I. **Call to Order**

II. **Pledge of Allegiance**

III. **Acceptance of the Proposed Agenda**

IV. **Public Comment (5 minute time limit per speaker)**

V. **Presentations/ Discussions**

   A. Discussion of Proposals Received for Residential Solid Waste Disposal Services

VI. **Public Hearing(s)**

   A. None

VII. **Old Business**

   A. None

VIII. **New Business**

   A. None

IX. **Council Member Comments**

X. **Adjournment**
Alternative Bid
City of Crystal Falls, MI
Solid Waste/Recycling Services – Curbside Residential

Dear Crystal Falls City Manager:

Thank you for allowing Eagle Waste & Recycling, Inc. (Eagle Waste) the opportunity to bid on the collection and disposal of trash and recyclables from residential dwellings within Crystal Falls (City). As Eagle Waste & Recycling, Inc. is proposing a dramatic change to the current trash and recycling collection, we are providing our entire bid as an alternative and enhancement as allowed on page 3 section F of the Request for Bids, which states “the City has the right to accept or reject any bid”.

A. Work Plan

Option 1: Weekly curbside residential household waste collection utilizing a 64 gallon cart for trash and recycling collection utilizing 8 yard dumpsters at a Town owned drop-off site.

Eagle Waste intends to initially supply a 64 gallon trash cart to each eligible resident of the City. Eligible residents include single-family through multi-unit residential dwellings as directed by the City. Trash will be collected weekly. The trash carts provided to residents will be picked up with a truck equipped with an automated arm. Eagle Waste utilizes newer model (2014 or newer) Mack trucks equipped with McNealus frontload packer bodies. The arm extends out from the truck; therefore the driver does not have to get out of the truck. This system provides a greater degree of safety for our driver and is a more efficient method of collection. This system requires that carts be used for trash. Therefore, all material must be placed in carts to be collected. In order for this enhanced collection system to function, the resident must place all material within the cart, the carts must be a minimum of 3 feet from other carts, structures, vehicles, poles, etc., and the carts must be adjacent to the roadway or alley right of way so that the truck’s arm can reach the cart. The location for collection of the carts will be mutually agreed upon between the City and Eagle Waste with a focus on safety, customer convenience and efficiency.

Recyclables will be collected by Eagle Waste from a City designated drop-off location. Eagle Waste proposes to provide sufficient containers and collection frequency to meet the needs of the residents. Recyclables will be collected single stream. This means that all glass, plastic, tin, aluminum, newspaper, magazines, office paper, and cardboard can

TRASH AND RECYCLING COLLECTION
* Residential * Commercial * Industrial
be mixed together in the 96 gallon cart. All material must be loose; No plastic bags. A recycling preparation sheet (draft enclosed) will be distributed to each customer at the time the carts are delivered. All single stream recyclables collected are proposed to be transferred to the new Material Recovery Facility (MRF) in Eagle River, owned and operated by Eagle Waste.

Option 1 requires that every resident receive carted trash service. Pricing is based on 900 eligible residential dwellings. The City of Crystal Falls would be billed monthly for collection; therefore, the City would need to charge residents for the service on either their taxes or a utility bill. The pricing for Option 1 is as follows:

| Weekly trash collection with 64 gallon cart | $9.25/resident/month |
| Recyclng collection at City drop-off site | $0.49/resident/month |

Option 2: Weekly curbside residential household waste collection and disposal and biweekly curbside residential household single stream recycling material collection and transport to a recycling facility.

Eagle Waste intends to initially supply a 48 gallon trash cart and a 96 gallon recycling cart to each eligible resident of the City. Trash will be collected weekly and recycling will be collected every other week (eow).

The trash and recycling carts provided to residents will be picked up with a truck equipped with an automated arm. The arm extends out from the truck; therefore the driver does not have to get out of the truck. This system provides a greater degree of safety for our driver and is a more efficient method of collection. This system requires that carts be used for both trash and recyclables. Therefore, all material must be placed in carts to be collected. In order for this enhanced collection system to function, the resident must place all material within the cart, the carts must be a minimum of 3 feet from other carts, structures, vehicles, poles, etc., and the carts must be adjacent to the roadway or alley right of way so that the truck’s arm can reach the cart. The location for collection of the carts will be mutually agreed upon between the City and Eagle Waste with a focus on safety, customer convenience and efficiency.

Recyclables will be collected single stream. This means that all glass, plastic, tin, aluminum, newspaper, magazines, office paper, and cardboard can be mixed together in the 96 gallon cart. All material must be loose; No plastic bags. A recycling preparation sheet (draft enclosed) will be distributed to each customer at the time the carts are delivered. All single stream recyclables collected are proposed to be transferred to the new Material Recovery Facility (MRF) in Eagle River, owned and operated by Eagle Waste.
Option 2 requires that every resident receive carted trash and recycling service. Pricing is based on 900 eligible residential dwellings. The City of Crystal Falls would be billed monthly for collection; therefore, the City would need to charge residents for the service on either their taxes or a utility bill. The pricing for Option 1 is as follows:

- **Weekly trash collection with 48 gallon cart**: $8.75/resident/month
- **Every other week recy. coll. w/ 96 gallon cart**: $3.50/resident/month

**B. Educational and outreach services offered by Eagle Waste include the following:**

1. A recycling brochure/guide will be distributed to each resident prior to beginning collection. The brochure will be updated and maintained on our web-site at eaglewasteandrecycling.com.

2. Eagle Waste will provide a link on our web-site specifically for Crystal Falls' residents and guests. This link will provide recycling preparation procedures, a list of acceptable recyclable materials, route schedules, transfer station hours and fees and other pertinent information and answers to commonly asked questions.

3. In the event of changes in collection dates due to extreme weather conditions, unforeseen circumstances, or holidays, residents will be notified by ads on local radio and an advertisement in the local newspaper. In addition, a holiday schedule will be maintained on the Eagle Waste website.

4. Eagle Waste currently accepts for recycling items that other haulers may not. These items include all plastics (#1 to #7), all miscellaneous paper including greyboard (cereal or beverage packaging), cartons including milk, juice, wine, etc., small metal appliances, and small metal items such as pots and pans, utensils or pieces of pipe. Since Eagle Waste owns and operates its own MRF, we have the ability to modify our sorting line to accommodate items that may not normally be collected in municipal programs. Eagle Waste will strive to increase the number of items that we allow residents to place into their recycling carts in the future.

5. Eagle Waste believes that recycling needs to begin with the kids. To this end, we are willing to provide recycling tours and presentations to local schools where we work. We propose to continue this beneficial community service in Crystal Falls.

6. Eagle Waste does not own a solid waste landfill, however, does own a single
stream MRF. This very fact forces us to focus on maximizing the volume of recycling we collect and minimizing the volume of trash. This ironically not only financially benefits Eagle Waste, but also financially benefits the City. Where two parties’ goals and objectives line up so well, there is sure to be success for both parties.

C. Experience

Eagle Waste & Recycling, Inc. is a local family owned and operated company that has been in existence since 1998. The business is owned by the Albee Family and employees approximately 50 people between the operations located in Ashland, WI, Ironwood, MI, and Eagle River, WI. The Ashland General Manager is Gary Albee who has been involved in the Solid Waste and Recycling business since 1994. The President of the company, Alan Albee, is located in Eagle River, graduated from UW – Madison with a degree in Environmental Engineering in 1989 and has been involved in the Solid Waste and Recycling industry ever since. The Material Recovery Facility in Eagle River that was constructed in 2013 is managed by Brian Albee. Brian has over 20 years of manufacturing management experience and 10 years of solid waste and recycling experience. The Eagle River hauling operation is run by Mike Koehler. Mike has been involved in the Solid Waste & Recycling industry in various management roles since 1998.

Eagle Waste currently collects trash and recyclables in a manner similar to what is proposed for Crystal Falls for the Cities of Crandon, Tomahawk, Laona, Ashland, Washburn and Eagle River, WI and Bessemer and Ironwood, MI. In addition, Eagle Waste collects trash and recyclables from over 50 Town Drop off Sites in Northern Wisconsin and the UP of Michigan. A reference list is attached.

D. Bid Assumptions/Exceptions from Request for Proposals

1. A Performance Bond in the amount of $500,000 is not included in our proposal. A Performance Bond in any amount can be added at an approximate cost to the City of 1% of the Bond Amount Annually. Eagle Waste strongly discourages the City from requiring a large bond due to the high cost, our strong financial position, our vast reference list and our impeccable record of servicing our customers.
2. Pre-paid bags are no longer necessary since each Resident receives an adequate volume of waste disposal.
3. Final insurance requirements and indemnification language must be approved by our insurance carrier.
4. Our proposal is based on a 10 year Agreement. We are agreeable to add language to an Agreement, however, that would allow the City to terminate the Agreement due to non-performance.
5. For our bid, each carted residential location is considered one (1) stop.
6. Carted yard waste is available, however, price is contingent on number of users of this service.
E. Benefits of Eagle Waste Proposal

1. Additional competition for commercial and industrial customers in the area will likely improve service and reduce pricing.
2. Eagle Waste will immediately focus on providing recycling collection for commercial and industrial customers, schools, and residents outside of the City. Eagle Waste is motivated to provide recycling and limit the volume of trash.
3. Residential recycling rates are anticipated to increase by a minimum of 100% if our carted option is selected. The recycling rate for curbside collection of residential SSR in Bessemer, MI is currently 20.2%. Bessemer recycling is collected every other week utilizing a 96 gallon cart. Please note that until September, 2014 recycling was not available to the residents of Bessemer.
4. Trash volumes will decrease corresponding to the increase in recyclable volumes. Recycling is less costly to dispose of than trash; therefore, the disposal bill will decrease.
5. Our proposal includes carts for both trash and recycling. Carts provide a uniform look for the City, limit issues with animals and windblown materials, and make it easier for residents to bring their trash to the curb.
6. Carts provide the opportunity for the City to eliminate the use of bags now or in the future. The elimination of bags would reduce program costs by the cost of the bags, reduce administrative time and expense, and improve customer convenience.

Eagle Waste appreciates the opportunity to provide this proposal to the City of Crystal Falls. Eagle Waste intends to become a long term partner with the City by providing superior service, continually enhancing recycling opportunities thereby reducing the volume of materials that end up in landfills and providing efficient, fairly priced, and safe collection operations. We intend to be a true partner with the City for many years into the future.

Sincerely,

[Signature]

Alan P. Albee, P.E.
President
Eagle Waste & Recycling, Inc.
CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFER 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 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
VAST
300 South Front Street
Marquette MI 49855

INSURED
Eagle Waste & Recycling, Inc.
PO Box 729
Eagle River WI 54521

CONTACT NAME: Chris Grigas
PHONE (906) 228-7500
FAX (906) 228-5385
E-MAIL:

INSURER(S) AFFORDING COVERAGE
INSURER A Benchmark Insurance Co 41394

COVERAGES CERTIFICATE NUMBER: 2017-18

COVERAGE

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

CERTIFICATE HOLDER
For Informational 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
Chris Grigas/SRP

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Municipal References

**Florence County**
P.O. Box 627  
Florence, WI 54121  
Rich Wolosyn  
rwolosyn@co.florence.wi.us  
715-528-3430

**Forest County**
Crandon, WI 54520  
Pam Labine  
fzone@co.forest.wi.us  
715-478-3893

**City of Eagle River**
P.O. Box 1269  
Eagle River, WI 54521  
Deb Brown  
dabrownaclerktreasurer@ci.eagle-river.wi.us  
715-479-8682

**City of Tomahawk**
23 N. 2nd Street  
Tomahawk, WI 54487  
John Cole  
jeole@cityoftomahawk.com  
715-453-4040

**City of Crandon**
P.O. Box 335  
Crandor, WI 54520  
Cindy Bradley  
crandon@ewnorth.net  
715-478-2400

**Town of Winchester**
7228 Highway W  
Winchester, WI 54557  
Galen Brownwell  
glbrownwell@gmail.com  
715.686.7137 Hm  
630.638.8799 cell

**City of Wsshiburn**
P.O. Box 638  
Washburn, WI 54891  
Dan Stiltman  
assadmin@cityofwashburn.org  
715.373.6160, Ext: 1

**City of Ashland**
2020 Sixth Street  
Ashland, WI 54806  
Deb Lewis, Mayor – Sharon Campbell  
dlewis@co.ashland.wi.us  
715.682.7061

**Town of Merrill**
Merrill, WI 54452  
Mike Matushak  
chairmnmatushak@frontier.com  
715.218.8082

**City of Ironwood, MI**
213 S. Marquette Street  
Ironwood, MI 49938  
Bob Tervonen – Scott Erickson  
tervonenb@cityofironwood.org  
906.932.5050, ext 111 or 116

**City of Bessemer, MI**
411 South Sophie Street  
Bessemer, MI 49911  
Charly Loper,  
besscitymanager@gmail.com  
906.663.4311

**City of Merrill (SSR processing only)**
1004 East First St.  
Merrill, WI 54452  
Dustin Bonack  
dustin.bonack@ci.merrill.wi.us  
715.536.422

**Town of Land O’ Lakes**
PO Box 660  
Land O’ lakes, WI 54540  
Dan Balog  
town.landolakes@gmail.com  
715.547.3255 office  
715.617.0952 cell

**Town of Drummond**
Drummond, WI 54832  
Andy Tuttle  
drummondtown@cheqnet.net  
715.499.5536
April 25, 2018

To: Spooner City Commission

From: Bob Tervonen, City Utilities Manager

Re: Eagle Waste Recycling and Refuse Service

The City of Ironwood awarded a curb-side recycling and refused contract to Eagle Waste and Recycling of Eagle River, WI in 2014. Each resident was given at 48-gallon container for weekly curbside refuse service and a 96-gallon container for a bi-weekly curbside recycling service. The containers and service provided by Eagle Waste and Recycling is ideal and appropriately sized for the City of Ironwood and its residents.

Eagle Waste continues to provide fast and efficient service at a very low price. I would recommend Eagle Waste and Recycling to any community who are in the process of awarding a refuse and recycling contract for its local resident’s. Eagle Waste and Recycling is the best supplier that I have worked with during my past 25 years with the City of Ironwood and I would recommend the City of Spooner to consider their service.

Please take the time to contact me at 906-932-5050 (x111) if you have any questions or concerns regarding Eagle Waste and Recycling.
See attached

Charly Loper
Bessemer City Manager
carly.loper@bessemermi.org
(906) 663-4311 | cityofbessemer.org

4/26/18

To whom it may concern,

The City of Bessemer switched to Eagle Waste in 2014 and there was much discussion on whether the 48 gallon garbage cans would be big enough. We found that our constituents are recycling much more and their garbage usage has dropped to where the 48 gallon cans are more than sufficient. Feel free to call me if you have any questions.

Charly Loper
City Manager
Kathleen Whitburn  
Mayor

To Whom it may concern,

The City of Bessemer has utilized Eagle Waste for their garbage and recycling needs since May of 2014. I have been with the city since November of 2016 and am pleased with their services. They have given us the opportunity to provide curbside recycling which has dramatically cut our waste ending up in the landfill. I toured their recycling facility this year and was impressed with their efficiency and how many items they are able to recycle.

They have also been very pleasant to work with. We are undergoing a large sewer and water project and have many streets torn up. We have been able to work with them to ensure everyone's garbage is picked up.

If you have any questions, feel free to contact me at 906-663-4311 or by email at charly.loper@bessemermi.org

Sincerely,

Charly Loper  
City Manager

"Located in the Heart of Big Snow Country."
An Equal Opportunity Employer and Provider
March 10, 2015

To Whom it May Concern,

I write this letter of recommendation to acknowledge the extremely satisfying relationship we have with Eagle Waste and Recycling. The City of Bessemer spent many months exploring how to best address the needs of the community when it came to garbage pickup and in offering recycling. For many years the City of Bessemer collected the garbage and we did not offer recycling. Times have changed and we had to change to meet the needs and wishes of our residents. They wanted easy recycling as well as a trash pickup system that was efficient.

We started a discussion with Eagle Waste and Recycling. They were very helpful in addressing all of our questions and concerns. They worked through all issues and communicated to our community the strong customer service aspect that we were looking for. We are very pleased with the job that Eagle Waste is doing in our community. I have given only a brief review and synopsis of our process. I would be very happy to discuss with anyone interested how we worked through the process and came to the conclusion of contracting with Eagle Waste.

We are very happy with the company. I speak highly of their customer service and attention to detail. We made the right choice!

Sincerely,

[Signature]

[Name]
City Manager

"Located in the Heart of Big Snow Country"
An Equal Opportunity Employer and Provider
March 19, 2015

To Whom It May Concern,

The City of Tomahawk has been contracting with Eagle Waste for the collection and disposal of the city waste stream for the past 7 years. The city has been very satisfied with the service we have received from Eagle Waste during that time. With our excellent working relationship with Eagle Waste the city has realized a significant reduction in our waste stream disposal costs.

Starting in March of 2012 Eagle Waste began collecting our garbage and recyclables with an automated collection system. With the city providing the city residents with both garbage and recycling carts and Eagle Waste collecting both the garbage and recyclables with the automated collection equipment the city recycling rate increased by 512%. By collecting significantly more recyclables from the waste stream the city landfill costs were drastically reduced.

By going to the automated collection system the city waste stream disposal cost went from $217,000 a year to $145,000 a year, a reduction of over 33%. This would not have been possible without the partnership with Eagle Waste.

If you have any further questions regarding the City of Tomahawk waste collection system and our contract with Eagle Waste please feel free to contact me.

Mike Tolustad  
Director of Public Works  
City of Tomahawk
To Whom It May Concern:

After many years using a competing waste and recycling service, the City of Washburn made the switch to Eagle Waste & Recycling. While the switch was motivated by a service rate that was more advantageous to the city, we would not have singed a ten year contract with them if we weren’t comfortable with their service reputation and our personal interactions with them.

During our contract negotiations with Eagle Waste, their team was always available and responsive to our questions or concerns. Whether it was at the top with company President Alan Albee, or the secretary at their headquarters, at no point was a member of the company unavailable to us. That level accessibility and hands on approach didn’t change once the contract was signed.

Of course with any change comes some skepticism and concern, and this was no exception. Their carted curbside service was different than what our community was used to, and that caused some concern among the public. The main concerns were the requirement of using the larger bins provided by Eagle Waste, and being told where those bins had to be located to be serviced. However, once the change was made, and the process and routines settled in, the concerns went away. Any issues we hand in the early stages of the new service were normal growing pains, and were resolved by Eagle Waste quickly and effortlessly.

If your organization is considering using Eagle Waste & Recycling, I would be happy to discuss with you our experience with them.

Sincerely,

Dan Stoltman

Dan Stoltman
Assistant City Administrator
715-373-6160
asstadmin@cityofwashburn.org

The City of Washburn is an equal opportunity provider, employer, and lender.
CITY OF CRYSTAL FALL, MICHIGAN

Garbage Collection and Disposal Services

Sealed Bid

Submitted by: Steve Coron

Great American Disposal
P.O. Box 2002
Kingsford, MI. 49802
906-774-9006
CITY OF CRYSTAL FALLS

PROPOSAL FOR

GARbage COLLECTION and DISPOSAL SERVICES

I. BUSINESS ORGANIZATION

Great American Environmental Services, Inc.
Db: Great American Disposal
P.O. Box 2002
Kingsford, Mi. 49802

Incorporated in the State of Michigan

No subcontractors will be utilized in the scope of work.

II. STATEMENT OF UNDERSTANDING

Great American Disposal’s understanding of the work as required by the RFP is without question. Our ability to currently serve the City on a long term basis, in the residential garbage collection and disposal has developed a level of trust and confidence that the job will and has been done as required.

III. WORKPLAN

Current dedicated equipment and man power resources will be maintained, with redundancies in equipment and personnel, to accomplish the scope of work. Routes and days of service as defined by the City of Crystal Falls will continue as currently required and will be modified as need by the City. Each collection vehicle will have standby vehicle available. The same plan is in place for the two employees, should they require replacement for any cause.
IV. REFERENCES

Breitung Township
19 + consecutive years served.
John Gaudette
906-779-2055

City of Negaunee
13 consecutive years served.
Ann Ducoli
906-475-7700 ext. 11

Chocolay Township
20 consecutive years served
Steve Lawry
906-249-1440 ext. 210

City of Iron River
9 consecutive years served
David Thayer
906-265-4719 ext. 100

City of Caspian
14 consecutive years served
John Stokoski
906-265-2514

Town of Florence
22 consecutive years served
Tim Bomberg
715-528-3505
V. EQUIPMENT, AND DRIVER INFORMATION

2016 Mack LE: Miles 44,792  Hours 3265
2016 Loadmaster Excel body

Tom Allen
Michigan License #  Confidential
Expires: 1-9-2020

Adam Grailer
Michigan License # confidential ,
Expires:

VI. Contact Personnel
A. Operations Manager:
   Darrell Finley
   24 hour contact: 906-250-8807

B. Sales Manager
   Steve Coron
   24 hour contact: 906-250-3496

C. Staffed Office Contact: 8:00 am to 4:30 pm
   906-774-9006
VII. STATEMENT OF COMPLIANCE

Great American Disposal is in compliance with all state laws regarding licensing, transfer of materials, and disposal of solid waste, and agrees to comply with all applicable City Ordinances and general requirements.

VIII. CERTIFICATION

Great American Disposal certifies it is not involved in any collusion or other anticompetitive practices and has not and will not in the future give any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with the submitted offer.

Great American Disposal will abide by the Copeland Anti-Kickback Act, Title 18, U.S.C. Section 874, June 25, 1948.

IX. STATEMENT OF ACKNOWLEDGEMENT

Great American Disposal has read the general requirements within this bid request.
Attachment A

7 Year Contract

Garbage Collection Bags
Based on up to 600 stops/week

$5,090.00 per month plus Disposal

DISPOSAL COST: $67.00 per ton

Additional stops over 600. $8.49 per stop per month.

Years 2-7 escalation will be calculated by using the Bureau of Labor Statistics cost of living index US city average.

Contract to include a fuel escalation clause with a base price per gallon of $2.91
Option B
Garbage Collection with Carts

GAD to furnish a 96 gallon cart to residents of Crystal Falls choosing option B carts instead of bag service.

Optional Carts: $2.76 per month extra per household and $2.00 per month each additional cart per stop after the first cart.
Great American Disposal

By: [Signature]
CITY OF CRYSTAL FALLS

Garbage, Recycling and Commercial Waste Proposal

May 11, 2018

Prepared by Mark Harrick

Waste Management, Inc.
May 11, 2018

City of Crystal Falls

Weekly Curbside Collection of Residential and Select Commercial Waste

Dear City of Crystal Falls Community Leaders,

On behalf of Waste Management of Michigan, it is my pleasure to present you with the City of Crystal Falls Waste Recycling Collection Program. As you know, Waste Management is a locally operated company with highly trained, conscientious, and safety-focused employees who provide collection and disposal services to many of your neighboring communities.

Community partnerships are important to Waste Management. We will work shoulder-to-shoulder with your community to understand its needs, customize municipal programs, and build in cost efficiencies. You can rely on us for high-quality solutions to protect your residents, comply with increasingly complex government regulations and benefit local businesses and non-profit organizations. We can be your environmental services partner, offering a comprehensive suite of services. While we are excited about our whole proposal we are most excited by the following:

- Residents choice between curbside carts or bags with a 2-price option for City from day 1
- Having a local team based just a couple miles away to offer quick complete service
- Single Stream Recycling

The offerings and service enhancements detailed in this proposal are available only through Waste Management, the nation's leading environmental performance company. The process used to create this response has entailed much more than putting words on paper—Waste Management has taken an active interest in understanding the unique circumstances associated with servicing your community.

Respectfully Submitted,

Mark Harrick
City of Crystal Falls Challenges

In preliminary discussions with Waste Management, the City of Crystal Falls has identified the following as its key waste and recycling services challenges:

- Expand curbside choice by adding carts
- **Give multiple options** for residents
- A need to listen and understand the waste concerns
- Great Local Customer Service
- Be a Partner in Recycling

City of Crystal Falls Expectations

Having strategically collaborated with thousands of communities over the last 50 years, Waste Management has the experience, expertise and resources to address each of the issues outlined above in a way that supports the City of Crystal Falls operational and budgetary objectives. Working in partnership with the City of Crystal Falls, Waste Management’s Total Waste Solution will deliver:

- Service Optimization
- Environmental Stewardship
- Community Investments
- Safety - Mission to Zero
- Trained Drivers
- Management Reports
- Regulatory and Environmental Updates
- Accurate Billing
- Invoicing and Tonnage Reports
COMPREHENSIVE WASTE SOLUTION

This Comprehensive Waste Solution is designed to address those current concerns that are most critical to the City of Crystal Falls and deal with future needs as well.

As North America’s leading waste and recycling services company, Waste Management can provide the City of Crystal Falls a level of dependability, creativity and value unmatched by any other waste services provider.

With Waste Management’s Recycling Collection Program, the City of Crystal Falls will be positioned to enjoy waste services that keep the City efficient and fiscally responsible for years to come.

SOLUTIONS THAT CONTROL COSTS

The price a company pays for waste and recycling services is only half of the story. The City of Crystal Falls knows that long-term costs of administration, management and the direct and indirect expenses related to a waste services provider’s day-to-day performance also impact the true value of those services over the long term.

Customized Reporting of Diversion Efforts
Waste Management regularly reports recycling and diversion efforts for municipalities. We report state-required participation and tonnage numbers in formats designated by the customer. We also assist customers in publishing the results of their efforts in the community through all requested media outlets. We keep a regular dialogue with public agencies to ensure the greatest impact and accuracy from reporting practices.

EQUIPMENT & MAINTENANCE

At Waste Management, we watch our equipment closely and replace it whenever it fails to meet our high operational and aesthetic standards. Our drivers continuously survey compactors, bins, containers, and other equipment and immediately call in repair or replacement orders when they identify damaged or defaced equipment.

With almost 21,000 vehicles, Waste Management has taken significant steps to ensure that our fleet addresses environmental and safety issues.

- All new residential and commercial trucks are equipped with back-up cameras for improved visibility and safety. The hydraulic systems and components on Waste Management trucks have been redesigned and refined to reduce the potential for leaks and spills.
Waste Management is working to develop standardized, low-speed hydraulic systems for fuel and noise reductions.

Waste Management has worked with fluid and oil suppliers to determine the longest lasting fluids and lubricants. We have tested and incorporated the use of synthetic fluids and have developed processes and maintenance practices for extending fluid drain intervals to reduce lubricant purchases and disposal volume.

Spill kits are required on all trucks to facilitate site clean-up.

The best available engine air cleaner technology is utilized in vehicles and equipment, ensuring that engines run cleaner and longer.

On-board fire suppression systems are utilized on the majority of landfill equipment to significantly reduce the potential for major fire damage or fire impacts.

Waste Management is participating in voluntary diesel retrofit programs in Texas, Washington, Massachusetts, New Hampshire, Maine, and Rhode Island. Other projects are under development in New York and Pennsylvania. All are aimed at determining the best available emission control technology.

Preventive Maintenance Program

Waste Management is committed to maintenance excellence. Our preventive maintenance (PM) program establishes a standard to minimize vehicle failures by monitoring the current condition of the equipment and correcting defects before they develop into safety concerns or costly repairs. The program establishes a systematic procedure to inspect, lubricate, and maintain all vehicles owned and/or operated by Waste Management. These procedures reduce breakdowns and accidents within our fleet, and provide us with trouble-free, safe and efficient operations. Our company goal and objective is to provide the City of Crystal Falls with the safest cleanest and most reliable equipment in operation. The following is a summary of our PM program.

Scope
This PM program applies to all of Waste Management's collection vehicles. As changes occur, Technical Service Bulletins may be issued to amend this process. Our inspection program encompasses the mandatory Department of Transportation (DOT) inspection criteria set forth in section 396 of the Federal Motor Carrier Safety Regulations (FMCSR). This serves as the inspection process for Waste Management's equipment. Any vehicle found that does not meet these minimum standards will not be operated until those defects that violated these standards have been properly corrected. We perform quality control audits and self-inspections for
compliance of our maintenance programs. This enables us to identify areas of improvement and correct deficiencies.

**Preventive Maintenance Intervals**

The Preventive Maintenance Program for collection operations is based on vehicle utilization by hours and/or days. Prescribed service intervals must meet the minimum requirements set by Waste Management. If severe operating conditions exist, the Market Area Fleet Manager may request, in writing, to the appropriate Fleet Director an increase in the frequency of preventive maintenance service intervals for a specific site. The Vice President of Fleet Services and Logistics is the only approving authority for any changes extending preventative maintenance inspection (PMI) intervals. Any changes to the frequency of PMI service intervals must be documented and included in the vehicle or equipment’s maintenance file. For specialty collection equipment, it is very difficult to establish company-wide PMI frequency schedules. If you have specialty or an odd piece of equipment that requires periodic inspections, follow the manufactures recommended PMI and service schedules accordingly.

The PM program will adhere to the following cycle. Each vehicle will receive three (3) PM 150s consecutively, and then receive a PM 600. The annual basic cycle will appear as below:

- (PM 150) - (PM 150) - (PM 150) - (PM 600) - (PM 150) - (PM 150) - (PM 600 & 1200)
- (PM 150) - (PM 150) - (PM 150) - (PM 600) - (PM 150) - (PM 150) - (PM150) - (PM 600 & 1200 & 2400)

The acceptable variance for PMI compliance is 015 hours or 5 days (whichever occurs first) for collection PM 150, and 5% (hours) or 10 days for all other inspection intervals. For example, a PM 600 has a variance of 30 Hours or 10 days. California sites subject to Biennial Inspection of Terminals (BIT) cannot exceed 90 days between PMI intervals. The federal annual inspection must never expire. If allowed to expire, the vehicle will not be used until the inspection and appropriate documentation is complete.

**Fluid Sampling and Filter Change Intervals**

All heavy vehicles with diesel engines receive an oil change, along with new filters and sampling every 600 hours. All other components (transmissions, Hydraulics, and Axles) are sampled every 1200 hours. Fluid samples are taken according to the preventive maintenance-sampling schedule in the appropriate TSBs. Records of analysis will be retained in the unit's history file or by electronic means in the Castrol web-based information system (LABCHECK at www.castrolusa.com). Samples must be sent to Waste Management's approved sampling services supplier on a timely basis (the next business day).

**Mandated Annual Inspection**

The 150 and 600-hour PMI sheets include inspection elements required to meet state, provincial or federal annual inspection in accordance with section 396 to subpart B of 49 CFR. The items on the 150 and 600-hour sheets that are gray shaded must meet minimum inspection criteria as outlined in appendix G of subpart B, 49 CFR, before the inspection can be certified as a federal
annual inspection. Each commercial motor vehicle subject to DOT shall have this inspection performed annually and documentation of the last inspection shall be with the vehicle. Some states require documentation of this mandated inspection at increased intervals (six months). Therefore, it is extremely important that the Fleet Manager is familiar, and complies, with State/Provincial regulations

**Inspector Training, Certification, and Qualification**

Each technician performing inspections shall be trained and qualified to properly complete a Waste Management preventive maintenance inspection in accordance with the inspection methods contained within this manual. Each technician performing mandated federal annual inspections shall meet the qualifications as stated in Para. 19, section 396, subpart B, 49 CFR. Evidence and documentation of the qualifications of an inspector shall be retained for the period during which that individual is performing inspections and one year thereafter.

Waste Management has in this local market area over 300 vehicles from which to draw from in case of a catastrophic event. Local repairs are performed in house by a skilled Waste Management technician. In case of breakdowns, the driver will call into the shop for a road call repair. If the truck is not repairable, it will be towed to the shop and spare will be given to the driver.

**QUALITY CONTROL**

At Waste Management, we have made a company-wide commitment to quality in every facet of our operations. We understand the trust placed in us by the communities we serve, and everything we do to become a better, stronger company is aimed at ensuring we provide cities like yours with the highest quality environmental services possible.

In every collection operation, we employ rigorous standards for managing and measuring each detail of customer service. We have asked customers how we can improve, and we have made changes and standardized procedures according to their feedback. Focusing on improvement in every step of the process has taken our quality of service to new heights.

24-hour recognition and or resolution to citizen’s concerns and complaints through phone call or visit. Report generated on results. Local phone number to utilize. 3 miles away

**Programs**

Waste Management’s on-going programs and measurement systems contribute to the high-quality service for which we are known. Our quality programs include:
Service Machine®. This program is designed to ensure that every Waste Management hauling company provides high levels of service. Service Machine® requires each hauling company to meet specific standards of operational proficiency. The district is accountable to report each week on how well they have performed in the key service performance metrics on a web-enabled Scorecard program. Results are communicated from the senior leadership team throughout the organization on Weekly Activity Reports.

Mission to Zero (M2Z). The goal of this safety program is to make Waste Management the safest company in our industry. This is equally important to both Waste Management and our customers. M2Z means zero tolerance for unsafe actions, decisions, conditions, equipment, and attitudes. At the core of our commitment to improving safety is an extensive three-phase certification program that engages all Waste Management operating managers and employees in the quest for safe and responsible operational excellence.

Drivecam. Cameras are installed in all trucks to monitor erratic driving and safety issues. Used not only to review incidents but also to aid in safety training.

Employees

Waste Management looks to hire only employees who perform at the high-quality levels we require. The recruitment process includes internal and external screenings, comprehensive interviews, reference and background checks, education and employment verification, and drug testing. We thoroughly interview candidates and make every effort to ensure we hire only those qualified to provide high service levels.

Training

Once we have hired the highest-quality personnel, we provide training to ensure they perform at their peak. Dozens of training programs are available through the Waste Management Learning Center (WMILC). Programs vary depending on the role of the employee and whether the employee works in the field or from an office. Topics are organized into eight areas:

- Customer Care
- Ethics and Compliance
- Finance
- Human Resources
- Health and Safety
- Information Technology
- Legal
- Operations

SAFETY

Dedication to safety is at the top Waste Management's list of core values. Our comprehensive safety program ensures that our
employees and the communities we service remain protected always. We focus on safety throughout our operations. From our employee screening process on, we ensure that our staff receives the information necessary to remain safe in all aspects of their jobs.

The safety programs and equipment Waste Management provides our employees and furnishes on the route trucks will enhance the safety of the citizens in the City of Crystal Falls:

- Extensive new employee background investigation checks
- Three-day orientation training for all new hires
- 90 days on the job training and evaluation program
- A District Driver Trainer at each transportation location
- Random Alcohol and Drug Testing
- Monthly Driver Safety Meetings
- Operations Supervisor conducts monthly on the job observations
- Hazardous Waste Identification
- Environmental Storm Water and Spill Response Training
- Daily Morning Meeting reinforcing safety topics

Waste Management facilities must meet or exceed industry and government safety standards. We have implemented a comprehensive program to meet the requirements of Employee Right-To-Know, Community Right-to-Know, and Emergency Response regulations of U.S. Department of Transportation (DOT), OSHA, and the U.S. Environmental Protection Agency (EPA).

*No other waste company in the nation has an OSHA TRIR rating better than Waste Management. OSHA has recognized Waste Management for our progress and ongoing effort to eliminate unsafe work behaviors.*

**Employee Screening**

We begin by ensuring that we hire the highest quality drivers—we do not hire applicants with poor driving records, and we review motor vehicle reports for employees every six months. For the life of each driver's employment with Waste Management and for three years after, we maintain a Driver Qualification File (DQF). Candidates for employment at Waste Management landfills, hauling operations, and recycling facilities must successfully complete a comprehensive background check and drug test before being hired. Employees who will perform safety sensitive functions or driving waste collection vehicles must complete medical exams.

**Employee Training**

After we have approved new employees for hire, we properly trained them to operate safely. Waste Management's two-phase safety training program includes classroom and on-the-job training, route observation, safety data gathering, and driver training. Phase one provides classroom training that shows workers how to safely perform day-to-day tasks while working the
route. These courses standardize the company's safety practices and illustrate exemplary everyday operations—such as how to safely operate trucks, compactors, and other equipment and how to pick up garbage safely. We hold training courses at Waste Management locations across the country.

Phase two of our training program offers classroom as well as on-the-job training for drivers and helpers. They learn how to safely operate their vehicles, mount and dismount equipment, and move and lift containers. They also learn how to work in hot and cold weather.

We are also able to draw from our corporate offices to offer the latest in safety and environmental training. Waste Management, Inc. conducts regular health and safety programs for its employees throughout the country. These programs provide guidance to the operating locations in meeting the compliance requirements safety standards of OSHA, the EPA and the DOT. We frequently conduct in-depth training programs on local issues or on issues of regional concern including: hazard communication, employee right-to-know, asbestos management, industry specific defensive driving, quality customer service, integrity of ethics, code of conduct, control of hazardous energy (Lock Out/Tag Out), confined spaces, and emergency response.

**Incident Reviews**

When safety incidents occur, Waste Management responds quickly and thoroughly to lower the risk of repeat occurrence. We create, distribute, and safety advisory notices to the company intranet site when serious safety incidents occur. These reader-friendly write-ups are posted by managers who sign off and indicate the date that the newsletter was posted. We also hold meetings at the sites to ensure the information is conveyed to the drivers.

A safety advisory includes a description of the safety problem that was encountered and the steps that must be taken to prevent the problem from recurring across the company. Each safety alert includes a statement reminding readers that corrective actions are not optional and full compliance is required.

**Reporting**

Waste Management requires employees to report any unsafe conditions in the workplace. We have developed and implemented reporting procedures and policies for safety incidents that are integrated throughout our business. One example is Waste Management's customer service program, Service Machine®, discussed earlier in the Quality Management section of this proposal.

We require our employees to report and track all injuries and accidents in the Accident & Injury Management System (AIMS). AIMS is used by sites to track incidents, which include any unplanned work-related event resulting in, or which could result in: personal injury, vehicle damage, property damage, loss of assets, fires, explosions, spills, releases, or adverse publicity, regardless of severity. AIMS reporting allows Waste Management to fulfill its regulatory requirements, provides data for making informed management decisions, and is important in helping Waste Management provide a safe work environment for all employees.
Waste Management requires that all incidents be entered into the AIMS system within 48 hours of occurrence and to our insurance carrier within 24 hours of the first report of the incident.

We issue a new safety report each week and archive all safety reports on the company intranet website. Details of any accidents in the past week are provided, often with photos. Information includes the location of the accident, the driver's years of service, and any follow up action being taken. These reports serve to inform employees of safety incidents and failures while reminding all readers to carefully observe safety rules and avoid committing the mistakes that can cause accidents.

**Safety Manual**

Waste Management has prepared a Health, Safety and Transportation Manual that contains guidelines for safe operations of solid waste facilities. A self-audit checklist has been prepared to guide Safety and Department Managers through these requirements. Waste Management's Division Safety Managers monitor the performance of their divisions. Division Safety Managers or other regional safety personnel schedule and carry out safety audits.

**ACCIDENT RESPONSE**

Waste Management has a Spill Prevention, Control, and Countermeasure (SPCC) Plan designed to train our drivers to handle non-hazardous spills while on route. Each vehicle is equipped with a spill kit that has various absorbent materials that contain spills while a crew is dispatched for immediate clean up. Waste Management has on site, at its facility, a mobile spill clean up trailer that is dispatched with trained personnel should a more thorough clean up be needed. We train our drivers to pick up spillage during collection and provide them with brooms and shovels on each vehicle.

**Hydraulic Spill**

Hydraulic spills caused by a mechanical failure on the truck would initially be handled by the driver following the procedure below:

- Our drivers are trained to contain spills to prevent them from spreading or entering a watercourse. Drivers would use the spill kit provided or available material, such as dirt, to create a barrier and absorb the spill.
- The driver would radio the Waste Management dispatch office and trained supervisory and maintenance personnel would respond with additional clean up materials.
- Spill and clean up material would be placed in our mobile clean up unit and disposed of properly, leaving the site as clean as possible.

**Spillage**

To remedy spills caused by driver error or weak bags that burst, Waste Management drivers clean the area using the broom and shovel provided, leaving the area as clean as possible.
CERTIFICATE OF INSURANCE

Waste Management will obtain and maintain all insurance required herein certificates of insurance evidencing:

All contracts of insurance shall provide 30 days' prior written notice of cancellation or non-renewal. If Waste Management cannot maintain contracts of insurance in the above amounts due to coverages becoming commercially unavailable, we may be relieved of the above obligations upon 30 days' written notice to the customer of revised insurance coverages. A certificate of insurance will be provided with the contract.

Waste Management of Michigan

THE COMPANY

Waste Management provides collection, recycling and disposal services to approximately 150,000 public sector, commercial, industrial and residential customers throughout Michigan and Northern Michigan. Employing approximately 1,300 full- and part-time personnel, the company also has six gas-to-energy plants that generate 17.2 megawatts of electricity daily.

THE ENVIRONMENT AND THE COMMUNITY

Waste Management’s commitment to the environment is evident in many programs that protect natural resources and promote responsible management of the land. At the same time, Waste Management of Michigan is committed to serving the community through the support and sponsorship of many local and regional programs, including youth athletics and art programs throughout the communities it serves.

Several key projects have brought together Waste Management’s commitment to the environment and to the community. Waste Management of Michigan is dedicated not only to serving customers, but we also are serving communities as a good corporate citizen and responsible environmental steward.
LOCAL OFFICE

Waste Management of Crystal Falls
2261 West US 2
PO Box 438
Crystal Falls, MI 49935

Operational Specialists

906-675-3761 Local Office – Amanda Martwick 906-662-6065 Local Number – Liz Clark

Key Representatives

Jeremy Nelson – District Manager
James Lee – Swing Driver and Station Attendant
Duane Dobson – Driver

MUNICIPAL REFERENCES

Our team of experts is committed to delivering quality services and ensuring customer satisfaction in an efficient, streamlined, and effective manner. Though large in scale, Waste Management will tailor our services to meet the needs of the City of Crystal Falls and to ensure consistent, superior service. We are strongly committed to the safe and responsible management of waste, full regulatory compliance, and the protection and enhancement of the environment. Along with our local staff, Waste Management offers the resources to assist your community with issues such as regulatory and environmental compliance, health and safety, administration and customer service, backup equipment and operations, stable recycling markets and other industry resources.

Waste Management is pleased to provide the following references for your review.
IN CONCLUSION

This proposal details Waste Management of WI/ MI solutions for the City of Crystal Falls short and long-term waste and recycling services. Waste Management has designed this program to achieve the optimum balance between service, price and convenience. These services are supported by the strength and experience of North America’s leading waste and recycling services company and are backed by the waste industry’s most comprehensive Service Guarantee.

If the City of Crystal Falls has any questions about any aspect of this proposal or would like to discuss any topic in greater detail, please feel free to contact Mark Harrick at 906-361-0036 or mharrick@wm.com.

Otherwise, Waste Management looks forward to working with the City of Crystal Falls to finalize the design of its new waste services program and to completing all necessary contractual documentation.
Proposal Service Commitments and Pricing Schedules

Program Start Up - July 1, 2018 WM will supply bags to City Clerk and carts to residents who wish to have them. City will provide addresses and counts. WM will have DOT compliant Vehicle as seen on road throughout the UP. They will be either 3 or 4 axle vehicles that can handle 9-12 tons of waste. WM will follow road restriction laws and self-monitor compliance through our third-party DOT compliance auditor.

Contract End – WM would collect all equipment at City Buildings and residences

Price Quote Data – See attached Schedule B

Insurance will be in place as expected per city requirements

Bid Bond is all included in enclosed RFP

Fuel Adjustments
In order to provide the most cost-effective solution for the City of Crystal Falls we have chosen to provide a proposal with a separator for fuel prices. If diesel fuel remains below $3.00 per gallon the fuel surcharge will be 0 percent. If diesel fuel is at or above $3.00 per gallon the following percentages will apply.

<table>
<thead>
<tr>
<th>Diesel Fuel Price per Gallon</th>
<th>Fuel Surcharge</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;$3.00</td>
<td>0 Percent</td>
</tr>
<tr>
<td>$3.00 to $3.24</td>
<td>2 Percent</td>
</tr>
<tr>
<td>$3.25 to $3.49</td>
<td>3 Percent</td>
</tr>
<tr>
<td>$3.50 to $3.74</td>
<td>4 Percent</td>
</tr>
</tbody>
</table>

For each additional $0.25 above $3.75 the fuel surcharge will increase by 1 Percent.
The published index for determining monthly diesel fuel prices will be the Department of Energy's (DOE) "Weekly Retail On-Highway Diesel Prices" for the Midwest region. The price published for the first Monday of the month will be used as that month's diesel fuel price. The prices can be viewed at the DOE's website: <http://tonto.eia.doe.gov/oog/info/wohdp/diesel.asp>. The current cost of fuel at the time of this proposal was $2.85 per gallon. This change will ensure that you, our valued customer, will pay a fuel surcharge that is currently adjusted, easy to calculate, and equitable to you and the Company. Detailed information concerning our fuel surcharge calculations and application may be found at www.wm.com.

If Crystal Falls would prefer a $4.00 fuel table then pricing would be $2.35/ small bag, $3.35/ large bag and $12.25 for carts.

Contract will be yearly increased based on the National WST CPI (Water/Sewer/Trash) Index. Currently this is at 3.2% for the month April.

Eligible and Ineligible Mixed waste items will be: all waste that is not hazardous that will fit in 96-gallon cart and or fits in the approved bags sold by the city that WM provides. Special clean-up pricing at a designated location is provided in Schedule b. Special Item waste can be negotiated to utilize transfer station for City Residents if WM is the winning provider.

Waste Management owns the KW landfill where waste is going.

Waste Management has a vast library of educational materials available online and available print wise after awarded bid.
Exhibit B

Bags

To be purchased at City Hall in 10 bag pack
$2.25/bag for senior 20 gallon bag
$3.25/bag for regular 32 gallon bag

Carts

$11.95/month 96 gallon cart
Extra cart is $7.00 for each one

Municipal Locations to be serviced as part of this Agreement
WM will replace all dumpsters with Front load type compatible
All containers can be placed on seasonal hold yearly upon notification

City Hall  2 & 4 yarder   $160.00 per month
City Golf Course  2 yarder   $65.00 per month
Runkle Lake Park  6 yarder  $130.00 per month
Extra pick-ups beyond once a week service $75/locaton
Bristol Location  8 yard RCY  $100.00 per month
Picked up every other week on Thursdays
If recycle is contaminated then fee would be $75.00 to be picked up as Trash

Spring and Fall Clean-up Roll-Off Boxes

Delivered and picked up   $129/ton

Commercial Container Prices for Public

2 yarder $70
4 yarder $100
6 yarder $130
8 yarder $160

Prices are per month for weekly service