

## RESOLUTION NO. 1639

### A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAKE FOREST PARK, WASHINGTON, AUTHORIZING THE MAYOR TO SIGN AN AGREEMENT WITH REPUBLIC SERVICES FOR 2018-2028 COMPREHENSIVE GARBAGE, RECYCLABLES, AND COMPOSTABLES COLLECTION

---

**WHEREAS**, the City of Lake Forest Park ("City") has been engaged in a competitive selection process to determine a provider for comprehensive garbage, recyclables, and compostables collection within the City; and

**WHEREAS**, the City issued a Request for Proposals ("RFP") in March 2017 for new solid waste collection services; and

**WHEREAS**, two proposals were received in response to the RFP and such proposals were evaluated using criteria that included rates (quantitative) and service (qualitative) elements such as customer service, operations, demonstrated ability, compliance, collection and labor outreach and their performance and waste diversion; and

**WHEREAS**, based on the City staff's evaluation, the City staff team, with the support of the Mayor, decided to recommend award of the contract to Republic Services and has engaged in negotiations with Republic Services;

**NOW, THEREFORE, BE IT RESOLVED**, by the City Council of the City of Lake Forest Park, as follows:

**Section 1. AWARD OF CONTRACT.** The Lake Forest Park City Council hereby authorizes the Mayor to execute the Agreement with Republic Waste Services, in the form attached hereto as **Exhibit A**.

**Section 2. CORRECTIONS.** The City Clerk is authorized to make necessary corrections to this resolution including, but not limited to, the correction of scrivener's/clerical errors, references, ordinance numbering, section/subsection numbers and any references thereto.

**PASSED BY A MAJORITY VOTE** of the members of the Lake Forest Park City Council this 12th day of October, 2017.

APPROVED:

Jeff Johnson  
Mayor



ATTEST/AUTHENTICATED:



Evelyn Jahed  
City Clerk

FILED WITH THE CITY CLERK: October 6, 2017  
PASSED BY THE CITY COUNCIL: October 12, 2017  
RESOLUTION NO.: 1639

EXHIBIT A TO RESOLUTION 1639

**Comprehensive  
Garbage, Recyclables, and Compostables  
Collection Services Contract**



**City of Lake Forest Park  
and  
Rabanco, Ltd. dba Republic Services of Bellevue**

**July 1, 2018 – June 30, 2028**

# Comprehensive Garbage, Recyclables, and Compostables Collection Services Contract

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**Comprehensive Garbage, Recyclables, and Compostables  
Collection Services Contract**

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**Attachments:**

Attachment A: Service Area

Attachment B: Contractor Rates

Attachment C: Recyclables List

Attachment D: Rate Modification Example

This Comprehensive Garbage, Recyclables, and Compostables Collection Services Contract (hereafter, "Contract") is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2017 (hereafter the "Date of Execution"), by and between the City of Lake Forest Park, a municipal corporation (hereafter "City"), and Rabanco, Ltd. dba Republic Services of Bellevue (hereafter "Contractor").

## RECITALS

8 WHEREAS, the City has conducted a competitive process to select a contractor to provide Garbage,  
9 Recyclables, and Compostables collection services to all residents, businesses, and institutions located  
10 within the Service Area; and

12 WHEREAS, the Contractor, having participated in the competitive process, acknowledges that the City  
13 conducted a thorough and exhaustive competitive process; and

15 WHEREAS, the Contractor, having participated in the competitive process, acknowledges that the City had  
16 the right at any time during the process to reject any or all of the competitors, regardless of their proposals  
17 or prices; and

19 WHEREAS, having completed the competitive process, the City has selected the best candidate to provide  
20 the services outlined in the competitive process; and

22 WHEREAS, the Contractor represents and warrants that it has the experience, resources, and expertise  
23 necessary to perform the services as requested in the competitive process; and

25 WHEREAS, the City desires to enter into this Contract with the Contractor for the services outlined in the  
26 competitive process and included below;

28 NOW, THEREFORE, in consideration of the mutual covenants, agreements, and promises herein  
29 contained, the City and Contractor do agree as follows:

## AGREEMENT

## 1. DEFINITIONS

The following definitions apply to terms used in this Contract:

**Bulky Waste:** Discrete items of Garbage of a size or shape that precludes collection in regular collection containers. Bulky Waste includes: large appliances (such as refrigerators, freezers, stoves, dishwashers, clothes washing machines or dryers), water heaters, furniture (such as chairs or sofas), televisions, mattresses, and other similar large items placed at the Curb as discrete separate items. Bulky Waste does not include piles of debris, car parts, construction or demolition debris, any item that would be considered Hazardous Waste, or stumps.

**Cart:** A Contractor-provided 20-, 35-, 45, 64-, or 96-gallon wheeled Container with attached lid suitable for collection, storage, and Curbside placement of Garbage, Recyclables, or Compostables. Carts shall be rodent and insect resistant and kept in sanitary condition by the Contractor at all times.

1  
2 **Change of Control:** The term "Change of Control" means any single transaction or series of related  
3 transactions by which the beneficial ownership of more than 50% of the voting securities of the Contractor  
4 is acquired by a person or entity, or by a related or affiliated group of persons or entities, who as of the  
5 effective date of the Contract do not have such a beneficial interest; provided, however, that intra-  
6 company transfers, such as transfers between different subsidiaries or branches of the parent corporation  
7 of the Contractor, or transfers to corporations, limited partnerships, or any other entity owned or  
8 controlled by the Contractor upon the effective date of the Contract, and transactions effected on any  
9 securities exchange registered with the U.S. Securities and Exchange Commission, shall not constitute a  
10 Change in Control.

11  
12 **City:** The word "City" means the City of Lake Forest Park, in King County, Washington. As used in the  
13 Contract, use of the term "City" may include reference to the City Administrator or his/her designated  
14 representative. Where the context makes it apparent, references to staff, streets, rights-of-way, activities  
15 and things refer to the staff, streets, rights-of-way and activities of the City, and things belonging to or  
16 located within the City.

17  
18 **Commercial Customer:** Non-Residential Customers, including businesses, institutions, governmental  
19 agencies, and all other users of commercial-type Garbage collection services.

20  
21 **Compostables:** Any organic waste material that is Source-separated for processing or composting, such  
22 as Yard Debris and Foodscraps generated by any Residential or Commercial customers. Shredded  
23 uncontaminated paper shall be accepted as a Compostable material.

24  
25 **Contractor:** Rabanco, Ltd. dba Republic Services of Bellevue, which has contracted with the City to collect,  
26 transport, and dispose of Garbage, and to collect, process, market, and transport Recyclables and  
27 Compostables.

28  
29 **Container:** Any Micro-can, Food Mini-can, Garbage Can, Cart, Detachable Container, or Drop-box  
30 Container used in the performance of this Contract.

31  
32 **Contract:** Refers to this contract for comprehensive garbage, recyclables and compostable collection  
33 services.

34  
35 **Contract Term:** Refers to the term of this Contract as provided for in Section 2.

36  
37 **County:** King County in Washington State.

38  
39 **Curb or Curbside:** Refers to the Customers' property, within five (5) feet of the Public Street or Private  
40 Road (or on the sidewalk without completely obstructing the sidewalk, if there is no Customer property  
41 within five (5) feet of the Public Street or Private Road) without blocking driveways or on-street parking.  
42 If extraordinary circumstances preclude such a location, Curbside shall be considered a placement suitable  
43 to the Customer, convenient to the Contractor's equipment, and mutually agreed to by the City and  
44 Contractor.

45  
46 **Customer:** All account-holders of the Contractor's services within the City.

1      **Date of Commencement of Service:** July 1, 2018, which is the date that the Contractor agrees to  
2      commence the provision of collection and other services as described throughout this Contract.

3  
4      **Date of Execution:** The date that this Contract is executed by all signatories.

5  
6      **Day/Days:** Calendar days unless otherwise specified.

7  
8      **Detachable Container:** A watertight metal or plastic container equipped with a tight-fitting cover, capable  
9      of being mechanically unloaded into a collection vehicle, and that is not less than one (1) cubic yard or  
10     greater than eight (8) cubic yards in capacity.

11     **Driveway:** A privately-owned and maintained way that connects a Residence or parking  
12     area/garage/carport with a Private Road or Public Street.

13     **Drop-box Container:** An all-metal loose material or compactor container with ten (10) cubic yards or  
14     more capacity that is loaded onto a specialized collection vehicle.

15     **Extra Unit:** Excess material that does not fit in the Customer's primary Container. In the case of Cart  
16     services, an Extra Unit is 32-gallons and may be contained in either a plastic bag or Garbage can. In the  
17     case of Garbage Containers one (1) cubic yard or more in capacity, an Extra Unit is 96-gallons.

18     **Food Mini-can:** A water-tight plastic container twelve or thirteen (12/13) gallons in capacity; fitted with  
19     two (2) sturdy handles or handholds and fitted with a tight cover. All Food Mini-cans provided by the  
20     Contractor shall be rodent and insect proof and kept in sanitary conditions by the Customer at all times.

21     **Food Scraps:** All compostable pre- and post-consumer food waste, such as whole or partial pieces of  
22     produce, meats, bones, cheese, bread, cereals, coffee grounds, or egg shells, and food-soiled paper, such  
23     as paper napkins, paper towels, paper plates, coffee filters, paper take-out boxes, pizza boxes, or other  
24     paper products accepted by the Contractor's selected composting site. Food Scraps shall not include dead  
25     animals, plastics, diapers, cat litter, liquid wastes, ashes, pet wastes, or other materials prohibited by the  
26     selected composting facility. The range of materials handled by the Compostables collection program may  
27     be changed from time to time upon the mutual agreement of the Parties to reflect those materials allowed  
28     by the Public Health – Seattle & King County for the frequency of collection provided by the Contractor.

29     **Garbage:** All putrescible and non-putrescible solid and semi-solid wastes, including, but not limited to,  
30     rubbish, ashes, industrial wastes, swill, demolition and construction wastes, dead small animals  
31     completely wrapped in plastic and weighing less than fifteen (15) pounds, and discarded commodities  
32     that are placed by Customers in appropriate Containers, bags, or other receptacles for collection and  
33     disposal by the Contractor. Needles or "sharps" used for the administration of medication can be included  
34     in the definition of "Garbage," provided that they are placed within a sealed, secure container as agreed  
35     upon by the City and the Contractor and this handling is consistent with current King County sharps policy.  
36     The term "Garbage" shall not include Hazardous Wastes, Source-separated recyclable materials, or  
37     Source-separated Compostables.

38     **Garbage Can:** A Container that is a water-tight galvanized sheet-metal or plastic container not exceeding  
39     four (4) cubic feet or thirty-two (32) gallons in capacity; fitted with two (2) sturdy looped handles, one on

1 each side; and fitted with a tight cover equipped with a handle. All Containers shall be rodent and insect  
2 proof and kept in sanitary conditions by their owner at all times.

3

4 **Hazardous Waste:** Any hazardous, toxic, or dangerous waste, substance, or material, or contaminant,  
5 pollutant, or chemical, known or unknown, defined or identified as such in any existing or future local,  
6 state, or federal law, statute, code, ordinance, rule, regulation, guideline, decree, or order relating to  
7 human health or the environment or environmental conditions, including but not limited to any substance  
8 that is:

9

10 A. Defined as hazardous by 40 C.F.R. Part 261.3 and regulated as hazardous waste by the United  
11 States Environmental Protection Agency under Subtitle C of the Resource Conservation and  
12 Recovery Act ("RCRA") of 1976, 42 U.S.C. § 6901 *et seq.*, as amended by the Hazardous and Solid  
13 Waste Amendments ("HSWA") of 1984; the Toxic Substances Control Act, 15 U.S.C. § 2601 *et seq.*;  
14 or any other federal statute or regulation governing the treatment, storage, handling, or disposal  
15 of waste imposing special handling or disposal requirements similar to those required by Subtitle  
16 C of RCRA;

17

18 B. Defined as dangerous or extremely hazardous by WAC 173-303-040 and regulated as dangerous  
19 waste or extremely hazardous waste by the Washington State Department of Ecology under the  
20 State Hazardous Waste Management Act, Chapter 70.105 RCW, or any other Washington State  
21 statute or regulation governing the treatment, storage, handling, or disposal of wastes and  
22 imposing special handling requirements similar to those required by Chapter 70.105 RCW; and

23

24 C. Any substance that comes within the scope of this definition as determined by the City after the  
25 Date of Execution of this Contract.

26

27 Any substance that ceases to fall within this definition as determined by the City after the Date of  
28 Execution of this Contract shall not be deemed to be Hazardous Waste.

29

30 **King County Disposal System:** The areas owned, leased, or controlled by King County, Washington for  
31 the disposal of Garbage, or such other site as may be authorized by the current King County  
32 Comprehensive Solid Waste Management Plan and the Amended and Restated Solid Waste Interlocal  
33 Agreement between the City and King County.

34

35 **Micro-can:** A small Garbage Container, with or without wheels, water-tight plastic container  
36 approximately ten (10) gallons in capacity fitted with two (2) sturdy handles and a tight cover equipped  
37 with a additional handle. All Containers shall be rodent and insect proof and kept in sanitary conditions  
38 by their owner at all times.

39

40 **Multifamily Complex:** Multiple-unit Residences with five or more attached or unattached units billed  
41 collectively for Garbage collection service.

42

43 **On-call:** The provision of specified services only upon direct telephone, written, or e-mailed request of  
44 the Customer to the Contractor.

45

46 **Party:** Either the City or the Contractor.

47

1 **Parties:** The City and Contractor.

2  
3 **Private Road:** A privately-owned and maintained way that allows for access by a service vehicle and that  
4 serves multiple Residences.

5  
6 **Public Street:** A public right-of-way used for public travel, including public alleys.

7  
8 **Recycling:** The preparation, collection, transport, processing, and marketing of Recyclables.

9  
10 **Recyclables:** The materials designated as being part of a Residential or Commercial Recycling collection  
11 program, as listed in Attachment C.

12  
13 **Residence/Residential:** A single-family and/or multifamily living space individually rented, leased or  
14 owned.

15  
16 **Services:** Refers to the comprehensive garbage, recyclables and compostables collection and processing  
17 services provided by the Contractor pursuant to the Contract.

18  
19 **Service Area:** The service boundaries indicated in Attachment A as of the Date of Commencement of  
20 Service.

21  
22 **Single-Family Residence:** All one-unit houses, duplexes, tri-plexes, four-plexes, and individually-billed  
23 mobile homes that are located on a Public Street or Private Road.

24  
25 **Source-separated:** Certain reclaimable materials that are separated from Garbage by the generator for  
26 recycling or reuse, including but not limited to Recyclables, Yard Debris, Food Scraps, and other materials.

27  
28 **Strike Contingency Plan:** The plan the Contractor will develop pursuant to Section 4.1.19 of this Contract.

29  
30 **Transition and Implementation Plan:** The plan that the Contractor will develop pursuant to Section 4.1.22  
31 of this Contract.

32  
33 **Unacceptable Waste:** Highly flammable substances, Hazardous Waste, liquid wastes, special wastes,  
34 certain pathological and biological wastes, explosives, toxic materials, radioactive materials, material that  
35 the disposal facility is not authorized to receive and/or dispose of, and other materials deemed by state,  
36 federal or local law, or in the reasonable discretion of the Contractor, to be dangerous or threatening to  
37 heal or the environment, or which cannot be legally accepted at the applicable disposal facility.

38  
39 **WUTC:** The Washington Utilities and Transportation Commission.

40  
41 **Yard Debris:** Leaves, grass, prunings, branches and small trees. Materials larger than four (4) inches in  
42 diameter or four (4) feet in length are excluded. Bundles of Yard Debris up to two (2) feet in diameter by  
43 four (4) feet in length and no more than fifty-five (55) pounds, shall be allowed, and shall be secured by  
44 degradable string or twine, not nylon or other synthetic materials. Un-flocked, undecorated whole  
45 Christmas trees cut to less than six (6) feet in height are acceptable. Kraft paper bags, or Garbage Cans  
46 labeled "Yard Debris" may also be used to contain extra Yard Debris.

1      **2. TERM OF CONTRACT**

2  
3      The Term of this Contract is ten (10) years starting on the Date of Commencement of Service. The City,  
4      may, at its option, extend the Contract up to two (2) extensions, each of which shall not exceed two (2)  
5      years in duration. Any extension exercised by the City shall be under the original terms and conditions of  
6      this Contract or as the Contract may have been amended at the time of the extension. To exercise the  
7      option to extend this Contract, written notice shall be given by the City to the Contractor not less than  
8      ninety (90) days prior to the expiration of the Contract Term or the expiration of a previous extension.  
9      With the Contractor's written consent, the requirement of 90 days' prior notice of exercise of the City's  
10     option to extend may be waived.

11     **3. CONTRACTOR REPRESENTATIONS AND WARRANTIES**

12     The Contractor represents and warrants to the City as follows:

13

- 14     • *Organization and Qualification.* The Contractor is duly incorporated, validly existing, and in good  
15     standing under the laws of the state of Washington, and has all requisite corporate power and  
16     authority to enter into and to perform its obligations under this Contract.
- 17     • *Authority.* The Contractor has the authority to execute this Contract, to make the representations  
18     and warranties set forth in it, and to perform the obligations of the Contractor under this Contract  
19     in accordance with its terms. This Contract has been validly executed by an authorized  
20     representative of the Contractor, with the authority to sign on behalf of and bind the Contractor,  
21     and this Contract constitutes a valid and legally binding and enforceable obligation of Contractor.
- 22     • *Government Authorizations and Consents.* The Contractor has or will obtain at its sole cost prior  
23     to the Date of Commencement of Service any such licenses, permits, and other authorizations  
24     from federal, state, and other governmental authorities, as are necessary for the performance of  
25     its obligations under this Contract.
- 26     • *Compliance with Laws.* The Contractor is not in violation of any applicable laws, ordinances, or  
27     regulations, which may impact the Contractor's ability to perform its obligations under this  
28     Contract or which may have any impact on the City. The Contractor is not subject to any order or  
29     judgment of any court, tribunal, or governmental agency that impacts its operations or assets or  
30     its ability to perform its obligations under this Contract.
- 31     • *Accuracy of Information.* None of the representations or warranties in this Contract, and none of  
32     the documents, statements, reports, certificates, or schedules furnished or to be furnished by the  
33     Contractor pursuant to this Contract or in connection with the performance of the obligations  
34     contemplated under this Contract, at any time contain or will contain untrue statements of a  
35     material fact or omissions of material facts.
- 36     • *Independent Examination.* In accepting these responsibilities, the Contractor represents and  
37     affirms that it has made its own examination of all conditions affecting the performance of this  
38     Contract, currently and into the future, and of the quantity, quality, and expense of labor,  
39     equipment, vehicles, facilities, properties, materials needed, and of applicable taxes, permits, and  
40     applicable laws. The Contractor affirms that within the Service Area it is aware of the present  
41     and future conditions of the Service Area.

1 placement and location of all Containers. The Contractor represents and warranties that it is  
2 capable of continuing to collect all Containers from their present locations, and that it is capable  
3 of providing service to and collection of Containers in any areas of the Service Area that may be  
4 built out or developed during the term of this Contract.

5

## 6 **4. SCOPE OF WORK**

7

8 **4.1 General Collection System Requirements**

9

10 **4.1.1 Service Area**

11

12 The Contractor shall provide all Services pursuant to this Contract throughout the entire Service Area.

13 **4.1.2 Service to Residences on Private Roads and Driveways**

14

15 The Contractor shall provide Curbside service to all Residences located on Private Roads, except as noted  
16 in this Section. Drive-in charges are to be used only for requested service on Driveways and are prohibited  
17 on Private Roads.

18 In the event that the Contractor believes that a Private Road cannot be safely negotiated or that providing  
19 walk-in service on Driveways for Single-Family Residence Customers is impractical due to distance or  
20 unsafe conditions, the Contractor may request that the City evaluate on-site conditions and make a  
21 determination of the best approach for providing safe and appropriate service to the Customer. The City's  
22 determination shall be final, provided that the Contractor shall not be required to endanger workers,  
23 equipment, or property.

24 If the Contractor believes that there is a probability of Private Road or Driveway damage, the Contractor  
25 shall inform the respective Customer(s) and may require a road damage waiver agreement in a form  
26 previously approved by the City. In such event, if the Customer(s) refuse to sign such a road damage  
27 waiver, the Contractor may decline to provide service on those Private Roads or Driveways, and the  
28 Customer(s) will only be serviced from the closest Public Road access. Such determination that damage is  
29 probable must be approved in writing by the City prior to any action or refusal of service by the Contractor.

30

### 31 **4.1.3 Hours/Days of Collection**

32

33 All collections from Single-family Residential Customers and Residential zones, including mixed-use areas  
34 shall be made between the hours of 7:00 a.m. and 6:00 p.m. on a consistent weekday, unless the City  
35 authorizes a temporary extension of hours or days. Saturday collection is allowed to the extent consistent  
36 with holiday and inclement weather schedules.

37 All collections from Commercial Customers may be made between the hours of 5:00 a.m. and 9:00 p.m.  
38 provided that service to those Customers shall neither disturb Residential Customers in adjoining  
39 Residential zoned areas, nor violate the noise provisions of the Lake Forest Park Municipal Code, as  
40 amended. Collections from Commercial Customers within audible distance of Residential Customers shall  
41 be made only between the hours of 7:00 a.m. and 6:00 p.m., and no earlier than 9:00 a.m. on Saturday.  
42 Exemptions to the hour requirements may be granted in writing in advance by the City to accommodate

1 the special needs of Commercial Customers where allowed by the Lake Forest Park Municipal Code. The  
2 City's noise ordinance, as amended, may further restrict these terms and hours of collection.

3

4 **4.1.4 Employee Conduct**

5

6 The Contractor's employees collecting Garbage, Recyclables, or Compostables shall at all times be  
7 courteous, refrain from loud, inappropriate or obscene language, exercise due care, perform their work  
8 without delay, minimize noise, and avoid damage to public or private property. If on private property,  
9 Contractor employees shall follow the regular pedestrian walkways and paths, returning to the street after  
10 replacing empty Containers. Contractor employees shall not trespass or loiter, cross flowerbeds, hedges,  
11 or property of adjoining premises, or meddle with property that does not concern them or their task at  
12 hand. While performing work under the Contract, Contractor employees shall wear a professional and  
13 presentable uniform with an identifying badge with photo identification and company emblem visible to  
14 the average observer. At the City's option and direction, Contractor employees shall work with groups or  
15 organizations, such as neighborhood community organizations, homeowner associations, or the City's  
16 Utilities, Police, or Fire Departments, for training to recognize and call the appropriate agency when  
17 suspicious activities are observed.

18

19 If any person employed by the Contractor to perform collection services is, in the opinion of the City,  
20 incompetent, disorderly, or otherwise unsatisfactory, the City shall promptly document the incompetent,  
21 disorderly, or unsatisfactory conduct in writing and transmit the documentation to the Contractor with a  
22 demand that such conduct be corrected. The Contractor shall promptly investigate any written complaint  
23 from the City regarding any unsatisfactory performance by any of its employees and take immediate  
24 corrective action. The City reserves the right to request at any time that the person be removed from all  
25 performance of additional work under this Contract. The Contractor shall remove the employee from  
26 Contract work immediately.

27

28 **4.1.5 Disabled Persons Service**

29

30 The Contractor shall provide carryout service for Garbage, Recyclables, and Compostables to Single-Family  
31 Residence Customers in cases where no household member has the ability to place Containers at the  
32 Curb, at no additional charge. The Contractor shall use criteria that are fair and meet the needs of the  
33 City's disabled residents. These criteria shall comply with all local, state and federal regulations, and shall  
34 be subject to City review and approval prior to program implementation, which shall not be unreasonably  
35 withheld by the City.

36

37 **4.1.6 Holiday Schedules**

38

39 The Contractor shall observe the same holiday schedule as the King County Transfer Stations (typically  
40 New Year's Day, Thanksgiving Day, and Christmas Day). When those holidays fall on a regular collection  
41 day, the Contractor shall reschedule the remainder of the week of regular collection to the next  
42 succeeding business day, which shall include Saturdays. The Contractor may not collect Single-Family  
43 Residence and Multifamily Complex Garbage, Recyclables, or Compostables earlier than the regular  
44 collection day due to a holiday. Commercial collections may be made one (1) day early only with the  
45 consent of the Commercial Customer. Holiday scheduling information shall be included in written program  
46 materials, on the Contractor's web site, and by press releases to general news media in the Lake Forest  
Park area by the Contractor the week prior to the holiday affecting service.

1  
2 **4.1.7 Inclement Weather**  
3

4 The Contractor shall provide all collection services unless weather conditions are such that continued  
5 operation would result in danger to the Contractor's staff, area residents, or property. In that event, the  
6 Contractor shall collect only in areas that do not pose a danger. The Contractor shall notify the City by  
7 telephone or email of the areas not to be served by 6:00 a.m. on the same business day. Once Contractor  
8 vehicles are on-route, areas intentionally missed due to hazardous conditions and not previously reported  
9 to the City, shall be approved by a route supervisor and reported to the City not later than 12:00 p.m.  
10 (noon) on the same business day. The Contractor shall coordinate missed collection areas so that  
11 Customers either have all or none of their materials collected to avoid Customer complaints and calls. The  
12 Contractor shall provide automated notification calls, texts or e-mails (at Customers' preference) to all  
13 missed Customers by 3:00 p.m., including information about when their next collection is expected.  
14

15 In the event that collection services are interrupted for one week for one or more Single-Family  
16 Residential Customers, the Contractor shall collect Garbage, Recyclables and Compostables from those  
17 Customers with interrupted service on their next regularly scheduled collection day. The Contractor shall  
18 collect Garbage, Recyclables and Compostables from Multifamily Complex and Commercial Customers as  
19 soon as safely possible.  
20

21 In the event that collection services are interrupted for two or more collection cycles for one or more  
22 Single-family Residential Customers, the Contractor shall provide temporary Residential Garbage and  
23 Recycling collection sites on the day of the second missed day using driver-staffed Drop-box Containers  
24 or other suitable equipment, with no extra charge assessed for such temporary service.  
25

26 For all Customers, the Contractor shall collect reasonable accumulated volumes of materials equal to what  
27 would have been collected on the missed collection day(s) from Customers at no extra charge.  
28

29 Following notification to the City, the Contractor will be provided temporary authorization to perform  
30 collection services after 6:00 p.m. and/or on Saturdays following disruptions due to weather in order to  
31 finish collection routes.  
32

33 Weather policies shall be included in program information provided to Customers and on the Contractor's  
34 city-specific webpage. On each inclement weather day, the Contractor shall release notices to local  
35 newspapers and radio stations notifying residents of the modification to the collection schedule.  
36

37 **4.1.8 Suspending Collection from Problem Customers**  
38

39 The City and Contractor acknowledge that, in rare cases, some Customers may cause disruptions or  
40 conflicts that make continued service to that Customer unreasonable. Those disruptions or conflicts may  
41 include, but not be limited to, repeated damage to Contractor-provided containers, repeated suspect  
42 claims of timely set-out followed by demands for return collection at no charge, repeated unsubstantiated  
43 claims of Contractor damage to a Customer's property, repeated contamination of Recyclables or  
44 Compostables, or other such problems.  
45

46 The Contractor shall make every reasonable effort to provide service to those problem Customers.  
47 However, the Contractor may deny or discontinue service to a problem Customer after prior written

1 notice is given to the City of the intent to deny or discontinue service, including the name, service address,  
2 reason for such action, and whether reasonable efforts to accommodate the Customer and provide  
3 services have occurred and failed. If the Customer submits a written letter or e-mail to the City appealing  
4 the Contractor decision, the City may, at its discretion, intervene in the dispute. In this event, the decision  
5 of the City shall be final. The City may also require the denial or discontinuance of service to any Customer  
6 who is abusing the service or is determined to be ineligible.

7

8 **4.1.9 Missed Collections**

9

10 If Garbage, Recyclables, or Compostables are set out inappropriately, improperly prepared, or  
11 contaminated with unacceptable materials, the Contractor shall place in a prominent location a written  
12 notification tag that identifies the specific problem(s) and reason(s) for rejecting the materials for  
13 collection. Failure to provide proper written notification to Customers, per the quality assurance protocol  
14 in Section 4.1.11, of the reason for rejecting materials for collection shall be considered a missed collection  
15 and subject to performance fees due to lack of proper Customer notification.

16

17 The failure of the Contractor to collect Garbage, Recyclables, or Compostables that has been set out by a  
18 Customer in the proper manner on the appropriate day shall be considered a missed collection, and the  
19 Contractor shall collect the materials from the Customer within twenty-four (24) hours of the Contractor's  
20 receipt of notification of the missed pick-up. If the Contractor is notified of a missed pick-up by 9:00 AM  
21 the following business day, the missed pick-up shall be collected that same day. The Contractor shall  
22 maintain an electronic record of all calls related to missed collections and the response provided by the  
23 Contractor. Such records shall be made available for inspection upon request by the City, and the  
24 information shall be included in monthly reports. (See Reporting requirements set forth in Section 4.3.4).

25

26 If the Contractor is requested by the Customer to make a return trip due to no fault of the Contractor,  
27 which the Contractor can prove through documentation (e.g., the Containers were not placed at the curb  
28 on time and the driver documented that fact in a log, with a photograph, etc.), the Contractor shall charge  
29 the Customer an additional return trip fee for this service, provided the Contractor notifies the Customer  
30 of this charge in advance and the Customer agrees to payment of the return trip fee. The Contractor will  
31 not be liable for a missed collection in such case.

32

33 **4.1.10 Same Day Collection**

34

35 Garbage, Recyclables, and Compostables collection shall occur on the same regularly scheduled day of the  
36 week for Single-Family Residence Customers. The collection of Garbage, Recyclables, and Compostables  
37 from Multifamily Complexes and Commercial Customers need not be scheduled on the same day.

38

39 **4.1.11 Requirement to Recycle and Compost and Quality Assurance**

40

41 The Contractor shall recycle or compost all Source-separated Recyclables and Compostables collected,  
42 unless express prior written permission is provided by the City. The Contractor shall use facilities that:

43

44 • Process materials to a high standard to maximize the recovery and recycling of all incoming  
45 recyclable and compostable materials;

1     • Are operated to minimize cross-contamination of materials that would result in otherwise  
2        Recyclable materials being misdirected to a market or disposal where they would not be  
3        recovered;  
4     • Are designed and operated to minimize the residual stream of otherwise recoverable materials  
5        destined for disposal.  
6     • Have sufficient preprocess and screening staff and equipment to ensure that otherwise  
7        recoverable materials are not cross-contaminated and rendered non-recyclable due to the nature  
8        of the processing facility.

9  
10   The City and Contractor agree that the Contractor is being compensated to fully recycle or compost those  
11   incoming materials and that maximum cost-effective recovery is a primary objective of the City's  
12   collection programs.

13  
14   Concurrently with the start of this Contract, the Contractor shall implement an on-route quality assurance  
15   program for Recyclables and Compostables consistent with industry best management practices for  
16   tagging, probationary periods, material rejection, and suspension of service. The quality assurance  
17   protocol will address thresholds for when contamination levels trigger Customer contact, when to place  
18   a Customer on service probation for possible discontinued collection, when to suspend collection service  
19   and remove the subject Carts or Containers, and finally but not limited to, procedures to allow a Customer  
20   to reinstate and resume service after it has been suspended after following established contamination  
21   protocols. The Contractor shall implement the protocol consistently for all Customers and shall notify the  
22   City via email of any Customer being handled under the protocol. The City and Contractor shall mutually  
23   negotiate and agree on a process reflecting current best management practices used in King County for  
24   route monitoring for both Single-family Residential and Commercial/Multifamily sectors. The Contractor  
25   and City shall periodically review and update these procedures to ensure that contamination problems  
26   are addressed promptly, fairly and consistently for all sectors.

27  
28   **4.1.12 Routing, Notification and Approval**

29  
30   The Contractor shall indicate, on a map acceptable to the City, the day of the week Garbage, Recyclables  
31   and Yard Debris shall be collected from each Single-family Residence.

32  
33   The Contractor may change the day of collection by giving notice at least thirty (30) days prior to the  
34   effective date of the proposed change to and obtaining written approval from the City. On the City's  
35   approval, the Contractor shall provide affected Customers with at least fourteen (14) days written,  
36   telephone, and/or e-mail notice of pending changes of collection day. The Contractor shall obtain the  
37   prior written approval from the City of the notice to be given to the Customer, such approval shall not be  
38   unreasonably withheld.

39  
40   The Contractor may balance routes that may affect the Customers' expected time-of-day collection  
41   without prior City approval. The Contractor shall inform the City of the affected routes and the reason for  
42   the change prior to implementation of the routing change.

43  
44   **4.1.13 Vehicle and Equipment Type/Age/Condition/Use**

45  
46   The Contractor shall use natural gas-fueled collection vehicles for Garbage, Recyclables, and  
47   Compostables collection services performed under this contract under this Contract, provided that small

1 vehicles used to service limited-access areas may be diesel powered. All collection vehicles shall be no  
2 older than model year 2014 and no older than ten years (from the first date of service when new) through  
3 the Contract term, including extensions. Back-up vehicles used fewer than thirty (30) operating days a  
4 calendar year shall not be subject to the age that apply to regularly-used vehicles, but shall be presentable,  
5 shall be in safe working order, and shall be subject to all other conditions of this section. The accumulated  
6 annual use of individual back-up vehicles shall be reported in the Contractor's monthly report.

7  
8 Vehicles used in the performance of this Contract shall be of sufficient size and dimension to provide  
9 service to all Customers, regardless of location. In some cases, this may mean that a small collection  
10 vehicle, capable of servicing narrow and/or tight locations must be used, and the Contractor shall make  
11 such vehicles available to ensure smooth and effective collection services throughout the Service Area.

12  
13 Vehicles to be used for Garbage collection shall have a switchable placard that clearly indicates that they  
14 are Garbage collection vehicles, vehicles to be used for Recyclables collection shall have a switchable  
15 placard that clearly indicates that they are Recyclables collection vehicles, and vehicles to be used for  
16 Compostables collection shall have a switchable placard that clearly indicates that they are Compostables  
17 collection vehicles. The colors, trim scheme, and design to be used by the Contractor on the switchable  
18 placards shall be subject to the prior written approval of the City. The use of unauthorized switchable  
19 placards or lack of switchable placards on collection vehicles shall be cause for performance fees as  
20 described in Section 6.1. Vehicles used in the performance of this Contact shall only be used for the  
21 collection of materials they are otherwise designated for.

22  
23 Vehicles shall be maintained in a clean and sanitary manner, and shall be thoroughly washed at least once  
24 each week. All collection equipment shall have appropriate safety markings, including all highway lighting,  
25 flashing and warning lights, clearance lights, and warning flags, all in accordance with current statutes,  
26 rules and regulations. Equipment shall be maintained in good condition at all times. Vehicles shall be  
27 repainted upon showing rust on the body or chassis or at the request of the City. All parts and systems of  
28 the collection vehicles shall operate properly and be maintained in a condition compliant with all federal,  
29 state, and local safety requirements and be in a condition satisfactory to the City. All vehicles shall be  
30 equipped with variable tone or proximity activated reverse movement back-up alarms.

31  
32 The Contractor shall maintain collection vehicles and Containers to ensure that no liquid wastes (e.g.,  
33 Garbage or Compostables leachate) or oils (e.g., lubricating, hydraulic, or fuel) are discharged to Customer  
34 premises or streets. All collection and route supervisor vehicles used by the Contractor shall be equipped  
35 with a spill kit sufficient in size to contain a complete spill from the largest tank on the vehicle. Any  
36 equipment not meeting these standards shall not be used within the Service Area until repairs are made.  
37 Any discharge of liquid wastes or oils that may occur from Contractor's vehicles or Containers prior to  
38 them being removed from service shall be cleaned up or removed within three (3) hours of being noticed  
39 by route staff, customers, or the City, and shall be remediated by the Contractor at its sole expense. Such  
40 clean-up or removal shall be documented with pictures, and notice of such clean-up or removal shall be  
41 provided to the City in writing. The Contractor shall immediately notify the City-designated spill reporting  
42 telephone number (206-368-5440) of any spills that enter drainages. Failure by the Contractor to clean-  
43 up or remove the discharge in a timely fashion to the satisfaction of the City shall be cause for performance  
44 fees, as described in Section 6.1. Discharge of pollutants into the storm system is a violation of Lake Forest  
45 Park Municipal Code and may be subject to fine. The Contractor shall notify the City and the Customer of  
46 any leakage from non-Contractor-owned Containers immediately so that those spills may be addressed in  
47 a timely manner.

1  
2 No advertising shall be allowed on Contractor vehicles other than the Contractor's name, logo, customer  
3 service telephone number, and website address, unless otherwise previously approved in writing by the  
4 City. Special promotional messages may be permitted by the City; provided they are either painted directly  
5 on vehicles or on special placards attached to vehicles. The City's approval shall be in writing and solely  
6 within the City's discretion. Vehicle inventory numbers shall be displayed on the rear panel of the vehicle  
7 body and shall show, in lettering at least 6" high. The City will provide the Contractor with policy timelines  
8 for reporting spills versus driving complaints to the City. Spills should be reported immediately to the  
9 City as directed by the City's reporting policies, which will be provided to the Contractor by the City.

10  
11 All Contractor route, service, and supervisory vehicles shall be equipped with properly licensed two-way  
12 communication equipment. The Contractor shall maintain a base station or have equipment capable of  
13 reaching all collection areas. Collection vehicles shall also be equipped with back-up cameras, as well as  
14 route-recording cameras integrated with their on-board route management system.

15  
16 All collection vehicles shall be equipped with global positioning systems (GPS), as well as an on-board  
17 computer and data tracking system to track route progress and log non-set-outs, extras, and other service  
18 issues. The system shall incorporate photo documentation of route exceptions. The Contractor's drivers  
19 shall be fully trained and required to use these systems. The resulting data shall be uploaded to the  
20 Contractor's Customer service database no less than hourly to allow Customer service personnel to be  
21 fully apprised of route progress, and be able to address misses and other Customer inquiries in near real-  
22 time.

23  
24 Any equipment Contractor furnishes shall remain Contractor's property. The City and its residents shall  
25 use the equipment only for its proper and intended purpose and shall not overload (by weight or volume),  
26 move or alter the equipment. The City and its residents shall provide safe, unobstructed access to the  
27 equipment on the scheduled collection day. Contractor may charge an additional fee for any additional  
28 collection service required by failure to provide access. The Contractor shall waive such fees for the first  
29 failure to provide access.

30  
31 **4.1.14 Container Requirements and Ownership**

32  
33 Contractor Garbage fees included in Attachment B include all costs of the associated Containers unless  
34 Container rental for a particular service is specifically listed in Attachment B, such as rent for Drop-box  
35 Containers.

36  
37 Single-Family Residence, Multifamily Complex, and Commercial Customers must use Contractor-provided  
38 Containers for their initial Container of Garbage collection service, with the exception of compacting Drop-  
39 box Containers, which may be Customer-owned or –leased from other parties. Plastic bags or Garbage  
40 Cans may be used for excess volumes of Garbage, but not as a Customer's primary container.

41  
42 In the event the Customer uses a Garbage Can for Extra Units, the Contractor shall handle the Customer-  
43 owned Garbage Container in such a way as to prevent undue damage. The Contractor shall be responsible  
44 for unnecessary or unreasonable damage to Customer-owned Containers.

45  
46 All Contractor-provided Containers shall be permanently, clearly, and prominently screened, molded-in,  
47 molded-on, imprinted, or otherwise labeled in a fashion that any reasonable person can readily determine

1 the size capacity and material preparation requirements of the Container. Contractor-provided Containers  
2 shall not be screened, molded-in, molded-on, imprinted, or otherwise permanently labeled with the  
3 Contractor's logo or company name.

4

5 **4.1.14.1 Garbage, Recyclables, and Compostables Micro-cans, Carts and Food Mini-cans**

6

7 The Contractor shall provide a 10-gallon Micro-can or a 20-, 35-, 45-, 64-, and 96-gallon Garbage Carts for  
8 the respective level of Garbage collection, and 35-, 64-, and 96-gallon Recyclables and Compostables Carts  
9 for the respective level of Recyclables or Compostables collection. Food Mini-cans shall be provide in lieu  
10 of a Compostables Cart upon Customer request. All Carts shall be manufactured from a minimum of  
11 fifteen percent (15%) post-consumer recycled plastic, with a lid that will accommodate a label. Carts shall  
12 be provided to requesting Customers within seven (7) days of the Customer's initial request. All Carts must  
13 have materials preparation instructions and telephone and website contact information printed on a  
14 sticker on the lid.

15

16 All Contractor-provided Micro-cans, Carts and Food Mini-cans shall be maintained by the Contractor in  
17 good condition for material storage and handling; contain no jagged edges or holes; contain wheels or  
18 rollers for movement (except for Micro-cans); and be equipped with an anti-skid device or sufficient  
19 surface area on the bottom of the container to prevent unwanted movement. The Micro-cans, Carts and  
20 Food Mini-cans shall contain instructions for proper use, including any Customer actions that would void  
21 manufacture warranties (such as placement of hot ashes in the container causing the container to melt),  
22 and procedures to follow to minimize potential fire problems.

23

24 Collection crews shall note damaged hinges, holes, poorly functioning wheels, and other similar repair  
25 needs for Contractor-provided Micro-cans and Carts (including those for Garbage, Recyclables, and  
26 Compostables) and Food Mini-cans, and forward written or electronic repair notices that same day to the  
27 Contractor's service personnel. Repairs shall then be made within seven (7) days at the Contractor's  
28 expense. Any Micro-can, Cart or Food Mini-can that is damaged or missing on account of an accident,  
29 collection truck mechanical error, act of nature or the elements, fire, or theft or vandalism by a third party  
30 shall be replaced not later than three (3) business days after notice from the Customer or the City. In the  
31 event that a Micro-can, Cart or Food Mini-can is inadvertently lost into a collection vehicle during  
32 collection due to mechanical or operator error, Customers shall be notified on the same day via a door  
33 knocker tag of the incident and a replacement cart shall be provided within twenty-four hours of the loss.  
34 Replacement Micro-cans, Carts and Food Mini-cans may be used and reconditioned, but shall be  
35 presentable and cleaned before delivered to the Customer. Unusable Containers shall be cleaned (if  
36 necessary) and recycled to the extent possible.

37

38 In the event that a Customer repeatedly damages a Container or requests more than one replacement  
39 Container during the term of the Contract due to negligence or intentional misuse, the Contractor shall  
40 forward in writing the Customer's name and address to the City. The City shall then attempt to resolve  
41 the problem. In the event that the problem continues, the Contractor may charge the Customer a City-  
42 approved Container repair or replacement fee and/or discontinue service to that Customer, provided the  
43 City provides previous written approval.

1      **4.1.14.2 Detachable Containers and Drop-box Containers**

2  
3      The Contractor shall furnish and install 1-, 1.5-, 2-, 3-, 4-, 6-, and 8-cubic yard Detachable Containers, and  
4      10-, 20-, 30-, and 40-cubic yard un-compacted Drop-box Containers to any Customer who requires their  
5      use for storage and collection of Garbage or Recyclables within three (3) days of the Customer's request.  
6      Containers shall be located on the premises in compliance with any related ordinance, and a manner  
7      satisfactory to the Customer and for collection by the Contractor.

8  
9      The Contractor shall charge rent for temporary and permanent Drop-box Container service in accordance  
10     with Attachment B. The Contractor may not charge Customers any additional fees, charges, rates, or any  
11     expenses in connection with Drop-box Container service other than the applicable fees listed in  
12     Attachment B.

13  
14     Detachable Containers shall be watertight and equipped with tight-fitting metal or plastic covers; have  
15     four (4) wheels for Containers 4-cubic yards and under unless site-specific concerns dictate the use of a  
16     non-wheeled Container; be in good condition for Garbage or Recyclables storage and handling; be safe  
17     for the intended use; and, have no leaks, jagged edges, or holes. Drop-box Containers shall be all-metal,  
18     and if requested by a Customer, equipped with a tight-fitting screened or solid cover operated by a winch  
19     in good repair.

20  
21     Detachable Containers shall be cleaned, reconditioned, and repainted (if necessary), at the Contractor's  
22     expense before being supplied to a Customer who had not used it earlier. The Contractor shall provide a  
23     fee-based On-call Container cleaning service to Customers.

24  
25     As between the Contractor and the City, all Containers on Customers' premises are at the Contractor's  
26     risk and not the City's. The Contractor shall repair or replace within twenty-four (24) hours any Container  
27     that was supplied by or taken over by the Contractor and was in use if the City Code Compliance Inspector,  
28     King County Health Department inspector, or other agent having safety or health jurisdiction determines  
29     that the Container fails to comply with reasonable standards or constitutes a health or safety hazard. The  
30     Contractor shall place Detachable Containers in areas mutually agreed upon by the Contractor and  
31     Customer with the least slope and best vehicle access possible. For Customers that must stage their  
32     Detachable Containers on Public Streets or on significantly sloped hills, the Contractor shall make a good  
33     faith effort to work with the Customer to ensure that Detachable Containers are not left unattended in  
34     potentially problematic staging areas and are sufficiently restrained such that the Container may not roll  
35     and cause harm to persons or property. The Contractor may require a Customer to attend to the  
36     Containers immediately prior to and after collection. Any disputes arising between the Contractor and a  
37     Customer as to what constitutes a "significantly sloped hill" or a "safety hazard" shall be submitted in  
38     writing to the City, and the City's decision shall be final. Containers shall be replaced after emptying in the  
39     same location as found, with the lid closed.

40  
41     Customers' primary container shall be supplied by the Contractor, with the exception of compactors.  
42     Customers may elect to own or secure secondary Containers from other sources, and shall not be subject  
43     to discrimination by the Contractor in collection services on that account, provided that such Containers  
44     (including Carts) are compatible with the Contractor's collection equipment. However, Containers owned  
45     or secured by Customers must be properly labeled with Contractor-provided stickers to be eligible for  
46     collection. The Contractor is not required to service Customer Containers that are not compatible with  
47     the Contractor's equipment.

1  
2 In the event that a Customer damages a Detachable Container or Drop-box Container due to negligence  
3 or intentional misuse, the Contractor may charge the Customer a City-approved Container repair or  
4 replacement fee and/or discontinue service to that Customer, provided the City provides previous written  
5 approval.

6  
7 **4.1.14.3 Ownership**

8  
9 To the extent requested by Contractor, the City will assign its ownership rights and interest in the previous  
10 contractor's in-place Container inventory to the Contractor and will cooperate with the Contractor to  
11 document such assignment and Contractor's exercise of such rights. If the Contractor purchases the  
12 previous contractor's Detachable Containers and Drop-box Containers, the Contractor shall be  
13 responsible for any sales tax due on that transaction. For the purposes of this Contract, these in-place  
14 Containers distributed by the previous contractor shall be maintained to Contract standards, with the  
15 exception that Containers placed in service by a prior contractor shall be considered Contract compliant,  
16 even if they are a different color than required by the City for new Containers.

17  
18 At the end of the Contract term or in the event the Contract is terminated for any reason, all Containers  
19 used by the Contractor to provide Contract collection services, shall, at the option of the City, revert to  
20 City ownership without further compensation to the Contractor. Temporary Containers, Compactor Drop-  
21 boxes leased to Customers outside of this Contract, and Drop-boxes and Detachable Containers held in  
22 reserve at the Contractor's yard and not actively in service at a Customer location are excluded from this  
23 provision.

24  
25 Upon written notice to the Contractor, the City may elect to assign this potential ownership of said  
26 Containers to a third-party. Any remaining warranties associated with the Containers described herein  
27 shall be transferred to the City or the City's assignee.

28  
29 The City in advance accepts all such Containers in their "as-is, where-is" condition and without any express  
30 or implied warranty by the Contractor of any kind, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF  
31 FITNESS FOR ANY PARTICULAR PURPOSE OR ANY WARRANTY OF MERCHANTABILITY. As between the City  
32 and the Contractor, the City assumes all risks of loss or liability on account of the City's exercising of its  
33 rights under this Section 4.1.14.3 or any use made of any such Containers after they become the property  
34 of the City or assignee of the City.

35  
36 **4.1.14.4 Container Colors and Labeling**

37  
38 Contractor-provided Carts and Detachable Containers for Recyclables shall be blue, Compostables Carts  
39 shall be green, and Carts and Detachable Containers for Garbage shall be black or grey. Specific Container  
40 colors shall be approved in writing by the City prior to the Contractor's order of new Containers.

41  
42 All Containers shall be labeled with instructional information and contact information that include both a  
43 customer service phone number and website address. All labels shall be approved by the City prior to  
44 ordering by the Contractor. Location of the label on Containers shall be subject to the City's prior  
45 approval. Labels shall be redone when faded, damaged, or upon the City or customer request. Should any  
46 changes be made to the Garbage, Recycling, or Compostables collection program, the Contractor at their  
47 sole expense shall reproduce and reaffix labels on all Containers.

1 All Detachable Containers and Drop-box Containers to be used for Garbage or Recyclables collection shall  
2 have materials preparation instructions and telephone/contact information, including both a customer  
3 service phone number and a website address, printed on a sticker, and subject to the prior written  
4 approval of the City. All Detachable Containers and Drop-box Containers to be used for Garbage or  
5 Recyclables shall have a sticker affixed that states: "Leaky dumpster? Damaged Lid?" and provides a phone  
6 number to call for repair or replacement. Information shall be printed in a size that is easily read by the  
7 users, on durable UV-resistant label stock squarely affixed to each Container. All labels shall be approved  
8 in writing by the City prior to ordering by the Contractor. Location of the label on the Containers shall be  
9 subject to the City's prior written approval.

10  
11 Containers used for the collection of Recyclables from Multifamily Complex and Commercial Customers  
12 shall be relabeled by the Contractor if labels fade or are unreadable, or upon City's request for any  
13 individual Container.

14  
15 **4.1.14.5 Container Weights**

16 The Contractor shall not be required to lift or remove materials from any Container exceeding the safe  
17 working capacity of the Container, lifting mechanism or collection vehicle. For Drop-box Containers, the  
18 combined weight of the Drop-Box and contents must not cause the collection vehicle to exceed legal road  
19 weight limits.

20  
21 **4.1.14.6 Container Removal Upon City or Customer Request**

22 The Contractor shall remove all Containers automatically upon service cancellation within seven (7) days  
23 of the cancellation or upon three (3) days of specific Customer, property manager, property owner, or the  
24 City's request. The contents of removed Containers shall be managed as if they were collected on a regular  
25 route (e.g. Recyclables shall be recycled, Compostables shall be delivered for composting). The disposal  
26 or recycling of materials accumulating in the Contractor's Container at the former Customer's location  
27 after the final Customer-paid collection shall be at the Contractor's, not Customer's cost. Failure to  
28 remove Containers within the specified timeline shall be subject to the same performance fees as delayed  
29 Container delivery for that Customer sector.

30  
31 **4.1.15 Inventory of Vehicles and Facilities**

32 The Contractor shall provide to the City, on the Date of Commencement of Service of this Contract, a  
33 complete initial inventory of the vehicles and facilities to be used in the performance of this Contract. The  
34 inventory shall include each vehicle (including chassis model year, type of body, material collected,  
35 capacity, model, and vehicle identification number) and each facility to be used in performance of this  
36 Contract (including address and purpose of the facility). The Contractor may change vehicles and facilities  
37 from time to time, and shall include the revised inventory in the monthly report provided for in Section  
38 4.3.4.1. The Contractor shall maintain vehicles and facilities levels during the performance of this Contract  
39 at least equal to those levels described in the initial inventory.

40  
41 **4.1.16 Spillage**

42  
43  
44  
45

1 All loads collected by the Contractor shall be completely contained in collection vehicles at all times,  
2 except when material is actually being loaded. Hoppers on all collection vehicles shall be cleared  
3 frequently to prevent the occurrence of unnecessary blowing, leakage, or spillage.

4  
5 Any leakage or spillage of materials upon the road surface or exposed appurtenances that occurs during  
6 collection shall be immediately cleaned up or removed by the Contractor at its sole expense. Any spillage  
7 or leakage entering the City's municipal storm system shall be cleaned to the extent possible by Contractor  
8 staff. The Contractor shall be responsible for the City's costs in the event that City staff or contractors are  
9 required for spill containment or cleaning due to the Contractor's action. The Contractor shall document  
10 the fluid leakage, including taking pictures before and after clean-up or removal, and shall provide this  
11 documentation to the City. Leakage or spillage not immediately cleaned up or removed by the Contractor  
12 shall be cause for performance fees, as described in Section 6.1 and may be subject to fines pursuant to  
13 LFP MC16.25.080. Should a leakage or spillage occur during collection, the Contractor shall notify the  
14 designated City contact (206-368-5440) and, likewise, expressly acknowledges it is solely responsible for  
15 any local, state, or federal violations, which may result from said leakage or spillage.

16  
17 Any leakage or spillage of materials that occurs during collection that is reported by Customers or the City  
18 shall be immediately cleaned up or removed by the Contractor at its sole expense. The Contractor shall  
19 document the reported leak or spillage, who reported the incident, and measures made to correct the  
20 incident and report this information via e-mail to the Contract administrator within three (3) hours. Failure  
21 of the Contractor to comply shall be cause for performance fees, as described in Section 6.1.

22  
23 Any Contractor-supplied Container determined by the City to be leaking shall be replaced by the  
24 Contractor within twenty-four (24) hours of notification from the City. Failure of the Contractor to comply  
25 shall be cause for performance fees, as described in Section 6.1.

26  
27 **4.1.17 Pilot Programs**

28  
29 The City may wish to test and/or implement one or more new services or developments in waste stream  
30 segregation, materials processing, or collection technology at some point during the term of this Contract.  
31 The City shall notify the Contractor in writing at least ninety (90) days in advance of its intention to  
32 implement a pilot program or of its intentions to utilize a new technology system on a city-wide basis, or  
33 as negotiated between the City and Contractor. The costs (or savings) accrued by city-initiated pilot  
34 programs shall be negotiated prior to implementation. If the City deems the pilot a success, and desires  
35 to incorporate the service or development represented in the pilot program in the terms of this Contract,  
36 the City and Contractor each agrees to negotiate in good faith and in accordance with Section 8.14 to  
37 include the provisions of the pilot program into this Contract, including any costs or savings to be accrued.

38  
39 Contractor-initiated pilot programs shall require prior written notification to and written approval by the  
40 City. Contractor-initiated pilot programs shall be performed at no additional cost to the City or the  
41 Contractor's Customers; however, savings accrued may be subject to negotiations prior to  
42 implementation at the City's request. Results of any Contractor-initiated pilot program shall be reported  
43 to the City in the monthly reports described in Section 4.3.4.1. The Contractor shall not be required to test  
44 or implement any pilot program, new technology, service or development unless the terms and conditions  
45 thereof (including any savings or additional compensation to Contractor) have been mutually agreed in  
46 writing by the City and Contractor.

1  
2 **4.1.18 Disruption Due to Construction**  
3

4 The City reserves the right to construct any improvement or to permit any such construction in any street  
5 or alley in such manner as the City may direct, which may have the effect for a time of preventing the  
6 Contractor from traveling the accustomed route or routes for collection. However, the Contractor and the  
7 City shall develop a reasonable workaround to enable the Contractor to continue to collect Garbage,  
8 Recyclables, and Compostables to the nearest extent possible as though no interference existed upon the  
9 streets or alleys normally traversed. This shall be done at no extra expense to the City or the Contractor's  
10 Customers.

11  
12 **4.1.19 Contractor Planning and Performance Under Labor Disruption**  
13

14 No later than ninety (90) days prior to the expiration of any labor agreement associated with services  
15 performed under this Contract, the Contractor shall provide the City with its planned response to labor  
16 actions that could compromise the Contractor's performance under this Contract. The Contractor-  
17 prepared Strike Contingency Plan shall address in detail:

18

- 19 1. The Contractor's specific staffing plan to cover Contract services, including identification of staff  
20 resources moved from out-of-area operations and the use of local management staff to provide  
21 basic services. The staffing plan shall be sufficient to provide recovery of full operations within  
22 one week following the initiation of the disruption.
- 23 2. Contingency training plans to ensure that replacement and management staff operating routes  
24 are able to continue to collect route data and follow collection and material delivery procedures  
25 for all material streams collected from Customers.
- 26 3. Identification of temporary Drop-box Containers or staffed packer truck locations for all material  
27 streams. For all sites identified in the Contractor-prepared Strike Contingency Plan, the Contractor  
28 shall list the property owner/lessee's contact information and the date on which permission for  
29 temporary use was received. The City shall review these locations, after which the City shall  
30 approve or deny in writing use of specific locations.
- 31 4. A recovery plan to address how materials will be collected in the event of a short-notice disruption  
32 that does not allow the Contractor to collect all materials on their regular schedule (e.g. a wildcat  
33 strike) within one week following the initiation of the disruption.

34 The Contractor shall keep the City informed of the status of active labor negotiations on a daily basis,  
35 specifically during the period surrounding the end of employee contracts with Contractor employees. In  
36 the event that labor disruptions of any kind cause reductions in service delivery, the Contractor shall  
37 inform the City within three (3) hours by phone and e-mail of the nature and scope of the disruption, as  
38 well as the Contractor's immediate plans to activate some or its entire Strike Contingency Plan. At the  
39 close of each service day during a Labor Disruption, the Contractor shall report to the City via e-mail the  
40 areas (per a detailed map) and customer counts of served and un-served customers by material stream  
41 and service sector.

1 The Contractor shall provide make-up collection on Saturday for any Single-family Garbage and  
2 Recyclables collection Customers missed during the preceding week.

3  
4 In the event that a disruption lasts more than one full Single-family Residential collection cycle, the  
5 Contractor with approval of the City shall provide Drop-box Containers or staffed packer trucks for  
6 Customer use for each affected material stream in approved locations throughout the affected route  
7 areas, as well as the collection of reasonable quantities of accumulated materials at no additional charge  
8 on the next regular collection cycle for each material.

9  
10 The Contractor shall provide a credit for all service missed equal to the Customers' pro-rata regular rate  
11 minus the disposal component on the Customer's next regular invoice.

12  
13 The City and Contractor agree that the following special compensation and performance fees reflect the  
14 best estimate of the impacts of the Labor Disruption to Customers and the City. The Contractor shall pay  
15 the City monthly by the tenth day of the following month:

16  
17 1. A cost reimbursement amount of one thousand dollar (\$1,000.) for each day of Labor Disruption  
18 to reimburse staffing and other costs for managing the impacts of the Labor Disruption;  
19 2. A performance fee of two thousand five hundred dollars (\$2,500.) a day for each day of Labor  
20 Disruption from the 1<sup>st</sup> day to the 7<sup>th</sup> day of the Labor Disruption;  
21 3. A performance fee of five thousand dollars (\$5,000.) a day for each day of Labor Disruption from  
22 the 8<sup>th</sup> day to 14<sup>th</sup> day of the Labor Disruption; and  
23 4. A performance fee of ten thousand dollars (\$10,000.) a day for each day of Labor Disruption for  
24 every day beyond the 14<sup>th</sup> day of Labor Disruption.

25  
26 The performance fees listed as 2 through 4, above, are intended to apply to any complete work stoppage  
27 where alternative but substantially equivalent service by non-striking employees is not provided by the  
28 Contractor or otherwise. In the event substantially equivalent service is provided by the Contractor  
29 through the employment of non-striking employees at any point during the course of the labor disruption,  
30 the Contractor is entitled to reduce the amount of the performance fees that otherwise would be due on  
31 a pro-rata basis, based on the percentage of Contract service provided to Customer provided on that day.  
32 Given the nature of the failure arising from labor disruptions, the Contractor shall not be allowed any cure  
33 period opportunity or rectification process; provided, however, that the City may elect to receive the  
34 equivalent value of additional services, as negotiated, in lieu of these specific performance fees.

35  
36 The Contractor's failure to comply with the Contractor-prepared Strike Contingency Plan of this section  
37 shall be subject to a special fee of two thousand five thousand dollars (\$2,500) per day for its non-  
38 compliance during the Labor Disruption event. This special fee is separate compensation to the City for  
39 the Contractor's failure to plan and execute the provisions of this section. The special fee shall be paid to  
40 the City within thirty (30) days of the Contractor's receipt of the City's invoice.

41  
42 Fees paid by the Contractor under the terms of this Section 4.1.19 are not regular performance fees for  
43 the purposes of Section 6 and shall not be counted in the cumulative performance fee default threshold  
44 referenced in Section 6.2 (6).

1 Any Strike Contingency Plan or other information communicated by the Contractor to the City pursuant  
2 to this section shall be maintained in confidence by the City to the maximum permissible extent under  
3 applicable law.

4

#### 5 **4.1.20 Site Planning and Building Design Review**

6

7 The Contractor shall, upon request and without additional cost, make available site planning assistance to  
8 either the City and/or property owners. The site planning assistance shall be available for all new  
9 construction or remodeling of buildings and structures within the Service Area, and shall address the  
10 design and planning of Garbage, Recyclables and Compostables removal areas and their location upon the  
11 site of the proposed construction or remodeling project. Contractor planning assistance for optimizing  
12 loading docks and other areas shall also be available for existing building managers when realigning  
13 Garbage, Recyclables and Compostables services.

14

#### 15 **4.1.21 Safeguarding Public and Private Facilities**

16

17 The Contractor shall be obligated to protect all public and private improvements, facilities, and utilities  
18 whether located on public or private property, including street curbs. If such improvements, facilities,  
19 utilities, or curbs are damaged by reason of the Contractor's operations, the Contractor shall notify the  
20 City immediately in writing of all damage, and the Contractor shall repair or replace the same or pay the  
21 City for repairs. If the damage creates an immediate public safety issue that requires an immediate  
22 response, the Contractor shall, along with notifying the City immediately in writing, call the City to inform  
23 them of such matter. If the Contractor fails to do so promptly, as determined by the City, the City shall  
24 cause repairs or replacement to be made, and the cost, including overhead and administrative costs, of  
25 doing so shall be paid by the Contractor or deducted from amounts owed the Contractor under the  
26 Contract. The City shall not be liable for any damage to property or person caused by the actions of the  
27 Contractor, and the Contractor shall indemnify and hold the City harmless for any such damage or legal  
28 implications from said actions.

29

#### 30 **4.1.22 Transition and Implementation of Contract**

31

32 The Contractor shall develop, with the City's input and prior written approval, and submit to the City no  
33 later than thirty (30) days after the Date of Execution of this Contract, a Transition and Implementation  
34 Plan for introducing the new and revised services to the different Customer sectors (i.e., Single-family,  
35 Multifamily Complex, and Commercial Customers), and detailing a specific timeline as to when different  
36 activities and events will occur, including details of Container delivery, how different events impact other  
37 events in the timeline and the process to be used to ensure that implementation occurs with no  
38 disruption. The Transition and Implementation Plan shall cover the entire period following the Date of  
39 Execution of this Contract, up through and including the six (6) month period following the Date of  
40 Commencement of Service. The Contractor shall separately describe in detail what is involved with each  
41 of the activities and events listed in the timeline. The Transition and Implementation Plan shall specifically  
42 address how the Contractor intends to proceed in the event of inclement weather and what contingency  
43 plans will be in place to accelerate implementation if Container delivery or other planned activities are  
44 impacted by inclement weather.

45

46 The Contractor shall be responsible for funding all the design, development, printing, sorting, mail prep,  
47 delivery, and mailing costs, including the cost of the postage-prepaid mail-back cards and any costs

1 associated with the website ordering services, and of all new and continuing service and educational  
2 materials described above and needed to comply with the Transition and Implementation Plan outreach  
3 described in this section of the Contract.

4  
5 Any additional promotional, educational, informational, and outreach materials provided by the  
6 Contractor to Customers in connection with the initial transition and implementation of the Contract shall  
7 be designed, developed, printed, and delivered by the Contractor unless otherwise directed by the City,  
8 at the Contractor's cost, and subject to the City's prior review and written approval and the City's final  
9 approval as to method of delivery. The City will be provided a minimum of two (2) weeks to review any of  
10 the materials included in the Contractor's Transition and Implementation Plan schedule to allow sufficient  
11 time for the City prior review and written approval.

12  
13 **4.1.23 Hiring Preference**

14  
15 For initial hiring under this Contract, the Contractor and subcontractors shall give hiring preference to any  
16 Garbage, Recyclables, or Compostables (including Yard Debris) collection workers who serviced City  
17 routes for the previous hauler at the time that the previous collection contract expired and have been  
18 displaced as a result of the City awarding this Contract, provided that such workers are fully qualified and  
19 meet the Contractor's standards for employment.

20  
21 Upon the hiring of a displaced collection worker represented by Teamsters Local 117 or 174, the  
22 Contractor shall be required to keep the displaced worker whole in regard to the workers' pay and benefit  
23 accruals earned as of the date of displacement. To the extent application of the Contractor's collective  
24 bargaining agreement would otherwise result in a reduction in pay or benefits, the existing pay/benefit  
25 accrual will be maintained at the current rate until such time as the applicable bargaining agreement  
26 provision(s) provides for an increase. Any displaced worker must be reimbursed by the company for any  
27 required COBRA payment made in order to retain health care coverage during the time period between  
28 displacement and when the worker would become eligible for such benefits under the Contractor's  
29 bargaining agreement.

30  
31 **4.1.24 Performance Review**

32  
33 The City may, at its option, and upon reasonable notice to the Contractor, conduct a review of the  
34 Contractor's performance under this Contract. If conducted, the performance review shall include, but is  
35 not limited, to a review of the Contractor's performance relative to requirements and standards  
36 established in this Contract, including Customer service standards. The Contractor agrees to fully  
37 cooperate with the performance review and work with City staff and consultants to ensure a timely and  
38 complete review process.

39  
40 The results of the performance review shall be presented to the Contractor within thirty (30) days of  
41 completion. Should the City determine that the Contractor fails to meet the Contract performance  
42 requirements and standards, the City shall give the Contractor written notice of all deficiencies. The  
43 Contractor shall have sixty (60) days from its receipt of notice to correct deficiencies to the City's  
44 satisfaction. If the Contractor fails to correct deficiencies within sixty (60) days, the City may allow the  
45 Contractor additional time to comply, accept other remedies for the service failure or proceed with the  
46 contract default process pursuant to Section 6.2 of this Contract, at the City's sole option.

1 The costs of the development and implementation of any action plan required under this Section 4.1.24  
2 or Section 6.1 for the purpose of addressing failures on the part of the Contractor to perform in  
3 accordance with the terms and conditions of this Contract shall be paid for solely by the Contractor, and  
4 the costs of developing or implementing such action plan may not be passed on to Customers or the City,  
5 or included in rates or fees charged Customers.

6  
7 The City may, at its option, and upon reasonable notice to the Contractor, design and implement an  
8 alternative annual Contract compliance monitoring program with or without Contractor performance  
9 incentives. If such a program is desired by the City, the City and Contractor agree to negotiate in good  
10 faith the monitoring methodologies used to ensure accurate and unbiased sampling of performance data.  
11 The City shall bear the costs of staff, City-retained consultants and performance incentives (if used) and  
12 the Contractor shall bear the costs of staff and route costs to perform the monitoring.

13  
14 **4.1.25 Continual Monitoring and Evaluation of Operations**

15  
16 The Contractor's supervisory and management staff shall be available to meet with the City at either the  
17 Contractor's office or Lake Forest Park City Hall, at the City's option, on a weekly basis during the April  
18 through August 2018 period and monthly throughout the term of the Contract to discuss operational and  
19 Contract issues.

20  
21 The Contractor shall continually monitor and evaluate all operations to ensure that compliance with the  
22 provisions of this Contract is maintained.

23  
24 The City may periodically monitor collection system parameters such as participation, Container  
25 condition, contents weights, and waste composition. The Contractor shall assist and fully cooperate with  
26 the City by coordinating the Contractor's operations with the City's periodic monitoring to minimize  
27 inconvenience to Customers, the City, and the Contractor. The Contractor also shall provide full access to  
28 equipment, processing facilities, route and Customer service data, safety records, and other applicable  
29 information. The City's review of Contractor activities and records shall occur during normal office hours  
30 and shall be supervised by the Contractor's staff.

31  
32 **4.1.26 Collection/Disposal Restrictions**

33  
34 All Garbage collected under this Contract, as well as residues from processing Recyclables and  
35 Compostables (to the extent required for the City to comply with its Solid Waste Interlocal Agreement  
36 with King County), shall be delivered to the King County Disposal System, unless otherwise directed in  
37 writing by the City.

38  
39 Garbage containing obvious amounts of Yard Debris shall not knowingly be collected from Customers and  
40 instead prominently tagged with a written notice informing the Customer that King County does not  
41 accept Yard Debris mixed with Garbage for collection. Contractor's awareness, knowing, or intentional  
42 collection of Garbage mixed with visible Yard Debris shall be grounds for performance fees as provided in  
43 Section 6.1. The City shall not be liable or legally responsible in any way for the Contractor's awareness,  
44 knowing, or intentional collection of Garbage mixed with visible Yard Debris. The Contractor shall  
45 indemnify and hold the City harmless for any such damage or legal implications resulting from said  
46 collection.

1 The Contractor shall not knowingly or as a result of gross negligence collect or dispose of Unacceptable  
2 Waste or other hazardous materials that are either restricted from disposal or would pose a danger to  
3 collection crews. If materials are rejected for this reason, the Contractor shall leave a written notice with  
4 the rejected materials listing why they were not collected and providing the Customer with a contact for  
5 further information about proper disposal options for such materials.

6  
7 Title to and liability for any Unacceptable Wastes that are included with any materials collected under this  
8 Contract by Contractor despite The City's and Contractor's attempts to prevent the inclusion of such  
9 materials shall not pass to Contractor, but shall remain with the party from whom such Unacceptable  
10 Waste or any such other materials or substances is received.

11  
12 In event that a Customer places Unacceptable Waste in a Container and the Contractor collects those  
13 materials inadvertently and incurs extraordinary expenses dealing with those materials, the Contractor  
14 may charge the Customer the actual costs of managing those materials, as approved by the City. Actual  
15 costs shall include additional transportation, handling and disposal costs incurred by the Contractor for  
16 handling only those specific materials traceable to that Customer.

17  
18 In the event that the City wishes to conduct a waste composition analysis, the Contractor, upon  
19 reasonable notice from the City, shall deliver collected Garbage from one or more routes to the designated  
20 sorting site and shall coordinate with the City to ensure successful sampling. In the event that the sorted  
21 Garbage requires delivery to a County authorized disposal site, the City shall pay the Contractor for that  
22 delivery based on the Contractor's standard Container rental and hauling rates.

23  
24 Garbage collected by the Contractor may be processed by the Contractor to recover recyclable material;  
25 provided, however, that the residual is appropriately disposed of within the King County Disposal System;  
26 provided, further, that such recyclable material processing is undertaken with the prior written approval  
27 of King County and the City and in accordance with the Amended and Restated Solid Waste Interlocal  
28 Agreement between King County and the City of Lake Forest Park; and provided, further, that the  
29 Contractor in all such instances shall charge Customers no more than the equivalent Garbage disposal fee  
30 at within the King County Disposal System or such other disposal fee as the City reasonably directs the  
31 Contractor to charge. In addition, hauling fees charged by the Contractor in such instances shall be no  
32 higher than those provided for in Attachment B.

33  
34 **4.1.27 Emergency Response**

35  
36 The Contractor shall provide the City with the use of the Contractor's labor and equipment for assistance  
37 in the event of a disaster or emergency declaration. Contractor services shall be provided immediately  
38 upon city directions and paid at the Contract rates in Attachment B.

39  
40 The Contractor shall keep full and complete records and documentation of all costs incurred in connection  
41 with disaster or emergency response, and include such information in the monthly and annual reports  
42 required under Section 4.3.4. The Contractor shall maintain such records and documentation in  
43 accordance with the City's prior written approval and any standards established by the Federal Emergency  
44 Management Agency, and at the City's request, shall assist the City in developing any reports or  
45 applications necessary to seek federal assistance during or after a federally-declared disaster.

1      **4.2 Collection Services**

2

3      **4.2.1 Single-Family Residence Garbage Collection**

4

5      **4.2.1.1 Subject Materials**

6

7      The Contractor shall collect all Garbage placed at Curbside for disposal by Single-Family Residence

8      Customers in, and adjacent to Garbage Cans, bags, and Garbage Carts.

9

10     **4.2.1.2 Containers**

11

12     The Contractor shall provide collection Containers to Customers at no charge. Micro-cans and Garbage

13     Carts shall be delivered by the Contractor to Single-Family Residence Customers within seven (7) days of

14     the Customer's initial request. Each Customer's initial Container must be Contractor-provided Micro-can

15     or Garbage Cart, provided that Garbage in excess of the Customer's initial Container may be bundled or

16     placed in a Customer-owned Garbage Can or plastic bag.

17

18     **4.2.1.3 Specific Collection Requirements**

19

20     The Contractor shall offer regular weekly collection of the following service levels:

21

22       1. One 10-gallon Micro-can;

23       2. One 20-gallon Garbage Cart;

24       3. One 35-gallon Garbage Cart;

25       4. One 45-gallon Garbage Cart;

26       5. One 64-gallon Garbage Cart; and

27       6. One 96-gallon Garbage Cart.

28

29     The Contract shall also offer a "super recycler" service of once per month collection of non-putrescible

30     waste in a 35-gallon Cart.

31

32     The Contractor shall change from weekly to every-other-week collection of Single-Family Garbage upon

33     at least 180 days prior written notice from the City. In the event that the City elects to reduce collection

34     frequency, the Contractor's rates for Single-Family Garbage collection shall be reduced by \$3.59 per

35     household per month for all Single-Family Garbage service levels, as annually adjusted by the provisions

36     of Section 5.2, starting the first month of the changed service. In the event that every-other-week

37     collection does not work as intended, the City may change service back to weekly, and the parties shall

38     negotiate in good faith to develop mutually acceptable terms regarding the timing and cost of a return to

39     weekly service.

40

41     Carry-out charges shall be assessed only to those Customers who choose to have the Contractor move

42     Containers to reach the collection vehicle at its nearest point of access. Garbage in excess of Container

43     capacity or the subscribed service level shall be collected and properly charged as Extra Units to the

44     Customer; with the exception of excess Garbage collection otherwise authorized under this Contract at

45     no charge to the Customer. The Contractor shall maintain route lists in sufficient detail to allow accurate

46     recording and charging of all Extra Units. Customers shall be allowed to specify that no Extra Units be

1 collected without prior Customer notification, which shall be provided by the Single-Family Residence  
2 Customer no less than twenty-four (24) hours prior to that Customer's regular collection.

3  
4 Collections shall be made from Single-Family Residences on a regular schedule on the same day and as  
5 close to a consistent time as possible. The Contractor's crews shall make collections in an orderly and  
6 quiet manner, and shall return all Containers, in an upright position, with lids closed and attached, to their  
7 original set out location. The Contractor may tag inappropriately placed Containers not placed out in  
8 accordance with Lake Forest Park Municipal Code.

9  
10 Extra charges may be assessed for materials loaded so as to lift the Garbage Can, or Garbage Cart lid in  
11 excess of six (6) inches from the normally closed position. The Contractor may charge for an overweight  
12 Container at the Extra Unit rate, provided that the Container weight is documented in writing, and the  
13 Customer agrees to pay for special handling. Otherwise, an overweight Container shall be left at the Curb  
14 and tagged with written notification as to why it was not collected. Customers may specify to the  
15 Contractor that they may not be charged for overweight or extra Containers, in which case any such  
16 Containers shall be left at the Curb uncollected and tagged with written notification as to why it was not  
17 collected.

18  
19 **4.2.2 Single-Family Residence Recyclables Collection**

20  
21 **4.2.2.1 Recyclable Materials**

22  
23 Residential Recyclables shall be collected from all participating Single-Family Residences Customers as  
24 part of basic Garbage collection services, without extra charge. If operational or recycling processing  
25 improvements are made that allow additional materials to be recycled at no additional cost to the  
26 Contractor, the Contractor agrees to expand the defined list of Residential Recyclables to cover such  
27 materials, subject to prior written approval by the City. The Contractor shall collect Curbside prepared  
28 and either called-in or set-out Recyclables as described in Attachment C. With the exception of Corrugated  
29 Cardboard, the maximum dimensions for Recycling materials shall be two (2) feet by two (2) feet.

30  
31 The City reserves the right to engage in product stewardship and/or waste prevention activities that may  
32 result in one or more materials being removed from the Attachment C list.

33  
34 **4.2.2.2 Containers**

35  
36 The Contractor shall provide collection Containers to Customers at no charge. The default Recycling Cart  
37 size shall be 96-gallons, provided that the Contractor shall offer and provide 35- or 64-gallon Recycling  
38 Carts on request to those Single-Family Residence Customers requiring less capacity than provided by the  
39 standard 96-gallon Recycling Cart.

40  
41 Recycling Carts shall be delivered by the Contractor to new Single-Family Residence Customers, those  
42 Customers requesting replacements, or Customers that had previously rejected their Recycling Cart,  
43 within seven (7) days of the Customer's initial request.

1      **4.2.2.3 Specific Collection Requirements**

2  
3      Single-Family Residence Recyclables collection shall occur every-other-weekly on the same day as each  
4      household's Garbage and Compostables collection. Collections shall be made from Residences on a  
5      regular schedule on the same day and as close to a consistent time as possible. The Contractor shall collect  
6      on Public Streets and Private Roads in the same location as Garbage collection service is provided. The  
7      Contractor's crews shall make collections in an orderly, non-disruptive and quiet manner, and shall return  
8      Containers with their lids closed and attached to their set out location, and out of any Public Street, in an  
9      orderly manner.

10  
11     The defined list of Residential Recyclables in Attachment C shall be collected from all participating Single-  
12     Family Residences as part of basic Garbage collection services, without extra charge. The Contractor shall  
13     collect all Residential Recyclables from Single-Family Residences that are placed in Contractor owned Carts  
14     or are boxed or placed in a paper bag next to the Customers' Recycling Cart. Recyclables must be prepared  
15     as described in Attachment C and uncontaminated with food or other residues. No limits shall be placed  
16     on set-out volumes for Curbside Recyclables, other than those specifically listed in Attachment C.

17  
18     **4.2.3 Single-Family Residence Compostables Collection**

19  
20     **4.2.3.1 Subject Materials**

21  
22     Properly-prepared Compostables shall be collected from all participating Single-Family Residence  
23     Customers as part of basic Garbage collection services, without extra charge.

24  
25     **4.2.3.2 Containers**

26  
27     The Contractor shall provide one Compostables Cart to each Single-Family Customer at no charge and  
28     shall provide additional Compostable Carts at the rental fee provided in Attachment B. The default  
29     Compostables Cart size shall be 96-gallons, provided that the Contractor shall offer and provide 35- or 64-  
30     gallon Compostables Carts on request to those Single-Family Residence Customers requiring less capacity  
31     than provided by the default Compostables Cart. The Contractor shall also provide a smaller capacity Food  
32     Mini-can for Customers wishing to use a Container only for Food Scraps. The model Food Mini-can used  
33     by the Contractor shall be approved in writing by the City prior to the Contractor purchasing inventory.

34  
35     Excess Yard Debris material that does not fit in a Compostables Cart shall be bundled or placed in Kraft  
36     paper bags or properly labeled Customer-owned Garbage Cans. Customers choosing to use their own  
37     Garbage Can for excess Yard Debris shall be provided durable stickers by the Contractor that clearly  
38     identify the container's contents as "Yard Debris."

39  
40     Compostables Carts shall be delivered by the Contractor to new Single-Family Residence Customers,  
41     Customers requesting a replacement Compostables Cart, and Customers that had previously rejected  
42     their Compostables Cart within seven (7) days of the Customer's initial request.

43  
44     The Contractor shall provide and distribute to all requesting Single-Family Residence Customers a kitchen  
45     Food Scrap collection container, previously approved by the City in writing, with a capacity of  
46     approximately 9.6 quarts. The Contractor shall include instructional materials, subject to the City's prior

1 written approval, with all kitchen Food Scrap collection containers. Distributed Food Scrap collection  
2 containers shall include at least two biodegradable liner samples, provided at the Contractor's cost.

3  
4 The Contractor shall provide an on-call fee-based Compostables Container cleaning service to Customers  
5 at the rate provided in Attachment B.

6  
7 **4.2.3.3 Specific Collection Requirements**

8  
9 Properly prepared Compostables shall be collected weekly on the same day as each household's Garbage  
10 and Recyclables collection from all Single-Family Residence Customers. Collections shall be made from  
11 Single-Family Residence Customers on a regular schedule on the same day and as close to a consistent  
12 time as possible. Compostables in excess of 192 gallons may be charged as Compostables Extra Units in  
13 32 gallon increments in accordance with Attachment B, provided that for two collection cycles  
14 immediately following a City-designated storm event, up to 96 additional gallons of storm debris shall be  
15 accepted with regular quantities of Compostables without extra charge. The City shall designate no more  
16 than three storm events each calendar year.

17  
18 The Contractor shall provide annual Christmas tree collection during the first two weeks of each year at  
19 no additional charge for both Single-family and Multifamily Customers, including those Multifamily  
20 Customers that do not subscribe to Compostables collection. Clean uncontaminated (e.g. no tinsel,  
21 unflocked) trees up shall be collected without further preparation. Customers shall be required to cut the  
22 trees into sections no longer than four feet and place trees in Compostable Carts wherever possible. Trees  
23 collected under this program shall not be considered Yard Debris Extra Units subject to additional fees.

24  
25 Compostables may be placed in Carts, paper bags, bundles, or relabeled Garbage Cans next to the initial  
26 Compostables Cart, provided that Food Scraps shall be contained in the initial Cart and only Yard Debris  
27 shall be placed in bags, bundles, or open cans.

28  
29 The Contractor shall collect on Public Streets and Private Roads in the same location as Garbage collection  
30 is provided. The Contractor's crews shall make collections in an orderly and quiet manner, and shall return  
31 Containers in an upright position, with lids attached, to their set out location and out of the public street

32  
33 **4.2.4 Multifamily Complex and Commercial Customer Garbage Collection**

34  
35 **4.2.4.1 Subject Materials**

36  
37 The Contractor shall collect all Garbage set out for disposal by Multifamily Complex and Commercial  
38 Customers in or next to Containers.

39  
40 **4.2.4.2 Containers**

41  
42 Multifamily Complex and Commercial Customers shall be offered a full range of Container and service  
43 options, including Garbage Carts and one (1) through eight (8) cubic yard compacted and non-compacted  
44 Detachable Containers. Containers shall be provided to Customers at no charge, except for compacting  
45 Containers or unless otherwise set forth in this Contract and directed by the City.

1 Materials in excess of Container capacity or the subscribed service level shall be collected and properly  
2 charged as Extra Units as directed by the City. The Contractor shall develop and maintain route lists in  
3 sufficient detail to allow accurate recording and charging of all Extra Units.

4  
5 The Contractor may use either or both front-load or rear-load Detachable Containers to service  
6 Multifamily Complex and Commercial Customers. However, not all collection sites within the City Service  
7 Area may be appropriate for front-load collection due to limited maneuverability or overhead  
8 obstructions. The Contractor shall provide Containers and collection services capable of servicing all  
9 Customer sites, whether or not front-load collection is feasible.

10  
11 Containers shall be delivered by the Contractor to requesting Multifamily Complex and Commercial  
12 Customers within three (3) days of the Customer's initial request.

13  
14 **4.2.4.3 Specific Collection Requirements**

15  
16 Collections from both Multifamily Complex and Commercial Customers shall be made on a regular  
17 schedule on the same day and as close to a consistent time as possible to minimize Customer confusion.

18  
19 The Contractor shall provide locks for Containers upon request and remove and replace Containers from  
20 enclosures and position (roll-out) Containers up to twenty-five (25) feet for Garbage (and Recycling and  
21 Compostable) collection at no additional charge. Additional roll-out charges may be assessed in twenty-  
22 five (25) foot increments only to those Multifamily Complex and Commercial Customers for whom the  
23 Contractor must move a Container over twenty-five (25) feet to reach the collection vehicle at its nearest  
24 point of access. Extra charges may be assessed for materials loaded so as to lift the Container lid in excess  
25 of six (6) inches from the normally closed position. The Contractor shall not charge fees for either opening  
26 gates or unlocking containers. Customers with hard-to-access Containers requiring the Contractor to wait  
27 for Customer Container relocation or requiring Contractor's use of specialized equipment for Container  
28 relocation may charge those Customers additional access fees and/or hourly fees consistent with  
29 Attachment B.

30  
31 Multifamily Complex and Commercial Garbage may request extra collections and shall pay a proportional  
32 amount of their regular monthly rate for that service as established by the City.

33  
34 **4.2.5 Multifamily Complex and Commercial Recyclables Collection**

35  
36 **4.2.5.1 Subject Materials**

37  
38 All properly prepared Recyclables listed in Attachment C for Multifamily and Commercial Customers, shall  
39 be collected as part of the basic Garbage collection services, without extra charge and without limit. The  
40 City reserves the right to engage in product stewardship and/or waste prevention activities that may result  
41 in one or more materials being removed from the Recyclables listed in Attachment C.

42  
43 **4.2.5.2 Containers**

44  
45 The Contractor shall provide Recycling Containers at no additional charge to all Multifamily Complex and  
46 Commercial Customers requesting Containers.

1 The Contractor shall encourage and promote recycling and recommend appropriate Container sizes  
2 through its site visit and evaluation process. The Contractor shall encourage the use of Detachable  
3 Containers or Drop-box Containers instead of multiple Carts at locations where more than one cubic yard  
4 of Recycling capacity is provided, unless space or other constraints favor the use of Carts. Containers used  
5 for the collection of Recyclables shall be delivered by the Contractor to requesting Customers within three  
6 (3) days of the Customer's initial request. The Contractor may decline to collect Recyclables if the  
7 Container in which they are placed by the Customer contains Excluded Materials or other materials that  
8 do not conform to the definition of Recyclables or that do not meet specifications.

9

10 **4.2.5.3 Specific Collection Requirements**

11

12 Multifamily Complex and Commercial recycling collection shall occur at least weekly or more frequently  
13 if space constraints preclude providing sufficient weekly capacity. Collections shall be made on a regular  
14 schedule on the same day(s) of the week and as close to a consistent time as possible to minimize  
15 Customer and tenant confusion. The Contractor's crews shall make collections in an orderly, non-  
16 disruptive, and quiet manner, and shall return Containers after emptying to the same location as found,  
17 with their lids closed.

18

19 **4.2.6 Multifamily Complex and Commercial Customer Compostables Collection**

20

21 The Contractor shall provide Cart-based Compostables collection services on the City's approval to  
22 requesting Multifamily Complexes and Commercial Customers.

23

24 **4.2.6.1 Subject Materials**

25

26 The Contractor shall provide collection of Compostables from any requesting Multifamily Complex or  
27 Commercial Customer, subject to that Customer's continued compliance with material preparation  
28 requirements. Contaminated or oversized Compostables materials rejected by the Contractor shall be  
29 tagged in writing in a prominent location with an appropriate problem notice explaining why the material  
30 was rejected.

31

32 **4.2.6.2 Containers**

33

34 Carts or Food Mini-Cans shall be provided to Customers as part of the service at no additional charge.  
35 Compostables Containers shall be delivered by the Contractor to Multifamily Complex and Commercial  
36 Customers within three (3) days of a Customer's initial request.

37

38 The Contractor shall offer regular weekly or twice-weekly collection of the following service levels, at the  
39 rates set forth in Attachment B:

40

41 1. One 35-gallon cart (weekly)  
42 2. One 64-gallon cart (weekly or semi-weekly)  
43 3. One 96-gallon cart (weekly or semi-weekly)

1      **4.2.6.3 Specific Collection Requirements**

2  
3      Multifamily Complex and Commercial Customer Compostables collection shall occur weekly or twice-  
4      weekly, as subscribed for and requested by the Customer. Collections shall be made on a regular schedule  
5      on the same day(s) of the week and as close to a consistent time as possible to minimize Customer  
6      confusion. The Contractor's crews shall make collections in an orderly and quiet manner, and shall return  
7      Containers after emptying to the same location as found, with their lids closed.

8  
9      **4.2.7 Drop-Box Container Garbage Collection**

10  
11     **4.2.7.1 Subject Materials**

12  
13     The Contractor shall provide Drop-Box Container Garbage collection services to Customers, in accordance  
14     with the service level selected by the Customer.

15  
16     **4.2.7.2 Containers**

17  
18     The Contractor shall pay the cost of procuring and providing Containers for Garbage meeting the  
19     standards described in Section 4.1.15. Both Customer-owned and Contractor-owned Drop-box Containers  
20     shall be serviced, including Customer-owned compactors.

21  
22     The Contractor shall maintain a sufficient Drop-box Container inventory to provide delivery of empty  
23     containers by the Contractor to new and temporary Customers within three (3) business days after the  
24     Customer's initial request.

25  
26     **4.2.7.3 Specific Collection Requirements**

27  
28     The Contractor shall provide dispatch service and equipment capability of collecting full Drop-box  
29     Containers on the same business day if the Customer's initial request is received by the call center before  
30     or at 10:00 a.m., and no later than the next business day if the Customer's initial call is received by the call  
31     center after 10:00 a.m. At the Customer's request, the Contractor shall deliver an empty Drop-box  
32     Container to the Customer at the time of collecting the full Drop-box Container. Drop-box Containers shall  
33     be delivered to new Customers within one business day of their initial request.

34  
35     The Contractor shall detach, remove and replace Drop-Box Containers from locked or unlocked enclosures  
36     at no additional charge. The Contractor may charge additional time and/or mileage only if (1) the  
37     Customer requests that Contractor deliver material to a facility other than the closest King County disposal  
38     facility, (2) the facility is one to which the Contractor is allowed to deliver the material under this Contract,  
39     and (3) Contractor delivers the material to such facility after advising the Customer in writing (e-mail is  
40     acceptable) as to the basis of the additional time and/or mileage charges to be payable by the Customer  
41     on account of such delivery(ies).

42  
43     **4.2.8 Temporary (Non-Event) Container Customers**

44  
45     The Contractor shall maintain a sufficient Container inventory, including Detachable Container and Drop-  
46     box Containers, to provide delivery of empty Containers by the Contractor to temporary Customers within  
47     twenty-four (24) hours after the Customer's initial request. The charges for temporary Detachable

1 Container service as listed in Attachment B shall include delivery, collection, distance, and disposal or  
2 processing for Recyclables or Compostables. No additional fees other than those included in Attachment  
3 B may be charged. Temporary Garbage services do not include embedded Recycling or Compostables  
4 collection and shall not exceed ninety (90) days in duration. Customers requiring service for more than  
5 ninety (90) days shall subscribe for regular combined Garbage, Recycling, and Compostables service.

6

#### 7 **4.2.9 Special Event Services**

8

9 The Contractor shall provide temporary Garbage, Recyclables, and Compostables Containers to Customers  
10 sponsoring special events within the Service Area at the rates listed in Attachment B. The Contractor shall  
11 provide such Customers with assistance in determining Container needs and signage for Garbage,  
12 Recyclables, and Compostables at the special events, including site visits and technical assistance to  
13 ensure that the maximum Recyclables and Compostables diversion is achieved. The Contractor shall  
14 coordinate their efforts with the City, and provide such Customers and the City with a summary of the  
15 volumes and tonnages of materials disposed of, and diverted for recycling and composting.

16 The Contractor shall provide special event services as a bundle, with each event provided collection of  
17 Recyclables and Compostables at no additional charge as part of the event Garbage collection service. The  
18 provision of Garbage-only service shall only be provided on a case-by-case basis upon prior written  
19 approval of the City.

20

#### 21 **4.2.10 City Services**

22

23 The Contractor shall provide weekly Garbage, Recyclables and Compostables collection to all the City -  
24 owned municipal facilities and parks as a part of this Agreement and at no additional charge. The service  
25 levels for each City facility listed may be changed at the City's discretion at no additional cost to the City.  
26 As of the date herein, these facilities consist of the following:

Facility	Service Address
City Hall	17425 Ballinger Way NE
Public Works Facility	19201 Ballinger Way NE
Lyon Creek Nature Preserve	17337 Beach Drive
Grace Cole Nature Park	
Pfingst Animal Acres	178 <sup>th</sup> NE and Brookside Blvd
Horizon View Park	47 <sup>th</sup> Avenue NE
Blue Heron	Hamlin Road
Eagle Scout Park	NE 180 <sup>th</sup> St & NE 178 <sup>th</sup> St.
Whispering Willow Park	17038 – 44 <sup>th</sup> Ave NE

1 At any time during the Term of this Contract, the City may add up to two City facilities and up to two  
2 additional City parks in addition to those listed above.

3  
4 In cases in which Garbage, Recyclables or Compostables are generated through the performance by third  
5 parties of services for the City outside of the normal operation of a municipal facility, Contractor may  
6 charge for the collection of such materials in accordance with charges listed in Attachment B. For  
7 example, the City could be required by the Contractor to pay for the disposal of debris generated by the  
8 replacement of the roof of a City facility. Regular Garbage, Recyclables and Compostables generated on  
9 an ongoing basis at all City facilities in the ordinary course of their operations, however, whether  
10 generated by staff or third parties (e.g. janitorial contractor) will be collected by the Contractor without  
11 charge to the City. Tenants or other occupants of a municipal facility, other than those who operate the  
12 facility as a City contractor of municipal services may be charged by Contractor in accordance with this  
13 Contract for the collection from them of associated Garbage, Recyclables and Compostables.

14  
15 **4.2.11 Community Events**

16 The Contractor shall provide Garbage, Recyclables and Compostables services for up to three City-  
17 sponsored special events at no charge to the City or users. Container capacity shall be coordinated with  
18 event staff to ensure that sufficient Container capacity and collection frequency is provided by the  
19 Contractor.

20 Additional event services for public (above the three provided at no cost each year) or all events  
21 conducted by private Customers shall be charged at the rate listed in Attachment B. Rates are all-inclusive  
22 for delivery, setup and collection of containers.

23  
24 **4.2.12 On-call Bulky Waste Collection**

25 The Contractor shall provide on-call Bulky Waste collection to any Customer, including Multifamily and  
26 Commercial Customers.

27 On-call collection of Bulky Waste shall be provided by the Contractor to Customers by appointment for  
28 no more than the charge set forth in Attachment B to this Contract, with collection occurring no later than  
29 five (5) business days after a Customer initial request.

30 Customers must place Bulky Waste at the regular Garbage collection location no more than 24-hours prior  
31 to collection. The Contractor shall notify the Customer of the specific date that their item will be collected,  
32 the charge that will be made to their next bill, and where the item should be placed for collection.

33 The Contractor shall recycle all metal white goods, unless another arrangement is approved in writing by  
34 the City, and to make a reasonable effort to recycle all other materials collected. The Contractor shall  
35 direct Customers to remove doors from refrigerators and freezers before collection and not to place Bulky  
36 Waste at the Curb prior to twenty-four (24) hours before scheduled collection.

37 The Contractor shall maintain a separate log listing service date, materials collected, Customer charges,  
38 weights, and whether the item was recycled or disposed. This log shall be provided to the City on a

1 monthly basis in accordance with Section 4.3.4. On-call Bulky Waste collection must occur during the  
2 hours and days specified in Section 4.1.3, with the exception that Saturday collection is permissible if it is  
3 more convenient for Customers. The Contractor's crews shall make collections in an orderly, non-  
4 disruptive and quiet manner.

5

#### 6 **4.2.13 Excluded Services**

7

8 This Contract does not include the collection or disposal of Unacceptable Waste.

9

### 10 **4.3 COLLECTION SUPPORT AND MANAGEMENT**

11

12 **4.3.1 General Customer Service**

13 The Contractor shall be responsible for providing all Customer service functions, including, but not limited  
14 to:

15

- 16 • Answering Customer telephone calls and e-mail requests;
- 17 • Requesting at start of service Customer's preference for notification of service changes via rob-  
18 calls, texts or emails;
- 19 • Informing Customers of current, new, and optional services and charges;
- 20 • Handling Customer subscriptions and cancellations;
- 21 • Receiving and resolving Customer complaints;
- 22 • Dispatching Drop-box Containers, temporary containers, and special collections;
- 23 • Billing; and,
- 24 • Maintaining and updating regularly as necessary a user-friendly internet website.
- 25 • Maintaining and updating regularly as necessary a user-friendly mobile application.

26 These functions shall be provided at the Contractor's sole cost, with such costs included in Contractor  
27 charges set forth in Attachment B.

28

#### 30 **4.3.2 Specific Customer Service Requirements**

31

32 The Contractor shall maintain a service base for storing and/or maintaining collection vehicles within  
33 twenty-five (25) miles of the City's corporate limits. Operations and management staff shall be located at  
34 that site, provided that call center operations may be remotely provided. The Contractor's call center shall  
35 be open at a minimum from 7:00 a.m. to 7:00 p.m. weekdays, and 8:00 a.m. to noon Saturdays. The  
36 holiday collection schedule described in Section 4.1.6 shall also apply to Customer service coverage.  
37 Customer service representatives shall be available through the Contractor's call center during office  
38 hours for communication with the public and City representatives. Customer calls shall be taken during  
39 office hours by a person, not by voice mail. During all non-office hours for the call center, the Contractor  
40 shall have an answering or voice mail service available to record messages from all incoming telephone  
41 calls, and include in the message an emergency telephone number for Customers to call during outside  
42 normal office hours in case of an emergency.

43

44 The Contractor shall maintain a twenty-four (24) emergency telephone number for use by the City. The  
45 Contractor shall have a representative, or an answering service to contact such representative, available  
46 at such emergency telephone number for city-use during all hours, including normal office hours. Inability

1 to reach the Contractor's staff via the emergency telephone numbers shall be cause for performance fees  
2 in accordance with Section 6.1.2

3

4 **4.3.2.1 Customer Service Representative Staffing**

5

6 During office hours, the Contractor shall maintain sufficient call center staff to answer and handle  
7 complaints and service requests from all Customers without delay. If incoming telephone calls necessitate,  
8 the Contractor shall increase staffing levels as necessary to meet Customer service demands. The  
9 Contractor shall provide and publicize a telephone number capable of handling service related text  
10 messages.

11

12 The Contractor shall maintain sufficient staffing to answer and handle complaints and service requests in  
13 a timely manner made by methods other than telephone, including letters, e-mails, mobile messages or  
14 webpage messages. If staffing is deemed to be insufficient by the City to handle Customer complaints and  
15 service requests in a timely manner, the Contractor shall increase staffing levels to meet performance  
16 criteria.

17

18 The Contractor shall provide additional staffing during the transition and implementation period, and  
19 especially from six (6) weeks prior to the Date of Commencement of Service, through the end of the fourth  
20 month after the Date of Commencement of Service, to ensure that sufficient staffing is available to  
21 minimize Customer waits and inconvenience. The Contractor shall receive no additional compensation for  
22 increased staffing levels during the transition and implementation period. Staffing levels during the  
23 transition and implementation period shall be subject to the City's prior review and approval.

24

25 **4.3.2.2 City Customer Service**

26

27 The Contractor shall maintain staff that has management level authority to provide a point of contact for  
28 the majority of inquiries, requests, and coordination covering the full range of Contractor activities related  
29 to this Contract. Duties include, but are not limited to:

30

- 31 • Assisting staff with promotion and outreach to Single-Family Residences, Multifamily Complexes,  
32 Commercial Customers, and special events;
- 33 • Serving as an ombudsman, providing quick resolution of Customer issues, complaints, and  
34 inquiries; and,
- 35 • Assisting the City with program development and design, research, response to inquiries, and  
36 troubleshooting issues.

37

38 A Contractor-designated service expert shall be immediately accessible by staff to address emerging  
39 problems as needed, and shall return messages (telephone, text or e-mail) within four (4) hours of the  
40 City's leaving or sending a message.

41

42 Should the Contract fail to meet the City expectations for customer service as described herein, the  
43 Contractor shall be assessed performance fees in accordance with Section 6.1.

44

45 **4.3.2.3 Service Recipient Complaints and Requests**

1 The Contractor shall record all complaints and service requests, regardless of how received, including  
2 date, time, Customer's name and address, if the Customer is willing to give this information, method of  
3 transmittal, and nature, date and manner of resolution of the complaint or service request in a  
4 computerized daily log. Any telephone calls received through the Contractor's non-office hours voice mail  
5 or answering service shall be recorded in the log the no later than by the following business day. The  
6 Contractor shall make a conscientious effort to respond directly to the Customer and resolve all  
7 complaints within twenty-four (24) hours of the original phone call, letter, or internet communication,  
8 and service requests within the times established throughout this Contract for various service requests. If  
9 a longer response time is necessary for complaints or requests, the reason for the delay shall be noted in  
10 the log, along with a description of the Contractor's efforts to resolve the complaint or request.  
11

12 The Customer service log shall be available for inspection by the City, or its designated representatives,  
13 during the Contractor's office hours, and shall be in a format approved by the City. The Contractor shall  
14 provide a copy of this log in an electronic format from the Microsoft Office suite of software to the City  
15 with the monthly report.  
16

#### 17 **4.3.2.4 Handling of Customer Calls**

18 All incoming telephone calls shall be answered promptly and courteously, with an average speed of  
19 answer of less than thirty (30) seconds. No telephone calls shall be placed on hold for more than two (2)  
20 minutes per occurrence, and on a monthly basis, no more than 10% of incoming telephone calls shall be  
21 placed on hold for more than twenty (20) seconds. A Customer shall be able to talk directly with a Customer  
22 service representative when calling the Contractor's Customer service telephone number during office  
23 hours without navigating an automated phone answering system. An automated voice mail service or  
24 phone answering system may be used when the office is closed.  
25

26 A Customer calling into the Customer service phone lines and placed on hold shall hear either the City -  
27 specific messages or messages that are applicable and not misleading to Customers.  
28

#### 29 **4.3.2.5 Corrective Measures**

30 Upon the receipt of Customer complaints in regard to busy signals or excessive delays in answering the  
31 telephone, the City may request the Contractor submit a plan to the City for correcting the problem. Once  
32 the City has approved the plan, the Contractor shall have sixty (60) days to implement the corrective  
33 measures, except during the transition and implementation period from one (1) month prior to the Date  
34 of Commencement of Service, through the end of the fourth month after the Date of Commencement of  
35 Service, during which the Contractor shall have one (1) week to implement corrective measures.  
36 Reasonable corrective measures shall be implemented without additional compensation to the  
37 Contractor. Failure to provide corrective measures shall result in possible performance fees for the  
38 Contractor.  
39

#### 40 **4.3.2.6 Contractor Internet Website**

41 The Contractor shall provide a user-friendly Internet website accessible twenty-four (24) hours a day,  
42 seven (7) days a week, containing information specific to the City's collection programs, including at a  
43 minimum contact information, collection schedules, day of collection map that is dated as of the last  
44

1 change and always current, material preparation requirements, available services and options, rates and  
2 fees, inclement weather service changes, and other relevant service information for its Customers. The  
3 website shall include an e-mail function for Customer communication with the Contractor, and the ability  
4 for Customers to submit service requests and manage their services on-line. E-mailed Customer service  
5 requests shall be answered within twenty-four (24) hours of receipt.

6  
7 The website design shall be usability tested and then submitted to the City for approval a minimum of  
8 three (3) months prior to the Date of Commencement of Service of this Contract, and then changes shall  
9 be subject to the City's prior approval throughout the term of this Contract. The Contractor shall provide  
10 among its local staff a knowledgeable and proficient website manager that is responsive to the City's  
11 request(s) for changes to the Contractor's website. Changes requested by the City consisting of textual  
12 messages only shall be uploaded to the website within seventy-two (72) hours of the time of the  
13 request(s). Changes requested by the City, of a textual nature, that are related to an emergency or time-  
14 sensitive situation (such as an inclement weather event, windstorm, or event preventing access to a  
15 Customer's regular place of container set-out) shall be uploaded to the website as soon as possible and  
16 not more than six (6) hours from of the time of request. Changes requested by the City that include a  
17 graphical component must be uploaded to the website within ten (10) days of the time of the request.

18  
19 The Contractor shall update the website monthly, and more often if necessary, and provide links to the  
20 City's website, checking on a regular basis that all links are current. The website shall include recycling  
21 information translated into a minimum of four (4) languages other than English, to be identified by the  
22 City. Upon the City's request, the Contractor shall provide a website utilization report indicating the usage  
23 of various website pages and e-mail option.

24  
25 **4.3.2.7 Full Knowledge of Garbage, Recyclables, and Compostables Programs Required**

26  
27 The Contractor's Customer service representatives shall be fully knowledgeable of all collection services  
28 available to Customers, including the various services available to Single-Family Residence, Multifamily  
29 Complex and Commercial Customers. For new Customers, Customer service representatives shall explain  
30 all Garbage, Recyclables, and Compostables collection options available depending on the sector the  
31 Customer is calling from. For existing Customers, the representatives shall explain new services and  
32 options, and resolve recycling issues, collection concerns, missed pickups, container deliveries, and other  
33 Customer concerns. Customer service representatives shall be trained to inform Customers of Recyclables  
34 and Compostables preparation specifications. City policy questions shall be immediately forwarded to the  
35 City for response.

36  
37 The Contractor's Customer service representatives shall have instantaneous electronic access to  
38 Customer service data and history to assist them in providing excellent customer service. The Contractor  
39 shall provide the City with internal customer service representative training and support information  
40 specific to the City to allow the City to review and check information provided to customer service  
41 representatives and, in turn, provided to Customers. Any revisions to these materials shall be approved  
42 in writing (e-mail is acceptable) by the City prior to being used by customer service representatives.

43  
44 **4.3.2.8 Customer Communications**

45  
46 All Customer communications (other than routine service and billing interactions with individual  
47 Customers) shall be reviewed and approved by the City before distribution.

1  
2 The City and Contractor recognize that Customer preferences for their method of communication may  
3 change during the Term of this Contract and agree to adjust customer service expectations to match  
4 Customer preferences. For example, if call traffic to the Contractor's telephone-based call center reduces  
5 over time and is supplanted by an increase in texting, the Contractor shall shift staff resources accordingly  
6 to ensure high levels of customer service. The City and Contractor agree to review Contract requirements  
7 periodically and negotiate in good faith any desired improvements to the Contract service standards  
8 related to customer service delivery.

9 **4.3.3 Contractor's Customer Billing Responsibilities**

10  
11 The Contractor shall be responsible for all billing functions related to the collection services required  
12 under this Contract. All Single-family Residence Customers shall be billed quarterly, and Multifamily  
13 Complex and Commercial Customers shall be billed monthly. In no case shall a Customer's invoice be past  
14 due prior to the receipt of all services covered by the billing period. The Contractor's billing cycle  
15 parameters include, but are not limited to the service period, invoice date, due date, late fee date,  
16 reminder date(s), Container removal and stop-service date. The City reserves the right to review and  
17 provide feedback on the bill template used by the Contractor as to format and design to ensure Customer  
18 satisfaction. The Contractor shall evaluate and may incorporate the City's recommendations in good faith.  
19 Billing and accounting costs associated with Customer invoicing, including credit card fees, shall be borne  
20 by the Contractor, and are included in the service fees in Attachment B. The Contractor may bill to  
21 Customers late payments and "non-sufficient funds" check charges, as well as the costs of bad debt  
22 collection, under policies and amounts that have been previously approved in writing by the City.  
23

24 The Contractor shall offer paperless billing, including an autopay/electronic notification function that  
25 allows Customer to set up autopay and receive an e-mail or text notification of the amount and draw date  
26 of the payment, without requiring the Customer to navigate to the Contractor's website to obtain that  
27 information.  
28

29 Customers may temporarily suspend collection services due to vacations or other reasons up to three  
30 times (3x) annually, in no less than two (2) week increments and be billed pro-rata for actual services  
31 received. The Contractor may charge a weekly vacation hold/standby fee as listed in Attachment B instead  
32 of retrieving Carts for those Customers who request a vacation hold greater than two weeks in duration.  
33

34 The Contractor shall be responsible for the following:  
35

- 36 • Generating combined Garbage, Recyclables, and Compostables collection bills for all Customers;
- 37
- 38 • Generating bills printed double-sided, on at least thirty percent (30%) post-consumer recycled-  
39 content paper;
- 40
- 41 • Generating bills that include at a minimum a statement indicating the Customer's current service  
42 level, current charges and payments, appropriate taxes and fees, Customer service contact  
43 information and website information;
- 44
- 45 • Generating bills that clearly state the date at which late fees will be assessed for non-payment;  
46

- Generating bills that have sufficient space on the front of the bill for educational or informational messaging, as directed by the City;
- Accepting automatic ongoing payments from Customers via debit or credit card, checking or savings account withdrawal, or by wire transfer. No transaction fees may be levied on any Customer payments;
- Accepting, processing, and posting payment data each business day;
- Accepting bill inserts from the City for specific Customer sectors;
- Maintaining a system to monitor Customer subscription levels, record excess Garbage or Compostables collected, place an additional charge on the Customer's bill for the excess collection, and charge for additional services requested and delivered. This system shall maintain a Customer's historical account data for a period of not less than six (6) years from the end of the fiscal year in accordance with the City's record retention policy, and in a manner that is instantaneously accessible to Customer service representatives needing to refer to Customer service data and history;
- Accepting and responding to Customer requests for service level changes, missed or inadequate collection services, and additional services;
- Collecting unpaid charges from Customers for collection services; and
- Implementing rate changes as specified in Section 5.3.

The Contractor shall be required to have procedures in place to backup and minimize the potential for the loss or damage of the account servicing (e.g., Customer service, service levels, and billing history) database. The Contractor shall ensure that at a minimum a daily backup of the account servicing database is made and stored off-site. The Contractor shall also provide the City with a copy of the account servicing database (excluding Customer financial information such as credit card or bank account numbers) sorted by Customer sector via e-mail, FTP site or electronic media upon request. The City shall have unlimited rights to use such account servicing database for the purpose of developing targeted educational and outreach programs, analyzing service level shifts or rate impacts, and/or providing information to successor contractors.

Upon seven (7) days written notice, the Contractor shall provide the City with a paper and/or electronic copy at the City's discretion of the requested Customer information and history, including but not limited to Customer names, service and mailing addresses, contact information, service levels, and current account status.

#### 4.3.4 Reporting

The Contractor shall provide monthly, annual, and ad hoc reports to the City. The Contractor report formats may be modified from time to time at the City's request at no cost to the City. In addition, the Contractor shall allow staff access to pertinent operations information related to compliance with the

1 obligations of this Contract, such as vehicle route assignment and maintenance logs, Garbage, Recyclables,  
2 and/or composting facility certified weight slips, and Customer charges and payments.

3

#### 4 4.3.4.1 Monthly Reports

5

6 On a monthly basis, by the last working day of each month, the Contractor shall provide a report  
7 containing the following information for the previous month. Reports shall be submitted in an electronic  
8 format approved by the City and shall be certified as accurate by the Contractor. At minimum, reports  
9 shall include:

10

- 11 1. A log of all Customer requests, complaints, inquiries, and site visits, including site name and  
12 address, Customer name where available, date of contact or site visit, reason for site visit, results  
13 of Customer request, complaint, and inquiry and/or site visit.
- 14 2. A tabulation of the number of Single-Family, Commercial, and Multifamily Complex accounts by  
15 service level/Container size, and service frequency.
- 16 3. Reports from the Contractor's customer service telephone system showing total call volume, total  
17 calls answered, average speed of answer, percent of calls answered within thirty (30) seconds,  
18 total calls placed on hold, percent of calls on hold answered within twenty (20) seconds, percent  
19 of calls on hold answered within two (2) minutes, total number of abandoned calls, abandonment  
20 rate (abandoned call divided by total volume of calls), and average time to abandonment.
- 21 4. Website utilization report showing total number of Customers managing their services on-line,  
22 total number of e-mails received via website, data on site usage, and other data or information  
23 as Lake Forest Park may require for internal reporting purposes.
- 24 5. A summary of total Garbage, Recyclables and Compostables, quantities collected (in tons) for each  
25 collection sector by month and year-to-date. The summary shall include program participation  
26 statistics including: a summary of Multifamily Complex and Commercial participation in recycling  
27 programs and set-out statistics for Residential Garbage, Compostables, and Recyclables collection  
28 services. Where item counts are more appropriate for certain Recyclables or Bulky Wastes (e.g.  
29 appliances, CFLs, etc.), reporting item counts are sufficient. The summary shall include the names  
30 of facilities used for all materials and tonnage delivered to each facility.
- 31 6. A summary of Recyclables quantities, market prices, contamination levels and processing residues  
32 disposed as Garbage.
- 33 7. A list of current disposal or processing locations and fees per ton for each material collected.
- 34 8. A description of any vehicle accidents or infractions.
- 35 9. A description of any changes to collection routes, Containers, vehicles (including the identification  
36 of back-up vehicles not meeting contract standards with the truck number and date of use),  
37 customer service or other related activities affecting the provision of services

1       10. A description of any promotion, education, and outreach efforts, including where possible,  
2       samples of materials, and summary of any feedback or response received from Customers.

3  
4       11. A description of Contractor activities and tonnages related for city services and events.

5  
6       If collection vehicles are used to service more than one Customer sector, the Contractor shall develop an  
7       apportioning methodology that allows the accurate calculation and reporting of collection volumes and  
8       quantities from the different sectors. The apportioning methodology shall be subject to the prior review  
9       and written approval of the City, and shall be periodically verified through field-testing by the Contractor.

10  
11      **4.3.4.2 Annual Reports**

12  
13      On an annual basis, by the first working day of March, the Contractor shall provide a report containing the  
14      following information for the previous year:

15  
16       1. A consolidated summary and tabulation of the monthly reports, described above.

17  
18       2. A discussion of highlights and other noteworthy experiences, along with measures taken to  
19        resolve problems, increase efficiency, and increase participation in, and volume of, Recyclables  
20        and Compostables collection programs.

21  
22       3. A discussion of opportunities and challenges expected during the current year, including steps  
23        being taken to take advantage of opportunities and resolve the challenges.

24  
25       4. A discussion of promotion, education, and outreach efforts, and accomplishments for each sector.

26  
27       5. An inventory of current collection vehicles and other major equipment, including model, year,  
28        make, serial or VIN number, assigned vehicle number, mileage (if vehicle), collection sector  
29        assigned to or used in, and maintenance history, including vehicle painting.

30  
31       6. An inventory of all Containers used in the performance of this Contract, including location  
32        address, Customer name and contact information, and the size of all Containers used at that  
33        address.

34  
35       7. A list of Multifamily Complexes eligible for Recycling and Compostables collection service, but not  
36        receiving one or both services, with the results of required contacts made during the year to  
37        promote the Recycling and/or Compostables service to those complexes, including the reason  
38        why the Multifamily Complex is not receiving Recycling and/or Compostables service.

39  
40       8. A list of Commercial Customers eligible for Recycling and Compostables collection service, but not  
41        receiving one or both services, with the results of required contacts made during the year to  
42        promote the Recycling and/or Compostables service to those sites, including the reason why the  
43        Commercial Customer is not receiving Recycling and/or Compostables service.

44  
45       9. A detailed report on Container change-out, cleaning, painting, re-stickering and/or labeling, and  
46        replacement completed or not completed on schedule during the previous year.

1       10. A summary of the monthly logs of Customer requests, complaints, inquiries, site visits, and  
2       resolutions or results, as required in Section 4.3.4.1. The summary shall organize Customer  
3       requests, complaints, inquiries, and site visits by category (e.g., missed pickups, improper set-  
4       ups).

5  
6       The annual report shall be specific to the City's operations, written in a format appropriate for contract  
7       management and shall not be a generalized listing of Contractor activities in the region or elsewhere.  
8

9       **4.3.4.3 Ad Hoc Reports**

10  
11      The City may request from the Contractor up to six (6) ad-hoc reports each year, at no additional cost to  
12      the City. These reports may include customer service database tabulations to identify specific service level  
13      or participation patterns or other similar information. Reports shall be provided in a City-defined format  
14      and with Microsoft software compatibility. These reports shall not require the Contractor to expend more  
15      than one hundred (100) staff hours per year to complete.  
16

17       **4.3.4.4 Other Reports**

18  
19      If requested by the City, the Contractor shall provide daily route information for all service sectors and  
20      collection streams for the purpose of evaluating potential collection system changes during the Term of  
21      the Contract. Information received by the City shall be subject to existing laws and regulations regarding  
22      disclosure, including the *Public Disclosure Act*, Chapter 42.56 of the Revised Code of Washington.  
23

24       **4.3.5 Promotion and Education**

25  
26      The Contractor, at its own cost and at the direction of the City, shall have primary responsibility for  
27      developing, designing, executing, and distributing public promotion, education, and outreach programs.  
28      The Contractor shall also have primary responsibility for Customer recruitment, providing annual service-  
29      oriented information and outreach to Customers, including providing on-site Commercial Recycling and  
30      Compostables technical assistance, distributing City-developed promotional and educational pieces at the  
31      City's direction, and implementing on-going recycling promotions, education, and outreach programs at  
32      the direction of the City. All written materials, Customer surveys and other general communications  
33      provided to Customers by the Contractor shall be approved in advance by the City. Each September, the  
34      City and Contractor shall jointly plan the Contractor's specific promotion and education program for the  
35      following year, including adjustments in materials and/or targeted audiences. The City may elect to assist  
36      the Contractor with development of promotional material layout and text, as staff time allows, otherwise  
37      the Contractor shall be responsible for all design and development work, subject to City approval.  
38

39      Each year, the Contractor shall print and deliver an annual comprehensive service guide to each Single-  
40      Family Residential and Multifamily Complex customer, which shall include, at a minimum, information on  
41      the proper disposal of Garbage, Recyclables, and Compostables; City rates information; disposal options  
42      for difficult-to-recycle items and hazardous wastes; collection guidelines; contact information; and any  
43      other pertinent information.  
44

45      The Contractor shall contact, at the City's request, the manager or owner of Multifamily Complex sites to  
46      encourage recycling participation, address concerns, space or contamination problems, provide outreach  
47      to residents, and inform the manager or owner of all available services and ways to decrease Garbage

1 generation. The Contractor shall coordinate and work cooperatively with City staff and/or consultants  
2 hired to conduct outreach and education, and provide technical assistance.

3  
4 The Contractor shall, at the City's request, address concerns, space or contamination problems, and offer  
5 additional education or training to tenant businesses. The Contractor's educational efforts to Commercial  
6 Customers shall include offering to perform no-cost waste audits to determine areas that need  
7 improvement, developing and covering the cost of stickers or signage for interior collection containers,  
8 and delivering Commercial Customer program packets to the Commercial Customers or their tenants, as  
9 requested by the Commercial Customer, a commercial tenant, or the City. The Contractor shall coordinate  
10 and work cooperatively with City staff and/or consultants hired to conduct outreach and education, and  
11 provide technical assistance.

12  
13 The Contractor shall, upon the approval of the City and the request of a Commercial Customer or a tenant  
14 business, and at the Contractor's expense, conduct a site visit within one week of the request to review  
15 existing services, determine recycling potential, and assess space constraints for additional Containers.

16  
17 Any additional promotional, educational, and informational materials provided by the Contractor to  
18 Customers in connection with the Contract shall be designed, developed, printed, and delivered by the  
19 Contractor, at the Contractor's cost, and subject to the City's final written approval as to form, content,  
20 and method of delivery. The City shall review and approve all materials and a minimum of a two (2) weeks  
21 review period shall be provided in all cases by the Contractor to allow sufficient time for review and  
22 approval.

23  
24 Outreach to Commercial Customers by the Contractor shall not preclude the City or its consultants from  
25 also conducting targeted outreach and technical assistance to encourage waste prevention and recycling.

26  
**4.3.6 Transition to Next Contractor**

27  
28 The Contractor shall work with the City and any successive contractor in good faith to ensure minimal  
29 Customer disruption during the transition period from the City's previous contractor to the City's new  
30 Contractor. Cart and Container removal and replacement shall be coordinated between the Contractor  
31 and a successive contractor to occur simultaneously in order to minimize Customer inconvenience. In the  
32 event that the City does not elect to retain the Contractor's Containers pursuant to Section 4.1.15.3, the  
33 Contractor shall remove any Containers for all services or any portion of services provided under this  
34 Contract upon sixty (60) days written notice from the City.

35  
36 Upon written request of the City at any time during the term of this Contract, the Contractor shall provide  
37 a detailed customer list, including customer name, service address, mailing address, and collection and  
38 container rental service levels to the City in Microsoft Excel format within seven (7) days request of the  
39 City.

40  
41 Failure to fully comply with this Section 4.3.6 shall result in the forfeiture of the Contractor's performance  
42 bond, at the City's discretion.

43  
**5. COMPENSATION**

1      **5.1 Compensation to the Contractor**

2

3      **5.1.1 Rates**

4

5      The Contractor shall be responsible for billing and collecting funds from Single-family Residence,  
6      Multifamily Complex, and Commercial Customers in accordance with the charges for services listed in  
7      Attachment B. The Contractor may reduce or waive at its option, but shall not exceed, the charges listed  
8      in Attachment B. These payments shall comprise the entire compensation due to the Contractor.

9

10     In the event that a Customer places Excluded Materials or Unacceptable Materials in a Container, and the  
11     Contractor collects those materials inadvertently and incurs extraordinary expenses dealing with those  
12     materials, the Contractor may charge the Customer the actual costs of managing those materials, as  
13     approved by the City. Actual costs shall include additional transportation, handling, and disposal costs  
14     incurred by the Contractor for handling only those specific materials traceable to that Customer.

15

16     The City is not required under this Contract to make any payments to the Contractor for services  
17     performed, or for any other reason, except as specifically described in this Contract, or for services the  
18     City obtains as a Customer.

19

20     In the event that the Contractor or a Customer desires solid waste-related services not specifically  
21     addressed in this Contract, the Contractor shall propose service parameters and a rate to the City in  
22     writing, based on the average of surrounding WUTC tariffs if such service is addressed in current tariffs.  
23     Upon the City's written approval, the Contractor may provide the requested services. In no case shall the  
24     Contractor provide unauthorized services or charge unauthorized rates.

25

26      **5.1.2 Itemization on Invoices**

27

28     All applicable City, County, and Washington State solid waste or household hazardous waste taxes or fees,  
29     utility taxes, and (if allowed under the last paragraph of Section 5.1.2) sales taxes shall be itemized  
30     separately on Customer invoices and added to the charges listed in Attachment B, except that the City  
31     Administrative Fees shall be included in Attachment B rates and shall not be itemized separately on  
32     Customer invoices.

33

34     All Recyclables collection costs and revenues shall be included in the Garbage collection rates for all  
35     Customers and are included in the Customer rates listed in Attachment B.

36

37     Charges for excess Garbage or Compostables, Single-family, Multifamily Complex and Commercial  
38     Compostables collection, Drop-box Container On-call collection services, On-call Bulky Waste collection  
39     services, Container rentals, or temporary Container services shall be itemized on the Customer invoices  
40     separately by the Contractor, and may at no time exceed the charges set forth in Attachment B.

41

42     The County disposal fee as it exists on the date of execution or as thereafter modified shall be itemized  
43     separately on Customer invoices with charges for Drop-box Container service. The Contractor shall charge  
44     Drop-box Customers the actual disposal cost plus ten (10) percent to reflect the Contractor's costs and  
45     margin related to handling the pass-through disposal component.

1 The Contractor shall not separately charge sales tax for services that include any Container as part of the  
2 overall service package. Only Services that separate and itemize optional container rental (specifically  
3 Drop-box Container rental) shall have sales tax charged and listed on Customer invoices. The Contractor  
4 shall pay appropriate sales tax upon purchase of all equipment and Containers, and those costs are  
5 included in the rates provided in Attachment B. In no case shall Customers be separately charged sales  
6 taxes paid by the Contractor on its equipment and Containers.

7

8 **5.2 Compensation to the City**

9

10 The Contractor shall pay to the City a one-time fee of twenty-nine thousand dollars (\$29,000) upon  
11 Contract execution to cover City costs for procuring this Contract.

12

13 The Contractor shall also pay to the City an Administrative Fee on or before the fifteenth (15<sup>th</sup>) day of each  
14 month during the term of this Contract, starting on August 15, 2018. The Administrative Fee shall be  
15 based on the gross revenues received by the Contractor from Commercial and Multifamily Customers  
16 under this Agreement, excluding Drop-box disposal fees. The initial Administrative Fee shall be assessed  
17 at (6.0%) of gross revenues received by the Contractor from those Customers since the last Administrative  
18 Fee payment period, consistent with the administrative fee calculations shown in Attachment D. The  
19 Contractor's obligations to pay the Administrative Fee shall extend past the termination date of this  
20 Contract until the Contractor is no longer receiving payments from Customers for services provided under  
21 this Contract.

22

23 The rates included in Attachment B, as modified during the term of this Contract, include the  
24 Administrative Fee, and Customers shall not be separately charged an itemized Administrative Fee.  
25 Attachment D contains an example of how the Administrative Fee is included in rates, and lists the  
26 Contractor's service rate, the City's share of the retail rate, the State excise tax associated with the  
27 Administrative Fee, and the combined retail rate. Any adjustments to the Administrative Fee rate shall  
28 be calculated in a manner consistent with the example shown in Attachment D.

29

30 The Contractor shall fully participate with any City billing audit to confirm the Contractor's Customer  
31 receipts during any accounting period during the term of the Contract. The audit shall be confined to  
32 confirming Customer billing rates, Contractor receipts for services provided under this Contract and bad  
33 debt recovery.

34

35 The City may change the Administrative Fee level in any year, provided that the change is synchronized  
36 with the annual Contractor rate modification described in Section 5.3.1. The City shall notify the Contractor  
37 of the new Administrative Fee for the following year by September 1<sup>st</sup>, and the Contractor shall itemize  
38 and include the appropriate adjustment in its Rate Adjustment Statement provided October 1<sup>st</sup> of each  
39 year. In the event that the Administrative Fee is adjusted, either up or down, the Contractor shall add or  
40 subtract an amount equivalent to the state excise tax (1.5% in 2017), as may be adjusted from time to  
41 time by the State of Washington.

42

43 In addition, the Contractor shall be responsible for payment of all applicable permits, licenses, fees and  
44 taxes as described in Section 8.10, Permits and Licenses.

45

46 **5.3 Compensation Adjustments**

47

1   **5.3.1 Annual CPI Modification**

2  
3   The Contractor's collection service charges and miscellaneous fees and Contract options contained in  
4   Attachment B, excluding waste disposal fees, for each level of service shall increase each year by three  
5   and one half percent (3.5%)

6  
7   Adjustments to the Contractor's collection service charge shall be made in units of one cent (\$0.01).  
8   Fractions less than one cent (\$0.01) shall not be considered when making adjustments.

9  
10   The Contractor's compensation shall be adjusted annually, beginning January 1, 2020. The Contractor shall  
11   submit in writing and electronic form to the City for review and verification a Rate Adjustment Statement,  
12   calculating the new rates for the next year, on or by October 1<sup>st</sup> of each year, starting October 1, 2019. On  
13   the City's review and verification, the new rates shall take effect on January 1<sup>st</sup> of the following year.

14  
15   **5.3.2 Changes in Disposal Fees**

16  
17   Periodic adjustments shall be made to Contractor collection rates to reflect increases or decreases in  
18   County disposal fees for Garbage. In the event of a change in disposal fees, the disposal fee component  
19   of rates charged to Customers shall be adjusted, based on percentage increase or decrease in disposal fee  
20   applied to the disposal components included in Attachment B of this Contract. Disposal fee changes shall  
21   be effective on the date of the County's implementation, provided that the Contractor has provided  
22   Customers proper notification of the change in accordance with State law.

23  
24   An example of rate modifications due to disposal fee changes is provided in Attachment D.

25  
26   **5.3.3 Changes in Disposal or Compostables Processing Sites**

27  
28   If the Contractor is required by the City or other governmental authority to use Garbage disposal or  
29   Compostables processing sites other than those being used at the initiation of this Contract, the  
30   Contractor shall submit a detailed proposal for the adjustment of the rates to reflect any additional cost  
31   or savings to the Contractor. It is intended that the Contractor's rates pursuant to this Contract in such a  
32   case will be adjusted so as to pass through any resulting additional costs incurred by the Contractor to the  
33   Contractor or any additional savings to the Contractor to the City. The City and Contractor agree to  
34   negotiate in good faith to make any changes to the rates to accomplish a pass-through of any such costs  
35   or savings.

36  
37   If the County's Shoreline Transfer Station becomes unavailable for more than one week and the  
38   Contractor is required to haul Garbage to an alternative County disposal location in excess of ten (10)  
39   miles from the location of City Hall, the Contractor shall be allowed additional compensation at the  
40   average of the two most proximate WUTC rates per mile per truck trip above the ten (10) mile limit. The  
41   amount of per mile compensation and the formula for how the compensation is applied (other than the  
42   ten (10) mile threshold) shall be applied in accordance with the then-current WUTC reference.

43  
44   If the Contractor is no longer be able to find a processing site for all collected Compostables, after a good  
45   faith effort to locate a processing facility acceptable to the City, the City reserves the right to drop the  
46   collection of affected components of Compostables, such as Food Scraps, from the Contract and the City  
47   and the Contractor shall negotiate rate reduction in good faith to reflect the reduction in service. If the

1 Contractor is subsequently able to find a processing site for Compostables or the site that was originally  
2 used for processing Compostables is able to resume taking the dropped materials, the City reserves the  
3 right to reinstate the collection of those materials and to reverse the previously agreed rate reduction for  
4 the reduction in service.

5

#### 6 **5.3.4 Other Modifications**

7

8 Except as otherwise expressly provided for by the Contract, the Contractor shall not adjust or modify rates  
9 due to employee wage increases, changes in Compostables processing fees, changes in commodity value,  
10 Garbage collection service level shifts, or other changes affecting the collection system.

11 In the event that unforeseen temporary market circumstances prevents or precludes compliance with the  
12 recycling requirements of Section 4.1.11 the Contractor may request a temporary adjustment or other  
13 relief from the requirements of that Section 4.1.11. The City may request any and all documentation and  
14 data reasonably necessary to evaluate such request by the Contractor, and may retain, at its own expense,  
15 an independent third party to audit and review such documentation and such request. If such third party  
16 is retained, the City shall take reasonable steps, consistent with State law, to protect the confidential or  
17 proprietary nature of any data or information supplied by the Contractor.

18 The City shall review the Contractor's request within one hundred twenty (120) days of receipt. Upon the  
19 City's review of the Contractor's request, the City shall approve or deny the request, at its sole discretion.

20 If an unforeseen market circumstance persists more than nine (9) months, the Parties agree to engage in  
21 good faith negotiations to determine a mutually acceptable course of action, including but not limited to  
22 eliminating the materials from the list of Recyclables, changing Customer preparation requirements,  
23 modifying Contractor rates, or any other mutually-agreeable solution.

24

#### 25 **5.3.5 New or Changes in Existing Taxes**

26

27 If new municipal, county, regional, or Washington State taxes or fees are imposed, the rates of existing  
28 taxes (other than federal taxes) or fees are changed, or new road or bridge tolls necessarily affecting the  
29 Contractor's operations under this Contract imposed after the Date of Execution of this Contract, and the  
30 impact of these changes results in increased or decreased Contractor costs in excess of five thousand  
31 dollars (\$5,000) in the aggregate annually, the Contractor shall submit a detailed proposal for the  
32 adjustment of the rates to reflect any additional costs or savings to the Contractor. It is intended that the  
33 Contractor's rates pursuant to this Contract in such a case be adjusted so as to pass through any resulting  
34 additional costs incurred by the Contractor to the Contractor or any savings realized to the Contractor to  
35 the City. The Contractor and City shall enter into good faith negotiations to determine whether  
36 compensation adjustments are appropriate for the amount exceeding the five thousand dollar (\$5,000)  
37 aggregated threshold (in cases in which the threshold applies) and if so, to determine the amount and the  
38 method of adjustment.

39

#### 40 **5.3.6 Changes in Service Provision**

41 In the event that either the Contractor or the City initiates any changes in how Contract services are  
42 provided that reduce Contractor costs and cause adverse Customer impacts, the Contractor shall promptly  
43 notify the City in writing of such reduced costs, and rates shall be reduced within thirty (30) days of the

1 subject change so that the City and the Contractor's Customers shall receive the benefit of fifty percent  
2 (50%) of the cost savings.

3

#### 4 **5.4 Change in Law**

5

6 Except to the extent addressed otherwise in this Contract, changes in federal, State, or local laws or  
7 regulations that result in a detrimental change in circumstances or a material hardship for the Contractor  
8 in performing this Contract may be the subject of a request by the Contractor for a rate adjustment,  
9 subject to review and approval by the City, such approval not to be unreasonably withheld. If the City  
10 requires review of financial or other information in conducting its rate review under this provision, then,  
11 at the request of the Contractor, the City may retain a third-party to review such information at the  
12 Contractor's expense, taking whatever steps are reasonably feasible, appropriate and lawful to protect  
13 the Contractor's documents identified as confidential and proprietary by the Contractor.

14

## 15 **6. FAILURE TO PERFORM, REMEDIES, TERMINATION**

16

17 The City expects high levels of Customer service and collection service provision. Performance failures  
18 shall be discouraged, to the extent possible, through specific performance fees for certain infractions and  
19 through Contract default for more serious lapses in service provision. Section 6.1 details infractions  
20 subject to performance fees and Section 6.2 details default provisions and procedures.

21

### 22 **6.1 Performance Fees**

23

24 The City reserves the right to make periodic, unscheduled inspection visits to determine the Contractor's  
25 compliance with the provisions and requirements of this Contract. In the event that the City's inspection  
26 reveals that the Contractor has failed to satisfactorily perform any duties of this Contract, the City shall  
27 present a documented incident report to the Contractor detailing such unsatisfactory performance. The  
28 Contractor and the City agree that upon receiving such report, the Contractor shall pay the following dollar  
29 amounts, not as a penalty, but as performance fees for failure to satisfactorily perform its duties under  
30 this Contract. The City and the Contractor agree that the City's damages would be difficult to prove in any  
31 litigation and that these dollar amounts are a reasonable estimate of the damages sustained by the City  
32 as a result of the Contractor's failure to satisfactorily perform its duties under this Contract. The  
33 performance fees in this Section 6.1 shall not apply to the service impacts of Labor Disruptions, as separate  
34 performance fees shall apply under those circumstances, as described in Section 4.2.10.

35

36 Performance fees shall include:

37

	Action or Omission	Performance fees
1	Collection before or after the times specified in Section 4.1.3, except as expressly permitted in writing.	Five hundred dollars (\$500) per incident (each vehicle on each route is a separate incident).

Action or Omission		Performance fees
2	Repetition of complaints on a route after notification, including, but not limited to, failure to replace Containers in designated locations, spilling, not closing gates, not replacing lids, crossing planted areas, or similar violations.	Fifty dollars (\$50) per incident, not to exceed five hundred dollars (\$500) per vehicle per day.
3	Failure to clean-up or collect leaked or spilled materials and/or failure to notify the City within three (3) hours of incident.	The cost of cleanup to the City, plus five hundred dollars (\$500) per incident.
4	Observed leakage or spillage from Contractor vehicles or of vehicle contents.	Five hundred dollars (\$500) per vehicle, per inspection, plus clean-up costs.
5	Failure to replace a leaking Container within twenty-four (24) hours of notification.	One hundred dollars (\$100) per incident, and then one hundred dollars (\$100) per day that the Container is not replaced.
6	Failure to collect missed materials within one (1) business day after notification.  \$50.00 each incidence business day after notification	Fifty dollars (\$50) per incident to a maximum of five hundred dollars (\$500) per vehicle per day.
7	Missed collection of a block segment of Single-Family Residences (excluding collections prevented by inclement weather, but not excluding collections prevented by inoperable vehicles). A block segment is defined as one side of a street, between cross-streets, not to exceed fifty (50) houses.	Two hundred fifty dollars (\$250) per block segment if collection is performed the following day; one thousand dollars (\$1,000) if not collected by the following day.
8	Collection as Garbage of non-contaminated Source-separated Recyclables, Yard Debris, or Compostables in clearly identified containers, bags, or boxes.	One thousand- dollars (\$1,000) per incident.
9	Rejection of Garbage, Recyclables, Yard Debris or Compostables without providing documentation to the Customer of the reason for rejection.	One hundred dollars (\$100) per incident.
10	Failure to deliver Containers within three (3) days of request to Multifamily Complex or Commercial Customers requesting service after the Date of Commencement of Service.	One hundred dollars (\$100) per incident.
11	Failure to deliver Garbage, Recyclables or Compostables Containers within seven (7) days of request to Single-Family Residence Customers requesting service after the Date of Commencement of Service.	Twenty-five dollars (\$25) per incident.
12	Misrepresentation by Contractors in records or reporting.	Five thousand dollars (\$5,000) per incident.
13	Failure to provide the required annual report on time.	Five hundred dollars (\$500) per day past deadline.

Action or Omission		Performance fees
14	Failure to maintain clean, sanitary and properly painted Containers,	Fifty dollars (\$50) per incident, up to maximum of one thousand dollars (\$1,000) per inspection.
15	Failure to maintain contract-compliant vehicles	Fifty dollars (\$50) per incident, up to maximum of one thousand dollars (\$1,000) per inspection.
16	Failure to meet Customer service answer and on-hold time performance requirements.	One hundred dollars (\$100) per day.
17	Failure to meet the service and performance standards listed in Section 4.3.2 of this Contract for a period of two (2) consecutive months.	Two hundred and fifty dollars (\$250) per day until the service standards listed in Section 4.3.2 are met for ten (10) consecutive business days.
18	Failure to ensure that all Customers have contract compliant Garbage, Recycling and Compostables Containers on or before the Date of Commencement of Service.	Five thousand dollars (\$5,000) per day, plus twenty-five dollars (\$25) per Container for each incident occurring after the Date of Commencement of Service.
19	Failure to include city-authorized instructional/ promotional materials when Garbage, Recycling, and/or Compostables Containers are delivered to Single-Family Residences, or failure to affix required city-authorized stickers on Containers.	Fifty dollars (\$50) per incident, with no maximum.
20	Failure to separate collection of materials from Service Area Customers from non-service area customers.	Five thousand dollars (\$5,000) per route per day.
21	Failure to properly use an authorized switchable placard or nameplates as described in Section 4.1.13.	One hundred dollars (\$100) per placard per vehicle per day.
22	Inability to reach the Contractor's staff via the emergency telephone number.	Two hundred-fifty dollars (\$250) per incident.
23	The use of outdated, or unauthorized stickers, or lack of required stickers on Contractor provided Containers.	Fifty dollars (\$50) per Container.
34	Failure to have correct rates for all Customer sectors and service levels listed on the Contractor's website.	Two hundred-fifty dollars (\$250) per day, with no maximum.

1  
2 Nothing in this Section shall be construed as providing an exclusive list of the acts or omissions of the  
3 Contractor that shall be considered violations or breaches of the Contract, and the City reserves the right  
4 to exercise any and all remedies it may have with respect to these and other violations and breaches. The  
5 performance fees schedule set forth here shall not affect the City's ability to terminate this Contract as  
6 described in Section 6.2.

7  
8 Performance fees, if assessed during a given month, shall be invoiced in writing by the City to the  
9 Contractor. The Contractor shall be required to pay the City the invoiced amount within thirty (30) days  
10 of billing. Failure to pay performance fees shall be considered a breach of this Contract, and shall accrue  
11 penalty charges of eight (8.0%) percent per month of the amount of any delinquent payments.  
12

1 Any performance fees assessed against the Contractor may be appealed by the Contractor to the City  
2 within ten (10) days of being invoiced for assessed performance fees. The Contractor shall be allowed to  
3 present evidence as to why the amount of the assessed performance fees should be lessened or  
4 eliminated, including the provision of incorrect information provided by a previous contractor for contract  
5 failures during the initial transition period. The City's decision shall be final.

6

## 7 **6.2 Contract Default**

8

9 The Contractor shall be in default of this Contract if it violates any material provision of this Contract. In  
10 addition, the Contractor shall be in default of the Contract should any of the following occur, including,  
11 but not limited to:

- 13 1. The Contractor fails to commence the collection of Garbage, Recyclables, or Compostables, or  
14 fails to provide any portion of service under the Contract on the Date of Commencement of  
15 Service, or for a period of more than five (5) consecutive days at any time during the term of this  
16 Contract, except as provided pursuant to Section 4.1.19;
- 18 2. The Contractor fails to obtain and maintain any permit, certification, authorization, or license  
19 required by the City, County, or any federal, State, or other regulatory body in order to collect  
20 materials under this Contract, or comply with any environmental standards and regulations;
- 22 3. The Contractor's noncompliance creates a hazard to public health or safety or the environment;
- 24 4. The Contractor causes uncontaminated Recyclables or Compostables to be disposed of in any  
25 way, such as in a landfill or incinerated at an incinerator or energy recovery facility, without the  
26 prior written permission of the City;
- 28 5. The Contractor fails to make any required payment to the City, as specified in this Contract;
- 30 6. The Contractor is assessed performance fees pursuant to Section 6.1 in excess of fifteen thousand  
31 dollars (\$15,000) during any consecutive six (6) month period; or
- 33 7. The Contractor fails to resume full service to Customers within twenty-one days following the  
34 initiation of a labor disruption pursuant to Section 4.1.19.

36 The City reserves the right to pursue any remedy available at law or in equity for any default by the  
37 Contractor. In the event of default, the City shall give the Contractor ten (10) days prior written notice of  
38 its intent to exercise its rights, stating the reasons for such action. However, if an emergency shall arise  
39 (including but not limited to a hazard to public health or safety or the environment) that does not allow  
40 ten (10) days prior written notice, the City shall immediately notify the Contractor of its intent to exercise  
41 its rights immediately. If the Contractor cures the stated reason within the stated period, or initiates  
42 efforts satisfactory to the City to remedy the stated reason and the efforts continue in good faith, the City  
43 may opt to not exercise its rights for the particular incident. If the Contractor fails to cure the stated reason  
44 within the stated period, or does not undertake efforts satisfactory to the City to remedy the stated  
45 reason, then the City may at its option terminate this Contract effective immediately.

1 If the Contractor abandons or violates any material provision of this Contract, fails to fully and promptly  
2 comply with all its obligations, or fails to give any reason satisfactory to the City for noncompliance, and  
3 fails to correct the same, the City, after the initial ten (10) days' notice, may then declare the Contractor  
4 to be in default of this Contract and notify the Contractor of the termination of this Contract. A copy of  
5 said notice shall be sent to the Contractor and surety on the Contractor's performance bond. Upon receipt  
6 of such notice, the Contractor agrees that it shall promptly discontinue the services provided under this  
7 Contract. The surety of the Contractor's performance bond may, at its option, within ten (10) days from  
8 such written notice, assume the services provided under this Contract that the City has ordered  
9 discontinued and proceed to perform same, at its sole cost and expense, in compliance with the terms  
10 and conditions of the Contract, and all documents incorporated herein.

11  
12 In the event that the surety on the Contractor's performance bond fails to exercise its option within the  
13 ten (10) day period, the City may complete the services provided under this Contract or any part thereof,  
14 either through contract with another party or any other means.

15  
16 The City shall be entitled to recover from the Contractor and the surety on the Contractor's performance  
17 bond as damages all expenses incurred, including reasonable attorneys' fees, together with all such  
18 additional sums as may be necessary to complete the services provided under this Contract, together with  
19 any further damages sustained or to be sustained by the City. A surety performing under this Contract  
20 shall be entitled to payment in accordance with this Contract for Contract services provided by the surety,  
21 and shall otherwise be subject to the same rights and obligations with respect to the Contract services  
22 furnished by the surety as would be applicable if the Contract services were to be performed by the  
23 Contractor. The City's obligation to pay for such Contract services shall be subject to satisfactory  
24 performance by the surety as well as to setoffs or recoupments for sums, if any, owed by Contractor to  
25 City on account of Contractor's abandonment or default.

26  
27 If the City employees provide Garbage, Recyclables or Compostables collection, the actual incremental  
28 costs of city labor, overhead, and administration shall serve as the basis for a charge to the Contractor  
29 and the surety on the Contractor's performance bond.

30  
31  
32 **7. NOTICES**

33  
34 All notices required or contemplated by this Contract shall be in writing and personally served or mailed  
35 (postage-prepaid and return receipt requested), addressed to the parties as follows, or as amended by  
36 the City:

37  
38 To the City:  
39  
40  
41  
42  
43  
44

**City Administrator**  
City of Lake Forest Park  
17425 Ballinger Way NE  
Lake Forest Park, WA 98155

1 To Contractor:

2 **General Manager**

3 Rabanco Ltd. dba Republic Services of Bellevue  
4 1600 127th Ave. NE  
5 Bellevue, WA. 98005

6 With a copy to:

7 Republic Services, Inc.  
8 Attention: General Counsel  
9 18500 N. Allied Way #100  
10 Phoenix, AZ USA 85054

11 **8. GENERAL TERMS**

12 **8.1 Collection Right**

13 Throughout the Contract Term, the Contractor shall be the exclusive provider with which the City shall  
14 contract to collect Garbage, Compostables and Recyclables placed in designated Containers and set out  
15 in the regular collection locations within the City Service Area. The City, by ordinance or other regulation,  
16 or by other effective means, will make unlawful the provision by any third party of any of the services to  
17 which the Contractor has the right by this Contract to be the exclusive provider. When asked by the  
18 Contractor, the City shall make a good faith effort to protect the exclusive rights of the Contractor under  
19 this Contract; however, the City shall not be obligated to instigate, join in or contribute to the expense of  
20 litigation to protect the exclusive rights of the Contractor unless the City's institution of or joinder in such  
21 litigation is necessary for the protection of such rights. The Contractor may independently enforce its  
22 rights under this Contract against third party violators, including, but not limited to, seeking injunctive  
23 relief, and the City shall use good faith efforts to cooperate in such enforcement actions brought by the  
24 Contractor (without obligating the City to join any such litigation, except for as provided in this paragraph).  
25 Such efforts may include but not be limited to cease and desist letters, assistance with documenting  
26 violations, and other activities as City staff time reasonably allows.

27 This Contract provision shall not apply to Garbage, Recyclables, or Compostables self-hauled by the  
28 generator; to Source-separated materials hauled by common or private carriers (including drop-off  
29 recycling sites); or to construction/demolition waste hauled by self-haulers or construction or demolition  
30 contractors in the normal course of their business.

31 The Contractor shall retain the right and cover all costs to dispose of or process and market the Garbage,  
32 Recyclables, and Compostables once these materials are placed in Contractor-provided or the City-owned  
33 containers. The Contractor shall retain revenues gained from the sale of Recyclables or Compostables.  
34 Likewise, a tipping or acceptance fee charged for Recyclables or Compostables shall be the financial  
35 responsibility of the Contractor.

36 **8.2 Access to Records**

37 The Contractor shall maintain in its local office full and complete operations, Customer, financial, and  
38 service records that at any reasonable time shall be open for inspection and copying for any reasonable  
39 purpose by the City. In addition, the Contractor shall, during the Contract term, and at least seven (7)

1 years thereafter, maintain in an office in King County reporting records and billing records pertaining to  
2 the Contract that are prepared in accordance with Generally Accepted Accounting Principles, reflecting  
3 the Contractor's services provided under this Contract. Those Contractor's accounts shall include, but shall  
4 not be limited to, all records, invoices, and payments under the Contract, as adjusted for additional and  
5 deleted services provided under this Contract. The City shall be allowed access to these records for audit  
6 and review purposes, subject to the same protections of the Contractor's financial or other proprietary  
7 information set forth in Section 5.3.

8  
9 The Contractor shall make available copies of certified weight slips for Garbage, Recyclables, and  
10 Compostables on request within two (2) business days of the request. The weight slips may be requested  
11 for any period during the Term of this Contract.

12  
13 **8.3 Insurance**

14  
15 The Contractor shall procure and maintain, for the Term of the Contract, insurance that meets or exceeds  
16 the coverage set forth below, as determined in the sole reasonable discretion of the City. The cost of such  
17 insurance shall be paid by the Contractor.

18  
19 Contractor's maintenance of insurance as required by this Contract shall not be construed to limit the  
20 liability of the Contractor to the coverage provided by such insurance, or otherwise limit the City's  
21 recourse to any remedy available at law or in equity.

22 **8.3.1 Minimum Scope of Insurance**

23  
24 The Contractor shall obtain insurance that meets or exceeds the following of the types described below:

25  
26 1. Automobile Liability insurance covering all owned, non-owned, hired, and leased vehicles.  
27 Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form  
28 providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide  
29 contractual liability coverage. The policy shall include the ISO CA 9948 Form (or its equivalent) for  
30 transportation of cargo and a MCS 90 Form in the amount specified in the Motor Carrier Act. The  
31 policy shall include a waiver of subrogation in favor of the City.

32  
33 2. Commercial General Liability insurance shall be written on ISO occurrence form CG 00 01, or a  
34 substitute form providing equivalent liability coverage and shall cover liability arising from  
35 premises, operations, independent contractors, products-completed operations, personal injury  
36 and advertising injury, and liability assumed under an insured contract. There shall be no  
37 endorsement or modification of the Commercial General Liability insurance for liability arising  
38 from explosion, collapse, or underground property damage. The City shall be named as an  
39 additional insured under the Contractor's Commercial General Liability insurance policy with  
40 respect to the work performed for the City, using ISO additional insured endorsements CG 2010  
41 0704 and CG 2037 0704.

42  
43 3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of  
44 Washington.

1       4. Contractor's Pollution Liability insurance coverage covering any claim for bodily injury, personal  
2       injury, property damage, cleanup costs, and legal defense expenses applying to all work  
3       performed under the contract, including that related to transported cargo.

4

### 5       **8.3.2 Minimum Amounts of Insurance**

6

7       Contractor shall maintain at a minimum the following insurance limits:

8

9       1. Automobile Liability insurance with a minimum combined single limit for bodily injury and  
10       property damage of five million dollars (\$5,000,000) for each accident. Limits may be achieved  
11       by a combination of primary and umbrella policies.

12

13       2. Commercial General Liability insurance shall be written with limits no less than three million  
14       dollars (\$3,000,000) for each occurrence, five million dollars (\$5,000,000) general aggregate, and  
15       a two million dollar (\$2,000,000) products-completed operations aggregate limit. Limits may be  
16       achieved by a combination of primary and umbrella policies.

17

18       3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of  
19       Washington.

20

21       4. Contractor's Pollution Liability insurance shall be written with limits no less than five million  
22       dollars (\$5,000,000) combined single limit for each pollution condition for bodily injury, personal  
23       injury, property damage, cleanup costs, and legal defense expense.

24

25       **8.3.3 Other Insurance Provisions**

26

27       The insurance policies are to contain, or be endorsed to contain, the following provisions for Automobile  
28       Liability, Commercial General Liability, and Contractor's Pollution Liability coverage:

29

30       1. The Contractor's insurance coverage shall be the primary insurance with respect to the City, its  
31       officials, employees, and volunteers. Any insurance, self-insurance, or insurance pool coverage  
32       maintained by the City shall be in excess of the Contractor's insurance and shall not contribute  
33       with it. The City, its officials, employees, and volunteers shall be named as additional insured's on  
34       the Contractor's insurance policy, via blanket-form endorsement.

35

36       2. Coverage shall state that the Contractor's insurance shall apply separately to each insured against  
37       whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

38

39       3. Each insurance policy required by the insurance provisions of this Contract shall provide the  
40       required coverage and shall not be canceled except after thirty (30) days prior written notice has  
41       been given to the City. Such notice shall be sent directly to the City. If any insurance company  
42       refuses to provide the required notice, the Contractor or its insurance broker shall notify the City  
43       of any cancellation of any insurance immediately on receipt of insurers' notification to that effect.

44

45       **8.3.4 Acceptability of Insurers**

46

47       Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

1  
2 **8.3.5 Verification of Coverage**  
3

4 The Contractor shall furnish the City's Risk Manager and City Attorney Department with original  
5 certificates and a copy of the blanket-form amendatory endorsements as required herein, including, but  
6 not necessarily limited to, the additional insured endorsement, evidencing the insurance requirements of  
7 the Contractor at least a month before the Date of Commencement of Service of this Contract.  
8

9 **8.3.6 Subcontractors**  
10

11 The Contractor shall include all subcontractors as insured under its policies or shall furnish separate  
12 certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject  
13 to all of the same insurance requirements as stated herein for the Contractor, including the requirement  
14 that the City, its officials, employees, and volunteers be named additional insured's on the Contractor's  
15 insurance policy.  
16

17 **8.4 Performance Bond**  
18

19 The Contractor shall provide and maintain at all times a valid Contractor's Performance and Payment Bond  
20 or bonds, letter of credit, or other similar instrument acceptable to and approved in writing by the City in  
21 the amount of seven hundred fifty thousand dollars (\$750,000). The bond, letter of credit, or other similar  
22 instrument shall be issued for a period of not less than one (1) year, and the Contractor shall provide a  
23 new bond, letter of credit, or similar instrument, and evidence satisfactory to the City of its renewability,  
24 no less than sixty (60) calendar days prior to the expiration of the bond, letter of credit, or other similar  
25 instrument then in effect. The City shall have the right to call the bond, letter of credit, or other similar  
26 instrument in full in the event its renewal is not confirmed prior to five (5) calendar days before its  
27 expiration.  
28

29 **8.5 Indemnification**  
30

31 **8.5.1 Indemnify and Hold Harmless**  
32

33 Each Party, its officers, employees, volunteers and agents, shall indemnify, hold harmless and defend the  
34 other Party, its officers, employees, volunteers and agents, from and against any and all claims, actions,  
35 suits, liability, loss, costs, expenses and damages of any nature whatsoever, including costs and attorney's  
36 fees, related to injuries, sickness or the death of any person, or damage to or destruction of any property  
37 of any kind, whether tangible or intangible, including loss of use resulting therefrom (all of the foregoing  
38 collectively, "Claims) arising out of, in connection with, or incident to the work and services performed  
39 under this Contract to the extent of such indemnifying Party's negligence; provided, however, that:  
40

41     1. The indemnifying Party's obligation to indemnify, hold harmless and defend shall not extend to  
42       Claims caused by or resulting from the sole willful or negligent actions or omissions of the non-  
43       indemnifying Party; and  
44     2. It is specifically and expressly understood and agreed that the indemnification obligations of the  
45       Contractor hereunder constitutes the Contractor's waiver of immunity under Industrial Insurance,  
46       Title 51 RCW, solely for the purposes hereunder.  
47

1 The City shall notify the Contractor in writing of the assertion of any claim against it for which it is entitled  
2 to be indemnified hereunder, and shall give the Contractor the opportunity to defend such claim  
3 (including the sole right to select and retain counsel of its own choice to represent it in connection with  
4 such claim), and shall not settle the claim without the prior written approval of the Contractor (and if the  
5 Contractor elects to defend such claim, the Contractor shall have the sole and exclusive right to resolve  
6 and settle such claim, so long as the City has been absolved of any and all liability). The City shall be  
7 entitled to fully participate with the Contractor in its defense of the City. The City may employ separate  
8 counsel to participate in the investigation and defense, but the City shall pay the fees and costs of that  
9 counsel unless the Contractor has agreed otherwise. The Contractor shall control the defense of claims  
10 (including the assertion of counterclaims) against which it is providing indemnity under this Section. The  
11 City shall be entitled to recover its reasonable attorneys' fees, costs and expenses incurred in enforcing  
12 Section 8.5.

13

#### 14 **8.6 Confidentiality of Information**

15

16 Pursuant to the Washington Public Records Act ("PRA"), Chapter 42.56 RCW, written, printed, graphic,  
17 electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions  
18 thereof prepared in performance of this Contract (the "documents") and maintained or used by the City  
19 may be public records subject to mandatory disclosure upon request by any person, unless the documents  
20 are exempt from public disclosure by a specific provision of law.

21

22 If the City receives a request for inspection or copying of any such documents, it shall promptly notify the  
23 Contractor in writing regarding the public records request. Consistent with its obligations under the PRA,  
24 the City will give the Contractor up ten (10) business days after such notification within which to seek a  
25 court order prohibiting the release of the documents. The City assumes no contractual obligation to  
26 enforce any exemption.

27

#### 28 **8.7 Assignment of Contract**

29

##### 30 **8.7.1 Assignment or Pledge of Money by the Contractor**

31

32 The Contractor shall not assign or pledge any of the money due under this Contract without securing the  
33 prior written approval of the surety of the Contractor's performance bond and providing at least thirty  
34 (30) day's prior written notice to the City of such assignment or pledge together with a copy of the surety's  
35 approval thereof. Such assignment or pledge, however, shall not release the Contractor or its sureties  
36 from any obligations or liabilities arising under or because of this Contract. The requirements of this  
37 section shall not apply to the grant of a general security interest in the Contractor's assets to secure the  
38 Contractor's obligations under any loan or credit facility entered into by the Contractor or the Contractor's  
39 parent.

40

##### 41 **8.7.2 Assignment, Subcontracting, Delegation of Duties**

42

43 The Contractor shall not assign or sub-contract any of the services provided under this Contract or  
44 delegate any of its duties under this Contract that directly affect Customers or the City without the prior  
45 written approval of the City, which may be granted or withheld in the City's sole discretion.

1 In the event of an assignment, sub-contracting, or delegation of duties, the Contractor shall remain  
2 responsible for the full and faithful performance of this Contract and the assignee, subcontractor, or other  
3 obligor shall also become responsible to the City for the satisfactory performance of the services to be  
4 provided under this Contract. The City may impose conditions of approval on any such assignment,  
5 subcontracting, or Change of Control, including but not limited to requiring the delivery by the assignee,  
6 subcontractor, or other obligor of its covenant to the City to fully and faithfully complete the services to  
7 be provided under this Contract or responsibilities undertaken. In addition, the assignee, subcontractor,  
8 or obligor shall sign a separate statement agreeing to abide by all terms and conditions of this Contract.  
9 The City may terminate this Contract if the assignee, subcontractor, or obligor does not comply with this  
10 clause.

11  
12 Supplier agreements for composting services, vehicles, part, fuels, and other general supplies are exempt  
13 from this reporting requirement.

14  
15 For the purposes of this Contract, any change of control of the Contractor shall be considered an  
16 assignment subject to the requirements of this section. Nothing herein shall preclude the City from  
17 executing a novation, allowing the new ownership to assume the rights and duties of the Contract and  
18 releasing the previous ownership of all obligations and liability.

19  
20 **8.7.3 Change of Trade Name**

21  
22 In the event the Contractor wishes to change the trade name under which it does business under this  
23 Contract, the Contractor shall designate to the City the name, logo, and colors under which it will be doing  
24 business in writing to the City at least thirty (30) days prior to the effective date of its change of trade  
25 name. Within a reasonable period following a change of trade name by the Contractor, all items, logos,  
26 articles, and implements seen by the public shall be changed, including but not limited to letterhead, signs,  
27 promotional materials, website pages, billing statements, envelopes, and other items. Vehicles are the  
28 only exception; vehicles must be repainted with new trade name, and any new logo or colors, within two  
29 (2) years of the effective date of the change of trade name. Failure to comply with the terms of this section  
30 shall result in penalties assessed against the Contractor in accordance with Section 6.1.

31  
32 **8.8 Laws to Govern/Venue**

33  
34 This Contract shall be governed by the laws of the State of Washington both as to interpretation and  
35 performance. Venue shall be in Superior Court in the State of Washington for King County, located in  
36 Seattle.

37  
38 **8.9 Compliance with Applicable Laws and Regulations**

39  
40 The Contractor shall comply with all federal, state, and local regulations and ordinances applicable to the  
41 work to be done under this Contract. Any violation of the provisions of this section shall be considered a  
42 violation of a material provision of this Contract and shall be grounds for cancellation, termination, or  
43 suspension of the Contract by the City, and may result in ineligibility for further work for the City.

44  
45 The Contractor agrees not to discriminate against any employee or applicant for employment or any other  
46 persons in the performance of this Contract because of race, religion, creed, color, national origin, marital  
47 status, gender, age, disability, sexual orientation, or other circumstances as may be defined by federal,

1 state, or local law or ordinance, except for a bona fide occupational qualification. Without limiting the  
2 foregoing, Contractor agrees to comply with the provisions of the Affidavit of Equal Opportunity & Title  
3 VI Compliance requirements incorporated herein by this reference. The Contractor agrees to post in  
4 conspicuous places, available to employees and applicants for employment, notices to be provided by the  
5 Contractor setting forth the provisions of this nondiscrimination clause.

6  
7 Conditions of the Federal Occupational Safety and Health Act of 1970 (OSHA), the Washington Industrial  
8 Safety and Health Act of 1973 (WISHA), and standards and regulations issued under these Acts from time-  
9 to-time must be complied with, including ergonomic and repetitive motion requirements. The Contractor  
10 must indemnify and hold harmless the City from all damages, injuries or losses assessed for the  
11 Contractor's failure to comply with the Acts and Standards issued therein. The Contractor is also  
12 responsible for meeting all local, state, and federal health and environmental regulations and standards  
13 applying to the operation of the collection and processing systems used in the performance of this  
14 Contract.

15  
16 The Contractor is specifically directed to observe all weight-related laws and regulations in the  
17 performance of these services, including axle bridging and loading requirements.

18  
19 **8.10 Permits and Licenses**

20  
21 The Contractor and subcontractors shall secure a City business license and pay all fees and taxes levied by  
22 the City. The Contractor shall obtain all permits, certifications, authorizations, and licenses necessary to  
23 provide the services required herein prior to the Date of Execution of this Contract at its sole expense.

24  
25 The Contractor shall be solely responsible for all taxes, fees, and charges incurred, including, but not  
26 limited to, license fees and all federal, state, regional, county, and local taxes and fees, including income  
27 taxes, property taxes, permit fees, operating fees, surcharges of any kind that apply to any and all persons,  
28 facilities, property, income, equipment, materials, supplies, or activities related to the Contractor's  
29 activities under the Contract, business and occupation taxes, workers' compensation, and unemployment  
30 benefits.

31  
32 **8.11 Relationship of Parties**

33  
34 The City and Contractor intend that an independent contractor relationship shall be created by this  
35 Contract. The implementation of services shall lie solely with the Contractor. No agent, employee, servant,  
36 or representative of the Contractor shall be deemed to be an employee, agent, servant, or representative  
37 of the City.

38  
39 **8.12 Contractor's Relationship with Customers**

40  
41 The Contractor shall not separately contract with Customers for any services covered under this Contract;  
42 however, the Contractor may negotiate separate agreements with Customers for the sole purpose of  
43 compactor leasing, payment for recyclables, or other related services only when not included in this  
44 Contract, provided that Customers are provided separate invoices for those services and that the  
45 Contractor makes it clear to Customers that those services are not provided under this Contract. These  
46 separate agreements must be in writing and shall in no way expressly or by application supersede this  
47 Contract. The Contractor agrees these separate agreements shall not contain durations any longer than

1 the final date of this Contract's Term. The Contractor shall provide to the City a detailed list of all such  
2 separate agreements with Customers upon the City's request. The City may, at its sole option, regulate  
3 similar or identical services in the successor to this contract.

4

5 **8.13 Bankruptcy**

6

7 It is agreed that if an order for relief with respect to the Contractor is entered in any bankruptcy case,  
8 either voluntarily or involuntarily, in which the Contractor is a debtor, then this Contract, at the option of  
9 the City, may be terminated effective on the day and at the time the order for relief is entered.

10

11 **8.14 Right to Renegotiate/Amend**

12

13 The City shall retain the right to renegotiate this Contract or negotiate contract amendments at its  
14 discretion or based on policy changes, state statutory changes, or County rule changes, Washington State,  
15 or federal regulations regarding issues that materially modify the terms and conditions of the Contract,  
16 including but not limited to any modifications to contracting terms or policies as they relate to County  
17 disposal services the City may also renegotiate this Contract should any Washington State, County, or city  
18 rate or fee associated with the Contract be held illegal or any increase thereof be rejected by voters. In  
19 addition, the Contractor agrees to renegotiate in good faith with the City in the event the City wishes to  
20 change disposal locations or add additional services or developments, such as those identified through a  
21 pilot program under Section 4.1.17, to the Contract and to provide full disclosure of existing and proposed  
22 costs and operational impacts of any proposed changes.

23

24 This Contract may be amended, altered, or modified only by a written amendment or addendum executed  
25 by authorized representatives of the City and the Contractor.

26

27 **8.15 Force Majeure**

28

29 Provided that the requirements of this section are met, Contractor shall not be deemed to be in default  
30 and shall not be liable for failure to perform under this Contract if Contractor's performance is prevented  
31 or delayed by Acts of God, including landslides, lightning, forest fires, storms, floods, freezing and  
32 earthquakes, terrorism, civil disturbances, acts of the public enemy, wars, blockades, public riots,  
33 explosions, governmental restraint or other causes, whether of the kind enumerated or otherwise, that  
34 are not reasonably within the control of the Contractor, and are not the result of the willful or negligent  
35 act error or omission of the Contractor; and that could not have been prevented by the Contractor through  
36 the exercise of reasonable diligence ("Force Majeure"). The Contractor's obligations under this Contract  
37 shall be suspended, but only with respect to the particular component of obligations affected by the Force  
38 Majeure and only for the period during which the Force Majeure exists.

39

40 The following events do not constitute Force Majeure: strikes, other than nationwide strikes or strikes  
41 that by virtue of their extent or completeness make the particular goods or services effectively unavailable  
42 to the Contractor; work stoppages or other labor disputes or disturbances occurring with respect to any  
43 activity performed or to be performed by the Contractor; accidents to machinery, equipment or materials;  
44 unavailability of required materials or disposal restrictions; or general economic conditions.

45

46 If as a result of a Force Majeure event, Contractor is unable wholly or partially to meet its obligations  
47 under this Contract, the Contractor shall notify the City by telephone and email, on or promptly after the

1 Force Majeure is first known, followed within seven (7) days by a written description of the event and  
2 cause thereof to the extent known; the date the event began, its estimated duration, the estimated time  
3 during which the performance of the Contractor's obligations will be delayed; the likely financial impact  
4 of the event; and whatever additional information is available concerning the event and its impact on the  
5 City and its Customers. The Contractor shall provide prompt written notice of the cessation of the Force  
6 Majeure. Whenever such event shall occur, the Contractor, as promptly and as reasonably possible, shall  
7 use its best efforts to eliminate the cause, reduce the cost, and resume performance under the Contract.  
8 In addition, if as a result of a Force Majeure event, Contractor is unable wholly or partially to meet its  
9 obligations under this Contract, the Contractor shall notify all Customers regarding the disruption in  
10 collection service in a manner similar to the notification required in the case of inclement weather under  
11 Section 4.1.7.

12

13 **8.16 Severability**

14

15 If any provision of this Contract shall be declared illegal, void, or unenforceable, the other provisions of  
16 the Contract shall remain in full force and effect.

17

18 **8.17 Waiver**

19

20 No waiver of any right or obligation of either party hereto shall be effective unless in writing, specifying  
21 such waiver, and executed by the party against whom such waiver is sought to be enforced. A waiver by  
22 either party of any of its rights under this Contract on any occasion shall not be a bar to the exercise of  
23 the same right on any subsequent occasion or of any other right at any time.

24

25 **8.18 Incorporation of Contractor's Proposal in Response to City's RFP**

26

27 The Contractor's Proposal, dated May 31, 2017, submitted in response to the City's Request for Proposals,  
28 is fully incorporated by this reference, including but not limited to collection vehicle types, customer  
29 service staffing and approach, processing abilities and other commitments made in the Contractor's  
30 proposal and all associated clarifications and supplemental proposal materials or attachments. In the case  
31 of conflict between the Contractor's proposal and this Contract, the provisions of this Contract shall  
32 prevail.

33

34 **8.19 Dispute Resolution**

35

36 The Parties shall attempt to resolve any and all disputes to the mutual satisfaction of both Parties by good  
37 faith discussions. Throughout the duration of a dispute, the Contractor shall continue providing all Services  
38 included in this Contract. Disputes not resolved in accordance with other provisions of this Contract or  
39 through good faith discussions shall be submitted to non-binding mediation before a mediator selected  
40 from a list of mediators acceptable to both the City and the Contractor. All costs of mediation, including  
41 the City's attorneys' fees and expert witness fees, shall be paid for by the Contractor. Neither party may  
42 initiate or commence legal proceedings prior to completion of the non-binding mediation.

43

44 **8.20 Entirety**

45

46 This Contract and the attachments affixed hereto are herein incorporated by reference and represent the  
47 entire agreement or contract terms between the City and the Contractor with respect to the services to

1 be provided under this Contract. No prior written or oral statement or proposal shall alter any term or  
2 provision of this Contract.

3  
4 WITNESS THE EXECUTION HEREOF on the day and year first herein above written.  
5  
6

7 CITY OF LAKE FOREST PARK  
8

9 By \_\_\_\_\_  
10 Greg Brummer, Vice President  
11 Rabanco, Ltd.

12 By \_\_\_\_\_  
13 Jeff Johnson, Mayor  
14

15 Approved as to Form:  
16

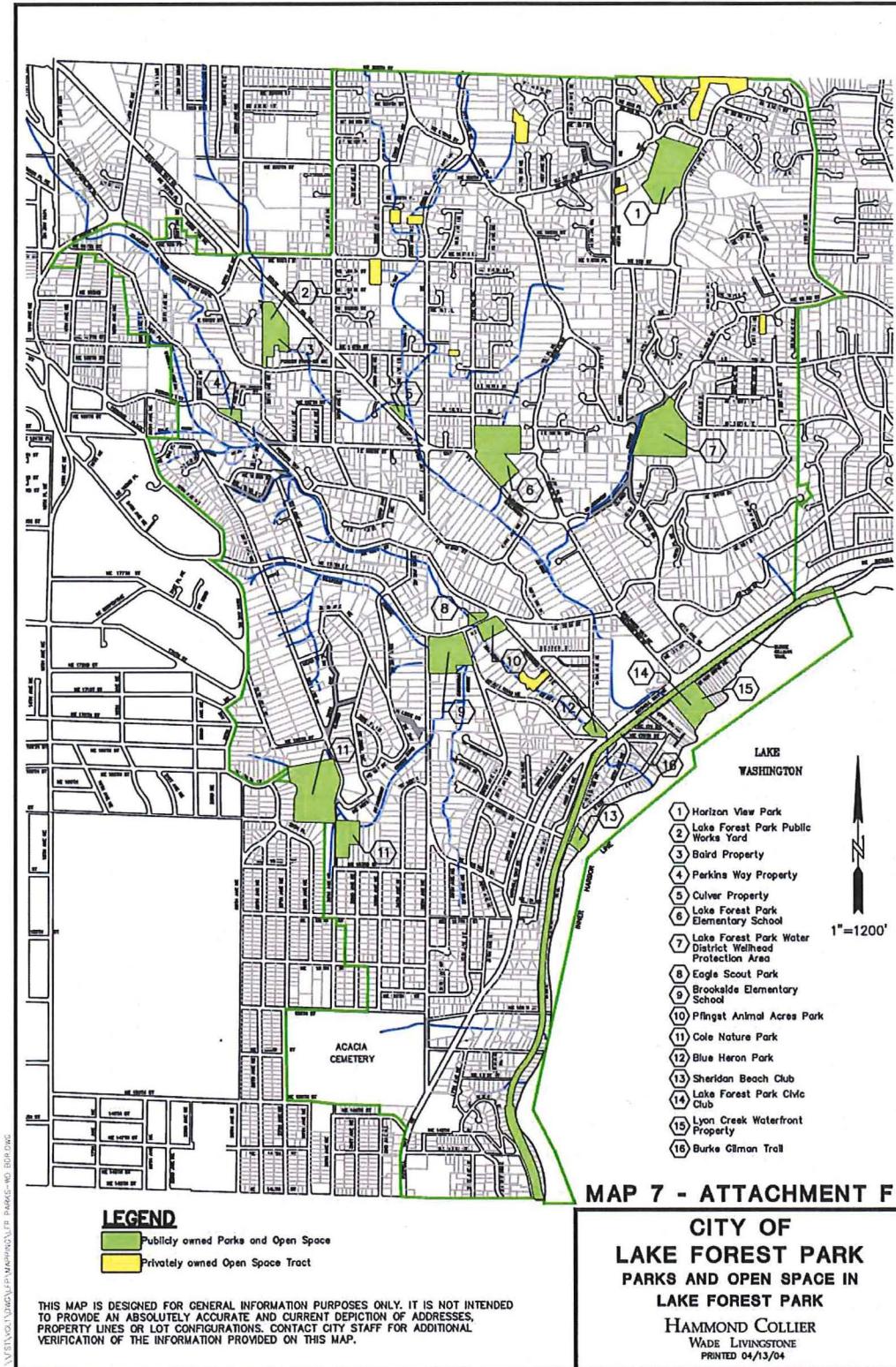
17 By \_\_\_\_\_  
18 Kim Adams Pratt, Lake Forest Park City  
19 Attorney  
20

- 1
- 2
- 3 Attachment A: Service Area
- 4 Attachment B: Contractor Rates
- 5 Attachment C: Recyclables List
- 6 Attachment D: Rate Modification Example
- 7

## Attachments

1  
2  
3

**Attachment A:**  
Service Area



4

City of Lake Forrest Park

Attachment B

Rate Schedule

	Service Level	Pounds Per Unit	Disposal Fee	Collection Fee	Total Rate
<b>Monthly</b>	One 32 gallon Garbage Cart	24.00	\$ 1.62	\$ 13.25	\$ 14.86
<b>Weekly</b>	One 10 gallon Micro-Can	9.00	\$ 2.62	\$ 15.76	\$ 18.39
<b>Residential</b>	One 19/20-gallon Garbage Cart	12.00	\$ 3.50	\$ 16.86	\$ 20.36
<b>Curbside</b>	1 32/35-gallon Garbage Cart	20.00	\$ 5.83	\$ 24.43	\$ 30.26
<b>Service</b>	1 45-gallon Garbage Cart	27.00	\$ 7.87	\$ 29.94	\$ 37.81
	1 60/64-gallon Garbage Cart	30.00	\$ 8.75	\$ 33.58	\$ 42.33
	1 90/96-gallon Garbage Cart	45.00	\$ 13.12	\$ 43.19	\$ 56.31
	Additional 32 Gallon Cans (weekly svc)	20.00	\$ 5.83	\$ 5.11	\$ 10.94
	Extras (32 gallon equivalent)	16.00	\$ 1.08	\$ 3.17	\$ 4.24
	<b>Miscellaneous Fees:</b>				
	Recycling Only (no garbage service)		\$ -	\$ 10.85	\$ 10.85
	Extra Compostables (32 gallon bag/bundle/can)		\$ -	\$ 3.18	\$ 3.18
	Second 96-Gallon Compostables Cart (rental only)		\$ -	\$ 1.59	\$ 1.59
	Additional 96-Gallon Compostables Cart (for excess above limit)		\$ -	\$ 6.37	\$ 6.37
	Vacation Stand-by Fee per month (see section 4.33) if carts in place		\$ -	\$ 5.00	\$ 5.00
	Return Trip		\$ -	\$ 6.37	\$ 6.37
	Roll-out Charge, per 25 ft, per cart, per time		\$ -	\$ 3.18	\$ 3.18
	Drive-in Charge, per month		\$ -	\$ 6.37	\$ 6.37
	Overweight/Oversize container (per p/u)		\$ -	\$ 3.18	\$ 3.18
	Redelivery of one or more containers		\$ -	\$ 10.61	\$ 10.61
	Cart Cleaning (per cart per cleaning)		\$ -	\$ 10.61	\$ 10.61
<b>On-Call</b>	Non-CFC Containing Large Appliances ("white goods"), per item		\$ -	\$ 21.22	\$ 21.22
<b>Bulky</b>	Refrigerators/Freezers/Air Conditioners per item		\$ -	\$ 31.83	\$ 31.83
<b>Waste</b>	Sofas, Chairs, per item	60.00	\$ 4.04	\$ 17.18	\$ 21.22
<b>Collection</b>	Mattresses, Boxsprings, per item	50.00	\$ 3.36	\$ 17.85	\$ 21.22
<b>Weekly</b>	One 20-gallon Garbage Cart	16.00	\$ 4.67	\$ 15.29	\$ 19.95
<b>Commercial</b>	1 32/35-gallon Garbage Cart	23.00	\$ 6.71	\$ 19.26	\$ 25.97
<b>Can and</b>	1 45-gallon Garbage Cart	31.00	\$ 9.04	\$ 27.22	\$ 36.26
<b>Cart</b>	1 60/64-gallon Garbage Cart	38.00	\$ 11.08	\$ 32.91	\$ 43.99
	1 90/96-gallon Garbage Cart	50.00	\$ 14.58	\$ 42.50	\$ 57.08
	Extras (32-gallon equivalent)	16.00	\$ 1.08	\$ 2.81	\$ 3.88
	Extras (64-gallon equivalent)	32.00	\$ 2.15	\$ 5.61	\$ 7.77
	Extras (96-gallon equivalent)	48.00	\$ 3.23	\$ 8.42	\$ 11.65
	<b>Ancillary Fees:</b>				
	Weekly 35-gal Cart Yard Debris/Foodwaste service		\$ -	\$ 15.89	\$ 15.89
	Weekly 64-gal Cart Yard Debris/Foodwaste service		\$ -	\$ 18.88	\$ 18.88
	Weekly 96-gal Cart Yard Debris/Foodwaste service		\$ -	\$ 21.92	\$ 21.92
	Twice-weekly 35-gal Cart Yard Debris/Foodwaste service		\$ -	\$ 31.78	\$ 31.78
	Twice-weekly 64-gal Cart Yard Debris/Foodwaste service		\$ -	\$ 37.76	\$ 37.76
	Twice-weekly 96-gal Cart Yard Debris/Foodwaste service		\$ -	\$ 43.84	\$ 43.84
	Return Trip		\$ -	\$ 6.37	\$ 6.37
	Roll-out Charge, per addtn'l 25 ft, per cart, per p/u		\$ -	\$ 1.59	\$ 1.59
	Redelivery of containers		\$ -	\$ 10.61	\$ 10.61
	Cart Cleaning (per cart per cleaning)		\$ -	\$ 10.61	\$ 10.61
<b>Weekly</b>	1 Cubic Yard Container	310.40	\$ 90.52	\$ 120.98	\$ 211.49
<b>Commercial</b>	1.5 Cubic Yard Container	465.60	\$ 135.77	\$ 147.88	\$ 283.65
<b>Detachable</b>	2 Cubic Yard Container	620.80	\$ 181.03	\$ 174.78	\$ 355.81
<b>Container</b>	3 Cubic Yard Container	931.20	\$ 271.55	\$ 244.52	\$ 516.07

(compacted)	4 Cubic Yard Container	1,241.60	\$ 362.07	\$ 300.84	\$ 662.90
	6 Cubic Yard Container	1,862.40	\$ 543.10	\$ 361.41	\$ 904.51
Commercial Detachable Container (loose)	1 Cubic Yard, 1 pickup/week	97.00	\$ 28.29	\$ 98.07	\$ 126.36
	1 Cubic Yard, 2 pickups/week	194.00	\$ 56.57	\$ 196.12	\$ 252.69
	1 Cubic Yard, 3 pickups/week	291.00	\$ 84.86	\$ 294.19	\$ 379.05
	1 Cubic Yard, 4 pickups/week	388.00	\$ 113.15	\$ 392.26	\$ 505.41
	1 Cubic Yard, 5 pickups/week	485.00	\$ 141.43	\$ 490.32	\$ 631.76
	1.5 Cubic Yard, 1 pickup/week	145.50	\$ 42.43	\$ 120.24	\$ 162.67
	1.5 Cubic Yard, 2 pickups/week	291.00	\$ 84.86	\$ 240.48	\$ 325.34
	1.5 Cubic Yard, 3 pickups/week	436.50	\$ 127.29	\$ 360.72	\$ 488.01
	1.5 Cubic Yard, 4 pickups/week	582.00	\$ 169.72	\$ 480.96	\$ 650.68
	1.5 Cubic Yard, 5 pickups/week	727.50	\$ 212.15	\$ 601.20	\$ 813.34
	2 Cubic Yard, 1 pickups/week	194.00	\$ 56.57	\$ 142.41	\$ 198.98
	2 Cubic Yard, 2 pickups/week	388.00	\$ 113.15	\$ 284.81	\$ 397.96
	2 Cubic Yard, 3 pickups/week	582.00	\$ 169.72	\$ 427.23	\$ 596.95
	2 Cubic Yard, 4 pickups/week	776.00	\$ 226.29	\$ 569.64	\$ 795.94
	2 Cubic Yard, 5 pickups/week	970.00	\$ 282.86	\$ 712.04	\$ 994.90
	3 Cubic Yard, 1 pickup/week	291.00	\$ 84.86	\$ 199.50	\$ 284.35
	3 Cubic Yard, 2 pickups/week	582.00	\$ 169.72	\$ 399.00	\$ 568.72
	3 Cubic Yard, 3 pickups/week	873.00	\$ 254.58	\$ 598.50	\$ 853.08
	3 Cubic Yard, 4 pickups/week	1,164.00	\$ 339.44	\$ 798.00	\$ 1,137.44
	3 Cubic Yard, 5 pickups/week	1,455.00	\$ 424.29	\$ 997.49	\$ 1,421.79
	4 Cubic Yard, 1 pickup/week	388.00	\$ 113.15	\$ 245.84	\$ 358.98
	4 Cubic Yard, 2 pickups/week	776.00	\$ 226.29	\$ 491.67	\$ 717.96
	4 Cubic Yard, 3 pickups/week	1,164.00	\$ 339.44	\$ 737.50	\$ 1,076.94
	4 Cubic Yard, 4 pickups/week	1,552.00	\$ 452.58	\$ 983.34	\$ 1,435.92
	4 Cubic Yard, 5 pickups/week	1,940.00	\$ 565.73	\$ 1,229.18	\$ 1,794.91
	6 Cubic Yard, 1 pickup/week	582.00	\$ 169.72	\$ 296.88	\$ 466.60
	6 Cubic Yard, 2 pickups/week	1,164.00	\$ 339.44	\$ 593.74	\$ 933.18
	6 Cubic Yard, 3 pickups/week	1,746.00	\$ 509.15	\$ 890.60	\$ 1,399.75
	6 Cubic Yard, 4 pickups/week	2,328.00	\$ 678.87	\$ 1,187.47	\$ 1,866.34
	6 Cubic Yard, 5 pickups/week	2,910.00	\$ 848.59	\$ 1,484.34	\$ 2,332.93
	8 Cubic Yard, 1 pickup/week	776.00	\$ 226.29	\$ 366.68	\$ 592.97
	8 Cubic Yard, 2 pickups/week	1,552.00	\$ 452.58	\$ 733.35	\$ 1,185.93
	8 Cubic Yard, 3 pickups/week	2,328.00	\$ 678.87	\$ 1,100.04	\$ 1,778.91
	8 Cubic Yard, 4 pickups/week	3,104.00	\$ 905.16	\$ 1,466.71	\$ 2,371.88
	8 Cubic Yard, 5 pickups/week	3,880.00	\$ 1,131.45	\$ 1,833.39	\$ 2,964.84
	Extra loose cubic yard in container, per pickup	97.00	\$ 6.53	\$ 4.08	\$ 10.61
	Extra loose cubic yard on ground, per pickup	97.00	\$ 6.53	\$ 14.69	\$ 21.22
<b>Detachable Container Ancillary Fees (per occurrence):</b>					
Stand-by Time (per minute)					
Container Cleaning (per yard of container size)					
Redelivery of Containers					
Return Trip					
<b>Service Level (based on pick ups)</b>					
Commercial Drop-box Collection	Non-compacted 10 cubic yard Drop-box	\$ 3.98	\$ 79.57	\$ 127.31	\$ 163.83
	Non-compacted 15 cubic yard Drop-box	\$ 3.98	\$ 79.57	\$ 127.31	\$ 163.83
	Non-compacted 20 cubic yard Drop-box	\$ 4.24	\$ 84.87	\$ 127.31	\$ 163.83
	Non-compacted 25 cubic yard Drop-box	\$ 4.24	\$ 84.87	\$ 127.31	\$ 163.83
	Non-compacted 30 cubic yard Drop-box	\$ 4.26	\$ 90.18	\$ 127.31	\$ 163.83
	Non-compacted 40 cubic yard Drop-box	\$ 4.26	\$ 90.18	\$ 127.31	\$ 163.83
	Compacted 10 cubic yard Drop-box			\$ 159.14	\$ 200.55
	Compacted 20 cubic yard Drop-box			\$ 159.14	\$ 200.55
	Compacted 25 cubic yard Drop-box			\$ 159.14	\$ 200.55
	Compacted 30 cubic yard Drop-box			\$ 159.14	\$ 200.55
	Compacted 40 cubic yard Drop-box			\$ 159.14	\$ 200.55

Drop-box Ancillary Fees					
Return Trip					\$ 26.52
Stand-by Time (per minute)					\$ 1.70
Container cleaning (per yard of container size)					\$ 10.61
Drop-box directed to other facility (per one-way mile)					\$ 3.18
Service Level		Pounds Per Unit	Disposal Fee	Collection Fee	Haul Charge
Temporary Collection Hauling	2 Yard detachable Container	194.00	\$ 13.06	\$ 66.51	\$ 79.56
	4 Yard detachable container	388.00	\$ 26.11	\$ 79.98	\$ 106.09
	6 Yard detachable container	582.00	\$ 39.17	\$ 93.44	\$ 132.61
	8 Yard detachable container	776.00	\$ 52.22	\$ 106.92	\$ 159.14
	Non-compacted 10 cubic yard Drop-box		\$ -	\$ 189.66	\$ 189.66
	Non-compacted 20 cubic yard Drop-box		\$ -	\$ 189.66	\$ 189.66
	Non-compacted 30 cubic yard Drop-box		\$ -	\$ 189.66	\$ 189.66
	Non-compacted 40 cubic yard Drop-box		\$ -	\$ 189.66	\$ 189.66
	Service Level		Delivery Fee	Daily Rental	Monthly Rental
Temporary Collection Container Rental and Delivery	2 Yard detachable container		\$ 90.18	\$ 1.70	\$ 33.95
	4 Yard detachable container		\$ 90.18	\$ 2.07	\$ 41.38
	6 Yard detachable container		\$ 90.18	\$ 2.44	\$ 48.80
	8 Yard detachable container		\$ 90.18	\$ 2.81	\$ 56.23
	Non-compacted 10 cubic yard Drop-box		\$ 143.22	\$ 3.98	\$ 79.57
	Non-compacted 20 cubic yard Drop-box		\$ 143.22	\$ 4.24	\$ 84.87
	Non-compacted 30 cubic yard Drop-box		\$ 143.22	\$ 4.51	\$ 90.18
	Non-compacted 40 cubic yard Drop-box		\$ 143.22	\$ 4.51	\$ 90.18
	Event Services				Per Day
Hourly Rates	Delivery, provision, collection of a set of 3 carts (G, R &C)				\$ 26.52
	Service				Per Hour
	Rear/Side-load packer + driver				\$ 157.18
	Front-load packer + driver				\$ 157.18
	Drop-box Truck + driver				\$ 157.18
Additional Labor (per person)					\$ 74.84

**Attachment C: Recyclables List**

Recyclable Item	Curb	Call-in	Handling Instructions	Limitations
<b>Aluminum</b> – All clean aluminum cans, trays, pie tins, and clean food containers	X		Place in recycling Container	
<b>Appliances (large)</b> – Refrigerators, freezers, stoves, dishwashers, washing machines, water heaters		X	Call to request pick-up at least three days before regular collection day	Single family only.
<b>Appliances (small)</b> – Microwave ovens, toaster ovens		X	Call to request pick-up at least three days before regular collection day	Single family only.
<b>Corrugated Cardboard</b> – All corrugated cardboard boxes	X		All corrugated cardboard boxes smaller than three (3) feet square place in or next to recycling Container. Corrugated cardboard boxes larger than three (3) feet square must be flattened	
<b>Electronics</b> – Computer equipment, VCRs, DVD players, audio equipment, televisions, cell phones and other equipment containing circuit boards		X	Call to request pick-up at least three days before regular collection day	Scrap electronics that are no bigger than 2 feet by 2 feet per unit in size and less than 60 pounds per unit. Single family only.
<b>Fluorescent Tubes and Bulbs</b>	X		Wrap tubes in newspaper and secure with tape. Mark "Fluorescent Tubes". Place bulbs in a sealed bag. Place next to recycling cart.	Limit: Two (2) tubes per collection, ten (10) tubes per year. No tubes longer than 4 feet. Single family only.
<b>Glass Containers</b> – All colored or clear jars and bottles, rinsed, with lids removed	X		Empty, remove lids, and place in recycling Container.	
<b>Household Batteries</b> – All alkaline, button, and rechargeable batteries	X		Place rechargeable and non-rechargeable batteries in separate, sealed clear bags. Place on top of recycling Cart.	Single family only.
<b>Motor Oil</b>	X		Place in screw-top plastic jugs, labeled with the Customer's address and placed next to the Customer's Recycling Cart.	Up to three (3) gallons of motor oil per week that is free from contaminants
<b>Paper</b> – All clean mixed paper, colored paper, magazines, phone books, catalogues, advertising supplements	X		Place in recycling Container.	
<b>Paper Containers</b> – All empty paper cups and paper food cartons.	X		Empty, clean, place in recycling Container.	
<b>Plastic Containers</b> – All plastic bottles, jugs, tubs, lids >3", and containers, including plastic drink cups, clamshells, food containers and trays, plant pots, over-the-counter pill bottles	X		Empty, clean, place in recycling Container.	Plastic bottles, jugs, tubs or containers that have hazardous or toxic products, such as motor oil or pesticides are excluded.
<b>Polycoated Cartons and Boxes</b> – All plastic coated cartons, beverage cups, and boxes	X		Flatten, empty, clean, and place in recycling Container.	

**Attachment C: Recyclables List**

Recyclable Item	Curb	Call-in	Handling Instructions	Limitations
<b>Propane Canisters (small)</b> - Small disposable camping style propane canisters		X	Place items next to recycling Cart.	No large propane tanks.
<b>Rigid Plastics</b> – All five-gallon buckets, PVC pipes, laundry baskets, plastic lawn furniture, plastic toys, coolers, and Nalgene bottles	X	X Large Items	Place items in or next to recycling Cart. One dimension of object must be less than 2".	Call at least three days before regular collection day to collect large (i.e. all dimensions greater than 2"). Single family only.
<b>Scrap Metal</b> – All ferrous and non-ferrous scrap metal, including lids > 3" free of wood, rubber, and other contaminants	X	X Large Items	Small items: Place in recycling Container or secure (e.g. bundle or box) next to recycling Container. Large items: Call to request pickup at least 24 hours before regular service day.	Small items: Less than 2' x 2' and 35 lbs. Less than 5% non-metal parts. Large items: Larger than 2' x 2'. Call to request pick-up. Single family only
<b>Styrofoam™ Blocks</b> – Clean expanded polystyrene (blocks, sheets, cups, and take-out containers) and expanded polyethylene foam (sheets and blocks)		X	Contain blocks in a clear or white sealed plastic bag. Secure from wind.	No packing peanuts, lined or sealed foam, or soft foam. Request a pick-up three days before collection day. Single family only.
<b>Textiles</b> - Clean usable clothing and linens, paired shoes, boots and socks, sheets, towels, tablecloths, curtains, blankets and bedspreads, stuffed animals, purses, wallets, backpacks & totes, belts, hats and caps, scarves		X	Placed in a plastic or paper bag. Label "Clothing" and place bag(s) at the curb next to recycling cart.	Request a pick-up three days before collection day. Single family only.
<b>Tin Cans</b> – All clean food and beverage tin cans and tin lids 3" or larger	X		Place in recycling Container.	
<b>Used Cooking Oil</b>	X	X	Seal uncontaminated oil (no large solids) in clean, clear, screw-top plastic jugs. Label jugs with name and address and place next to recycling Cart.	Limit: Three (3) gallons per pick-up and ten (10) gallons per year. Single family only.
<b>Wood Scraps</b>		X	Clean, unpainted, untreated wood, plywood, pallets, dimensional lumber and crates (some metal fittings and nails allowed). Material must be placed in cardboard box next to the recycling Cart and labeled "Wood Waste".	Single family only.

## **Attachment D**

### Fee Modification Examples

The collection and disposal components of the Customer charges listed in Attachment B will be adjusted separately, as appropriate. The collection component of Customer charges will be adjusted annually, pursuant to this Section and as described below. The disposal component of the Customer charges listed in Attachment B will be adjusted only if the City receives notification from the County of a pending disposal fee adjustment, and will not become effective until the new disposal charges become effective and are actually charged to the Contractor. Formulas for both collection and disposal rate adjustments are provided as follows:

### Collection Component Adjustment

The collection fee (including the embedded Administrative Fee component) listed in Attachment B will be increased as follows:

$$NCC = PCC \times 1.035$$

Where NCC = The new collection (including Administrative Fee), component of the customer rate for a particular service level; and

PCC = The previous collection (including Administrative Fee) of the Customer rate for a particular service level; and

## Disposal Component Adjustment

In the case of a disposal fee modification at County disposal facilities, the disposal component of each service level will be adjusted as follows:

### Step 1:

$$A = ODC \times \frac{NTF}{OTF}$$

### Step 2:

$$NDC = A + [A-ODC] \times (CETR + CAER)$$

Where NDC = The new disposal charge component of the customer rate for a particular service level; and

NTF = The new disposal fee, dollars per ton; and

ODC = The old disposal charge component of the customer rate for a particular service level;

1 OTF = The old disposal fee, dollars per ton; and  
2 A = Pre-excise tax and Administrative Fee adjusted disposal  
3 component;  
4 CAFR = Current Administrative Fee rate (initial rate of 6% as used in  
5 the below example)  
6 CETR = Current excise tax rate (the current State excise tax rate;  
7 0.015 used for this example).

8 For example, using an initial one 32/35-gallon cart rate of \$30.26 per month: an annual  
9 service component adjustment of 3.5%, a disposal fee increase from \$134.59 to \$140 per  
10 ton starting on January 1, 2020, an old disposal component of \$5.83, a State Excise Tax  
11 rate of 0.015, and the Administrative Fee remains at the initial 6%, then the January 2020  
12 Customer charge for one 32/35-gallon cart per week Residential Curbside service would  
13 be:

14

$$\text{New Collection Component} = \$24.43 \times 1.035 = \$25.29$$

15

16 New Disposal Component Step A calculation (as on previous page):

17

$$[\$5.83 \times (140.00/134.59)] = \$6.06$$

18

19 Step B calculation (as on previous page):

20

$$\$6.06 + [(6.06-5.83) \times (0.015+0.06)] = \$6.08$$

21

22 Thus, the new Customer charge for one 32/35-gallon cart per week Residential Curbside service will be  
23 the **\$25.29** collection component plus the **\$6.06** disposal component, plus the excise tax and  
24 administrative fee adjustment **\$0.02**, equaling **\$31.37**.

25

26 **Administrative Fee Adjustment**

27 The Contractor's Commercial and Multifamily rates shown in Attachment B include an embedded  
28 Administrative Fee, which may be adjusted from time to time, pursuant to Section 4.2.1. The initial  
29 contract rates have incorporated an Administrative Fee corresponding to a 6% fee on gross receipts from  
30 those Customers, as follows (1 32/35 gallon residential service as an example):

31 Collection Fee (\$22.69) + Disposal Fee (\$5.83) + Administrative Fee (\$1.71) + Excise Tax at 1.5%  
32 on Administrative Fee (\$0.03) = Customer rate of \$30.26.

33 In the event the City Administrative Fee is adjusted, the Administrative Fee portion of the Contractor's  
34 Customer rates shall be adjusted in a manner that retains the Contractor's underlying compensation to  
35 ensure that the Contractor remains whole.