mexico, Utah, and Colorado. Collectively, Chad has responsibility for 1,150 daily collection routes. Chad and his management team supervise and work closely with WM's City of Greenwood Village operations team to provide world-class service.

Client References: Not applicable.



Garrett Serrano

Position Title: Senior District Manager

Background: WM's Denver South Hauling team is led by Senior District Manager, Garrett Serrano. Garrett has over 15 years of leadership/management experience, including five years with WM. He started at WM as a Route Manager in Northern Arizona, where he studied Criminology and Criminal Justice with a minor in Spanish at Northern Arizona University. Since joining WM, he has received four promotions within three years' time with a special interest in Leadership Development. His latest promotion brought him and his family to Denver over four years ago, and they are truly enjoying the Colorado lifestyle.

Role During the Term of the Agreement: As Senior District Manager, Garrett oversees the day-to-day operations, including oversight of all employees that are responsible for the collection of garbage and recycling. He provides leadership support to front-line managers for safety, operational, and service performance while also diagnosing and improving processes and procedures. He is also responsible for the district's overall service and budget performance. During the implementation of services, he oversees the completion of all operational tasks. Garrett also interacts with city staff to maximize customer satisfaction and improve service efficiency and the daily quality of contract services.

Client References:

- Jill Allen, Executive Director, The Meadows Neighborhood Company, jallen@meadowslink.com, 303-814-3952
- Jacque Troudt, Assistant City Manager, City of Evans, jtroudt@evanscolorado.gov, 970-475-1127
- Michael Rohde, President, Copperleaf Homeowners Association, Mike.copperleaf@gmail.com, 801-979-9741



Laura Goebel

Position Title: Senior Operations Manager

Background: Laura Goebel is the Senior Operations Manager for WM's Denver South Hauling District. She has two decades of experience in the environmental services industry and has held her commercial driver's license for 20 years. Laura joined WM in 2018 as a residential driver in Lake Charles, LA. After just eight months at the company, she became a professional driver mentor. After three years, she served as the route manager role for the chemical waste division in Sulphur, LA, only one out of five in the country at the time. In 2022, Laura took a role at the Denver South Hauling District, and served as the Senior Operations Manager for residential routes. She is currently the Senior Operations Manager for all lines of business at Denver South.

Role During the Term of the Agreement: Laura supports the daily operation of WM's Denver South Hauling District. She will work closely with Greenwood Village's drivers, assisting with morning launches, ensuring each vehicle is thoroughly inspected at the beginning and conclusion of each route and monitoring drivers throughout their collection routes with a focus on safety and customer service. Laura will work closely with the City of Greenwood Village during the implementation of new

services, helping to develop and evaluate new collection routes, and proactively addressing customers' unique site requirements and service requests.

Client References:

- Jill Allen, Executive Director, The Meadows Neighborhood Company, jallen@meadowslink.com, 303-814-3952
- Jacque Troudt, Assistant City Manager, City of Evans, jtroudt@evanscolorado.gov, 970-475-1127
- Michael Rohde, President, Copperleaf Homeowners Association, Mike.copperleaf@gmail.com, 801-979-9741



Erik Zertuche

Position Title: Senior District Manager – Fleet

Background: Eric started with WM as a helper on the back of a residential route truck in 2004. He has experience driving all types of trucks, has managed the container delivery shop, and oversaw routing and a team of drivers. Prior to his current role, he was a safety manager for five years. He has been enjoying his role as the Senior District Fleet Manager for nearly three years. Erik also helped created leadership development and coaching content for leaders in the Four Corners Market Area, and participated in enterprise-wide coaching development and new hire training projects at WM.

Role During the Term of the Agreement: As our District Fleet Maintenance Manager, Erik reviews the safety and reliability of our Denver South Hauling District collection vehicles. He oversees our vehicle maintenance shop, maintenance staff, and preventive maintenance programs.

Client References:

- Jill Allen, Executive Director, The Meadows Neighborhood Company, jallen@meadowslink.com, 303-814-3952
- Jacque Troudt, Assistant City Manager, City of Evans, jtroudt@evanscolorado.gov, 970-475-1127
- Michael Rohde, President, Copperleaf Homeowners Association, Mike.copperleaf@gmail.com, 801-979-9741



Josh Taylor

Position Title: Recycling Facility Manager

Background: Josh has been the Franklin St. Recycling Facility Manager for seven years. He has over 20 years of plant management experience and five years of organics experience. He is responsible for all aspects of managing a large recycling facility, including P&L responsibility, managing maintenance on recycling equipment, freight components, customer issues, coordination with other lines of business, and other related activities. Prior to WM, Josh was the Production Manager for Cintas in Greely, CO. With over 25 years of management experience, he provides leadership for 85 direct and indirect reports. He is a CAA and Circularity Council member. Josh has a Bachelor of Arts in Sociology from West Virginia University.

Role During the Term of the Agreement: Josh will manage WM's new Denver East Recycling Facility when it opens later this year, and will be responsible for running its day-to-day operations. As an experienced recycling facility manager, Josh provides leadership support to plant supervisors and is responsible for processing safety, efficiency, and the quality of outbound material. He interacts with local municipality's staff to maximize customer satisfaction and improve service, efficiency, and the daily quality of contract services. He trains, evaluates, and coaches the team to reach sustainable productivity and quality levels while adhering to the WM safety policies and production procedures ensuring the accomplishment of goals and processing targets.

Client References:

- Jill Allen, Executive Director, The Meadows Neighborhood Company, jallen@meadowslink.com, 303-814-3952
- Jacque Troudt, Assistant City Manager, City of Evans, jtroudt@evanscolorado.gov, 970-475-1127
- Michael Rohde, President, Copperleaf Homeowners Association, Mike.copperleaf@gmail.com, 801-979-9741

Seneca Sanders and Amy Wenger



Role: Colorado-Based Public Sector Solutions Liaisons

Seneca Sanders and Amy Wenger will serve as WM's liaisons to the City of Greenwood Village staff, managing customer service and working with our Denver South Hauling operations team to ensure all needs are met and any potential issues are resolved.

City Staff can always reach Seneca and Amy at WM for customer service-related matters via email at coutpss@wm.com.

Customer service calls from Greenwood Village constituents will be addressed by a local Denver area code informing residents of current services, handling resident special service requests, and resolving customer concerns.

Provide pertinent historical information about the company that demonstrates your ability to successfully fulfill the requirements of the agreement.

A Local Company with National Resources

WM is a local company with hauling operations throughout Colorado. Our outstanding history of past performance, regulatory compliance, and superior safety record, along with the financial and resource backing of North America's largest environmental services company, give us the foundation needed to not only meet but exceed the Greenwood Village's expectations for waste and recycling services.

63
YEARS
serving Colorado communities

45
FACILITIES
statewide, with two organic processing sites

497
CNG TRUCKS
72% of the fleet are cleaner running CNG vehicles

1,460
EMPLOYEES
a diverse and inclusive local team

WM History: Always Working For A Sustainable Tomorrow®

WM has been serving communities and businesses for more than 55 years, with a clear focus: deliver reliable service today while building a better tomorrow. Whether supporting a city, school, business, or industrial site, we bring the same commitment to safety, efficiency, and environmental responsibility.

Our story began with a single truck and a bold idea – to rethink waste. Today, WM is a leading service provider in North America, continuously evolving and implementing innovative programs that effectively shape the solid waste and recycling industry. Key highlights of our history include:



Technical Capability: Expertly Equipped to Handle It All

When you work with WM, you tap into more than just waste collection – you gain access to a powerful network of resources backed by decades of experience serving various industries across the U.S. and Canada. From collection to disposal, our technology and infrastructure are built to handle every part of your residential collection services – efficiently and responsibly.

With a global team of ~61,700 professionals and the industry's largest network of facilities, WM brings unmatched technical capability. Leveraging our local know-how, we help you reduce waste, improve operations, and work toward your goals with practical, proven offerings.

WM At-A-Glance

People	Operations		
~61,700 team members	**$22 billion** revenue	**262** operating landfills	**18,860** collection vehicles

Material is Repurposed	Energy is Renewable	Communities are Thriving
105 recycling facilities **49** organics processing facilities **16 million tons** of material recovered in 2024 **3** CORe® facilities processing organics into bio slurry	**13,170** alternative-fuel vehicles **18** landfill gas-to-energy facilities **213** natural gas fueling stations **151** renewable energy projects owned or hosted at WM landfills	**2.6 million** people positively impacted since 2022 **13,500** acres actively managed for wildlife preservation **~70** Wildlife Habitat Council-certified programs across North America

Data represents information published in the WM 2025 Sustainability Report.

WM's services and solutions include:

- **Collecting trash, recyclables, and organic materials** from homes, businesses, higher education institutions, and large public venues
- **Operating recycling facilities** where materials like paper, metal, glass, and plastics are sorted to be transformed into new goods
- **Operating landfills** where gas from decomposing waste is processed into renewable energy
- **Developing organics processing facilities** where food and yard waste are converted into compost, soil products, and renewable energy
- **Educating customers** on ways to reduce waste through our Recycle Right® program
- **Evaluating operational strategies and identifying sustainable solutions for customers** through our WM Sustainability Services (WMSS) division
- **Safely handling specialized waste**, such as fly ash, electronics, industrial, and medical waste
- **Helping large event venues** divert waste and operate more sustainably
- **Developing and promoting new markets for recycled materials**
- **Offering business waste compaction services**

WM is Innovating Today, For Tomorrow®

At WM, we bring local insight and industry-leading resources to help you manage waste in ways that are cleaner, smarter, and more forward-thinking. For over 55 years, we have supported communities by providing dependable environmental services that help keep streets clean and neighborhoods safe.

Today, we are focused on helping you get more value from your materials while reducing the environmental impact to your city. Whether you are looking to improve recycling, divert more waste, or explore new ways to operate more efficiently, WM is here with practical solutions and expert guidance.

As demand grows for recycled content and lower-emission energy sources, we are investing more than $3 billion between 2022 and 2026 to expand access to circular solutions – turning today's waste into tomorrow's resources. Our sustainability strategy is built around three core ambitions that guide this work:

Material is REPURPOSED	**WM plays an essential role in the circular economy by investing in and operating innovative recycling solutions that help you get more value from your materials.** With advanced technology and automation in our recycling facilities, we are making it easier to recover and reuse more of what you throw away. We are piloting solutions for hard-to-recycle materials like plastic film and textiles, exploring new ways to reuse organic materials, and supporting events, stadiums, and businesses in improving how they manage materials in a circular way. Between 2022 and 2026, we plan to invest over $1.4 billion in approximately 40 new and upgraded recycling facilities. These improvements are expected to add 2.8 million tons of new recycling capacity each year – helping customers like Greenwood Village recycle more, more efficiently. We also continue to focus on education and awareness through our Recycle Right® program, helping your residents make informed choices about what belongs in the recycling bin.
Energy is RENEWABLE	**WM is reimagining the modern landfill to do more for you and your city.** By capturing landfill gas and converting it into renewable natural gas (RNG), we are turning waste into a lower-emission energy source that can help fuel both our fleet and local communities. From 2022 through 2026, we plan to invest over $1.6 billion to build 20 new WM-owned facilities that will transform landfill gas into pipeline-quality RNG. This energy can be used to help reduce emissions and support cleaner operations. By 2026, we aim to allocate RNG to 100 percent of our compressed natural gas fleet in the U.S. – helping us deliver your services with a smaller environmental footprint.
Communities are THRIVING	**WM shows up for your city by investing in the people who help keep it running – our employees.** From safety and education to conservation and workforce development, we are committed to building a strong, future-ready team that delivers the service you count on every day. We are always working to improve safety and create a workplace where every employee feels supported and valued. That means opening doors to new talent, reducing barriers to employment, and providing training and education at every level of our organization. Our safety vision – Get Home Safe Every Day – guides how we work, because we know that when our team is safe, your service is too.

What factors differentiate your company and service from other companies offering similar services?

Existing Relationship with Greenwood Village

Greenwood Village and your residents are already familiar with WM through our At Your Door Special Collection® service to collect household hazardous waste (HHW). We greatly value this relationship with the City and your residents. Based on survey results about WM's At Your Door Special Collection® service, residents who responded also value the service WM offers, as the following highlights show:

- 100% of respondents said they were very satisfied with the program.
- 100% of respondents said the instructions were easy to understand and that they were very satisfied with our customer service.
- 100% of respondents said they would like to see the service continue in their community.



Community Involvement

With six decades of experience in Colorado, WM is well established in communities throughout the state. Across the Denver Metro area, we are proud to have supported the following organizations and events during 2025, including the Pumpkin Patch Fundraiser for Boy Scout Troop 457 of Greenwood Village.

9News Denver - 9 Cares Colorado Shares Telethon	City of Englewood Block Party; 4th of July Celebration; Fall Turkey Festival; Holiday Tree Lighting	Holi Festival of Colors
Adams 14 Education Foundation Scholarship	City of Sheridan - Sheridan Celebrates	Humane Colorado
Adams County Fair	City of Westminster Great Global Cleanup	Iron Sharp Faith & Blue Community Cleanup; Spring Community Cleanup; Back to School Heart Reach
Adams County Food Bank	Colorado National Guard Foundation Inc	Kenzi's Causes Denver Toy Shop
Adams County Sheriff's Office Operation Freebird	Colorado Patriots Inc Folds of Honor Scholarship	Metro Denver Crimestopper Shred a Thon
African Leadership Group Community Cultural Celebration	Colorado SWANA Rocky Mountain Chapter Colorado Road-E-O	Ministerios Rio De Dios
Arapahoe Community College Foundation - Scholarship Program	Community College of Aurora Foundation	Outdoor Lab Foundation
Arapahoe County Fair Scholarship Program	Community Uplift Partnership Beyond the Job Training	Packs of Hope
Arapahoe County Fair	Denver Arts Festival	Ronald McDonald House Charities Aurora; Denver
Arapahoe County Fairgrounds Treat Street	Denver Police Foundation Mile High Trunk or Treat	Rotary Club of Evergreen Recycle Day
Aurora Borealis Festival	Denver Public Schools Earth Day Clean-ups	Salvation Army Pack a Backpack Program
Aurora Interfaith Community Services	Denver Rescue Mission	South by Southeast Summer Series - Colorado Symphony in the Park; Family Fun Day
Aurora Police Foundation Golf Tournament	Denver Urban Garden - Community Compost Program	Special Olympics Colorado Aurora Polar Plunge; Denver Pool Plunge & 5K; Tribute at the Capitol
Aurora Public Schools Foundation Annual Gala	Douglas County Educational Foundation - Buffalo Ridge Elementary Science Fair	Taste of Arvada

Aurora Rotary Foundation Inc - Fire Safety Day	Douglas County School District Green University; Sustainability Waste Diversion Program	The Denver Police Foundation
Bienvenidos Food Bank	Environmental Learning for Kids - Youth in Natural Resources	The Foundation for Douglas County Schools - Lend A Hand School Supply Drive
Bodhi Battalion Inc	Five Star Education Foundation	Three Birds Alliance
Boy Scout Troop 457 of Greenwood Village - Pumpkin Patch Fundraiser	Food Bank of the Rockies	Town of Elizabeth 5K & Color Run
Christmas Crusade for Children Inc	GRID Alternatives Colorado Inc	Town of Hudson Fishing Derby; Harvest Festival; Public Safety Day; Veterans Day
City of Brighton Summerfest	Habitat for Humanity Metro Denver	Town of Keenesburg 3rd of July Celebration; Oktoberfest
City of Centennial Chalk Art Festival; Jingle Jam; Under the Stars	Highline Canal Conservancy	

Local, Regional, and National Resources for Greenwood Village

With WM as your provider, the City of Greenwood Village will receive more than simple waste collection services. You will have an ally with unmatched resources that give you peace of mind that your waste and recycling will be collected, transferred, processed, and disposed of, even during emergency and natural disaster situations. Collections will be managed using proven best practices in full compliance with all local, state, and federal regulations.

Local support: We have WM hauling districts throughout the state. This means that if there is a need, we can redeploy equipment and people to your city. While we always strive to have our fleet on the road and not in the shop, garbage trucks are complicated pieces of machinery, and they occasionally break down. Having the ability to share resources within a small geographic area allows us to keep rates low and service without interruption.



Regional support: : Our regional operations stretch throughout Colorado, Arizona, Utah, and New Mexico. This allows our team to respond to regional events with seamless support. Containers, trucks, drivers, and managers can be requested from our area to support unusual events if ever needed. These resources can be deployed the same day.

National support: As the leading waste provider in North America, WM can get the most competitive rates and availability from our truck, container, and office equipment vendors. In the event of an emergency or natural disaster, we can pull additional resources from our hauling districts throughout the nation.

Financial Strength: Service You Can Count On

WM's financial strength means reliable service you can count on – today and into the future. For Greenwood Village, that translates into consistent performance and peace of mind.

In 2024, WM generated $22 billion in revenue and managed an asset base of $44.6 billion. Our strong cash flow and access to credit allow us to invest in new trucks, containers, and facility upgrades, without relying on outside financing. That means faster improvements and fewer delays.

Additionally, WM's resources allow us to secure gold-standard insurance coverage to protect our customers. A copy of our certificate of insurance is included in Attachment 1.

Our scale also brings you value. WM operates the most extensive waste services network in North America, covering everything from collection and disposal to recovery, remediation, and specialty services. This reach allows us to manage your waste from start to finish, with clear documentation and full compliance with all regulations.

Because we are financially strong, our local team has the support to focus on what matters most: delivering dependable service, advancing sustainability initiatives, and helping Greenwood Village meet your goals with confidence.

WM's Recycling Expertise

Since 1993, WM has been designing, building, and operating single stream facilities in the U.S. and Canada. Today, we operate more than 45 single stream facilities across the U.S. and Canada, with investments made in individual facilities of up to $125 million and processing capacity of up to 226,000 tonnes per year. WM manages more post-consumer recyclables than any other company in North America. WM has also worked to innovate processes to recycle harder-to-recycle items, like fly ash, construction and demolition waste, and textiles.

Since 2022, WM has performed, on average, five to ten major retrofits per year on our North American facilities, to implement technology such as optical sorters, robotics, and AI in an effort to increase capacity, material recovery, and quality on all fiber and plastics grades while reducing our exposure to the current labour shortage. With this vast network, WM has more than 375 optics and 25+ robotics deployed in our recycling facilities across North America that help to sort and ensure a high outbound quality of materials.

As North America's leading post-consumer recycler and top seller of recyclable products, WM has been at the forefront of change in the growing and dynamic recycling industry for more than 30 years. From the billions we have invested in building recycling processing infrastructure to the 16 million tons of recyclable materials we manage annually to the industry's first recycling education program, Recycle Right®, WM is committed to creating shared value and long-term recycling solutions that improve sustainability for our customers.

WM has been managing recyclable materials in Colorado for over 20 years. We opened our first single-stream recycling facility in Colorado in 2005.

WM has the infrastructure and network to drive circular economy solutions. Our dedicated workforce, advanced technologies and network of facilities allows us to efficiently capture recyclables and organics and process them into valuable commodities for reuse. Demand for post-consumer recycled materials is expected to grow with new regulations requiring recycled content in products and packaging. Our ongoing investment in recycling infrastructure aims to enhance safety, speed and sorting capabilities, with the ultimate goal of increasing the amount and quality of material we recover for reuse.

These new and improved facilities boost recycling efficiency and quality. Each facility will be highly automated based on the typical material composition in that market, expected volumes and the types of recycled materials we plan to sell.

Forging New Processing Technologies

WM operations experts and engineers have collaborated with experts in material separation, image recognition technology, advanced screen technology, high speed baling technology, and other separating and cleaning techniques to continuously improve the efficiency and processing capabilities of our recycling facilities. In total, WM facilities handle around 16 million tons of recyclables in a single year.

Here are a few of the cutting-edge technologies at work at many of our recycling facilities:

Optical Sorters Optical sorters analyze materials moving along a conveyor belt, then use a stream of air to remove recyclable items at a rate of up to 600 pieces per minute.	**Robotics** Robotics provide quality control, picking out additional materials that optical sorters may miss.	**Intelligent Sorting** Intelligent sorting enables communication between all pieces of equipment in a recycling facility, which helps improve material quality and eliminate downtime.
Volumetric Scanners Volumetric scanners evaluate how much material is distributed throughout a facility and adjust to prevent a system from being overloaded.	**Cameras** Cameras identify contamination as soon as materials land on a recycling facility's tipping floor, allowing us to quickly notify customers of any issues and remove the offending materials.	**Fire Suppression Technology** Fire suppression technology detects fire or smoke that results from flammable materials that sometimes enter the recycling stream and, if needed, deploys a foam cannon to put out flames.

Denver East State-of-the-Art Recycling Facility



In 2026, WM will open its new state-of-the-art Denver East Recycling Facility. It will measure more than 84,400 square feet and be equipped with state-of-the-art technology to sort and bale recyclable materials to send them to their next life as new products. The facility will process an estimated 168,000 tons of materials annually from across the state and support Colorado's focus on increased recycling. The campus will also include a 400 square-foot scale house to monitor incoming recyclable materials.

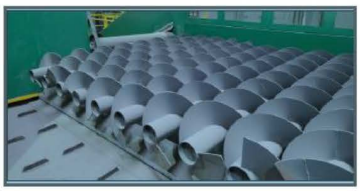
The facility will use advanced technology to sort 40 tons per hour of residential and commercial recyclables. Miles of conveyor belts will carry a single stream of recycling materials through the facility's sorting processes. It will bale clean, high-quality materials for sale to manufacturers for reuse in the production of valuable new products. Key steps in the single stream recycling process are shown below.

1 MANUAL PRESORTING



Workers manually remove items that are contamination, safety hazards or might damage equipment.

2 AUGER SCREENS



Equipment with high-speed augers separate paper and cardboard from containers.

3 FILM REMOVAL SYSTEM



Advanced technology will extract plastic film and bags from the stream.

4 MAGNETS & EDDY CURRENTS



Ferrous metal cans are removed by huge magnets while an eddy current removes non-ferrous metals.

5 OPTICAL SORTERS



Optical separators use image sensors, light waves and jets of air to separate paper or plastic.

6 GLASS CLEANUP



Glass, inevitably crushed during sorting, is gathered and separated via a high-tech glass clean-up system.

Material and Delivery Specifications

As a society, we understand that recycling is important, but in order for recycling to make an impact, we have to recycle right. Today's most successful and sustainable recycling programs emphasize the value of the acceptable materials. We must ask ourselves, does this material have a viable market? If the answer is yes, we must also ensure the material we are recycling is properly prepared, clean, and free from contamination.

Our list of acceptable materials is reflective of today's market reality and includes only materials that meet industry quality standards and have viable market demands. However, due to the length of our Contract with Greenwood Village, it is important to allow for the possibility that this list may need to be adjusted at some point. Contract language must support our collective need to make changes to acceptable materials in order to respond to global market demands as well as protect the quality of material we process. In light of these considerations, we propose the contract language provided in Attachment 2.

Advancing Sustainability in Colorado

In addition to a state-of-the-art recycling facility, WM's Denver East campus will include a hauling site and CNG fueling station. The company is investing more than $125 million in this sustainability campus. The facility will support Colorado's sustainability goals by increasing recycling capacity and expanding its fleet of lower emission CNG collection trucks.

Additionally, WM was recently awarded a grant to build an At Your Door Special Collection® facility on the Denver East campus. This will enhance our HHW collection capabilities at a location that is more convenient for Greenwood Village residents.

At the adjacent DADS landfill, WM will build a Renewable Natural Gas facility to turn landfill gas into pipeline-quality fuel. The recovered gas will serve the equivalent of an estimated 15,000 Colorado households. Using this renewable energy as a substitute for fossil fuels will reduce greenhouse gases, benefiting the community and the environment.

WM also recently expanded its compost operations at DADS. The facility is permitted for 100,000 tons of capacity annually. In 2025, the facility processed an estimated 35,000 tons of organic feedstock. The dedicated composting operations at DADS follow rigorous process controls and product testing to ensure a stable, mature compost for residential and commercial use. For more details, please see our innovative approaches discussed in Section 2.7 of this proposal.

3. Transition

Please provide a detailed plan for the seamless transition of service from the current provider to include:

We understand that changing service providers may seem daunting. But with your WM team, it will be a stress-free and seamless experience.

Commitment to a Successful, Stress-Free Service Transition

The goal of our implementation plan and process is to ease your transition worries by listening to your needs and using what our experience has taught us. We prepare for each of our implementations by assembling a fully staffed transition team that can navigate through challenges and tackle all the details. Your transition team will have access to all the resources available through WM to smoothly execute your transition.

We have introduced our services to many communities, businesses, and organizations and we have seen that a successful transition takes into account that:

- **Your community needs a customized plan.** We value the fact that Greenwood Village is unique and has specific service requirements and goals. We have learned that taking the time to ask questions, listen, and appreciate your unique needs results in a smoother implementation. Together, we will anticipate and overcome hurdles before they become issues.
- **Relevant local experience is key.** Our local team has expertise in new contract start-ups and relevant local experience.
- **A smart approach includes proven processes and technologies**. From operations to customer service, you will find tested processes and innovative technologies that allow us to bring Greenwood Village a level of service reliability and customer satisfaction that is truly unmatched.

Building from the decades of experience we have with service transitions, we customize our operational tasks and timeline to your specific needs. Whether we are providing all new containers and adding new services or if we are keeping most items status quo, we still review each operation and service requirement to validate we are 100% ready to roll by day one of the new contract.

Working with you, we are committed to a smooth introduction of WM, our employees, and our collection services for Greenwood Village.

Estimated dates/milestones

The following sample timeline illustrates the meticulous planning that will go into the transition for Greenwood Village. We will collaboratively complete this schedule with city staff once services are selected and finalized. WM will be ready for a January 1, 2027 start date.

Sample Transition Timeline of Implementation Tasks

Tasks	Start Date
Notice of award	April/May 2026
Finalize Contract negotiations as needed	Q2 2026
Customer approval of contract	Q2 2026
Operations	
Carts and Containers	
Development and city-approval of all cart/container graphics/messaging	October 2026
Procurement of carts and containers	October 2026
Finalize removal, assembly, delivery, vendor staging facility, and schedule for carts and containers	October 2026
Conduct cart and container transition and coordinate with current hauler if applicable	December 2026
Trucks and Fueling	
Place order for new collection vehicles	October 2026
Preparation and delivery/deployment of collection vehicles	TBD
Conduct pre-implementation vehicle and onboard computer testing	October 2026
Routing	
Develop routes using existing routes where possible	October-November 2026
New route field-testing (prior to go-live)	November-December 2026
Creation of final route maps	December 2026
Staffing	
Conduct driver recruitment, interviews, and screening	Current employees
Conduct classroom-based driver training and onboarding	Current employees
Conduct field-based driver training	Current employees
Have drivers run through routes	December 2026

Data Integrity and Ongoing Data Transfer Requirements	
Coordinate and conduct data transfers with outgoing service provider	October 2026
Audit and verify data accuracy, upload to MAS, and assign WM account numbers, and if applicable link each account to its respective city-account number	October-November 2026
Request and establish codes for all service offerings for system	MAS has existing franchise codes
Contract Compliance	
Develop comprehensive contract compliance checklist for implementation	October-November 2026
Establish reporting process and template in accordance with contract specifications ongoing reporting requirements	November-December 2026
Ensure current status of local business license, insurance, and performance bond as needed	October 2026
Develop content for wm.com and local city website for accuracy and compliance with contract terms and maximize cross-promotion	October 2026
Customer Experience	
Create content for Knowledge to reflect changes to contract requirements and new services	October-November 2026
Review and train Knowledge content with all key departments	October-November 2026
Upload all transition and ongoing public education materials to Knowledge for CSRs' reference	October-November 2026
Develop detailed new contract collateral	October-November 2026
Management conducts pre-implementation training with all customer-facing departments	November 2026
Management conducts small group CSR training with emphasis on new contract terms and new services so that they are prepared to take calls day one	November 2026
Public Outreach and Communication Efforts	
Communication with Greenwood Village	
Present implementation programs, services, and timeline to officials at a scheduled time	Summer 2026
Schedule monthly or bi-weekly meetings with key implementation staff and city contacts	Summer2026
Designate a dedicated implementation contact for the city's Public Information Officer	Summer 2026
Finalize strategic communications plan with emphasis on promotion of new services and obtain feedback/approval	Summer/Fall 2026

Tasks/actions that City staff would be required to perform during the transition;

Knowing Our Customers – It All Starts with Data Integrity

Although the services we provide to each customer may differ, some core competencies make a significant impact on our customers' experiences during a transition of service providers. First, we must confirm that we have accurate data; we need to know who our new customers are and what services they want and establish a protocol for communicating ongoing account updates such as new service start-ups and stops with Greenwood Village. Second, we need to capitalize on our ability to communicate directly with our new customers – this includes both our efforts to engage through public education and our ability to communicate and resolve questions through multiple communication channels.

Accurate service and contact information will allow all aspects of our customers' experiences to go smoothly – from hassle-free collections to timely delivery of educational and service information. WM will work with you, and the prior service provider if applicable and available, to coordinate an initial transfer and periodic updates of customer data throughout the contract transition period.

Requested data will include:

- Current city-billing account number
- Service address, customer name, and contact information
- Service details, including potential container type(s), size(s), container quantity, frequency of collection, and current collection day
- Account special handling/service notes/special events (i.e., locked access, drive-in, disabled customer assistance, etc.)

Customer data accuracy is vital to a successful transition and sometimes the previous hauler's ability to provide accurate data is limited. If a hauler has served a customer for a long time, they often do not have documentation of customer nuances. Regardless of the reason, if we do not receive data from the previous hauler or if that data is incomplete, we will utilize our internal Geographic Information System (GIS) and leverage our IT teams to build a new customer database and to validate the customer data we do receive. All data will be scrubbed for inaccuracies, duplications, and inconsistencies prior to being loaded into our customer service database, Mid-America Systems (MAS). Data verification efforts often include parcel verification audits, site visits, phone audits, and direct mail requests. These efforts will confirm that we have included all customers in our database and that we can provide accurate service reporting to Greenwood Village. Once loaded into MAS, each account will receive a unique WM account number and accounts will "go live."

Prior to new contract implementation, we will also work with Greenwood Village to establish ongoing data transfer, service reporting, and city-billing protocols. Each WM account number will be linked to individual customer account numbers. This will allow future data transfers and account queries to occur seamlessly between Greenwood Village, your residents, and WM.

Implementation Meetings and Coordination

WM's internal Greenwood Village team will meet weekly throughout planning and implementation. At the onset, these meetings will include our regional team of experts. As the contract start date approaches, the local district operations team will meet daily to review the most critical components of service delivery.

Our team is committed to keeping Greenwood Village informed of our implementation progress, and we will ask for your feedback as we customize our transition efforts to reflect the needs of your residents, and the most effective communication methods. From the onset of our transition, we propose meeting with Greenwood Village staff regularly to review key implementation milestones, our progress, and any proposed changes. We can start with monthly meetings initially, and increase the frequency, if needed.

In addition to our internal meetings and meetings with staff, it is important for us to coordinate closely with your outgoing service provider. From our experience, the outgoing service provider has been cooperative and helpful during contract transitions, and we often make their exit easier and more efficient. We will coordinate with them on the removal of their carts and containers and customer data exchanges.

Delivery of carts, bins, and roll-offs;

Cart and Container Deliveries

Each Greenwood Village resident will receive new solid waste and recyclables carts approximately one week prior to their first scheduled collection day under the new contract. Prior to the start of service, we will educate customers on the benefits of cart-based collection, available cart sizes, and key cart delivery dates. Information will be communicated at community meetings and through direct mail, out-dials, local media, and social media outlets. At this time, customers will also be notified of the final date they may request a change to their cart size and their options for disposing of existing carts, bins, or cans.

Similarly, City-designated locations will also receive outreach regarding the delivery of carts and containers as applicable, when to expect them and how to modify service levels.

Operationally, we take the following steps to ensure the proper carts are delivered to customers:

- Acquire conveniently located cart delivery staging area(s) to maximize our ability to deliver all carts and containers.
- We will produce and distribute an easy-to-read map for residents to confirm their scheduled delivery timeframe.
- Any discrepancies in planned versus actual delivery will be noted by the delivery crew and resolved daily by route management.
- Each cart will be delivered with appropriate decals.
- We will ask that customers submit final cart size change requests at a date to be determined. (WM will work with Greenwood Village staff to identify appropriate dates.)

WM will work with Fleet Genius and Cascade for cart delivery.

Outreach materials informing residents of the transition

Education Shows Customers How Easy It Is Doing Business with WM

In today's world, we cannot rely on one form of customer communication, which is why we have many methods of connecting with our customers. Our outreach efforts share a common goal – to provide clear, concise, and relevant service information. During a contract transition, your residents will want to know:

- Who the new waste hauler will be picking up their material
- If customers have questions, who they can contact and how
- What the major changes will be and how those changes impact them
- When new services and service-related changes go into effect
- How to properly participate in new services
- Where to go for more information

We can proactively answer these questions and engage customers in-person, online, through local news outlets, and by providing collateral through various channels. Our public education resources and outreach efforts will include:

24/7 access to wm.com. We can collaborate with Greenwood Village's staff to build out a Greenwood Village-specific webpage that includes meaningful service information and resources that reflect the interests of your community. These tailored-to-your-municipality websites also provide a single access point for service information and 24/7 self-serve customer service solutions. Using your local website, your residents can easily find information about the upcoming service transition as well as service information, disposal resources, rates, and recycling resources.



Welcome Postcard. WM can mail each customer a simple note to introduce ourselves, inform them of the upcoming transition, and reassure them that more information will be provided as we get closer to the implementation date. Please see the following page for an example. At this time, we can also direct customers to our website, contact information, and upcoming community meetings for more information.

Always Working for a Sustainable Tomorrow®

Dear City Name resident,

WM is proud to be your new trash, recycling, and organics service provider beginning MONTH/YEAR.

WM will use trucks with automated collection technology for weekly curbside collection. Automated collection with standardized 96-gallon carts is cleaner and safer for your community.

See back side for more details.



Weekly Automated Collection with 96-gallon Carts

New 96-gallon carts will be delivered to each household on DATE.

These wheeled carts are sturdy and easy to move to the curb. Lids keep all materials contained and your community cleaner.

Look for detailed service information in the mail and attached to the carts when they are delivered.

We look forward to serving your community and helping the CITY NAME stay clean and green.

WM

Address
City, State ZIP

Do More with My WM

View your service and holiday schedules, conveniently manage your account, pay your bills, and even set up autopay and paperless billing with a My WM account.

Scan the QR code or head to **wm.com/mywm** to get started!

A Comprehensive Welcome Packet. WM can mail each customer a welcome packet that contains an overview of key implementation information and dates, an overview of new services, rates, a collection schedule, recycling guide, and information on local resources and events. In the event a customer's service day is changing, we can also notify them of their new pickup day as part of this mailing. Please see below for samples of a WM Welcome Packet.



2025 Recycling Collection Calendar & Map

Please refer to the map below to determine your collection day and whether your recycling will be picked up on a Green or Gold week. Reminder, trash will be picked up weekly on the same day as recycling.

Holiday | Green Recycling Weeks | Gold Recycling Weeks

January 2025 | February 2025 | March 2025

April 2025 | May 2025 | June 2025

July 2025 | August 2025 | September 2025

October 2025 | November 2025 | December 2025

TUESDAY

Observed 2025 Holidays

Please note, if a holiday occurs on Monday, your collection will be delayed by one day that week only.

New Year's Day: Wednesday January 1, 2025
Memorial Day: Monday May 26, 2025
Independence Day: Friday July 4, 2025
Labor Day: Monday September 1, 2025

Name of Municipality

Dear CITY NAME Resident,

WM is always working for a sustainable tomorrow and is proud to provide new every-other-week recycling collection services for each CITY NAME residence.

Recycling is good for your community, and we aim to set your household up for recycling success right from the start. Our Recycle Right resources will help you recycle the right materials, minimize contamination, and help ensure your recyclables go on to enjoy a second life.

See the adjacent panel for acceptable recycling materials and tips to Recycle Right.

Proper cart placement for automated collection

Effective DATE, use only the green 96-gallon cart with the yellow lid for recycling. Place acceptable recyclables directly into the cart - don't bag recyclables and no loose plastic bags. Make sure all materials fit inside the cart with the lid firmly closed.

To ensure the truck's automatic arms can lift the carts, please make sure to place carts at least 3 feet apart and away from other objects like parked cars, mailboxes and trees. Place wheels of cart toward your house.

3 ft. 3 ft. 3 ft.

Recycling cart with yellow lid - use only the green 96-gallon cart with the yellow lid for recycling. See the adjacent panel for tips to Recycle Right.

Trash cart with green lid - bag and tie trash inside your trash cart. No materials outside the cart will be collected.

Have your carts at the curb the night before or **no later than 6:00 a.m.** on your collection day.

Do More with My WM

View your service and holiday schedules, conveniently manage your account, pay your bills, and even set up autopay and paperless billing with a My WM account.

Scan the QR code or head to **wm.com/mywm** to get started!

RECYCLE RIGHT

To learn more visit wm.com/recycleright

Great things happen when residents Recycle Right®. By recycling everyday items like those shown below, tons of raw materials, time, energy and money are saved.

- Empty recyclables loose into your cart - don't bag recyclables and no loose plastic bags. Instead, reuse or return plastic bags to local retailers.
- Containers should be empty and free from food and liquid.
- Recycling will be collected weekly on DAY.

Always Recycle

Plastic Bottles & Containers | Food & Beverage Cans | Glass Bottles & Containers

Flattened Cardboard & Paperboard | Paper

Do Not Include In Your Recycling Container

NO Food or Liquids | NO Loose Plastic Bags, Bagged Recyclables or Film Empty recyclables directly into your cart | NO Foam Cups & Containers

NO Green Waste | NO Batteries Check local drop-off programs for proper disposal | NO Clothing, Furniture & Carpet NO ropa, muebles y alfombras

Community Meetings. WM will hold meetings at convenient and accessible locations to introduce your residents to new service offerings and review key transition information. Each meeting, held at public locations across the community, will include a new service overview followed by an open question and answer session. Informational meeting dates will be included in all pre-implementation press releases and resident mailings.

Throughout the transition, our sales executive team will also be available to attend Greenwood Village meetings to provide updates and address questions.

Media Outreach. We will collaborate with Greenwood Village to conduct outreach to local news sources. Press releases will be distributed throughout the contract implementation to promote key implementation messages and dates, new service offerings, and community educational events.

Other educational materials

Through WM's Recycle Right® program, we provide customer-specific tools and resources that are customized for different environments, from multifamily properties to businesses, to single family residences. . Education is the foundation of everything we do regarding recycling. Please see Section 2.4 for details about Recycle Right ®. Additional information can also be found on wm.com/recycleright.

Describe any issues the provider anticipates during the transition and describe how the issues would be addressed.

Preventing and Mitigating Transition Issues

Through the many contract transitions our team has completed, the most important lesson that we have learned is that proactive and collaborative planning and preparation are crucial to a successful implementation. Our transition plan outlines the timeframes for our team to complete what we have learned to be the critical components of successful transitions, which include:

- Ordering new equipment immediately after the contract is signed to allow sufficient time for it to arrive, be quality checked, and prepared for deployment before the commencement date.
- Developing, testing, modifying, and retesting routes months before beginning new collection work.
- Training our operations and customer service teams on the requirements of the new contract, inputting customer data into our management systems, and developing reporting protocol in collaboration with customer staff, so all elements of our integrated service plan are ready to roll on day one of the new Agreement.
- Working with the City to develop a comprehensive public outreach plan to educate your community on the upcoming transition, important dates, new services, information events, and more.

Contingency Planning

Our longstanding supplier relationships, smart technologies, and our regional network of equipment and personnel make it possible to carry on with collections should a delay or unexpected event occur during a new contract implementation. Key contingency plans address:

- **Staffing.** Additional route management staff will be brought in from surrounding districts to provide in-field support during our implementation period. New drivers hired to serve Greenwood Village will have completed their six-week training at least two weeks prior to our start date. Our staffing plan includes personnel to fill in for employees who are sick, on vacation, in training, or to provide extra help due to spikes in collection volume.
- **Collection Vehicles**. Greenwood Village collection vehicles will be delivered to our maintenance shop at least 60 days prior to our contract implementation so that they can be inspected and prepared for service. Each of our districts across the nation maintains a spare ratio of 15%, allowing us to draw from our existing fleet of backup collection vehicles if needed.
- **Cart and Containers.** We build in a 30-day buffer between when equipment begins to arrive and when we start customer deliveries. Our selected suppliers have multiple manufacturing locations and our order can be reassigned to a backup facility should the primary production facility experience a delay. Additionally, we will stock a surplus of carts and containers during the implementation period to accommodate a spike in new customer sign-ups or service level shifts.
- **Customer Service.** Our online customer database, Knowledge, is accessible to our CSRs across the nation, enabling us to enlist backup support from other regional centers in the event we receive a major spike in call volume for any reason, at any time.

Driver Screening, Hiring, and Training

To serve Greenwood Village, we will ensure our local operations are supported by a skilled team with an adequate number of employees. In the event we need to add employees, all positions will be filled to provide ample time for onboarding and training.

Through our existing recruiting and hiring efforts, we screen driver applicants weekly, and we maintain a list of candidates to hire when positions become available. Qualified driver applicants must undergo a comprehensive background check, fingerprinting, and drug testing before joining our team.

At WM, new drivers participate in more than 80 hours of classroom and in-field new hire training – regardless of prior, relevant experience. Prior to a new contract, all drivers assigned to Greenwood Village will receive contract-specific training that includes a review of our implementation education efforts, materials, and resources, as well as information regarding Greenwood Village's unique service requirements, collection offerings, and contractual requirements. Your driver development is continuous with ongoing training and coaching, such as regular performance reviews based on safety and service data captured by our onboard technology and situational role playing to prevent, address, and solve any potential service issues.

Implementation – Customer Service and Employee Training

Implementations often come with a lot of change, and we do everything possible to make these transitions hassle-free for our new customers. From day one, we put Greenwood Village's customers in control by providing many options for how and when they can interact with WM. We connect with them in whatever format they prefer, whether via our mobile app, live chat, or contact back online at wm.com, or by phone. Regardless of how they reach out, it is essential that customers receive accurate information, answers to their questions, and quick resolutions to their service requests. We accomplish this through preparing and training our customer experience team to be experts in your contract.

We place significant resources and time in our training efforts, which include:

- **Greenwood Village-specific content for our online reference database.** WM will develop Greenwood Village-specific content in Knowledge, our online customer information database that allows WM customer service representatives (CSRs) to pull up city-specific service information, service offerings, and rates within a matter of seconds. Each time a any communication is sent out to your residents, it is uploaded to Knowledge allowing CSRs to reference and look at the same documents that the customer is viewing. Our CSRs use this tool during every call to provide customers with the most accurate service information. Knowledge is a tool that we will use throughout the entire contract term and will be updated frequently to confirm information accuracy.



CSRs handling Greenwood Village's calls regularly receive training in small groups to facilitate discussion and questions.

- **Intensive, customized training for implementation.** We begin by developing customized training presentations and materials with information on Greenwood Village's collection services, programs, rates, and contract terms. Training also includes information on our Greenwood Village implementation plan and timeline. Our customer experience staff will know exactly when key communications go out, and when important transition milestones (e.g., cart deliveries, day changes, rate changes, etc.) occur so that they can prepare to assist customers with related inquiries.

- **Increased staffing during implementation when we know there will be a spike.** Although minimal resident impact will be associated with a WM transition, there may be a call spike during the first couple weeks before and after WM collection begins. Sometimes customers call to request duplicate copies of materials already sent or to confirm their collection schedule. We will prepare for this spike in call volume with additional on-call staff who are trained on Greenwood Village's program and who are ready to assist as needed.

Our experienced customer service personnel will get to know Greenwood Village's staff and are trained to gain familiarity with your unique goals and objectives prior to the implementation of new services. Additionally, Greenwood Village can always count on reaching your Public Sector Solutions Manager, Curtis Gardner.

Contract Compliance and Reporting

Our Contract Compliance team will play an integral role in implementing new services in Greenwood Village. As part of our implementation team, they provide oversight so that transition and contract implementation are conducted in accordance with contract terms. Specifically, the Contract Compliance team will:

- Develop a comprehensive compliance checklist that will be used during implementation
- Review Greenwood Village's information, webpage, and promotional content to confirm accuracy in Knowledge, our online customer information database
- Establish ongoing data reporting protocols

- Review, adjust, and audit rates per contract specifications
- Conduct internal contract compliance audits

Route Development

WM will build Greenwood Village's routes to accommodate new services and changes to collection frequencies while taking into account current routing to minimize changes. All WM routes are developed using our proprietary routing software, eRouteLogistics®, to minimize customer impact and maximize safety and efficiency. New routes will be street-tested and adjusted by our operations managers prior to finalization.

If new WM routes require collection day changes, we will inform customers of their new collection day and/or schedule via direct mail and if phone numbers are available, we will send out reminders via phone 24 hours prior to their first WM collection.

Onboard Tablets Eliminate Learning Curve

Each collection truck will be equipped with onboard tablets that display the driver's exact route, all scheduled collections, and relevant account notes such as container placement. The tablets include GPS technology that allows drivers to capture route data in real-time. Collection statuses minimize the opportunity for missed collections and provide CSRs with near-real-time field data to assist with customer inquiries.

4. Service Provision

Describe the company's proposed plan to provide service to the community and recordkeeping procedures in full detail.

Scope of Service

WM will collect all residential solid waste and recyclables from each eligible residence on the designated collection day, including eligible single-family residences and the Hermitage and DTC Roundtree condominium complexes. Collections from single-family households will occur curbside, using automated side load trucks. Collection for the Hermitage Condominiums will be performed with front end load trucks. Collection for DTC Roundtree Condominiums will be performed with automated side load trucks. Additionally, WM will collect trash and recycling from City buildings and parks utilizing front end load trucks, or roll-off trucks for on call roll-off service.

Trash will be taken to DADS for disposal. Recyclables will be taken to WM's Denver East Recycling Facility for processing.

Hours and Days of Operation

All residential collections will be made between the hours of 7:00 a.m. and 7:00 p.m. Monday to Thursday. WM will perform "same side of street" collections in compliance with good safety practices and City regulations.

Trash collection service for single family residences will be provided weekly. Recycling collection service for single family residences will be provided every other week. Solid waste and recycling from Hermitage Condominiums will be collected four times per week. Solid waste and recycling from DTC Roundtree Condominiums will be collected two times per week. For City facilities and parks,

WM will collect solid waste weekly, with seasonal service from May to September for community swimming pools.

Holiday Schedules

Holidays will be New Year's Day, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, and Christmas Day. If the holiday falls on a weekday other than Friday, then the Friday following the holiday will be utilized as a catch-up day.

Inclement Weather

In the case of inclement weather, collection will be the next business day and completed by Friday.

Missed Collections

WM will collect the material from the customer within twenty-four (24) hours of WM's receipt of notification of a missed collection. If WM is notified off a missed collection by 9:00 a.m. the following business day, the missed collection shall be collected on the same day, unless it is a Friday or Saturday. WM will maintain a written record of all calls related to missed collections and the response provided. Such records can be made available for inspection upon request by the City and can be included in the monthly reports.

Maximum Service Reliability, Minimal Missed Pickups

Reliable collection is essential to your city's daily operations. That is why we focus on what matters most to you and your residents – on-time pickups, every time. With local know-how and powerful tools at our fingertips, we are committed to delivering dependable service you can trust.

How WM Keeps Missed Pickups to a Minimum

Our goal is simple: fewer than one missed pickup for every 1,250 stops. That is nearly perfect service. To meet this high standard, we monitor every route, every day. Our local teams use real-time data and GPS tracking to spot trends, coach drivers, and solve issues before they become problems.

If WM service in your area is meeting or exceeding this goal, we celebrate that consistency. If there have been challenges, we act fast – analyzing the cause, adjusting our approach, and improving service. It is all part of our commitment to keeping your city clean and running smoothly.

Smart Tools, Real-Time Insights

Our drivers and managers use advanced tools like Plan vs. Actual (PvA) to compare routes week over week. This helps us understand exactly what happened and why. If a missed pickup occurs, we dig into the data, coach our teams, and even pair drivers with peer mentors to strengthen performance.

We are always innovating – finding new ways to automate, analyze, and improve. Because better tools mean better service for you.

Fast Recovery When Things Go Off Track

If a pickup is missed, we make it right – fast. Your residents can report a missed pickup within 72 hours, and we will return the next business day or sooner. If it happens on a Friday, we are back on Monday.

For repeat issues, our team reviews service logs, GPS data, and customer feedback to find the root cause and fix it. If needed, we can even set up a meeting with Greenwood Village staff to ensure expectations are clear and solutions are in place.

What Happens When You Report a Missed Pickup

When one of your residents contacts us, our Customer Experience (CE) Team creates a service ticket that goes straight to the driver's onboard tablet. If we cannot recover the material by the next business day, we notify the resident – typically via phone – with an updated pickup time.

As appropriate and in accordance with contract terms and conditions, the driver may leave a notice explaining why the material was not collected – and how to avoid it next time. Reasons for non-collection could include but are not limited to overage, contamination, hazardous material, or a blocked container.

See Your Service in Action

Using onboard truck technology, drivers can log reasons for non-collection directly into their tablets. This information is available to view in real time on wm.com, including the reason for non-collection and, when available, photo documentation. This helps keep everyone on the same page to clarify what happened and learn how to avoid future issues.

When residents call our CE Team, the customer service representative (CSR) can access the same data to explain the situation and offer guidance – like setting bins out early or ensuring clear access. While collection times are generally consistent, occasional delays can occur due to landfill wait times or vehicle maintenance. Our goal is to keep residents informed and ensure every collection goes as planned.

Route Performance Reviews: Continuous Improvement, Every Day

At WM, we review route performance and safety data daily across all lines of business. Each driver receives a performance summary and meets with their operations manager to discuss any service or system challenges—such as missed pickups or blocked containers—that may have impacted collection.

These daily reviews are more than routine – they are a key part of how we improve. Route supervisors also connect with Customer Experience (CE) and Sales Teams to address any outstanding service concerns and ensure nothing falls through the cracks.

This consistent rhythm of review, coaching, and communication helps us stay ahead of issues and deliver the reliable service Greenwood Village expects.

Litter and Spillage

WM will not litter any private property, public streets, roads, alleys, or public property premises in the process of making collections. As mentioned in the RFP, we will not be required to collect material that has not been placed in approved containers.

WM's carts and containers are crafted with lids to keep containerized material dry, prevent pests, and minimize litter.

All containerized loads collected by WM will be completely contained in the collection vehicles at all times except when the material is actually being loaded. Hoppers on all collection vehicles will be cleared frequently to prevent the occurrence of the unnecessary blowing or spillage.

Spill Prevention and Response Protocols

We know that a clean, safe environment matters to you – and it matters to us, too. That is why our local teams are equipped with tools, training, and proactive systems to prevent spills before they happen and respond quickly if they do.

In the event of a spill, WM will pick up all blown, littered, and broken material occurring at the point of collection resulting from our operations. Each vehicle will be equipped with a broom and shovel for use in cleaning up any spilled material. WM will exercise due care in the handling of all containers.



WM trucks have an onboard spill kit and a shovel for your driver to use should a spill

Here is how your local WM team helps protect your city and your peace of mind – through proven spill prevention and response protocols that meet the highest safety and regulatory standards.

Proactive Maintenance

Every 200 operating hours, each WM collection vehicle receives a full inspection focused on spill and leak prevention. Our mechanics check all hoses and replace any that show signs of wear – well before the manufacturer's timeline.

Daily Vehicle Checks

Drivers inspect their trucks twice a day – before and after each route. If a leak is found, the vehicle is taken out of service immediately and repaired by our in-house maintenance team. A backup truck is dispatched to keep your collection on schedule.

Immediate Spill Response

If a spill occurs, the driver uses the onboard spill kit to contain it right away. They report the location, type of fluid, and any nearby drains to our Dispatch Team for further action.

Professional Cleanup

In the event a driver reports a spill that they are unable to contain, or the spill has reached stormwater drains, Dispatch automatically sends a professional groundwater service provider to the spill location to perform proper cleanup measures.

Clear Communication and Oversight

Greenwood Village will be notified if a spill is reported in your area. A WM operations manager will visit the site to confirm the details, support containment, and ensure everything is handled properly. We also report the incident to the appropriate local authorities.

Yard Debris Collection

Curbside collection of yard debris will be provided at the same time solid waste is collected.

Collection Equipment

WM will provide an adequate number of collection vehicles approved by the City for regular collection services.

Collection Vehicles: Built for Excellence, Powered by Innovation



With more than 32,000 collection and support vehicles throughout North America, WM trucks are a familiar part of daily life on the road – and for good reason. With one of the most advanced fleets, we bring reliable, efficient service to your streets while helping protect the environment we all share.

Our vehicles are built for safety, quiet operation, and clean performance – because every detail matters when serving your city. Each truck is fully enclosed and leak-resistant, with self-contained systems that compress materials efficiently and securely. This design helps keep streets clean and operations contained.

Every vehicle in our fleet follows strict branding guidelines, painted in a uniform color and clearly marked with unique identification numbers on both sides and the rear. This makes them easy to recognize and track, reinforcing transparency and accountability everywhere we serve.

We maintain detailed records for each vehicle and follow a rigorous maintenance schedule to ensure every truck operates safely, looks clean, and performs reliably. From appearance to performance, our fleet reflects the care and professionalism WM delivers to Greenwood Village – every day.

Behind the wheel, smart technology powers every route. Real-time GPS, onboard computing, and digital cameras help us stay responsive and efficient. Many of our vehicles run on natural gas, helping reduce greenhouse gas emissions and support local air quality.

TYPE OF VEHICLE: **AUTOMATED SIDE LOADER**



Passenger Side (Curbside)



Front



Driver's Side (Roadside)



Rear

MATERIALS COLLECTED

- ✓ Trash
- ✓ Recyclables
- ✓ Compostables

TYPE OF FUEL

Cleaner, Quieter Compressed Natural Gas

CHASSIS/BODY MAKE AND MODEL

Autocar WX/Amrep

CREW SIZE

1

SERVICE PROCEDURES

Services containers with mechanical arms that lift and tip contents into the body of the truck. Operated by the driver – on right hand side of cab - with controls inside the cab.

TYPE OF VEHICLE: **FRONT END LOADER**



Passenger Side (Curbside)

Drivers Side (Roadside)

Rear

MATERIALS COLLECTED

- ✓ Trash
- ✓ Recyclables
- ✓ Compostables

TYPE OF FUEL

Cleaner, Quieter Compressed Natural Gas

CHASSIS/BODY MAKE AND MODEL

Autocar ACX64/ McNeilus 3285

CREW SIZE

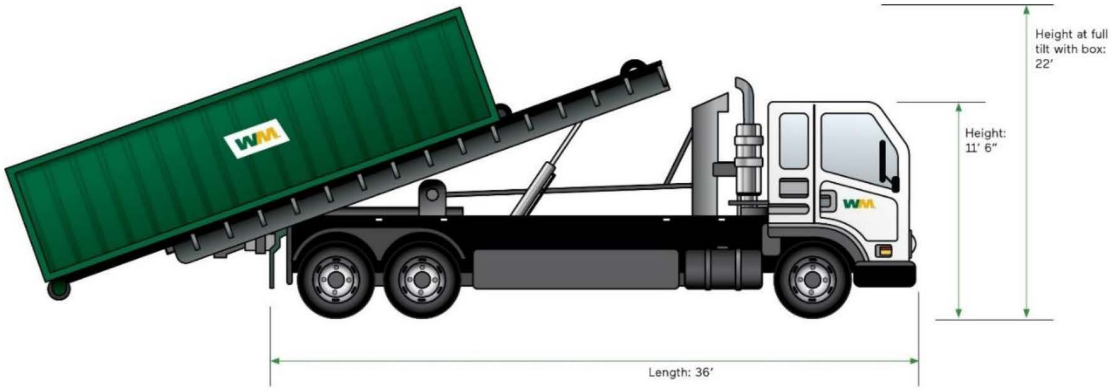
1 driver

SERVICE PROCEDURES

Services dumpsters with two forks on the front of the truck that lift and tip contents into the body of the truck. Operated by the driver with controls inside the cab.

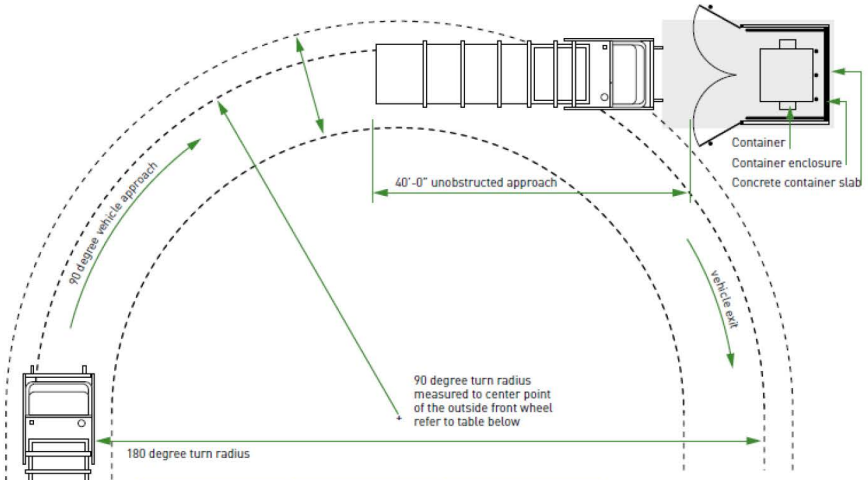
Servicing Roll-Off Containers

First and foremost, safety is our top priority in receiving, delivering, and emptying roll-off containers. Upon arrival at the site, our drivers will conduct a thorough inspection of the area to determine if there are any potential concerns, such as access to alleys or roads, and whether there is foot traffic nearby. We need to determine if there is sufficient room to deliver a 30-yard roll-off container while safely maneuvering the vehicle in and out of the site.



NOTE: Illustrative purposes only. Not to scale.

Width: 11' (with mirrors)	Maximum Weight: 54,000 lbs (Interstate)
Empty Weight: 32,000 lbs.	



VEHICLE	90 DEGREE TURN RADIUS	180 DEGREE TURN RADIUS
Crane Carrier	36 Feet	72 Feet
White Expeditor WX64	45 Feet	90 Feet
Mack MR	38 Feet	75 Feet
Peterbilt	35 Feet	70 Feet

Sufficient turn radius on site is critical for safe receiving and delivery of roll-off containers. This diagram illustrates the necessary approach and turn radius.

Roll-off containers, once picked up by our vehicle, will be driven to our facility to unload. After the containers are emptied, they are driven back to the site and placed in the pre-determined area. Turn-around time is based on the distance from your location to our WM facility, based on a round trip with normal traffic. Heavier or lighter traffic patterns and wait times at the disposal/processing facility may result in a timing difference.

Onboard Computing System Provides Real-Time Driver Feedback



Our fleet of trucks for Greenwood Village is equipped with our onboard computing system (OCS), which enhances communication between our Operations and Customer Experience teams. OCS replaced paper route books with electronic route sheets that are updated in real time. Collection drivers see all stops and service tickets on their touch screens, which can be updated remotely and in actual time by our routers and dispatchers. Drivers use their OCS to log completion of each service performed.

OCS is also a key tool for noting and communicating route exceptions such as blocked containers, extra material outside of container or on top of the container, and contamination. Each exception has a designated code. Drivers log the appropriate code at the time of collection and have the option to add supplementary notes. If OCS becomes unavailable due to cellular outages or natural disasters, our drivers are able to use a traditional paper route sheet to perform scheduled collections and manually enter routing exceptions. As part of our commitment to providing reliable and streamlined service, we are working with communication partners to implement sophisticated business continuity processes and build response systems to be able to leverage technology even during uncontrollable events, when our customers continue to depend on us for essential services.

The primary benefits of OCS are:

- **Service Exceptions:** When a driver encounters a condition that prevents providing service or requires a service beyond emptying a container, such as removing extra material outside container, and noting contamination, the driver touches the "service exception" button. Drivers can touch the exception button on the customer order list or from the customer order detail screen, which triggers an "exception" pick list on the display. Drivers touch the item containing the appropriate service exception.
- **Proactive Customer Communication:** Drivers document any issues associated with attempting to provide service to the customer, including carts not being out, blocked access, or ancillary pickups. This allows us to address issues proactively with our customers and prevent inconveniences, such as a missed collection.

Our OCS is complemented by the following industry-leading software and technology for real-time routing and dispatch communication:

Technology	Function	Benefit to Customer
eRouteLogistics®	**Mapping and routing software system used to develop and modify routes.** ✓ Takes into account traffic patterns, vehicle capacity, location of disposal sites, and travel times to create the most efficient routes possible ✓ Fully integrated with our billing and customer database, Mid-America Systems (MAS), to capture new customers and service changes	✓ Increases efficiency on routes ✓ Automates updates to customer's service needs ✓ Contributes to accurate billing ✓ Can route around school drop-off and pick-up times to avoid traffic
Plan Versus Actual (PvA) Technology	**Software that plots planned route versus actual route status** ✓ Identifies routes that may be running behind the typical schedule that customers are accustomed to, enabling WM to proactively redistribute routes ✓ Shows historical trends to address recurring challenges	✓ Reliable service, even during unexpected events ✓ Prevent missed or late pickups ✓ Proactive service improvement ✓ Ability to analyze trends
Onboard Computer System Dispatch (OCSD)	**In-office software connecting dispatch and route management to driver OCS** ✓ Route modifications are made in real time and instantly appear on drivers' tablets so that any potential for service disruption is eliminated ✓ Enables dispatch and managers to electronically assign service tickets and communicate with drivers for immediate customer issue resolution (e.g., blocked container, late set out, etc.)	✓ Quick resolution in the event of a service challenge ✓ Instant, electronic transfer of information to drivers ✓ Real-time resolutions to issues as they arise

Back-Up Cameras on All Vehicles

Every collection vehicle is equipped with back-up cameras that activate whenever the truck is in reverse. This smart safety feature helps drivers see what is behind the vehicle, reducing the risk of backing incidents and helping protect pedestrians in your city. It is one of the many ways WM uses technology to make your service safer.

DriveCam®: Smart Dashcam for Safe Collection

WM trucks in your area are equipped with DriveCam® – an intelligent dashcam system designed to help keep your streets safer. This advanced technology combines machine vision and artificial intelligence to spot potential risks in real time and guide drivers with instant feedback.

Mounted inside the cab, DriveCam® uses both road-facing and cab-facing cameras to monitor conditions. If it detects something unsafe – like following too closely, drifting out of a lane, using a device, or a possible collision – it alerts the driver visually and audibly, giving them a chance to correct course immediately.

When an event is recorded, the footage is reviewed by WM operations managers to support driver coaching and reinforce safe driving habits. These recordings also highlight the many times our drivers skillfully avoid incidents by using proven defensive driving techniques.

By investing in DriveCam®, WM is helping reduce vehicle incidents and enhance safety for our drivers and your residents. It is one of the many ways we use smart solutions to deliver reliable service with care.

Extra Eyes on Your Roads

WM drivers can manually trigger video recording on the DriveCam® in the event they witness an emergency situation or suspicious activity. For an in-depth look at DriveCam®, watch this video: https://youtu.be/NDvaclfHxy8



Onboard Technology Advancements

Investing in advanced truck technology is about more than driving efficiency in our business – it is about ensuring that we provide your city with top-notch safe and reliable service today, and **For Tomorrow®**. While these investments may initially increase costs, the long-term benefits are substantial. Innovation in truck technology improves the following areas of your WM service delivery:

- **Safety:** Enhanced safety features protect both drivers and pedestrians, reducing the likelihood of accidents.
- **Efficiency:** Streamlined truck operations and improved decision-making processes lead to better logistics, minimizing delays and enhancing overall service.
- **Workplace:** Onboard technological features create safer working environments and reduce physical strain for employees – when we take care of them, they take care of your city.
- **Environment:** Focus on reducing emissions and enhancing fuel efficiency contributes to a clean environment.
- **Navigation:** Cutting-edge AI and technology assist drivers in navigating complex routes and traffic conditions – for optimized service during any conditions.

WM's investments in the following AI and technology foster a safe and environmentally conscious future by increasing visibility, prioritizing safety, and reducing emissions.

Artificial Intelligence and Technology	
Advanced Driver Assistance System (ADAS)	Utilizes radar and cameras for autonomous emergency braking, lane departure warning, following distance alert, stationary object alert, impact alert, side object detection, and vulnerable road user (VRU) protection.
Intelligent Dash Camera	Combines machine vision with AI to help detect and deter distracted driving. Provides driver coaching and automatic incident reporting using accelerometer sensors and integration with Advanced Driver Assistance System (ADAS).
WM Smart Truck® Program	An automated service confirmation system with safety cameras that monitor the container collection and hopper dumping to identify unauthorized materials or contaminants that can cause harm to the truck, driver, and environment.
Fuel Efficiency and Emission Reduction	
Dynamic Shift Transmissions	A unique set of software and electronic controls for the transmission that provides emission reductions and fuel savings while providing full performance, reliability, and durability. The software enhances the driver's experience with algorithm-controlled shifting, neutral at stop, and acceleration rate management to provide the best performance while reducing fuel consumption.
Electronic Fuel Management	A proprietary link between the engine and the Compressed Natural Gas (CNG) fuel system to optimize fuel consumption and reduce emissions. Provides the driver with accurate fuel levels with on-dash information for active driver feedback, distance to empty (DTE), Eco Mode for increased fuel efficiency, low-fuel derate mode permits safe exit from traffic at extremely low fuel levels, and over-temperature warnings to alert the driver of a possible load fire or unsafe operating conditions.
Renewable Natural Gas Fuel (RNG)	By deploying advanced technologies that use waste to produce energy, we are both powering communities and reducing our footprint. More than 75% of WM's routed collection fleet runs on lower-emission CNG rather than diesel. The use of natural gas-powered trucks not only benefits the environment with lower exhaust emissions, but the engines are also 50% quieter which lowers the in-cab noise for the driver as well as reduces noise the truck makes while servicing our customers.
Maximum Idle Time Limit	After five minutes, engines turn off to reduce fuel consumption and exhaust emissions.
Safety, Health, and Fire Reduction	
Battery Cables and Wiring Protection	Industry leading battery cable technology, pioneered and installed by WM, provides extreme resistance to insulation degradation with enhanced oil resistance and abrasion protection to reduce the risk of electrical fires. The addition of fire-retardant wire loom reduces the severity of fires when electrical systems become involved.

Exhaust Thermal Blankets	Reduces the risk of fire in the engine compartment from loose trash and debris due to the increased heat created by today's emission standards. Insulates key exhaust components, which improves emissions by maintaining temperatures within the exhaust system and lowers the cab temperatures to improve driver comfort.
Heavy Duty Disc Brakes	Provides the best stopping distance for heavy trucks in the industry. Exceeds all applicable Federal Motor Vehicle Safety Administration requirements.
Four Braid Hydraulic Hoses	Part of WM's standard truck body specification, four braid hydraulic hoses double the safety margin against high-pressure hydraulic leakage.
Sears Air Ride Drivers Seat	Provides WM's drivers added comfort and excellent ergonomics. Includes eight-way adjustability including lumbar support to help reduce driver fatigue and improve their overall performance on the road.
Vehicle Safety Features	
LED Headlights	Produces a brighter, more natural-looking light that better illuminates the road compared to halogen headlights, allowing our drivers to distinguish objects and road hazards faster, which reduces the risk of accidents.
Strobing Center Brake Light	A strobing brake warning light provides greater visibility and increased reaction time to approaching motorists during critical moments when collection vehicles are braking. A flashing brake light can help reduce the frequency of rear-end collisions by more than 33%.
LED Strobe Lights and Flashers	Enhances rear of truck visibility for approaching motorists. Improves safety for helpers while working at the rear of service trucks.
Bus Boy Mirrors	Angled convex mirrors allow the driver an unrestricted view of the area in front of the truck - especially valuable when children and/or adult pedestrians are present.
Electric Heated Rear View Mirrors	Provides fog and frost-free view of both sides of the truck. Mirrors are adjustable electronically from the driver's seat to provide an unrestricted view of the sides and rear of the truck.
Reflective Signage/Striping	Brightly colored "yellow tail" rear markings and highly reflective DOT vehicle striping and signage to provide exceptional visibility for motorists when approaching trucks from the rear during early morning and nighttime hours.
Trapezoidal Side Lights	Floodlights located halfway down the side of the body come on automatically when the truck is in reverse. Bright flood lighting illuminates both sides of the truck and roadway providing added safety.

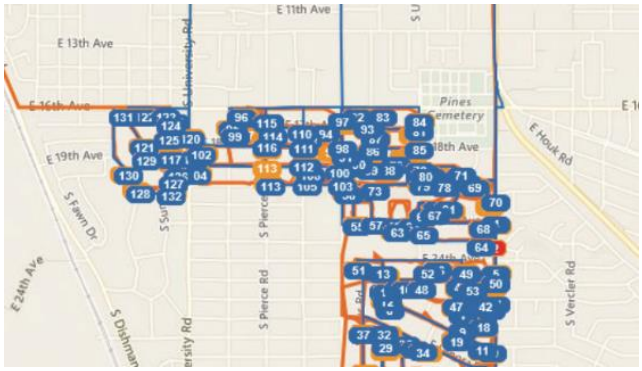
Technology at Work for Greenwood Village

Clearly documenting route exceptions



Among its many benefits, Onboard Computing is a key tool for noting and communicating route exceptions including carts missing or not being set out, blocked containers, extra material outside of the container and contamination. Each exception has a designated code. Drivers log the appropriate code at the time of collection and also have the option to add supplementary notes and photo images. This documentation is often shared with customers to help facilitate resolutions and confirm service delivery.

Addressing unplanned events to maintain on-time collections



In office, dispatch and route management staff proactively address unplanned events with Onboard Computing System Dispatch (OCSD). Our team can use OCSD to remedy situations such as traffic slowing a driver on their route or if a driver is sick and not able to complete their route. Routers and dispatchers take a portion of a route, or an entire route, divide it up among other trucks, and seamlessly drop those stops onto the other drivers' tablets. This puts the customer first, allowing us to quickly pivot and implement solutions to all situations.

Data-driven performance and safety coaching



One of our most recent safety innovations, DriveCam®, allows us to see and talk through the safety issues drivers face each day. Each truck cab is equipped with a forward-facing camera constantly recording everything that happens. Whenever there is a sudden movement, the camera automatically saves a 12-second section of video. The videos are reviewed with the driver to improve safety.

Customer Service

WM will provide all customer service functions including informing customers of current services and handling and resolving customer complaints. WM will provide response to a customer complaint within twenty-four (24) hours of the complaint.

Customer service calls from Greenwood Village constituents will be addressed by a local Denver area code informing residents of current services, handling residents' special service requests, and resolving customer concerns.

Please see Section 2.5 below for additional details on WM's customer service capabilities.

Reporting and Records

WM will work with Greenwood Village to provide reports in a format and frequency that is agreeable to all parties.

For documentation of service, WM's Smart Truck® services support verification of service and contamination reduction.

WM Smart Truck® Services: Helping to Drive Smarter, Safer Collection

Equipped with WM Smart Truck® services, our trucks capture photos and video to verify service, reduce contamination, and help keep Greenwood Village cleaner, safer, and more informed.

This innovative technology transforms curbside collection into a data-driven experience – giving your city real-time insights, targeted education, and greater confidence in every pickup. It is a smarter way to manage waste and recycling, built to help support your goals related to efficiency, sustainability, and service quality.



WM Smart Truck® service captures photos and video of every collection.

How WM Smart Truck® Services Works for Greenwood Village

Using mounted cameras and GPS tracking, WM Smart Truck® services document every collection – providing verified service data that supports issue resolution, contamination prevention, and targeted education for your city.

For Greenwood Village, this means:

- **Verified service** with photo and video confirmation
- **Faster issue resolution** through real-time alerts and notifications
- **Smarter recycling** with targeted education based on actual curbside behavior
- **Cleaner streets** by reducing overfilled containers and litter and discouraging contamination in waste streams

By turning everyday pickups into actionable insights, WM Smart Truck® services help your city recycle more effectively, reduce waste, and improve overall service quality. In the following sections, we show you in greater detail the clear benefits the WM Smart Truck® program delivers for Greenwood Village.

Customer Service Innovation

WM Smart Truck® services give you more visibility. This means fewer surprises, faster issue resolution, and a more informed experience for your city. Whether confirming a completed pickup or identifying a service concern, WM Smart Truck® service helps build trust through transparency and timely communication.

Community Health & Safety

WM Smart Truck® service helps keep Greenwood Village cleaner and safer – starting right at the curb. By identifying overfilled containers before they become a problem, our system helps prevent litter, odors, and blocked storm drains.

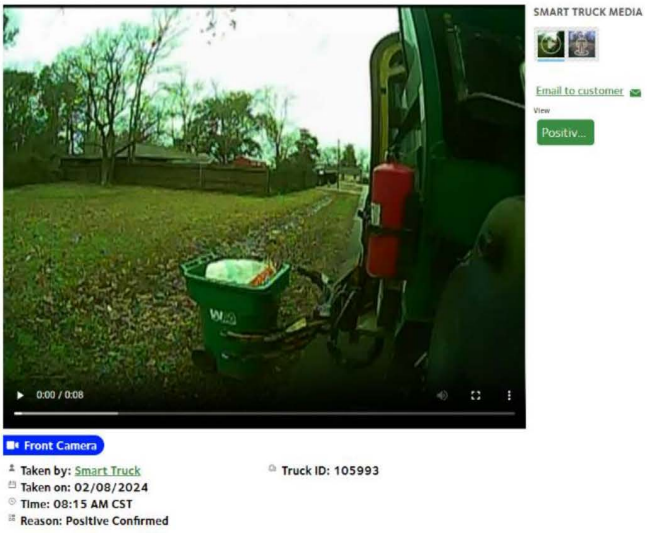
The technology also helps enhance driver safety. With automated monitoring and service verification, drivers stay in the cab and focused on their surroundings, reducing exposure to traffic and minimizing injury risk.

For your city, this helps with fewer messes, safer streets, and a more efficient collection experience.

Technology That Connects and Responds

The onboard technology built into WM trucks keeps our operations connected and responsive. With real-time data on truck locations, service status, and cart conditions, we can verify service instantly, generate proactive repair tickets, and reroute trucks as needed.

Greenwood Village staff can request service verification through your WM support team, including public sector digital coordinators, solutions managers, or operations managers. Time- and date-stamped photos – and video when available – provide clear documentation to support issue resolution and communication.



Video footage provides service verification and documentation, so you see what we see at every pickup.

Accuracy and Privacy: Quality You Can Trust

The next section answers frequently asked questions about how WM ensures service accuracy through quality control measures – and how customer data is protected every step of the way.

QUALITY CONTROL MEASURES	
How can you tell if a cart is contaminated?	Mounted cameras record service Every collection is reviewed and tied through GPS to a specific service address
What happens when a service issue is detected?	A dedicated team of trained technicians reviews the images from each route daily for overfilled containers, contamination, damaged containers, graffiti, recorded service levels, and more Any identified contamination is verified by a second technician
What quality control is in place to ensure accuracy?	Our service consultants are trained to carefully identify service issues and contamination We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy

PRIVACY & PROTECTING CUSTOMER DATA	
Is this the first-time cameras have been used on WM collection trucks?	No. WM has used cameras on trucks for almost 10 years. We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents.
What about privacy?	WM will never share the images or customer information with third parties for their marketing or data mining purposes. The photographs or videos are only used to educate and inform customers to help improve collection service, recycling practices, and diverting recyclables and organics away from landfills.

With WM, you get the WM Smart Truck® program – powered by technology, driven by local insights, and built to help Greenwood Village advance sustainability-related goals.

Promotional and Educational

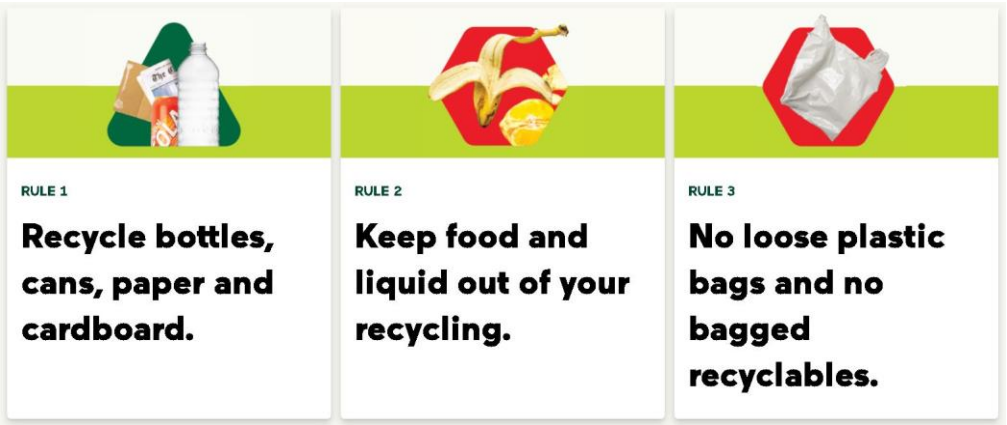
WM will have the primary responsibility for providing service-oriented information to customers and for developing and executing public educations programs to encourage waste reduction and diversion.

Recycle Right®: Proactive Public Education for Your Community

Preserving natural resources and virgin materials through recycling is at the heart of what our customers, communities, and WM want to accomplish. It is a key component of our business, and it is what you, our customers, are requesting. But recycling simply must be both environmentally and economically sustainable. By cleaning up collection, reducing contamination and limiting what we place in our carts to material that has a reliable market and can be reprocessed into new products, we can reduce the risk of recycling programs. A global effort is underway to move the needle in a more sustainable direction, and we know that this process starts with addressing contamination.

WM has dedicated manpower and made a significant investment in our Recycle Right® education program. The comprehensive, complimentary offerings found on the Recycle Right® website provide tailored tools for everyone from residents to businesses to educators to property managers as well as our government customers. Recycle Right® is successful at getting customers to change their recycling habits because we:

1. Clearly define the problem (recycling confusion and contamination)
2. Simplify the message – we use 3 simple rules (see following graphic)
3. Give consumers a reason why they should do something



These customer-specific tools and resources recognize that recycling presents different challenges in different environments. Multifamily property managers need tools that are formatted in a way that makes it easy for them to educate residents - a "what goes where" doorhanger or a new resident welcome letter, while a business may really benefit from posters designed specifically for break rooms or desk side recycling tips.

Based on community-based social marketing precepts, the Recycle Right® program includes educational videos, printed inserts, posters, bin decals and bookmarks, a robust social media campaign, elementary school resources that include a STEM-approved Curriculum for K-Five, and other interactive tools you can use to make recycling sustainable for future generation.

We are constantly adding new tools and resources to our Recycle Right® education program and have designed the program to be an ongoing resource for our customers with fresh materials and content appearing regularly. A valuable part of the Recycle Right® website, in addition to the tools and resources, is what we call Recycling 101. Here, visitors can easily find what items are acceptable to recycle or dig into some common recycling myths to ensure that you are recycling right.

WM firmly believes in education – it is the foundation of everything we do regarding recycling. We invest to leverage all communication channels and maximize those channels to best fit our customers.

Below are examples of Recycle Right® posters available to you on **wm.com/recycleright**:

Did you know recycling just one aluminum can saves enough energy to:

2hrs

Run a TV for two hours?

20hrs

Power a 14-watt CFL bulb for 20 hours?

3hrs

Power a computer for three hours?

When you think of the difference just one person could make, imagine the positive impact whole communities could have by recycling.

Give This Paper A Future!

This isn't this piece of paper's first rodeo. It's been recycled before, and it can be recycled again. So do your part.

Check out these other items that got a chance at a second career.

That bottle in your cup holder today could become a park bench or even filling for a parka one day.

Recycle that newspaper today, and it could return to your home in the form of a cereal box.

Recycle that aluminum can today, and it could be back on the shelf as a new one in just 60 days!

And this piece of paper? Recycle it today, and who knows what story it might tell later.

About WM:

We partner with our customers and communities to manage and reduce waste from collection to disposal while recovering valuable resources and creating clean, renewable energy.

To learn more, visit **wm.com/recycleright**



It's Time To Rethink Recycling. Recycle Right Every Day.

RECYCLE RIGHT

WM

You Have The Power!

Ever wonder, "Why recycle?"

Sure, it's good for the environment, but there's more to it than that. Every day we encounter hundreds of recyclable items. By recycling properly, we can save tons of raw materials, which in turn can save time, energy and expense.

Recycle Right

Thanks to WM's advanced processing technologies, it's easier than ever to recycle. Simply put all your recyclables loose into your recycling container–don't bag your recyclables and please don't include loose plastic bags. Roll your recycling cart to the curb and WM takes it from there. Your recyclables go to the Materials Recovery Facility (MRF) where they are sorted and baled for use by manufacturers.

Quality Is Key

Keeping your recyclable material clean, dry and loose in your container–free from contamination–is the best thing you can do to help ensure the materials you recycle today go on to have a useful second life.

RECYCLE RIGHT To learn more, visit **wm.com/recycleright**

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Let's Get Back To The Basics Of Recycling

Remember these three simple rules each time you recycle:



Recycle clean bottles, cans, paper and cardboard.



Keep food and liquid out of your recycling.



No loose plastic bags and no bagged recyclables.



RECYCLE RIGHT

To learn more,
visit wm.com/recycleright

Always Recycle



Plastic Bottles & Containers



Paper



Glass Bottles & Containers



Flattened Cardboard & Paperboard



Food & Beverage Cans

Do Not Include In Your Mixed Recycling Container



NO Food or Liquids



NO Foam Cups & Containers



NO Green Waste



NO Batteries
Check local drop-off programs for proper disposal



NO Loose Plastic Bags, Bagged Recyclables or Film
Empty recyclables directly into your bin.



NO Clothing, Furniture & Carpet

© 2022 WM Intellectual Property Holdings, LLC. The Recycle Right recycling education program was developed based upon national best practices. Please consult your local municipality for their acceptable materials and additional details of local programs, which may differ slightly.

Residential Special Needs

WM offers a Backdoor Waste Collection Service for households solely occupied by persons with physical limitations or disabilities. WM will follow the guidelines of the contract for residents' eligibility. WM's drivers will retrieve the waste and recyclables in the accessible area, empty them into the collection vehicles, and return the bin to the original area.

If requested or required by Greenwood Village, WM can provide small carts to those residential units that have been approved by Greenwood Village based on the resident's demonstrated hardship, which would show the need for a small cart. WM will follow all contract requirements to provide this service.

Safety You Can See. Service You Can Trust. WM Delivers.



At WM, safety is more than just a standard – it is a core value and shared responsibility we take seriously in all our operations. We are deeply invested in your safety and well-being as well as that of our teams, who live and work in the places we serve. The innovations and best practices described below highlight our commitment to delivering safe, reliable service that protects people, places, and the planet.

Safety by the Numbers

WM's safety performance consistently exceeds industry benchmarks – and that makes a real difference for Greenwood Village. A safer workforce translates to fewer service disruptions, more consistent operations, and teams that arrive ready to work with focus and confidence.

For decades, our injury rates have steadily declined, reflecting an ingrained culture of care and accountability that protects people and strengthens our service. We use two key metrics to guide continuous improvement:

- **Total Recordable Incident Rate (TRIR):** This OSHA-mandated measure captures all work-related injuries and illnesses, giving us a complete view of safety across our operations.
- **Days Away, Restricted, or Transferred (DART):** This metric focuses on more serious incidents that result in lost workdays, restricted duties, or job transfers.

Built on Safety, Backed by Innovation

Every day, WM works to make safety second nature. We are focused on reducing workplace injuries and enhancing safety across all operations. Our goal is clear: lower our TRIR to 2.0 by 2030. Here is how we are working to make that happen:

- **Smart Systems:** Our Environmental, Health, and Safety (EHS) program is active at every site, with trained professionals ensuring safety protocols are followed.
- **Real-Time Tracking:** We monitor incidents and near misses to learn, adapt, and improve.
- **Ongoing Training:** From onboarding to daily check-ins, our teams receive continuous safety education.

- **Clear Communication:** Our "Get Home Safe Every Day" vision is more than a slogan – it is a daily practice.
- **Advanced Technology:** We invest in tools that help our drivers and teams stay safe and efficient.
- **Industry Leadership:** We share what works with others in the field to raise the bar for everyone.
- **Seasonal Awareness:** From heat safety in summer to slip prevention in winter, we adapt to the risks of the season.
- **Quick Recovery:** When injuries happen, we focus on fast, full recovery with the right care and support.

Empowering Safe Decisions

Every WM employee has the authority to stop work if something feels unsafe. This Stop-Work Authority policy is a cornerstone of our culture – because safety is everyone's responsibility.



Our long-standing "Mission to Zero" initiative reflects our belief that every incident is preventable. We are committed to zero tolerance for unsafe actions and to making sure everyone gets home safe, every day.

Our Safety Vision and Promise go beyond compliance, and drive a culture where health and safety are the foundation of everything we do. Safety comes first on the job, all day, every day, without compromise.

Our Safety Promise is to:

	Always put safety first
	Take personal ownership of safety
	Champion safe operations with our words and actions
	Follow all safety rules
	Identify and address safety risks in advance

The behaviors in our Safety Vision and Promise protect what is most valuable to us and to Greenwood Village: health and well-being.

Built to Evolve: Safety Training in Motion



Safety starts with preparation, and never ends. Our drivers and technicians begin with a two-week immersive training at our facilities in Florida and Arizona. These centers simulate real-world conditions – from traffic to weather – so our teams are ready to adapt in any circumstance. After that, on-the-job coaching and daily "tailgate" meetings keep safety top of mind and continuously improving:

- **Tailgate Talks:** Daily briefings cover local conditions, road closures, and community events.
- **Defensive Driving:** Our custom SAFETY training system is updated monthly with real-world scenarios.
- **Behavioral Coaching:** Managers regularly observe and guide drivers to reinforce best practices.



Equipped for Safety. Built for the Future.

Beyond the features you can easily see, WM thoughtfully engineers safety into every detail of our fleet – because true protection starts from the inside out. We continue to raise the bar in safety by equipping our fleet with forward-thinking technology designed to protect people, improve performance, and stay ahead of tomorrow's challenges.



Safety Beyond the Road

Our commitment extends to every WM facility. From landfills to recycling facilities, we maintain strict safety standards:

- **Protective Equipment:** All team members wear personal protective equipment (PPE) at all times.
- **Fire Prevention:** Automated systems detect and extinguish fires, even when no one is present.
- **Clear Signage:** Life-critical rules are posted throughout our sites to guide safe behavior.

We also invest in technologies that reduce manual labor and risk, like robotics and optical sorters in our recycling facilities.

Personnel at our post-collection facilities wear PPE while on duty at all times, including hard hats, reflective vests and clothing, eye/hearing protection, gloves, and dust masks when necessary.



A Stable, Safe Workforce

Safety and stability go hand in hand. By creating a workplace where people feel valued and supported, we reduce turnover and strengthen our service. When our teams stay, your service stays consistent – and safe.

5. Customer Service

Describe the provider's customer service approach.

Customer service calls from Greenwood Village constituents will be addressed by a local Denver area code informing residents of current services, handling resident special service requests, and resolving customer concerns.

Curtis Gardner will serve the City of Greenwood Village as your dedicated Account Manager. He will remain accessible to your staff via phone or email to address questions or emerging concerns. Curtis will work hand in hand with our Denver South Hauling operations team to ensure the contract needs are met.

Additionally, Seneca Sanders and Amy Wenger will serve as WM's liaisons to the City of Greenwood Village staff, managing customer service and working with our Denver South operations team to ensure all needs are met and any potential issues are resolved. City staff can always reach Seneca and Amy at WM for customer service-related matters via email at coutpss@wm.com.

To provide support for our customers whenever they need it, WM uses advanced technology to offer a multi-channel customer experience, as detailed below.

Customer Service, For Tomorrow®

At WM, exceptional customer service means meeting you where you are – and driving service forward to where you are going. Our flexible, multi-channel customer experience model makes it easy for your residents to connect with WM through the channel of their choice. With WM, they can also access self-service tools and digital resources at their convenience.

Backed by smart technology and knowledgeable teams, we deliver fast, consistent, and personalized service. This section highlights the full range of services and support we offer to keep your city connected and informed today – and the feedback-driven tools that will help us evolve with Greenwood Village into the future.

Multi-Channel Customer Experience: Connect with WM Your Way

We put Greenwood Village first by anticipating your service needs and delivering support tailored to you. To meet residents where they are – and ensure every interaction feels consistent and easy – we have expanded beyond traditional service models to offer a flexible, multi-channel experience. Whether you prefer to call, click, or chat, WM offers a connected experience across every channel.

Customer Support Channels

To make every interaction easy and efficient, WM offers the following customer service channels – each designed to save you time, reduce effort, and give you control over how and when you connect.

- **Lisa – Our Conversational Voice Assistant**
  Lisa is our Interactive Voice Response (IVR) system that helps you get what you need without navigating complicated menus. Just speak naturally, and Lisa will guide you to the right solution – whether that is a helpful link, a service request, or a live agent.
- **Callback and Text Options**
  No more waiting on hold. Choose a callback or text option, and a WM Customer Service

Representative (CSR) will reach out when available – or continue the conversation by text at your convenience.

- **Live Chat**
  Start with our chatbot for quick answers to common questions. With every customer conversation, the chatbot learns and improves – helping continuously deliver even faster, more accurate solutions. If your request needs more attention, you will be connected to a live chat representative.
- **Contact Back**
  For more complex issues, use our digital intake form to describe your request. A WM CSR with the right expertise will follow up with the support you need.

Self-Service Tools

In addition to the support channels we provide Greenwood Village, WM offers a full suite of self-service tools that puts your residents in control – giving them quick access to the information and services they need, whenever they need them.

These digital tools make it easy to get things done quickly and confidently – so residents can take charge of their WM experience.

WM.com	Gives residents a seamless and intuitive way to discover the services and solutions available in their city.
Customer Support Resources	Allows residents to explore a collection of resources by topic to find quick answers to top-asked questions.
Social Media Platforms	Provides a new and convenient way to connect with WM.
My WM/My WM App	This platform empowers residents with the tools and technologies for on-demand digital account management and self-service solutions.

Enhancements to Your Payment Experience

WM has enhanced the payment experience, so our customers now have access to more flexible and comprehensive online bill-management capabilities. Powered by Paymentus, a best-in-class electronic bill payment solutions provider, we are excited to offer additional payment methods, including popular digital wallet services like Venmo, PayPal, Apple Pay and Google Wallet. In addition to these new ways to pay, customers will still be able to pay by electronic debit from a bank account (ACH network in the U.S.) and credit or debit card. Accounts may be subject to a convenience fee ($1.99 USD per transaction for residential service; $9.99 USD per transaction for commercial service; fee amount subject to change) for payments made using credit cards, debit cards, and digital wallets. If a customer's payment is subject to the convenience fee, it will be disclosed during the online bill payment process. We will also continue to offer a free way to pay invoices – by ACH debit from a bank account – if customers do not wish to pay a convenience fee.

Self-Service Online Capabilities

Every feature on wm.com is designed for an easy, efficient, and transparent experience. These tools go beyond traditional call center support, giving residents the freedom to manage services at their convenience – with an exceptional experience at every touchpoint.

We are proud to offer your residents the following online features – without the need to make a formal request to your staff. These self-service tools are designed to reduce calls to your staff, saving you time while adding convenience for residents:

- **Cart Repair or Replacement:** Sometimes life is hard – on carts! When their cart needs a little care, residents can visit us online where they can quickly give us information on the damage, then pick a date for us to come out to their place to either replace it or repair it.
- **View ETA & Schedule:** residents can stay informed of when we are stopping by – including holidays, weather events, or other service schedule changes.
- **Report Missed Pickup:** If we missed a pickup, residents can easily report a missed pickup and we enter a ticket to collect.
- **Temporary Roll-Off Requests:** residents can order a temporary roll-off container online, where they can choose a delivery date and see estimated costs.
- **Request Contact Back:** If residents are unable to complete a self-service action, they can request a Contact Back, and we will be in touch to help them.

Localized WM Website: Greenwood Village's Digital Service Hub

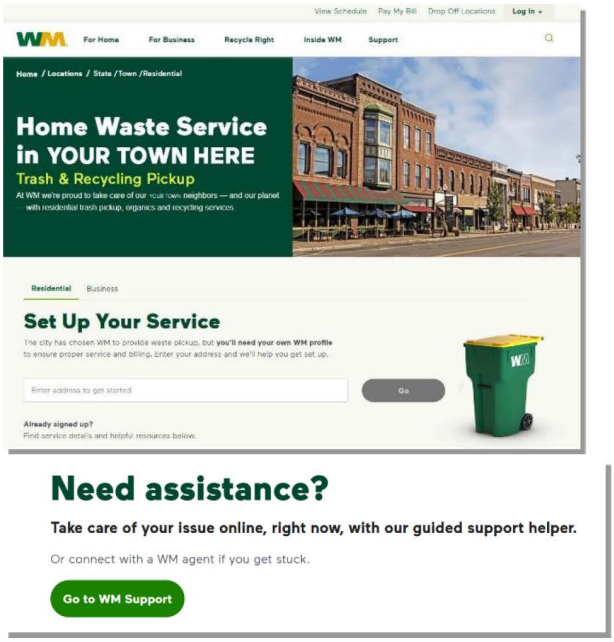
In addition to the many tools available through wm.com – our company website serving all types of customers across North America – WM offers Greenwood Village a localized website designed specifically for your city. This dedicated site brings together all the relevant service information, tools, and resources your residents need in one easy-to-navigate place.

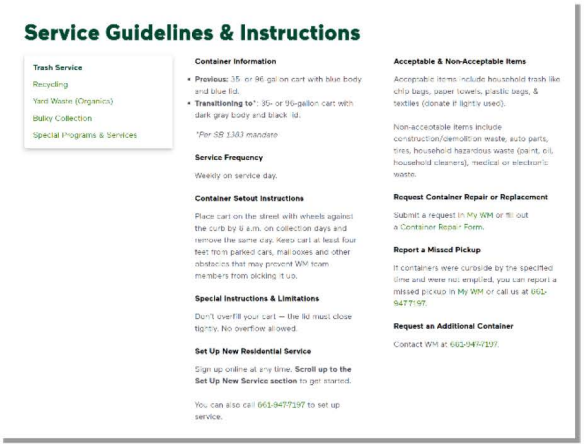
In collaboration, we can develop customized content for a Greenwood Village website that provides:

Quick Access Tools

Your local city's website is the digital gateway for residents to access self-service features through wm.com. They can manage service, learn about programs, get in touch with WM, and more.

- **Local Focus**
  The site is tailored to reflect your city's services, schedules, and special programs – making it easy for residents to find what is relevant to them.
- **Self-Service Tools**
  Customers can access information, request services, and manage their accounts without needing to call – saving time and streamlining service.
- **Helpful Resources**
  Your WM customer website is the information hub for all local services – from collection schedules to service guidelines and special events to bulk item collection information (if applicable). Communications and newsletters that we co-create can also be posted here.
- **Sustainability-Focused Support:**
  The site can link directly to WM's Recycle Right® education program, helping residents recycle more effectively and reduce contamination – helping Greenwood Village stay compliant with environmental guidelines.





Shown here is a sampling of quick access links to make payments, report missed pickups, get general assistance, and more, as well as general Service Guidelines & Instructions.

Customer Service Center

While our digital tools offer fast, flexible support, we know that sometimes you need to speak with someone directly. That is where our Customer Service Center comes in.

Our customer service representatives (CSRs) are knowledgeable, professional, and ready to help with any request that cannot be resolved online. They are equipped with the tools and local insight to provide accurate answers and timely solutions – so residents can get the support they need without the back-and-forth.

Hours & Days of Operation

Our Customer Service Center is available during regular business hours:

8 a.m. to 5 p.m. local time, Monday through Friday

We are closed on nationally observed holidays.

Even when our phone lines are closed, residents can still access support through wm.com, the My WM app, Live Chat, and other self-service tools – at their convenience.

Nationwide Infrastructure & Emergency Support

From storms to service disruptions, WM's customer service network is built to keep Greenwood Village connected. Our systems quickly route requests across our nationwide team, ensuring reliable updates and locally informed support – especially when you need it most.

Customer Service Representatives (CSRs) Who Know Your Needs

Our CSRs are trained to do more than answer questions – they are here to solve problems, provide clarity, and make your experience easier.

Each CSR is equipped with the tools and local knowledge to resolve issues quickly and accurately. They are empowered to take action during the first interaction, reducing the need for follow-ups and saving you time.

With access to your local service details and the right tools at their fingertips, our CSRs provide accurate answers and take meaningful action. When follow-up is needed, our structured processes ensure consistent communication and timely resolution.

From Onboarding to Ongoing: CSR Training That Delivers

Our CSRs play a crucial role in shaping your experience with WM. Every interaction is an opportunity to resolve your issues and deliver excellence. From onboarding to ongoing training, we focus around one goal – to ensure you feel valued and respected.

Every CSR goes through a five-week onboarding program designed to build deep knowledge, strong communication skills, and a clear understanding of what customers like Greenwood Village need most.

But learning does not stop there. Our quality standards and evaluation forms are designed to measure and enhance your experience, ensuring our CSRs follow all necessary processes and procedures.

People First, Powered by Technology

Great service starts with great people. Our CSRs are knowledgeable, caring, and empowered to deliver the support you need – backed by smart technology that helps them do it even better.

To strengthen this experience, WM uses the Genesys customer interaction management platform – an AI-powered system that helps us understand how to support our teams and our customers more effectively. With real-time insights and data-driven planning, we can deliver faster, more personalized service while creating a better experience for the people behind every call, chat, or message.



Ongoing training and development ensure our team stays sharp, informed, and ready to support Greenwood Village with clarity, care, and confidence – every time you reach out.

Tech That Connects, Service That Delivers

Every customer interaction is backed by smart technology that connects our Operations and Customer Experience (CE) teams with the right information – right when it is needed. We use the following tools designed to make your experience smooth, fast, and reliable – because when things run efficiently behind the scenes, you feel the difference up front.

Real-Time Support from Onboard Technology

Every WM truck in your area is equipped with onboard computer systems that keep our teams connected and informed. This means:

- **Faster issue resolution** – from on-call pickups to rerouting, we can respond quickly.
- **Real-time updates** on truck locations, completed stops, and service status.
- **Proactive cart repairs or replacements** – often flagged before you report them.
- **Fewer emissions** thanks to optimized routes and reduced idle time.
- **Smart service** that anticipates your needs before they become problems.

One System, One Source of Truth

Our proprietary Employee Console Application is a centralized system that gives every WM team member access to accurate, up-to-date information about your services. Whether you are calling about a pickup, a billing question, or a schedule change, our team can provide clear answers quickly. This system supports:

- Billing, autopay, and paperless options
- Pickup service and holiday schedules
- Bulky/large item collection
- How to Recycle Right®
- Sustainability-focused information
- Commercial service updates and extra pickups
- Service schedule changes
- Weather alerts and emergency updates

Our teams are connected around you – so no matter who you speak with, you can expect consistent, informed support.

Listening, Learning, and Improving – With You at the Center

At WM, delivering reliable service is just the beginning. We are always looking for ways to make your experience better, and that starts with listening to what matters most to you.

To do that, we use two powerful tools: **Net Promoter Score (NPS)** and the **Voice of Our Customers (VOC)** survey. These tools help us understand how you feel about our service, what we are doing well, and what we can do better.

Net Promoter Score (NPS): Understanding, Not Just Measuring

Understanding your needs goes beyond measuring satisfaction. That is why we use Net Promoter Score (NPS) – a tool that gives us deeper insight than traditional metrics like Customer Effort Score (CES).

NPS tells us how likely you are to recommend WM to others. It goes beyond satisfaction to measure trust, loyalty, and long-term value. Here is how it helps us serve you better:

- **A complete picture**: NPS captures both positive and negative experiences, giving us a well-rounded view of how you feel.
- **A look ahead**: High NPS scores often mean stronger customer loyalty and more consistent service. It helps us focus on what we are doing well for Greenwood Village.
- **Actionable insights**: By understanding who is happy and who is not, we can make meaningful changes that improve your experience.
- **Industry benchmarking**: NPS also shows us how we compare to others, so we can set realistic goals, track progress, and keep raising the bar.

Voice of Our Customers (VOC) Survey

Every month, WM invites over 100,000 customers to share their experiences through our Voice of Our Customer survey. It starts with big-picture questions about your relationship with WM, then dives into specific service details – giving us valuable insight into what is working and where we can improve.

This feedback helps us shape smarter, more responsive solutions designed to meet – and exceed – Greenwood Village's expectations.

As a WM customer, you can feel the difference of service centered around Greenwood Village.

How does the provider perform quality control?

WM Way: The Framework for Operational Excellence

Delivering reliable, high-quality service is not left to chance – it is built into our operations. The **WM Way** is our structured framework for how we work, designed to ensure every collection, every route, and every interaction meets a high standard of excellence for Greenwood Village.

This approach is more than a set of procedures. It is a system that brings together smart technology, local expertise, and a culture of accountability to drive consistent performance and continuous improvement. For you, that means fewer missed pickups, safer streets, and a service experience that gets better over time.



Four Pillars of Performance

Safety: Built Into Every Route

Safety is a core value – prioritized first in everything we do. Every week, our managers review footage from our DriveCam® system to coach drivers on safe practices, like maintaining proper following distance. These conversations are constructive, helping drivers improve while reinforcing our shared commitment to safety.

Service: Thoughtful, Everyday Improvements

Each morning, our teams gather to share ideas and insights for service improvement. A simple reminder to "Leave it better than you found it" can spark real change. These daily huddles help us stay focused on delivering cleaner, more reliable service for your city.

Savings: Smarter Routes, Greater Value

WM Way helps us plan efficient routes and assign consistent drivers who know your area. This reduces missed collections and unnecessary trips – saving time, fuel, and resources. It is a smarter way to serve you and a more responsible way to operate.

Satisfaction: A Team That Listens and Learns

Our drivers are more than operators – they are your neighbors on the road. WM Way encourages open communication and peer support, so drivers help each other improve. This teamwork leads to better service and higher job satisfaction, which means lower turnover and more experienced drivers serving your city.

How We Track and Improve

WM Way includes clear procedures and metrics to ensure we stay on track and keep getting better. Here is how we do it:

Service Metric	What We Do	Why It Matters
Safety	Weekly and monthly reports track injury and accident rates.	Helps us keep everyone safe and informed.
Missed Pickups	Daily reports posted by route and driver.	Promotes transparency and encourages improvement.
Noise & Spills	Logged and reported as required.	Ensures quick resolution and protects your city.
No Can Out (NCO)	Tracks when containers are not out for collection.	Helps identify trends and improve route compliance.
Efficiency Dashboard	Combines key data like stops per hour and idle time.	Supports smarter routing and better service.
Truck Weights	Reviewed daily to ensure legal compliance.	Keeps operations safe and efficient.
Fleet Maintenance	Tracks truck availability and repair needs.	Reduces downtime and keeps collections on schedule.

The WM Way Difference

What sets WM apart is how we turn data into action – automating insights across our operations to drive smarter, faster decisions. This means timely insights, optimized decision-making, and reliable service for you. From safety and service to savings and satisfaction, WM Way is how we deliver real value for Greenwood Village.

When you work with WM, you get a team that is aligned, informed, and always improving. That is operational excellence – done the WM Way.

Describe the provider's complaint resolution procedures.



From Complaint to Resolution: What You Can Expect

We take complaints seriously at WM. Your dedicated contract liaison and operations team are committed to resolving them promptly, with a focus on proactively reducing the number of complaints received.

Here are the steps we take to address issues and find solutions.

1) **Documentation:** When a complaint is received, it is dated, time-stamped, and documented with the action needed for resolution. Proper documentation allows us to effectively address the complaint and track the resolution progress.
2) **Ticket Submittal:** A complaint submitted via our self-service channels generates a ticket that is promptly submitted to the relevant WM Area for resolution. This streamlined process helps ensure a faster and smoother resolution.
3) **Urgent Escalation:** A ticket is escalated to *Urgent* for issues requiring immediate attention or a repeat occurrence. When a ticket is escalated to urgent, our system prioritizes it for a swifter resolution.
4) **Dedicated Team:** Our skilled Complaint Resolution team and the workflow manager assigned to the complaint ticket work diligently with the customer to resolve the complaint within 24 business hours.
5) **Supervisor Support:** If we cannot resolve a complaint within the deadline, our Supervisors collaborate with our Operations team and speed up the resolution process for a satisfactory outcome.

Describe the provider's process for complaint escalation. What situations warrant escalation?

Please see our response above. Complaints are escalated for issues requiring immediate attention or a repeat occurrence.

Describe the provider's emergency plan to address extreme weather events or other emergencies that would require a deviation from standard operations.

Emergency Collection Services: When Disaster Strikes, WM Delivers

When the unexpected happens—whether it is a natural disaster, extreme weather, or another urgent event – WM is ready to respond with reliable, local support. Our teams live and work in the communities we serve, so we understand the importance of acting quickly and effectively when it matters most.

What sets WM apart is our ability to scale support fast. Our local crews are experienced in managing complex situations, and when needed, we can quickly bring in additional drivers, technicians, and equipment from across the region or country. This means your city gets the help it needs – without delay.

In high-impact events, we can also supply extra collection equipment, including spare vehicles and steel containers, often within hours. This rapid response helps keep your streets clear and your recovery moving forward.

If your city experiences a disaster, WM can provide storm debris removal and cleanup services that go beyond regular service agreements. These services are delivered in line with FEMA guidelines and applicable contract terms.

With WM, you are backed by a team that is always prepared, experienced, and committed to helping your city recover – safely and efficiently.

Describe how the provider would work with City staff to address complaints or other service-provision issues.

In addition to our complaint resolution process described above, Curtis Gardner will serve the City of Greenwood Village as your dedicated Account Manager. He will remain accessible to your staff via phone or email to address questions or emerging concerns. Curtis will work hand in hand with our Denver South Hauling operations team to ensure the contract needs are met.

Additionally, Seneca Sanders and Amy Wenger will serve as WM's liaisons to the City of Greenwood Village staff, managing customer service and working with our Denver South operations team to ensure all needs are met and any potential issues are resolved. City staff can always reach Seneca and Amy at WM for customer service-related matters via email at coutpss@wm.com.

6. Communications and Outreach

Provide the proposed communication plan for informing and educating the residents of any modifications to the service while under this agreement.

As discussed in Section 2.3, Transition, WM will provide a welcome packet to residents, introducing our service. Future communications will be delivered electronically. In addition, Curtis can attend city council meetings or community meetings to communicate service changes.

7. Proposed Changes to the Proposal and/or Agreement

Specify any proposed changes that would enhance the service delivery or provide an alternative or innovative approach to the program.

Requested Clarifications and Exceptions

WM and all of our team members who would provide services to the City want to reiterate our commitment to you - that we are prepared to meet the service expectations for your RFP. We aim to forge community ties and a business relationship by implementing this proposal. We offer the following clarifications and exceptions for your consideration and possible future negotiations.

Appendix A

1. WM would request report due date of the 15th of month

Appendix B

1. WM requests utilizing the CPI Water, Sewer and Trash index and would like to negotiate the Annual Price Increase cap of 4%.

Appendix C

1. General Public Liability Insurance Section: strike Owners and Contractors Protective Liability and strike Stop Gap or Employer's Contingent Liability
2. Section C: remove "and two million dollars ($2,000,000.00) aggregate – our Auto Insurance policy does not include an aggregate
3. WM would like to negotiate the Force Majeuere Language

Other Exceptions

1. WM would like to negotiate adding Extraordinary Increase language in the event of government regulations, fees, etc.
2. WM would like to negotiate 30-day payment terms as well as late fees for past due invoices
3. WM proposes adding exclusive language

WM agrees to work in good faith with the City of Greenwood Village to negotiate final Agreement terms that are acceptable to both parties.

Innovative Approaches

WM continuously works to drive innovation in the tools we use to serve our customers and by investing in solutions that aim to expand the services we can offer to meet your evolving needs.

To expand our ability to help our customers advance sustainability-related goals, WM's Emerging Technologies team pioneers new technologies to solve for current and future challenges. Our team listens to customer feedback and works alongside industry stakeholders to create solutions that fit real needs. With WM, you get practical expertise bringing the latest industry knowledge to the curb and beyond.

We are constantly pushing for continuous improvement, and that includes finding new ways to deliver more value to customers like Greenwood Village. It is why we invest in innovative solutions

that help make recycling easier, reduce waste, and support sustainability ambitions. From organics and textiles to advanced recycling and energy recovery, our investments are aimed at expanding the options we can offer you.

WM's At Your Door Special Collection® Program Overview

Handling Hard-to-Recycle Items – Right from Your Doorstep

The City already takes advantage of WM's At Your Door Special Collection® service, so your residents know how easy it is to safely manage household hazardous waste (HHW) and electronics – without ever leaving home. Whether it is old paint, batteries, garden chemicals, or outdated electronics, this service brings responsible recycling and disposal right to each resident's doorstep.



Since 1995, WM has helped thousands of communities across the U.S., including Greenwood Village, collect and manage hard-to-recycle materials. With decades of experience and a deep understanding of local regulations, WM is equipped to continue to deliver a seamless, compliant, and community-focused solution that works for your residents.

This year-round, on-demand service is designed to meet people where they are – literally. Residents can schedule a collection when it suits them, and WM takes care of the rest. From packaging guidance to safe transportation and processing, every step is handled with care and expertise.

WM's At Your Door Special Collection® service is more than just convenient – it is a thoughtful, proven approach to protecting homes and the environment.

Secure Disposal Services Protecting What Matters

We are expanding our local offerings to help your city stay safe, compliant, and environmentally responsible. WM now provides a suite of convenient, secure, and easy-to-use waste disposal offerings designed to meet everyday needs – right where you live and work.



- **WM Shred-it℠ Community Events** make it simple for residents to securely dispose of sensitive documents while supporting paper recycling and protecting personal information.
- **Seal&Send™ Medication Return Envelopes** offer your residents a safe and straightforward way to dispose of expired or unneeded medications – helping prevent misuse, protect the environment, and meet regulatory requirements.
- **SafeDrop™ Mail-Back Systems** provide your residents with everything needed to safely manage small quantities of sharps waste. These systems are processed through WM's trusted treatment facilities, ensuring proper disposal and promoting public health.



- **SafeDrop™ Sharps Disposal Sites** feature secure containers for public restrooms, helping prevent

needlestick injuries and supporting community well-being through safe, compliant sharps disposal.

WM is ready to help Greenwood Village implement these innovative waste offerings – each designed to protect people, promote health and well-being, and safeguard the environment. To explore customized options that fit your operational needs, reach out to your WM Account Manager.

Curbside Organics Collection and Recycling



WM is closing the loop on organics recycling by transforming locally sourced landscape waste and food scraps into soil-enhancing compost and mulch products. WM can accept source separated yard debris and food scraps for our organics recycling program.

Dedicated composting operations at the Denver Arapahoe Disposal Site (DADS) follow rigorous process controls and product testing to ensure a stable, mature compost for residential and commercial use. The facility began compost operations in 2010 and completed two expansion projects in 2023 and 2025. Composting capacity at DADS is 100,000 tons permitted annually. DADS compost is regularly sampled and tested to meet all Colorado Department of Public Health and Environment (CDPHE) standards and is Certified under the Seal of Testing Assurance (STA) from the U.S. Compositing Council for distribution and sale, and is an approved Soil Amendment Product for Denver Water Projects.



To maintain windrow moisture content between 55-65 percent, Cadman hose reels spray water over compost process to boost microbial activity into the active composting phase.

Compost operations at DADS utilizes the Aerated Windrow Composting Method, which maintains excellent processing parameters such as pathogen kill, moisture control, heat control, processing turnover time, as compared to other composting systems.

Three active windrow pads are separated by facility roadways. Each windrow pad features its own recipe and feedstock ratio.

The current design of the facility incorporates mixed feedstock processing zones, a public tipping area, finished product storage, a staged screening area, and a moisture content field testing station. These zones will be relocated and reoriented over the course of ongoing facility upgrades.

The design was implemented and optimized to mitigate double handling of material, proliferate field processing times, and prioritize customer and operator safety.

Accepted materials at DADS Organics Recycling Facility include all food wastes, all yard debris, Compost Manufacturers Alliance

approved 3-gallon bags, and paper yard waste bags (during high yard waste seasons, April-June and September-November).

Landscape materials recycled by WM at DADS are available for purchase by the public. The available materials are crushed concrete, crushed asphalt, dirt, and compost (screened).

Smarter Cleanup Starts with WM's Bagster® Dumpster in a Bag®

Whether your residents are renovating, moving, or tackling a big cleanup, WM makes it easy for them to clear the clutter with confidence. The Bagster® Dumpster in a Bag® is a flexible, affordable solution that fits right into their busy life – and their driveway.



Why Choose WM's Bagster® Service?

WM brings trusted local service and national resources together to deliver a convenient cleanup solution. Bagster® is:

- **Simple**: Just buy it, fill it, and schedule a pickup.
- **Compact**: Folds flat for easy storage until residents need it.
- **Capable**: Holds up to 3,300 lbs. of debris in 3 cubic yards of space (8 ft. long x 4 ft. wide x 2.5 ft. high).
- **Reliable**: Dependable pickup, powered by local teams who know your city.

One Bag, Many Uses

Bagster® is ideal for:

- **Home Improvements**: From kitchen remodels to deck builds, Bagster® handles the mess.
- **Community Cleanups**: Great for neighborhood events, park cleanups, and more.

How much can a Bagster® Bag hold?

47 drywall sheets (4' X 8', 1/2" THICK)	**900** sq ft flooring materials	**12** standard kitchen cabinets
15 40-gallon trash bags	**1 + 1** one small couch and one armchair	**800** sq ft roofing materials

- **Bulk Waste Collection**: A helpful addition to Greenwood Village's waste program.
- **Emergency Prep**: Easy to store and ready to use after storms, fires, or floods.

How the Bagster® Program Works – From Homes to Whole Communities

We offer a dual-use approach, making Bagster® a flexible solution for both personal and public needs – from a backyard renovation to a neighborhood cleanup.

For Individual Residents:
Using Bagster® is simple and convenient for residents. They can purchase a bag, fill it at their own pace, and schedule a pickup when ready. Just **BUY. FILL. GONE.®**



Step 1: Buy the Bag
Your residents can find Bagster® at local home improvement stores like The Home Depot, Lowe's, Menards, Walmart, Ace Hardware, Do It Best, True Value and more – or order online at thebagster.com. Or they can use the "Find A Retailer" tool to locate nearby sellers.

- **Bag Price:** $29.95 USD
- **Collection Price*:** Typically ranges from $175 - $300
- **More Bags, More Savings:** Your residents can purchase multiple Bagster® bags and save on collection costs when they schedule two or more bags to be picked up at the same time and location.

**Pickup and disposal fees vary by location and are subject to availability in collection area.*

Step 2: Fill It Up
Your residents can toss in construction debris, household junk, or yard waste.* The Bagster® bag is durable enough for heavy materials like drywall, concrete, tile, and wood and it is big enough for things like doors, sheetrock, and even a bathtub.

**For local restrictions on yard waste and a full list of acceptable materials, residents can check thebagster.com.*

Step 3: Schedule Pickup
When ready, residents go to thebagster.com or call 877-789-BAGS to schedule a pickup. Most bags are collected within five business days. Pickup guidelines are printed right on the packaging, ensuring collection goes smoothly.

For City Use:

As a value-add, we can offer Bagster® bags directly to Greenwood Village to keep on hand for community events, emergency response, or resident support. WM will provide a set quantity of bags at no charge (based on our agreement), and you can schedule pickups as needed – paying only the standard program cost for your area.

The Bagster ® bag is provided by WM Bagco, LLC in the United States. Collection services provided by a local operating subsidiary of WM Bagco, LLC in the United States or a contracted third party, licensed where required by law. Bagster®, Dumpster in a Bag®, BUY. FILL. GONE.®, Take It On®, Conteneur En Sac®, and Relevez Le Défi® are marks of WM Bagco, LLC. Waste Management of New York, LLC, NYC BIC #1146. © 2025

Textile Recycling

Textiles are one of the fastest-growing types of landfill waste, driven by fast fashion and limited recycling infrastructure. We are seeing increased regulations on how discarded textiles are handled, and at the same time, more consumers want sustainable options, with resale markets booming and brands under pressure to use recycled and fair-trade materials. While technology is still catching up, WM is leading the way with innovation – investing in new tech and launching pilot programs that make it easier to collect, sort, and repurpose materials.

WM is the first company in the U.S. to build a Textile Recovery Facility (TRF) with advanced sorting technology designed to process collected textiles and direct them to our network of responsible end markets. While textile recycling is still evolving, WM is taking meaningful steps forward – and inviting Greenwood Village to be part of the solution. By improving the convenience factor through

customized recycling offerings and educating residents, we can work together to reduce the 85% of textiles currently going to landfills and waste-to-energy plants, or otherwise being exported overseas to the Global South.

Textiles Collection

WM can make textile recycling simple and accessible for your residents. Here are a few examples of how we are already helping communities divert textile waste:



Collected textiles get processed at WM's TRF.

- **Curbside Bag Collection** – Kirkland, WA

  Residents set out bagged textiles on recycling day and their WM driver collects them.

- **Multifamily Cart System** – King and Snohomish Counties, WA

  Residents of multifamily buildings can recycle used clothing, linens, and towels by placing them in clearly wrapped carts at designated areas on the properties, eliminating the need to visit donation centers. WM provides clear education to residents on what to recycle and where carts are located.

- **Quarterly Collection with Goodwill®** – Troutdale, OR

  A quarterly curbside collection program in partnership with Goodwill® allows residents to recycle textiles in plastic bags for WM to collect curbside. Goodwill® pre-sorts materials for resale, and what is not valued for reuse is sorted and processed at WM's TRF to enter textile recycling markets – diverting materials from landfills or overseas exports. The goal is to expand this program to Goodwill® stores throughout the U.S.

- **On-Call Recycle+ Service** – Clackamas and Washington Counties, OR

  Residents subscribe to WM's "Recycle+" on-call collection service to schedule pickups for textiles and other hard-to-recycle items, such as film and fluorescent bulbs, which go in a designated catch-all container for WM to collect as needed.

- **Bulky Item Integration Pilot** – Albany, CA

  This upcoming pilot program will integrate textile recycling into existing bulky item collection programs. Residents will bag textiles, and WM will properly sort and process both the bags and the textiles, making the process convenient for residents.

Processing: Cutting-Edge Tech Giving Recycled Apparel a New Life

WM is investing in the infrastructure needed to support a more circular economy. At our Textile Recovery Facility (TRF) near Greenville, South Carolina – the first of its kind – we are pioneering cutting-edge sorting technology designed to process all types of apparel – from cotton to synthetics and blends, and from clothing to bedding linens, uniforms, and more.



WM's robotic textile sorting technology

Our TRF is a testament to our processing innovations, featuring Fibersort, a high-tech system that uses Near Infrared Spectroscopy (NIRS) and robotics to identify textiles by fiber composition and color. This allows us to sort

materials more accurately and efficiently. Once processed, WM supplies the recycled apparel to end markets, helping ensure it goes on to a new life.

Material End Markets: Connecting Greenwood Village to a Circular Economy

To help ensure that recycled apparel re-enters the value chain as new products, WM connects recycled textiles to real-world applications – helping Greenwood Village contribute to a more circular economy. Some examples include:

- **Upcycling Programs:** WM worked with a major retailer to transform pre-consumer discontinued apparel into limited-collection handbags that could be sold or awarded to guests, employees, and VIPs.
- **Fiber-to-Fiber Recycling**: WM has helped major retailers develop programs for recycling damaged inventory and uniforms at the end of their original use. The recycled apparel is converted and spun into fiber for new apparel.
- **Downcycling Programs:** WM has worked with several customers to send material to "downcyclers" who convert the material into a fibrous fill material used in applications like pet-bed stuffing, roof insulation, acoustic tiling for automobiles, etc.
- **Tracker Mail-Back Program**: This program manages the certified destruction and recycling of apparel into new fiber. The process is similar to WM's LampTracker program that facilitates the recycling of various materials including fluorescent lamps, batteries, mercury-containing items, and electronic waste.
- **Strategic Partnerships**: WM-backed Debrand focuses on collaborating with various brands to recycle unsold apparel and transform it into new materials, helping to divert millions of pounds of textile waste from disposal. Another end-market partner, Reju™, has developed chemical processes for recycling polyester through a process that strips out contaminants and yields a better product than before.

WM is leading the market and ready to collaborate on custom collection for your residents, with an approach that includes all three parts of a successful circular supply chain: collection, processing, and developing end markets. We invite Greenwood Village to leverage our custom offerings, innovative solutions, and strategic partnerships to help meet consumer demand and transform textile waste management.

8. References

Please provide at least three references from municipalities or other similar sized clients (i.e. HOA) with similar programs. Please include the name and address of the municipality/client, the primary contact's name, daytime phone number and email address. Also include a general description of the services provided.

References: Choose with Confidence, Informed by Proven Results

At WM, we believe that the best way to show what we can do is to let our work speak for itself. The references we have included here reflect projects that align closely with the goals and scope outlined in your RFP. These examples highlight how our WM teams deliver reliable, high-quality service that you can trust.

Meadows Neighborhood Community HOA – Castle Rock, CO

Contact Name and Title:

Jill Allen, Executive Director – The Meadows Neighborhood Company

Email:	**Phone:**
jallen@meadowslink.com	303-814-3952

Description of Services:

Weekly trash and bi-weekly recycle service for 5,729 households since 2006.

City of Evans, CO

Contact Name and Title:

Jacque Troudt, Finance Director

Email:	**Phone:**
jtroudt@evanscolorado.gov	970-475-1127

Description of Services:

Weekly trash and bi-weekly recycle service for 7,134 households for over 16 years.

Copperleaf Community HOA – Arapahoe County, CO

Contact Name and Title:

Michael Rohde, President – Copperleaf Homeowners Association

Email:	**Phone:**
Mike.copperleaf@gmail.com	801-979-9741

Description of Services:

Weekly trash and bi-weekly recycle service for 2,612 households since 2006..

3 | Conclusion

Your Next Step Starts in Good Hands – with WM

WM is excited about the opportunity to expand our relationship with Greenwood Village and serve the City with reliable, collection services. This proposal responds directly to the requirements outlined in your RFP. Each section has been carefully prepared to show how WM can support your goals with clarity, consistency, and care.

What You Can Expect from WM

Choosing WM means gaining access to local knowledge, advanced infrastructure, and a team that understands what it takes to deliver dependable, efficient service. We tailor our approach to meet your operational needs today – and adapt as those needs evolve.

We are committed to continuing to earn your trust by delivering high-quality service throughout the term of the agreement. Our experience with customers who have similar needs to Greenwood Village shows that we respond quickly, adjust when needed, and stay focused on caring for your residents and ensuring your operations run smoothly.

A Clear Advantage for Greenwood Village

- **Seamless Start**: WM has the experience and resources to ensure a smooth, efficient transition with no disruption to service.
- **Reliable Compliance**: Our collection, processing, and disposal operations meet or exceed all applicable environmental and safety regulations. You can be confident your waste is managed responsibly and in full compliance with regulatory standards.
- **Smart Offerings**: We are ready to support your goals and objectives with practical tools, measurable outcomes, and a commitment to continuous improvement.

Looking Ahead

WM is not just here to deliver service – we are here to help you move forward. We are continuously evolving our services to support your future goals – by investing in innovation, enhancing operational efficiency, and delivering environmentally-focused offerings that put Greenwood Village at the center of everything we do.

Greenwood Village is in good hands with WM – ready to meet today's needs and shape tomorrow's solutions, together.

Attachment 1 – Certificate of Insurance

WM secures comprehensive insurance coverage to protect our customers. Greenwood Village can feel confident knowing WM delivers solid, dependable coverage designed to keep you protected. A copy of our certificate of insurance is included below.

ACORD

CERTIFICATE OF LIABILITY INSURANCE

1/1/2027

DATE (MM/DD/YYYY): 12/11/2025

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).

PRODUCER: Lockton Companies, LLC DBA as Lockton Insurance Brokers, LLC in CA CA license #0F15767 3657 Briarpark Dr., Ste. 700 Houston TX 77042 (866) 260-3538 TXClientSrvUT@lockton.com	CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Indemnity Insurance Co of North America	43575
INSURER B : ACE American Insurance Company	22667
INSURER C : ACE Fire Underwriters Insurance Company	20702
INSURER D : ACE Property and Casualty Insurance Company	20699
INSURER E :	
INSURER F :	

INSURED 1300299
WASTE MANAGEMENT HOLDINGS, INC. & ALL AFFILIATED RELATED & SUBSIDIARY COMPANIES INCLUDING:
WASTE MANAGEMENT, INC.
800 CAPITOL STREET, SUITE 3000
HOUSTON TX 77002

COVERAGES **CERTIFICATE NUMBER:** 19287819 **REVISION NUMBER:** XXXXXXX

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	
B	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR X XCU INCLUDED X ISO FORM CG00010413 GEN'L AGGREGATE LIMIT APPLIES PER: POLICY X PRO-JECT X LOC OTHER:	Y	Y	HDO G48959064	1/1/2026	1/1/2027	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 5,000,000 $ 5,000,000 $ XXXXXXX $ 5,000,000 $ 6,000,000 $ 6,000,000
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY X MCS-90	Y	Y	MMT H11435154	1/1/2026	1/1/2027	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ XXXXXXX $ XXXXXXX $ XXXXXXX
D	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $	Y	Y	XEU G27929242 011	1/1/2026	1/1/2027	EACH OCCURRENCE AGGREGATE	$ 15,000,000 $ 15,000,000
A B C B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	WLR C72631857 (AOS) WLR C72631881A (AZ,CA & MA) SCF C72631894 (WI) WCU C72631778 (OH, WA)	1/1/2026 1/1/2026 1/1/2026 1/1/2026	1/1/2027 1/1/2027 1/1/2027 1/1/2027	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 3,000,000 $ 3,000,000 $ 3,000,000
B	EXCESS AUTO LIABILITY	Y	Y	XSA H11435282	1/1/2026	1/1/2027	COMBINED SINGLE LIMIT $9,000,000 (EACH ACCIDENT)	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
BLANKET WAIVER OF SUBROGATION IS GRANTED IN FAVOR OF CERTIFICATE HOLDER ON ALL POLICIES WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT WHERE PERMISSIBLE BY LAW. CERTIFICATE HOLDER IS NAMED AS AN ADDITIONAL INSURED ON ALL POLICIES (EXCEPT FOR WORKERS' COMP/EMPLOYER'S LIABILITY) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.

CERTIFICATE HOLDER

19287819
FOR INFORMATION PURPOSES ONLY

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

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Attachment 2 – Single Stream Specifications

RECYCLABLE MATERIALS must be dry, loose (not bagged), unshredded, empty, and include ONLY the following:

Aluminum cans	Newspaper
PET bottles with the symbol #1 – with screw tops only	Single-sided and double-sided poly-coated Paper cups (ex. coffee cups, fast food cold beverage cups)
HDPE plastic bottles with the symbol #2 (milk, water bottles detergent, and shampoo bottles, etc.)	Uncoated paperboard (ex. cereal boxes; food and snack boxes)
PP plastic bottles and tubs with symbol # 5 – empty (ex. yogurt containers, plastic cups, syrup bottles)	Mail, uncoated printing, writing, and office paper
Steel and tin cans	Old corrugated containers/cardboard (uncoated) (ex. moving boxes, pizza boxes)
Glass food and beverage containers – any color	Magazines, glossy inserts, and pamphlets

Non-Recyclables include, but are not limited to the following:

Plastic bags and bagged materials (even if containing Recyclable Materials)	Microwavable trays
Porcelain and ceramics	Mirrors, window or auto glass
Light bulbs	Coated cardboard
Soiled paper, including paper plates	Plastics not listed above including but not limited to those with symbols #3, #4, #6, #7 and unnumbered plastics, including utensils
Expanded polystyrene	Coat hangers
Glass and metal cookware/bakeware	Household appliances and electronics
Hoses, cords, wires	Yard waste, construction debris, and wood
Flexible plastic or film packaging and multi-laminated materials	Needles, syringes, IV bags or other medical supplies

Food waste and liquids, containers containing such items	Textiles, cloth, or any fabric (bedding, pillows, sheets, etc.)
Excluded Materials or containers which contained Excluded Materials	Napkins, paper towels, tissue, and paper plates
Any Recyclables less than 4" in size in any dimension	Propane tanks, fuel cannisters
Batteries including Lithium	

DELIVERY SPECIFICATIONS:

Material delivered by or on behalf of Customer may not contain Non-Recyclables or Excluded Materials. "Excluded Materials" means radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous or toxic substance or material, or regulated medical or hazardous waste as defined by, characterized or listed under applicable federal, state, or local laws or regulations, materials containing information (in hard copy or electronic format, or otherwise) which information is protected or regulated under any local, state or federal privacy or data security laws, including, but not limited to the Health Insurance Portability and Accountability Act of 1996, as amended, or other regulations or ordinances or other materials that are deleterious or capable of causing material damage to any part of Company's property, its personnel or the public or materially impair the strength or the durability of Company's structures or equipment.

Company reserves the right upon notice to discontinue acceptance of any category of materials set forth above as a result of market conditions related to such materials and makes no representations as to the recyclability of the materials.

Company may reject in whole or in part, or may process, in its sole discretion, Recyclables not meeting the specifications, including wet materials. Company may invoice Customers for all costs, losses and expenses incurred with respect to such non-conforming Recyclables including costs for handling, processing, transporting and/or disposing of such non-conforming Recyclable Materials which charges may include an amount for Company's operating or profit margin. Without limiting the foregoing, Company may bill Customers a contamination charge as provided in the Agreement.

Outlook

Re: [EXTERNAL] City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

From Gardner, Curtis <cgardne7@wm.com>
Date Tue 3/3/2026 8:29 PM
To Jeremy Hanak <JHanak@greenwoodvillage.com>
Cc Garrett Graybeal <ggraybeal@greenwoodvillage.com>; Mike Van Dyke <mvandyke@greenwoodvillage.com>

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Evening Jeremy

Thank you for the follow-up. Per your request, below is the cost breakout for residential service:

Solid Waste Collection: $11.98/household/month
Recycling Service:

Collection: $6.00/household/month
Processing (estimated): $2.00–$2.50/household/month

The processing component is shown as a range because CAA's post-collection reimbursement rates are still being finalized under the EPR program framework. We will work with the City to align our documentation with your reimbursement submission to CAA.

Consistent with our proposal, if EPR reimbursement is delayed or state law changes, residential recycling costs would not exceed the amounts stated in our proposal disclaimer.

Happy to discuss further if helpful.

Curtis Gardner

Public Sector Solutions Manager

Four Corners Market Area

cgardne7@wm.com

C: 720.413.5511

Access WM 24/7
with My WM

From: Jeremy Hanak <JHanak@greenwoodvillage.com>
Date: Friday, February 27, 2026 at 3:46 PM
To: Gardner, Curtis <cgardne7@wm.com>
Cc: Garrett Graybeal <ggraybeal@greenwoodvillage.com>, Mike Van Dyke <mvandyke@greenwoodvillage.com>
Subject: [EXTERNAL] City of Greenwood Village Residential Solid Waste and Recycling Collection Proposal - Follow-up

Good Afternoon Curtis,

Thanks again for taking the time to submit a proposal for residential solid waste and recycling services in Greenwood Village.

After review of your proposal, we have the following question:

1. Please separate the recycling cost from the solid waste cost. We are currently applying for reimbursement for our recycling costs with the State and need this cost broken out.

Please provide a written response by Wednesday March 4, 2026. We will provide the next steps of our review process by Friday March 6, 2027.

Thanks,

Jeremy

Jeremy Hanak, PE
Director of Public Works
City of Greenwood Village
10001 East Costilla Avenue, Greenwood Village, CO 80112
Main: 303-708-6100 | Desk: 303-708-6175 | Cell: 303-304-1239
Greenwood Village Website

Criteria	Points Possible	5280	Apex	Republic	Waste Connections	Waste Management
Service Provider's past and current performance in similar contracts regarding the quality of services provided. (Customer References)	**20**	10	13	20	20	20
The Service Provider possesses adequate technical and financial resources to provide the services or the ability to obtain the resources required for performance. (Profile and Questionnaire)	**15**	12	12	15	15	15
The Service Provider possesses necessary experience, organization, and technical skill in the field of solid waste recycling and disposal and the ability to obtain them, including without limitation arrangements with subcontractors. (Profile and Questionnaire)	**15**	12	12	15	15	15
The Service Provider proposes a reasonable approach to achieve the project and service objectives. Customer service and work plans. (Profile and Questionnaire)	**20**	15	20	19	20	13
Cost (Pricing Proposal)	**30**	21	20	23	30	15
TOTAL POINTS	**100**	70	77	92	100	78

Table 1: Residential Solid Waste Collection Costs – Individual Sites

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	1 time per week	3898	$ 8.79	$ 411,161.04	$ 14.03	$ 656,267.28	$ 12.14	$ 567,860.64	$ 10.33	$ 483,196.08	$ 11.98	$ 560,376.48

Table 2: Residential Solid Waste Collection Costs – Collective Sites

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**
Hermitage Condominiums	8 (3-cubic yard)	4 times per week		$ 1,667.48	$ 20,009.76	$ 1,234.05	$ 14,808.60	$ 1,039.20	$ 12,470.40	$ 779.40	$ 9,352.80	$ 1,046.70	$ 12,560.40
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week		$ 2,098.99	$ 25,187.88	$ 1,800.00	$ 21,600.00	$ 1,800.00	$ 21,600.00	$ 1,068.89	$ 12,826.68	$ 863.00	$ 10,356.00

Table 3: Residential Recycling Collection Costs – Individual Sites

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**	**Cost per Household per Month**	**Annual Costs**
Single-family residential households (detached and attached)	Up to 2 (95-gallon)	Every other week	3898	$ 7.49	$ 350,352.24	$ 3.96	$ 185,232.96	$ 5.66	$ 264,752.16	$ 5.17	$ 241,831.92	$ 8.50	$ 397,596.00

Table 4: Residential Recycling Collection Costs – Collective Sites

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**	**Cost per Month**	**Annual Costs**
Hermitage Condominiums	8 (3-cubic yard)	4 times per week		$ 1,969.18	$ 23,630.16	$ 935.28	$ 11,223.36	$ 506.61	$ 6,079.32	$ 467.64	$ 5,611.68	$ 840.18	$ 10,082.16
DTC Roundtree Condominiums	72 Carts (95-gallons)	2 times per week		$ 362.14	$ 4,345.68	$ 1,800.00	$ 21,600.00	$ 1,800.00	$ 21,600.00	$ 1,068.89	$ 12,826.68	$ 864.00	$ 10,368.00

Table 5: Municipal Buildings Solid Waste Collection Costs

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**
Greenwood Village City Hall Solid Waste 6060 S. Quebec	1 (8-cubic yard)	5 times per week		$ 631.53	$ 7,578.36	$ 822.70	$ 9,872.40	$ 692.80	$ 8,313.60	$ 519.60	$ 6,235.20	$ 697.78	$ 8,373.36
Greenwood Village Maintenance Facility Solid Waste 10001 E. Costilla Ave.	2 (6-cubic yard)	5 times per week		$ 905.28	$ 10,863.36	$ 1,234.05	$ 14,808.60	$ 1,039.20	$ 12,470.40	$ 779.40	$ 9,352.80	$ 1,046.68	$ 12,560.16
Greenwood Village Maintenance Facility 10001 E. Costilla Ave.	2 (40-cubic yard) roll-offs	On call service for bulk waste items collected by Public Works operations: Approx. 90 collections/yr		$ 320.00	$ 28,800.00	$ 365.00	$ 32,850.00	$ 300.00	$ 27,000.00	$ 300.00	$ 27,000.00	$ 276.37	$ 24,873.30

Table 6: Municipal Buildings Recycling Collection Costs

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**
Greenwood Village City Hall Recycling 6060 S. Quebec	1 (4-cubic yard)	2 times per week		$ 219.52	$ 2,634.24	$ 207.84	$ 2,494.08	$ 112.58	$ 1,350.96	$ 103.92	$ 1,247.04	$ 139.56	$ 1,674.72
Greenwood Village Maintenance Facility Recycling	1 (4-cubic yard)	2 times per week		$ 219.52	$ 2,634.24	$ 207.84	$ 2,494.08	$ 112.58	$ 1,350.96	$ 103.92	$ 1,247.04	$ 139.56	$ 1,674.72

Table 7: Municipal Parks Solid Waste and Recycling Collection Costs

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**	**Cost Per Month**	**Annual Cost**
Rollin Barnard Equestrian Park 1001 E. Orchard Rd.	1 (6-cubic-yard) solid waste	1 time per week		$ 122.89	$ 1,474.68	$ 123.41	$ 1,480.92	$ 103.92	$ 1,247.04	$ 77.94	$ 935.28	$ 104.67	$ 1,256.04
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) solid waste	3 times per week		$ 337.36	$ 4,048.32	$ 370.22	$ 4,442.64	$ 311.76	$ 3,741.12	$ 233.82	$ 2,805.84	$ 314.00	$ 3,768.00
Village Greens Park 9501 E. Union Ave.	1 (6-cubic-yard) recycle	3 times per week		$ 394.52	$ 4,734.24	$ 467.64	$ 5,611.68	$ 253.31	$ 3,039.72	$ 233.82	$ 2,805.84	$ 420.10	$ 5,041.20

Table 8: City Sponsored Special Event Solid Waste Collection Service Costs

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost Per Collection**	**Estimated Annual Cost**	**Cost Per Collection**	**Estimated Annual Cost**	**Cost Per Collection**	**Estimated Annual Cost**	**Cost Per Collection**	**Estimated Annual Cost**	**Cost Per Collection**	**Estimated Annual Cost**
Greenwood Village Special Events	1 (30-cubic yard) roll-off delivery and collection	3 times per year as requested by the city		$ 320.00	$ 960.00	$ 365.00	$ 1,095.00	$ -	$ -	$ 300.00	$ 900.00	$ 276.37	$ 829.11

Table 9: Swimming Pool Solid Waste Collection Service Costs

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost per Month**	**Annual Cost**	**Cost per Month**	**Annual Cost**	**Cost per Month**	**Annual Cost**	**Cost per Month**	**Annual Cost**	**Cost per Month**	**Annual Cost**
Sundance Hills Swimming Pool 5626 S. Galena St.	1 (6-cubic yard)	2 times per week from May through		$ 227.22	$ 1,136.10	$ 246.81	$ 1,234.05	$ 207.84	$ 1,039.20	$ 155.88	$ 779.40	$ 209.34	$ 1,046.70
Green Oaks Swimming Pool 5898 Green Oaks Dr.	2 (3-cubic yard)	1 time per week from May		$ 191.64	$ 958.20	$ 123.41	$ 617.05	$ 103.84	$ 519.20	$ 77.94	$ 389.70	$ 104.66	$ 523.30
Huntington Acres Swimming Pool 9100 E. Orchard Rd.	2 (95-gallon)	1 time per week from May through		$ 32.58	$ 162.90	$ 25.00	$ 125.00	$ 16.62	$ 83.10	$ 14.81	$ 74.05	$ 23.96	$ 119.80
Greenwood Highlands Swimming Pool 5125 S. Logan Dr.	2 (95-gallon)	1 time per week from May through September		$ 32.58	$ 162.90	$ 25.00	$ 125.00	$ 16.62	$ 83.10	$ 14.81	$ 74.05	$ 23.96	$ 119.80

Table 10: Optional Collection Services

				5280		Apex		Republic		Waste Connection		Waste Management	
Collection Service	**Containers**	**Service Frequency**	**Number of Households**	**Cost**	**Estimated Annual Cost**	**Cost**	**Estimated Annual Cost**	**Cost**	**Estimated Annual Cost**	**Cost**	**Estimated Annual Cost**	**Cost**	**Estimated Annual Cost**
Single-family residential households (detached and attached) solid waste collection	Each additional container _*_max	weekly	3898	$ 0.40	$ 81,078.40	$ 7.00	$ 84.00	$ 4.50	$ 54.00	$ 4.00	$ 48.00	$ 7.19	$ 86.28
Weekly service for solid waste collection outside of containers	Maximum of 10 – 40 lbs Bags	10 weeks throughout the year	3898	$ 1.33	$ 51,843.40	$ -	$ -	$ -	$ -	$ 1.00	$ 38,980.00	$ -	$ -
Landmark Towers Condominium service for solid waste collection	11 (3-cubic yard)	Valet service 4 times per week	N/A	$ 3,024.48	$ 36,293.76	$ 3,218.34	$ 38,620.08	$ 2,286.24	$ 27,434.88	$ 1,500.00	$ 18,000.00	$ 2,302.74	$ 27,632.88
Village Loft Condominiums service for solid waste collection	2 (6-cubic yard)	4 times per week	N/A	$ 731.85	$ 8,782.20	$ 987.24	$ 11,846.88	$ 831.36	$ 9,976.32	$ 623.52	$ 7,482.24	$ 837.34	$ 10,048.08
Village Plaza Lofts Condominiums service for solid waste collection	1 (8-cubic yard)	4 times per week	N/A	$ 510.54	$ 6,126.48	$ 658.16	$ 7,897.92	$ 554.24	$ 6,650.88	$ 415.68	$ 4,988.16	$ 558.23	$ 6,698.76
Landmark Towers Condominiums service for recycling collection	4 (3-cubic yard)	Valet service 2 times per week	N/A	$ 1,081.41	$ 12,976.92	$ 835.07	$ 10,020.84	$ 337.76	$ 4,053.12	$ 275.00	$ 3,300.00	$ 560.12	$ 6,721.44
Village Loft Condominiums service for recycling collection	1 (6-cubic yard)	4 times per week	N/A	$ 520.60	$ 6,247.20	$ 623.72	$ 7,484.64	$ 337.74	$ 4,052.88	$ 623.52	$ 7,482.24	$ 560.13	$ 6,721.56
Village Plaza Lofts Condominiums service for recycling collection	1 (8-cubic yard)	4 times per week	N/A	$ 611.11	$ 7,333.32	$ 831.36	$ 9,976.32	$ 450.32	$ 5,403.84	$ 415.68	$ 4,988.16	$ 746.84	$ 8,962.08
Unlimited non-container residential service for solid waste collection	N/A	1 time per week	3898	$ -	$ -	$ 2.00	$ 93,552.00	$ 13.90	$ 650,186.40	$ 10.91	$ 510,326.16	$ -	$ -
Unlimited non-container residential service for recycling collection	N/A	Every other week collection	3898	$ -	$ -	$ 2.00	$ 93,552.00	$ 7.00	$ 327,432.00	$ 5.46	$ 255,396.96	$ -	$ -
				* 5 max addl containers		* no limit max addl containers		* 2 max addl containers		* 1 max addl containers		* no limit max addl containers	

	5280	Apex	Republic	Waste Connection	Waste Management
Base Bid Totals	$ 900,834.30	$ 987,982.70	$ 954,600.92	$ 819,492.08	$ 1,063,199.25
Base with unlimited	$ -	$ 1,175,086.70	$ 1,099,606.52	$ 860,187.20	$ -
Landmark	$ 49,270.68	$ 48,640.92	$ 31,488.00	$ 21,300.00	$ 34,354.32
Village Lofts	$ 15,029.40	$ 19,331.52	$ 14,029.20	$ 14,964.48	$ 16,769.64
Village Plaza Lofts	$ 13,459.80	$ 17,874.24	$ 12,054.72	$ 9,976.32	$ 15,660.84