

We'll handle it from here.™

Garbage and Recycling Collection Services

City of Margate

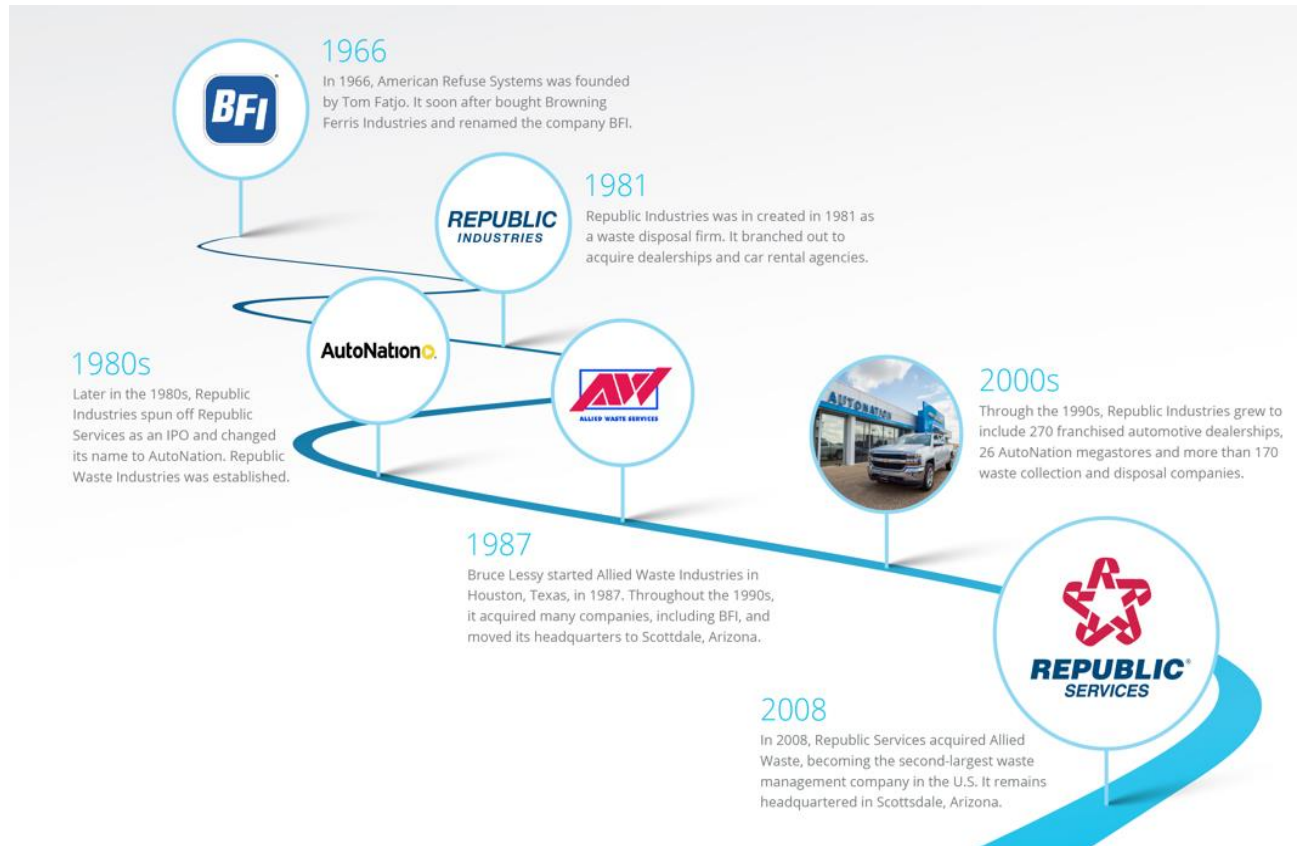


An Inside Look into Republic Services

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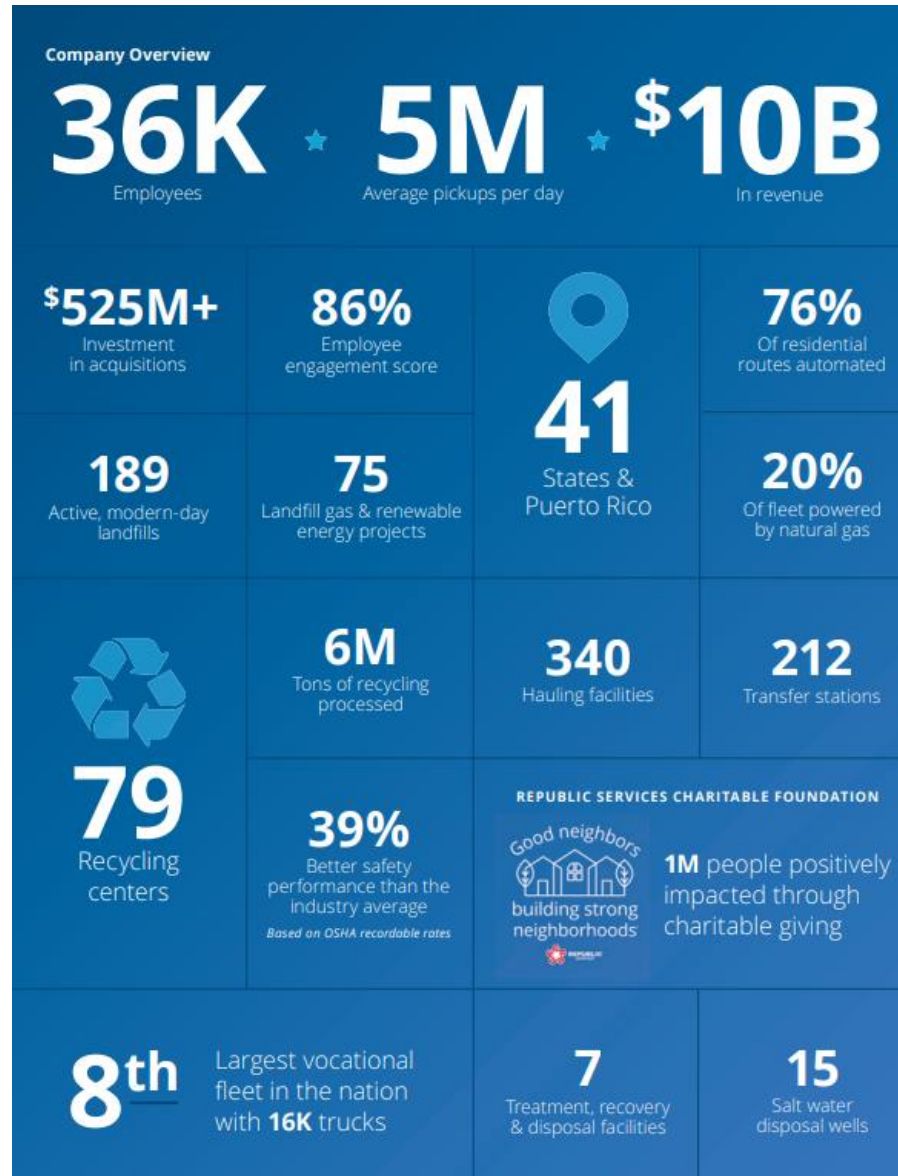


History of Republic Services



All Service Refuse Company Inc. began providing service to Broward County Municipalities in 1958. Its successor All Service Refuse Company, Inc. was merged into Republic Services of Florida, Limited Partnership in 2000.

Republic Services at Glance



National Recognition



Team and Experience- Republic Services

All service/Republic Services has been providing Solid Waste and Recycling services in Broward county since 1958;

Our local senior management staff has a combined 154 years of experience in the waste industry.

Jean Pierre Turgot- General Manager

6 years Republic and Industry

25 years in General management

Muriel Attilus Project/Operation Manager

9 years in the industry

20 years in the operations/ customer service management

Tim Martin- Maintenance/Facility Manager

7 years with Republic

22 years in the waste industry

Mike Rizopoulos- Finance Manager

17 years with Republic

19 years in the waste industry.

Joanne Stanley Manager of Municipal Services

15 years with Republic

26 Years in the Industry

Tracy Aubin- Human Resources

25 years with Republic Services

James Woods- Sales Manager

13 years with Republic Services

19 in the waste industry

Tom Kiernan- Operations MRF Manager

8 years with Republic

30 years in the waste industry



Supervisors Years of Experience

Operations Supervisors-Over 41 Years of combined waste industry experience.

- **Jermaine Preal – Operations Supervisor**
 - 14 Years with Republic Services
- **Melinda Illera-Gonzalez - Operations Supervisor**
 - 7 years with Republic Services
- **Hugo Martinez - Operations Supervisor**
 - 3 years with Republic Services
- **Aaron Robinson – Operations Supervisor**
 - 11 years with Republic Services
- **David Cari – Operations Supervisor –**
 - 1 year with Republic Services
- **Yakesha Manyou – Operations Supervisor**
 - 5 years with Republic Services
- **Anthony Baker – Operations Supervisor**
 - 6 months with Republic Services
- **Jeffrey Briggs – Operations Supervisor**
 - 4 months with Republic Services 5 years waste experience



Collection Plan and Resources

- Base of Operations
 - Republic Services' Facility sits on approximately 14 acres located on 31st Avenue between Sunrise Blvd and Sistrunk Blvd.
 - Maintenance shop has 15 repair bays
 - Container and cart maintenance utilizes 5 repair bays at the northwest end of the property
 - Compressed Natural Gas fueling station that allows 96 trucks to fuel nightly.
 - The actual administration building provides ample space for our operations that include, but not limited to dispatch, customer service, sales and billing departments.



Available Resources

- Republic Services in Broward County runs 75% of our fleet on Compressed Natural Gas, most of our trucks in Margate will run on CNG fuel.
- City of Margate Equipment Front Line vehicles(varies depending on what option the city choose)
 - 6-8 MSW/Recycle ASL Trucks, 1 Supervisor Pick-up Truck, 1 ASL Spare with no mixing of materials
- Fleet Equipment will be new after the initial rental period.
- Automation and Hydraulics-- The Fort Lauderdale Business unit dispatches approximately 90 trucks on 30,000 routes annually with over 27 million drive bys.



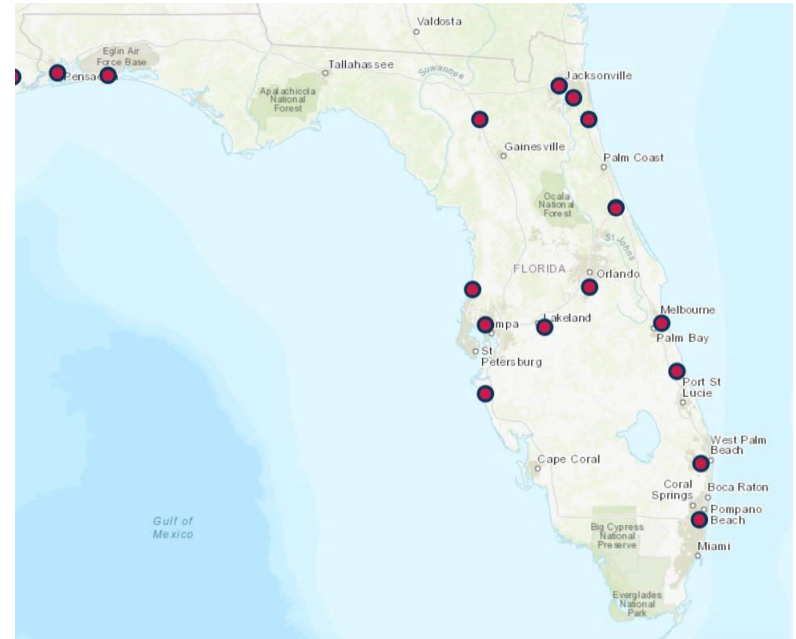
Equipment resources

- Fort Lauderdale Fleet

- 26 Commercial Front Load
- 21 Rear Load Trucks
- 47 Automated Side Loaders
- 16 Roll-Off Trucks
- 2 Container Delivery
- 3 Clam/Grapple Trucks
- 2 Sop Repair Vehicles

- Florida Fleet

- 794 Trucks
- Available Containers:
 - 4503 Small Containers
 - 1204 Large Containers



Proposed Fleet for Margate

- Equipment
 - Residential
 - Six - Automated Side Load trucks for Garbage and Recycling Collection with one spare
 - One - Rear Load truck for hard to service areas
 - Two - Grapple trucks for Bulk and Yard waste collection
 - One Pick up truck for a supervisor
 - Commercial and Industrial
 - One Front Load truck
 - One Industrial Roll off truck



Proposed Personnel for Margate

- Front Line Personnel
 - Operations Manager- Muriel Attilus
 - Dedicated Operations Supervisor for Margate
 - Residential
 - Six drivers
 - One helper
 - Commercial and Industrial
 - 2 drivers



Transition Team Experience

Joanne Stanley - Manager, Municipal Sales

Palm Bay 2020, Lantana 2013; Solid Waste Authority of Palm Beach, 2008, 2013, 2019; Royal Palm Beach 2007; Palm Springs 2008; Ocean Ridge 2010, Pembroke Park 2015

Jean Pierre Turgot - General Manager, Pembroke Park, 2015 Farris Recycling 2014, Fort Lauderdale Recycle 2016

Mike Rizopoulos - Finance Manager, Pembroke Park 2015, Farris Recycling 2014; Fort Lauderdale Recycle 2016;
Pembroke Pines 2013; Lauderhill 2015

Muriel Attilus - Operations Manager, Fort Lauderdale 2014, Pembroke Park 2015, Lauderhill 2015, Fort Lauderdale Recycle 2016

Tim Martin Maintenance Manager - Pembroke Pines 2013, Lauderhill 2015, Fort Lauderdale MSW 2014 and Recycle 2016

Jermaine Preal - Operation Supervisor, Miramar 2011, Tamarac 2011, North Lauderdale 2012, Pembroke Pines 2013, Fort Lauderdale MSW 2014, Pembroke Park 2015, Fort Lauderdale, 2016



Routing Capabilities

With the City's approval, Republic has the capability to revise and improve route structure through Republic GIS(geographic information system), Samara technology, and auditing process.

1. Route Bordering - centralize truck volume within the city.
2. Build flexibility to provide more efficient service.
3. Maximize load factor(break off points) and improve core zone density.
4. Control/manage route stems and dump time.

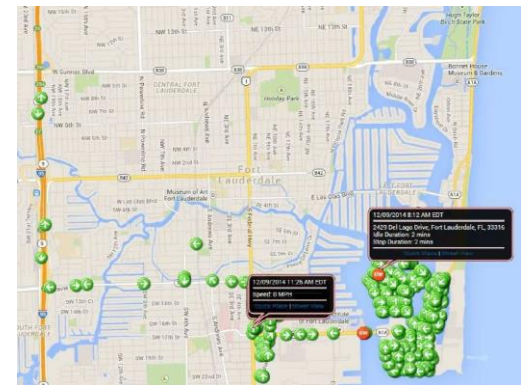
Communication to your Residents

Call blast capabilities if needed to all neighbors

Local facility at 751 NW 31st Avenue

Local management and supervisory contacts

Knowledge as to current system and procedures



Detailed Transition Plan

- Implementation Overview
 - Contract executed
 - Weekly meetings with City staff
 - Detailed implementation plan to the City
- Equipment and Procurement
 - Order new collection vehicles
 - Order rental trucks
 - Provide all necessary documentation with our trucks in service
- Collection Services
 - Submit route maps for the City's approval
 - Residential, garbage, recycle and
 - Bulk/yard waste collection
 - Commercial



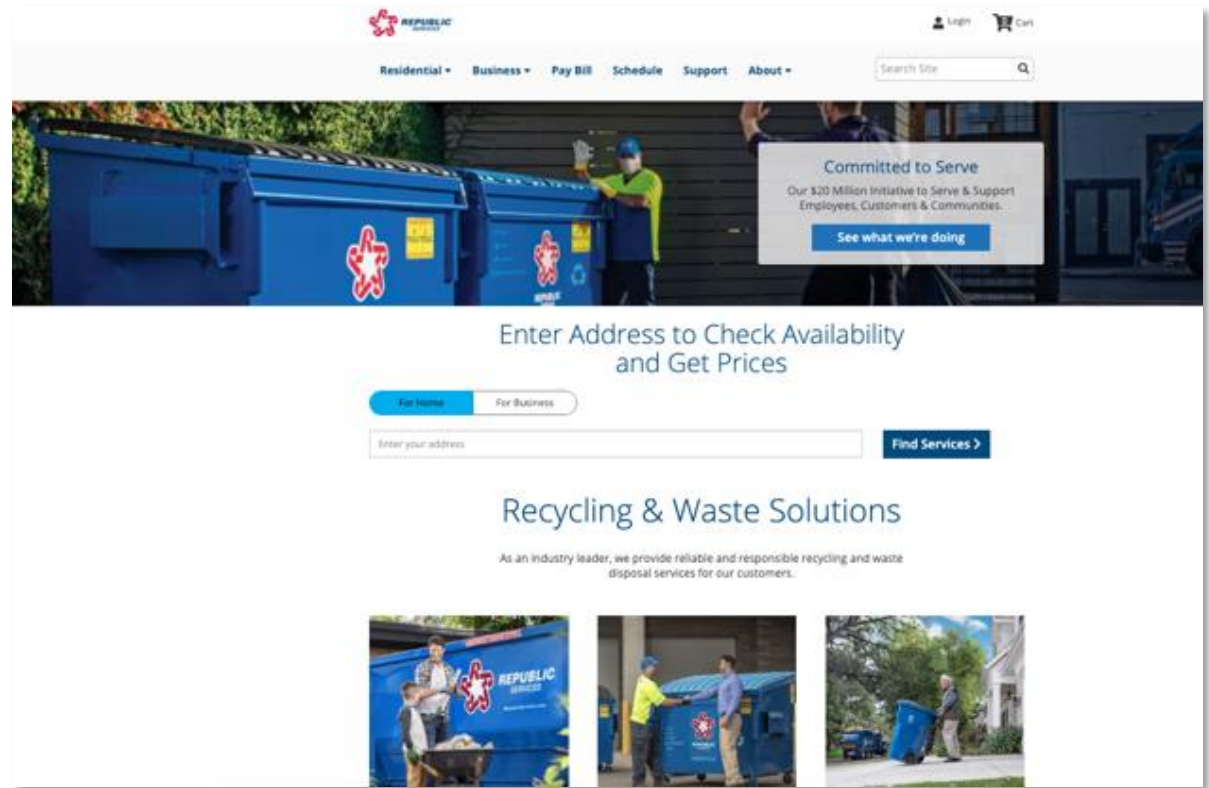
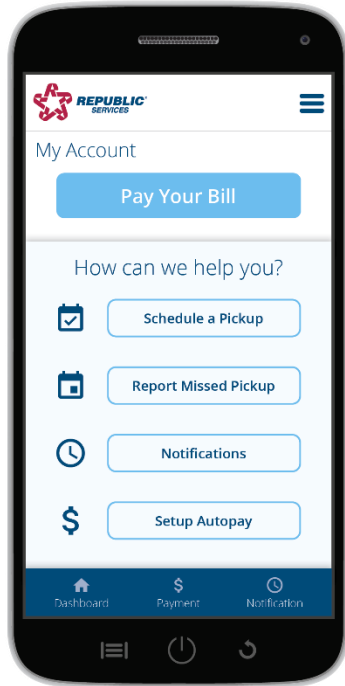
Note: Please print this map in "landscape" orientation.
Note: Please use "Letter" size for printing options in your printing software.

Detailed Transition Plan

- Cart and Container Delivery
 - Order Commercial containers
 - Order Roll off containers
 - Order 95-gallon carts for new residents and replacement
- Employees
 - Open requisition for supervisor
 - Open requisition for 8 drivers
 - Hire and training of drivers
- Customer Resource Center
 - Kick off meeting
 - KMT tool
 - Training(see appendix)
- Customer Notifications
 - Communication – Public Outreach
 - Draft annual Brochure
 - Notify Commercial customers
 - Develop a post card if the are day changes
 - Call blast to residents
 - Digital Options



Republic Services App



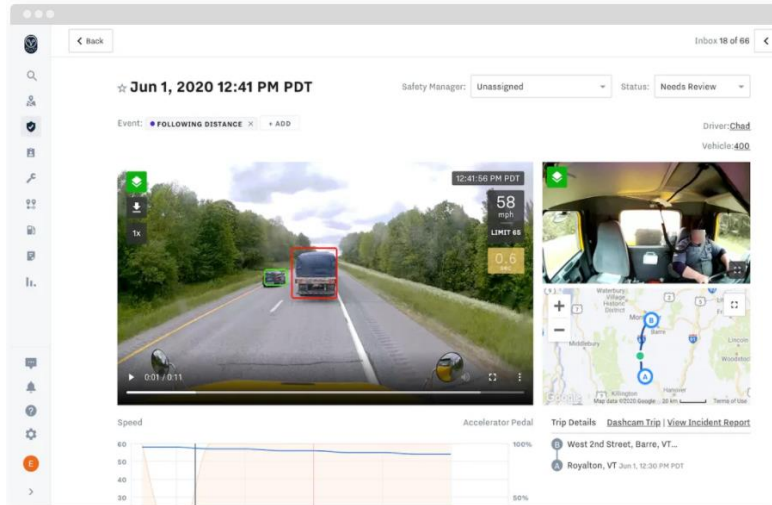
Republic Services National Customer Resource Centers

- One call resolution
- Three fully staffed, US-based, national call centers
- Powerful, integrated technology, enabling you to talk to a real person
- Extended hours 7:00 AM to 7:00 PM Monday thru Friday 8:00 AM to 2:00PM
- Web based applications for 24/7 access
- Net Promoter Score(Surveys our customers nationwide)



Samsara Camera Based Technology

Benefits



Coach drivers in real-time with preventative in-cab alerts

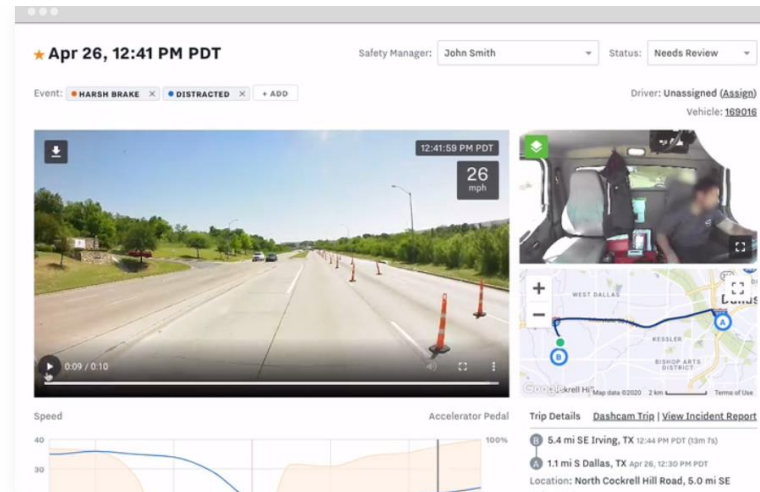
Improve driver behavior with a combination of in-cab voice alerts, driver rankings, and HD video-based coaching tools. The Samsara touchscreen driver app applies elements of game design to promote safer behavior and enable rewards-based safety programs.

[LEARN MORE ABOUT SAFETY](#)

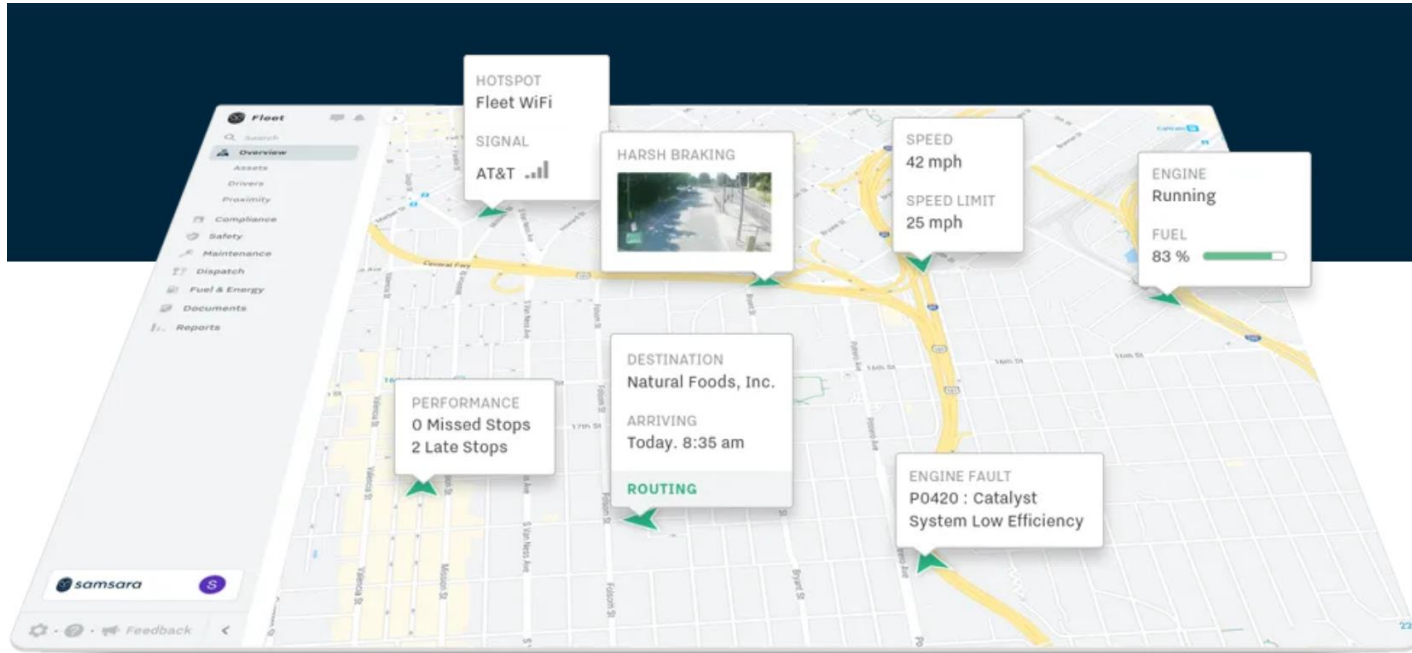
Gain visibility into critical events

Instantly review collisions, near-misses, and distracted driving events with full HD 1080p footage that is automatically uploaded to the cloud. Using a g-sensor and advanced AI, Samsara detects critical events, alerts drivers in real-time, and sends event details to admins.

[LEARN MORE ABOUT SAFETY](#)



Samsara Camera Based Technology



Equipment tracking

Get real-time GPS, remote access to engine diagnostics, and insights from automated reports for everything from unpowered assets to construction equipment.

BENEFITS

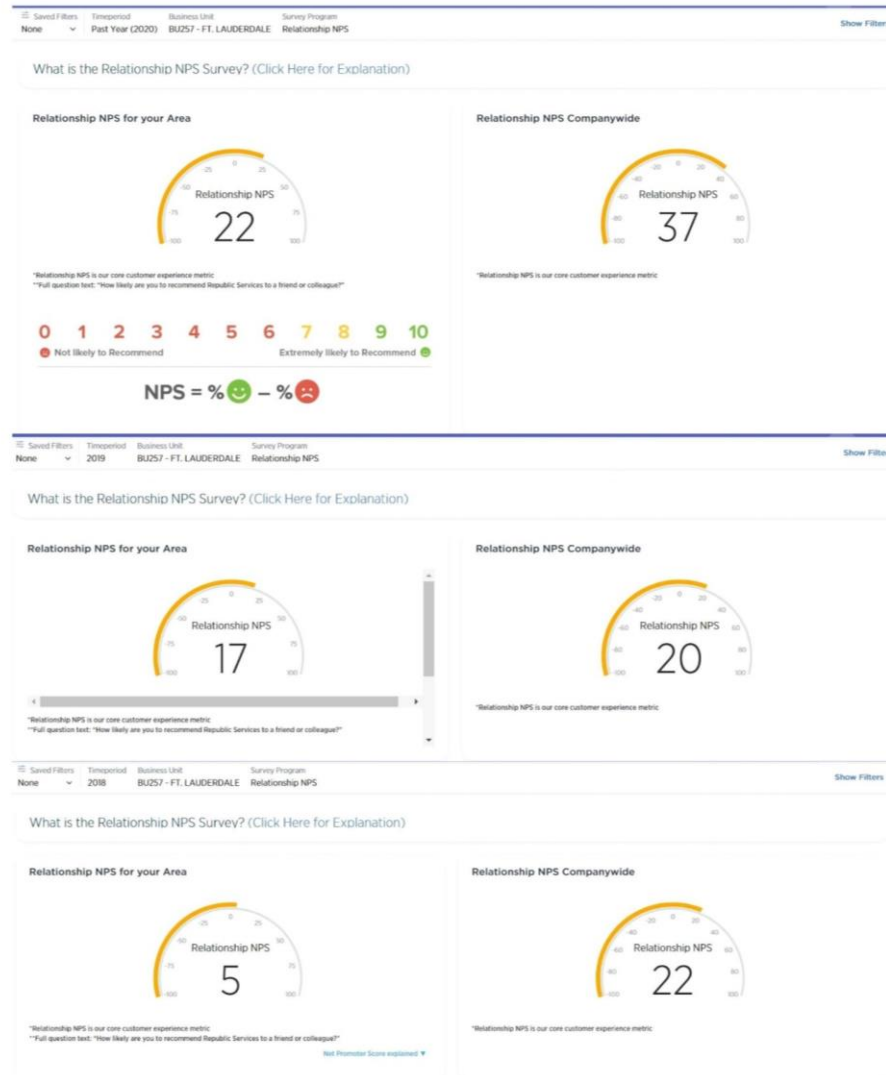
- Save time locating equipment
- Prevent unauthorized use
- Reduce technician response times



EQUIPMENT TRACKING

NPS Customer Satisfaction Surveys

Ft. Lauderdale Division
2018-2020



REPUBLIC
SERVICES

City of Margate Proposed Questions

Questions for All Proposers

1. Please describe how your collection plan and company resources would provide the high quality service that City is seeking.
2. Please describe your approach to the hauler transition in more detail including what processes/procedures you will put in place to minimize disruption in service and expediently respond to any situations that may arise. Include in your answer an explanation of something that could have been handled better in a recent municipal transition and how you would change the process for Margate.
3. How do you plan to handle a higher than usual call volume at the initiation of the agreement?
4. How will commercial and multifamily MSW carts be serviced separately from curbside residential MSW?
5. How will multifamily bulk waste be serviced separately from curbside residential bulk?
6. Please describe your web- or app-based complaint/request system in more detail. Please include the level of access the City will have to the system and whether or not residents able to track the status of their complaints and requests?
7. Please describe your on-board camera and GPS system in more detail including whether it can provide service verification and provide video or photos of a setout (or lack of a setout) at a particular address. Please also describe the City's level of access to the data from this system.
8. Is your firm willing to have a point person dedicated exclusively to the City of Margate? If not, why not? If the point person will also serve other clients, what would be their workload and level of commitment for clients other than the City of Margate?
9. Assuming final award at the June 16th City Commission meeting (2nd reading), do you believe an October 1st start date is feasible or is additional time needed? If additional time is needed, how much?
10. Related to the previous question, please elaborate on your ability to procure trucks in time for the start date based on the current supply chain (computer chips for manufacturing, etc.) and COVID environment.



City of Margate Republic Questions

1. What is the transition experience of the local team that would be handling the transition?
2. If your firm were to be awarded the contract, would we have access to and be able to get a copy of any satisfaction surveys issued to and received back from Margate customers?
3. Draft agreement calls for call center being open 8:00 a.m. to 7:00 p.m. Mon-Fri and 8:00 a.m. to 2:00 p.m. Sat. Your proposal states that call center would be open only Mon-Fri 7:30 a.m. to 5:00 p.m. (pg. 32). The reasoning behind those hours of operation is addressed in your proposal but we would like you to please explain how Republic would still be able to provide adequate service with the proposed shorter hours/days.
4. Please clarify your response on Form 18, Table 9. Does this mean that prices would increase for a facility that is closer in distance than the current Designated Facility (Wheelabrator)?
5. Please clarify your response on Form 18, Table 11. The table as provided in the RFP is the cost per unit per month however that verbiage is not on the form in your response. What do the prices on this form represent?



Appendix



Sample Transition Timeline

PROJECT NAME: REPORT DATE: OVERALL PROJECT STATUS (G, Y, R, C):	City of Margate	<div>Status Key</div> <div><div> On Plan, not in jeopardy</div><div> Off track, mitigation strategy action plan in place</div><div> On Track</div><div> Complete</div></div>
	Sample	
	G	
PROJECT Goal	Transition Plan City of Margate	

Sample Transition Plan City of Margate

Action Plan Snapshot								
Mile-stone #	Description	Target Start Date	Target Completion Date	Owner	Estimated/ Actual Date	% Complete	Status	Notes
1	Implementation Overview			Jean-Pierre Turgot				
1.1	Contract executed	5/1/2021	5/1/2021				G	
1.2	Transition kick off meeting with City staff and Republic Services	5/1/2021	5/1/2021				G	
1.3	Weekly meetings with City staff	On going	On going				G	
1.4	Detailed Implementation Plan due to City of Margate	6/15/2021	7/1/2021				G	
1.5	Contract start date	10/1/2021	10/1/2021				G	
2	Equipment and Procurement			Tim Martin				
2.1	Order new collection vehicles	5/2/2021	5/2/2021				G	
2.2	Identified new diverted equipment for Margate	6/1/2020	6.15.2020				G	
2.3	Review vehicle specs with vendor	6/1/2021	6/15/2021				G	
2.4	RFP for rental equipment	5/15/2021	6/1/2021				G	
2.5	Receive and inspect new collection vehicles and rental trucks including: licensed, registered, insured and tagged	9/1/2021	9/15/2021				G	
2.6	Place rentals and new trucks into service	9/20/2021	9/20/2021				G	
2.7	Order carts for multiple container residents	6/1/2021	6/15/2021				G	
3	Collection Services			Muriel Attilus				
3.1	Complete residential route maps for city approval	6/15/2021	7/1/2021				G	
3.2	Conduct audits and route surveys (Commercial & Multi-family)	8/1/2021	8/31/2021				G	
3.3	Obtain gate codes	9/1/2021	9/15/2021				G	
4	Cart and Container Delivery			Muriel Attilus				
4.1	Coordinate schedule with existing contractor commercial containers(If applicable)	8/1/2021	8/30/2021				G	
5	Employees			Muriel Attilus				
5.1	Initial hiring steps	6/15/2021	7/15/2021				G	
5.2	Confirm all new hires	7/30/2021	8/15/2021				G	
5.4	Safety and onboarding training	9/1/2021	9/15/2021				G	
5.5	Behind the wheel instruction training	9/15/2021	9/30/2021				G	
5.6	Route familiarity	9/15/2021	9/30/2021				G	
6	Customer Resource Center			Joanne Stanley				
6.1	Initial meeting with CRC staff	7/1/2021	7/15/2021				G	
6.2	Provide Knowledge Management Tools (KMT)	8/1/2021	8/15/2021				G	
6.3	Train CRC representatives on Margate specifics	9/1/2021	9/15/2021				G	
6.4	Customer Service Begins	10/1/2020	10/1/2020				G	
7	Customer Notification			Joanne Stanley				
7.1	Media release to introduce Republic Services and FAQ	9/1/2021	9/15/2021				G	
7.2	Contact Commercial and Industrial customers to confirm size and frequency	8/1/2021	9/15/2021				G	
7.3	Draft informational brochure to the City	7/1/2021	7/15/2021				G	
7.6	Draft service days and set out procedures post card	8/1/2021	8/15/2021				G	

Accomplishments Since Last Report

Upcoming Major Activities

Constraints & Risks

Mile-stone #	Description	Owner	Priority	Due Date	Status

Customer Resource Center

CRC TRAINING FOR MUNIS – OVERVIEW



SAMSARA

1. Key Features Safety Dual facing Camera

- a. Embedded artificial intelligence
- b. Wide angle lens dual facing camera
 - i. Front Facing Camera – field view of 121 degrees, 1080p resolution, 30 frames per second, low light HDR to optimize for bright and low-light conditions
 - ii. Driver Facing Camera- field view of 177 degrees, 720p resolution, 30 frames per second, low light Infrared LED for unlit nighttime in-cab video
- c. Built-in audio speaker
 - i. Voice coaching
 - ii. Audio capture
- d. Recordings
 - i. Harsh event recording
 - ii. Periodic images- still images captured every few minutes while vehicle is in motion
 - iii. Panic button-allows drivers to automatically send alerts and upload footage during emergencies
- e. Data transfer and logging
 - i. On-demand upload
 - ii. Automatically uploads videos to cloud
- f. Mounting and power
 - i. Plug and play installation

2. Key Features Vehicle Gateway Telematics Data

- a. GPS Tracking
- b. Engine diagnostics
- c. Fuel efficiency
- d. Driver productivity
- e. 4G LTE cellular connectivity

3. Real-time AI Detection

- a. In-Cab Audio Alerting
 - i. Distracted Driving
 - ii. Following Distance
 - iii. Forward Collision Warning
 - iv. Harsh Brake
 - v. Harsh Acceleration
- b. Additional Driver behavior events
 - i. Harsh turn
 - ii. Rolling Stops

4. Web Application/Portal Environment

- a. Overview



- i. Map overview
- ii. Asset tracking-last location, status, fuel level, location
- iii. Drivers-name, driving status, vehicle, location
- iv. Proximity
 - 1. Search for assets near an address from 100-500 meters up to 90 days back
- b. Safety
 - i. Safety dashboard-safety score, risk factors, performance by driver or vehicle
 - ii. Safety inbox-all clips from harsh events
 - iii. Coaching-list of videos assigned to coaches to view
 - iv. Dash cam-visual view of all driver facing and road facing cameras
 - v. Video retrieval-pull video footage up to 30 days back from any truck that is on. 1 min full footage, 5-40 min hyper lapse
 - vi. Driver assignment-matching driver faces to names for AI learning
- c. Compliance
 - i. Compliance dashboard-HOS violations
- d. Maintenance
 - i. Maintenance status-asset and listed faults, engine hours, odometer, check engine light, battery voltage
- e. Fuel and Energy
 - i. Efficiency benchmarks- vehicle, efficiency, fuel used, distance, carbon emissions, cost, engine run time, PTO use, idle time
 - ii. Driver efficiency report
- f. Reports
 - i. Asset reports, activity reports, safety reports

5. Installation

- a. Dual-facing camera
 - i. Connects to Samsara's VG-series gateways via accessory port for power and connectivity
 - ii. Mounts on inside of windshield with heavy-duty acrylic foam tape
- b. Vehicle gateway
 - i. Diagnostic interface
 - 1. J1962/OBD-II
 - 2. J1939 (type 1 and 2)
 - 3. J1708 (non-diagnostic, power only)
 - ii. Auxiliary inputs
 - 1. 2 × digital inputs monitor specialized equipment
 - 2. 1 × digital output, reserved for future use via software update

6. Additional Information

- a. <https://www.samsara.com/products/models/cm32>
- b. <https://www.samsara.com/products/models/vg34>

7. Key Features

- a. Embedded artificial Intelligence
- b. GPS, IMU and camera sensors
- c. 288 degrees of high-quality video
- d. LET connectivity
- e. Over the air system updates

8. Real-time AI Detection

- a. 3-tiered alerting – Mild, medium, and severe in cab audio alerting based on severity. As the undesired behavior continues, the severity of alert increases.
- b. In-Cab Audio Alerting
 - i. Distracted Driving –
 - 1. looking down, left, right, or up. Cap
 - 2. Three progressive audio alerts at 2.5, 4, and 5.5 seconds of detected driver distraction
 - ii. Drowsy
 - iii. Speeding
 - iv. Following distance
 - v. Forward Collision Warning
- c. Additional Driver behavior events
 - i. Cell phone use
 - ii. Smoking
 - iii. No seat belt

9. Driver initiated event recording

- a. Additional in-vehicle hardware for drivers to upload video directly from the cab
 - i. Press 1 time to upload 30 seconds of video (starting 20 seconds before press)
 - ii. Press 3 times to upload 60 seconds of video (starting 20 seconds before press) and notify fleet manager

10. Incident detection and notifications

- a. Detect high and low impact collisions automatically
- b. Email and/or SMS notification when incident is detected with vehicle name, location and time

11. Vehicle Movement

- a. Cornering, vehicle speed, braking and acceleration
- b. GPS sensor, IMU sensor

12. Web Application

- a. Trip history
 - i. Locate vehicles
 - ii. See where high-risk events occurred
 - iii. Request video evidence of events from the last 100 hours of vehicle drive time
- b. Proprietary VERA Score –



- i. Personalized feedback which can be provided to drivers based on their driving performance. Allowing fleet managers to gain access to a complete picture of how each of their drivers are performing.
 - ii. Attentive and smooth driving scores by day, week, or month
 - iii. Can be provided to drivers via Nauto mobile app
- c. Videos of high-risk events
- d. Automated driver recognition –
 - i. AI assisted driver assignment to trips and events
- e. Driver report and scorecard based on feedback from their driving behavior
- f. Device Health Dashboard –
 - i. Device management dashboard with installation, location, and status insights, including potential offline, loose, or obstructed devices to enable troubleshooting
- g. Safety and Trip Reports
 - i. Exportable report by driver or vehicle, including safety scores, high-risk and policy violation event counts and rates, and trip activity
- h. Insights Dashboard
 - i. Daily dashboard to quickly assess and address key safety, coaching, and device insights

13.Installation

- a. Installation can be through the JBus or 3 wire approach to ground in the cab

14.Additional Info

- a. <https://www.nauto.com/resources>