CITY OF PACIFIC, WA

Solid Waste Collection Proposal
D. M. Disposal Co., Inc.
May 8, 2015

DM DISPOSAL INC

A Waste Connections Inc. company

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A. Executive Summary

Provide a brief overview of the entire proposal and highlight the key aspects of the proposal (maximum 6 pages). In the executive summary or cover letter, please confirm receipt of any RFP addenda received and considered during the development of your proposal.

Introduction Statement

D.M. Disposal Co., Inc. ("DM Disposal") is excited about the opportunity to serve the City of Pacific. DM Disposal is the sister company of Murrey's Disposal Inc., the solid waste provider that currently serves the Pierce County portion of the City of Pacific. Waste Connections, Inc. (WCI) is the parent company of both DM Disposal and Murrey's Disposal.

The Waste Connections Corporation operates under a decentralized model, giving the DM Disposal team the benefit of having national resources while maintaining local control.

DM Disposal operates from the same location in Fife as Murrey's Disposal, with DM Disposal being the local entity that contracts with cities for service when territories fall outside of a Washington Utilities and Transportation Commission (UTC) area. For those areas, Murrey's Disposal specifically adheres to UTC service options and rates. The local management staff, supervisory staff, and employees are all under the same umbrella, but when contracting with entire cities, the DM Disposal entity is used. Currently, DM Disposal proudly serves the cities of Puyallup, Bonney Lake, Milton, Sumner, Orting, Buckley, Carbonado, and South Prairie. Several of these communities have provided a positive reference on our behalf in Section B.5.a.v, Reference Letters.

We are pleased to offer our services for the City of Pacific, and we have no concerns with directing all waste from the City, including the Pierce County portion, to the King County Solid Waste System. Although different from Pierce County regulations, our company has the experience and intends to comply with all service requirements for glass-in recycling and/or the addition of food waste to the yard debris service. We will follow all King County program rules for the City and work directly with King County to assure consistent waste reduction education is used.

We propose to provide residential and multi-family cart services to all residential customers on Tuesdays with residential garbage collected every Tuesday and residential recycling and yard debris

on alternating Tuesdays. Having one collection day for all residential customers in the City of Pacific will minimize confusion during the short-term transition period and maximize long-term program simplicity.

Several key aspects of DM Disposal's local operating philosophy and proposal are highlighted below, which demonstrate the high standard our company will expect and maintain should DM Disposal be named as the new contractor for the City of Pacific, offering the best overall service at the most competitive rates.

Our WCI Statement of Operating Values guides our daily and long term decisions.

Operating Values

Safety – We strive to assure complete safety of our employees, our customers and the public in all of our operations. Protection from accident or injury is paramount in all we do.

Integrity – We define integrity as "saying what you will do and then doing it." We keep our promises to our customers, our employees and our stockholders. Do the right thing, at the right time, for the right reason.

Customer Service – We provide our customers 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. We wish to embody a work hard, play harder culture.

To Be the Premier Solid Waste Services Company in the U.S. – We continue to provide superior returns, remain environmentally responsible, and continue to grow in a disciplined way, deploying resources intelligently and benefiting communities we live in. We remain a "different breed."

Safety Culture

Waste Connections is proud to have the best safety record among the large national publicly traded waste companies, with DM Disposal leading the way in outstanding safety performance.

Our company's number one operating value that guides us each day is **safety**. At all levels of the organization, developing an ever growing culture of safety is our top priority. The DM Disposal team takes great pride in our exceptional safety record, and all employees are empowered to speak up and present new ideas to help us continually enhance our safety culture. Our exceptional safety record is one of the factors that allows our company to maintain low service rates, as we invest in training and ongoing employee development to assure every member of the team goes above and beyond the

industry standards to be safe. Each day, all drivers start their morning by participating in a daily safety huddle where specific safety issues and solutions are discussed, followed by stretching to promote wellness and mindfulness. Additionally, supervisors are constantly riding with drivers to help identify any areas where less than ideal safety habits can be improved. New automated collection drivers must complete a minimum 30-day training period before they are released to drive on their own, and existing drivers participate in both classroom and on-route safety trainings on an ongoing basis. Our drivers average seven years of experience operating automated trucks, and average 14 years of total commercial driving experience. With this experience and DM Disposal's growing safety culture, we do not anticipate having any safety concerns with providing service to the City of Pacific community.

The DM Disposal culture values caution and diligence over top-down demands of productivity, as we understand having an exceptional safety record is the best thing for our drivers and the community.

Customer Service Philosophy

Second to safety, our organization is focused on providing the best possible service at all times. To help facilitate a customer-focused organization, we simultaneously emphasize making DM Disposal a 'Great Place to Work,' and we constantly measure and analyze customer service performance both on-route and over the phone.

The 'Great Place to Work' value is one of our key ingredients to success. We recognize that making our site a 'Great Place to Work' will help assure we provide the best service, as a satisfied and valued employee goes above and beyond for a customer.

Our 'Great Place to Work' value is sometimes reflected in the little things making a big difference, such as barbequing for our drivers, passing on compliments received in our local call office, or involving employees in the many community events we help put together. Other 'Great Place to Work' influences are more pronounced, such as our newly built facility in Fife, which provides large, comfortable work spaces for the customer service staff and a clean, professional meeting room for our drivers to prepare prior to their route and unwind at the end of the day.

Continuously measuring our performance on-route and over the phone allows us to constantly improve and stay focused on great customer service. Our on-route measurements include monthly, specific driver evaluations, assuring that no route has service issues. These monthly driver snapshots allow our supervisors to have a dedicated, scheduled one-on-one conversation that focuses on our customer service value. Our phone performance is measured by a third party secret shopper service ("Tooty Inc.") and by customer service supervisors to assure we are responsive and informative to customers and answering phone calls and emails in a timely manner. One-on-one conversations, after reviewing performances, helps to make sure each customer service representative in our local Fife office recognizes the value and importance of giving customers a positive experience when calling DM Disposal and equips them with the proper tools and training to provide the service that exceeds customer expectations.

Finally, while many national solid waste companies have chosen to consolidate their call centers to out-of-state locations as far away as Arizona or Illinois, DM Disposal customer service representatives live in our community and work at our Fife location. We believe it is important for our local drivers, local management team, and local customer service staff to meet frequently face-to-face. Additionally, when rolling out services to a community, having a call center locally means our representatives will be engaged with making the new program a success; whereas, a representative in a national call center may not know where the City of Pacific is even located.

Local Decision Making with National Resources

Waste Connections has a decentralized management philosophy with independent local operations to facilitate timely decision making. The City of Pacific, their residents and businesses will be talking with the person who has the authority to make decisions! The decentralized philosophy allows DM Disposal to respond more quickly to your needs. Unlike most national waste services corporations, Waste Connections allows their local sites to maintain their customer service and administrative staff locally. The DM Disposal service team knows our local geography, Washington culture, and the communities located in or near Pierce and King County. Additionally, the customer service staff regularly rides with our route drivers to assure that our customers get the best level of service by both the driver and the phone representative.

Having local decision makers also allows DM Disposal to commit to no disruptions of service related to labor issues, equipment shortages, or maintenance problems.

Waste Connections is a national, well-capitalized growing company that offers our local operations resources in several keys areas, including:

- **People**: Our local Fife office is a regional hub for Waste Connections, giving us a benefit in terms of people development. Our site regularly conducts trainings on various topics ranging from leadership, sustainability and environmental regulations to health, wellness, and exercise. Being a large hub site for Waste Connections means our local talent pool is constantly engaged with the WCI region and corporate organization as a whole, making sure the most cutting edge information is available to us.
- **Trucks and Equipment**: Each year, DM Disposal adds new trucks to its fleet and new carts and containers to its inventory. Residential routes in the City of Pacific will be assigned collection vehicles that are age 2013 or newer. Throughout the term of the agreement, DM Disposal is committed to continually updating our fleet. A local Waste Connections company, the LRI landfill, is currently working on a project involving landfill gasification, which would provide the ability to convert landfill gas into compressed natural gas. That natural gas can

then fuel garbage and recycling trucks. As this and other alternative fuel technology advances, DM Disposal will make the effort to update trucks accordingly to reduce our carbon footprint on the community.

- **Billing**: DM Disposal uses a national billing house through Waste Connections to offer customers online bill pay, web or mobile-based account management, and automatic payment options. The local customer service staff in Fife can also take payments over the phone or in-person – all at no additional cost.
- **Consultation**: Waste Connections provides DM Disposal with valuable resources in terms of environmental and compliance management, human resources assistance, and other professional services. Our local management team is empowered to make decisions that are best for the local community and employees; however, DM Disposal also has the opportunity to consult with a wide range of experienced individuals at our region and corporate offices.

Demonstrated Local Success

DM Disposal has a work history in the local community dating back more than 30 years, and our experienced and local service team will ensure a smooth transition of service.

As a long-time service provider in Pierce County, DM Disposal has participated in many large program roll-outs, including the County-wide recycle bin program of 1996, the County-wide recycle cart program of 2000, the County-wide yard waste cart program of 2002, and within the past 18 months, the garbage cart automation roll-outs in Bonney Lake, Milton, and Sumner.

In King County, our local service team has experience providing service via our sister company, Vashon Disposal. Within the state of Washington, various members of our organization have also successfully operated or administered solid waste services in almost all counties in the state, including Thurston, Grays Harbor, Lewis, Yakima, Island, Pierce, King, Skamania, Spokane, Mason, Jefferson, Clallam, and Clark County.

Community-Minded Organization

Part of being a 'Great Place to Work' means giving back to the community. DM Disposal and Waste Connections are active in many community organizations and provide support to the community both through financial contributions, service donations, and hands-on involvement. A detailed listing of DM Disposal and WCI's community involvement is included in the Committed to the Community section of the proposal. As the new service provider in Pacific, DM Disposal would commit to partnering with the City to find local organizations and events where our participation would provide the most benefit to the community.

Committed to Sustainability and Waste Reduction

DM Disposal wants to help the City of Pacific community divert the maximum amount of waste possible from landfill disposal, while providing citizens and businesses low rates and quality service. We are committed to meeting the City's goals, as well as King County's waste reduction goals. Our

team will be available to meet with City staff, Council or the Mayor to learn what specific waste reduction goals the community might have so that we can assign adequate resources to achieve these goals. At all levels of our organization, we are conscious of how our actions can positively impact the environment.

Locally, some examples of our focus on sustainability and waste reduction include our commitment to recycle all customer-provided garbage cans, once we deliver new garbage carts. Additionally, our local office has a dedicated Waste Reduction Representative, Nick Perry, who travels throughout the Puget Sound area promoting recycling in his hybrid Waste Reduction Vehicle. Our administrative team compiles data on waste disposal to assist Pierce and King County in waste audits that target recyclables going to the landfill. We also empower our drivers to let us know of customers that are disposing of recyclables as garbage, to help us pinpoint opportunities for DM Disposal's staff to educate communities and decrease landfill disposal.

Having the resources of our national parent company, Waste Connections, also allows us to prioritize sustainability and waste reduction. WCI has been a leader in sustainability in communities throughout the United States and the South Puget Sound area. Waste Connections is actively initiating landfill gas capture, alternative energy fuels, developing new recycling markets, partnering with local governments to fund sustainability programs and participating in numerous organizations and associations that focus on sustainability. DM Disposal will be supportive of the City's sustainability goals, and our team will help provide a smooth transition into any new program or service option that would enhance sustainability in the community.

An Excellent Solution to Meeting the City of Pacific's Service Standards

We recognize the value of having a full-service waste provider to the City of Pacific. Having one hauler in the community allows for more streamlined contract management, better waste reduction education, and the most efficient ways to meet the goals of the City of Pacific and King County. DM Disposal has proven to be a reliable and valued partner with each community it serves, and we would be a valued partner with the City of Pacific. Besides our commitments in the areas of safety, customer service, community involvement, and waste reduction, our local management team takes pride in maintaining great relations with City Staff to assure that all data related to utility taxes, franchise fees, or other administrative duties are clear, transparent, and accurate.

Receipt of RFP Addenda

D.M. Disposal Co., Inc. acknowledges receipt of Addendum 1 dated April 21, 2015. Please also see the Addenda section of Form 4.

D.M. Disposal Co., Inc. acknowledges receipt of Addendum 2 dated April 30, 2015. Please also see the Addenda section of Form 4.

D.M. Disposal Co., Inc. acknowledges receipt of Addendum 3 dated May 7, 2015. Please also see the Addenda section of Form 4.

D.M. Disposal Co., Inc. acknowledges receipt of Addendum 4 dated May 7, 2015. Please also see the Addenda section of Form 4.

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B. Management and Qualifications

B.1. Proponent

State the name of your company, home office address, Washington business address, and the name, address, phone number, FAX number, e-mail address, website address and title of the person to be contacted concerning the Proposal. If the Proponent is a subsidiary, state the name of the parent company, the home office address, telephone number and website address of the parent company, and describe the parent company's relationship to the Proponent. State whether the person signing the documents has the authority to sign on behalf of the Proponent. State also the names of companies that will share significant and substantive responsibilities with you, as joint venture partners or in another manner, in performing under the Contract. Include documentation that the Proponent is duly organized and validly existing as a corporation or partnership in good standing, and licensed to do business in the City. If the Proponent is not licensed to do business in the City, then the Proponent must provide a sworn statement that it will take all necessary actions to become so licensed if selected as the Successful Proponent.

B.1.a. Parent Company

Name	Waste Connections, Inc.
Home Office Address	3 Waterway Square Place, The Woodlands, TX 77380
Phone	(832) 442-2200
Website	www.wasteconnections.com
Washington Business Address	4822 70th Avenue East, Fife, WA 98424
Relationship to Proponent	D.M. Disposal Co., Inc. is a wholly owned subsidiary of Waste Connections, Inc.

B.1.b. Contact Information

Name	Dan Schooler
Title	Division Vice President
Address	4822 70th Avenue East, Fife, WA 98424
Phone	(253) 896-3294
Fax	(253) 875-5860
E-Mail	DanS@wasteconnections.com
Website Address	www.murreysdisposal.com
Contractual Authority	Dan Schooler is authorized as a contractual authority.

B.1.c. Sharing Responsibilities

DM Disposal will not share responsibilities with any other company under this contract.

B.1.d. Washington State Incorporation Certificate and Written Consent

WRITTEN CONSENT
OF THE SOLE DIRECTOR OF
D.M. DISPOSAL CO., INC.

The undersigned, being the sole director of D.M. Disposal Co., Inc., a Washington corporation (the "Company"), hereby consents to the following actions and adopts the following resolutions pursuant to the Bylaws of the Company:

NOW, THEREFORE BE IT RESOLVED, that D.M. Disposal Co., Inc., a Washington corporation (the "Company"), be, and it hereby is, authorized to submit a proposal in response to that certain "Request for Proposals (RFP) for: Solid Waste Services For The City of Pacific" (the "RFP"):

RESOLVED FURTHER, that Dan Schooler, Division Vice-President of the Company, be, and he hereby is, authorized to execute by and on behalf of the Company, any and all proposals, agreements, instruments, documents or papers, as he may deem reasonably appropriate or necessary, pertaining to the RFP and the Company's proposal in response thereto;

RESOLVED FURTHER, that Mr. Schooler and the officers of the Company be, and each of them hereby is, authorized and directed on behalf of the Company and in its name to take such actions and to execute such other documents and instruments as Mr. Schooler and such officers may deem necessary or advisable to carry out the purposes of the foregoing resolutions, the taking of such actions or the execution of such instruments or documents to be conclusive evidence of the necessity or desirability thereof; and

RESOLVED FURTHER, that all acts and things heretofore done by Mr. Schooler, any director, officer, or by any other employee or agent of the Company, on or prior to the date hereof, in connection with the matters contemplated by the foregoing resolutions be, and the same hereby are, in all respects ratified, confirmed, approved and adopted as acts on behalf of the Company.

IN WITNESS WHEREOF, the undersigned sole director of the Company has duly executed this Written Consent on the date set forth opposite his name.

Dated: April 13, 2015

Ronald J. Mittelstaedt, Director

{00066057.DOC}

STATE of WASHINGTON

SECRETARY of STATE

I, RALPH MUNRO, Secretary of State of the State of Washington and custodian of its seal,

hereby certify this certificate that the attached is a true and correct copy of

ARTICLES OF INCORPORATION

of

D. M. DISPOSAL CO., INC.

as filed in this office on July 12, 1979.

Date: January 27, 1999

Given under my hand and the Seal of the State of Washington at Olympia, the State Capital

Ralph Munro, Secretary of State

200-001

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

D290755
FILE NUMBER

DOMESTIC

STATE OF WASHINGTON | DEPARTMENT OF STATE

I, **BRUCE K. CHAPMAN,** Secretary of State of the State of Washington and custodian of its seal, hereby certify that

ARTICLES OF INCORPORATION

of D. M. DISPOSAL CO., INC.

domestic corporation of Puyallup, Washington,

was filed for record in this office on this date, and I further certify that such Articles remain on file in this office.

Filed at request of
Kenyon E. Luce-Ronald L. Hendry
Attorneys At Law
1409 - 54th Avenue East
Tacoma, WA 98424
Attn: Kenyon Luce

Filing and recording fee $

License to June 30, 19 $

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Page 053-062

In witness whereof I have signed and have affixed the seal of the State of Washington to this certificate at Olympia, the State Capitol,
July 12, 1979

BRUCE K. CHAPMAN
SECRETARY OF STATE

SSF-57 B (6-69)

B.1.e. City of Pacific Business License

City of Pacific
100 3rd Ave SE
Pacific, WA 98047
(253) 929-1100

BUSINESS LICENSE

License #:	3722	Account:	3722
Issued:	04/21/2015	Issued By:	04/17/2015
Expires:	12/31/2015		
Business:	D.M. DISPOSAL CO. INC. 4822 70TH AVE E FIFE, WA 98424		

Location:

Out of City

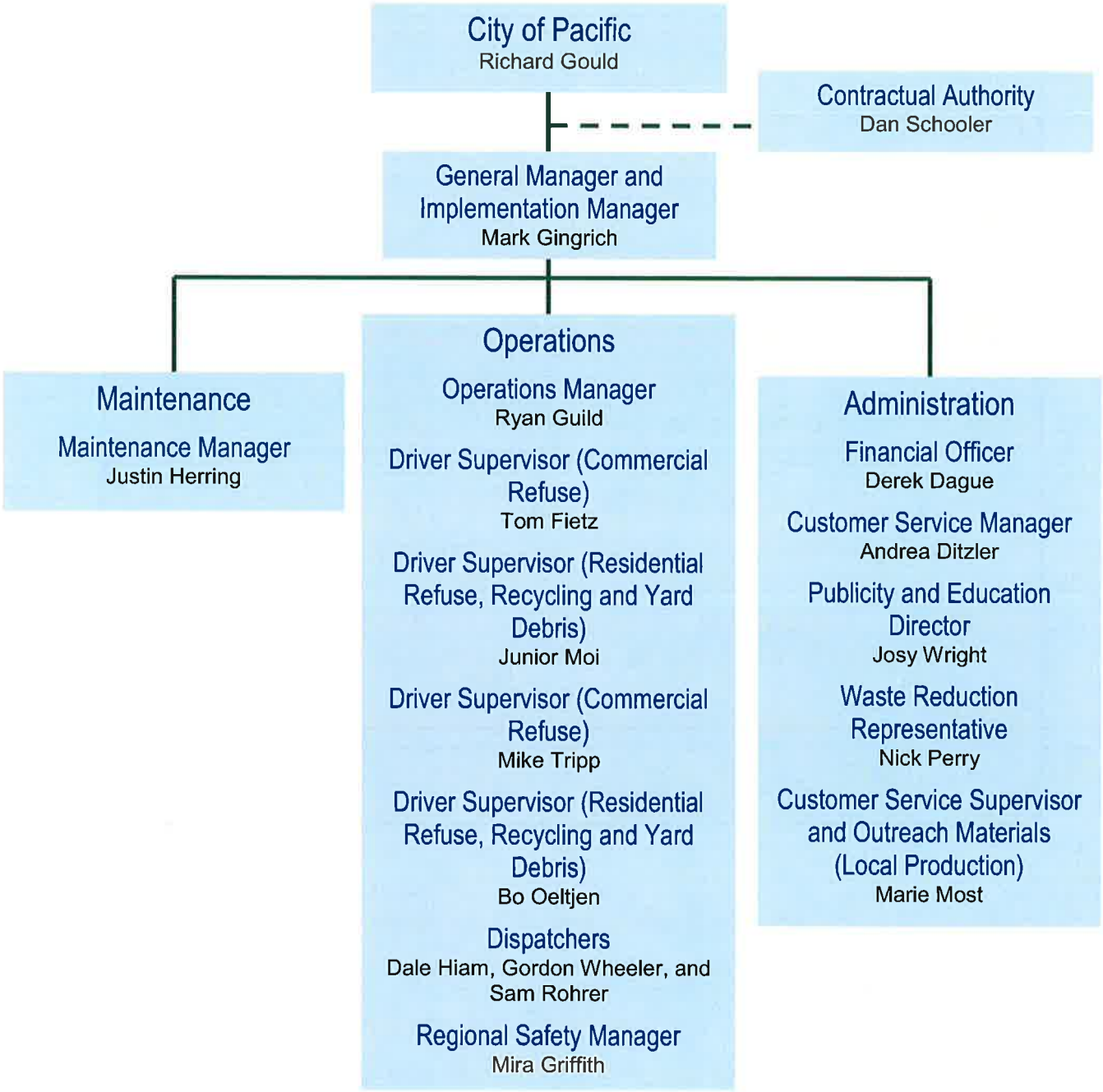
This Certifies that the business or individual listed is hereby licensed to do business within the City of Pacific in accordance with Pacific Municipal Code Chapter 5.02.

This license must be placed in a conspicuous place. If licensee's place of business is not in Pacific, this license must be carried on person of license or its employee.

B.2. Resumes

Supply the names and resumes of the principal officers, partners or other officials of each company involved in performing substantive responsibilities required under the Contract, and provide the names and resumes of the individuals who will be responsible for implementation of the Contract at a minimum, include the general manager, operations manager(s), financial officer and customer service manager(s).Describe the ownership, managerial and/or fiduciary role of each of the participating companies. Include the names, company affiliation, telephone numbers and e-mail addresses of key individuals integrally involved in the Proposal. Provide an organization chart or other means of explaining the interrelationships between the team members.

B.2.a. Organizational Chart



B.2.b. Proposed Team

General Manager and Implementation Manager — Mark Gingrich

Internal Title	District Manager
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 896-3293
E-Mail	MarkGi@wasteconnections.com

Role and Responsibilities. Mark Gingrich will oversee implementation of the entire project and work with the City of Pacific and his internal team members to assure the transition is smooth and the City is satisfied with the service. Mark will use his experience in customer service and operations to develop an implementation plan where customer service is paramount and all contingencies are planned ahead of time. As the implementation manager, Mark will coordinate with all members of the DM Disposal team in their local office in Fife. Prior to the program roll-out, Mark will assure his team has accurate data from the other hauler and will finalize educational material with the City. Additionally, cart procurement and route development will be a focus during the pre-rollout stage. During the rollout, Mark will be actively engaged daily with both drivers and the office staff, assuring that deliveries and equipment removals are going as planned. Once service is initiated, Mark will monitor service metrics closely to assure that every customer receives great service.

Background. Mark has worked in the solid waste industry since 2002. He began his career in the Portland, Oregon, marketplace, focusing on customer outreach, recycling development, and waste-reduction education. It was in the Portland marketplace that Mark's interest in recycling and issues of sustainability developed. While in Portland, Mark coordinated the roll-out of a commercial compost program, and later assisted in a cart program roll-out for 10,000 homes. During this transition and several other acquisitions, he was also active in coordinating the customer notifications and equipment transitions. Locally, Mark coordinated the conversion from customer-owned garbage cans to new automated garbage carts in Milton, Sumner and Bonney Lake and takes pride in using his knowledge of the customer service side of the business when managing operations. Mark has worked in various roles with the company, including route dispatcher, customer service manager, and operations manager. He was recently elected to a second term as chair of the Pierce County Solid Waste Advisory Committee. Mark successfully managed hauling operations for Waste Connections in Oregon and Iowa prior to his work in Washington. He holds a bachelor's degree in History, with a specialization in American history, as well as a minor in political science from the University of Colorado.

Operations Manager —Ryan Guild

Internal Title	Operations Manager
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 896-3292
E-Mail	RyanG@wasteconnections.com

Role and Responsibilities. Ryan Guild will provide guidance to the entire DM Disposal team to map-out and implement a program for any new options the City selects to ensure reliable operations. He will work directly with DM Disposal's local customer service manager, Andrea Ditzler, to ensure we are providing personalized, quality-based customer service that comes from an understanding of the City of Pacific community. In addition, he will work with the maintenance manager, financial officer, and public outreach staff to verify that these important functions are being performed as expected. Ryan will keep General Manager, Mark Gingrich informed on a day-to-day basis of the status of drivers, customer issues, safety issues, vehicle and equipment needs, and any issues that need to be reported to the City. He will manage safety and compliance programs, staffing, route planning, budgeting, and customer service. Additionally, he will support the driver supervisors and outreach specialist by providing coaching, general instruction, and safety instructions. Ryan will regularly collaborate with the outreach specialist regarding customer visits and the related information that is compiled.

Background. Ryan has worked in the solid waste industry since June 2003, when he was initially hired as a residential yard waste driver without a CDL. Upon receiving his CDL and getting his own route, he worked his way to become a relief driver, learning to drive and operate much of the equipment DM Disposal operates. After becoming a relief driver – covering all route types – he took on the challenge and the role of Operations Supervisor, which included the responsibilities of dispatching residential recycle and yard waste truck drivers, managing routes and scheduling, working with office staff, and being responsible for accident reports and safety committee meetings. Ryan was a supervisor for DM Disposal for seven years before being promoted to his current role as Operations Manager. Ryan has been involved in many community activities within our service area such as the Polar Plunge which benefits the Special Olympics, Milton Days, Bonney Lake Days, Board Member of the Pierce College Golf Scramble, and many other groups and organizations.

Financial Officer—Derek Dague

Internal Title	Northern Washington District Controller
Company Affiliation	Waste Connections Inc.
Telephone	(253) 896-3289
E-Mail	DerekD@wasteconnections.com

Role and Responsibilities. As the Financial Officer, Derek Dague will be in charge of all tracking, reporting, billing, and cash receipts functions related to the City contract. Derek will work with General

Manager, Mark Gingrich, to provide the City with real-time tracking of volumes. His tracking and reporting systems will facilitate compliance monitoring and provide recycling metrics for benchmarking in support of the City's diversion rate goal. He is also responsible for accurate reporting of utility tax and franchise fee data for the county.

Background. Derek has worked in accounting since 2009. He began his career in the health care industry, where he was recruited into a two-year Fortune 500 management and leadership training program. After completing the program, he joined the financial reporting team and focused on SEC filings and corporate accounting initiatives for three years. Derek's SEC reporting background has given him outstanding experience in reporting clear, transparent, and accurate information that the City of Pacific desires. In 2014, Derek joined the Waste Connections team as the District Controller at Murrey's Disposal. Currently, he is responsible for all financial and accounting-related functions for six Waste Connections locations in Northern Washington. Derek holds a bachelor's degree in accounting from Gonzaga University in Washington and is a licensed CPA.

Customer Service Manager—Andrea Ditzler

Internal Title	Office Manager
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 896-3283
E-Mail	AndreaD@wasteconnections.com

Role and Responsibilities. Andrea Ditzler will report to General Manager Mark Gingrich. Andrea will organize daily customer service operations to satisfy all customer needs and provide leadership for all elements of the operation to ensure total customer satisfaction. She will work with other departments to resolve any and all customer needs and concerns. Andrea will deliver services to customers in a manner that promotes goodwill; interact with customers and WCI employees to determine service requirements, resolve problems or complaints; seek cost-effective, safe, and environmentally sound solutions to service issues; conduct regular analysis of key performance measurements to identify performance trends, develop on-going improvement plans; and determine actions that define specific practices and tools that will be utilized, such as who is accountable for implementation and deadlines for completion. Andrea will be the customer service contact with the City of Pacific.

Background. Andrea joined the company in 2011 as the office manager. She came to us from Starbucks Coffee Company where she was a district manager in charge of multiple locations. Andrea brings 28 years of customer service experience with 22 of those years in customer service at Starbucks. As the Office Manager, she will continue to ensure that customers remain our #1 priority and that we continue to provide top quality customer service in a timely manner.

Public Outreach and Education Director—Josy Wright

Internal Title	Waste Reduction Department Manager
Company Affiliation	Waste Connections Inc.
Telephone	(360) 449-8384
E-Mail	JosyW@wasteconnections.com

Role and Responsibilities. All recycling education and outreach efforts will be overseen by Josy Wright. She will work with WCI's customer service manager and operations manager to plan the outreach program. She will provide guidance and oversight in the development of all promotional materials in support of outreach objectives.

Background. Josy Wright has 14 years of experience in the solid waste industry. Currently, she is the Waste Reduction Department Manager out of the Waste Connections Vancouver office, which is where the Western Region headquarters of Waste Connections is located. Josy has extensive experience in developing and implementing public education and outreach programs. She oversees participation in community events, presentations, and creation and distribution of educational materials. Josy holds a bachelor's degree in History and Anthropology from Portland State University and a master's degree in Public Administration from PSU.

Public Outreach and Education Representative—Nick Perry

Internal Title	Waste Reduction Representative
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 414-0345
E-Mail	NicholasP@wasteconnections.com

Role and Responsibilities. Nick will specialize in commercial recycling, community outreach, and residential and commercial education services relating to the garbage and recycling services that DM Disposal provides. He will work with local businesses, apartment complexes, and Pierce and King County officials in an effort to promote efficient recycling services in both counties.

Background. Nick Perry graduated from Southern Oregon University in Spring 2014 with a bachelor's degree in Environmental Studies with a focus in Sustainability and Policy. Some of his coursework includes natural resource management, energy and climate change, valuation of ecosystem goods and services, and ecological economics and sustainable development. Currently, he is the Waste Reduction Representative out of the DM Disposal office in Fife, WA.

Customer Service Supervisor and Outreach Materials (Local Production)—Marie Most

Internal Title	Customer Service Supervisor
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 896-3290
E-Mail	MarieM@wasteconnections.com

Role and Responsibilities. Marie will supervise and provide customer service as described in Andrea's role above. She will also coordinate with office manager, Andrea Ditzler and General Manager, Mark Gingrich, to customize outreach and education materials to fit the needs of the City of Pacific community. Marie will work side-by-side with Andrea in training and developing current customer service representatives and ensuring these employees have all the needed education and resources to provide the best service possible while keeping the customer as the #1 priority.

Background. Marie has four years of experience in the solid waste industry and 16 years of customer service experience. Having begun her work as a front-line customer service representative, Marie understands the importance of good communication with customers and proactive strategies on reducing customer calls. She has extensive experience in developing and implementing public education and outreach programs. She oversees participation in community events, presentations, and creation and distribution of educational materials. Marie holds a bachelor's degree in Psychology and Vocal Performance from Pacific University in Oregon.

Driver Supervisor (Commercial Refuse)—Tom Fietz

Internal Title	Operations Supervisor
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 414-0347
E-Mail	TomF@wasteconnections.com

Role and Responsibilities. Tom Fietz will be responsible for dispatch and work assignments of commercial refuse truck drivers and will manage scheduling, work with office staff, oversee driver training, and conduct safety committee meetings. He will verify that pre-trip and post-trip truck inspections are completed as required and ensure customer needs are being met.

Background. Tom Fietz has worked at DM Disposal for 23 years. During his career with the company, he has supervised the roll-out of various programs, including the County-wide yard waste program, a commercial recycling program to more than 1,000 business locations, and the automated recycling cart program to nearly 80,000 homes. Tom's role with the company has included supervision of all facets of our organization, including the refuse, recycling, and long-haul services. He is a certified Smith Systems safety instructor and VATA trained. He has also organized our annual employee blood drive.

Driver Supervisor (Residential Refuse, Recycling, and Yard Debris)—Junior Moi

Internal Title	Operations Supervisor
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 414-0347
E-Mail	JuniorM@wasteconnections.com

Role and Responsibilities. Junior Moi will be responsible for dispatch of refuse truck drivers and will manage routes and scheduling, work with office staff, and be responsible for driver training and safety committee meetings. He will verify that pre-trip and post-trip truck inspections are completed as required and ensure customer needs are being met.

Background. Junior Moi has worked for DM Disposal for 12 years. In October 2002, Junior began his career as a Rear Load Residential Route Driver and eventually worked his way into becoming a Relief Driver. As a Relief Driver, he had the opportunity to learn almost all lines of the business DM Disposal offers, which include the following; Residential Garbage, Recycle, Yard Waste, Deliveries, Commercial, Roll Off, and Medical Waste. Junior was later promoted to an Operations Supervisor in 2010. During his time at DM Disposal, he has helped with the roll-out of various programs, which include the automated recycling cart program to nearly 80,000 homes, converting from rear load service to automated service within the cities that we operate in, and successfully completing a re-route for more than 80,000 customers. Junior's role with the company has included supervision of all facets of our organization, including the refuse, recycling, long-haul services, as well as scheduling and managing drivers for removal of refuse, recycling, and compost for one of the top 10 largest fairs in the United States – the Washington State Fair. He is a certified Smith Systems safety instructor, as well as a Commercial Driver Trainer through VATA. Additionally, Junior has been involved in many community activities within our service areas, such as the Polar Plunge which benefits the Special Olympics, Milton Days, Bonney Lake Days, Puyallup Meeker Days, and Cascade Regional Blood Drive Services.

Driver Supervisor (Commercial Refuse)—Mike Tripp

Internal Title	Operations Supervisor
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 414-0347
E-Mail	MichaelT@wasteconnections.com

Role and Responsibilities. Mike Tripp will be responsible for the supervision of the commercial refuse and commercial recycling departments. His responsibilities include: managing commercial routes and supervision of tractor trailer drivers, scheduling, working with office staff, supervising driver training, and conducting safety meetings, along with assuring that Waste Connections and its employees represent themselves well in the

community.

Background. Mike Tripp has worked in the trucking industry since 1999, previously as a route salesmen and route driver for a local bottled water company and later working as a Dispatcher/Sales and Driver Supervisor for a family dump trucking company. Mike has been with Waste Connections for six years where he started as a residential automated driver, moving to dispatch and recently promoted to the Commercial Operations Supervisor. He also is the Northern Washington representative for Environmental Cornerstone for Compliance and Continuity Program at Waste Connections.

Driver Supervisor (Residential Refuse, Recycling, and Yard Debris)—Brandon Oeltjen

Internal Title	Operations Supervisor
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 414-0347
E-Mail	BrandonO@wasteconnections.com

Role and Responsibilities. Brandon will provide guidance, organization, and knowledge to the team in order to provide personalized and professional service to the City of Pacific community. He will work closely with all drivers to ensure we are providing the best customer service possible. Brandon will keep Operations Manager Ryan Guild informed on a day-to-day basis of the status of drivers, customer issues, safety issues, vehicle and equipment needs, and any issues that need to be reported to the City. He will oversee staffing, route planning, and customer service. In addition, he will continue to regularly conduct huddles with drivers, which provides an opportunity to communicate any concerns or safety issues in the field.

Background. Brandon began his career with DM Disposal in 2013. During this time, he accelerated up the ranks quickly. He began as a Front Load Recycle Driver and Automated Driver. After five months, he was promoted to Garbage Driver. After excelling in this department for four months, Brandon was promoted to Relief Driver. At that time, Brandon's family was relocated to Georgia. Brandon, however, continued his career in solid waste services with a private hauling company and his continued ambition and work ethic advanced his career quickly with that company as well. Coupled with his experience at DM Disposal, Brandon was promoted to Operations Supervisor after five short months with the company in the Southeast. While continuing to progress and learn the different lines of business, he became the Operations Manager at the location in Norcross, GA. Through Brandon's continued strong relationships with his previous supervisors at DM Disposal, he recently decided to move back to Washington where he is now able to pursue a career at his home company. Brandon has been involved in our community through volunteer work benefiting the Special Olympics and Animal Shelters throughout three counties.

Maintenance Manager—Justin Herring

Internal Title	Maintenance Manager
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 896-3299
E-Mail	JustinHe@wasteconnections.com

Role and Responsibilities. As Maintenance Manager, Justin Herring leads and directs a team of diesel mechanics who complete preventative maintenance inspections, scheduled repairs, and major vehicle maintenance on our fleet of refuse collection vehicles. He is responsible for making sure those vehicles are maintained at a level that meets or exceeds both our internal standards, as well as those of the Department of Transportation's standards for safety. Along with our Corporate Equipment Procurement Team, he is responsible for facilitating new equipment purchases from initial specification to delivery. In all scenarios, he works to prevent and/or minimize any negative operational impacts.

Background. Justin has worked in the solid waste industry for close to 15 years, participating in every aspect of the "boots on the ground" operations. He started his career with Waste Connections in 2001, and then worked his way through the ranks at Allied Waste as well as a small private hauler in Southwest Arizona. He returned to Waste Connections in 2009 and was promoted to his current role as Maintenance Manager in 2012. Justin is responsible for maintaining facility and fleet safety compliance, building and managing his annual budget, and working closely with technicians to direct the day-to-day operations of DM Disposal's Maintenance Program. Justin also works closely with both the Operations Manager and General Manager daily to make certain all of their vehicle routing needs are met.

Dispatch—Dale Hiam, Gordon Wheeler, and Sam Rohrer

Internal Title	Dispatch
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 414-0347

Role and Responsibilities. Dale, Gordon, and Sam dispatch and support all DM Disposal drivers in the field by informing drivers about extra pick-ups, road closures, and any other questions the drivers may have while on route.

Background. Dale personally drives out to meet with customers on a weekly basis and puts a personal touch on getting to know how we can improve and help the customer meet all of his or her needs. Dale has been with DM Disposal since 1991 and has been a huge resource to making our dispatch center a success. Gordon enjoys spending time out in the community and gets satisfaction

each week by volunteering at the Hospice House in University Place. He also plays a huge part in communicating safety each day to our drivers. Gordon has been with DM Disposal since 1980 and has, without a doubt, been a great asset. Sam is the newest team member to the dispatch department and is one of many pipeline employees, who is learning more of the business and training to become a future supervisor. Sam has been with DM Disposal since 2011, working as both a driver and dispatcher.

Safety Manager—Mira Griffith

Internal Title	Western Region Safety Manager
Company Affiliation	Waste Connections Inc.
Telephone	(360) 695-4858
E-Mail	MiraG@wasteconnections.com

Role and Responsibilities. As Safety Manager, Mira will oversee the company's health and safety programs and compliance, including facility inspections, safety training, substance abuse programs, and compliance with OSHA and WISHA. She will provide support and training to the site supervisor pursuant to the Waste Connections, Inc. Health and Safety Policy Manual.

Background. Mira has worked in the solid waste and recycling industry since joining WCI in 1999 as an Administrative Assistant at WCI's corporate office. Mira has gained increasing responsibility within the WCI safety and environmental compliance department, assisting the Corporate Safety Director with the development and utilization of the current health and safety program. She has visited sites throughout the company to implement and improve each location's safety program. She has been the safety manager for WCI's operations in the Western states since 2008, and from 2006-2007. Prior to becoming the Region Safety Manager, Mira was a Driver Supervisor at WCI's Vancouver facility in 2007 and 2008. From 2004-2006, Mira was the Regional Safety and Benefits Coordinator, working from WCI's Northwest Region office located in Clark County. In this role, she was the key employee responsible for successfully complying with Washington's Department of Labor and Industries self-insurance program.

Contractual Authority—Dan Schooler

Internal Title	Division Vice President
Company Affiliation	D.M. Disposal Co., Inc.
Telephone	(253) 875-5870
E-Mail	DanS@wasteconnections.com

Role and Responsibilities. Dan will be the Contractual Authority for the City of Pacific. He will work with General Manager, Mark Gingrich to assure contract compliance and provide guidance and advice to all members of the team, relying on more than two decades of experience in program roll-outs.

Background. Dan has approximately 25 years of experience in the

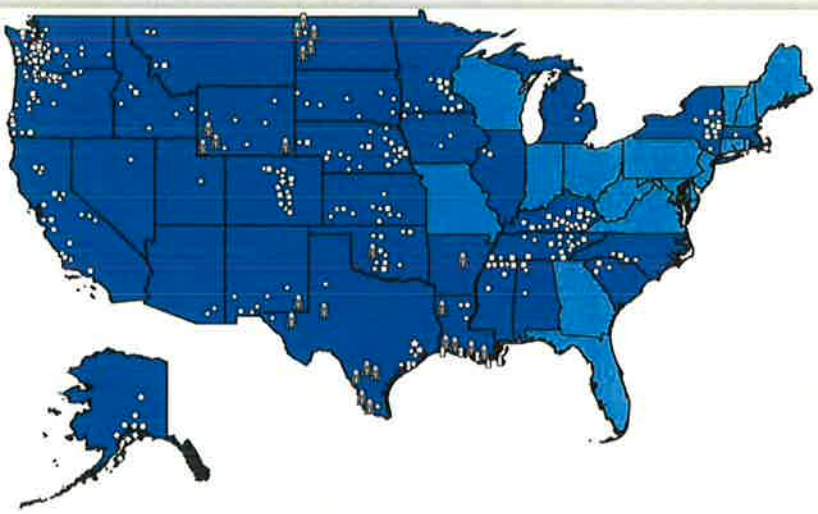
solid waste and recycling industry. He has progressively taken on more responsibility since he started with Waste Connections in 1999. He and his team of employees have successfully implemented several large automated collection programs with many of them to more than 10,000 homes in size, and some greater than 50,000 homes. Dan started in the industry in 1989 as a landfill equipment operator. From there, he worked as a hazardous waste technician at solid waste facilities. He held progressive positions of Truck Driver, Supervisor, Operations Manager, Controller, Company Manager at multiple facilities, including landfills, transfer stations, hauling companies, and large recycle processing facilities. Most recently he holds the title of Division Vice President for the largest division within Waste Connections, responsible for more than 900 employees. Dan holds a bachelor's degree in Accounting from Valparaiso University.

B.2.c. Ownership, Managerial and/or Fiduciary Role of Each of the Participating Companies

Describe the ownership, managerial and/or fiduciary role of each of the participating companies.

Waste Connections, Inc. (WCI) is the parent company of D.M. Disposal Co., Inc. Although DM Disposal will manage local operations, customer service, and billing under the contract, WCI will serve in a fiduciary role for this contract by assisting with financial management, accounting, information systems, environmental compliance, risk management, and certain personnel functions for economy of scale in productivity, operating costs, and asset management.

Waste Connections, Inc.



FACILITIES

Solid waste collection operations	150
Transfer stations	69
MSW, Non-MSW and E&P Landfills	58
Recycling operations	35
E&P liquid waste injection wells	22
Oil recovery facilities	20
E&P waste treatment and recovery facilities	19
Intermodal facilities	7

DM Disposal is an operating location of Waste Connections, Inc. (WCI), which was founded in 1997 as a publicly traded solid waste services company that provides solid waste collection, transfer, disposal, and recycling services throughout the United States. Waste Connections first operating location was in Vancouver, Washington.

Committed to the Community

WCI was created to focus on the solid waste management needs of secondary markets. We are committed to managing on a local, decentralized basis for the benefit of the community. This local autonomy, which places decision-making authority close to the customer, enables our company to identify customer needs quickly and address those needs in a timely and cost-effective manner. We believe decentralization provides a low-overhead, highly efficient operational structure that gives WCI a strategic competitive advantage.

While district management operates with a high degree of autonomy, the Company's Regional and Senior Officers monitor district operations and require adherence to accounting, purchasing, marketing, and internal control policies, particularly with respect to financial matters.

Management Philosophy and Financial Resources

WCI strives to provide service excellence for those communities that place their trust in our company and are always dedicated to putting our customers first. We look to technology and growth to help our customers, employees and shareholders "Connect with the Future."

As a public company, we have the resources to meet every customer's needs in a cost-effective and environmentally compatible manner. We understand the markets, philosophy, and unique needs of the customers we serve whether they are industry, commercial accounts, municipal jurisdictions, or residential subscribers. WCI is traded on the NYSE exchange under the symbol WCN. The company's strategic objective is to build a leading solid waste services company in secondary markets primarily in the Western United States, focusing on customer service excellence and the utilization of improved technology to enhance efficiency within the markets we serve.

Both corporate-wide and locally, we are committed to improving the environment for the future of the communities we live and serve. We believe our services play an integral part of improving the environment and are always mindful of having the most cost-effective waste management solutions for our customers. In addition, we are committed to the safety of our workers and have programs in place to continually upgrade our risk management and environmental policies.

WCI's ability to effectively and ethically operate has been driven by our emphasis on integrity since the inception of our company. Integrity is imperative throughout the organization, not only in the financial and accounting arena but also in compliance with laws governing our employees, anti-trust, and competitive practices. It also applies to our environmental track record as we work with regulators in a large number of states. WCI is committed to this value and continuously strives to have the systems in place to ensure the preservation of integrity. While our local facilities operate on a flexible decentralized basis, accounting and environmental controls are in place as managed by our district controller, region controller, region environmental manager, corporate accounting team, and environmental employees. A strong internal and external audit program has been and will continue to be integral to our corporate philosophy.

DM Disposal History

DM Disposal was formed by Dave Murrey in the 1960s. The company was operated by the Murrey family until 1999, when the family sold their interest to Waste Connections, Inc. At that time, the Murrey's companies, including DM Disposal, made up Waste Connections' first major acquisitions in northern Washington. Since 1999, Waste Connections has grown, allowing DM Disposal to take advantage of increasing resources related to safety, route optimization, customer service, and environmental responsibility. Although owned by a national company, DM Disposal is very much locally operated as the company stresses a decentralized operational philosophy.

Commitment to the Community

Local Service Donations

Our company has given back to the communities in the South Puget Sound area, including but not limited to, the following.

Local Parks and Youth Activities

- Bonney Lake Community Garden
- Various community parks
- WA Premier FC youth soccer club
- Eagle Acres Soccer
- Fife FFA
- Orting Lions Soccer Field
- Partners for Parks
- Pierce County Parks Appreciation
- Children's Museum of Tacoma

Local Senior Centers, Food Banks and Community Centers

- Sumner, Bonney Lake, Orting Senior Center
- Fife Senior Center
- Puyallup Food Bank
- Milton Community Center
- Bonney Lake Blend of Life
- Emergency Food Network
- Mayor's Food Drive of Bonney Lake

Local Cleanup and Special Projects

- Annual River Cleanups in Orting, Sumner, and Puyallup
- Daffodil Parade
- Beautify Bonney Lake

- Rhubarb Days

Local Sponsorships, Donations, and Support

- Bates Foundation
- Citizen's Committee for Education
- Communities in Schools
- Community Health Care
- Edgewood-Fife-Milton Little League
- Fife Area Chamber of Commerce
- Lake Tapps Fireworks Fund
- Milton-Fife Booster Club
- Pierce College Foundation
- Pierce County: U.S. Amateur Championship at Chambers Bay
- Puyallup Fair Foundation
- Puyallup Rodeo Wranglers
- Rebuilding Together South Sound
- Sumner Meadows Golf Course
- Sumner / Puyallup Chamber of Commerce
- Tacoma Pierce County Chamber
- Western Washington Fair
- Orting Lions Soccer Field
- Daffodil Parade Containers
- River Clean up Containers
- Orting Farmers Market
- Orting Park Cleanup
- BBQ in the Park Containers
- Toys for Troops
- Waste Connections Bike Build
- Relay For Life
- South Sound Making Strides
- Polar Plunge Special Olympics
- Meeker Days
- Edgewood Community Picnic
- Sumner Golf For Life
- Key Fest

- Swiss Park Crab Feed
- TVW
- Open in Sumner
- Pierce Military and Business Alliance

B.3. Litigation and Violations

List any company, partner, holding company or subsidiary involved in the Proposal, or any corporate officer, that has been involved within the past five (5) years in litigation or arbitration arising out of performance of a municipal solid waste contract, arising out of performance of a processing or marketing contract, arising or connected with violation of state or federal anti-trust laws, arising from or connected with allegations of corrupt practices or arising from operating permits and other operating requirements, including local, state and federal rules or regulations. In the case of national companies with multiple affiliated regional companies, the above disclosure should be limited to Pacific Northwest operations and personnel. Explain details fully. In the event that disclosure limited by court authorized non-disclosure provisions, then general circumstances shall be described and disclosure requirements stated.

SECTION 3.B.3.
LITIGATION AND VIOLATIONS

D.M. Disposal Co., Inc. ("DMDC") is the respondent for this Request For Proposals (the "RFP"). DMDC is a subsidiary of Waste Connections, Inc., a publicly traded company (NYSE: WCN) ("WCN" or the "Company"). WCN has more than 350 operations in 31 states across the United States of America.

* * *

Litigation

As part of its regulatory filing requirements with the United States Securities and Exchange Commission ("SEC"), WCN is required to disclose and file a description of all material legal proceedings on an annual and quarterly basis. Due to WCN's size, it would be impractical and unreasonably onerous to precisely comply with the litigation requests made in Section 3.B.3 of the RFP. Accordingly, DMDC is disclosing the material litigation in the Pacific Northwest (*i.e.*, Oregon and Washington) that WCN has disclosed in its past five annual 10-K filings with the SEC.

Notwithstanding the foregoing, DMDC has not been involved in any litigation that is responsive to the litigation requests made in Section 3.B.3 of the RFP. Please note that neither DMDC, WCN, any affiliate of either, or any of their respective officers or directors, has been named as a defendant in any criminal, anti-trust or corrupt practices proceeding. DMDC has several immaterial workers compensation, labor and employment, personal injury and auto liability claims currently pending against it. Additional information regarding the status of these claims is available upon request.

(Dollar amounts in thousands, except share, per share, per gallon, tonnage and per ton amounts)

2014 (Annual Report on Form 10-K)

Lower Duwamish Waterway Superfund Site Allocation Process

The Company's subsidiary, Northwest Container Services, Inc. ("NWCS"), has been named by the U.S. Environmental Protection Agency, Region 10 (the "EPA"), along with more than 100 others, as a potentially responsible party ("PRP") under the Comprehensive Environmental Response, Compensation and Liability Act ("CERCLA") with respect to the Lower Duwamish Waterway Superfund Site (the "LDW Site"). Listed on the National Priorities List in 2001, the LDW Site is a five-mile stretch of the Duwamish River flowing into Elliott Bay in Seattle, Washington. A group of PRPs consisting of the City of Seattle, King County, the Port of Seattle, and Boeing Company conducted a Remedial Investigation/Feasibility Study for the LDW Site, and on December 2, 2014, the EPA issued its Record of Decision ("ROD") describing the selected remedy. The EPA estimates the total cleanup costs (in present value dollars) at $342,000, and estimates that it will take seven years to implement the remedy. Implementation will not begin until after the ongoing Early Action Area cleanups have been completed (estimated to be in mid-2015), as well as additional baseline sampling throughout the LDW Site and the preparation of a remedial design, activities that will take a number of years. The ROD also specifies ten years of monitoring following the cleanup, and provides that if the cleanup goals have not been met by the close of this period, then additional remediation activities may be required at that time. In August 2014, NWCS entered into an Alternative Dispute Resolution Memorandum of Agreement with several dozen other PRPs and a neutral allocator to conduct a non-binding allocation of certain past and future response costs allegedly incurred at the LDW Site. The allocation process is designed to develop evidence relating to each PRP's nexus, if any, to the LDW Site (whether or not that PRP is participating in the allocation process), for the allocator to hear arguments as to how each PRP's nexus affects the allocation of response costs, and to determine each PRP's share of the cleanup costs. NWCS is defending itself vigorously in this confidential process and does not anticipate being allocated material liability. The allocation process is currently scheduled to be completed in mid-2018 with the entry of cleanup implementation and cash-out settlement agreements between and amongst the PRPs and the EPA. At this point the Company is not able to determine the likelihood of any outcome in this matter.

2013 (Annual Report on Form 10-K)

None.

2012 (Annual Report on Form 10-K)

None.

2011 (Annual Report on Form 10-K)

None.

2010 (Annual Report on Form 10-K)

None.

* * *

Violations

Due to WCN's size, it would be impractical and unreasonably **onerous** to precisely comply with the violations requests made in Section 3.B.3 of the RFP for WCN on a national basis. **Notwithstanding the foregoing, DMIDC has not committed or been alleged to have committed any violations that are responsive to the violations requests made in Section 3.B.3 of the RFP.**

* * *

B.4. Subcontractors, Equipment, and Supplies

List all items of work or services to be performed by Subcontractors, and the names, qualifications and resumes of the Subcontractors. Also, list equipment and supplies to be purchased from vendors. Provide an estimate of cost, expected time of purchase, and length of time necessary for delivery for each of the items.

B.4.a. Subcontractors

WCI will not use subcontractors to perform any of the ongoing services within the scope of this contract. As is industry standard, the national cart vendors (Toter Inc and Rehrig Pacific) often provide assembly and delivery support when large purchases are made for initial program roll-outs. DM Disposal, with City approval, may partner with these vendors to include assembly and delivery support during the transition. DM Disposal employees will coordinate the delivery of equipment and have drivers participating in the deliveries; however, these two national cart vendors may provide additional support.

B.4.b. Equipment and Supplies to be Purchased From Vendors

Equipment or Supply Item	Estimate of Cost	Expected Time of Purchase	Lead Time for Delivery
Garbage, Yard Debris, and Recycle Roll-Carts	$268,000.00	May 12, 2015	4 Weeks

B.5. Experience

Describe fully the experience of your team (both individuals and the corporate or partnership team) in providing the services requested in this RFP.

As described in Section B.2.b, DM Disposal's implementation team members have strong backgrounds in municipal solid waste service on similar contracts in Pierce County and implementing new programs with a smooth transition. The sections immediately below demonstrate scope similarities on the nine South Puget Sound contracts, achievements for those communities, how issues were quickly and efficiently resolved, experience in implementing new programs successfully and the challenges DM Disposal's team overcame to transition those programs seamlessly.

B.5.a. Similar Contracts

Describe similar projects, and include the scope of services (including a summary of which collection and/or processing services were covered by the contract), ***annual revenues, tonnages and number of customers.***

B.5.a.i. Similar Contracts/Areas in South Puget Sound: Scopes, Revenues, Tonnage, and Number of Customers

Name of Government Entity	Garbage Collection	Recyclables Collection	Recyclables Processing	Recyclables Marketing	Yard Debris Collection	Yard Debris Processing	Yard Debris Marketing	Revenues	Garbage Tonnage	Number of Customers
City of Orting	✔	✔	✔	✔	✔	✔	✔	$964,000	2,552	2280
City of Buckley	✔	✔	✔	✔	✔	✔	✔	$674,000	2,323	1570
City of Milton	✔	✔	✔	✔	✔	✔	✔	$960,000	2,974	1920

B.5.a.ii. Implementation Team's Involvement on Local Similar Contracts

Additionally, the chart below shows the implementation team's experience working on local similar contracts to the City of Pacific; however, please refer to each member's resume above for more extensive information about his or her background and experience in the municipal solid waste industry.

Proposed Role	Personnel Name	City of Orting	Pierce County	City of Puyallup	City of Sumner	City of Boney Lake	City of Buckley	Town of Carbonado	Town of South Prairie	City of Milton
District Manager and Implementation Manager	Mark Gingrich	✔	✔	✔	✔	✔	✔	✔	✔	✔
Operations Manager	Ryan Guild	✔	✔	✔	✔	✔	✔	✔	✔	✔
Financial Officer	Derek Dague	✔	✔	✔	✔	✔	✔	✔	✔	✔
Customer Service Manager	Andrea Ditzler	✔	✔	✔	✔	✔	✔	✔	✔	✔
Outreach and Education Director	Josy Wright				✔	✔				✔
Customer Service Supervisor and Outreach Materials (Local Production)	Marie Most	✔	✔	✔	✔	✔	✔	✔	✔	✔
Driver Supervisor (Commercial Refuse)	Tom Fietz	✔	✔	✔	✔	✔	✔	✔	✔	✔
Driver Supervisor (Commercial Refuse)	Mike Tripp	✔	✔	✔	✔	✔	✔	✔	✔	✔
Driver Supervisor Driver	Bo Oeltjen	✔	✔	✔	✔	✔	✔	✔	✔	✔

Supervisor (Residential Refuse, Recycling, and Yard Debris)										
Driver Supervisor Driver Supervisor (Residential Refuse, Recycling, and Yard Debris)	Junior Moi	✔	✔	✔	✔	✔	✔	✔	✔	✔
Maintenance Manager	Justin Herring	✔	✔	✔	✔	✔	✔	✔	✔	✔
Safety Manager	Mira Griffith	✔	✔	✔	✔	✔	✔	✔	✔	✔
Waste Reduction Representative	Nick Perry	✔	✔	✔	✔	✔	✔	✔	✔	✔
Dispatch	Dale Hiam, Gordon Wheeler, and Sam Rohrer	✔	✔	✔	✔	✔	✔	✔	✔	✔

B.5.a.iii. Problems Encountered

Describe any major problems encountered in establishing service or collecting, processing, or marketing recyclables or yard debris.

For at least the past 15 years, DM Disposal has encountered no major problems in establishing service or collecting, processing or marketing recyclables and yard debris. Our philosophy is to take a proactive, organized approach to establishing service, as described in greater detail in Section C, Collection and Management Operations. The DM Disposal implementation team has a long history in establishing new programs in various areas, including the implementation of automated recycling and yard debris carts for residences in all of Pierce County in 1999 or, more recently, the implementation of automated yard debris service for a small community on Herron Island in 2014. These experiences have equipped the DM Disposal team with the knowledge to anticipate and efficiently mitigate any issues, if they arise. Additionally, DM Disposal has been collecting, processing, and marketing recyclables and yard debris in South Sound communities for decades. This has led to well-established relationships with vendors and communities and proven, successful systems for roll-out.

B.5.a.iv. References

Provide references (including contact name, title, organization, mailing address and contact information) for all similar projects described.

The following are references for communities we serve in the South Sound.

Pierce County Facility Recycling

Name	Robert Dieckmann
Title	Business Recycling Coordinator
Address	9850 64th St. W University Place, WA 98467
Telephone	(253) 798-4139
E-Mail	bdieckm@co.pierce.wa.us

City of Puyallup

Name	Kevin Yamamoto
Title	City Manager
Address	333 S. Meridian, Puyallup, WA 98371
Telephone	(253) 841-5584
E-Mail	kyamamoto@ci.puyallup.wa.us

City of Sumner

Name	John Galle
Title	City Administrator
Address	1104 Maple Street, Suite 200, Sumner, WA 98390-1423
Telephone	(253) 299-5501
E-Mail	johng@ci.sumner.wa.us

City of Bonney Lake

Name	Gary Leaf
Title	Facilities & Special Projects Manager
Address	19306 Bonney Lake Blvd, Bonney Lake, WA 98391
Telephone	(253) 447-3282
E-Mail	leafg@ci.bonney-lake.wa.us

City of Buckley

Name	Dave Schmidt
Title	City Administrator
Address	933 Main Street, Buckley, WA 98321
Telephone	(360) 829-1921 x 7801
E-Mail	dschmidt@cityofbuckley.com

City of Orting

Name	Mark Bethune
Title	City Administrator
Address	110 Train Street SE, Orting, WA 98360
Telephone	(360) 893-2219 x115
Email	mbethune@cityoforting.org

City of Milton

Name	Debra Perry
Title	Mayor
Address	1000 Laurel Street, Milton, WA 98354
Telephone	(253) 778-0961
Email	dperry@cityofmilton.net

Town of Carbonado

Name	Michelle Chabot
Title	Treasurer/Clerk
Address	818 8th Ave, Carbonado, WA 98323
Telephone	(360) 829-0125
E-Mail	MChabot@carbonado.org

Town of South Prairie

Name	Marla Neville
Title	Clerk/Treasurer
Address	121 NW Washington St, South Prairie, W 98385
Telephone	(360) 897-8878
E-Mail	south_prairie@yahoo.com

B.5.a.v. Reference Letters

The following reference letters attest to DM Disposal's long-term commitment to excel in all aspects of service and community involvement in the South Sound community.

Office of the Mayor
Debra Perry

1000 Laurel Street, Milton, WA 98354
253-517-2705
dperry@cityofmilton.net

April 15, 2015

DM Disposal
Attn: Mark Gingrich
4822 70th Ave E
Fife, WA 98424

Dear Mr. Gingrich,

The citizens and businesses of Milton have enjoyed excellent waste and recycling collection services from DM Disposal for many years. It has been a pleasure working with you and relying upon you to provide the high-quality customer service expected by our community.

DM Disposal thoroughly answered our questions and met our needs during contract negotiations, and you have been especially attentive to our senior population. You've also been a major and much-appreciated sponsor and participant in Milton Days, resulting in a better event for our citizens and surrounding populations then we would otherwise be able to provide.

The transition to the new automated garbage collection went very smoothly, thanks in no small part to the public outreach and smooth roll-out conducted by DM Disposal. The program has proven to be very convenient and well-liked – we have received no complaints.

Thank you for helping to make my job of looking out for the best interests of Milton easy.

Sincerely,

Mayor Debra Perry

DM DISPOSAL INC

A Waste Connections Inc. company

CITY OF SUMNER WASHINGTON

1104 MAPLE STREET, SUMNER WA 98390

April 16, 2015

DM Disposal
Attention: Mark Gingrich
4822 70th Ave E
Fife, WA 98424

Dear Mr. Gingrich:

I wanted to write and express our thanks for your continued dedication to quality service in Sumner, especially through the recent transition to carts. Last Monday, in Council comments, Councilmember Curt Brown used his time to mention how much he is enjoying his new cart, provided by DM Disposal. He talked about how convenient it is, how much it holds, and how it is easier to store than his own cans. While we all teased him a bit about getting so much joy from new garbage carts, his point was affirmed by all the other councilmembers, Mayor Enslow, and I think even a few of the audience members.

While the style of a garbage cart may seem like a small thing, it's really not for the residents, especially the elderly and disabled, to deal with every week. Beyond the logistics of service, we've really appreciated the partnership that you've formed with the City. You are not just a vendor but part of the community, through your involvement with our two annual clean-ups and City events. The two clean-ups are so important to keep our city looking beautiful, helping residents dispose of extra yard waste, extra trash and even appliances. I'm told you also just increased your sponsorship of the City's Golf for Life tournament, and recently also sponsored our outdoor movie to celebrate the U.S. Open coming.

From new carts to returning events, it's always a pleasure to work with you, and I appreciate your ongoing commitment to the Sumner community.

Sincerely,

John Galle
City Administrator

253-863-8300 www.ci.sumner.wa.us @CityofSumnerWA

DM DISPOSAL INC

A Waste Connections Inc. company

BONNEY Lake

P.O. Box 7380 • Bonney Lake, WA 98391
(253) 862-8602

April 14, 2015

To Whom It May Concern:

I am pleased to provide this very positive reference for DM Disposal and Waste Connections. I have had the pleasure of working with DM Disposal and Waste Connections at two different Washington municipalities, Bonney Lake and Port Townsend. I have found DM Disposal to be an outstanding partner in the provision of solid waste service. The company has been of great assistance in the provision of recycling services including an annual spring cleanup. In addition, Waste Connections has been a corporate sponsor for many community events, including Bonney Lake Days, Beautify Bonney Lake, and an annual food drive.

In November of 2014, DM Disposal coordinated a garbage cart roll-out for nearly 5,000 homes in our community. Their program roll-out was very professionally done, very organized, and we received zero complaints. In addition, DM Disposal recycled all of the old garbage cans; which our Council and citizens appreciated.

I have served in a variety of positions at Bonney Lake for the past fourteen years and in that time my staff and I have had a wonderfully cooperation relationship with Waste Connections and their team-members. District Manager Mark Gingrich is always responsive and has helped assure his team always provides great service.

In sum I strongly recommend DM Disposal and Waste Connections as an outstanding solid waste hauler and community partner. Their attention to service details and their contributions to the community are to be commended. Please do not hesitate to call me at (253) 447-3282 should you have any questions or need any additional information.

Sincerely,

Gary A. Leaf

Gary A. Leaf
Facilities and Special Projects Manager

Justice & Municipal Center:
9002 Main Street East
Bonney Lake, WA 98391
Fax (253) 862-8538

Public Safety Building:
18421 Veterans Memorial Dr E
Bonney Lake, WA 98391
Fax (253) 863-2661

Public Works Center:
19306 Bonney Lake Blvd.
Bonney Lake, WA 98391
Fax (253) 826-1921

Senior Center:
19304 Bonney Lake Blvd.
Bonney Lake, WA 98391
Fax (253) 862-8538

City of Orting

110 Train St SE, P.O. Box 489, Orting, WA 98360-0489
Phone: (360) 893-2219
Fax: (360) 893-6809

April 21, 2015

To Whom This May Concern

I am the City Administrator for the City of Orting. DM Disposal has been the city's waste management service company for many years including the 11 years I have been the Administrator. We recently renewed our contract with DM adding another 10 years. We have always received excellent service. What I have especially appreciated is their quick response to any concern. They have always made themselves available for Council meetings as well as Council committees. I can recommend DM Disposal to any other jurisdiction without reservation.

Sincerely

Mark Bethune, City Administrator

"Small Town – Big View"

DM DISPOSAL INC

A Waste Connections Inc. company

Partners For Parks

Board of Directors

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Hallie McCurdy (Vice-President)
Mary Dodsworth (Secretary)
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Cynthia Balzarini
Brian Benedeti
Bruce Dees
Dave Betz
Clayton Denault
Sydna Koontz
John Lowney
Ron Lucas
Steve Mauer
Charlie Maxwell
Ted Wier

April 20, 2015

Partners for Parks is a collaboration of Lakewood service organizations, community groups, educational institutions, military partners and local businesses that come together for the purpose of assisting in the improvement of Lakewood area parks. We have raised funds to purchase land, build restrooms and enhance park sites. We have volunteered to clean up parks and improve the quality of life for Lakewood residents and visitors.

Throughout the years we have completed many community and park clean up events. These events could not happen without the support of our local partners. Waste Connections has always been a good friend to our organization. In 2013 we were able to remove over eight tons of waste from an abandoned site next to a local park. This clean up event made a big difference to our community. Waste connections donated dumpster and disposal costs and Waste Connections employees even helped us on site throughout the event.

We appreciate the community support we have received from Waste Connections and look forward to future partnerships.

Sincerely,

Mary Dodsworth, Secretary
Partners for Parks

Partners For Parks • PO Box 98352 • Lakewood, WA 98496 • EIN# 76-0808398
www.partnersforparks.net

EMERGENCY FOOD NETWORK

April 20, 2015

To Whom It May Concern:

I was honored to be asked to write a letter with my opinions of Waste Connections. You will hear my voice wearing two hats. I had the honor to be on the Lakewood City Council for almost nine years. During my tenure I was a council person, Deputy Mayor and acting Mayor. We went through the transition of becoming a city and identifying our partners.

The City of Lakewood had a long standing very positive relationship with LeMay Refuse. Quite frankly when they were purchased by a large corporation I was supportive of the family however, concerned that the community support the City of Lakewood and partner organizations would change. I was correct, only not in the way expected.

Waste Connections is an even better partner with the City Lakewood and the organization I represent, Emergency Food Network! They donate recycle and refuge pickup to our nonprofit. Their employees volunteer with our organization. They have even sponsored our events!

The City of Lakewood could not have a more supportive, involved or interested contractor than Waste Connections. I would highly recommend any community partner with them.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Helen McGovern-Pilant
Executive Director

3318
92ND STREET SOUTH
LAKEWOOD
WASHINGTON
98499
TELEPHONE
253 584 1040
FACSIMILE
253 984 9368
EFOODNET.ORG

...SO THAT NO PERSON GOES HUNGRY

The First Tee
South Puget Sound

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Program Assistant

Mission
To positively impact the lives of young people by providing educational programs that promote character development and life-enhancing values through the game of golf.

The First Tee's Nine Core Values
Honesty
Integrity
Sportsmanship
Respect
Confidence
Responsibility
Perseverance
Courtesy
Judgment

Phone: 253-906-9888
E-mail: matt@thefirsttee-psi.org
7108 Lakewood Dr. W
Tacoma, WA 98467

To Whom It May Concern,

I'm writing to share our experience with a foundational community partner that has been instrumental in our youth development organization: Waste Connections. This early and consistent investment through volunteers, donations and connections has helped us impact over 18,000 youth in 2014, in only our fourth year of operation.

I can say, without a doubt, that we wouldn't have made this incredible growth to meet the need of our community without Waste Connections partnership. This is particularly exciting as we welcome the spotlight of the U.S. Open. We look forward to the pride Waste Connections will take in the outcomes they help make possible through our character education programs to the youth of our community, as we share them with the world.

Waste Connections has been our most generous and most loyal corporate community partner. Our program teaches our Nine Core Values, values like Integrity, Responsibility and Perseverance to youth ages 7-17. It's an honor to teach our communities youth these values that our partners like Waste Connections not only believe, but exemplify through the way in which they do business and invest in their customers neighborhoods.

We thank Waste Connections and hope other corporate partners will follow their lead as we invest in the future of our community.

Sincerely,

Matt Enloe
Executive Director

DM DISPOSAL INC

A Waste Connections Inc. company

Office of Administration

Mayor Ron Lucas

April 20, 2015

REF: Waste Connections

To Whom It May Concern:

I have been the elected Mayor of the Town of Steilacoom for more than fifteen years. During this period, I have had direct contact with the company leadership and have experienced the community-wide disposal services provided by LeMay and now Waste Connections. Both are professional, easy to work with, and look to be engaged in our community.

The Waste Connections customer service to my community has been remarkable! The overall home and business service provided and the quick customer response from Waste Connection has been first-class. But let me add some other information about being part of the region and my community.

Waste Connections is a significant sponsor and active participant in many Pierce County non-profit or service club events or activities. In my experience, Waste Connections annually supports Pierce County Emergency Food Network, Steilacoom Kiwanis Club Foundation, Lakewood Rotary, Lakewood Summer Fest, local car club shows and fundraising, and a recently added and growing new program that gathers regional services club plus volunteer company staff to provide new bikes for elementary students at Christmas. Twelve Steilacoom students received new bikes in 2014. Regardless of whether you are a non-profit or service club....Waste Connections is a strong supporter.

You very likely have received other examples of a company that is a business/community partner who seeks to support positive events in every community it serves.

Always the best,

Ron Lucas

1030 Roe Street, Steilacoom, WA 98388-4010 Phone (253) 581-1912 FAX (253) 582-0651

Printed on Recycled Paper

FREDERICKSON
CLOVER CREEK COMMUNITY COUNCIL
P. O. Box 715, Spanaway, WA 98387
Phone: (253) 847-7331
Website: www.fcccc.us

4-20-15

Waste Connections moved their corporate headquarters into our community several years ago. From day one, they have become the number one contributor to every single community event that we have had. Those events include the sponsorship of our organizations annual Free Family Movie Night, and our annual Freddie Fest event. Not only do they contribute funds, but they also contribute personnel. Their employees attend all of our Event Planning meeting and really lead the way to make all of our events successful. I know of first hand that their corporate spirit doesn't stop at the boundaries of our community, their Public Relations Director, frequently organizes fund raisers in Lakewood, University Place and other communities in and around Pierce County. I also know that Waste Connections Public Relations Director and other employees contribute to a bike ride in Eastern Washington during the summer that raise funds for the Abused Children's Program @ Multicare. This past Christmas, I believe that they raised over $20,000 in donations to purchase and distribute bicycles to needy children.

I know of no other business that gives back to the communities that they serve like Waste Connections does. On behalf of the members of the Frederickson Clover Creek Community Council, I would invite you to visit our Facebook Page and scroll down and see what events Waste Connections help sponsor and participate in. We recently removed many of the photos from our website, but many still remain for you to see at www.fcccc.us. Click on Community Events and scroll down.

Thank you,
James Wilson
President FCCCC

Pierce Military and Business Alliance
A non-profit 501(c) 3
PO Box 4207
Tacoma, WA 98438

April 20, 2015

RE: Waste Connections

To Whom It May Concern,

I am writing this endorsement letter to express my appreciation for the long term support Waste Connections continuously gives to the communities in which they serve. I primarily work with Waste Connections via a partnership with Pierce Military and Business Alliance (PMBA), the Association of the United States Army (AUSA), and the Air Force Association (AFA). All three are non-profit organizations that support the military.

PMBA has 27 business partners who give $137,000 annually to support military morale, welfare, readiness and retention efforts on Joint Base Lewis-McChord and Camp Murray (National Guard). Waste Connections has been a partner for several years now as one of our most significant contributors. PMBA's partners provide funding for quarterly and annual awards, professional development programs, welcome home ceremonies, welcome receptions, holiday support, and much more.

The local chapters of AUSA and AFA are known to plan large scale events in the surrounding communities in support of service members. Each time an event was planned, Waste Connections volunteered their services by providing additional refuse containers at no cost. Their support allowed each chapter to increase their net profit so the additional funds raised could be used for future service member programs. These events wouldn't be as successful without their willingness to give.

I've only touched on their involvement with military organizations. I've also witnessed Waste Connections in action supporting Partners in Parks, local food banks, Chambers of Commerce, K-12 education and much more. They are a very dedicated community oriented organization.

The bottom-line is that Waste Connections is committed to their communities through their active volunteerism, their corporate responsibilities to the public, and through their caring employees who continuously walk the talk. I "highly and without a doubt" recommend Waste Connections for any new contracting opportunity.

Sincerely,

Carlene Joseph
PMBA Treasurer & Immediate Past President
(253)312-9279

DM DISPOSAL INC

A Waste Connections Inc. company

NORTHWEST Sinfonietta

Neil Birnbaum
Chief Executive Officer

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Joseph Swensen

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Kimberly Lintott
Meg Penalver
Daniel W. Smith
Kerry Yanasak

April 20, 2015

Mark Gingrich
District Manager
Waste Connections, Inc.
4822 70th Avenue East
Fife, WA 98424

Dear Mark,

As with every emotion, expressing genuine gratitude is difficult. We strive for inspiration, the right words and tone that will carry our warm wishes across the page, though the mail, and into the hands and hearts of the people who have made a profound difference – it just never seems to be enough. So, since the strongest message is most often the simplest, allow us to just say – Thank You!

It should come as no surprise that in the past few years, fundraising for the arts has shrunk. Explanations for this gloomy turn of events vary, but the likely explanation is that concert-goers assume someone else is taking care of the arts – a nameless, benevolent guardian. In reality, the guardians are you, our sponsors. Without support from sponsors like you, we would be unable to fulfill our mission of inspiring the concert experience for our audience.

A great orchestra attracts new businesses. That's a documented fact, and that's why cities have them. Your sponsorship will be an effective way to project DM Disposal's image and contribute to improving the quality of life enjoyed in our community. Puyallup is a better place with the Sinfonietta's performances. The connection between audience and the performers is a dynamic bond upon which our community can continue to build. Cultural vitality is built in just such a way.

Perhaps Leonard Bernstein said it best. *"The point is, art never stopped a war and never got anybody a job. That was never its function. Art cannot change events. But, it can change people. It can affect people so that they are changed... then act in a way that may affect the course of events – by the way they vote, the way they behave, the way they think."*

Again, many thanks for your generosity and vote of confidence in our work. Please let me know if there's anything I can do to enhance your enjoyment of NW Sinfonietta.

Warmest regards,

Neil Birnbaum

Neil Birnbaum
Chief Executive Officer

2412 10th Avenue E, Seattle, WA 98102 | 206.284.1350 | PO Box 1154, Tacoma, WA 98401 | 253.383.5344 |
northwestsinfonietta.org

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

University Place
WASHINGTON

Public Works Operations
MEMORANDUM

DATE: April 1, 2015

TO: Waste Connections

FROM: Gary Cooper, Director of Public Works, Parks & Recreation

SUBJECT: Great Employee and Thank You for your support

To Whom It May Concern at Waste Connections,

I would like to take a moment to commend your Company for employing great employees, and one in particular, Mr. Charlie Maxwell.

Over the last 19 years with the City of University Place, I have had many opportunities to work with Mr. Maxwell, he is consistently one of the best vendors I work with.

He is always willing to help out and find a way to help the City solve special challenges. Be it a special pick up or finding ways to work with the City getting the right receptacle that works for the City and his drivers such as on Hanna Pierce Rd. His coordination helping with the annual Duck Parade car show and providing waste receptacles and clean up after the event is an example of his commitment to the City.

I realize commitments like these could not be possible without the support and commitment from Waste Connections.

Again,
Thank You for your support and professionalism,

Sincerely,

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

To Whom this May Concern:
Re: Waste Connections Company

I am pleased to recommend and make a few comments regarding the Waste Connections Company and their culture as viewed by many within Pierce County, Washington. I have been involved with this company for several years and I am also aligned and associated with several of their clients in regards to their waste management policies, collection service guidelines and their commitment for civic public service to enhance community programs and events. This company (history, culture, traditions, expectations) continues to thrive and behave as a remarkable business establishment with an abundance of community interest, vision, goals and service which coincides within their operational manual which also extends the same philosophy thru-out many Pierce County cities and communities--making a *Blue-Chip* place in which to work, live and recreate.

I tip my hat to our Waste Connection Company and their employee leadership team which remains and important entity and strong focus in Pierce County. A very resourceful and respectable company indeed!!

Friends of Stan and Joan Cross Park (FSJCP)

Stan Cross, President
253 848 8883
4210 Crystal Lane Loop SE
Puyallup, WA 98372

B.5.b. Experience Implementing and Managing New Programs

Describe your experience with implementing and managing: (1) the transition from manual to automated residential collection; (2) the transition from a yard waste-only organic recycling collection program to a fully organic (including kitchen waste) recycling collection; and (3) the transition from 3-bin recycling collection to fully commingled recycling collection systems. Describe specific implementation challenges, problems or issues and how you plan to solve or have attempted to solve the problems in those situations.

B.5.b.i. Manual to Automated Garbage Collection

Since 2013, DM Disposal's implementation team has successfully transitioned three cities – Milton, Bonney Lake and Sumner – from manual garbage cans to residential garbage cart collection. With this experience, close working relationships have already been established with equipment vendors, drivers, and customer service representatives, all who have already been trained and have experience dealing with this type of service. Communications have already been developed and have proven to be successful in educating customers.

Additionally, to promote waste reduction, customers have the option to put their old customer provided garbage can out on the curb on the first automated collection day with a "recycle me" sticker. Before that first pick up day, separate communications would be sent out announcing to customers about the option to recycle their garbage can by putting the provided sticker on the container and setting it out on the curb for pick up. **On that first day, an additional driver will go through the City of Pacific and pick up each garbage container labeled with the provided sticker and recycle them all**. This service makes the transition easy and convenient for customers and **diverts those cans from being dumped in the landfill.** Each member of DM Disposal's implementation team has worked on each successful transition in the City of Pacific's neighboring communities.

B.5.b.ii. Yard Debris Only to Fully Organic Recycling Collection

Although no fully organic yard debris residential collection service is currently offered in Pierce County by any service providers, several members of the implementation team have extensive leadership experience managing this type of program and the implementation of the program in various areas of the Pacific Northwest. Mark Gingrich, General Manager, rolled out a commercial compost program and later helped advise a team in Portland, Oregon, responsible for implementing a fully organic yard debris service to residential customers in that area. Additionally, Mark and the rest of the DM Disposal implementation team have each worked on transitioning commercial customers from yard waste only service to a fully organic recycling collection program. While residential customers were not included in this transition, each business in all of Pierce County that chose to participate in the program needed extensive communication about the change, new containers, and informative drivers and customer service representatives ready to answer questions.

When changing a key component of any program, everything starts with the communication about the change and why it is happening. Josy Wright, Public Outreach and Education Director, has experience creating a variety of literature in all of Washington, including those areas that choose to

participate in a fully organic recycling collection program. Once initial communications have been sent, carts would then be delivered with another information sheet attached about the program and an adequately labeled cart with what can be placed in the container for customers' convenience. Once collection for the new program begins, drivers would take care to pay attention to what is being placed in the containers. If a customer was not using the container appropriately and more education was needed for that specific customer, he would make a note in his route book and send it to a customer service representative. That representative would then take time to call the customer and talk through the issues of the service with him or her, explain the change and send out an additional information sheet for the customer's reference. Additionally, annual letters and reminders would be sent to customers to increase education and awareness.

B.5.b.iii. Three-Bin to Commingled Recycling

In 1990, DM Disposal implemented three-bin recycling for residential customers. Fifteen years later, the company worked closely with Pierce County to roll out the commingled recycling program and transition every residential customer over accordingly. Delivering the appropriately labeled recycling carts and creating brand new communication about the new program was critical, as this type of program had never been done before in Pierce County. Since the beginning of the program in 2005, DM Disposal and Pierce County have increased recycling participation significantly, resulting in each home reducing its landfill waste and increasing the amount of waste sent to recycling facilities. If awarded as the successful proponent, DM Disposal will be committed to partnering closely with the City of Pacific and King County, similar to the relationships built with our current city contracts and Pierce County, to help further enhance the City and County's waste reduction goals.

B.5.b.iv. Problems Encountered

For automated garbage collection, the biggest challenge is educating customers about the service change and how it affects the way they use their garbage service, specifically in regard to the spacing of the garbage carts for the automated service. Because manual service has been utilized in the past, customers are accustomed to simply putting their garbage can out for service and not worrying about surrounding objects or the potential tight environment the container is located. When switching to automated service, however, the customer would need to pay closer attention to making sure their garbage carts have at least 3-5 feet of clearance for the driver to safely service the container.

From DM Disposal's experience, the best way to tackle this challenge is through educational communications and driver cooperation. Before service begins, several flyers will be sent out regarding the change in service. When the new container is delivered, an additional information and FAQ sheet would also be attached about the way the service works. For the first several pick-ups, drivers would continue to service containers with spacing issues by getting out of his truck, moving the container, servicing it and placing an educational communication about container placement for future reference, informing the customer about how the new automated system works. Additionally, drivers and customer service representatives work closely to target customers who have ongoing placement issues to talk directly with them about the way the service works and educate them.

Additionally, DM Disposal wants to ensure each customer is fully satisfied with the service and the container that was delivered to them. To overcome this challenge, the implementation team sends out multiple, full color communications with pictures showing the new cart that will be delivered based on the customer's current garbage service level. Customer service representatives would be equipped with informational sheets about each container from supervisors to make sure they know how to answer any questions customers may have about the new containers. Once collection begins, customer service representatives are empowered to work with those customers who are not satisfied with their delivered container and would then be able to swap containers out at no cost to satisfy each customer.

The transition from yard debris only collection service to fully organic collection and three-bin to fully commingled recycling is a smooth one with opportunities and benefits for customers during the transition and new program roll-out. The largest opportunity DM Disposal takes advantage of is educating all customers about the new materials they can now put in the containers. Because customers' current disposal would still be accepted, the focus of the communications would be how customers can take full advantage of the service by putting more items in the recycling container, which also increases waste diversion for the City of Pacific. For the customers that were not currently participating in the yard waste only service, the focus of education would include information about the entire service – general information about cart placement, pick up days, why it is important, what can go in the containers and more. Each communication would target the type of customer it is being mailed to. DM Disposal is committed to making sure each customer has the opportunity to take full advantage of the services we offer and that each customer is satisfied with that service.

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C. Collection and Management Operations

C.1. Garbage Collection and Handling

C.1.a. Proposed Garbage Collection Equipment and Containers

Describe fully the garbage collection equipment and containers you will use under the Contract, keeping in mind the City's desire that recyclables and yard debris be collected separately from Garbage on the same day. Identify the manufacturer, model and sizes of containers proposed to be used and provide a color photo image of the proposed containers.

DM Disposal will use automated garbage, recycling, and yard waste carts. Under the new contract, the yard waste carts would also be used for kitchen waste, per the King County Council approved food waste program. The specifications for equipment and containers are as follows:

Manufacturer	Model	Size of Container	Color Photo Image
Capital Industries	WSC_DM	1-Yard to 8-Yard.	

Manufacturer	Model	Size of Container	Color Photo Image
Toter	EVR II Garbage Cart	10-96 Gallon	

C.1.b. Garbage Trucks for Residential, Commercial, and Drop Box Service

Also identify for each type of truck: the number of compartments, the capacity of each compartment, total weight and volume capacity of each vehicle, loading and unloading characteristics, the number necessary to perform the required services, the average number of collections each vehicle can make in a day, and the useful life and current age of each collection vehicle, including back-ups. Identify the chassis and body used to collect residential, commercial and drop-box service sectors.

Type of Service	Residential	Residential Backup	Commercial	Commercial Backup	Drop Box
Manufacturer	Peterbilt	Peterbilt	Peterbilt	Peterbilt	Peterbilt
Chassis and Body	Wayne Curbtender	Wayne Curbtender	Wittke	Wittke	Peterbilt
Number of Compartments	1	1	1	1	0
Compartment Capacity	25 Yards	25 Yards	25-40 Yards	25-40 Yards	0
Total Weight and Volume Capacity	58,000	58,000	60,000	60,000	58,000
Loading and Unloading Characteristics	Automated Side Loading	Automated Side Loading	Front End Loading	Front End Loading	Roll Off
Number of Vehicles Necessary	2	2	1	1	1
Average Number of Collections Per Day	All 1,500 homes would be serviced in one day.	All 1,500 homes would be serviced in one day.	As Required, Monday–Friday	As Required, Monday–Friday	As Required Monday-Friday
Useful Life	10 Years	10 Years	10 Years	10 Years	10 Years
Current Age	2 Years	3 Years	3 Years	4 Years	2 Years

C.1.c. Garbage Route Management

Describe and provide examples of your route management system and route sheets. Describe how routes are developed - for example, manually by management, by drivers or through the use of heuristic software? Describe how route exceptions {extras, rejects, other problems) are logged and how soon after occurrence this information will be available to the City.

Routes are developed in two ways. Initially, we develop several proposed route variations using Route Connections, which is based off of the e-Route software. These proposed route scenarios are created based on the exact coordinates of each of the properties, following a geocoding process. Additionally, the service level and material volume of each location, the type of collection equipment, and distance traveled to the disposal site is factored. These proposed routes are then reviewed by driver supervisors and managers to adjust them based on our specific local knowledge and experience. Because safety is paramount, routes are reviewed to prevent backing up, making left turns in high traffic areas, and other safety items, such as avoiding school buses. Additionally, the routes are sequenced to assure optimal fuel usage, which leads to minimal emissions.

DM DISPOSAL INC

A Waste Connections Inc. Company

Master Route Sheet

DM003 - Report Compiled: 4/13/15

ROUTE 86-2 - MASTER TOTAL YARDS: 171.92 TOTAL CONTAINERS: 157 TOTAL STOPS: 134

Sequence Number / Account Status / Comments (If Provided)	Route Frequency	Customer Name / Customer Name 2 (If Provided)	Account Number	Service Location / Container [Type | Size | Number] / Temporary Stop Information (If Provided)	Bill Area
59 ACTIVE	1	PACER STEEL INC	11161575	963 VALENTINE AVE SE, PACIFIC [REARLOAD | 1 YARD | NO NUMBER]	COMMERCIAL
R-VALENTINE, 2R. BLUE HOUSE BY 1ST GATE (BACK IN)					MPW
60 ACTIVE	1	DESIGN SPACE MODULAR BUILDING	11300526	825 VALENTINE AVE SE, PACIFIC [REARLOAD | 2 YARD | NO NUMBER]	COMMERCIAL
R-VALENTINE, R-THRU GATE, ON-R SIDE OF YARD					MPW
61 ACTIVE	1	ALLWEST UNDERGROUND	11170010	799 VALENTINE AVE SE, PACIFIC [REARLOAD | 1 YARD | NO NUMBER]	COMMERCIAL
R-VALENTINE, ON-R, CONT IN BACK					MPW
62 ACTIVE	1	LYLE PETERSON	11171322	755 VALENTINE AVE SE, PACIFIC 2 X [CUSTOMER CAN | 32 GALLON | NO NUMBER]	RESIDENTIAL
1-R, AHEAD ON-R (SITS OFF ROAD, HARD TO SEE)					MPW
63 ACTIVE	1	IDEA CO	11136841	743 VALENTINE AVE SE, PACIFIC [REARLOAD | 1 YARD | NO NUMBER]	COMMERCIAL
1/R.WOOD ENCLOSURE A LONG SIDE HOUSE					MPW
64 ACTIVE	1	DONNA PLEMMONS	521773781	703 VALENTINE AVE SE, PACIFIC [CUSTOMER CAN | 32 GALLON | NO NUMBER]	RESIDENTIAL
1-R					MPW
65 ACTIVE	1	GURGLEPOT INC	11190120	120 COUNTY LINE RD SW BLDG C #101, PACIFIC [REARLOAD | 1 YARD | NO NUMBER]	COMMERCIAL
L/COUNTY LINE RD ON LEFT @ BUILDINGS					MPW
66 ACTIVE	1	BROADCREEK MARKETING ASSOCIATES	11108617	130 COUNTY LINE RD SW #101, PACIFIC [REARLOAD | 1 YARD | NO NUMBER]	COMMERCIAL
					MPW
67 ACTIVE	1	ROOFMASTER PRODUCTS	11100140	140 COUNTY LINE RD SW #102, PACIFIC 3 X [CUSTOMER CAN | 32 GALLON | NO NUMBER]	COMMERCIAL
S.S.					MPW
68 ACTIVE	1	THE SUPPLY SOURCE INC	11129067	130 COUNTY LINE RD SW #103, PACIFIC [REARLOAD | 1 YARD | NO NUMBER]	COMMERCIAL
BEHIND BUILDING AHEAD ON LEFT BEFORE 3 CAN STOP BACK IN					MPW
69 ACTIVE	1	WILD RIVER DOOR PRODUCTS	11190140	130 COUNTY LINE RD SW #104, PACIFIC [REARLOAD | 1.5 YARD | NO NUMBER]	COMMERCIAL
S.S.					MPW

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C.1.c.ii. Route Exceptions

Each driver follows a sequenced route sheet that includes information on the service level for a specific address, as well as any permanent or special notes that allow us to provide customized special services, if required. Should a driver encounter an exception, such as additional material or material not out, the driver writes this information on his route sheet for the specific customer. Each day, the route sheets are turned in and keyed into our Route Manager program immediately. Exceptions recorded by the driver that are relevant to customer service, such as "not-out" or "rejected material" will appear in the customer notes immediately, allowing customer service to accurately answer any questions from a customer. Recycling rejects follow a process that both educates the customer by phone and with a recycling brochure. Because our Route Manager program is compatible with MS Excel, we can easily generate reports or information as requested by the City. This information could be presented within 24 hours to the City, if such a timeline is requested.

C.1.d. Destination of Garbage

Identify the destination for all collected garbage. If more than one transfer station will be used, identify the proportion of loads destined for various transfer stations and the criteria for routing trucks to a particular transfer station.

DM Disposal will establish a practice of using the King County Solid Waste Disposal system. Garbage will be trucked to the Algona Transfer Station with a final destination of the solid waste to Cedar Hills Regional Landfill in Maple Valley, Washington.

C.1.e. Automated Residential Garbage Collection

Address how you would implement automated residential collection if the City elected to proceed with that option including promotional and educational approach requirements for customers, actions required of the City, how routes would be developed what make and model trucks would be used, and how you would coordinate service change information to minimize customer disruption.

C.1.e.i. Process for Cart Distribution

With automated garbage collection, we will allow customers to use company provided garbage carts that would be collected in fully automated route trucks. We would follow our past demonstrated process that focuses on accurate distribution of carts, maximum citizen education, and minimal need for citizen questions or concerns. The distribution of carts would follow our previously successful process in Milton, Bonney Lake, and Sumner. This would include a detailed review of customer data files and a cross-referenced delivery and cart number tracking sheet when equipment is delivered to homes. Detailed maps will also be used by the delivery team to assure proper homes receive proper equipment.

C.1.e.ii. Informing Customers

Prior to equipment delivery, we would partner with the City to remove and finalize our promotional material that focuses on program explanation as well as program benefits. Our customer service team would each receive a detailed FAQ sheet to ensure we give 100% consistent information to

each customer and the City. Additionally, the DM Disposal website would be updated with detailed information specific to the City of Pacific community. During equipment delivery, we would have supervisors and managers review data constantly, and check in with City Staff, customer service staff, and on-site customers. As transitioning to a new program presents an opportunity to demonstrate DM Disposal's commitment to quality service, every effort would be made to go above and beyond customers' and the City's expectations.

C.1.e.iii. Actions Required of the City

DM Disposal would partner with the City for approval and coordination of any program roll-out or change.

C.1.e.iv. Equipment Delivery

During equipment delivery, DM Disposal supervisors and managers will be reviewing data constantly, as well as checking in with City Staff, customer service staff, and on-site customers. We believe a transition to a new program is a great time to demonstrate our commitment to quality service, so every effort would be made to demonstrate this commitment.

C.1.e.v. Route Development

The route development for DM Disposal would be simple, as we already run both rear load and side load residential routes automated recycling and yard debris routes in most of our cities. Routes would be generated using Route Connections, which is based on the e-Route program. Route development is described in more detail in Section C.1.c..

C.1.e.vi. Make and Model of Automated Residential Garbage Trucks

We will service the garbage carts in a fully automated manner; the trucks would be the same as detailed in Section C.1.b.

Program Rollout

With DM Disposal's process development, organization, customer service, and promotional strategy for rolling out automated garbage programs, the implementation team anticipates little to no customer disruptions. DM Diposal's experience in rolling out the automated recycling program to 80,000 Pierce County residents, as well as recent garbage cart automation in Bonney Lake, Sumner, and Milton demonstrates the implementation success for the roll-out of a carted garbage program. Duplicated success is highly anticipated for the 1,500 homes in the City of Pacific. Additionally, our General Manager's experience with the company in developing carted and automated programs in other markets, combined with his experience in working as a customer service manager in the past leads to a customer-friendly program roll-out.

C.1.f. Garbage Contingencies

Describe how you will plan for and provide contingencies for service in the event of equipment failure, loss of recycling processing, composting or municipal solid waste disposal capabilities or capacity.

inclement weather, strike or other unexpected circumstances which may occur during the term of the Contract.

The Resources to Manage the Unexpected

With our large local footprint, we are uniquely positioned to have several options available to us in the event of unexpected circumstances. Because our company has large numbers of equipment in the area to service thousands of customers in other Pierce County cities, we have a wealth of resources on-hand at short notice. Having other sister companies operating locally, including the LeMay operations in Pierce County, gives our firm additional resources to manage the unexpected.

Equipment Failure

The local DM Disposal site has a large number of trucks, assuring that if front-line vehicles fail, backups are available. Additionally, being a sister company to both Murrey's Disposal and the LeMay operations, DM Disposal will have no issues with equipment, as the Waste Connections footprint in the South Puget Sound is large.

Loss of Recycling Processing, Composting, or Municipal Solid Waste Disposal Capabilities or Capacities

DM Disposal has many partners in the state of Washington who may be available to assist in the unlikely event that local processing, composting, or municipal solid waste facilities are unavailable. As the solid waste disposal is part of the King County system, DM Disposal would partner with King County on any MSW needs. Additionally, because Waste Connections has such a large footprint in the area, we would have access to many resources should any facilities suddenly become unavailable.

Inclement Weather

When weather conditions are such that continued operation would result in danger to area residents or property, we would collect in areas that do not pose a danger. We would notify the City of our collection plan for each day that inclement weather is experienced as soon as practical that day. We would collect garbage, recyclables, and yard debris from customers with interrupted service on the first day that regular service to a customer resumes and would collect reasonable accumulated volumes of materials equal to what would have been collected on the missed collection day(s) from customers at no extra charge. Following notification to the City, we would, if necessary, seek temporary authorization to perform collection services after 6:00

p.m. and/or on Saturdays following disruptions due to weather in order to finish collection routes.

Weather policies would be included in program information provided to customers. On each inclement weather day, we will release information to the local media via Pierce County and King County. Additionally, the announcement section of our website and the phone system would be updated.

Strike or Other Unexpected Circumstances

DM Disposal will not face any labor disruptions, based on the structure of our local operation. Other unexpected circumstances will be managed first through the many resources at our large local site, then through the many resources Waste Connections has in the South Puget Sound, including the LeMay site, and finally, with DM Disposal's access to the corporate resources of Waste Connections should there be a truly exceptional situation.

C.2. Recyclables Collection, Processing, and Marketing

C.2.a. Recyclables Collection Equipment and Containers

Describe fully the recycling collection equipment and containers you will use under the Contract. Identify the manufacturer, model and sizes of containers proposed to be used and provide a ***color photo image*** *of the proposed containers.*

DM Disposal intends to use collection equipment that has proven to be successful in our other service areas.

Manufacturer	Model	Size of Container	Color Photo Image
Rehrig	ROC – TOL	64–96 Gallon	
Capital Industries	7RL-20	2-6 cubic yards	

C.2.b. Recycling Trucks

Identify the chassis and body used to collect residential and commercial service sectors, and for each type of truck: the number of compartments, the capacity of each compartment, total weight and volume capacity of vehicle, loading and unloading characteristics, the number necessary to perform the required services, the average number of collections each vehicle can make in a day, and the useful life and current age of each collection vehicle.

Type of Service	Residential	Commercial/Multifamily
Manufacturer	Peterbilt	Peterbilt
Chassis and Body	Wayne	Wittke
Numbers of Compartments	1	1
Compartment Capacity	27 Yards	25-40 Yards
Total Weight and Volume Capacity	58,000	60,000
Loading and Unloading Characteristics	Automated Side Loading	Front End Loading
Number of Vehicles Necessary	2	1

Type of Service	Residential	Commercial/Multifamily
Average Number of Collections Per Day	All 1,500 homes would be serviced in one day.	As Required, Monday–Friday
Useful Life	10 Years	10 Years
Current Age	1 Year	1 Year

C.2.c. Proposed Recycling Processing Facility

Describe fully your proposed recycling processing facility including location, hours of operation, processing capability per hour and per day by material type, tons of material currently processed per day by material type, additional processing capacity committed to in the future by material type, and the amount of that capacity needed to process the recyclables collected under the Contract. Specifically address how commingled materials are currently processed and the average rejection or contamination rate experienced by your firm or contracted processor.

Facility Name – Pioneer Recycle Service

Facility Details

Pioneer Recycle Service is a large local material recovery facility and will serve as the primary recycling processing facility. The owners have nearly 40 years of experience in servicing recyclables. The company is solely focused on sourcing and supplying high quality recyclables to manufacturers. Pioneer is not in hauling or manufacturing. Pioneer is well financed and plans to invest to improve and grow the plants. The focus will be on operating safely and providing outstanding quality and service to our haulers and mills.

Tonnages Accepted

Pioneer averages 10,000 tons per month. Pioneer is planning on purchasing a new baler by the end of the year, which will increase production by more than half of what is being currently processed.

Processing Capability Per Hour

Sorting commingled materials: 25 tons per hour

Processing Capability Per Day

Sorting commingled materials: 375 tons per day

Hours of Operation

Monday-Friday, 24 Hours per day and on Saturdays, when needed

Facility Location

4109 192nd St E

Tacoma, WA 98446

Additional Recycling Facilities

DM Disposal may also deliver occasional recyclables to JMK Fibers LLC, a division of Waste Management. JMK Fibers is located at 1440 Port of Tacoma Rd, Tacoma.

C.3. Yard Debris Collection and Processing

C.3.a. Yard Debris Collection Equipment and Containers

Describe fully the yard debris collection equipment and containers you will use under the Contract, keeping in mind the City's desire that recyclables and yard debris be collected separately from garbage. Address whether the proposed yard debris carts are capable of handling food wastes or other organics, and whether the proposed composting facility is capable of handling source-separated food waste now or in the future. If the proposed composting facility can handle additional organic materials other than yard debris, provide the permitted capacity for those materials, feedstock and delivery requirements, and the proposed tipping fee, if fees for mixed yard debris and food wastes would be different than tipping fees for yard debris alone:

Manufacturer	Model	Size of Container	Color Photo Image
Toter	EVR II Recycling Cart	96 Gallon	

The carts we currently use in our system for the handling of yard waste and other organics quickly reduces the weight and volume of organic wastes and handles up to 95 gallons worth of yard debris/food waste.

Cedar Grove currently accepts the following material:

Residential Yard Waste
Commercial Foodwaste
Sod (no dirt)
Clean Wood
Chipped Wood

Cedar Grove's present Maple Valley compost operation covers approximately 27 acres within a 314-acre site. Use of the Maple Valley site would require substantial fill – at least 2.5 million yards. This is due to the significant grade difference between the present composting area and surrounding land. Cedar Grove plays an important role in diverting organic waste from landfills. From two local facilities, they compost more than 350,000 tons of residential and commercial yard and food waste annually with the capacity for more. If Cedar Grove had not invested in this technology for our local community, all that organic waste would have been disposed of as trash and shipped to landfills. Instead, Cedar Grove transforms it into a nutrient-rich, compost-based product. Tipping fee can range from $55 to $65 per ton, but that price will not be incurred by the resident as that fee is already in the rate that resident pays per month for solid waste services.

C.3.b. Yard Debris Trucks

Identify the chassis and body used to collect yard debris, and for each type of truck: the number of compartments, the capacity of each compartment, total weight and volume capacity of vehicle, loading and unloading characteristics, the number necessary to perform the required services, the average number of collections each vehicle can make in a day, and the useful life and current age of each collection vehicle.

Type of Service	Residential	Commercial/Multifamily
Manufacturer	Peterbilt	International
Chassis and Body	Wayne	McNielus
Number of Compartments	1	1
Compartment Capacity	27 Yards	25 Yards
Total Weight and Volume Capacity	58,000	48,000
Loading and Unloading Characteristics	Automated Side Loading	Rear Loading
Number of Vehicles Necessary	2	1
Average Number of Collections Per Day	All 1,500 homes would be serviced in one day.	As Required, Monday Through Friday
Useful Life	10 Years	12 Years
Current Age	1 Year	3 Years

C.3.c. Destination of Yard Debris

Describe fully your proposed yard debris processing facility including location, hours of operation, processing capability per hour and per day by material type, tons of material currently processed per day by material type, additional processing capacity committed to in the future by material type, and the amount of that capacity needed to process the yard debris collected under the Contract.

Facility Name – Cedar Gove

DM Disposal will truck all collected compostable items to the Cedar Grove Facility. Cedar Grove's present Maple Valley compost operation covers about 27 acres within a 314 acre site. There are no impediments to using the system designed and managed by King County. DM Disposal will follow King County's lead on any program, including food waste, approved by the County Council and County Executive.

Location: Maple Valley, WA 98038
17825 Cedar Grove Road S.E.
1-877-764-5748 (toll free)
425-432-7043 (fax)

Hours of Operation:
Monday-Friday: 7:00am - 5:00pm
Saturday: 8:00am - 4:00pm
Sunday: Closed

C.4. Maintenance and Support Facilities

C.4.a. Facility Information

Identify the operator (if subcontracted), location, structures and zoning of your proposed maintenance and support facilities. Provide the number of repair bays available at the facility and maintenance staffing levels (mechanics and helpers). Provide the total number of trucks maintained at the site for all contractor operations, as well as the number of trucks and spares dedicated to the City's contract. Describe your fleet maintenance procedures and/or policies including scheduled or preventative maintenance practices. Outline environmental procedures in the management and operation of facilities and fleets.

DM Disposal will not subcontract to a maintenance and support operator and will self-perform these services as is currently done with existing contracts.

Facility Name—DM Disposal

4822 70th Avenue East, Fife, WA 98424

Structures: Office, maintenance shop, paint facility, wash facility, tire repair area, container storage, cart storage, truck parking, welding bay.

Zoning: All operations meet zoning requirements.

Number of Repair Bays: 13

Staffing Levels for Mechanics and Helpers: 20 mechanics 4 helpers

Total Number of Trucks Maintained at the Site for All Contractor Operations: 150

Number of Trucks and Spares Dedicated to the City of Pacific Contract: 7 trucks, 3 spares

C.4.b. Fleet Maintenance Procedures and Policies

Describe your fleet maintenance procedures and/or policies including scheduled or preventative maintenance practices. Outline environmental procedures in the management and operation of facilities and fleets.

C.4.b.i. Importance of Minimizing Environmental Impact

We recognize the importance of our continuing efforts to minimize our impact on the environment by encouraging recycling and reuse of materials, using waste to generate clean, renewable energy, reducing our carbon footprint, using fossil fuels, and exploring alternatives to landfill disposal. DM Disposal's sustainability efforts extend beyond the environment. We also measure the positive impacts we have on the communities we serve and the development and welfare of our employees.

As an environmental services company servicing the South Sound of the beautiful Washington State, sustainability is not a new concept for us. Over the years, we have increased the volume of recyclable material that we shift away from the waste stream. Our recycling efforts recover valuable materials for reuse and include the composting of organic materials for reuse as a soil amendment.

We have included immediately below an excerpt from WCI's operations manual that covers environmental operations considerations.

WCI Environmental Excellence Policy

To ensure that all Waste Connections employees understand that Waste Connections is committed to environmental excellence in the operation and maintenance of its facilities, including providing the appropriate support to all technical employees, policies, and programs to ensure compliance with all applicable laws and regulations associated with this policy.

Scope

This policy applies to all Waste Connections, Inc. employees.

Policy

Waste Connections is committed to the acquisition and operation of facilities that have the highest possible environmental quality and that operate in total compliance with applicable regulations and laws.

The Environmental Management Program, consisting of the Corporate Environmental/Engineering Group and technical staffs at each Region, Division and District, and under the leadership of the Vice President—Engineering, shall be responsible for implementing the following key activities:

- Provide engineering management and technical support to facility managers to continually improve the efficiency and environmental safety of active operations.
- Assist facility managers in achieving compliance with all environmental laws and regulations.

- Provide engineering support in the design, construction, and operations of facilities dedicated to protecting the environment.
- Conduct environmental evaluations of facilities being considered for future acquisition or operations in an effort to ensure that the company avoids potential liability.
- Adequately allocate reserves to address any remediation or upgrade requirements at sites, as well as closure and post-closure care responsibilities.

The environmental program will be evaluated on an annual basis; any necessary structure and program changes will be made to address the environmental and regulatory challenges at that time. All Waste Connections employees shall cooperate with and assist Environmental Management Program personnel in their efforts to make environmental excellence a priority at Waste Connections.

C.4.b.ii. Sustainability Technologies and Initiatives

We deploy route optimization software and work to retrofit our existing equipment, lowering our overall carbon footprint. Everything we do today is with an eye towards the future. We constantly monitor and evaluate new technologies and programs that can enhance our commitment to the environment and improve our competitive positioning. Within our industry, these changes have historically been evolutionary in nature, but WCI has made enormous strides in using alternative technologies to reduce landfill disposal, reduce greenhouse gas emissions, and harness bio-fuels. Environmental, organizational, and financial sustainability initiatives have been key components of our success, since our founding. We remain committed to growing and expanding these efforts as our industry and technology continue to evolve.

C.4.b.iii. Alternative Fuels

DM Disposal has no immediate plans to transition to biodiesel, as there are concerns with gelling at low temperatures that lead to maintenance issues. Additionally, with bulk fuel storage tanks, there are industry concerns that tank condensation could lead to water contamination with the fuel. Water accelerates the growth of microbe colonies, which can plug up a fuel system. Our company, however, is exploring the use of compressed natural gas (CNG). When compared to standard diesel, compressed natural gas still achieves the goal of emissions reduction while remaining safe for our employees and keeping our equipment operating efficiently. Our parent company has had success rolling out CNG in other markets, and we seek to duplicate that success at DM Disposal in the next 3-5 years. A project at our LRI landfill, located in Pierce County, will likely convert methane gas into CNG or LNG fuel, which can be used in our collection vehicle fleet in the near future.

Please see the section directly below – C.4.c. for specifics about maintenance scheduling and any other concerns.

C.4.c. Maintenance Policy

Waste Connections, Inc. – Maintenance

	6/11/14	**Preventive Maintenance Scheduling**	Page 1

Purpose:
Establish a sound Preventive Maintenance Program that will help reduce potential cost of major repairs and extend the service life of our vehicles and equipment

SCOPE:
All WCI employees who, or manage employees that, are responsible for maintaining WCI vehicles and equipment

POLICY/PROCEDURE:

PM A: Heavy Duty Vehicle:
Description
Chassis & Body Lubrication / Detailed Inspection
PM Inspector to enter "Defects Found" into RTA deferred repairs list
Frequency
21 days or 150 hours

PM B Heavy Duty Vehicle:
Description
Chassis & Body Lubrication, Fluids, Filters / Detailed Inspection
PM Inspector to enter "Defects Found" into RTA deferred repairs list
Frequency:
84 days, 500 Hours - Standard

Or per WCI extended drain interval for Days/Hours as Approved By your Corporate Maintenance Manager

Or per WCI spare truck drain interval policy

PM PU - Pick Up Medium Duty Vehicle:
Such as Pickup Trucks & Service Trucks
Description
- Lubrication / Detailed Inspection

Frequency:

B-Service 42, 63, 84,105,126 Days for 3,000 – 5,000 MILES

B-Service (SYN) is 147 or 168 Days for 6,500 - 7,000 MILES

PM C Heavy Duty Vehicle:
- Automatic Transmission Fluid & Fluid Replacement

Frequency
- Non Synthetic 168 Days
- Synthetic 714 Days (Synthetic fluid must comply with OEM recommendations)

C.5. Customer Service Support

C.5.a. Customer Service Information

Discuss how staffing levels are established and modified to ensure timely customer service, and how new and existing staff are trained. Describe how customer service performance is measured, including the specific targets or performance metrics used to evaluate your company's performance. If call center staff handle calls from more than one City or WUTC-certificated service area, describe the procedures and aids used by those staff to address calls from different service areas without delaying responses to customers.

C.5.a.i. Staffing Level Establishment and Modification

We take a tremendous amount of pride in the high quality of service delivered by our customer service team and the promptness with which the service is delivered. Our call center is located locally in Fife, and all of our representatives are local and familiar with the area we service. Our current staffing level allows for us to provide prompt service at all times. Additionally, we have the ability to rely on other departments within the office who have staff that are fully trained, many of which were former customer service representatives who can easily take calls should we receive a spike in customer contacts as a result of a program change or weather situation.

C.5.a.ii. Training New and Existing Staff

New personnel are trained by district, regional, and corporate training personnel using proven techniques that ensure a smooth transition. DM Disposal has developed some standardized training methods to ensure consistent training that establishes standards of practice and helps all new staff be fully prepared to "hit the ground running" from the beginning of their employment. Additionally, we tailor some training to the specific staff member's learning style. DM Disposal has established training programs organized and administered by local district training personnel, including comprehensive new-hire and new-position training and monthly training on various topics. Regional trainers regularly provide safety training for our operations team. Corporate trainers provide human resources and general business knowledge training for all customer service and administrative staff through an online training program. Corporate trainers also provide additional equipment maintenance and safety training to our maintenance and operations team.

Drug Testing

All prospective WCI employees are subject to pre-employment, nine-panel drug testing, which includes screening for pain medications. Today, these drugs are widely abused and are not detected in the current U.S. Department of Transportation five-panel testing program. Throughout employment, all personnel in safety-sensitive positions are subject to WCI's nine-panel random drug

testing program. Additionally, U.S. Department of Transportation (DOT)-regulated employees are subject to the DOT's random drug testing program.

Customer Service Training—Customer Service Representatives (CSR)

Customer Service Representatives are initially trained by a combination of classroom and hands-on training. They are specifically indoctrinated into the "Waste Connections Way," seeking first to understand, then to assist the customer in the spirit of the Waste Connections' Vision and Values Statement and way of life.

Customer service representatives are provided a customer service manual, which includes step-by-step procedures, individual area pricing, scripts, and FAQ sheets for each specific service area. When a new question arises, the CSR manager and supervisor will address the question and make sure CSRs are advised of the proper response for future calls. A copy of all training materials is available to the City upon request.

In addition, calls are monitored for continuous customer service improvement, allowing us to coach real-life scenarios that might be difficult to handle and recognize outstanding customer service. DM Disposal currently uses the services of Tooty, Inc. to help monitor and improve our customer service levels. Tooty, Inc. offers outstanding program options that have a proven track record for accuracy, developing customer service skills, increasing closure on sales, and improving customer experience. Having our employees listen to themselves with a customer's ear and viewpoint is where real and lasting learning and improvement begins. To enhance the benefits and ensure all CSRs are properly trained, DM Disposal has designated a high performing CSR as our Tooty coach. This coach spends one-on-one training time with each new hire as well as listens in and coaches on-call review to ensure every representative is set up for success and can positively contribute to the customer experience.

The customer service supervisor will carry the initial training of the CSRs into the "real world" by being available to act as a resource for new CSRs, as they put their training into practice. All CSRs are required to attend monthly departmental customer service and safety meetings.

Ongoing training includes WCI web-based training modules, Tooty, Inc. training updates, and opportunities for CSRs to regularly ride along with drivers during their route. This program allows CSRs to gain first-hand knowledge of routes, driver responsibilities, and possible service obstacles, which improves our staff's ability to communicate with customers.

Customer Service Training—Drivers

Drivers are thoroughly trained to address all aspects of customer service, ranging from understanding and learning, to reading their route book, proper container placement, accessing customer properties, and how to use printed materials. Following their initial training as part of implementation, drivers receive ongoing training on customer service. Drivers spend time listening in on calls with CSRs to gain the perspective of a customer from a different angle, which aids in providing the best service possible. DM Disposal's goal in the community is to ensure we have courteous personal interaction with customers for education and notifications about service details, such as preventing contamination and proper placement of carts.

DM Disposals record of excellent customer satisfaction reflects the success of our drivers' customer service training.

Driver Training

As safety is our number one operating value, all new-hire drivers, regardless of prior experience, undergo a mandatory 30-day training program, where they are trained and evaluated by a designated driver trainer and supervisor. This 30-day program emphasizes driving skills, fundamental safety training, regulatory compliance, and customer service expectations. No new hire drives solo without successfully completing this program.

Operation Supervisors and all drivers are additionally trained in the Smith System driver training program. This program, in existence since 1952, is utilized by numerous commercial driving operations and is required for all WCI drivers and operations management.

On all company vehicles, DM Disposal utilizes Drivecam on-board cameras that continuously monitor driver behavior and record specific triggered events which are then used to coach drivers on improving driving habits to promote safety. Continuous improvement of driving skills, safety habits, and customer service are also achieved through monthly safety meetings, supervisor "ride-alongs," and safety and work-practice observations.

DM Disposal's compliance with all Washington State Department of Transportation Commercial Vehicle Services regulations is mandatory and actively supervised.

DM Disposal develops and utilizes specific safety and emergency situation training programs that include safe driving practices, and spill prevention and release response. All DM Disposal trucks are equipped with spill containment kits, fire prevention, emergency response, personal protective equipment, and reflective triangles for roadside emergencies. All drivers will be required to wear clothing that meets ANSI standards for reflectivity.

Health and Safety Programs and Training

It is DM Disposal's policy to conduct all operations in a safe and healthy manner. The safety and health of every employee is a fundamental consideration in every business decision and plan, and all reasonable precautions will be taken to protect employees from injury and illness.

Our goal is to prevent the occurrence of all work-related injuries, illnesses, and property losses. It is our philosophy that by striving to eliminate unsafe conditions and actions, we will eventually achieve this goal. In order to enhance the safety culture, DM Disposal implemented a group of safety champions, which includes a representative from each area of our business. This group meets quarterly to identify and resolve any potential safety concerns.

All applicable safety regulations, codes, and accepted work practices will be trained and followed. Each employee will be informed of any hazards associated with his or her job and trained in safe work procedures, the use of personal protective equipment, and other means intended to provide required protection. Training is conducted upon hire of every new employee, prior to an employee being placed in a new position, conducting different work from their routines, and each month on required topics.

DM Disposal's safety program includes accident and injury improvement, safety meetings, safety committee meetings, driver/operator management, reporting and safety assessments, route and work observations, spill response, regulatory training including lock-out/tag-out training, fire prevention training, medical and first aid training, heat and cold stress, accident prevention, defensive driving SMITH system training, PPE training, blood-borne pathogen training, and more.

C.5.a.iii. Customer Service Performance Measures

Customer Service Representatives are trained to focus on providing quality service. Once a new representative is working independently, a daily printout of work is reviewed to ensure all service changes and calls were accurately handled. We do not stress "call quantity" to new representatives, rather, we stress "call quality." Customer Service Representatives operate under our philosophy of constant improvement. We have monthly one-on-one coaching sessions with all representatives, where actual calls are reviewed and a snapshot of the previous month's call data is presented. Additionally, the monthly reviews touch on setting goals and progress from that meeting. The customer service department measures success based on individual and group performance in call volume, accuracy, secret shopper results, total customer contacts, and overall customer feedback. The sample score card below illustrates metrics that customer service representatives are coached on during their one-on-one meeting.

Sample of Individual Coaching Sheet

CSR Name

WASTE CONNECTIONS INC.
Connect with the Future

12/31/2014

	Jan	Feb	March	April	May	June	July	Aug	Sept
Total Contacts	1533	1158	1228	1552	1552	1776	1545	1287	1634
Calls per Hour	7	8	6	7	7	9	9	9	10
Tooty Avg	NA	86	95	NA	95	100	NA	100	NA
Errors	18	18	6	6	7	8	3	2	7
Accuracy %	99.50%	99.47%	99.82%	99.82%	99.76%	99.81%	99.92%	99.95%	99.82%
Rte Mgr Touches	3608	3422	3417	3332	2939	4265	3858	3685	3858

Areas to focus: **Self Assessment:**

Promote Tooty knowledge to new representatives.
Crystal Reports: schedule 2 days in Q2 to train.
During phone calls, identify 5 customers that do not subscribe to ydw and prmote service.

C.5.a.iv. How Overflow Calls are Handled When Answered Out-of-Area

Our phone system is structured to allow us to assign representatives to different geographic areas and call types. DM Disposal customers are routed to representatives that are specifically trained on DM Disposal information. We are constantly cross-training, and expanding the number of representatives that work in multiple areas. Each customer service representative has a customer service manual that describes in details the service rates, policies, and specific details that may vary from one area to another. The calls are set to flow to representatives as quickly as possible.

C.5.b. Service Call Response and Resolution

Discuss how long it takes your firm to respond to service calls, how you monitor and adapt your field staffing to minimize your response time, and how the resolution of each service call is performed in a timely manner.

C.5.b.i Monitoring Tools and Methods

The overall call center goal is to answer every call in one minute or less. Our most recent monthly average was one minute and 45 seconds. We believe, along with quality customer service, prompt customer service is extremely important. Both the customer service manager and customer service supervisor have call monitoring visuals on their computer screens at all times. The call visuals display where there are any callers on hold, and which representatives are on calls and which are free. The manager and supervisor have the ability to "live-monitor" any call and they will communicate electronically with representatives who may need pointers on a difficult call.

Additional monitoring is done by a secret shopper program, called Tooty, Inc. Our local site has received the 5th highest Secret Shopper scores year-to-date, compared to more than 100 sites nationwide in Waste Connections. Most recently, our March score average was 93 percent, and our site has multiple award winners as deemed by the Tooty program for excellence in service. We also monitor calls by listening to actual calls with representatives each month, allowing us to coach the representatives should we hear something in the call that is below exceptional. As referenced earlier, we have the ability to call on other team members in the office, as well as the customer service supervisor and manager to log into the phone system when there is heavy call volume. The caller also has the option to have someone call them back as soon as a representative is free by entering a phone number should the customer find a call back option convenient.

We have an option on our after-hours line for emergencies that routes calls to the assigned supervisor. Should someone call after hours and believe his or her situation warrants immediate feedback from the company, by choosing the after-hours emergency option, the call is routed to the cell phone of the assigned supervisor for immediate resolution. All customer emails are sent to the Customer Service Manager and General Manager,

allowing for a prompt response and resolution to any service issues that may occur on weekends or after hours.

C.5.b.ii. Resolution Principles

The resolution process to any customer call is guided by two principles. The first of these principles is that our customer service representatives are coached to act as advocates for the customers. By serving as an advocate for the customer, we assure that the customer never tells us we did not do enough to help them. Additionally, should there ever be a grey area, this advocating philosophy assures that we error on the side of helping the customer, as opposed to not doing enough for them.

The second principle that guides our call handling process is each customer service representative taking ownership in every call. Occasionally, there are unique or difficult circumstances. Our principle of ownership guides the representative to be the full point of contact throughout the resolution of the circumstance for the customer. This assures that the customer is not handed off from representative to representative during the resolution of a circumstance. It is also customer-friendly, as the specific representative will make a commitment to give her name and extension number to the customer, preventing the customer from having to re-explain the situation to multiple agents.

C.5.b.iii. Payment Service

Our call center has a queue specifically for payments, which allows customers to make a credit card payment on their account at no additional charge to the customer, as well as an automated payment line that allows customers who call us outside of our 7:30 a.m.–5:00 p.m., Monday through Friday hours, to be immediately transferred to an automated payment line.

C.5.c. Missed Collection Procedures

Describe your procedures for handling "missed" collections. Does your company have a separate route for handling misses at the end of each day; is each route driver responsible for collecting their misses on the day or day after regular collection; or does your company use some other system? How has this approach worked to minimize repeat misses? How do you handle customers who repeatedly report unwarranted misses?

C.5.c.i Routes to Assist With Missed Collection

Reports of missed pickups will be addressed immediately and our response will be a reflection of City guidelines and responsive customer service. When a representative learns of a missed pickup, he/she will offer to return a truck to the area as soon as possible or take additional volume the following service day if return pick up is declined. Additionally, we do send out a separate route truck that is tasked to respond to missed or special collections specifically. Should a customer be missed, our customer service representative will add notes to the customer's account describing the situation and response. Work orders printed for return pickups record and track "misses," enabling our operations manager to review reports on service consistency for any of our drivers. In addition, the

Operations Manager creates a scorecard by route, to follow up and coach individual drivers to minimize repeat misses.

C.5.c.ii Monitoring Trends

By reviewing trends on missed collections and coaching drivers, we are able to assure that we minimize missed collections and misses. Additionally, by noting accounts in detail after every call, we are able to be proactive should any customer bring forward a "repeat miss." Any repeat missed pickups are forwarded to the operations supervisors, operations manager, and customer service manager to assure the situation is resolved. When a customer reports a miss, our customer service team will review the notes to see if the driver noted anything in his route book. Should the driver have noted the items were not placed out for pickup, the customer service representative will politely explain the items were not missed; they were not out in time. Should the customer dispute this, our customer service policy is to give the benefit of the doubt to the customer the first time a disputed "not-out" is made. If a customer has a repeated "not out" dispute in the future, the customer service representative will involve a supervisor to assure a fair resolution is made.

C.6. Transition and Implementation Plan

Describe your proposed transition and implementation plans to ensure an efficient and successful implementation of service provisions. Identify the major issues and describe your proposed approach. Discuss customer information, promotion and notification, customer service, procurement and delivery of vehicles, containers and other equipment, contingency plans and other considerations which will ensure a successful transition and implementation of the Project consistent with the start of collection services. Include a timeline which identifies major tasks and key dates in the transition and implementation plan.

After being awarded the successful proponent, DM Disposal will take the necessary measures to go above and beyond the City of Pacific's expectations to ensure the implementation of solid waste collection services is smooth. Prior to beginning the services July 1, DM Disposal supervisors will collect and verify information about the City of Pacific community through frequent site visits. Our dispatch and supervisors will work closely with the first-hand data collected to create the safest and most efficient routes for drivers to service each customer. Each route will be tested with various safety hazard scenarios to ensure it meets DM Disposal's safety standards and meets the community's needs for services. Drivers will have the opportunity to drive through the City of Pacific neighborhoods in non-commercial vehicles prior to July 1 to learn about the community. Additionally, DM Disposal customer service representatives will have the opportunity to ride along with the driver who services the City to learn about the area and community, which will better equip them to answer any questions customers in this

area have.

To deliver the containers and carts efficiently and in a timely manner, DM Disposal will coordinate early and work closely with each of the vendors to ensure each customer has the equipment needed to receive solid waste services prior to July 1. DM Disposal supervisors will also be heavily involved in the first weeks of service to resolve any issues stemming from the transition.

Through our team's experience in implementing new programs in the past, we have found communication to be one of the key components of a successful transition. Frequent customer information specific to the City's citizens will be printed and mailed directly to them, made available online and delivered to each home or business upon delivery of the equipment. To ensure we are meeting the City's expectations, Mark Gingrich and the rest of the implementation team will check in frequently with the City Staff, City Council and the Mayor to make sure all communication is clear during the transition phase.

C.6.a. Major Issues

One of the major factors that affects the success level of implementing a new program or starting a new contract is the experience level of the team managing the project. DM Disposal's implementation team has a wide array of knowledge and experience in managing large projects and contracts in the solid waste industry. Members of our team have worked together for many years on numerous local contracts (please see section B.5.b. Involvement of Proposed Personnel on Similar WCI Contracts) and on the implementation of automated garbage collection in residential areas. With this vast knowledge and experience, DM Disposal does not anticipate any major issues during the transition phase as extensive research about the area, additional training for all staff and a large amount of our resources will be focused on the City of Pacific before, during and after the transition to ensure the implementation is a success.

C.6.b. Approach

Upon notification of the award, the implementation team will kick-off its start-up by reviewing the final contract and program requirements. The team will then outline all program objectives, key contractual requirements, timelines, and important milestones. From this, a detailed implementation plan covering each stage of the transition will be developed, as well as a summary outline of all operational and administrative obligations and requirements pursuant to the contract. From past experience, each member of DM Disposal's implementation team will be familiar with every provision of the contract, as that has shown to be critical in past projects. Throughout the transition, the implementation team will meet regularly to ensure each milestone, deadline and requirement is met according to the contract and the City's expectations.

C.6.b.i. Customer Information

Customer communication will be crucial to ensure a smooth transition of services to DM Disposal. The implementation team will create multiple stages for communications to be mailed, delivered and made available online. In other local areas, the implementation team has had success in mailing two

full color flyers that explain in detail about the service change, attaching an FAQ and general information sheet to the containers delivered prior to the start date and updating the DM Disposal website with additional information. For the City of Pacific residents, each communication would be tailored specifically for those in this area and would be distributed well in advance before the start date of July 1, close to the start date and after to have a smooth transition all the way through this phase.

Additionally, DM Disposal anticipates customers will have questions about the change and information they have received. To prepare, multiple training sessions will be provided for our customer service representatives to understand the City of Pacific community and answer any questions. Before July 1, each customer service representative will work closely with the drivers, supervisors, dispatchers and implementation team to quickly resolve any issues, questions or concerns customers may have after receiving different communications. Once collection begins, customer service representatives will continue their training and complete a ride along with the garbage driver for the City to have a better understanding of the collection services offered in this area.

C.6.b.ii. Promotion and Notification

DM Disposal's implementation team has now successfully transitioned three local cities to fully automated residential garbage collection. In each city, the communications mailed were city-specific and contained easy-to-read and clear information about the service. With this proven success, we will continue to use the general information about the service from previous flyers but then would go one step further and localize the information to customers in the City of Pacific. In addition to information about the service, a letter introducing DM Disposal as the new solid waste services provider, calendars for recycling and yard debris services and additional program requirements and information would be sent to each customer to ensure citizens are well-informed before, during and after the transition to DM Disposal.

Josy Wright, Andrea Ditzler and Marie Most have managed the communication content and distribution in other areas and will continue to maintain that function for this transition. With their extensive customer service backgrounds, each communication will be clear and concise, adhering to DM Disposal's philosophy of going above and beyond for the customer and eliminating any confusion. Additionally, this team will work closely with the City to receive continuous feedback on each communication to ensure expectations are being met.

Once collection begins, DM Disposal will continue using printed materials to educate the City of Pacific residents and businesses about waste reduction tips, proper participation in collection programs, how to increase waste diversion and other resources about carbon footprint reduction. Additionally, DM Disposal's Waste Reduction Representative, Nick Perry, will be in charge of community outreach in the City to continue this education face-to-face.

C.6.b.iii. Customer Service

DM Disposal's full-time customer service staff will consist of a customer service manager, a customer service supervisor and 12 representatives that are trained and staffed to handle DM Disposal calls. Based on the previous transitions in other local areas, we anticipate limited calls due to the transition, as our promotional material is thorough and clear, and our delivery method is accurate and organized. In addition to the 14 full-time customer service staff, including supervisor and manager, additional staff will be available to handle customer calls during the busiest times. Because our call center representatives and office staff are located only 15 minutes away from the City of Pacific, each customer service representative will ride along with a driver through the City to better learn the new area and will go to the Algona Transfer Station to better understand the King County facility and the way it operates.

As demonstrated by DM Disposal's successes in other communities, customer service and satisfaction are essential to our success in providing garbage, recycling, yard waste and other services to customers in Washington. Because the primary goal of our customer service department is to furnish answers and solutions to issues and questions as quickly and professionally as possible, DM Disposal provides extensive training sessions, communicates manager, customer and secret shopper feedback, and provides local, written resources about our services in each city to make this goal a reality each day.

C.6.b.iv. Procurement and Delivery of Vehicles, Containers, and Other Equipment

As described in Sections C.1.a., C.1.b., C.2.a., C.2.b., C.3.a, and C.3.b., DM Disposal has existing trucks and equipment already in place to serve this contract. Currently, the trucks used for residential services would be model year 2013 or newer. As each truck reaches the end of its useful life, DM Disposal will replace them with newer models. With DM Disposal's current inventory, more than enough dumpsters are available for multi-family and commercial customers. For residential customers, DM Disposal will provide the garbage, recycle and yard waste containers for each customer. As the dumpsters and residential containers get used over the years, DM Disposal will be responsible for replacing the worn out containers with up-to-standard ones as needed.

C.6.b.v. Timely Start of Collection

With DM Disposal's vast experience in implementing new programs and starting new contracts with local cities, each step in the implementation plan would be clearly defined and prepared, as detailed in sections C.6.a, C.6.b, C.6.b.i, C.6.b.ii, C.6.b.iii, C.6.b.iv. Through past experiences, the implementation team has maintained strong relationships with all of the equipment vendors that would be used to service the City of Pacific. With these working relationships, proper cooperation and communication will occur before, during and after the transition is complete to ensure collection begins in a timely manner. Additionally, DM Disposal's office, driving and maintenance staff will be properly trained and prepared for the upcoming change; and, all of DM Disposal's resources will be focused on ensuring the City of Pacific's transition is a smooth one.

As always, DM Disposal strives to go above and beyond for our customers. Per the City's request, a start date for collection of July 1 will be maintained. Once collection begins, all residential collection for the City of Pacific will occur on Tuesdays, which allows our drivers to provide consistent service to all City residents.

C.6.b.vi. Implementation Schedule

In the schedule below, we describe our implementation schedule in detail, which would apply to DM Disposal beginning collection services for the City of Pacific. We have included key tasks that will be crucial to a successful implementation and tasks that are needed but have already been completed.

Activity	Start Date	End Date	Duration
Contractor Selection	April 27, 2015	May 26, 2015	One Month
Contract Finalization	As directed by the City	As directed by the City	N/A
Public Education—Finalize introductory literature for customers with approval from the City, mail to all customers	May 27, 2015	June 19, 2015	Three Weeks
Data Collection – dispatchers and supervisors will drive through the City to collect information about the City design, community and area to create mock driving routes	May 27, 2015	June 15, 2015	Two and a half weeks
Route Testing and Finalization – supervisors and drivers will test the routes with various route scenarios to ensure the safest and most efficient routes are being utilized; finalize the routes that will be taken	June 1, 2015	June 30, 2015	One month
Property Procurement/Enter Property Lease	Already Established	Already Established	N/A
Office, Shop, and Facility Set-Up	Already Established	Already Established	N/A
Order Rolling Stock (if necessary)	Already Established	Already Established	N/A
Offer Employment to Qualified Displaced Drivers and Mechanics	May 27, 2015	June 22, 2015	Three Weeks
Hire Site Manager, Customer Service Representatives (CSR's)	Already Established	Already Established	N/A
Procure Residential Carts for City/Bins for New Service Options	May 27, 2015	June 22, 2015	Three Weeks
Procure Multi-Family and Commercial Equipment	Already Established	Already Established	N/A
Procure Roll-Off Equipment	Already Established	Already Established	N/A
Driver Training – ride with supervisor through the City to learn community, attend training sessions about collection services offered in the City, any additional training for smooth transition	June 3, 2015	June 24, 2015	Four weeks

Customer Service Training – attend training for City of Pacific collection services, attend call center training for answer customer questions about changes in services	June 1, 2015	June 30, 2015	One month
Customer Service Training – ride along with residential garbage driver to learn more about the community and how services are operated, continued training sessions about City of Pacific	July 1, 2015	July 31, 2015	One month
Deliver Carts/Bins – (proposed dates, will follow the City's recommendation)	June 24, 2015	June 30, 2015	Six days
Commencement of Service	July 1, 2015		
Customer Service Training – ride along with residential garbage driver to learn more about the community and how services are operated, continued training sessions about City of Pacific	July 1, 2015	July 31, 2015	One month

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F. Implementation and Public Information

F.1. Transitioning to DM Disposal

If you would be a new service provider to the City of Pacific, describe in detail how you would work with the existing contractor to ensure a smooth transfer of information and cart/container exchanges in a timely manner to meet the July 1, 2015, start date. Identify the individuals involved in this effort, their qualifications and previous experience in transitioning existing collection programs. Describe whether the same person will be serving as part of the management staff throughout the Contract Term as serves during the transition/implementation period.

F.1.i. Cart/Container Exchange with Old Contractor

DM Disposal is open to a variety of options to make sure the City and other contractors are all on the same page regarding the transition plan. The implementation team would work closely with the individual managing the old contract to schedule a series of days, depending on the collection schedule, to remove their equipment. We propose to perform all residential services on one day of the week – Tuesdays – to help customers transition over to the DM Disposal containers and schedule. With cooperation from the old contractor, customers would see a seamless transition of equipment.

Once we are awarded as the successful proponent, DM Disposal takes full ownership of any issue customers experience with the transition, including the old contractor's equipment removal. Anticipating customers will have questions about their equipment removal and delivery even after communications are sent, DM Disposal's customer service staff – including the manager and supervisor – will be prepared to answer and manage calls, coordinating with the old contractor when dealing with their equipment. With the experience of DM Disposal's implementation team, we anticipate no issues from our cart vendor or from delivery. With the start date of July 1, DM Disposal is committed to making sure each customer is prepared with the correct equipment for the first collection.

F.1.ii. Information Exchange with Old Contractor

Once awarded as the successful proponent, DM Disposal's implementation team will work with the old contractor and the City of Pacific to get all geography, demographical and customer information early to have the opportunity to review for accuracy on excel or other data sheets available. For commercial customers, driver supervisors would drive to each site to verify the best placement for containers and any other information to create the safest and most efficient route. For residential customers, supervisors will randomly choose customers and streets to visit to spot check for accuracy, ensuring there are not any systemic issues with the way the information reports were generated.

With the combination of the information from the old contractor and the City of Pacific and any first-hand data DM Disposal's supervisors gather, operations managers and dispatchers would work together to create simulated routes. Those routes would then be tested with various safety hazard

scenarios by supervisors to ensure the best routes will be taken on the collection day. All routes for both commercial and residential customers will be finalized prior to the start date of July 1.

F.1.iii. Staff Experience with Old Contractor

Mark Gingrich, General Manager, will be responsible for leading the implementation team in transitioning equipment and information to DM Disposal from the old contractor. Mark has spent the last 13 years with Waste Connections in customer service, operations and management. With this background, he is able to coordinate the logistics and operations of cart delivery and removal while always keeping the customer top of mind to make sure everything runs smoothly. Mark has also coordinated garbage cart roll-outs where new equipment was delivered and old equipment was removed in Portland, Oregon, and locally in Milton, Bonney Lake and Sumner.

Additionally, each member of the implementation team has helped with the roll-out of automated garbage carts in the local cities of Milton, Bonney Lake and Sumner. Each transition was a successful one, and the local call center staff experienced little to no increase in calls from customers with issues. DM Disposal's local call center staff works closely with managers, supervisors and drivers each day, which gives our company the opportunity to have small group meetings with staff affected by the change and organize a day-to-day game plans for organization on this project. With our leaders' experience in service transitions and close relationships with the local customer service representatives, DM Disposal's implementation team has full confidence this transition will be successful and seamless.

With this contract term lasting a minimum of 10 years, DM Disposal's implementation team will continue to have strong leaders with experience in the solid waste municipal industry and with managing large new program implementation and management. While there are no intentions of changing implementation managers over the course of the contract term, DM Disposal is a regional hub for Waste Connections where top talent is brought in to learn the business from the ground up. These individuals are then developed into strong leaders and grow through experiences in successful projects like the City of Pacific program implementation. Any manager replacement would be highly qualified and fully equipped to manage the remainder of the contract with the City, if need be.

F.2. Contractor Support and Responsibilities

The Contractor will be responsible for introducing the new recycling collection system, supporting City multifamily recycling promotion, maintaining the contractor's website and certain other activities. City staff will lead program promotion efforts, and will require participation and support from the Contractor (promotion planning assistance, customer service education, distribution of materials at the curb, etc.).

F.2.i. Promotional Planning

To ensure all materials sent to customers have the most accurate, detailed and simple, easy-to-read content, DM Disposal's implementation team will gather information and professionally prepare each communication specific to the City of Pacific. Josy Wright, Outreach and Education Director, looks at each Waste Connections district in the Pacific Northwest to gain a big-picture perspective about best

practices and what is most effective in other areas. Once she has put together the general content, Customer Service Supervisor, Marie Most, and Customer Service Manager, Andrea Ditzler, will work with the City to customize the information and direct it toward the City's community. Additionally, Waste Reduction Representative, Nick Perry, is responsible for going out into the field and talking directly to customers, bringing feedback to the office staff to include in the communications. From there, the implementation team will create a communication plan, share it with the City, incorporate any feedback and create and distribute the materials.

F.2.ii. Customer Service Education

At DM Disposal, the customer is always top of mind for everything we do. With several members of DM Disposal's implementation team having a background in customer service, each decision will be made to have the least impact on the customer while keeping our drivers and employees safe at all times. Andrea and Marie will work closely with the call center staff to gather feedback from customers about the transition and ongoing collection. With Nick attending community events or having other staff members representing DM Disposal at various gatherings throughout the contract term, communication, education, and service solutions would be formulated based on what customers tell our team members at those meetings. Additionally, DM Disposal will partner with King County and the City of Pacific to implement new programs or educate customers about proper participation to help meet all waste diversion and reduction goals. All feedback from our partners and customers will drive the type of education communicated to the City of Pacific community.

F.2.iii. Distribution of Materials at Curb

After mailing a minimum of two flyers communicating the change of service, DM Disposal garbage carts will be delivered to each customer with an attached information sheet. This communication will not only remind customers about the details already sent in the previous flyers, but it will also explain what customers can expect on their first pick up day and in the future for service. Once collection begins, drivers will be empowered to communicate directly with customers about any issues preventing service in the future, such as contamination in the recycling and yard waste containers, spacing issues or containers being too full to dump into the side of the truck. During the first several weeks of service, the driver will service the containers like normal and use these communications as a way to educate customers about the new service.

F.2.iv. DM Disposal website

The DM Disposal website allows customers to bring up specific information about their community in the form of an annual rate letter mailed every year. Because the City of Pacific is mostly in King County, the site will be modified to more clearly separate King County from Pierce County. Our existing site has an announcements section where we can update accordingly if there are changes to any community, such as weather alerts, community events or service changes. The website also has residential route and program information by city. While Marie and Andrea monitor the site to ensure it has the most up-to-date information and connects with customers on an individual level, Mark uses the site to check incoming emails to make sure customers are always satisfied with their service.

Feedback from customers will then be used to make service updates and changes, if necessary. Additionally, we are working with a vendor to redesign the entire website to make it more interactive, user-friendly, educational and easy to read. We anticipate having the site updated no later than December 2015. After the redesign is complete, DM Disposal's implementation team will have the authority to make changes to the content moving forward to ensure the site information stays relevant.

F.3. New Program Education

Describe and provide examples of materials developed by Proponent staff and used to introduce and support single-family recycling, yard debris, and expanded food-waste collection programs. Address how materials will be distributed and how residents seeking additional information will be accommodated during program introduction. Detail how your approach will increase and maintain participation and how methods may change as participation levels increase or decrease.

F.3.i. Examples of Distributed Materials

In the Outreach and Educational Materials section, a calendar, recycling guide and flyer regarding the roll-out of garbage carts are included. Each of these communications is an example of the letters we send to customers in other areas surrounding the City of Pacific. Customer feedback has shown they are easy-to-read, simple and inform customers in-depth about the service they receive. Through DM Disposal's partnership with the City of Pacific, each communication would be modified to speak directly to the City's community.

F.3.ii. Increasing and Maintaining Participation

Currently, several tools are in place to increase and maintain participation in any recycling and/or yard waste program. First and foremost, DM Disposal's customer service representatives are trained to focus on promoting recycling more, recycling correctly and reducing waste altogether. Several of our representatives have worked hard to become sustainability experts and look for every opportunity to share their knowledge during a conversation with a customer. Additionally, some of the representatives have gone a step further and have been responsible for sending weekly articles about waste reduction and sustainability to the rest of the office staff, helping to develop a team of green-minded customer service staff members. With this knowledge, every staff member will be prepared to promote the benefits of increasing or adding recycling when applicable and maintaining the current recycling service levels.

Every year, the DM Disposal customer service team runs annual account summaries to determine which homes are not participants in single-family recycling. Should a home not participate, our team will send a printed flyer, or promotion, that describes the potential cost savings if the residents reduced their garbage service level and increase or add recycling services. On a monthly basis, customer service leaders review customer accounts and service levels of those who tend to put out extra garbage. These accounts are reviewed to pinpoint potential trends – such as, if the time of year could increase waste, if the extra waste is consistent for a family or if the extra was just a onetime occurrence. Should the City of Pacific choose to have a proactive outreach program, DM Disposal

leaders can put together a plan to reach out to high waste-producing customers to educate them about various recycling, yard waste and garbage service options that would better fit their family's needs.

F.3.vii. Public Information in Response to Service Issues

DM Disposal is committed to working with the City of Pacific on any service issues or outreach to residents and businesses. Generally, we discuss first with the City Staff about deadlines and expectations of the public information. DM Disposal's implementation team has experience working with other cities on educating the public with tight turnarounds, such as preparing, finalizing and distributing communications in less than a week. With the implementation team's experience in remaining flexible and having close partnerships with all cities DM Disposal has the opportunity of servicing, projects will be prioritized for adequate turnaround time, ensuring deadlines are always met and key messages are portrayed in each communication.

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Proposal Forms

Form 1. Cover Sheet and General Information

Company Name:	**D.M. Disposal Co., Inc. ("DM Disposal")**
Home Office Address:	**(Waste Connections Inc.)**
	3 Waterway Square Place, The Woodlands, TX 77380
Washington Business Address:	**4822 70th Avenue East, Fife, WA 98424**
Website Address:	**www.wasteconnections.com; www.murreysdisposal.com**

Name, Title, Address, Telephone Number, FAX Number and E-Mail Address of the person to be contacted concerning the Proposal:

Name	**Dan Schooler**
Title	**Division Vice President**
Address	**4822 70th Avenue East, Fife, WA 98424**
Phone	**(253) 875-5870**
Fax	**(253) 414-0366**
E-Mail	**DanS@wasteconnections.com**

If Applicable, Name of the Parent Company:

Waste Connections, Inc.

Home Office Address, Telephone Number and Website Address of the Parent Company:

Parent Company Name:	**Waste Connections, Inc.**
Home Office Address:	**3 Waterway Square Place, The Woodlands, TX 77380**
Phone	**(877) 288-9269**
Website Address:	**www.wasteconnections.com**

Describe the parent company's relationship with the Proponent:

D.M. Disposal Co., Inc. is a wholly owned subsidiary of Waste Connections, Inc.

If applicable, does the person signing the documents have the authority to sign on behalf of the Proponent? X Yes __No

Names of Companies that will share significant and substantive responsibilities with the Proponent in performing services under the Contract:

Not Applicable

Attach to this form, and number appropriately, documentation showing that the Proponent is duly organized and validly existing as a corporation or partnership in good standing.

Form 2. Proposal Security

PROPOSAL BOND

KNOW ALL PERSONS BY THESE PRESENTS, THAT WE,

D.M. Disposal Co. Inc. of Washington, as Principal, and the

Platte River Insurance Company, a corporation duly organized under the laws of the State of Nebraska, and authorized to do business in the State of Washington, as Surety, are held and firmly bound unto the City of Pacific, Washington, as Obligee, in the full and penal sum of Twenty-five Thousand Dollars ($25,000), the payment of which the Principal and the Surety, bind themselves, their heirs, executors, administrators and assigns, and successors and assigns, jointly and severally by these presents.

The condition of the obligation is such that if the Obligee shall make any award to the Principal for the Garbage, Recyclables and Yard Debris Collection Contract, according to the terms of the Proposal made by the Principal therefore, and the Principal shall duly make and enter into the Contract with the Obligee in accordance with the terms of said Proposal and award and shall give bond for the faithful performance thereof, with Surety or Sureties approved by the Obligee or if the Principal shall, in case of failure to do so, pay and forfeit to the Obligee the penal amount of the deposit specified in the Request for Proposals, then this obligation shall be null and void; otherwise it shall be and remain in full force and effect and the Surety shall forthwith pay and forfeit to the Obligee, as penalty and liquidated damages the amount of this bond.

IN TESTIMONY WHEREOF, the Principal and Surety have caused these presents to be signed and sealed this 14th day of April, 2015.

Principal: D.M. Disposal Co. Inc.

James M. Hale, Sr. Vice President

Surety: Platte River Insurance Company

By and Through Attorney-in-Fact:

3

PLATTE RIVER INSURANCE COMPANY
POWER OF ATTORNEY

41320634

KNOW ALL MEN BY THESE PRESENTS, That the PLATTE RIVER INSURANCE COMPANY, a corporation of the State of Nebraska, having its principal offices in the City of Middleton, Wisconsin, does hereby constitute and appoint

----------SARAH M. COLLINS, CATHERINE A. WUNDER, DAVID W. GARESE, AUDREY C. SREEN----------

its true and lawful Attorney(s)-in-fact, severally, and for the delivery hereof on its behalf, in such capacity and as its act and deed, any and all bonds, recognizances and contracts of suretyship, provided that no bond or undertaking or contract of suretyship executed under this authority shall exceed in amount the sum of

---------- ALL WRITTEN INSTRUMENTS IN AN AMOUNT NOT TO EXCEED $20,000,000.00----------

This Power of Attorney is granted and is signed and sealed by facsimile under and by the authority of the following Resolution adopted by the Board of Directors of PLATTE RIVER INSURANCE COMPANY at a meeting duly called and held on the 8th day of January, 2002:

RESOLVED: That the President and Vice-President, the Secretary or Treasurer, acting individually or otherwise, be and they hereby are granted the power and authorization to appoint by a Power of Attorney for the purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, one or more vice presidents, assistant secretaries and assistant treasurers in such form as they may deem necessary and desirable and to revoke the powers and duties granted to such attorneys-in-fact. The business of the company, the signature of such officers and the seal of the Corporation may be affixed to such power of attorney or to any certificate relating thereto by facsimile, and any such power of attorney to which shall be affixed facsimile signatures or facsimile seal shall be valid and binding upon the Corporation in the future with respect to any bond or undertaking or other writing obligatory in the nature thereof to which it is attached. Any such appointment may be revoked, for cause, or without cause, by any of said officers at any time.

In connection with obligations in favor of the Florida Department of Transportation only it is agreed that the liability hereunder in favor of the Florida Department of Transportation shall not exceed the penal sum of $50,000.00 for any one bond or contract, including payment of all costs, expenses and attorney's fees incurred by the State of Florida Department of Transportation in securing payment of the bond obligation.

In connection with all bonds in favor of the Kentucky Department of Highways only, it is agreed that the power of attorney hereby given to the Attorney-in-Fact cannot be modified or revoked without prior written personal notice of such intent has been given to the Commissioner – Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the effective date of revocation.

IN WITNESS WHEREOF, the PLATTE RIVER INSURANCE COMPANY has caused these presents to be signed by its officers undersigned and its corporate seal to be hereto affixed duly attested, this 8th day of January, 2014.

Attest:

Richard W. Allen II
President,
Surety & Fidelity Operations

SEAL

PLATTE RIVER INSURANCE COMPANY

Stephen J. Sills
CEO & President

STATE OF WISCONSIN }
COUNTY OF DANE } ss

On the 8th day of January, 2014 before me personally came Stephen J. Sills, to me known, who being by me duly sworn, did depose and say: that he resides in the County of New York, State of New York; that he is President of PLATTE RIVER INSURANCE COMPANY, the corporation described herein and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said corporation and that he signed his name thereto by like order.

CERTIFICATE

Daniel W. Krueger
Notary Public, State of Wisconsin
My Commission is Permanent

STATE OF WISCONSIN }
COUNTY OF DANE } ss

I, the undersigned, duly elected officer of the Company named below, do hereby certify that I am an officer of PLATTE RIVER INSURANCE COMPANY, a Nebraska Corporation, authorized to make this certificate. DO HEREBY CERTIFY that the foregoing Power of Attorney remains in full force and has not been revoked, and that the Resolution of the Board of Directors set forth in the Power of Attorney is now in force.

Signed and sealed at the City of Middleton, State of Wisconsin, this 14th day of April, 2015.

SEAL

Allen S. Gilbert
Secretary

THE DOCUMENT IS NOT VALID UNLESS PRINTED ON GREEN SHADED BACKGROUND WITH A BLUE & SILVER STRIP IN THE UPPER RIGHT HAND CORNER. IF YOU HAVE ANY QUESTIONS CONCERNING THE AUTHENTICITY OF THIS DOCUMENT CALL 800-353-4503

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document

State of California
County of Sacramento)

On April 14th, 2015, before me, Jose Lemus, Notary Public
(insert name and title of the officer)

personally appeared David W. Garese,
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

JOSE LEMUS
Commission # 2034253
Notary Public - California
San Diego County
My Comm. Expires Jul 21, 2017

Signature _____ (Seal)

Form 3. Identification of Performance Security

If the Proponent is awarded a Contract on this Proposal, the surety or other financial institution that provides the letter of credit or other performance guarantee shall be:

Travelers Casualty and Surety Company of America, whose address is

225 Lennon Lane #200, Walnut Creek, CA 94598, whose

telephone number is **(925) 945-4053**, and website address

is **www.travelers.com**.

Form 4. Certification of Proposal - Declaration and Understanding

Proponent's Declaration and Understanding

The undersigned Proponent declares that the only persons or parties beneficially or financially interested in this Proposal are those named herein; that this Proposal is, in all respects, fair and without fraud; that it is made without collusion; and that the Proposal is made without any connection or collusion with any person submitting another Proposal on this Project.

The Proponent declares that this Proposal is genuine and not made in the interest of or on behalf of any undisclosed person, firm or corporation; this proposal is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; the Proponent has not directly or indirectly entered into any agreement, induced or solicited any other Proponent to submit a false or sham Proposal; the Proponent has not solicited or induced any person, firm or corporation to refrain from Proposing; the Proponent has not sought by collusion to obtain for itself any advantage over any other Proponent or over the City; and Proponent has not otherwise taken any action in the restraint of free competitive proposals in connection with the Project for which this Proposal is submitted.

The Proponent declares that it has familiarized itself with the nature and extent of the Contract, the existing Project, all local conditions and all other relevant facilities, properties, laws and regulations that in any manner may affect cost, implementation, progress, performance or furnishing of the Project. The Proponent has satisfied itself as to the services and equipment to be provided, including the fact that the description of the services and equipment is brief and is intended only to indicate the general nature of the Project.

The Proponent further acknowledges that it has satisfied itself as to the nature and location of the Project, the general and local conditions, particularly those bearing on the availability of equipment, access, recycling and organic material markets, disposal fees, availability of labor, roads, and the uncertainties of weather or similar physical conditions in the City, the character of equipment and facilities needed to execute the Project, and all other matters that may in any way affect the Project or the cost thereof under the Contract.

The Proponent further acknowledges that it has satisfied itself as to the character, quality and quantity of information provided by the City regarding the Existing Project and solid waste system, and the Proponent has adequately investigated the City's customer base and any additional information that may be provided by the City. Failure by the Proponent to acquaint itself with the physical conditions of the City's customer base and all available information will not relieve it from responsibility for properly estimating the difficulty or cost of successfully performing the services and providing the equipment required under the Contract.

The Proponent warrants that, as a result of its examination and investigation of all the data referenced above, it can execute the Project in a good, timely and workmanlike manner and to the satisfaction of the City. The City assumes no responsibility for any representation made by any of its officers or agents during or prior to the execution of the Contract, unless (1) such representations are expressly stated in the Contract; and/or (2) the Contract expressly provides that the City therefore assumes the responsibility.

The Proponent has given the City written notice in a timely manner of all conflicts, errors, omissions or discrepancies that it has discovered in the Proposal Documents and the written resolution thereof by the City is acceptable to the Proponent.

Self-Reliance

The Proponent acknowledges that the information contained in this Proposal represents its understanding of the City's existing Project, terrain, streets, alleys, container locations, recycling and organic debris markets, and other conditions that could affect the costs or operational efficiencies of fulfilling the Contract. In preparing this Proposal, we have relied on our own investigation and research.

Start of Project and Contract Term

If awarded a Contract, the Proponent agrees to commence all collection services under the terms and conditions of the Contract on July 1, 2015. The Contract will extend through June 30, 2025.

Unit Price

The Proponent proposes to invoice and collect payments of the Contract charges (rates), as set forth under the provisions of the Contract.

Contractor charges (rates) will be adjusted upward or downward as provided in the Contract unless prohibited by the law or a vote of the people, in which case the Contract will be subject to renegotiation under Section 6.4 of the Contract. The Contractor will be responsible, generally, for all real (non-inflationary) cost increases, and will benefit from any real cost decreases, except as specifically agreed to in the Contract. The Proponent understands that the per-unit served price and the price adjustments are independent of the quantities and quality of materials collected. The Proponent agrees that the per unit served price and the price adjustments represent a reasonable measure of the labor and materials required to execute the Project, including all allowances for overhead and profit, and applicable taxes, fees and surcharges for such services. Prices shall be given in U.S. dollars and cents.

Addenda

The Proponent below lists and hereby acknowledges receipt of all Proposal Documents and of the following:

Addendum Number	Date
1	April 21, 2015
2	April 30, 2015
3	May 7, 2015
4	May 7, 2015

The Proponent agrees that all Addenda issued are part of the Contract, and the Proponent further agrees that its Proposal includes all effects of the Addenda.

CITY OF PACIFIC
Office of City Clerk/Personnel Manager
100 3rd Avenue SE, Pacific, WA 98047
(253) 929-1105
(253) 939-6026 Fax

ADDENDUM TO RFP DOCUMENTS

REQUEST FOR PROPOSAL: Solid Waste Services for the City of Pacific

ADDENDUM NO.: 1

DATE: April 21, 2015

To All Potential Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession. *Per the RFP, in the executive summary or cover letter, the proposer shall confirm receipt of any RFP addenda received and considered during the development of the proposal.*

All addenda will be posted on the City of Pacific website and sent to potential proponents whom have requested a copy of the RFP.

Change of submittal date:

In the RFP for Solid Waste Services, issued April 3, 2015, Section 2.2 Interpretations and Schedule on Page 5, please note the submittal date for proposals has been changed from April 24, 2015, to May 8, 2015.

CITY OF PACIFIC
Office of City Clerk/Personnel Manager
100 3rd Avenue SE, Pacific, WA 98047
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(253) 939-6026 Fax

ADDENDUM TO RFP DOCUMENTS

REQUEST FOR PROPOSAL: Solid Waste Services for the City of Pacific

ADDENDUM NO.: 2

DATE: April 30, 2015

To All Potential Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession. *Per the RFP, in the executive summary or cover letter, the proposer shall confirm receipt of any RFP addenda received and considered during the development of the proposal.*

All addenda will be posted on the City of Pacific website.

Questions submitted for clarification:

1. On page 2 of the RFP, the existing system refers to mandatory collection for residences and businesses (Section 1.2). Our assumption is that service will continue to be mandatory within these sectors in your new system. Is this correct?

   Yes, for garbage only. Recycle and yard waste will be by subscription to commercial and recycle will be imbedded into residential and multifamily residential and yard debris will be imbedded into residential and by subscription to multifamily. Recycle and yard waste is not mandatory but there will be no price break for those who do not participate where it is imbedded into the garbage fee.

2. On page 7 of the RFP, the Customer Sector chart refers to 'Can' service within the Multifamily and Commercial Sector. Does the City wish to have Proponents offer can services (customer provided) for garbage at multifamily and commercial locations, or does the City's new system intend to have carts for all sectors (company provided)?
   The intent is for the garbage collection contractor to provide the containers for

collection but we understand there may be exceptions in some cases where the use of compactors by the customer is in place to reduce the footprint on site.

3. On page 10, section D of the RFP; our understanding is that the City intends to assure that Multifamily locations are offered a minimum 48 gallons recycling service, per unit, weekly; however if the service provider provided 96-gallons every other week recycling service per unit to a Multifamily location, this would be adequate. Additionally, our assumption continues in the following scenario: If there was a 20 unit Multifamily property, they would then need to have a minimum provided recycling service of 960 gallons recycling per week, or 1,920 gallons of recycling every-other week. 1 cubic yard is equivalent to 204 gallons (approx), so by this logic the service provider would need to offer a range of recycling between 4.7 cubic yards per week, or 9.41 cubic yards recycling every-other-week. Are our assumptions and logic matching the City's intent on this section correct? If we are not correct, is there additional clarification that could be offered in this area?

   Yes, the assumption is correct. However, as stated throughout the RFP the customer may choose to reduce the size to be collected voluntarily but this will not result in a price break. The expectation is that the contractor will work with each multifamily complex owner to determine the needs for that complex and the options that the contractor can provide. Many of our multifamily complexes do not recycle and the City would like them to consider doing so to possibly reduce the amount of garbage being collected thereby possibly reducing the container size to be collected as garbage and reducing their bill that way.

4. On page 17 of the RFP, within section C1, there is language that states the Proponent 'would implement automated residential collection if the City elected to proceed with that option.' Our assumption is that the City's intent is to assure that all residential customers would get automated collection, and that there would be no more can services for residential customers. Is this assumption correct?

   Yes

5. On page 20 of the RFP, within section 3.2 there is reference that the page numbers 'must be placed in the upper right-hand corner of each such page and sub-lettered to correspond with the page to which the information pertains.' Would it be acceptable for a proposal which is submitted bound, where for visibility purposes, page-numbers and sub-lettering always appeared on the outer-most edge of the page; in the lower corner?

   Yes

6. In the new system, does the City intend to have Proponents apply the franchise

fee of 3% on each customer's bill separate from the monthly rate (which is how the utility tax is referred to on page 8, section B.2). Or, should the 3% franchise fee be applied into the unit price for each service?

The 3% franchise fee is a fee charged on the gross receipts collected by the provider and should be factored in when establishing the rates.

7. If the 3% franchise fee is applied into the unit price for each service, does this 3% count towards the final unit price cap on a 35-40 gallon cart of $23.60?

   Yes

8. Our assumption is that the state's 3.6% refuse tax, as well as the King County hazardous waste fee, would continue to be itemized separately on customer bills, and not be included in the unit price, as is the current practice in King County. Is this assumption correct?

   The only tax or fee that is not included in the base 35-40 gallon cart fee of $23.60 is the City of Pacific's utility tax. The contractor may itemize the other fees and taxes in the billing if they choose to but the total of all of those fees and taxes minus the City's utility tax must be less than or equal to $23.60.

9. Will the attached **PROPOSAL SECURITY (proposal bond)** be acceptable as modified?

   Yes

10. In the **PROPOSAL SECURITY** form (page 23) **and Form 3 IDENTIFICATION OF PERFORMANCE SECURITY** (Page 25) Performance Security is shown as a requirement. However, we could not find the actual requirements of the PERFORMANCE SECURITY. If PERFORMANCE SECURITY is provided in the form of a **Performance Bond** it is Industry standard that the **Performance Bond** be on an annually renewable form (Sample attached) in the amount of one year's estimated billing. Will this be acceptable **Performance Security**?

    Yes

11. On page 7 of the RFP, the proposal mentions that 'contractor fees provided by the bidder shall incorporate the following elements, and be based on actual cost of service.' Below this statement the chart refers to cart costs being embedded in the rates, and a cost-of-service formula being used for the rate. Does the rate Proposal submitted by proponents need to show details for each rate, such as the formula used or cart costs embedded in rates, or is a simple rate proposal showing the overall rate being billed to customers by service level sufficient?

Yes

12. Will a format similar to the attached PDF be sufficient for each level of service in the rate proposal? If not, is there an example format the City could send to Proponents to submit rates on?

    Yes

13. To remain consistent with service expectations elsewhere in the RFP, did the City intend to reference that multifamily rates should include garbage and recycling?

    The Multifamily/Commercial Can, Cart and Detachable Container customer sector asks for rates to "include and exclude container costs." Typically rates in this sector are inclusive of the container costs as customers are not permitted to procure their own carts or steel bin containers (due to safety and equipment compatibility concerns). Will the City strike "and excluding" from the Multifamily/Commercial line in the section 2.5 table?

    Rate Table, Section 2.5 (excerpt):

Customer Sector	Include in Rates	Rate Formula
Multifamily/Commercial Can, Cart and Detachable Container	Garbage, including and excluding container costs	Cost-of-service

    Yes

14. Waste Management has included a blank template for submitting a rate proposal. Will this be sufficient for the City's use?

    Simple rate structures should be used to prevent confusion. The formats that she has used in the past should be more than sufficient. We have no example format

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

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(253) 939-6026 Fax

ADDENDUM TO RFP DOCUMENTS

REQUEST FOR PROPOSAL: Solid Waste Services for the City of Pacific

ADDENDUM NO.: 3

DATE: May 7, 2015

To All Potential Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession. *Per the RFP, in the executive summary or cover letter, the proposer shall confirm receipt of any RFP addenda received and considered during the development of the proposal.*

All addenda will be posted on the City of Pacific website.

Clarification on a question previously submitted:

Question No. 8 from Addendum 2 asks:

> Our assumption is that the state's 3.6% refuse tax, as well as the King County hazardous waste fee, would continue to be itemized separately on customer bills, and not be included in the unit price, as is the current practice in King County. Is this assumption correct?
>
> *Yes. The state's 3.6% refuse tax, as well as the King County Hazardous waste fee, will continue to be itemized separately on customer bills, and not included in the unit price as is the current practice in King County.*

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

CITY OF PACIFIC
Office of City Clerk/Personnel Manager
100 3rd Avenue SE, Pacific, WA 98047
(253) 929-1105
(253) 939-6026 Fax

ADDENDUM TO RFP DOCUMENTS

REQUEST FOR PROPOSAL: Solid Waste Services for the City of Pacific

ADDENDUM NO.: 4

DATE: May 7, 2015

To All Potential Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession. *Per the RFP, in the executive summary or cover letter, the proposer shall confirm receipt of any RFP addenda received and considered during the development of the proposal.*

All addenda will be posted on the City of Pacific website.

Regarding a previously posed question about the Performance Bond:

In the **PROPOSAL SECURITY** form (page 23) **and Form 3 IDENTIFICATION OF PERFORMANCE SECURITY** (Page 25) Performance Security is shown as a requirement. However, we could not find the actual requirements of the PERFORMANCE SECURITY. If PERFORMANCE SECURITY is provided in the form of a **Performance Bond** it is Industry standard that the **Performance Bond** be on an annually renewable form (Sample attached) in the amount of one year's estimated billing. Will this be acceptable **Performance Security?**

The requirement for a bond is in state law. The bond that submitters must post will have to be approved as to form by the City Attorney and the amount of the bond will be set by the City Council, consistent with RCW 35.21.156(7).

AMENDED AND RESTATED BYLAWS

OF

D. M. DISPOSAL CO., INC.
(a Washington corporation)

ARTICLE I

SHAREHOLDERS

1. **SHARE CERTIFICATES.** Certificates evidencing fully-paid shares of the corporation shall set forth thereon the statements prescribed by Section 23B.06.250 of the Washington Business Corporation Act ("Business Corporation Act") and by any other applicable provision of law, shall be signed, either manually or in facsimile, by any two of the following officers: the Chief Executive Officer, the President, a Vice-President, the Secretary, an Assistant Secretary, the Chief Financial Officer, an Assistant Chief Financial Officer, or by any two officers designated by the Board of Directors, and may bear the corporate seal or its facsimile. If a person who signed, either manually or in facsimile, a share certificate no longer holds office when the certificate is issued, the certificate is nevertheless valid.

2. **FRACTIONAL SHARES OR SCRIP.** The corporation may: issue fractions of a share or pay in money the value of fractions of a share; arrange for disposition of fractional shares by the shareholders; and issue scrip in registered or bearer form entitling the holder to receive a full share upon surrendering enough scrip to equal a full share. Each certificate representing scrip must be conspicuously labeled "scrip" and must contain the information required by subsection (2) of Section 23B.06.250 of the Business Corporation Act. The holder of a fractional share is entitled to exercise the rights of a shareholder, including the right to vote, to receive dividends, and to participate in the assets of the corporation upon liquidation. The holder of scrip is not entitled to any of these rights unless the scrip provides for them. The Board of Directors may authorize the issuance of scrip subject to any condition considered desirable, including (a) that the scrip will become void if not exchanged for full shares before a specified date; and (b) that the shares for which the scrip is exchangeable may be sold and the proceeds paid to the scripholders.

3. **SHARE TRANSFERS.** Upon compliance with any provisions restricting the transferability of shares that may be set forth in the articles of incorporation, these Bylaws, or any written agreement in respect thereof, transfers of shares of the corporation shall be made only on the books of the corporation by the registered holder thereof, or by his attorney thereunto authorized by power of attorney duly executed and filed with the Secretary of the corporation, or with a transfer agent or a registrar and on surrender of the certificate or certificates for such shares properly endorsed and the payment of all taxes thereon, if any. Except as may be otherwise provided by law or these Bylaws, the person in whose name shares stand on the books of the corporation shall be deemed the owner thereof for all purposes as regards the corporation; provided that whenever any transfer of shares shall be made for collateral security, and not

absolutely, such fact, if known to the Secretary of the corporation, shall be so expressed in the entry of transfer.

4. **RECORD DATE FOR SHAREHOLDERS.** In order to determine shareholders entitled to notice of or to vote at any meeting of shareholders or any adjournment thereof, to demand a special meeting, or to take any other action, the Board of Directors of the corporation may fix a date as the record date for a determination of shareholders, such date in any case to be not more than seventy days before the meeting or action requiring such determination of shareholders. A determination of shareholders entitled to notice of or to vote at a shareholders' meeting is effective for any adjournment of the meeting unless the Board of Directors fixes a new record date, which it must do if the meeting is adjourned to a date more than one hundred twenty days after the date fixed for the original meeting.

5. **MEANING OF CERTAIN TERMS.** As used herein in respect of the right to notice of a meeting of shareholders or a waiver thereof or to participate or vote thereat or to consent or dissent in writing in lieu of a meeting, as the case may be, the term "share" or "shares" or "shareholder" or "shareholders" refers to an outstanding share or shares and to a holder or holders of record of outstanding shares when the corporation is authorized to issue only one class of shares, and said reference is also intended to include any outstanding share or shares and any holder or holders of record of outstanding shares of any class upon which or upon whom the articles of incorporation confer such rights where there are two or more classes or series of shares or upon which or upon whom the Business Corporation Act confers such rights notwithstanding that the articles of incorporation may provide for more than one class or series of shares, one or more of which are limited or denied such rights thereunder.

6. **SHAREHOLDER MEETINGS.**

6.1 **TIME.** The annual meeting of the shareholders shall be held at the principal executive office of the corporation, at 11:00 a.m., Pacific Standard Time, on the third Tuesday in January in each year, if not a legal holiday, and if a legal holiday, on the next day following which is not a legal holiday. A special meeting shall be held on the date fixed from time to time by the directors except when the Business Corporation Act confers the right to call a special meeting upon the shareholders.

6.2 **PLACE.** Annual meetings and special meetings shall be held at such place in or out of the State of Washington as the directors shall from time to time fix.

6.3 **CALL.** Annual meetings may be called by the directors or the Chairman of the Board of Directors, the Chief Executive Officer, the President, or the Secretary or by any officer instructed by the directors or the Chief Executive Officer to call the meeting. Special meetings may be called in like manner.

6.4 **NOTICE OR ACTUAL OR CONSTRUCTIVE WAIVER OF NOTICE.** The corporation shall notify shareholders of the date, time, and place of each annual and special shareholders' meeting. Such notice shall given be no fewer than ten nor more than sixty days before the meeting date, except that notice to act on an amendment to the articles of incorporation, a plan of merger or share exchange, a proposed sale of assets pursuant to Section

23B.12.020 of the Business Corporation Act, or the dissolution of the corporation shall be given no fewer than twenty nor more than sixty days before the meeting date. Unless the Business Corporation Act or the articles of incorporation require otherwise, notice of an annual meeting need not include a description of the purpose or purposes for which the meeting is called. Notice of a special meeting must include a description of the purpose or purposes for which the meeting is called. Unless the Business Corporation Act or the articles of incorporation require otherwise, the corporation is required to give notice only to shareholders entitled to vote at the meeting. A shareholder may waive any notice required by the Business Corporation Act, the articles of incorporation, or the Bylaws before or after the date and time stated in the notice. Except as otherwise provided by the provisions of subsections (2) and (3) of Section 23B.07.060 of the Business Corporation Act, a waiver must be in writing, be signed by the shareholder entitled to the notice, and be delivered to the corporation for inclusion in the minutes or filing with the corporate records. A shareholder's attendance at a meeting waives objection to lack of notice or defective notice of the meeting, unless the shareholder at the beginning of the meeting objects to holding the meeting or transacting business at the meeting; and waives objection to consideration of a particular matter at the meeting that is not within the purpose or purposes described in the meeting notice, unless the shareholder objects to considering the matter when it is presented.

6.5 **VOTING LIST FOR MEETING.** After fixing a record date for a meeting, the corporation shall prepare an alphabetical list of the names of all its shareholders on the record date who are entitled to notice of a shareholders' meeting. The list must be arranged by voting group, and within each voting group by class or series of shares, and show the address of and number of shares held by each shareholder. The shareholders' list must be available for inspection by any shareholder, beginning ten business days prior to the meeting and continuing through the meeting, at the corporation's principal office or at a place identified in the meeting notice in the city where the meeting will be held. A shareholder, the shareholder's agent, or the shareholder's attorney is entitled to inspect the list during regular business hours and at the shareholder's expense, during the period it is available for inspection. The corporation shall make the shareholders' list available at the meeting, and any shareholder, the shareholder's agent, or the shareholder's attorney is entitled to inspect the list at any time during the meeting or any adjournment.

6.6 **CONDUCT OF MEETING.** Meetings of the shareholders shall be presided over by one of the following officers in the order of seniority and if present and acting - the Chairman of the Board, if any, the Vice-Chairman of the Board, if any, the Chief Executive Officer, the President, a Vice-President, if any, or, if none of the foregoing is in office and present and acting, by a chairman to be chosen by the shareholders. The Secretary of the corporation, or in his absence, an Assistant Secretary, shall act as secretary of every meeting, but, if neither the Secretary nor an Assistant Secretary is present, the chairman of the meeting shall appoint a secretary of the meeting.

6.7 **PROXY REPRESENTATION.** A shareholder may appoint a proxy to vote or otherwise act for the shareholder by signing an appointment form, either personally or by the shareholder's attorney-in-fact or agent. An appointment of a proxy is effective when received by the Secretary or other officer or agent authorized to tabulate votes. An appointment is valid for eleven months, unless a longer period is expressly provided in the appointment form.

An appointment of a proxy is revocable by the shareholder unless the appointment is coupled with an interest.

6.8 **SHARES HELD BY NOMINEES.** The corporation may establish a procedure by which the beneficial owner of shares that are registered in the name of a nominee is recognized by the corporation as the shareholder. The extent of this recognition may be determined in the procedure.

6.9 **QUORUM.** Unless the articles of incorporation or the Business Corporation Act provides otherwise, a majority of the votes entitled to be cast on a matter by a voting group constitutes a quorum of that voting group for action on that matter. Shares entitled to vote as a separate voting group may take action on a matter at a meeting only if a quorum of those shares exists with respect to that matter. Once a share is represented for any purpose at a meeting other than solely to object to holding the meeting or transacting business at the meeting, it is deemed present for quorum purposes for the remainder of the meeting and for any adjournment of that meeting unless a new record date is or must be set for that adjourned meeting.

6.10 **VOTING.** In any election of directors, the candidates elected are those receiving the largest numbers of votes cast by the shares entitled to vote in the election, up to the number of directors to be elected by such shares. If a quorum exists, action on a matter, other than the election of directors, is approved by a voting group if the votes cast within the voting group favoring the action exceed the votes cast within the voting group opposing the action, unless the articles of incorporation or the Business Corporation Act requires a greater number of affirmative votes. Shareholders may participate in any meeting of shareholders by any means of communication by which all persons participating in the meeting can hear each other during the meeting. A shareholder participating in a meeting by this means is deemed to be present in person at the meeting.

6.11 **ACTION WITHOUT MEETING.** Any action required or permitted by the provisions of the Business Corporation Act to be taken at a shareholders' meeting may be taken without a meeting or a vote pursuant to the provisions of Section 23B.07.040 of the Business Corporation Act.

ARTICLE II

BOARD OF DIRECTORS

1. **FUNCTIONS GENERALLY - COMPENSATION.** All corporate powers shall be exercised by or under the authority of, and the business and affairs of the corporation managed under the direction of, a Board of Directors. The Board may fix the compensation of directors.

2. **QUALIFICATIONS AND NUMBER.** A director need not be a shareholder, a citizen of the United States, or a resident of the State of Washington. The Board of Directors shall consist of one (1) individual, which shall be the number of directors until changed. The number of directors shall never be less than one. After shares are issued, only the shareholders

may change the range for the size of the Board of Directors or change from a fixed to a variable-range Board or vice versa.

3. **TERMS AND VACANCIES.** The terms of the initial directors of the corporation expire at the first annual shareholders' meeting at which directors are elected. The terms of all other directors expire at the next annual shareholders' meeting following their election unless the articles of incorporation provide for staggered terms. A decrease in the number of directors does not shorten an incumbent director's term. The term of a director elected to fill a vacancy expires at the next shareholders' meeting at which directors are elected. Despite the expiration of a director's term, the director continues to serve until his successor is elected and qualifies or until there is a decrease in the number of directors. If a vacancy occurs on the Board of Directors, including a vacancy resulting from an increase in the number of directors, the shareholders or the Board of Directors may fill the vacancy; or if the directors remaining in office constitute fewer than a quorum of the Board of Directors, they may fill the vacancy by the affirmative vote of a majority of all the directors in office.

4. **MEETINGS.**

4.1 **TIME.** Meetings shall be held at such time as the Board shall fix, except that the first meeting of a newly elected Board shall be held as soon after its election as the directors may conveniently assemble.

4.2 **PLACE.** The Board of Directors may hold regular or special meetings in or out of the State of Washington at such place as shall be fixed by the Board.

4.3 **CALL.** No call shall be required for regular meetings for which the time and place have been fixed. Special meetings may be called by or at the direction of the Chairman of the Board, if any, the Vice-Chairman of the Board, if any, of the Chief Executive Officer, the President, or of a majority of the directors in office.

4.4 **NOTICE OR ACTUAL OR CONSTRUCTIVE WAIVER.** Regular meetings of the Board of Directors may be held without notice of the date, time, place, or purpose of the meeting. Written, or oral, notice of the time and place shall be given for special meetings in sufficient time for the assembly of the directors thereat. The notice of any meeting need not describe the purpose of the meeting. A director may waive any notice required by the Business Corporation Act, the articles of incorporation or by these Bylaws before or after the date and time stated in the notice. A director's attendance at or participation in a meeting waives any required notice to the director of the meeting unless the director at the beginning of the meeting, or promptly upon the director's arrival, objects to holding the meeting or transacting business at the meeting and does not thereafter vote for or assent to action taken at the meeting. Except as hereinbefore provided, a waiver shall be in writing, signed by the director entitled to the notice, and delivered to the corporation for inclusion in the minutes or filing with the corporate records.

4.5 **QUORUM AND ACTION.** A quorum of the Board of Directors consists of a majority of the number of directors specified in or fixed in accordance with these Bylaws. If a quorum is present when a vote is taken, the affirmative vote of a majority of

directors present is the act of the Board of Directors. Any or all directors may participate in a regular or special meeting by, or conduct the meeting through the use of, any means of communication by which all directors participating can hear each other during the meeting. A director participating in a meeting by this means is deemed to be present in person at the meeting.

4.6 **CHAIRMAN OF THE MEETING**. Meetings of the Board of Directors shall be presided over by the following directors in the order of seniority and if present and acting - the Chairman of the Board, if any, the Vice-Chairman of the Board, if any, the Chief Executive Officer, the President, or any other director chosen by the Board.

5. **REMOVAL OF DIRECTORS**. The shareholders may remove one or more directors with or without cause pursuant to the provisions of Section 23B.08.080 of the Business Corporation Act.

6. **COMMITTEES**. The Board of Directors may create one or more committees and appoint members of the Board of Directors to serve on them. Each committee may have two or more members, who serve at the pleasure of the Board of Directors. The creation of a committee and the appointment of members to it must be approved by the greater of (a) a majority of all the directors in office when the action is taken, or (b) the number of directors required by the articles of incorporation or these Bylaws to take action under the provisions of Section 23B.08.240 of the Business Corporation Act. The provisions of Sections 23B.08.200 through 23B.08.240 of the Business Corporation Act, which govern meetings, action without meetings, notice and waiver of notice, and quorum and voting requirements, apply to committees and their members as well. To the extent specified by the Board of Directors, the articles of incorporation, or these Bylaws, each committee may exercise the authority of the Board of Directors under Section 23B.08.010 of the Business Corporation Act except such authority as may not be delegated under the Business Corporation Act.

7. **ACTION WITHOUT MEETING**. Action required or permitted by the Business Corporation Act to be taken at a Board of Directors' meeting may be taken without a meeting if the action is taken by all members of the Board. The action must be evidenced by one or more written consents describing the action taken, signed by each director either before or after the action taken, and delivered for inclusion , and in the minutes or filing with the corporate records. Action taken under this paragraph is effective when the last director signs the consent, unless the consent specifies a later effective date.

ARTICLE III

OFFICERS

The corporation shall have a Chief Executive Officer, a Chief Financial Officer, and a Secretary, and such other officers as may be deemed necessary, who may be appointed by the directors. The same individual may simultaneously hold more than one office in the corporation.

A duly appointed officer may appoint one or more officers or assistant officers if authorized by the Board of Directors.

Each officer of the corporation has the authority and shall perform the duties prescribed by the Board of Directors or by direction of an officer authorized by the Board of Directors to prescribe the duties of other officers; provided, that the Secretary shall have the responsibility for preparing minutes of the directors' and shareholders' meetings and for authenticating records of the corporation.

The Board of Directors may remove any officer at any time with or without cause.

ARTICLE IV

REGISTERED OFFICE AND AGENT

The street address of the corporation's registered office is 1010 Union Avenue SE, Olympia, Washington 98501. The corporation's registered agent at that address is Corporation Service Company.

ARTICLE V

CORPORATE SEAL

The corporate seal shall have inscribed thereon the name of the corporation and shall be in such form and contain such other words and/or figures as the Board of Directors shall determine or the law require.

ARTICLE VI

FISCAL YEAR

The fiscal year of the corporation shall be fixed, and shall be subject to change, by the Board of Directors.

ARTICLE VII

CONTROL OVER BYLAWS

The Board of Directors may amend or repeal these Bylaws unless the articles of incorporation or the Business Corporation Act reserve this power exclusively to the shareholders in whole or in part, or the shareholders in amending or repealing a particular Bylaw provide expressly that the Board of Directors may not amend or repeal that Bylaw. The shareholders may amend or repeal these Bylaws, or adopt new Bylaws, even though the Bylaws may also be amended or repealed, or new Bylaws may also be adopted, by the Board of Directors.

CERTIFICATE OF SECRETARY

I HEREBY CERTIFY that the foregoing is a full, true, and correct copy of the Amended and Restated Bylaws of D. M. Disposal Co., Inc., a corporation of the State of Washington, as in effect on the date hereof.

WITNESS the signature of the undersigned this 19 day of December 2005.

Robert D. Evans, Secretary

UNITED STATES OF AMERICA

The State of Washington

Secretary of State

I, KIM WYMAN, Secretary of State of the State of Washington and custodian of its seal, hereby issue this

CERTIFICATE OF EXISTENCE/AUTHORIZATION

OF

D. M. DISPOSAL CO., INC.

I FURTHER CERTIFY that the records on file in this office show that the above named Profit Corporation was formed under the laws of the State of WA and was issued a Certificate Of Incorporation in Washington on 7/12/1979.

I FURTHER CERTIFY that as of the date of this certificate, D. M. DISPOSAL CO., INC. remains active and has complied with the filing requirements of this office.

Date: April 2[illegible], 2015

UBI: 600-335-245

THE SEAL OF THE STATE OF WASHINGTON 1889

Given under my hand and the Seal of the State of Washington at Olympia, the State Capital

Kim Wyman

Kim Wyman, Secretary of State

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Appendix A

Additional Requirements Confirmation Statement

DM Disposal has thoughtfully compiled this response following closely the 'Additional Requirements' set forth in pages 7 – 12 of the RFP.

All 'Additional Requirements' and other requirements outlined in the RFP by the City will be met by DM Disposal.

Additionally, DM Disposal would like to reiterate our commitment and provide further details on several of these requirements with the following comments:

Price A.1. – Our proposal provides a 15% discount for low-income senior & low-income disabled customers who qualify for the discount.

Price A.2 – Future CPI rate increases will be 80% of the CPI with a limit of 5% per year.

Price A.3 – Our pricing proposal includes options for the City to consider that embed a franchise fee of 3.0%, 4.5%, or 6.0%. These three franchise fee options were presented to give maximum flexibility to the City in deciding what program structure best fits your needs.

Price A.4 – Our residential 35-40gallon cart rate, including recycling and yard debris, is well below the $23.60 ceiling price established by the City for year 1.

Disposal C – DM Disposal will have no problems with taking all garbage collected under the Contract to the King County system for solid waste disposal.

Service E- While the RFP calls for 20-gallon garbage collection options, our proposal includes the choice of a 20-gallon or 24-gallon collection cart, both at the same monthly rate.

Special Collection G – DM Disposal has successfully conducted many Spring Cleanups in other communities. Additionally, DM Disposal and Waste Connections have coordinated successfully conducted other 'special event collections' and 'special curbside collections of hard to dispose of items' in other communities. Finally, Christmas tree collection is also a service we are accustomed to providing.

DM DISPOSAL INC

A Waste Connections Inc. company

Exhibit A

King County:

City of Pacific

Container/Customer Counts
4/2/2015

Residential MSW

Quantity	Service Description
44	1-10 GAL MINI CAN MSW
107	1-20 GAL MINI CAN MSW
413	1-32 GAL CAN MSW
27	2-32 GAL CANS MSW
6	3-32 GAL CANS MSW
1	4-32 GAL CANS MSW
7	SENIOR MINI CAN MSW
5	SENIOR 20 GAL CART MSW
21	SENIOR 32 GAL CAN MSW
9	SENIOR 35 GAL CART MSW
1	SENIOR 96 GAL CART MSW
435	1-35 GAL CART MSW
323	1-64 GAL CART MSW
2	2-64 GAL CARTS MSW
34	1-96 GAL CART MSW
3	2-96 GAL CARTS MSW
1438	

Multi-family MSW

Quantity	Service Description
3	35 GAL CART MSW 1X WK
1	3-35 GAL CARTS MSW
1	4-35 GAL CARTS MSW
1	10 - 32 GAL CANS MSW
1	1-64 GAL CART MSW
1	1-96 GAL CART MSW
7	1-1 YD 1X PER WEEK
1	1-2 YD 1X PER WEEK
1	1-3 YD 1X PER WEEK
3	1-4 YD 1X PER WEEK
4	1-1.5 YD 1X PER WEEK
5	1-6 YD 1X PER WEEK
1	1-6 YD 2X PER WEEK
8	2-32 GAL CANS MSW
1	2-64 GAL CARTS MSW
2	3-32 GAL CANS MSW
1	4-32 GAL CANS MSW
2	4-64 GAL CARTS MSW
1	7-32 GAL CANS MSW
45	

Commercial MSW

Quantity	Service Description
1	11-32 GAL CANS MSW
6	35 GAL CART MSW 1X WK
1	6-35 GAL CARTS MSW
4	1-32 GAL CAN MSW
3	1-64 GAL CART MSW
4	1-96 GAL CART MSW
11	1-1 YD 1X PER WEEK
7	1-2 YD 1X PER WEEK
5	1-3 YD 1X PER WEEK
4	1-4 YD 1X PER WEEK
4	1-1.5 YD 1X PER WEEK
5	1-6 YD 1X PER WEEK
1	1-6 YD 3X PER WEEK
3	1-8 YD 1X PER WEEK
1	1-8 YD 2X PER WEEK
1	2-32 GAL CANS MSW
3	2-96 GAL CARTS MSW
1	6-32 GAL CANS MSW
65	

Multifamily Roll Off MSW

Quantity	Service Description
1	30 YD COMPACTOR MSW
1	

Commercial Roll Off MSW

Quantity	Service Description
1	20 YD ROLLOFF
1	

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

Pierce County:

Units	Description	Bill Type
4.00	1.5YD CONT 1xWEEKLY	Commercial
3.00	1-32 GAL CAN WEEKLY	Commercial
24.00	1YD CONT 1xWEEKLY	Commercial
5.00	2-32 GAL CANS WKLY	Commercial
21.00	2YD CONT 1X WEEKLY	Commercial
1.00	3-32 GAL CANS WKLY	Commercial
16.00	4YD CONT 1X WEEKLY	Commercial
1.00	4YD CONT 2X WEEKLY	Commercial
4.00	6YD CONT 1X WEEKLY	Commercial
3.00	6YD CONT 2X WEEKLY	Commercial
1.00	6YD CONT 3X WEEKLY	Commercial
5.00	1-32 GAL CAN WKLY + RECY	Residential
1.00	1YD CONT 1xWEEKLY + RECY	Residential
3.00	2-32 GAL CANS WKLY + RECY	Residential
1.00	3-32 GAL CANS WKLY + RECY	Residential
2.00	RECYCLE SERVICE ONLY	Residential
2.00	20YD ROLL OFF SERVICE	Roll-Off
3.00	25YD ROLL OFF SERVICE	Roll-Off
3.00	30YD ROLL OFF SERVICE	Roll-Off
1.00	40YD COMPACTOR- CUST OWNED	Roll-Off

DM DISPOSAL INC

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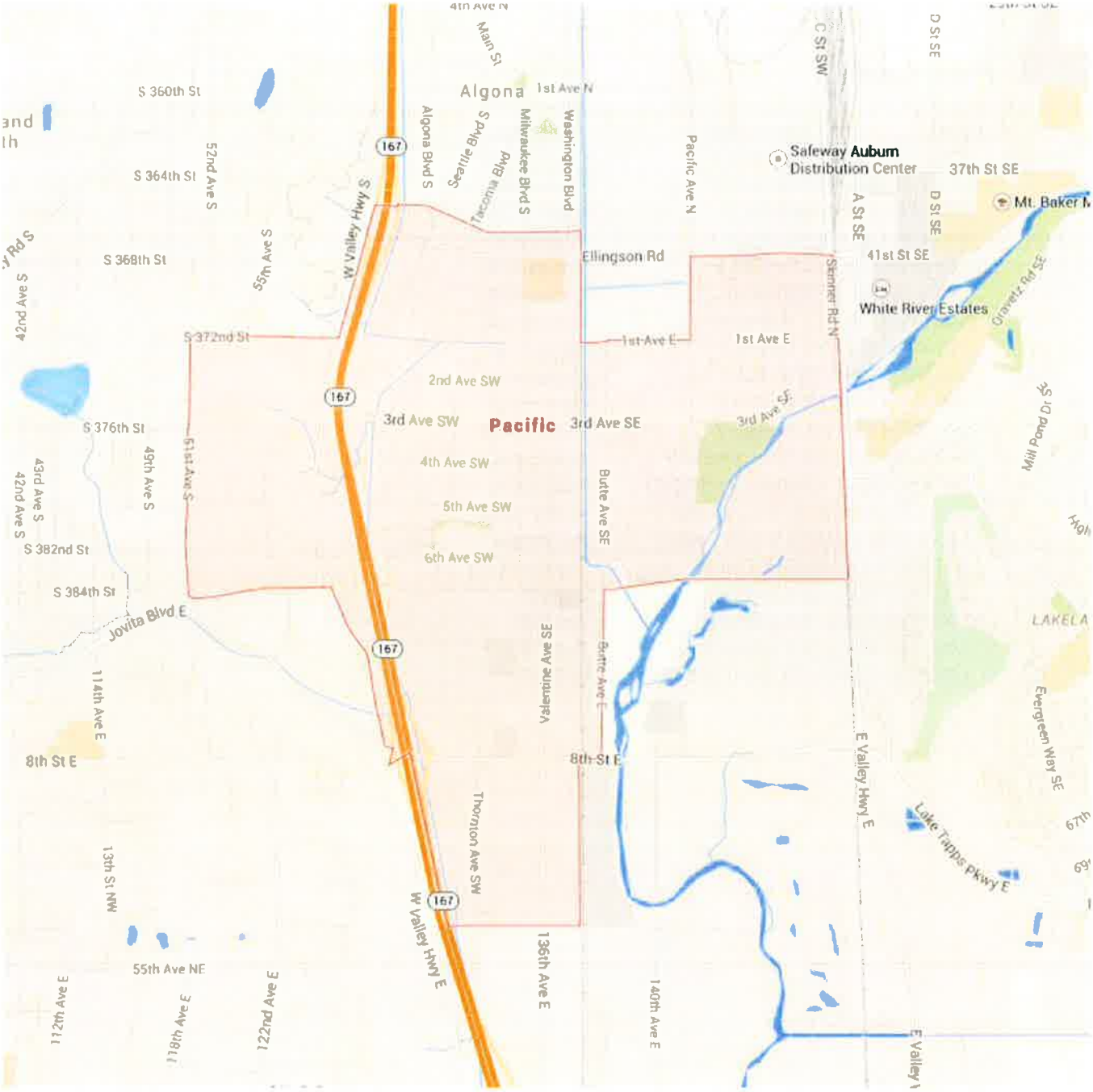
City of Pacific Boundary Map

Appendix A



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Outreach and Educational Materials

RESOURCES

Garbage, recycling and yard waste
Get curbside service by contacting your garbage hauler. Find your garbage hauler: ***kingcounty.gov/solidwaste*** or call 206-477-4466.

Household Hazardous Waste collection sites and other services
hazwastehelp.org on the web.

King County Recycling and Solid Waste Transfer Stations
All facilities accept garbage for disposal; most accept a wide range of recyclables. Visit ***kingcounty.gov/solidwaste*** or call 206-477-4466 for locations, hours and fees.

Medicine Take-Back Program
Residents can dispose of unwanted medicines. See ***takebackyourmeds.org*** for a list of take-back locations.

Take It Back Network
Recycle electronics, mercury-containing fluorescent bulbs and tubes and mattresses. Find locations at ***takeitbacknetwork.org*** on the web.

This material will be provided in alternate formats upon request.

206-477-4466; 1-800-325-6165, ext. 7-4466; TYY Relay: 711
kingcounty.gov/SolidWaste on the web

King County
Department of
Natural Resources and Parks
Solid Waste Division

DM DISPOSAL INC

A Waste Connections Inc. Company

TIPS & HINTS

We care a lot about recycling and composting in King County. Still, 60 percent of what people throw away could have been recycled or composted.

This guide tells you what items go in the garbage, recycling and yard waste bins everywhere in King County. Your community may collect additional items. Check with your garbage hauler for additional items.

Recycle Right!

- Don't assume you still know what is recyclable. Check the rules! Contact your garbage hauler.
- Put recyclables in the bin loose
- Scrape out food residue; empty and rinse containers
- Flatten boxes
- Labels on bottles and containers are OK
- Lids and caps go in the garbage

Bins Overflowing?

Extra Recycling: Extra items go next to your bin on pick-up day, in paper bags or cardboard boxes. Label "recycle." There is **no** charge for extra recycling.

Extra Garbage: Place next to your bin on pick-up day. There is a charge for extra garbage. Costs vary, contact your garbage hauler.

Extra Yard Waste: Place in Kraft paper bags or other containers, next to your bin. Label "yard waste." No food scraps allowed in extra containers. Costs vary, contact your garbage hauler.

Rates

Garbage collection fees are determined by the size of your garbage bin; the bigger your bin, the more you pay.

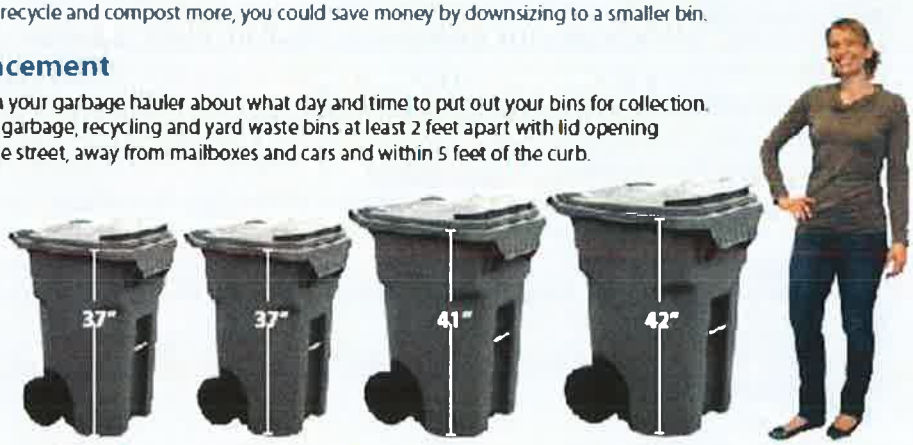
The cost of recycling collection services is included in your garbage fees.

Call or check your garbage hauler's website to find out about the bin size that's best for your family.

When you recycle and compost more, you could save money by downsizing to a smaller bin.

Bin Placement

Check with your garbage hauler about what day and time to put out your bins for collection. Place your garbage, recycling and yard waste bins at least 2 feet apart with lid opening towards the street, away from mailboxes and cars and within 5 feet of the curb.



20-gal 35-gal 64-gal 96-gal Amy is 5'6" tall.

Got questions?

Find your garbage hauler at ***www.kingcounty.gov/SolidWaste*** or call 206-477-4466.

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RECYCLE

- Put recyclables in the bin loose
- Scrape out food residue
- Flatten boxes; large pieces next to bin; do not tie with twine
- Lids and caps go in the garbage
- Recycle plastic by shape: bottles, tubs, jugs and cups can be recycled
- Labels are okay
- Ignore the chasing arrow symbols and numbers on plastic containers.
- Empty and rinse containers

Plastics:

Yogurt, dairy and margarine tubs

Shampoo, conditioner bottles

Household cleaner bottles

Detergent, fabric softener bottles

NEW! Plastic plant pots (no soil)

Plastic cups

Aluminum and tin cans:

Soda cans

Metal food cans

NEW! Clean aluminum foil and foil trays

Metal:

Limit 2 ft. x 2 ft. x 2 ft.,

Fewer than 35 lbs

Cardboard:

Cardboard without a waxy or plastic coating

Limit 3 ft. x 3 ft. x 3 ft.

Paper and newspaper:

Newspaper, inserts

Mail, envelopes (windowed too)

Cereal and dry food boxes (no liners)

Frozen food boxes

Paperback books

Magazines, catalogs and phone books

Non-foil wrapping paper

Juice boxes, milk, soy milk and broth containers

Milk, ice cream cartons

Paper cups, coffee cups

Glass jars and bottles, any color:

No broken glass

Not sure whether it's recyclable in your neighborhood?
Check your garbage hauler's website.

Printed on recycled paper
ALB 7/14

Not sure? Check the *kingcounty.gov/WhatDoIDoWith* website or call 206-477-4466; 1-800-325-6165, ext. 7-4466.

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YARD WASTE, FOOD SCRAPS & FOOD–SOILED PAPER

No plastic, glass, metal, liquid waste, cooking oil, fruit stickers, pet waste or litter.

Layer food scraps with yard waste, newspaper or shredded paper (no plastic)

Yard Waste:

Grass clippings & leaves

Houseplants (no pots)

Tree branches (nothing over 4 ft. long or 4in. diameter)

Weeds

Twigs, branches and roots from pruning

Food Scraps:

Fruit, vegetable scraps and leftovers

Bread, pasta and grains

Eggshells and nutshells

Coffee filters and grounds

Teabags and tea leaves

Meat, fish, poultry, bones

Dairy products (yogurt, cheese, etc.)

Food-soiled Paper:

Greasy pizza delivery boxes (no condiment packets or plastic trays)

Paper towels and napkins (no cleaners or chemicals)

Shredded paper (small amounts)

Uncoated paper plates*

Paper grocery bags containing food scraps

Paper egg and berry cartons

**Tip: Uncoated paper does not have a shiny surface.*

**Tip: Collect your food scraps in container with an approved compostable collection bag. (Find a retailer, visit recyclefood.com) Empty the container into your yard waste bin frequently.*

Not sure? Check the *kingcounty.gov/WhatDoIDoWith* website or call 206-477-4466; 1-800-325-6165, ext. 7-4466.

DM DISPOSAL INC

A Waste Connections Inc. Company

GARBAGE

Check your garbage before you take it to the curb.
Are there any recyclable items in there?

Plastics:

Preformed plastic packaging

Take-out containers

Plastic bags/drycleaner bags*

Styrofoam and packing peanuts*

Caps and lids

Polystyrene cups and egg cartons

Stretch wrap

Motor oil and antifreeze containers

Plastic bakery, meat trays, plates and utensils

Empty prescription vials

Tips: Plastic bags can be recycled. Check **bagyourbags.com on the web.*

Reuse or recycle Styrofoam and packing peanuts

Paper:

Disposable diapers

Ribbons or foil wrapping paper

Hardback books*

Wax and plastic-coated cardboard

Dirty or soiled paper and food-soiled food boxes

Used tissues and paper towels with cleaning solutions

**Tip: Donate books, or take them to King County Transfer Stations with recycling services.*

Glass:

Mirrors, window glass and broken glass

Ceramics and dishes

Incandescent and halogen light bulbs (no compact fluorescent tubes, lights or bulbs (CFLs)*

Tip: Check **takeitbacknetwork.org for recycling options for CFLs.*

Aluminum and tin:

Empty aerosol spray cans

Latex paint cans containing hardened or solidified paint (leave top off)*

Oil containers

**Tip: Dry out paint – mix with kitty litter or paint hardener; put in the garbage.*

Metal: No medical sharps

Sharp or greasy metal

Metal caps and lids

Clothes hangers*

Small appliances

**Tip: Donate clothes hangers to a local charity or return them to your dry cleaner.*

Other:

Garden hoses, light strings*

Pet waste and litter (double bagged and tied shut)

Tip: Check for holiday light recycling locations at **kcecoconsumer.com*

Not sure? Check the *kingcounty.gov/WhatDoIDoWith* **website or call 206-477-4466; 1-800-325-6165, ext. 7-4466.**

DM DISPOSAL INC

A Waste Connections Inc. company

What Do I Do With?

Batteries:

Many types of batteries do not go in the garbage or to county transfer stations; recycle at local businesses.

Alkaline batteries
Household hazardous waste collection facilities and many businesses take them.

"Button" batteries
Coin-shaped batteries (hearing aids, watches and other electronics) taken at household hazardous waste collection sites.

Motor vehicle batteries
Taken at household hazardous waste collection sites and some automotive shops.

Rechargeable batteries
Visit *call2recycle.org* or take to household hazardous waste collection sites.

UPS (Uninterruptible power supply batteries)
Computer back up batteries. Taken at household hazardous waste collection sites.

Electronics:

No disposal of these electronic products in the garbage, at transfer stations or at household hazardous waste collection sites.

Computers
Main-frame, desktop and laptop

Computer monitors
Cathode ray tubes and flat panel

TVs

Cell phones

Find recycling locations for these items: E-Cycle Washington: Drop-off sites accept computers, laptops, tablet computers, monitors, TVs, e-readers and portable DVD players for free. Visit ***ecycleWashington.org*** for locations; or visit ***takeitbacknetwork.org*** or call 206-477-4466 for locations.

Large appliances:

Appliances can be repaired or donated for reuse. Older appliances may contain chlorofluorocarbons (CFCs), which qualified personnel must remove before disposal. Large appliances are accepted for recycling at some transfer stations and businesses for a fee. Check ***kingcounty.gov/WhatDoIDoWith*** for locations.

Large appliances include:
Refrigerators and freezers
Dishwashers, clothes washers and dryers
Stoves, ranges and furnaces

Mattresses

Ask a retailer to take it back or visit ***kingcounty.gov/WhatDoIDoWith*** "furniture" category to find a recycler.

Mercury-Containing Products:

These products are prohibited from disposal in the garbage and at county transfer stations. Please recycle these products.

Fluorescent bulbs and tubes
Including "green tipped" or "low mercury" tubes and compact fluorescent (CFLs) bulbs and tubes

Find out where to recycle fluorescent bulbs and tubes at ***takeitbacknetwork.org*** or call 206-477-4466.

Mercury switches, thermometers and thermostats
For recycling of these and other mercury-containing products, call the household hazardous line at 206-296-4692 or toll free at 1-888-TOXIC ED (1-888-869-4233). ***hazwastehelp.org*** on the web.

Medical sharps and other waste from home medical care

Check ***kingcounty.gov/WhatDoIDoWith***.

Not sure? Check the *kingcounty.gov/WhatDoIDoWith* website or call 206-477-4466; 1-800-325-6165, ext. 7-4466.

DM DISPOSAL INC

A Waste Connections Inc. company

Coming soon to the City of Sumner

AUTOMATED GARBAGE SERVICE

AUTOMATED COLLECTION BASICS

Automated collection uses specialized wheeled carts to store your trash. The carts are emptied using a mechanical arm on the collection vehicle. Collection employees will no longer manually place the trash into the trucks. Instead, from inside the vehicle, they will manipulate a mechanical arm that will lift and dump the contents of the carts into the truck. This system is a safer and more efficient method of collection.

Beginning Tuesday March 3rd, all residents within Sumner city limits must use their provided garbage cart to receive service

CART DELIVERY DETAILS

The new wheeled garbage carts will be delivered February 23 - March 2

Current Can Size (customer provided)	New Cart Size (company provided)
10 gallon	10 gallon
20 gallon	20 gallon
1 - 32 gallon	32 gallon
2 - 32 gallon	64 gallon
3 - 32 gallon	95 gallon
4 - 32 gallon	2 - 64 gallon

SERVICE CHANGE DETAILS

Customers may change the size of their garbage cart once every 12 months at no charge. Additional garbage cart changes will be assessed a redelivery fee. New customers who modify the size of their garbage cart within the first 30 days of service will be permitted one garbage cart size change over the next 12 months.

Redelivery fees apply when carts are returned to a residence following periods of suspension due to non-payment by the customer. Redelivery fees will also be applied to accounts when service is terminated and resumed in less than 12 months.

Garbage carts are the property of DM Disposal and must remain at the residence where they are assigned.

*Alley pick ups – your pick up location will not change however garbage carts will be delivered on main streets not in the alleys.

"Recycle Me Sticker"

RECYCLE YOUR OLD GARBAGE CAN

Please place the enclosed "Recycle Me" sticker on the front of your old 32 gallon garbage can. DM Disposal will collect and recycle your old can on **Tuesday March 3rd**, at no additional cost. Please ensure that the can is empty and does not contain any garbage. For other uses and ideas for repurposing your old cans, please visit our website.

Current Can Size (customer provided)	New Cart Size (company provided)
10 gallon	10 gallon
20 gallon	20 gallon
1 - 32 gallon	32 gallon
2 - 32 gallon	64 gallon
3 - 32 gallon	95 gallon
4 - 32 gallon	2 - 64 gallon

* 10 gallon service provided as a 24 gallon cart with insert

DM DISPOSAL INC

A Waste Connections Inc. company

Important Dates

February 23 - March 2

New wheeled garbage carts will be delivered

Tuesday March 3rd

First automated garbage collection

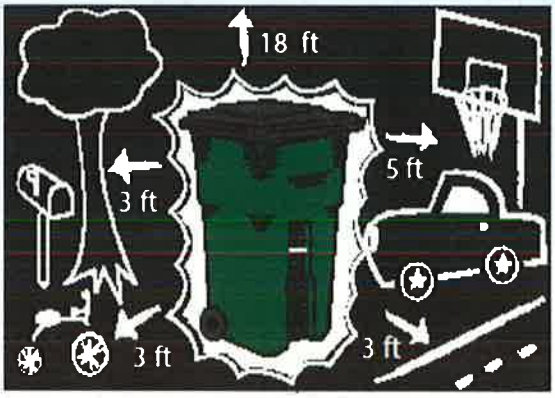
Recycle your old garbage cans

Extra Garbage

An occasional 32 gallon can or bag placed next to your garbage cart will be serviced for an additional fee. Please do not place any items on top of the provided garbage cart.

Cart Placement Details

Please place your garbage cart no more than 5 feet from a curb or sidewalk by 7am to ensure collection. Carts require 3-5 feet of clearance to allow for safe collection. Please make sure the opening is facing the road and the lid closes completely to avoid any extra unit fees.

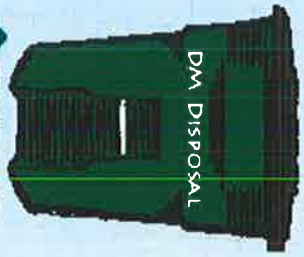


Find answers to many FAQs at www.murreysdisposal.com

DM DISPOSAL CO., INC.

Post Office Box 1532

Puyallup, WA 98371-0158



Office hours: Monday-Friday 7:30am-5:00pm

253.414.0347 ~ www.murreysdisposal.com

dmdisposal@wasteconnections.com

DM DISPOSAL INC

A Waste Connections Inc. company

OOPS!

Food Waste Only

OOPS!

To reduce contamination in finished compost, only food waste can go in your food waste cart.

☐ **Light contamination.**
Please keep contaminants out or your cart may not get serviced.

☐ **Heavy contamination.**
We could not service your cart. Please remove the contaminants or call customer service to be picked up as garbage (additional fees apply).

We noticed the following contaminants in your food waste cart:

_____

_____

_____

Please keep these common contaminants out:

- *Paper*
- *Plastic*
- *Styrofoam*
- *Foil*

Waste Connections of Washington, Inc.

For additional information, contact

recyclehelp@wasteconnections.com
360-892-5370

Food Waste Service Changes

Date____/____/____ Route # _____

Account _____

Light Heavy

Notes/Other _____

DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

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DM DISPOSAL INC

A WASTE CONNECTIONS INC. COMPANY

Rate Exhibits

DM DISPOSAL INC

A Waste Connections Inc. Company

May 8, 2015

Richard Gould
City Administrator
100 3rd Ave SE
Pacific, WA 98047

Subject: Rate Exhibit and Rate Options

Dear Mr. Gould:

DM Disposal would like to offer the City of Pacific a choice of 4 rate options. The rate options are labeled *Option A*, *Option B*, *Option C*, and *Option D*; and are listed on the following rate exhibit pages.

The differences between the 4 options are:

1) Whether or not the franchise fee is embedded in the base rate that the customer sees on the bill.

2) If the franchise fee is embedded in the base rate, we have options that include a 3.0%, 4.5% , or 6.0% franchise fee. In the City's RFP, listed under Section 2.5, Additional Requirements A3; the City refers to a 'minimum' franchise fee of 3.0%. To give maximum flexibility to City staff, we chose to present a rate menu with varying levels of the franchise fee embedded.

Option:	**A**	**B**	**C**	**D**
Franchise Fee Amount	3.0%, min	3.0%	4.5%	6.0%
Franchise Fee Presentation	Separate on bill	Embedded in rate	Embedded in rate	Embedded in rate

Please note, in all 4 rate options, the customer bill would list a separate line item for the City's utility tax, the County's hazardous waste fee, and the State's solid waste refuse tax. Additionally, all 4 options result in a 35-40 gallon cart fee less than $23.60 per month, including all taxes less utility tax, as called for in the RFP. Finally, the 20-gallon cart service was requested in the RFP; however we would be able to present a 24-gallon cart option, for the same rate as a 20-gallon cart, if allowed by the City.

We look forward to working with you, your staff, Council, and the Mayor on a new agreement for the entire City of Pacific. Should you have any questions, I can be reached anytime at 253-377-1927 or at MarkGi@wasteconnections.com.

Sincerely,

Mark Gingrich
District Manager
D.M. Disposal Co., Inc.

City of Pacific, DM Disposal Rate Exhibit for Solid Waste Services RFP

RATE EXHIBIT

Franchise Fee Structure:	Option A (Franchise Fee Separate) Rate per Unit per Month	Option B (3.0% Embedded) Rate per Unit per Month	Option C (4.5% Embedded) Rate per Unit per Month	Option D (6.0% Embedded) Rate per Unit per Month
Type of Service:				
Residential and Multifamily Garbage Cart Weekly Services (include every other week recycling and every other week yard debris)				
10 gal garbage cart	$ 11.00	$ 11.33	$ 11.50	$ 11.67
10 gal garbage cart - low-income senior / low-income disabled discount	$ 9.35 [a]	$ 9.63 [a]	$ 9.78 [a]	$ 9.92 [a]
20 gal garbage cart	$ 16.03 [b]	$ 16.51 [b]	$ 16.75 [b]	$ 16.99 [b]
20 gal garbage cart - low-income senior / low-income disabled discount	$ 13.62 [a, b]	$ 14.03 [a, b]	$ 14.24 [a, b]	$ 14.44 [a, b]
35-40 gal garbage cart	$ 19.82	$ 20.41	$ 20.71	$ 21.01
35-40 gal garbage cart - low-income senior / low-income disabled discount	$ 17.57 [a]	$ 18.10 [a]	$ 18.36 [a]	$ 18.62 [a]
64 gal garbage cart	$ 33.01	$ 34.00	$ 34.50	$ 35.00
64 gal garbage cart - low-income senior / low-income disabled discount	$ 28.06 [a]	$ 28.90 [a]	$ 29.33 [a]	$ 29.75 [a]
96 gal garbage cart	$ 44.26	$ 45.59	$ 46.25	$ 46.91
96 gal garbage cart - low-income senior / low-income disabled discount	$ 42.05 [a]	$ 43.31 [a]	$ 43.94 [a]	$ 44.57 [a]
Each Additional garbage cart, wkly (not including addl recy or yrd deb)	75% monthly rate	75% monthly rate	75% monthly rate	75% monthly rate
Extra Pick Up Services, Residential and Multifamily				
One extra can/bag/box up to 32-gallons (by volume) per pickup, garbage	$ 4.95	$ 5.10	$ 5.17	$ 5.25
Extra can/bag up to 32-gallons (by volume) per pickup, yard debris	$ 2.63	$ 2.71	$ 2.75	$ 2.79
Additional yard waste cart every-other week service (65 or 96 gallon)	$ 7.80	$ 8.03	$ 8.15	$ 8.27
Additional recycling cart every-other-week service (65 or 96 gallon)	$ 5.98	$ 6.16	$ 6.25	$ 6.34
Cart/Container Redelivery Fee / Cart Cleaning Fee	$ 14.25	$ 14.68	$ 14.89	$ 15.11
Return trip charge, cart (per service type)	$ 9.75	$ 10.04	$ 10.19	$ 10.34
Carry Out / Roll-Out Service (per pickup)	$ 3.93	$ 4.05	$ 4.11	$ 4.17
Decals and Stickers for Carts	No Charge	No Charge	No Charge	No Charge
Reinstatement	$ 18.86	$ 19.43	$ 19.71	$ 19.99
NSF Return Check	$ 25.00	$ 25.00	$ 25.00	$ 25.00
Commercial Container Service				
1 yard once a week	$ 86.55	$ 89.15	$ 90.44	$ 91.74
1 yard twice a week	$ 173.10	$ 178.29	$ 180.89	$ 183.49
1-1/2 yard once a week	$ 119.50	$ 123.09	$ 124.88	$ 126.67
1-1/2 yard twice a week	$ 239.01	$ 246.18	$ 249.76	$ 253.35
2 yard once a week	$ 148.73	$ 153.20	$ 155.43	$ 157.66
2 yard twice a week	$ 297.47	$ 306.39	$ 310.85	$ 315.32
3 yard once a week	$ 213.97	$ 220.39	$ 223.60	$ 226.81
3 yard twice a week	$ 427.94	$ 440.78	$ 447.20	$ 453.61
4 yard once a week	$ 279.20	$ 287.58	$ 291.77	$ 295.96
4 yard twice a week	$ 558.41	$ 575.16	$ 583.54	$ 591.91
6 yard once a week	$ 386.12	$ 397.70	$ 403.49	$ 409.28
6 yard twice a week	$ 772.23	$ 795.40	$ 806.98	$ 818.57
6 yard three a week	$ 1,158.23	$ 1,192.98	$ 1,210.35	$ 1,227.73
8 yard once a week	$ 418.90	$ 431.47	$ 437.75	$ 444.03
8 yard twice a week	$ 783.59	$ 807.10	$ 818.85	$ 830.60
Commercial Cart Service				
10 gal garbage cart	$ 11.00	$ 11.33	$ 11.50	$ 11.67
20 gal garbage cart	$ 16.03	$ 16.51	$ 16.75	$ 16.99 [b]
35-40 gal garbage cart	$ 20.30	$ 20.91	$ 21.21	$ 21.51
64 gal garbage cart	$ 28.71	$ 29.57	$ 30.00	$ 30.43
96 gal garbage cart	$ 38.28	$ 39.43	$ 40.00	$ 40.57
32 gal customer provided can (space issue)	$ 20.30	$ 20.91	$ 21.21	$ 21.51
Each Additional garbage cart, wkly (not including addl recy or yrd deb)	75% monthly rate	75% monthly rate	75% monthly rate	75% monthly rate
Extra Pick Up Services, Commercial				
Return Trip Charge, non route pickup	$ 15.00	$ 15.45	$ 15.68	$ 15.90
Extra Yardage, per yard (loose/on ground/bags/boxes)	$ 21.20	$ 21.84	$ 22.15	$ 22.47
Extra Pick Up in container, per yard (in container)	$ 19.50	$ 20.09	$ 20.38	$ 20.67
Redelivery Fee, per container	$ 24.20	$ 24.93	$ 25.29	$ 25.65
Pressure Washing container, per yard	$ 2.50	$ 2.58	$ 2.61	$ 2.65
Extra Trucking Services and / or Wait Time (15 minute increments)	$ 99.00 per Hour	$ 101.97 per Hour	$ 103.46 per Hour	$ 104.95 per Hour
Multifamily Container Service (includes free recycling equivalent to 48-gallons per unit per week)				
1 yard once a week	$ 90.49	$ 93.21	$ 94.56	$ 95.92
1 yard twice a week	$ 180.98	$ 186.41	$ 189.13	$ 191.84
1-1/2 yard once a week	$ 125.42	$ 129.18	$ 131.06	$ 132.94
1-1/2 yard twice a week	$ 250.83	$ 258.36	$ 262.12	$ 265.88
2 yard once a week	$ 156.62	$ 161.32	$ 163.67	$ 166.02
2 yard twice a week	$ 313.24	$ 322.64	$ 327.33	$ 332.03
3 yard once a week	$ 225.80	$ 232.58	$ 235.96	$ 239.35
3 yard twice a week	$ 451.60	$ 465.15	$ 471.93	$ 478.70
4 yard once a week	$ 294.97	$ 303.82	$ 308.25	$ 312.67
4 yard twice a week	$ 589.95	$ 607.65	$ 616.50	$ 625.35
6 yard once a week	$ 409.77	$ 422.07	$ 428.21	$ 434.36
6 yard twice a week	$ 819.54	$ 844.13	$ 856.42	$ 868.72
6 yard three a week	$ 1,229.32	$ 1,266.20	$ 1,284.64	$ 1,303.08
8 yard once a week	$ 450.44	$ 463.95	$ 470.71	$ 477.47
8 yard twice a week	$ 900.88	$ 927.91	$ 941.42	$ 954.93

Franchise Fee Structure:	Option A (Franchise Fee Separate) Rate per Unit per Month	Option B (3.0% Embedded) Rate per Unit per Month	Option C (4.5% Embedded) Rate per Unit per Month	Option D (6.0% Embedded) Rate per Unit per Month
Extra Pick Up Services, Multifamily				
Return Trip Charge, non route pickup	$ 15.00	$ 15.45	$ 15.68	$ 15.90
Extra Yardage, per yard (loose/on ground/bags/boxes)	$ 21.20	$ 21.84	$ 22.15	$ 22.47
Extra Pick Up in container, per yard (in container)	$ 20.38	$ 20.99	$ 21.29	$ 21.60
Redelivery Fee, per container	$ 24.20	$ 24.93	$ 25.29	$ 25.65
Pressure Washing container, per yard	$ 2.50	$ 2.58	$ 2.61	$ 2.65
Extra Trucking Services and / or Wait Time (15 minute increments)	$ 99.00 per Hour	$ 101.97 per Hour	$ 103.46 per Hour	$ 104.95 per Hour
Temporary Container Services, all sectors				
Container Delivery	$ 24.20	$ 24.93	$ 25.29	$ 25.65
Container Rent, per day	$ 1.45	$ 1.49	$ 1.52	$ 1.54
Container Rent, maximum per month	$ 43.50	$ 44.81	$ 45.46	$ 46.11
Container Per Pick Up Fee, per yard (in container)	$ 19.50	$ 20.09	$ 20.38	$ 20.67
Extra Yardage, per yard (loose/on ground/bags/boxes)	$ 21.20	$ 21.84	$ 22.15	$ 22.47
Drop Box - Permanent				
Rent:				
20 yard per Month	$ 90.00	$ 92.70	$ 94.05	$ 95.40
25 yard per Month	$ 99.00	$ 101.97	$ 103.46	$ 104.94
30 yard per Month	$ 109.00	$ 112.27	$ 113.91	$ 115.54
40 yard per Month	$ 120.00	$ 123.60	$ 125.40	$ 127.20
50 yard per Month	$ 150.00	$ 154.50	$ 156.75	$ 159.00
Pickups:				
20 yard per Haul	$ 99.19	$ 102.16	$ 103.65	$ 105.14
25 yard per Haul	$ 105.89	$ 109.06	$ 110.65	$ 112.24
30 yard per Haul	$ 111.58	$ 114.93	$ 116.60	$ 118.27
40 yard per Haul	$ 127.27	$ 131.09	$ 133.00	$ 134.91
50 yard per Haul	$ 140.67	$ 144.89	$ 147.00	$ 149.11
Drop Box - Temporary				
Initial delivery	$ 89.00 Each	$ 91.67 Each	$ 93.01 Each	$ 94.34 Each
Pickups:				
20 yard per Haul	$ 99.19	$ 102.16	$ 103.65	$ 105.14
25 yard per Haul	$ 105.89	$ 109.06	$ 110.65	$ 112.24
30 yard per Haul	$ 111.58	$ 114.93	$ 116.60	$ 118.27
40 yard per Haul	$ 127.27	$ 131.09	$ 133.00	$ 134.91
50 yard per Haul	$ 140.67	$ 144.89	$ 147.00	$ 149.11
Rent per day:				
20 yard per Day	$ 3.14	$ 3.23	$ 3.28	$ 3.32
25 yard per Day	$ 3.45	$ 3.55	$ 3.60	$ 3.66
30 yard per Day	$ 3.80	$ 3.91	$ 3.97	$ 4.02
40 yard per Day	$ 4.18	$ 4.31	$ 4.37	$ 4.43
50 yard per Day	$ 5.23	$ 5.38	$ 5.46	$ 5.54
Compactors				
10 yard per Haul	$ 121.53	$ 125.18	$ 127.00	$ 128.82
15 yard per Haul	$ 126.32	$ 130.11	$ 132.00	$ 133.89
20 yard per Haul	$ 126.32	$ 130.11	$ 132.00	$ 133.89
25 yard per Haul	$ 131.10	$ 135.03	$ 137.00	$ 138.97
30 yard per Haul	$ 140.67	$ 144.89	$ 147.00	$ 149.11
35 yard per Haul	$ 145.45	$ 149.82	$ 152.00	$ 154.18
40 yard per Haul	$ 150.24	$ 154.75	$ 157.00	$ 159.25
45 yard per Haul	$ 155.02	$ 159.67	$ 162.00	$ 164.33
50 yard per Haul	$ 173.21	$ 178.40	$ 181.00	$ 183.60
Drop box - Additional Charges				
King County Dump Fee, gate rate / pass through	$ 120.17 per Ton	$ 120.17 per Ton	$ 120.17 per Ton	$ 120.17 per Ton
Plus all applicable taxes and/or fees associated with disposal				
Excess miles, beyond 10 miles from transfer station, special handling hauls	$ 3.73 per Mile	$ 3.84 per Mile	$ 3.89 per Mile	$ 3.95 per Mile
Disconnect/Reconnect - Compactor	$ 6.10 per Haul	$ 6.28 per Haul	$ 6.37 per Haul	$ 6.47 per Haul
Tandem Axle Charge	$ 20.80 per Haul	$ 21.42 per Haul	$ 21.74 per Haul	$ 22.05 per Haul
Extra Trucking Services and / or Wait Time (15 minute increments)	$ 102.50 per Hour	$ 105.57 per Hour	$ 107.11 per Hour	$ 108.65 per Hour
Bulky Items and Appliances				
First Item Price:				
Appliances requiring decommissioning (freon containing appliances)	$ 70.00	$ 72.10	$ 73.15	$ 74.20
Appliances not requiring decommissioning	$ 65.00	$ 66.95	$ 67.93	$ 68.90
Small roll of carpet, microwave, toilet, tires or end table	$ 35.00	$ 36.05	$ 36.58	$ 37.10
Box spring, mattress, large roll of carpet, sink	$ 38.00	$ 39.14	$ 39.71	$ 40.28
Chair, desk, mattress with box spring, sofa, dining table, cabinet	$ 60.00	$ 61.80	$ 62.70	$ 63.60
Sofa with Hide a Bed	$ 65.00	$ 66.95	$ 67.93	$ 68.90
Each Additional Item Price:				
Subtract $15.00 from rate of any additional bulky items or appliances collected in the same trip				
Additional Services				
Extra Trucking Services and / or Wait Time (15 minute increments)	$ 102.50 per Hour	$ 105.57 per Hour	$ 107.11 per Hour	$ 108.65 per Hour

a *Discount is given on low-income senior & low-income disabled customers*

b *DM Disposal listed 20-gallon cart size to match RFP; however for no additional cost, DM Disposal will offer 24-gallon cart size in lieu of 20-gallon, if allowed by the City. The 24-gallon is 20% more volume for the Customer at no additional cost*

CapSpecialty
A Community of Insurance Specialists

2121 N. California Blvd. • Suite 300 • Walnut Creek, CA 94596-3572
• Toll Free: (800) 462-8135 • Fax: (800) 462-8167 • www.capspecialty.com

Capitol Indemnity Corporation

Capitol Specialty Insurance Corporation

Platte River Insurance Company

April 13, 2015

City of Pacific
100 3rd Avenue SE
Pacific, WA 98047

Re: D.M. Disposal Co., Inc.
Solid Waste Services for The City of Pacific
Estimated Annual Contract Amount: $950,000.00

To Whom It May Concern,

We have been the Bonding Agent for D.M. Disposal Co., Inc. for several years. D.M. Disposal Co., Inc. is a highly regarded client of Platte River Insurance Company for contract bond purposes.

We understand that D.M. Disposal Co., Inc. will be presenting a proposal to you for the above referenced Solid Waste Services for The City of Pacific. If the proposal is accepted and D.M. Disposal Co., Inc. is asked to post a performance bond, Platte River Insurance Company will issue this bond on their annual renewable bond form, a copy of which is attached, in the amount of the annual contract amount.

If you have any questions about this fine client please feel free to call us.

Sincerely,

Platte River Insurance Company

BY: _____
David W. Garese, Attorney-In-Fact

Property
Casualty
Surplus Lines
Commercial Surety
Contract Surety

41320631

PLATTE RIVER INSURANCE COMPANY
POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS, That the **PLATTE RIVER INSURANCE COMPANY**, a corporation of the State of Nebraska, having its principal offices in the City of Middleton, Wisconsin, does make, constitute and appoint

----------SARAH M. COLLINS; CATHERINE A. WUNDER; DAVID W. GARESE; AUDREY C. SKEEN----------

its true and lawful Attorney(s)-in-fact, to make, execute, seal and deliver for and on its behalf, as surety, and as its act and deed, any and all bonds, undertakings and contracts of suretyship, provided that no bond or undertaking or contract of suretyship executed under this authority shall exceed in amount the sum of

----------ALL WRITTEN INSTRUMENTS IN AN AMOUNT NOT TO EXCEED$20,000,000.00----------

This Power of Attorney is granted and is signed and sealed by facsimile under and by the authority of the following Resolution adopted by the Board of Directors of **PLATTE RIVER INSURANCE COMPANY** at a meeting duly called and held on the 8th day of January, 2002.

"RESOLVED, that the President, and Vice-President, the Secretary or Treasurer, acting individually or otherwise, be and they hereby are granted the power and authorization to appoint by a Power of Attorney for the purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, one or more vice-presidents, assistant secretaries and attorney(s)-in-fact, each appointee to have the powers and duties usual to such offices to the business of the company; the signature of such officers and the seal of the Corporation may be affixed to such power of attorney or to any certificate relating thereto by facsimile, and any such power of attorney or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the Corporation in the future with respect to any bond or undertaking or other writing obligatory in the nature thereof to which it is attached. Any such appointment may be revoked, for cause, or without cause, by any of said officers, at any time."

In connection with obligations in favor of the Florida Department of Transportation only, it is agreed that the power and authority hereby given to the Attorney-in-Fact includes any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, shall not relieve this surety company of any of its obligations under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such intent has been given to the Commissioner – Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.

IN WITNESS WHEREOF, the **PLATTE RIVER INSURANCE COMPANY** has caused these presents to be signed by its officer undersigned and its corporate seal to be hereto affixed duly attested, this 8th day of January, 2014.

Attest:

Richard W. Allen III
President
Surety & Fidelity Operations

PLATTE RIVER INSURANCE COMPANY
CORPORATE
SEAL
NEBRASKA

PLATTE RIVER INSURANCE COMPANY

Stephen J. Sills
CEO & President

STATE OF WISCONSIN
COUNTY OF DANE } S.S.:

On the 8th day of January, 2014 before me personally came Stephen J. Stills, to me known, who being by me duly sworn, did depose and say: that he resides in the County of New York, State of New York; that he is President of **PLATTE RIVER INSURANCE COMPANY**, the corporation described herein and which executed the above instrument; that he knows the seal of the said corporation; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said corporation and that he signed his name thereto by like order.

STATE OF WISCONSIN
DANIEL
W.
KRUEGER
NOTARY PUBLIC

Daniel W. Krueger
Notary Public, Dane Co., WI
My Commission Is Permanent

STATE OF WISCONSIN
COUNTY OF DANE } S.S.:

CERTIFICATE

I, the undersigned, duly elected to the office stated below, now the incumbent in **PLATTE RIVER INSURANCE COMPANY**, a Nebraska Corporation, authorized to make this certificate, **DO HEREBY CERTIFY** that the foregoing attached Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolution of the Board of Directors, set forth in the Power of Attorney is now in force.

Signed and sealed at the City of Middleton, State of Wisconsin this 13th day of April, 2015.

CORPORATE
SEAL

Alan S. Ogilvie
Secretary

THIS DOCUMENT IS NOT VALID UNLESS PRINTED ON GREEN SHADED BACKGROUND WITH A RED SERIAL NUMBER IN THE UPPER RIGHT HAND CORNER. IF YOU HAVE ANY QUESTIONS CONCERNING THE AUTHENTICITY OF THIS DOCUMENT CALL, 800-475-4450.

PR-POA (Rev. 11-13)

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Sacramento)

On April 13th, 2015 before me, Jose Lemus, Notary Public
(insert name and title of the officer)

personally appeared David W. Garese,
who proved to me on the basis of satisfactory evidence to be the person(~~s~~) whose name(~~s~~) is/~~are~~ subscribed to the within instrument and acknowledged to me that he/~~she/they~~ executed the same in his/~~her/their~~ authorized capacity(~~ies~~), and that by his/~~her/their~~ signature(~~s~~) on the instrument the person(~~s~~), or the entity upon behalf of which the person(~~s~~) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

JOSE LEMUS
Commission # 2034263
Notary Public - California
San Diego County
My Comm. Expires Jul 21, 2017

Signature _____ **(Seal)**

PERFORMANCE BOND
(Annual Form)

Platte River Insurance Company

Bond No. _____

KNOW ALL MEN BY THESE PRESENTS, that we, _____, as Principal, and _____, a corporation of the state of _____ and licensed to do business in the State of _____, as Surety, are held and firmly bound unto _____ (Obligee), in the penal sum of _____ Dollars ($), lawful money of the United States of America, for the payment of which sum, well and truly to be made, the Principal and Surety do bind themselves, their heirs, executors, administrators, and successors and assigns, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the above bounden Principal has entered into a certain written Contract with the above named Obligee, for _____ and more fully described in said Contract, a copy of which is attached, which Agreement is made a part hereof and incorporated herein by reference, except that nothing said therein shall alter, enlarge, expand or otherwise modify the term of the bond as set out below.

NOW, THEREFORE, if Principal, its executors, administrators, successors and assigns shall promptly and faithfully perform the Contract, according to the terms, stipulations or conditions thereof, then this obligation shall become null and void, otherwise to remain in full force and effect. This bond is executed by the Surety and accepted by the Obligee subject to the following express condition:

Notwithstanding the provisions of the Contract, the term of this bond shall apply from _____, until _____, and may be extended by the Surety by Continuation Certificate. However, neither nonrenewal by the Surety, nor the failure or inability of the Principal to file a replacement bond in the event of nonrenewal, shall itself constitute a loss to the Obligee recoverable under this bond or any renewal or continuation thereof. The liability of the Surety under this bond and all continuation certificates issued in connection therewith shall not be cumulative and shall in no event exceed the amount as set forth in this bond or in any additions, riders, or endorsements properly issued by the Surety as supplements thereto.

Sealed with our seals and dated this ____ day of _____, ____.

_____ _____

Witness , Principal

_____ _____

Witness , Attorney-in-Fact

PROPOSAL BOND

KNOW ALL PERSONS BY THESE PRESENTS, THAT WE,

D.M. Disposal Co., Inc. of Washington, as Principal, and the

Platte River Insurance Company, a corporation duly organized under the laws of the State of Nebraska, and authorized to do business in the State of Washington, as Surety, are held and firmly bound unto the City of Pacific, Washington, as Obligee, in the full and penal sum of Twenty-five Thousand Dollars ($25,000), the payment of which the Principal and the Surety, bind themselves, their heirs, executors, administrators and assigns, and successors and assigns, jointly and severally by these presents.

The condition of the obligation is such that if the Obligee shall make any award to the Principal for the Garbage, Recyclables and Yard Debris Collection Contract, according to the terms of the Proposal made by the Principal therefore, and the Principal shall duly make and enter into the Contract with the Obligee in accordance with the terms of said Proposal and award and shall give bond for the faithful performance thereof, with Surety or Sureties approved by the Obligee: or if the Principal shall, in case of failure to do so, pay and forfeit to the Obligee the penal amount of the deposit specified in the Request for Proposals, then this obligation shall be null and void; otherwise it shall be and remain in full force and effect and the Surety shall forthwith pay and forfeit to the Obligee, as penalty and liquidated damages the amount of this bond.

IN TESTIMONY WHEREOF, the Principal and Surety have caused these presents to be signed and sealed this 14th day of April, 2015.

Principal: D.M. Disposal Co., Inc.

James M. Little, Sr. Vice President

Surety: Platte River Insurance Company

David W. Garese, Attorney-in-Fact

PLATTE RIVER INSURANCE COMPANY
POWER OF ATTORNEY

41320634

KNOW ALL MEN BY THESE PRESENTS, That the **PLATTE RIVER INSURANCE COMPANY**, a corporation of the State of Nebraska, having its principal offices in the City of Middleton, Wisconsin, does make, constitute and appoint

----------SARAH M. COLLINS; CATHERINE A. WUNDER; DAVID W. GARESE; AUDREY C. SKEEN----------

its true and lawful Attorney(s)-in-fact, to make, execute, seal and deliver for and on its behalf, as surety, and as its act and deed, any and all bonds, undertakings and contracts of suretyship, provided that no bond or undertaking or contract of suretyship executed under this authority shall exceed in amount the sum of

----------ALL WRITTEN INSTRUMENTS IN AN AMOUNT NOT TO EXCEED$20,000,000.00----------

This Power of Attorney is granted and is signed and sealed by facsimile under and by the authority of the following Resolution adopted by the Board of Directors of **PLATTE RIVER INSURANCE COMPANY** at a meeting duly called and held on the 8th day of January, 2002.

"RESOLVED, that the President, and Vice-President, the Secretary or Treasurer, acting individually or otherwise, be and they hereby are granted the power and authorization to appoint by a Power of Attorney for the purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, one or more vice-presidents, assistant secretaries and attorney(s)-in-fact, each appointee to have the powers and duties usual to such offices to the business of the company; the signature of such officers and the seal of the Corporation may be affixed to such power of attorney or to any certificate relating thereto by facsimile, and any such power of attorney or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the Corporation in the future with respect to any bond or undertaking or other writing obligatory in the nature thereof to which it is attached. Any such appointment may be revoked, for cause, or without cause, by any of said officers, at any time."

In connection with obligations in favor of the Florida Department of Transportation only, it is agreed that the power and authority hereby given to the Attorney-in-Fact includes any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, shall not relieve this surety company of any of its obligations under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such intent has been given to the Commissioner – Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.

IN WITNESS WHEREOF, the **PLATTE RIVER INSURANCE COMPANY** has caused these presents to be signed by its officer undersigned and its corporate seal to be hereto affixed duly attested, this 8th day of January, 2014.

Attest:

Richard W. Allen III
President
Surety & Fidelity Operations

PLATTE RIVER INSURANCE COMPANY
CORPORATE
SEAL
NEBRASKA

PLATTE RIVER INSURANCE COMPANY

Stephen J. Sills
CEO & President

STATE OF WISCONSIN
COUNTY OF DANE } S.S.:

On the 8th day of January, 2014 before me personally came Stephen J. Stills, to me known, who being by me duly sworn, did depose and say: that he resides in the County of New York, State of New York; that he is President of **PLATTE RIVER INSURANCE COMPANY**, the corporation described herein and which executed the above instrument; that he knows the seal of the said corporation; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said corporation and that he signed his name thereto by like order.

STATE OF WISCONSIN
DANIEL
W.
KRUEGER
NOTARY PUBLIC

Daniel W. Krueger
Notary Public, Dane Co., WI
My Commission Is Permanent

STATE OF WISCONSIN
COUNTY OF DANE } S.S.:

CERTIFICATE

I, the undersigned, duly elected to the office stated below, now the incumbent in **PLATTE RIVER INSURANCE COMPANY**, a Nebraska Corporation, authorized to make this certificate, **DO HEREBY CERTIFY** that the foregoing attached Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolution of the Board of Directors, set forth in the Power of Attorney is now in force.

Signed and sealed at the City of Middleton, State of Wisconsin this 14th day of April, 2015.

PLATTE RIVER INSURANCE COMPANY
CORPORATE
SEAL
NEBRASKA

Alan S. Ogilvie
Secretary

THIS DOCUMENT IS NOT VALID UNLESS PRINTED ON GREEN SHADED BACKGROUND WITH A RED SERIAL NUMBER IN THE UPPER RIGHT HAND CORNER. IF YOU HAVE ANY QUESTIONS CONCERNING THE AUTHENTICITY OF THIS DOCUMENT CALL, 800-475-4450.

PR-POA (Rev. 11-13)

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Sacramento)

On April 14th, 2015 before me, Jose Lemus, Notary Public
(insert name and title of the officer)

personally appeared David W. Garese,
who proved to me on the basis of satisfactory evidence to be the person(~~s~~) whose name(~~s~~) is/~~are~~ subscribed to the within instrument and acknowledged to me that he/~~she/they~~ executed the same in his/~~her/their~~ authorized capacity(~~ies~~), and that by his/~~her/their~~ signature(~~s~~) on the instrument the person(~~s~~), or the entity upon behalf of which the person(~~s~~) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

JOSE LEMUS
Commission # 2034263
Notary Public - California
San Diego County
My Comm. Expires Jul 21, 2017

Signature Jose Lemus (Seal)

UNITED STATES OF AMERICA

The State of Washington

Secretary of State

I, KIM WYMAN, Secretary of State of the State of Washington and custodian of its seal, hereby issue this

CERTIFICATE OF EXISTENCE/AUTHORIZATION

OF

D. M. DISPOSAL CO., INC.

I FURTHER CERTIFY that the records on file in this office show that the above named Profit Corporation was formed under the laws of the State of WA and was issued a Certificate Of Incorporation in Washington on 7/12/1979.

I FURTHER CERTIFY that as of the date of this certificate, D. M. DISPOSAL CO., INC. remains active and has complied with the filing requirements of this office.

Date: April 21, 2015

UBI: 600-335-245

Given under my hand and the Seal of the State of Washington at Olympia, the State Capital

Kim Wyman, Secretary of State