

RESPONSE TO
TOWN OF LYONS
RESIDENTIAL TRASH, RECYCLABLES &
ORGANICS COLLECTION
RFP 2019-HAULER

DUE: September 13, 2019, 4:00 p.m.



WESTERN DISPOSAL SERVICES



Mr. Garrett McDaniel
Sustainability Coordinator, Town of Lyons
P.O. Box 49
Lyons, CO 80540



Dear Mr. McDaniel:

Western Disposal is pleased to present a proposal for the Town of Lyons Residential Trash, Recycling and Organics RFP.

As Boulder County's largest Residential and Commercial hauler, Western Disposal is uniquely qualified to integrate PAYT service to the town of Lyons. Currently Western provides PAYT based service on a subscription basis in the City of Boulder and unincorporated Boulder County to over 35,000 customers.

Western Disposal is a locally owned, full-service waste management company. We began service in Boulder in 1970 and have offered service to residential and commercial customers in Lyons since the late 70's. During our 49 years we have continually embraced environmental stewardship. Today over 94% of our collection trucks operate on CNG and our Boulder campus is powered 100% with renewables; 30% of our electric requirements are met by a solar panel installation at our Boulder operations facility and the remainder with wind offsets.

Our comprehensive response to this RFP offers Lyons the ability to incentivize diversion with recycling service imbedded into a 100% incremental rate program for 32, 64, & 96-gallon trash service and includes carted compost in 32-gallon increments. Since the objective is diversion from landfills, our proposal offers additional recycling and compost carts for high generation residences where a single cart may be insufficient at every other week service levels.

Knowing that one size fits all does not always apply, Western has included options for 32-gallon recycle carts, bear-resistant containers for wildlife sensitive areas, and agrees to grandfather current prepaid bag customers from the PAYT program.

With PAYT the anticipated impact will evolve over time as behaviors adjust. Western works with several public and private customers providing accurate and timely data to document diversion. Western will ensure Lyons has accurate and timely information to document and track progress in support of Lyons' 2015 Environmental Sustainability Plan.

Thank you for the opportunity. We look forward to developing a partnership with the Town of Lyons.

Sincerely,

Bryce Isaacson
Vice President Sales and Marketing
P: 303-448-2315
E: bisaacson@westerndisposal.com

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Section 3: BASIS OF PROPOSAL

3.1: UNIT BASED PRICING

*Weekly trash with every-other-week embedded recycling
TOWN REQUIRES COMPOSTING SERVICE (see compost pricing next page)*

Option #1-A: Contractor Retains Ownership of Carts; Town Owns Recycling

	32	64	96
Trash w/embedded recycling	\$ 12.35	\$ 24.70	\$ 37.05

Option #1-B: Contractor Retains Ownership of Carts; Contractor Owns Recycling

	32	64	96
Trash w/embedded recycling	\$ 13.00	\$ 26.00	\$ 39.00

Weekly trash with weekly embedded recycling

TOWN REQUIRES COMPOSTING SERVICE (see compost pricing next page)

Option #2-A: Contractor Retains Ownership of Carts; Town Owns Recycling

	32	64	96
Trash w/embedded recycling	\$ 15.80	\$ 31.60	\$ 47.60

Option #2-B: Contractor Retains Ownership of Carts; Contractor Owns Recycling

	32	64	96
Trash w/embedded recycling	\$ 16.45	\$ 32.90	\$ 49.35

Western Disposal agrees to "grandfather" residential customers that are subscribed to a pre-paid trash bag service prior to commencement of the contract.

Weekly trash with every-other-week embedded recycling****APPICABLE IF TOWN DECIDES NOT TO REQUIRE COMPOSTING SERVICE*****Option #3-A: Contractor Retains Ownership of Carts; Town Owns Recycling**

	32	64	96
Trash w/embedded recycling	\$ 14.05	\$ 28.10	\$ 42.15

Option #3-B: Contractor Retains Ownership of Carts; Contractor Owns Recycling

	32	64	96
Trash w/embedded recycling	\$ 14.70	\$ 28.40	\$ 53.10

Weekly trash with weekly embedded recycling****APPICABLE IF TOWN DECIDES NOT TO REQUIRE COMPOSTING SERVICE*****Option #4-A: Contractor Retains Ownership of Carts; Town Owns Recycling**

	32	64	96
Trash w/embedded recycling	\$ 17.50	\$ 35.00	\$ 52.50

Option #4-B: Contractor Retains Ownership of Carts; Contractor Owns Recycling

	32	64	96
Trash w/embedded recycling	\$ 18.15	\$ 36.30	\$ 54.45

*If the Town of Lyons decides to forego the composting requirement, compostable material will go in the trash which will increase the weight of the container. The rates under this scenario have been adjusted to account for this additional weight.

Added cost for composting service	32	64	96
Every other week	\$ 5.00	\$ 10.00	\$ 15.00
Every week	\$ 10.00	\$ 15.00	\$ 20.00

Additional Pricing	
*Each additional trash container any size	\$5.00/month
*Each additional recycle container any size	\$5.00/month
*Each additional compost container any size	\$5.00/month
**Cart exchange fee	\$15.00/each
***Extra Trash Stickers (32-gallon bags only)	\$4.00/each
Bear-resistant container/month	\$3.00/month

*Residents must subscribe to 96 gallons of service for trash, recycle or compost before they can request a 2nd container of same material

**Unlimited exchanges allowed in first 90 days. One additional exchange per contract year at no charge.

***Can be used for trash bags, or compost in fully compostable bags

Containers and Delivery

Prior to service commencement, Western Disposal will mail postcards to residents asking them to choose their desired cart size for each material. If the resident does not respond, they will receive a 64-gallon trash cart, a 96-gallon recycle cart, and a 32-gallon compost cart.

Carts are clearly marked on the front, back and inside the lid indicating which material goes in which cart.



Anytime there is a change of occupants in a home that we service under the terms of the contract with the Town of Lyons, we will remove the carts previously used at that address and replace them with clean carts appropriate for the service the new resident has requested.

Requests for delivery, removal, cart repair, replacement, and exchange will be done on the same day of the week we perform collections for that

material and the day residents have their carts out for service.

Residents will have 90 days from the commencement of service to make service level changes at no charge to assure they have the right combination of carts to fit their needs. After this period, residents have the option to make one additional service level changes at no charge during the initial contract year and one service level change in each subsequent contract year at no charge. Changes can be made at any time during the month, and the appropriate cart exchanges will again be done their next collection day.

Each additional service level change beyond initial one per year: \$15.00

Trash Overflow

Western Disposal will provide the Town of Lyons with extra trash/compost stickers so that the resident can purchase these tags to affix to extra 32-gallon bags of trash or compost. Please note extra compost must be placed in a compostable bag. The Town of Lyons will be responsible for selling stickers to residents.

Cost for extra trash/compost sticker: \$4.00.

3.2: OWNERSHIP OF TRASH, RECYCLE AND ORGANICS CONTAINERS

Wheeled collection carts with attached lids will be provided in 32-, 64-, and 96-gallon sizes for each of the three collection materials. The cost of the carts is included in our service rates. Western Disposal maintains ownership of these carts and will be responsible for all maintenance, repair, replacement and exchange of all carts that we supply. Western has chosen not to provide a pricing option for the Town of Lyons to own the carts at the end of the contract period.

Western Disposal custom designed and manufactured bear-resistant carts, tested and approved at the Grizzly & Wolf Discovery Center in West Yellowstone, for the City of Boulder when they passed their bear protection ordinance in 2014. These carts are available to individuals upon request for an additional [\\$3.00/cart/month](#).

3.3 RECYCLABLE MATERIAL

Collection of recyclable material will take place on the same day of the week as trash collection and residents will be given a choice of a 32-, 64- or 96-gallon cart. All recyclable material will be delivered to the Boulder County Recycle Center (BCRC). Western Disposal will keep tonnage records of all material collected and will report these tonnages to the Town along with the monthly invoice.

3.4 ORGANIC MATERIAL

Western Disposal will keep tonnage records of all material collected and will report these tonnages to the Town along with the monthly invoice.

Residents that choose to opt-out of composting service will be charged the 32-gallon unit compost rate monthly.

Collection of organic material will take place on the same day of the week as trash collection and residents will be given a choice to subscribe to a 32-, 64- or 96-gallon level of service. All organic material will be delivered to Western Disposal's organics transfer station, located on 63rd St. in Boulder then ground and transported to A-1 Organics in Keenesburg for final processing into compost.

Compost Guidelines

COMPOSTING

303-444-2037 www.WesternDisposal.com



YES.YES.YES.

YES.YES.YES.

YES.YES.YES.

NO.NO.NO.

All compostables must fit in the cart!

YES.YES.YES.

YES.YES.YES.

YES.YES.YES.

NO.NO.NO.



YES.YES.YES.

YES.YES.YES.

YES.YES.YES.

NO.NO.NO.

FOOD SCRAPS

- Fruit and vegetable scraps
- Meat and bones
- Coffee grounds and filters, teabags
- Dairy products and eggs
- Spoiled food

Place food scraps in compostable bags (made from plant starches) to help keep your cart clean. Compostable bags are available at Western Disposal and other local retailers.

PAPER

- Wet shredded paper (to prevent material from blowing)
- Food-soiled or greasy paper or cardboard
- Wet or waxed cardboard
- Paper napkins and paper towels
- Uncoated paper cups and plates
- Compostable bags made from plant starches
- Compostable containers, dishware and utensils made from plant starches (NO Styrofoam® or plastic)

PLANT MATERIAL

- Grass clippings, leaves, weeds, flowers
- Woody waste up to 6" in diameter

Please note: Place yard waste directly in cart. All woody waste must fit in the cart.

NO.NO.NO.

<ul style="list-style-type: none"> • No trash • No plastic of any kind • No plastic bags • No plastic coated paper, packaging or boxes • No frozen food containers • No twist ties, nylon twine or plastic rope 	<ul style="list-style-type: none"> • No dirt, sod, rock, brick or pavers • No construction debris • No painted or treated wood waste • No lumber • No liquids • No animal droppings or kitty litter • No diapers or feces
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TOWN OF LYONS RFP 2019 HAULER

WESTERN DISPOSAL SERVICES

3.5 HOURS AND DAYS OF OPERATION

Hours of Operation

Our collection trucks will not start collections before 7:00 a.m. and our route staffing and planning is targeted to have all routes completed by 5:00 p.m. on collection day. Occasionally special circumstances such as weather or mechanical problems can cause routes to run later than 5 p.m.

Weather Related Collection Changes

In the event a storm occurs that is severe enough that our collection vehicles are unable to run, Western Disposal will make every attempt to provide collections on the following day, just like we would during a holiday week. We would notify the Town of Lyons at the earliest possible time to enable both the Town of Lyons and Western Disposal to post notices on our websites informing residents of the weather-related changes.

3.6 HOLIDAY SCHEDULE

Western Disposal observes the following six holidays: New Year's Day, Labor Day, Memorial Day, Thanksgiving Day, Independence Day and Christmas Day.

Weekday holidays push collection schedules by one day with Friday collections taking place on Saturday.

3.7 CURBSIDE SERVICE

Carts shall be placed on the street, curbside or alley as applicable.

3.8 CUSTOMER SERVICE

Western Disposal has been providing all customer service functions listed in the RFP to subscription customers in the Town of Lyons and vicinity longer than any other waste hauling company in Boulder County.

Response Protocol

Our Customer Service Representatives receive extensive training in customer service principles, Western service standards and the services we offer through our Lyons contract.

- Service change requests are processed the same day if a call is received by 3: p.m. or the next day if received after 3:00 p.m. Cart exchange work orders are entered at the same time for switch out on the next service day for that specific material.
- Misses/complaints are entered into our customer management system (CMS) when received and we work to resolve the issue within 24 hours.
- Missed pickups are resolved the same day if we receive a call before 3:00 p.m. on the pickup day or the next business day if received after 3:00 p.m.
- A live customer service representative is available Monday-Friday, 8:00 a.m. to 5:00 p.m., and customers have the option to leave a message or send us an email after normal business hours. All voice mail and emails are returned within 24 hours.

Western Disposal uses an Avaya phone system and real-time contact center management solution system (Xima Chronicall™) for recording, monitoring and reporting all received calls.

Eighty-percent of our customer service calls are answered in 30 seconds.

We use Xima Chronicall™ to randomly monitor all of our customer service representatives calls on a daily basis. The system gives us real time visual display of the number of calls in process, calls waiting and the status of each representative. All calls are recorded for training purposes.

We use Chronicall™ to run reports daily, weekly and monthly which provides us with:

- Where the call originated
- Which representative took the call
- Number of calls per hour and per day each representative handled
- Speed of answer
- Average time on hold
- Number, if any, of dropped calls and the time on hold until call was terminated
- Average talk time

Call monitoring and the regularly run reports help to properly staff for the busiest time of day and make sure we have the optimum phone coverage and ensure a high level of customer service.

CUSTOMER SERVICE (continued)

Customer Service Standards

At Western Disposal, it's all about the customer. We have a customer service staff of six, but every employee in every department is involved in customer service. We believe that the best way to provide good customer service is to design our systems and services so that we have as few problems as possible to resolve. At Western our services and systems are built on the following underlying principles of service:

1. **Do it right the first time** - keep systems in place to make sure that everyone knows what they are supposed to do each day, delivering the quality of service the customer expects.
2. **Offer flexibility to our customers** - flexible services to meet a variety of resident needs; flexible equipment that can work in a variety of areas and take most waste that is set out for collection; and flexible systems that can accept changes based on customer needs, not our needs or limitations.
3. **Be consistent ourselves** - delivering the same high-quality services in the same manner week-in and week-out is one of the things that we know customers value.
4. **Communicate, communicate, communicate** - keep customers informed and offer them a variety of ways to get the information they need.
5. **Be responsive** - listen to customers and respond to their needs. Ask for feedback and continually improve in meeting customers' expectations and needs.

Following are the service standards that you can expect from Western Disposal:

- Recyclables outside of the recycle carts will be taken at no charge; however, we will strongly encourage homeowners to request more recycle carts if there is a pattern of recyclables being left outside of carts.
- With our change to EnCore on February 1, 2019, all records of extra charges or "not-outs" will be available in our system real-time within minutes of collection completion.
- If an oil leak occurs from one of our collection trucks, we will clean up the oil spill and, if necessary, have the spill area power washed.

Our Employees Make the Difference

Western has 150 employees who have learned that "good enough" is never that. Western employees have exceptional longevity with the Company as evidenced by average employee tenure of 10.25 years. Employees stay with us because they know they can be proud of the Company and the services we deliver.

From collection at the residence, to talking with our employees, to billing, our goal is to avoid problems before they happen which reinforces the positive image of City government in the community.

At the time of Collection - Our route drivers work independently. While we have supervisory personnel who observe them on route and correct issues when they see them, the drivers are working on their own most of the time. In order to create an incentive for our drivers to provide the highest level of customer service, we have a three-tiered pay system that rewards them for doing an outstanding job. Our drivers can earn incentives for providing excellent customer service and performing their job safely. We want to emphasize that the incentive pay is not intended to increase productivity but to reward employees for working safely and providing customer service that is a notch above the expected.

CUSTOMER SERVICE (continued)

Thorough Communication - Western communicates with our customers any time a change will occur concerning their service. Using letters, cart hangers, stickers, and other tools, we are able to reduce questions before they arise.

By Offering Options for Information Access - Residents can get their questions answered by phone, they can email us, or they can access information from our website.

When issues do occur and customers call, we are:

- **Timely** - Our systems are designed so that if a customer notifies us of a request or service problem before 3:00 p.m. on the service day we will resolve the issue that same day.
- **Responsive** - When a customer perceives there is a problem, we do not debate with them about whether there is a problem or not. If a customer thinks there is a problem, there is a problem. We take whatever action is necessary to correct the issue and then we determine what needs to be done for the future. The action required may be better education of our employees or it may be better education of the resident about how to use the systems. The first order of business, however, is to correct the immediate issue.
- **Focused** - Western has a group of six customer service representatives that are dedicated to only responding to calls from customers. They perform all of the actions necessary to start, change or cancel service for a customer. At Western we have a separate Dispatch Department responsible for dispatching trucks and handling issues requiring communication with the drivers. We find that having Customer Service employees entirely separate from Dispatch functions and only focused on the needs of customers allows us to give superior customer service.

Custom Web Page

Western Disposal will host a customer landing page for residents of Lyons which will list service options and rates, post timely communications about service delays or changes, contain information about recycling and composting, and link to calendars, guidelines and our blog.

Sample Custom Landing Page



RESIDENTIAL TRASH, RECYCLE AND COMPOST SERVICES



Western is honored to provide the community of Lyons with trash, recycle and composting collection. We will continue to strive to exceed your expectations with excellent collection and customer service, every day. Your collection day is on Thursday with trash collected weekly and recycling/compost collection on alternating weeks.

RATES:

Trash Cart Size w/ up to 96-gallon Recycling	Organics Cart Size	Total Charge for Trash, Recycling and Organics
32-gallon	32-gallon	\$18.00
32-gallon	64-gallon	\$23.00
32-gallon	96-gallon	\$28.00
64-gallon	32-gallon	\$31.00
64-gallon	64-gallon	\$36.00
64-gallon	96-gallon	\$41.00
96-gallon	32-gallon	\$44.00
96-gallon	64-gallon	\$49.00
96-gallon	96-gallon	\$54.00



GOT QUESTIONS?

CALL US TODAY AT (303) 444-2037 OR SEND US AN EMAIL.

First Name* Last Name*

Address*

City* Zip*

Email*

Contact Phone (8am-5pm)*

How do you prefer to be contacted?
 By phone By email

Comments or Special Information

SEND



CART EXCHANGES AND SERVICE CHANGES
 You can change your cart sizes and service levels on any scheduled pick up day (Thursday) for no additional cost. Requests for cart or service changes must be received at least 24 hours prior to your collection day.

OCASIONAL EXTRA TRASH OR COMPOST
 Prepaid bag stickers are available from City Hall or the Rec Center for \$3.54 for occasional extra trash or compost

SEE WHAT OUR CUSTOMERS HAVE TO SAY!



38VanBuren 38VanBuren

I have been a residential customer for 28 years and Western has never failed in their service. Every employee, from the drivers to the people at the transfer station and the office staff has been friendly, professional and efficient. Western gets all the stars!

Custom Email Blasts

Western Disposal utilizes the Constant Contact platform for email communications. With an email list provided by the Town of Lyons, Western can communicate via email to residents about holiday collection schedules, inclement weather changes, or other service disruptions.

Sample Custom Email Blast

From: Western Disposal Services <reminder@westerndisposal.com>
Subject: Labor Day Collection Schedule
Preheader:
Reply: reminder@westerndisposal.com

We're taking the day off. Hope you are too!



Lyons' collection service will be delayed by one day due to the Labor Day holiday.
Collection during Labor Day week will take place on Friday.

Our offices and Trash & Recycle Center will be closed on Monday, September 3, in observance of Labor Day.

 [View/Download Collection Calendar](#)
[View/Download Recycling Guidelines](#)
[View/Download Composting Guidelines](#)


WesternDisposal.com
303-444-2037
[Facebook](#) [Twitter](#)

Western Disposal Services, 5880 Butte Mill Road, Boulder, CO 80301
[SafeUnsubscribe™](#) (recipient's email)
[Forward this email](#) | [Update Profile](#) | [About our service provider](#)
Sent by [reminder@westerndisposal.com](#) in collaboration with


Try it free today

CUSTOMER BILLING & REPORTING

The price provided in this RFP response for residential curbside trash collection with embedded recycling and unit-based compostables collection presumes the Town of Lyons will bill residents through their utility billing system. This is the most efficient way to assure that all residents are participating in the pay-as-you-throw program.

Western Disposal would require that the Town of Lyons provide a unique account number for each service address. We would provide two CSV files at the close of each month – one with basic services only and the second for those accounts who had non-standard charges in addition to basic services. Please note that on the second file, basic and non-standard services would be combined into one total.

As an alternative, Western Disposal could require credit card payment for non-standard services at the time the order is called in by the Lyons resident to Western Disposal's customer service department. This is the approach that the City of Louisville uses.

SUPPORT SERVICES

Western Disposal has been providing waste hauling services to municipalities, individuals and businesses throughout Boulder and Broomfield Counties for almost 50 years. We currently serve more than 35,000 residential and 6,000 commercial customers. We have fully staffed customer service, account management, IT, accounting, operations and dispatch departments to serve our customers.

Support Services Western Disposal would require from the Town of Lyons:

- A primary point of contact at the Town in order to facilitate communications and address any issues that may arise
- Billing through the Town's Utility services as described in "Customer Billing and Reporting" above
- A Town-hosted web link to Western's Town of Lyons services landing page

3.9 TRUCKS & EQUIPMENT

All trucks serving the Lyons routes will be automated, powered by compressed natural gas (CNG) and less than ten years old. Our trucks are full size, industry standard which also have lowered-notch body frames. This enables Western to collect large items and extra materials curbside at the same time regular trash is collected, rather than needing to send a separate truck.

Western's route plan for this RFP would serve residents within Town limits exclusively therefore all material collected and weight data reported will have been generated exclusively within Town limits. Route maps and collection schedules will be determined based upon the services selected by the Town.

Customer Management Systems, Onboard Computers, GPS and Computerized Routing

In 2020 Western will be converting our customer management system to "EnCore", one of the leaders in software solutions to the waste industry. EnCore has worked with Western to customize upgrades to their system allowing us to maintain the individualized services we have always delivered and bring new value with the options they had already designed into their software system.

With the conversion to the EnCore system, we will also have onboard computers and GPS in every collection vehicle. Manifests, directions and work orders will be on a computer screen inside the cab for each driver. As each stop is completed and closed by the driver on his screen, the next stop will automatically load.

The new system will give us the following advantages:

- Less potential misses due to electronic manifests and maps, computer tracking, clearing and time stamping of collection stops and less reliance on driver memory.
- GPS tracking of our trucks for documentation of where trucks have been and where they are
- All trucks will be equipped with cameras that will provide documentation (pictures) of not-outs, overloaded carts, extras, etc.
- Streamlined communications with real-time reporting of equipment issues by our driver to our office. Equipment issues addressed faster and more proactively by Western.
- Real-time dispatching and route optimization to the nearest vehicle by customer location means greater safety and efficiency; fewer miles driven (less wear and tear on City streets) and decreased carbon emissions even with our natural gas-powered trucks.
- Better reporting of data through computer touch points rather than relying on our driver to scan bar codes from manifest books.

Maintenance

Safety and efficiency are priorities at Western Disposal. To that end we maintain a rigorous schedule of maintenance which includes:

- Daily pre- and post-trip inspections with maintenance as indicated
- Weekly maintenance of at least two hours per week, which exceeds federal standards
- Annual evaluation involving structural, engine, body, hydraulics and electronics, with service as indicated.

Uniforms

All Western Disposal drivers and supervisors are required to wear the Western uniform which consists of a tan company-logoed shirt with the driver's first name, brown pants with reflective striping and leather over-the-ankle safety boots.

3.10 USE OF SUBCONTRACTORS

Western will not use subcontractors to perform any of the services described in this RFP.

3.11 PUBLIC INFORMATION MEETINGS

Western Disposal looks forward to the opportunity to work with the Town of Lyons to introduce the new PAYT curbside collection program and to educating residents about diversion, waste reduction and proper recycle and compostables sorting.

Upon request, Western Disposal would participate in two or more public meetings to present the new program being provided to the Town's residents.

We will work with the Town to develop and provide the 8.5" x 11" two-color, two-sided utility bill insert for communication of the service specifics and education before the start of the contract and annually when rate changes occur. The cost for the provision of this insert is included in the monthly service rates that Western has provided.

Western Disposal will also host and maintain a landing page with the same information for the term of the contract. We would ask the Town to host a link to this page on their website.

3.12 TERM OF CONTRACT AND COST ESCALATION

Please see Addendum page 38

Section 4: Qualifications of Contractor

4.1 EVIDENCE OF EXPERIENCE

Western Disposal has been providing trash, recycle and compost collection services to Boulder and Broomfield counties, including Lyons, since 1970. Since beginning business with just one truck, Western Disposal has grown to a company with more than 150 employees serving more than 35,000 residential customers and 6,000 commercial customers.

Western Disposal currently provides trash and/or recycling services to the majority of Broomfield and Boulder counties' largest employers and businesses. Some of these include:

- City of Boulder
- Boulder County
- City and County of Broomfield
- University of Colorado
- IBM Corporation
- Oracle America
- Covidien/Medtronic
- St. Vrain Valley School District
- Boulder Valley School District
- Town of Superior

Please see our references list for additional relevant experience.

4.2 EVIDENCE OF GOOD STANDING

OFFICE OF THE SECRETARY OF STATE OF THE STATE OF COLORADO

CERTIFICATE OF FACT OF GOOD STANDING

I, Jena Griswold, as the Secretary of State of the State of Colorado, hereby certify that, according to the records of this office,

WESTERN DISPOSAL, INC.

is a
Corporation

formed or registered on 06/18/1979 under the law of Colorado, has complied with all applicable requirements of this office, and is in good standing with this office. This entity has been assigned entity identification number 19871375708.

This certificate reflects facts established or disclosed by documents delivered to this office on paper through 09/04/2019 that have been posted, and by documents delivered to this office electronically through 09/09/2019 @ 12:07:10.

I have affixed hereto the Great Seal of the State of Colorado and duly generated, executed, and issued this official certificate at Denver, Colorado on 09/09/2019 @ 12:07:10 in accordance with applicable law. This certificate is assigned Confirmation Number 11789011.



Jena Griswold

Secretary of State of the State of Colorado

*****End of Certificate*****
Notice: A certificate issued electronically from the Colorado Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Validate a Certificate page of the Secretary of State's Web site, <http://www.sos.state.co.us/biz/CertificateSearchCriteria.do> entering the certificate's confirmation number displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate. For more information, visit our Web site, <http://www.sos.state.co.us/> click "Businesses, trademarks, trade names" and select "Frequently Asked Questions."

4.3 AUDITED FINANCIAL STATEMENTS (CONFIDENTIAL - 2 PAGES)

4.4 PRINCIPAL OFFICERS

Names of principal officers and responsible parties:

Danny Souders	Owner
Bryce Isaacson	Vice President of Sales and Marketing
Mike Seader	Vice President of Operations and Maintenance

Bryce Isaacson, Vice President of Sales and Marketing, will have overall responsibility for the City of Louisville contract. His is also the person who is responsible for customer communications and customer service. The person responsible for maintenance, operations and collection services is Mike Seader.

Resumes for Mr. Isaacson and Mr. Seader follow:

Bryce Isaacson

Vice President of Sales and Marketing

A sales and marketing professional with 42 years of experience, Bryce Issacson will be responsible for ensuring that Western's high customer service standards are met by his department's staff and all Western employees. As Vice President of Sales and Marketing, Bryce directs our residential and commercial customer service personnel and leads the company in developing and implementing our customer-related policies.



Bryce has worked for Western Disposal for 30 years. In that time, he has become an expert in sales and marketing in the waste industry and has thorough knowledge of the needs and issues of Boulder County residents, businesses and local governments. Bryce works directly with Western's largest accounts in developing comprehensive waste management solutions to meet their needs. These customers include IBM, Oracle, Boulder Valley and St. Vrain School Districts and the city and county governments of Boulder, Broomfield, Louisville, Lafayette and the Town of Superior.

Prior to joining Western, Bryce developed his sales management abilities through promotions to positions of increasing responsibility within the oil industry and working on his own as a sales management consultant. With a degree in engineering and later an MBA, Bryce's career advanced to the level of Vice President of Sales and Marketing.

Experience and Work History

Western Disposal Services, Inc.	Vice President of Sales and Marketing	1989 – present
	Sales Manager	2000 – present
		1989 – 2000

Self-employed	Sales and Marketing Consultant	1986 – 1989
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Farwest Tubular Products and TRW Brandt	Regional Sales Manager	1980 – 1986
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PA Incorporated	Regional Sales Manager	1978 – 1980
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Education

University of Phoenix, Masters of Business Administration	1994
Montana State University, Bachelor of Science in Engineering, Major: Construction Engineering	1977

Professional Affiliations and Civic Activities

Board Member, Boulder County Resource Conservation Advisory Board (RCAB)
Member, Colorado Composting Council
Former Chairman, Independent Hauler's Network
Former Co-Chair, Colorado Composting Council
Former Board Vice President, Colorado Association for Recycling

Mike Seader

Vice President of Operations and Maintenance

Mike Seader is accountable for all route and maintenance operations involved in performing the day-to-day business at Western Disposal. In his capacity as Vice President of Operations and Maintenance, Mike directly or indirectly supervises all drivers and mechanics and other staff critical to collecting and processing trash and recyclables.



Mike has worked for Western Disposal for 38 years. His exposure to Western and the trash industry started early, when at age ten, his father joined Western to head the Maintenance Department. Through his school years, Mike worked part-time doing various jobs at Western. In the mid-1990s, Mike started a recycling center and was on the cutting edge of the recycling business at that time and was very successful in promoting and processing the collection of cans, plastics, cardboard and paper. At some point in his career, Mike has performed every route job he now oversees.

Mike left Western on two occasions to work for another company and to own and manage his own trucking business. With valuable experience gained through these experiences, Mike returned to Western in 1992 to act as General Manager of Western's Colorado Springs Operation. There, he developed a viable hauling operation and Western's first Recyclables Processing Facility (RPC). When Western decided to cease operating in Colorado Springs and focus on its business in Boulder County only, Mike transferred to our Boulder facility as Operations Manager. The breadth and depth of his experience in operations management, recyclables processing, transfer station and RPC management, and safety management all contributed to his taking on increasing responsibilities leading to his promotion to Vice President in 2000.

Experience and Work History

Western Disposal Services, Inc.	1992 - present
Vice President Operations and Maintenance	2000 – present
Operations Manager	1995 – 2000
General Manager, Colorado Springs Division	1992- 1995

Mike Seader Trucking 1986 – 1992 – President and Founder

Western Disposal Services, Inc. 1971- 1986

Education

Boulder High School	1978
Certified Machinist, Boulder Valley Vo-Tech	1978
Center for Creative Leadership Programs	
Mountain States Employers Council Management Certificate	

4.5 WHY CHOOSE WESTERN?

Western Disposal is Boulder County's only locally-owned, locally-based full-service waste management company. Western has been serving the local community for 49 years and began with one trash collection route, two employees and 1,200 customers. Dan Souders, who grew up in Boulder and still lives in Boulder County, started the business in 1970. Western is also the oldest continuing provider of residential and commercial waste services to the Town of Lyons.

We attribute our longevity to our commitment to providing customers with exceptional service, borne of responsiveness and attention to detail, every day, in every department. On average, Western employees have been with us for over ten years. Personally invested in both the company and the community, they embody our "no excuses" mantra, and apply their training and talent to elevating the customer experience.

Today, we employ 150 people and assist more than 40,000 customers in Boulder and Broomfield Counties to responsibly manage their waste including trash, recyclable and organic material. Our services include residential curbside collection, commercial dumpster and roll-off services and a public drop off facility.

As a longtime member of the local community, we embrace the values of reducing environmental impact and adopting business practices that help our customers pave "The Way to A Better Environment". In addition to being an active partner in helping the communities in Boulder and Broomfield Counties to become more sustainable, we minimize our own impact on the environment by powering our facilities with 100% renewable electricity and deploying a clean-burning natural gas fleet. As of September 2019, 94% of our collection fleet (47 trucks) runs on CNG. For our community, this equates to 705 fewer tons of CO₂ in the atmosphere annually. Our transfer station semi-trucks and roll-off trucks run on CNG as well.

Safety is the #1 priority at Western Disposal. Because our business is not without safety risks, we take safety very seriously. We practice a comprehensive, ongoing safety program that includes extensive driver training, a supervisor ride-along evaluation program, safety committees, and safety incentives and awards. In more than 49 years in business, we have never had an employee complaint or an incident that resulted in an OSHA investigation. Western has been insured by *The Hartford Insurance Company* for over 37 years. Over the years they have awarded Western with seven Pewter Stag Safety Awards in recognition of distinguished achievement in accident control.

Finally, we believe in giving back to the communities we serve. Our primary philanthropy, Crayons to Calculators, provides students in the Boulder Valley and St. Vrain Valley public schools with the supplies they need to succeed at school. We are proud of our partnership which serves families in need, and as of 2019 have donated and raised over \$1.4 million dollars for this important cause. Western Disposal is also a consistent donor to Emergency Family Assistance Association (EFFA), Boulder Community Health Foundation and Imagine! Foundation.

WESTERN DISPOSAL MISSION STATEMENT

Western Disposal is a service company providing waste collection, recycling, and compost services. We are committed to quality service, the safety of our employees, the community and the environment.

We will fulfill our commitments by:

- * Constantly improving quality and increasing the value of our services.
- * Adapting the scope of our services to meet changing needs.
- * Promoting employee participation and teamwork.
- * Providing a positive and safe work environment, job enrichment and growth opportunities.
- * Actively being involved and providing leadership and support to the community.
- * Collecting and processing waste and recyclable materials in an economical and environmentally responsible manner.
- * Investing in new equipment and technology as it develops to improve the delivery of our services, the quality of our customer experience and to lessen our impact on the environment.

Doing Business Locally Matters

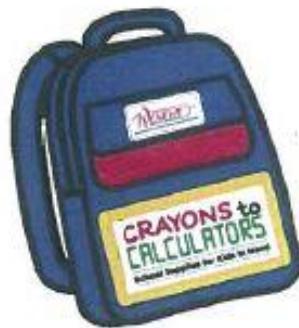
Western is not only the company that can best facilitate maximizing customer satisfaction and landfill diversion, but we are also a local company. Does local make a difference? We think it does.

There are two reasons why we feel you benefit by contracting with a *local* company. First, you will not be one of a multitude of customers to us. You would be a substantial part of our business and your satisfaction with our service would have a significant impact on how successful we are in the future. The average tenure of an employee at Western Disposal is over ten years. They have spent their careers working here and they are here to stay. The only corporate ladder to be climbed is right here. The managers you meet at Western today are the managers you will be working with tomorrow.

Second, we live, work and play in our local communities, just as you do. Our lives and our finances are tied to the local economy, just as yours are. When you spend money with Western Disposal, it stays in the local economy. We are not a local division of a regional or national business.

Western has been servicing Broomfield and Boulder Counties for over 49 years. While many collection companies have come and gone, Western has remained a steady but cutting-edge force in the local waste industry.

Awarded the contract, we will be a part of your team and operate with your best interests in mind. We will continue to contribute our experience and expertise in operating an efficient, effective trash and recyclables collection system that will add value to your community.



August 8, 2019

Town of Lyons
432 5th Avenue
P.O Box 49
Lyons, CO 80540

To whom it may concern,

We are writing to you to express our support for Western Disposal and share with you some insights about their dedication to the Boulder area community, including the Town of Lyons.

Since 2005, Western Disposal has supported the Crayons to Calculators program to benefit thousands of children in need in our area by providing backpacks and school supplies to relieve low-income families of the burden of purchasing expensive school supplies and to ensure that every child begins the school year with the tools they need to succeed.

PROGRAM LIAISONS



BENEFICIARIES



TITLE SPONSOR



With Western's generous support, we provide over 11,000 filled backpacks each year to every school in the St Vrain and Boulder Valley School Districts as well as to numerous partner agencies who serve families in need. These backpacks are filled with age-appropriate school supplies, everything from pencils and erasers to scientific calculators and headphones. To date, Western Disposal and its vendor partners have provided over \$1.4 million to support the Crayons to Calculators program, and they remain committed to supporting this and other educational programs in our community moving forward.

Colorado has one of the most pronounced achievement gaps in the country, and the research tells us how interventions like these that level the playing field make a tremendous difference for young people. The students and families of Lyons benefit greatly from Western Disposal's generosity, so we urge you to consider this when evaluating their proposal. Thank you for your consideration.

Sincerely,

Allison Billings
Executive Director
Impact on Education

Josh Atherton
Executive Director
Education Foundation for the St. Vrain Valley

The Way to a Better Environment

Western Disposal, more than any other collection company in Colorado, is making a difference in how solid waste is handled. In our primary markets, Boulder and Broomfield Counties, we are helping our residential customers achieve up to a 53% diversion rate at curbside and simultaneously giving us a satisfaction rating of 98%. We are the only hauling company in Colorado that owns and operates its own yard waste and food waste organics transfer facility.

Western Disposal has more than 35,000 residential customers with 95% participation in our curbside recycling program and 80% participation in our curbside composting program. We have more than 6,000 commercial customers and over 2,500 of those customers participate in our commercial recycling and composting programs.

We offer both our residential and commercial customers a wide array of traditional and creative recycling services. Our customers have an opportunity to recycle the following materials through our many green programs:

- Single-stream recyclables
- Cardboard
- Wood waste
- Yard waste
- Scrap metal
- Food waste and other compostables
- Concrete
- Construction Waste

Businesses, governments and individuals are all taking responsibility for reducing their use of natural resources. Western Disposal is a service provider that helps others reduce their impact on the environment. Through recycling, the mining and consumption of virgin materials and the energy it takes to extract them is significantly reduced. Through composting, the creation of greenhouse gases can be mitigated, especially the production of methane, an extremely potent greenhouse gas. Western Disposal is proud of the contributions we help others make in reducing their environmental impact.

We are working to reduce our own environmental impact as well and have implemented the following sustainable business practices to reduce the footprint of our operations:

1. Western Disposal has had ongoing PACE Certification, a measure of commercial environmental stewardship, for eight years.
2. As of September 2019, 84% of our total service fleet is fueled by clean burning natural gas (CNG). 94% of our collection vehicles (47 trucks) run on CNG. For our community, this equates to 705 fewer tons of CO₂ in the atmosphere annually.
3. In 2013, Western Disposal installed the largest solar awning array in the state of Colorado. One-hundred percent of our electric service needs are met by alternative energy sources; approximately 30% by our 194kw solar array and the remaining 70% from wind power.
4. Western Disposal replaced all the light fixtures in our facilities with high efficiency units and T-8 bulbs. In addition, we installed motion detectors to turn lights in unoccupied rooms off and light harvesters to reduce lighting when ambient light was sufficient for normal working conditions.

5. Western Disposal replaced all our HVAC units with new high efficiency units and controls which reduced our electric and gas consumption for heating and cooling.
6. We are currently recycling and composting 80% of the waste from our administrative and operations buildings.
7. Western Disposal is transitioning to Encore software solution, to optimize and efficiently map our collection routes. This software will improve our safety, reduce our vehicle miles driven, reduce our fuel usage, and reduce our carbon footprint.
8. Western Disposal offers zero waste services to special events in the City of Boulder and Boulder County.
9. Western Disposal offers our customers three free shredding days at our facility each year.

Western Disposal is deliberate and thoughtful about the changes that we make. We are not interested in green-washing ourselves but focus on implementing legitimate, strategic changes that reduce our short- and long-term environmental impact.

SAFETY PROCEDURES, PROGRAM AND SAFETY RECORD

Safety Program

Safety is the #1 priority at Western Disposal. Because our business is not without safety risks, Western takes safety very seriously:

Our trucks are large and require specialized skills to drive. Our drivers go through extensive training to prepare them to take the wheel of one of our trucks.

Our fleet of 60 plus trucks log over one million miles a year – almost all of this in Boulder County. As you have probably noticed, Boulder County traffic is growing more congested and complicated daily by construction projects, accidents and other hazards. Given this volume of driving, we are very proud of the fact that our accident frequency and severity are very low.

Much of the driving we do is “in reverse.” We try to keep backing to a minimum, but our trucks often need to back up to dumpsters or containers to collect the trash. Again, we are proud of our record in this area and do a lot to make sure we have minimal backing accidents. We always back into alleys or driveways or other tight spots so that when we leave, we can pull forward into traffic. We train extensively on backing maneuvers; and we are using backing sensors to reduce these accidents even further.

Although automated collection trucks have reduced the need for a considerable amount of heavy lifting, our employees still lift 50-75 pounds (and occasionally more) many times a day. As with vehicle accidents, we are proud that our employee injury levels are low. Other than the safety of the public, nothing is as important as the safety of our people.

We collect trash 362 days a year whether it is hot, cold, snowy, rainy, or windy. Our employees and vehicles must be prepared to operate safely in diverse weather conditions. Western prepares its employees using an extensive safety training program (26 mandatory sessions a year) that covers topics such as Winter Driving and Alley Safety. In our shop, we have an excellent computer-managed preventative maintenance program ensuring our vehicles are safe and well maintained.

Superior Safety Record

In more than 49 years in business, Western boasts a superior safety record. We have never had an employee complaint or an incident that resulted in an OSHA investigation.

Insurance Awards

We have been insured by *The Hartford Insurance Company* for over 37 years. They normally decline to cover waste management companies, but not Western. Over the years they have awarded Western with seven Pewter Stag Safety Awards in recognition of distinguished achievement in accident control.

In September of 2016, *The Hartford* awarded Western Disposal with the 2015 Distinguished Fleet Safety Award and the 2015 Safety Milestone Award.

The Distinguished Fleet Safety Award recognized exceptional driving performance & operational safety. In 2015 we drove 1,321,823 miles with an accident frequency rate of 1.51 per million miles.

The Safety Milestone Award was awarded to Western Disposal's residential automated collection team who drove 365 days with no accidents or injuries.

Safety Committees

The purpose of Western's Safety Committee is to ensure maximum safety on the job and to reduce the number of accidents and injuries through prevention measures. This is accomplished by:

- Reviewing the facts surrounding all injuries and accidents to determine if/how they could have been prevented
- Analyzing trends or recurring types of accidents or injuries
- Brainstorming and evaluating ways to prevent future injuries and accidents
- Recommending changes to equipment, procedures or training to reduce the number of accidents
- Assisting in implementation of recommended changes

In addition to the Company's Safety Committee, we have a Facilities Inspection Committee assigned to inspect our office, maintenance and transfer station facilities, ensuring that our employees and visiting customers are as safe as possible.

Safety Ride-Along Evaluation Program

Western Disposal maintains a mandatory ride-along safety evaluation program where drivers are evaluated for accidents and injuries while they perform their daily activities and routes.

Each driver has six written drive-along evaluations each year. Three are performed by our safety officer and three are performed by the driver's supervisor. If any habits or behaviors are determined to need improvement, our driver is given written direction as to how they can improve their safety performance and a follow up ride-along is scheduled for re-evaluation.

Safety Incentives and Safe Drivers' Award

Our drivers earn more money when they demonstrate safe behaviors. By offering safety incentives, we show our employees that we are serious about safety and that safety pays. In most cases, incentives are effective; but when necessary, Western will use disciplinary measures to reinforce the importance of safety. We have policies about when employees need to be re-trained to perform, or even be removed from, safety sensitive positions following safety incidents. We believe this helps maintain our strong safety culture.

At the start of every year, we recognize those employees who drove for Western for all of the prior year and didn't so much as scratch their truck, another vehicle or anyone's property. For 2018, we recognized 59 drivers. Remember, these people drive large trucks in tight spaces an average of one hundred miles a day. We are proud to boast about these exceptionally safe employees.

4.6 REFERENCES

Boulder County

Cody Lillstrom, Zero Waste Program Manager
Boulder County Resource Conservation Division
1901 63rd St.
Boulder, CO 80301
720-564-2757
jlillstrom@bouldercounty.org

Projects completed and those currently providing:

- Roll-off hauling and processing of organics (yard waste/slash) from Nederland and Allenspark Sort Yards
- Roll-off hauling and processing of organics and transfer of waste material from seven community spring cleanups.
- Roll-off and compactor hauling of recyclable and waste material from Nederland and Allenspark transfer stations and Lyons and Niwot Recycling drop-off centers
- Hauling of trash and organics carts and dumpsters from Boulder County buildings and facilities

City and County of Broomfield

Lesa Jullian, Superintendent, Environmental Services
One Descombes Drive
Broomfield, CO 80020
P: 303-438-6363
ljullian@broomfield.org

Projects completed and those currently providing:

- Roll-off hauling and material processing of fall organics (pumpkins and leaves)
- Roll-off hauling and material processing of recyclables from the City and County of Broomfield's Drop-off Recycle Center
- Collection of trash, recycle and compost materials from all City and County of Broomfield buildings and facilities
- Provision of a 4-day, city-wide Spring clean-up of large items from single family homes and multi-family complexes

4.6 REFERENCES (continued)

City of Boulder

Kara Mertz, Environmental Action Project Manager
P.O. Box 791
Boulder, CO 80306
P: 303-441-3153
F: 720-564-2188
mertzk@ci.boulder.co.us

Projects completed and those currently providing:

- Operate at our Trash and Recycle Center (Transfer Station), the Boulder County and City of Boulder sponsored yard waste and wood waste drop-off program
- Collection of trash, recycle, compost and waste from all City buildings and facilities

University of Colorado

Carl Pierce, Recycling and Solid Waste Manager
Facilities Management
GROC Building Room 246
Campus Box UCB 253
Boulder, CO 80309
303-735-0524
carl.pierce@colorado.edu

Projects completed and those currently providing:

- Roll-off hauling and processing of organics from the University campus
- Roll-off hauling and processing of materials from the University of Colorado's Recycle Center.
- Hauling of trash roll-off and compactors from University of Colorado buildings and facilities.
- Hauling of trash dumpsters from buildings and facilities that are not serviced by the University of Colorado's owned collection trucks.

6.1 MONTHLY BILLING DATA REPORTING

Western Disposal will provide the (3) billing data files as specified in the RFP. We can also provide a data file documenting the service level charge for organics service by address.

6.2 ANNUAL REPORTING OF MATERIAL COLLECTED, DISTRIBUTION OF CART SIZES and OTHER INFORMATION

Western Disposal will provide all reports listed in 6.2 on a monthly basis.

6.8 INSURANCE CERTIFICATE



CERTIFICATE OF LIABILITY INSURANCE

7/1/2020

DATE (MM/DD/YYYY)
9/11/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERNS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Lockton Companies 8110 E. Union Avenue Suite 700 Denver CO 80237 (303) 414-6000	CONTACT NAME: PHONE (A/C No. Ext): E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE	FAX (A/C No.): NAIC #
INSURED	1079177 Western Disposal, Inc. dba Western Disposal Services, Inc. PO Box 9100 Boulder, CO 80301	INSURER A: Hartford Casualty Insurance Company INSURER B: Pinnacol Assurance Company INSURER C: INSURER D: INSURER E: INSURER F:	29424 41190

COVERAGES		CERTIFICATE NUMBER: 16294394		REVISION NUMBER: XXXXXXXX		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADOL BUDR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:	N N	34UUNEN9934	7/1/2019	7/1/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (If a commercial) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000 \$
A	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS Hired AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED. <input type="checkbox"/> RETENTION \$	N N	34UENVT9328	7/1/2019	7/1/2020	COMBINED SINGLE LIMIT (If an accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
B	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y/N (Mandatory in states where yes, describe under DESCRIPTION OF OPERATIONS below)	N/A	4027991	7/1/2019	7/1/2020	PER STATUTE <input checked="" type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)						

CERTIFICATE HOLDER	CANCELLATION See Attachments
16294394 Town of Lyons P.O. Box 49 Lyons CO 80540	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

Attachment A: Responder's Certification

Attachment A: RESPONDER'S CERTIFICATION

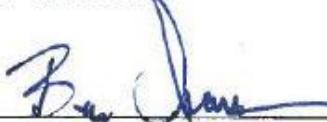
Note: Fill in, scan and incorporate/attach this certification page into your PDF proposal.

The undersigned, as an authorized agent of the responder, hereby certifies:

- The responder is familiar with all instructions, terms and conditions, and specifications stated in this RFP;
- The responder has no conflicts of interest in responding to this RFP;
- The responder is qualified to perform the work and services outlined in this RFP;
- The proposal has been arrived at independently and submitted without collusion with any other responder, Town staff or Town contractor, and that the contents of the proposal have not been communicated by the responder or, to the responder's best knowledge and belief, by any one of its employees or agents to any person not an employee or agent of the responder, and will not be communicated to any person prior to the Town's final action on this RFI by the Board of Trustees. Nothing in this paragraph should be construed to prevent or preclude two or more companies or persons from joining together to submit a proposal for the work.

Western Disposal Services

Company Name



Bryce Isaacson

Authorized Signature

Po Box 9100

Mailing Address

Bryce Isaacson

Printed Name

Boulder, Co 80301

Town, State, Zip Code

Vice President Sales + Marketing

Title

84-0790541

Federal Employee ID Number (FEIN)

303-444-2037

Phone Number

S-Corporation

Type of Entity (sole proprietorship, LLC,

303-444-7509

Fax Number

Attachment B: Addendum to Bid, Exceptions and Clarifications

1. Contractor Liability Insurance Limits

Please see attached insurance certificate which lists Western Disposal's insurance coverages and limits.

2. Term Of Contract and Cost Escalation

As per our discussion at the mandatory pre-bid meeting, Western Disposal is unable to agree to the CPI Index listed, or a CPI increase, for annual price changes for the following reasons:

- a.** The 2019 Colorado Legislature passed a special landfill surcharge specifically for the purpose of providing funding to help increase recycling and diversion and for the development of recycle manufacturing infrastructure in the state of Colorado (Senate Bill 19-192). This new landfill fee will take effect on January 1, 2020 and will increase by the same starting increment (\$.15/cubic yard), each year on January 1st through January 1, 2023. This new fee will increase our current landfill tipping fee by 3.4% for 2020 not including our normal annual increase from the landfill itself. Landfill increases for the next four years will be three plus-times the current YTD CPI change.
- b.** Due to Colorado's unemployment rate at 2.9% and Boulder County at 2.4%, versus 3.7% nationally, we must give our employees more than an inflationary CPI annual wage increases to retain long term employees and be able to hire new employees. This is especially true of our driver and mechanic positions. Labor is the largest cost component in our collection rates.
- c.** Western Disposal has no control over the tipping fee that A-1 Organics charges us to drop off compostables at their composting facility in Keenesburg, CO. We have no long-term contract and our rates can change at any time.

There are very few cost components in our collection rates that move in line with the Consumer Price Index. The Consumer Price Index is not an accurate or reasonable indicator of cost increases to the waste industry, and especially now with the collapse of recycling markets.

Western Disposal will increase its' rates (not including a material recovery fee) only one time per year on the anniversary date of the start of the contract with the Town of Lyons. Western Disposal will cap any annual increase at a maximum of 5% annually (not including a material recovery fee).

If the Town of Lyons takes ownership of its recyclables in its single hauler contract as does Lafayette and Louisville, Western Disposal will cap any annual increase at a maximum of 5%.

If Western Disposal is required to take ownership of the recyclables and any costs associated with delivery of them to the Boulder County Recycle Center (BCRC), Western Disposal will cap any annual increase at a maximum of 5% but will also have a monthly adjustment for a recycle material recovery fee.

With either ownership option, Western Disposal will provide documentation for justification of our proposed annual cost escalation.

3. Material Recovery Fee for recyclables if Western Disposal is required to take ownership of recyclables:

Residential (Negative sign indicates a charge to the hauler)

	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2018	0	0	0	-5	-5	-10	-15	-15	15	-15	-15	-15
2019	-15	-20	-22.5	-25	-30	-32.5	-32.5	-32.5				

Commercial (Negative sign indicates a charge to the hauler)

	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2018	0	0	0	0	0	0	0	0	0	0	0	0
2019	0	-5	-5	-5	-10	-15	-15	-20				

As you can see, the Boulder County Recycle Center began charging for residential single stream recyclables in April of 2018 and it has increased from \$5.00 per ton to its current rate of \$32.50 per ton.

These costs are subject to change on a monthly basis and we feel it is unreasonable to ask the hauler to absorb increases in recycle tipping costs and only be able to reconcile them on an annual basis. It is also unfair to the Town or its residents to not have a mechanism to allow for a reduction in rates should the tipping fee for drop-off of recyclables decrease month to month or over the 12 months of a contract term.

The following is Western Disposal's proposed material recovery fee that would be adjusted monthly if the tipping fee charged by the Boulder County Recycling Center changes in any calendar month. The material recovery fee would show as a charge or a credit, whichever is applicable, to each resident's monthly charge.

Formula for Material Recovery Fee:

The baseline for our material recovery fee is based on the current charge by the Boulder County Recycle Center of \$32.50/ton for residential single stream materials.

For any \$1.00 change in the tipping fee charged by BCRC, a material recovery fee will credit or charge a resident \$.02 per 32-gallon unit of subscribed trash service per month.

For example: If the BCRC decreased the tipping fee from \$32.50 to \$22.50 per ton or a \$10.00 decrease for a calendar month, we would credit residents \$.20 per 32-gallon unit of subscribed trash service. If the tipping fee was increased to \$42.50/ton, we would conversely charge \$.20 per 32-gallon unity of subscribed trash service per month.

If the tipping fee were reduced back to \$0.00 over time, we would be crediting each resident \$.65 per 32-gallon unit of trash subscribed to per month.

There would be no additional credits in the material recovery fee if the tipping fee from the BCRC becomes a payment rather than a no charge.