



# VILLAGE OF NORTHBROOK ILLINOIS

PROPOSAL FOR  
**Residential Solid Waste Removal Services**

DUE  
Friday, January 12, 2024, by 4:30 p.m.

SUBMITTED BY  
**Waste Management of Illinois, Inc.**

CONTACT  
Michael Brink | Municipal Marketing Manager | (630) 816-1562 | [mbrink@wm.com](mailto:mbrink@wm.com)

At WM, we strive to do things differently by empowering our people, and the communities where we live and work, to be more sustainable and resilient.





Waste Management of Illinois, Inc.  
230 Sumac Road  
Wheeling, IL 60090

*a. Cover letter describing how your company will achieve outcomes provided in the scope of services.*

January 12, 2023

Village of Northbrook  
1562 Independence Court  
St. Charles, IL 60174  
Attn: Mr. Sam Reiss, Management Analyst

Dear Mr. Reiss:

Waste Management of Illinois, Inc. (WM) is pleased to provide the enclosed proposal response package, outlining our ability and commitment to continue to provide service excellence to the Village of Northbrook, as described in the community's Request for Proposals for Residential Solid Waste Removal Services.

WM wants to first thank you for your business and our partnership. We have extensive experience in the Village and know your unique requirements. Our trusted, long-tenured management and driving team has worked collaboratively with Village staff for years to build and operate a stable and reliable collections infrastructure to meet your community's service needs now and into the future. In addition, we have proven our ability to be flexible and customize our operations to meet your specific service requirements. As a result, the Village of Northbrook knows from experience that you can rely on our company to meet your community's solid waste, recycling, compost, and landscape waste management needs every day, as promised.

We understand that the Village desires to enhance waste reduction, recycling, and composting programs to increase your diversion rate to 50% by 2030. We want to be your future partner to help the Village achieve your waste reduction and recycling goals, which is why we have developed a comprehensive diversion solutions program as part of our proposal, including **an annual \$5,000 donation to the Village's Native Plant and Tree Giveaways program**. Section 2 outlines our innovative solutions.

Lastly, we will continue providing the solid waste collection services you and your community expect. With WM, you will have no surprises, worries about potential issues, or upset due to a failed transition with an unknown provider for your community's critical waste management needs. The Village of Northbrook knows you can rely on our company as a flexible partner with industry-leading solutions to help you achieve your goals. Let's **work together for a more sustainable Northbrook**. WM will continue to be:

**A Tested, Proven, and Trusted Ally for the Village of Northbrook.**

Thank you for the opportunity to participate in this process. Please do not hesitate to contact me with any questions regarding our proposal.

Sincerely,

Michael Brink | Municipal Marketing Manager | (630) 816-1562 | mbrink@wm.com



**VILLAGE OF NORTHBROOK RESIDENTIAL SOLID WASTE  
REMOVAL SERVICES - ADDENDUM #1**

Item #1: Add the following new item under Staffing & Service Level Expectations.

Performance Bond (for selected Respondent's only).

The selected Respondent shall provide either (a) a performance bond from a surety company licensed to do business in the State of Illinois with a general rating of A- and a financial size category of Class X or better in the penal sum amount of \$1,000,000.00 or (b) a straight irrevocable letter of credit in the amount of \$1,000,000.00 from a bank acceptable to the Village.

**Acknowledged:**

A handwritten signature in blue ink, appearing to read 'Michael Brink', written over a light gray rectangular background.

Michael Brink | Municipal Marketing Manager | WM

## VILLAGE OF NORTHBROOK RESIDENTIAL SOLID WASTE REMOVAL SERVICES - ADDENDUM #2

### Item #2: Modification of Proposed Project Timeline

#### Proposed Project Timeline.

1. The Project Team's goal is to select a recommended Respondent by March 2024. Staff anticipate placing the contract for Board review and approval in May 2024.

DATE	ACTIVITY
Friday, November 17, 2023	RFP posted for public
Friday, January 12, 2023	Deadline for RFP submissions
January – February 2024	Shortlist Vendor Interviews
March – April 2024	Selection and Negotiations of Contract
May 2024	Seek Village Board approval of contract
August 31, 2024	Current Contract Expires

#### Acknowledged:



Michael Brink | Municipal Marketing Manager | WM



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Data contained in this proposal represents the most recently published information for WM’s wholly owned operations, unless otherwise indicated.



# 1 | PROGRAM OVERVIEW

*b. Provide references from at least five (5) previous or current municipal clients.*

## References: Don't Just Take Our Word for It

WM is a trusted environmental solutions partner for customers throughout Illinois. In addition to Northbrook, we provide similar services many of the Village's neighbors. We have included these customers in the following list of references. We encourage you to contact them so that you may learn firsthand about our excellent record of service with other customers.

<b>Municipality</b>	<b>Village of Gurnee</b>
<b>Address</b>	325 N O'Plaine, Gurnee, IL 60031
<b>Contact</b>	Pat Muetz
<b>Phone</b>	(847) 599-7513
<b>Email</b>	<a href="mailto:patm@village.gurnee.il.us">patm@village.gurnee.il.us</a>

<b>Municipality</b>	<b>Village of Lombard</b>
<b>Address</b>	255 E Wilson, Lombard, IL 60148
<b>Contact</b>	Dave Gorman
<b>Phone</b>	(630) 620-5765
<b>Email</b>	<a href="mailto:gormand@villageoflombard.org">gormand@villageoflombard.org</a>

<b>Municipality</b>	<b>Village of Wheeling</b>
<b>Address</b>	77 W Hintz Road, Wheeling, IL 60090
<b>Contact</b>	Christine Bajor
<b>Phone</b>	(847) 279-6903
<b>Email</b>	<a href="mailto:cbajor@wheelingil.gov">cbajor@wheelingil.gov</a>

<b>Municipality</b>	<b>Village of Westmont</b>
<b>Address</b>	31 W Quincy Street, Westmont, IL 60559
<b>Contact</b>	Spencer Parker
<b>Phone</b>	(630) 981-6200
<b>Email</b>	<a href="mailto:sparker@westmont.il.gov">sparker@westmont.il.gov</a>

<b>Municipality</b>	<b>Village of Round Lake Beach</b>
<b>Address</b>	911 Lotus Drive, Round Lake Beach, IL 60073
<b>Contact</b>	Scott Hilts
<b>Phone</b>	(847) 546-8752
<b>Email</b>	<a href="mailto:shilts@rlbeach.org">shilts@rlbeach.org</a>

*c. Provide a cost Proposal for each element of the required weekly, seasonal / per event, and optional services. Include information on how fees should be structured and billed (including optional and base level fees). Cost information may include contract terms and shall identify proposed annual pricing adjustments.*

Following is WM's cost proposal. Prices will increase by 5% each year throughout the contract term.

<b>WM's Cost Proposal</b>	
<b>Curbside - 1x/week</b>	
<b>35-gal</b>	\$29.86
<b>35-gal (senior discount)</b>	\$26.88
<b>65-gal</b>	\$31.88
<b>65-gal (senior discount)</b>	\$28.72
<b>95-gal</b>	\$34.34
<b>95-gal (senior discount)</b>	\$30.89
<b>Backdoor - 1x/week</b>	
<b>35-gal</b>	\$55.73
<b>35-gal (senior discount)</b>	\$50.18
<b>65-gal</b>	\$57.77
<b>65-gal (senior discount)</b>	\$51.99
<b>95-gal</b>	\$59.80
<b>95-gal (senior discount)</b>	\$53.82
<b>Curbside - 2x/week</b>	
<b>35-gal</b>	\$49.49
<b>35-gal (senior discount)</b>	\$44.57
<b>65-gal</b>	\$51.52
<b>65-gal (senior discount)</b>	\$46.40
<b>95-gal</b>	\$53.54
<b>95-gal (senior discount)</b>	\$48.23



WM's Cost Proposal	
Backdoor - 2x/week	
35-gal	\$70.82
35-gal (senior discount)	\$63.73
65-gal	\$72.85
65-gal (senior discount)	\$65.56
95-gal	\$74.84
95-gal (senior discount)	\$67.39
Yard Waste	
35-gal	\$239.00
95-gal	\$278.00
Stickers	\$4.14
Extra Container	
Extra container rental	\$5.00
Emergency Collections	
Cost of Driver	\$125.00
Cost of Truck	\$78.00
Cost of Disposal	\$75 ton
20-yd Roll Off	\$675 per pull up to 4 tons, \$75 per ton over the 4 <sup>th</sup> ton

#### Ancillary Fees

Fee Category	Standard Fee	Notes
Auto-Resume	\$55.00	Customer gets current on a late bill and service resumes

Fee Category	Standard Fee	Notes
<b>Resumption of Service (Re-Activation)</b>	\$25.00	Customer restarts after suspension or termination of service
<b>Late Payment Charges</b>	2.5% or \$5.00	2.5% of the outstanding balance or \$5.00, whichever is greater
<b>Late Payment Cost Recovery</b>	\$25.00	If WM has to take extraordinary steps to recover debt
<b>Cart Delivery</b>	\$40.00	Dropping new or additional cart(s) for the first time
<b>Cart Swap (Exchange)</b>	\$40.00	Changing out a dirty cart
<b>Cart Re-Delivery</b>	\$40.00	Re-starting service following service termination where the cart was pulled
<b>Extra Cart Rental</b>	\$4.00	Monthly charge. Any size. MSW, Recycling, or Yard/Green Waste
<b>Trip charge non-route day</b>	\$60.00	Special pick up on a non-scheduled day

*d. Describe the Company's process for collecting refuse and recycling for back door service. List of all communities in the Chicago metropolitan area for whom municipally contracted collection services are provided, including the five (5) required for reference.*

## Back Door Service Process

WM will continue to provide back door service as it is successfully done today. Our highly trained and Northbrook experienced drivers know and have every back door service requirement flagged in their onboard computer on their daily routes. When they arrive at a household with a back door service requirement, the driver goes up to the house, carefully takes the cart to the truck, dumps it, and then carefully replaces it near the house in the same location where they found it.

## WM's Chicago Area Municipal Customer List

Since we consider our customer lists confidential and proprietary, we have not provided our list of Chicago area municipal customers in this proposal. However, we will gladly discuss the list with Village staff upon request.

*e. Describe the plan for properly staffing each route for each collection type.*

As Northbrook's incumbent service provider, WM already has highly trained and fully staffed routes for the Village. As described in this section, we have built your community's highly efficient and accurate routes using our sophisticated routing technology, supported by our onboard technology and back-office dispatch.

## Our Route Management Systems: Operational Efficiency at its Finest

With more purchases being made electronically, many of us have started tracking the status of our deliveries online, and for the first time, we have had visibility into the complex logistics behind each shipment. When we are anxious to receive a package, we watch every stop from the point of intake, to transfers at regional distribution centers. Just as we depend on mail carriers to deliver packages on time, the Village depends on WM to collect waste safely, efficiently, and on time.

Behind the scenes, we meet these customer expectations with the help of our state-of-the-art technology and software. Our entire fleet is equipped with an onboard computing system (OCS) – touch screen tablet technology that enhances real-time route management and communication between our operations and customer service teams. Through OCS, we use eRouteLogistics® software to build and maintain our routes and Plan Versus Actual (PvA) technology to manage collection routes in real time.

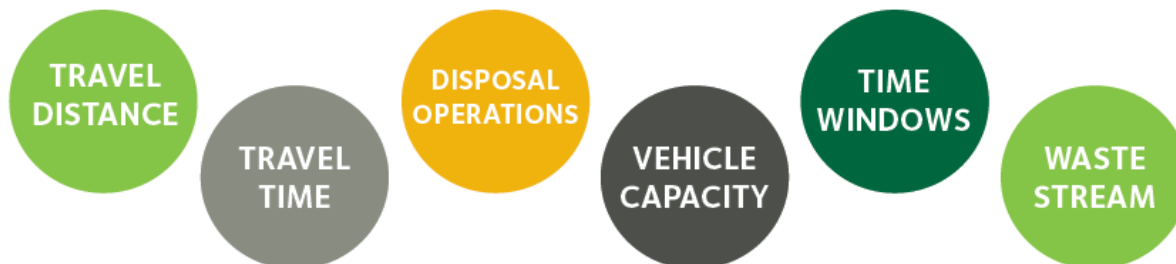
In addition to confirming material is collected on time with fewer missed collections, our route management systems benefit the Village through:

- **Operations Efficiency:** Designing and utilizing the most efficient route means lower cost for customers, less wear and tear on streets, and the ability to avoid heavy traffic patterns.
- **Environmental Savings:** Operational efficiencies gained through our routing process have immediate positive effects on the local environment. Fewer miles driven means reduced greenhouse gas emissions.
- **Safety Improvement:** Routes are planned in line with company safety policies and protocols. Our routes accommodate traffic patterns and traffic flow, as well as avoid high pedestrian traffic hours at locations such as schools, playgrounds, and parks.

## eRouteLogistics®: Routing Software that Reflects Real-Time Developments

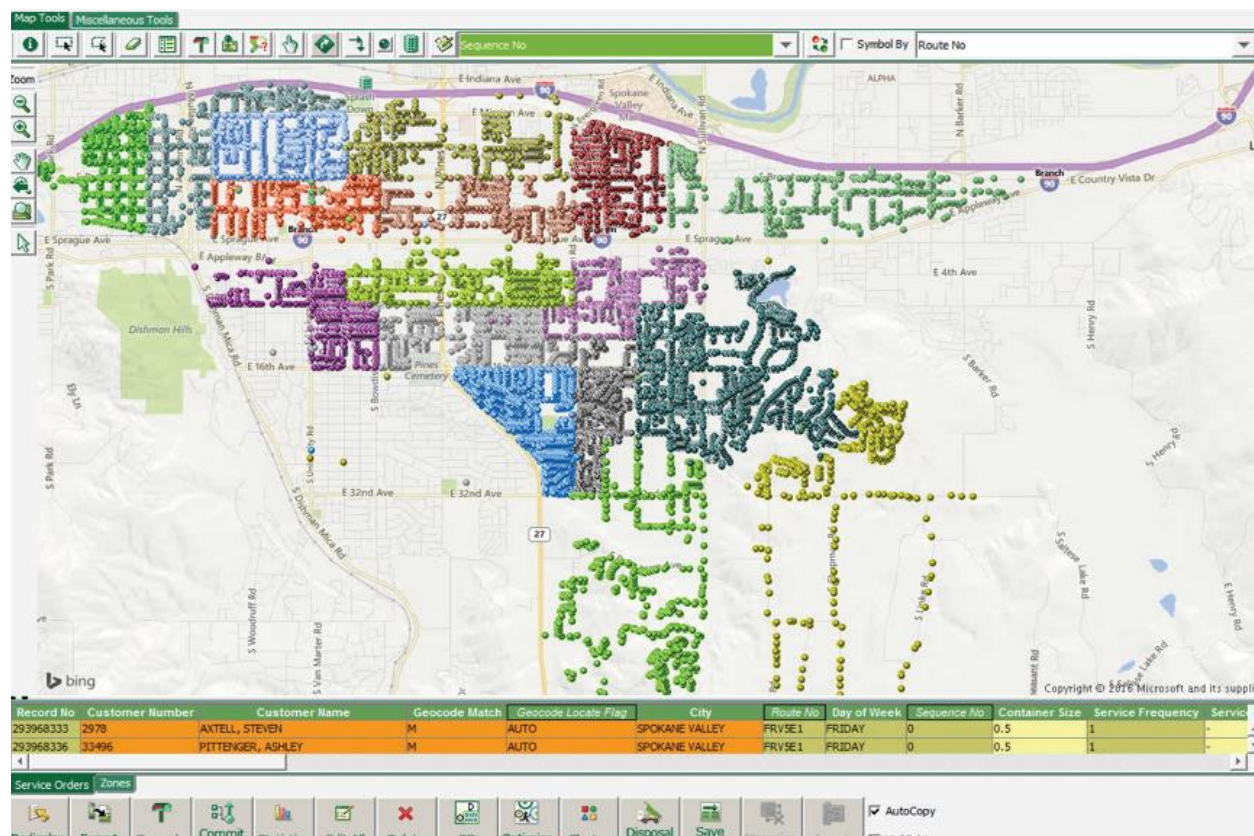
We utilize eRouteLogistics® to develop, manage, and modify routes. The software is used daily by our operations team to ensure that each route is well-maintained and adjusted to reflect new developments and changes in service levels, customer counts, and traffic patterns.

The eRouteLogistics program uses specialized software and a process analysis that bases routing and rerouting on:



eRouteLogistics displays customer locations in a user-friendly map through a variety of coloring and labeling options and allows users to visualize existing and future routes. Updated in near real-time, eRouteLogistics enables our route managers, drivers, dispatchers, and customer service representatives to resolve any questions or concerns our customers or municipal partners may have concerning routes.

This web-based application integrates with our billing and customer database, Mid-Atlantic Services (MAS). MAS provides daily updates to eRouteLogistics to capture new customers and service level changes. eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping is automatically updated via Bing Maps to reflect road changes and new community developments.



*eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping is automatically updated via Bing Maps to reflect road changes and new community developments.*

## Plan vs. Actual Technology: Managing Route Progress in Real Time

Using our Plan Versus Actual (PvA) technology, route managers and dispatchers can track every stop on the route virtually. By following the same route order every service day, we create consistency in service and increased customer satisfaction. PvA software displays how closely the driver followed the route, where there were delays of more than 10 minutes, and where the driver had to deviate from the route. Coaching consistency is important, and our general goal is to run the route at least 90 percent as designed.



The graphic to the right shows the PvA tracking for an actual route. A route order is typically denoted by blue squares (representing each account on the route). The order in which stops are serviced is denoted by the orange squares (based on when the driver "statuses" the stop, meaning, completed the pick-up).

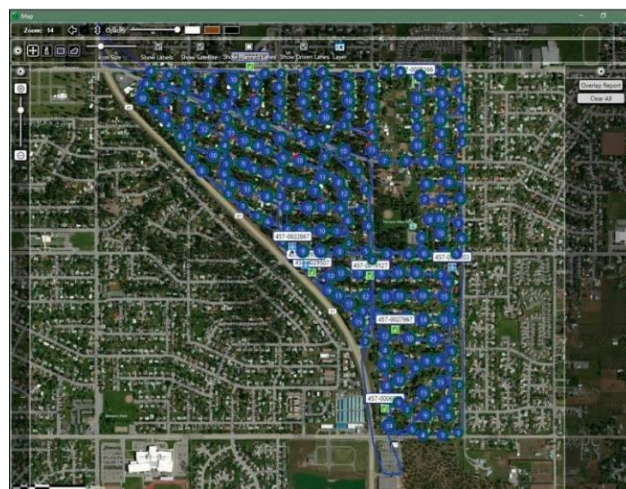
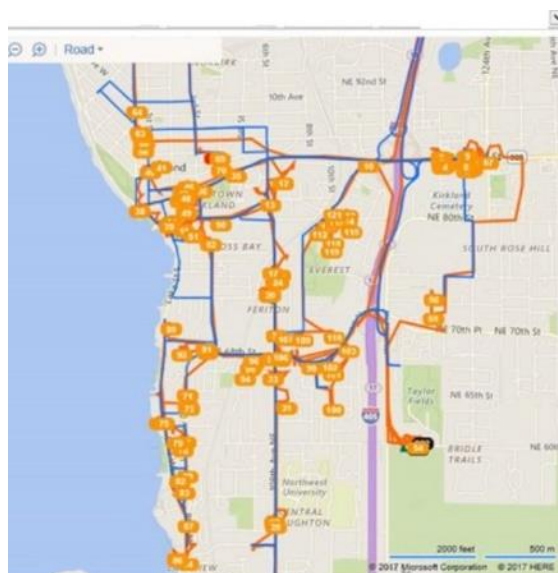
The driver updates the status of each container as it is collected. That route information is shared almost instantly with the customer service center, so when a customer calls, our customer service representatives know what has happened on the ground. This helps the route manager track down disputed calls and helps the driver eliminate missed pick-ups.

### Real Time Flexibility for On-Time Collections

We know not every day goes smoothly. Traffic can slow a driver on their route. A driver gets sick, and the route still needs to be serviced. Route managers and dispatchers can take a portion of a route, or an entire route, divide it up among other trucks, and seamlessly drop those stops onto the other drivers' tablets. This puts the customer first, allowing us to quickly react to all situations. Additionally, route managers and dispatchers have access to each driver's tablet and can track how many stops are on their route and progress to completion.

While sitting at their desk, our operations team can see where our trucks are located, the stops already completed, and the day's work left to be collected. By dropping an electronic ticket on the map, the software pinpoints the location of the issue and gives our operations team the tools needed to re-route the work to the nearest truck.

Our drivers will know the Village and they make certain you receive excellent customer service. With the help of our route management technologies, our drivers, route managers, and customer service team work together to meet your service expectations of on-time collections delivered in a safe and efficient manner day-in and day-out.



*Screenshot of new stops (white numbers) added to driver's tablet by the route manager.*

### Onboard Computing System Dispatch Streamlines Routing Communications

Our onboard computing system dispatch (OCSD) software application is the system that aggregates all the data generated by our drivers via their onboard units (OBU). Vehicle information is transmitted in near real time from the OBU device back to our OCSD application in our high-tech Centralized Dispatch Center. It is used by our route managers, dispatch, and customer service teams to make routing decisions and modifications in real time, answer customer questions, and develop new and modify existing routes for efficiency based on historical data.



This system connects our dispatch operations, to our customer service center, to each truck, and even to our customers. It is done seamlessly using technology that communicates directly with the truck's computer and driver and allows the dispatcher to see where our trucks are located and how they are progressing on their route.

A phone call to the customer service center creates an electronic ticket sent to the dispatcher. The dispatcher reads the ticket, researches the situation using data from driver tablets, and determines who can best handle the issue. The dispatcher talks with the drivers and can "drag and drop" the electronic ticket onto the driver's tablet; push-to-talk technology gives the dispatcher quick direct access to each driver.

Our operations specialists and dispatch teams work together to keep a watchful eye on multiple residential, commercial, and roll off services and routes daily so that they can easily troubleshoot issues if they arise. Every dispatcher or operation specialist can access the same information providing continuous seamless coverage if someone is on a break, or during an all-hands situation like an emergency or weather event.

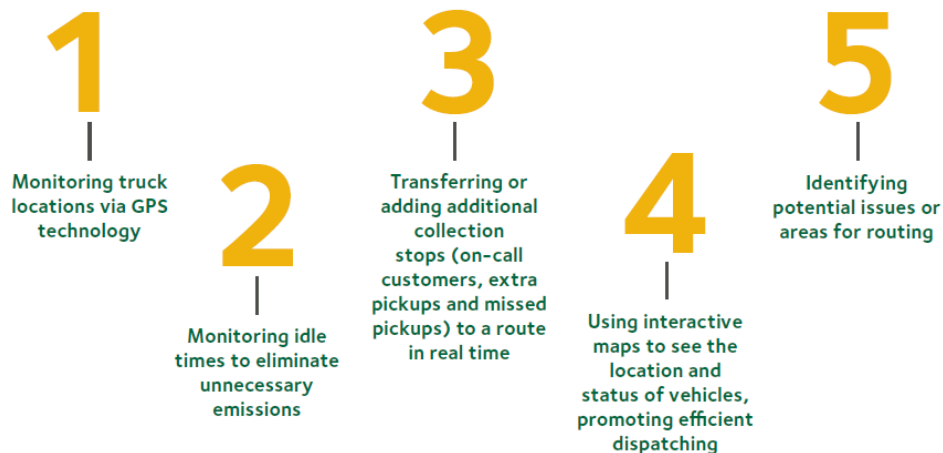
The team's collective goals are straightforward:

- Drive customer service satisfaction
- Streamline communications
- Support operations
- Increase efficiencies

Key functionalities include the ability to:

- Instantly view driver location, status, and route progress
- "Drag and drop" electronic tickets
- Share and access on-route photographs from tablets (i.e., photos of blocked containers, etc.)
- Reallocate portions of routes or a single collection from one driver to another

This software allows route managers and dispatch staff to enhance overall efficiencies through:



The combination of onboard technologies investments and computerized dispatch enables WM to increase the effectiveness of our everyday operations and maximize our ability to quickly respond to customer needs.

*f. Describe any changes to the existing routing or scheduling of collections.*

With WM as your service partner, existing routes and schedules will remain the same, and there will be no confused residents or other frustrations commonly associated with switching to a new provider and rolling out new carts and schedules.

*g. Commit to adherence to licensing, permitting, and regulations associated with the proper disposal of each of the different waste streams.*

WM is fully committed to adhering to licensing, permitting, and regulations associated with the proper disposal of each of the different waste streams.

Whether you are selecting an architect, landscaper, or recycling MRF design/build/operate partner, business ethics matter. Inquiring about and evaluating potential service providers' ethical standards, policies, and safeguards is a crucial step in vendor selection.

As a service provider of any type or size, long-term success is highly dependent upon establishing and supporting clear ethical standards and strict compliance with applicable laws, regulations, and best practices. Businesses rooted in ethical behavior are more successful, attract and retain the most talented employees, and build trust among their customer base and within the communities they operate.

At WM, our leadership team has established a culture grounded in ethical practices and behaviors. At all levels, our managers guide employees to understand the ethical implications of their day-to-day choices and lead them to decisions that are beneficial to our employees, our customers, and the communities we serve.



For the 14th year, WM was recognized as one of the World's Most Ethical Companies in 2023 by The Ethisphere Institute, the global leader in advancing the standards of ethical business practices.

We credit this recognition to the hard work of our 49,317 employees who elevate WM from a best-in-class environmental services company to a world-class leader.

## Regulatory Compliance

Every day, we must foster a culture where employees are empowered to Do the Right Thing, The Right Way. Our distinct culture allows us to operate by the same standard — one that unites us and defines us as a company. Our objectives when it comes to environmental and regulatory compliance are:

**Engage** employees in creating a culture of compliance and ethics where their daily words and actions reflect our Fundamental Commitments and Core Values

**Encourage** employees to SPEAK UP by sharing ideas, asking questions, and reporting any issues concerns or violations without the fear of retaliation

**Educate** employees on how to comply with WM policies and procedures and applicable external laws, rules, and regulations and why it's important to do so



**Ensure** that employees at all levels of the company proactively comply with WM policies and procedures and applicable external laws, rules, and regulations

We are responsible stewards of the environment and champions for sustainability. There are a variety of federal, state, and local laws and regulations that apply to our business. We have developed processes and tools to achieve a high standard of environmental performance and compliance. These processes and tools have been pulled into one company-wide program that we call WM's Environmental Management System (EMS). The focus of the EMS is integrating environmental functions into the core of our business. It enables us to reduce our environmental impacts and increase our operating efficiency. Every employee should be aware of our EMS.

As a company, we prepare for emergencies by maintaining an Emergency Situations and Evacuation Plan Policy. This policy states management objectives for addressing emergency situations. We also maintain a Crisis Management Plan that identifies the unique risks our sites may encounter. This plan includes reporting and response requirements for specific emergency situations at each of our Company locations.

### **Best-in-Class Regulatory Compliance with WM's Environmental Management System**

Environmental stewardship is the core of our business—our promise to customers, our competitive advantage, and our obligation to the communities in which we operate. How we manage potential environmental impacts and opportunities is a critical element of being a sustainable enterprise. In a business as highly regulated as ours, protecting the environment, maintaining compliance, and innovating to improve operations requires unwavering focus, expertise, comprehensive systems and internal checks and balances. Our approach has evolved over decades, with a focus on integrating environmental functions into key management systems.



Our goal for environmental compliance is simple: zero deviations from regulatory standards, and sound environmental practice. The goal of the Environmental Management System (EMS) is to prevent conditions that could result in violations. If conditions that could result in violations occur, corrective and preventive actions are implemented as quickly as possible. We have not yet achieved our goal of zero violations, but we continue to take any departure from regulations, no matter how small, very seriously. Please see <https://sustainability.wm.com/esg-hub/environmental/environmental-management> for additional details of WM's Environmental Management System.



## 2 | RESPONDENT QUALIFICATIONS

*a. Organizational information including corporate structure, number of years in business providing outlined services, and other relevant information.*

### A Local Company with National Resources

WM is a local company with hauling operations throughout Illinois. We have provided superior waste and recycling services from our Wheeling Hauling District to the surrounding area for more than 55 years.

Our Wheeling Hauling District will continue to provide the Village with operational, management, financial, and reserve resources as part of this Agreement. Our outstanding history of past performance, regulatory compliance, and superior safety record, along with the financial and resource backing of North America's largest environmental services company, give us the foundation needed to not only meet but exceed the Village's expectations for waste and recycling services.

#### Waste Management of Illinois, Inc.

Waste Management of Illinois, Inc., an indirect subsidiary of Waste Management, Inc., was organized and incorporated in Delaware in 1968. Our team of professionals will service the Village from our Wheeling Hauling District, which is located at 350 Sumac Road, Wheeling, IL 60090. As always, we invite the Village representatives to visit our facilities and learn firsthand about our superior operational approach to providing waste and recycling services for your community.

### WM: Who We Are and What We Do

As North America's leading provider of comprehensive environmental services, WM serves millions of residential, commercial, industrial, and municipal customers throughout the U.S. and Canada by collecting, transporting, and finding new uses for the waste they generate. We also collaborate with our customers to help them achieve their sustainability goals through managing and reducing waste and operating more sustainably.

To serve our diverse customer base, we have developed the industry's largest network of collection operations, transfer stations, and recycling and disposal facilities, led by a team of 49,317 employees motivated to go above and beyond. Unmatched in geographical reach and ability, our resources enable us to manage every aspect of our customers' waste streams.

## WM At-A-Glance (data represents the most recently published information)

People	Operations				
<b>49,317</b> team members	<b>254</b> solid waste landfills	<b>5</b> hazardous waste landfills	<b>497</b> hauling facilities	<b>337</b> transfer facilities	<b>\$31.4B</b> asset base
Material is Repurposed	Energy is Renewable		Communities are Thriving		
<b>97</b> recycling facilities	<b>11,307</b> alternative-fuel vehicles		<b>74</b> certified wildlife habitat programs		
<b>41</b> organics recycling facilities, including WM CORE® sites and composting	<b>181</b> natural gas fueling stations		<b>72</b> pollinator gardens and wildflower meadow projects		
<b>14.8 million tons</b> of material recovered	<b>95</b> landfill gas-to-electricity facilities		<b>291</b> habitat, species, and education projects “on-the- ground”		
	<b>23</b> direct landfill gas-to- industrial customers		<b>13,413</b> acres actively managed for wildlife preservation		
	<b>17</b> renewable natural gas facilities				

## WM is Evolving from Service Provider to Sustainability Partner

WM is more than just a waste management company. We are advancing from a service provider to a true sustainability partner by making it easier for customers to reduce waste, decrease emissions, and use more recycled materials in a manner that is good for people, communities, and the environment.

As we continue to evolve, a critical component of this sustainability strategy is expanding services that support a transition to a lower-carbon economy. With this new strategy, we aim to help customers increase circularity and accelerate their decarbonization goals.

**Sustainability is in the spotlight as never before, and WM is responding by incorporating sustainability into everything we do, because we are Always Working For A Sustainable Tomorrow®.**

And we are investing – significantly – in this sustainability strategy. Following are WM’s five strategic sustainability growth areas that will continue to shape WM’s path to a true sustainability partner.



<b>Sustainability program partner</b>	Our customers have expectations to reduce waste, enhance their sustainability reporting, and contribute to a circular economy. WM, in turn, is continuing to adapt to meet these needs and become a true sustainability partner to help our customers increase circularity and accelerate decarbonization goals.
<b>Modern landfills and renewable energy</b>	As part of our overarching company goals to reduce climate impact of our operations, by 2026 we expect to see six-fold growth in the amount of renewable natural gas (RNG) produced at WM landfills – growth capable through \$825 million in investments in our RNG infrastructure from 2022-25. We also aim to use 100% renewable electricity at facilities we control by 2025.
<b>Recycling infrastructure</b>	We plan to invest \$800 million in new and upgraded recycling infrastructure from 2022-25 – investments that will make our material recovery facilities more efficient so we can reduce contamination and recycle more. These investments will result in 25% expected growth in tons diverted from landfills from 2022-25.
<b>Integrated organics</b>	Creating new value from discarded materials goes beyond traditional recycling. A growing number of states and municipalities are enacting or considering regulations that would promote diversion of organics, particularly food waste. We are investing in a range of technologies and programs to proactively grow our infrastructure for handling food waste and other organic materials.
<b>Circular logistics</b>	By recycling materials, we help to avoid GHG emissions by preventing the mining and manufacture of products from virgin materials. The more we can recycle, the more materials we can keep in the circular economy and the more emissions we can avoid. From educating consumers on how to recycle right, to investing in technologies that allow us to divert from landfills, to helping create new markets for recyclables – WM participates in creating a circular economy.

## Corporate Structure

Waste Management of Illinois, Inc. is a Delaware corporation; its parent company is Waste Management Holdings, Inc.

## WM Way: The Cornerstone of Our Operations

WM focuses on four performance principles in all our operations: **Safety, Service, Savings, and Satisfaction**. To meet the goals of each of these principles, we use a comprehensive operations framework - WM Way - to define, track, and measure every aspect of our operations to enable us to monitor for continuous improvement.

WM Way is a marriage of technology and management to drive employee engagement, knowledge sharing, and accountability, which give all our team members the mindset to meet and exceed our customers' expectations. WM Way was developed based on our extensive research of best practice operations from businesses with expertise in logistics, employee engagement, and service delivery. The system, which is unique to WM, will help us meet the benchmarks set by the Village.



WM Way creates an environment that focuses on continuous improvement and provides metrics so we can coach everyone from our drivers to our district managers. The WM Way mindset encourages all employees to communicate their setbacks as well as their successes, which helps them unleash their potential. While a setback means that something went wrong, it also offers an opportunity for improvement by figuring out why it happened, learning from it, and making changes to prevent it from happening in the future. Alternatively, when something goes right, we celebrate success to encourage repeat behavior and share best practices. Rather than seeing the success of others as a threat, we want our employees to consider their successes as inspiring and a source for learning.

By integrating technology and logistics management processes with the skills of our drivers, we improve safety, facilitate real-time accountability, set clearer expectations, and enhance employee communications, all of which ultimately maximize customer service and satisfaction.

## **Four Performance Principles**

### **Safety Results for the Village**

Safety is woven into WM Way because safety is our core value. For example, every Wednesday, managers review videos from our trucks; on-board camera system, DriveCam®. If a manager notices a driver has, for instance, violated the requirement for a four-second following distance in traffic, our route managers role play a discussion with the driver. When the scenario is well-rehearsed, the managers and drivers review the footage together. The manager asks the driver to describe what they see, recall the rule on following distance, and explain why he or she was in violation. Next, the driver is asked how they will avoid repeating the mistake and commit to abiding by our four-second following distance. Through DriveCam and role playing, drivers are held accountable and are empowered to become better at what they do, which makes the Village a safer place to live, work, and play.

### **Service Results for the Village**

WM Way encourages drivers to share their thoughts with each other on how to provide better service. During their daily morning huddles, managers might show a brief video of garbage scattered in the street. Drivers are asked to come up with a daily nugget on service improvement. A recent example: "Leave it better than you found it." It is a win-win for the Village and WM.

### **Savings Results for the Village**

WM Way helps us be consistent and efficient in our service delivery, which saves time wasted on returning to collect missed containers. All routes are carefully planned to adhere to a schedule and are typically handled by the same drivers from week to week. They know which customers need backyard collections, so they have fewer missed collections. Also, they know the streets, giving them insights into each route to provide the safest possible service delivery.



## Customer and Employee Satisfaction

WM Way has given us a highly trained team, yielded better performance, and increased driver satisfaction, which has reduced turnover. Because our entire operation is highly organized and predictable, drivers know what to expect. They will typically drive the same route. Their day runs smoothly. They get back to the hauling site on schedule. Drivers work as a team, using peer-to-peer advice to foster individual improvements that make the whole company stronger. If a recycle driver accidentally leaves spilled paper on a route, then the garbage driver who follows will call him to mention the problem. By keeping tabs on each other, drivers provide better service for the Village. Through WM Way we actively engage with our drivers. Our drivers are our frontline employees, and their feedback from the streets is vital to meeting your performance expectations.

## WM Way Management Procedures

We take pride in providing exemplary service. To manage and track our performance, we utilize WM Way as our proprietary best practices management tool. If an issue does arise, our WM Way management procedures are:

Service Metric	WM Way Procedure	WM Way Value
<b>Safety</b>	Safety metrics, both present and past, are summarized weekly and monthly. The report includes the total recordable injury rate (TRIR) and the vehicle accident rate report (VARR), which address injuries and accidents, respectively.	Our goal is to return every employee home safely to their family and friends at the end of every day. As part of WM Way, we use established safety metrics to measure and manage our operational performance. Managers and drivers discuss these metrics at daily launches.
<b>Missed pickups</b>	Our operations team creates a report on a daily, weekly, and monthly basis. The results are posted by route and driver name in the drivers' meeting room to inform all our drivers where we are missing customers.	This creates transparency and peer-to-peer accountability. Our route managers actively engage with drivers regarding missed collections. Drivers also participate in coaching and mentoring their team members.
<b>Noise and spills</b>	We track noise and spill complaints through our customer service complaint log and report them to the Village as required.	Tracking noise and spill complaints gives our management team insight into incidents that need to be resolved before they become a nuisance for your community.
<b>No can out percentage (NCO)</b>	The daily NCO report tracks the percentage of a route that was reported as "no can out." This data helps to inform operational compliance and identify trends.	If the route is showing a high percentage of "no can out," route managers will conduct a "walk and talk" with our drivers on the route. High percentages of NCOs may signal missed collections, a situation requiring immediate correction.
<b>Daily efficiencies dashboard</b>	All efficiency data is combined into one daily dashboard report, including homes collected per hour	To confirm we are routing for safety, service, and savings, our operations team meets every morning to review and

Service Metric	WM Way Procedure	WM Way Value
	based on each route's efficiency goal, total daily idle time by truck, and route sequence compliance (Plan vs. Actual).	discuss the daily dashboard and make route adjustments, if necessary.
<b>Truck weights</b>	This daily report lists the weight of every load from the previous day by truck.	The report enables the operations team to review truck weights to confirm they are within legal limits.
<b>Fleet/maintenance reports</b>	Every morning, we track the number of trucks that depart for collections versus those needing repair. This data is summarized weekly.	Route managers use this report to coach drivers on proper maintenance protocol. We need drivers to anticipate repairs to avoid disrupting collections.

## WM Way Drives Real Results

While the information we capture is critical to each aspect of our business, what sets WM procedures apart is the automated integration of that information into all aspects of our operations. The data from our drivers not only provides task completion details, but it is also then automatically integrated throughout all WM systems. Our significant investment in the technology that facilitates this provides the information we need for improved safety, timely and detailed service reporting, cost savings, and ultimately enhanced employee and customer satisfaction for the Village.

## WM is Driving Toward a Zero Emissions Fleet

At WM, we have a long history of reducing our GHG emissions footprint and helping our customers reduce theirs. The services we provide decrease and avoid three times more GHG emissions than we generate in our operations, and we aim to reduce and avoid four times the GHG emissions we generate through our operations by 2038.

Within this overarching climate goal of reducing our GHG emissions, WM aims to achieve a fleet made up of 70% alternative fuel vehicles, of which 50% are fueled with renewable natural gas (RNG), by 2025.

Alternative fuel vehicles, utilizing RNG or compressed natural gas (CNG) as fuel over diesel, produce fewer undesirable gases than fossil fuels, resulting in improved air quality emissions. Our natural gas trucks emit reduce NOx emissions by as much as 97%, diesel particulate matter by as much as 94%, and carbon dioxide equivalent emissions by as much as 80%.



**WM operates the largest heavy-duty natural gas truck fleet of its kind in North America. 57% of our 18,545 collection vehicles run on clean natural gas. Since 2010, WM has reduced fleet emissions by 38%.**



## **Cleaner and quieter collections: WM is proud to service the Village with vehicles that run on compressed natural gas (CNG).**

In another effort to improve air quality, the engines automatically turn off after five minutes of idling to further reduce emissions and conserve fuel. Natural gas engines run much quieter than diesel trucks – many customers have commented that they cannot even hear the trucks coming down the street.

## **The Curotto-Can Automated System: Quicker, More Efficient Service**

Northbrook collection trucks are equipped with the Curotto-Can Automated System, which has the fastest load time of any automated system on the market and delivers a proven 25 to 30% productivity advantage over automated side loaders. Utilizing the Curotto-Can with our front load trucks, we can service our stops quicker and more efficiently. Spending less time on your streets performing collection means safer service, quieter neighborhoods, and less wear and tear on your streets.



*A WM truck equipped with the Curotto-Can system.*

A key factor in providing efficient service to your community is how long a truck is stopped for service. The longer the loading cycle, the lower the productivity. With a front loader equipped with a Curotto-Can automated carry can, stop time (as measured from wheel stop to wheel go) is four to five seconds as compared to 12 to 18 seconds for an automated side loader. The Curotto-Can is the only automated system that provides an “eyes-forward” working environment and results in improved operator and public safety. Because the arm is forward of the cab and steer axle, it behaves like a boom. This unique feature enables the Curotto-Can to easily move around parked cars and cul-de-sacs – up to 20% faster in an independent comparison. Eyes-forward collection improves driver awareness and focus, reducing the chance of personal property damage to mailboxes, etc., and general public injury due to potential driver error. Better maneuverability means fewer backing events resulting in improved productivity and enhanced safety for the Village.

### **Key Benefits of the Curotto-Can Automated System**

✓ Fastest load time available – 4 to 5 seconds from wheel stop to wheel go	✓ 20% greater fuel efficiency due to less packing and idling
✓ Load bulk material with easier access to container	✓ Navigate cul-de-sacs up to 25% faster
✓ Eyes-forward operation enhances safety	✓ Low 108” cart dump height for safe operation well below typical overhead obstructions (wires, trees)

The Curotto-Can system also mitigates damage to carts. It dumps carts lower and with a smooth action, which means fewer damaged lids, wheels, and axles. The unique gripper design means that no metal contacts the cart while gently applying pressure to the cart body, resulting in extended cart life. Additionally, the Curotto-Can allows our drivers to see the material before it is packed, which means we can stop contamination in any stream at its source – the curb. Identifying and safely removing contamination while recording violations cleans waste streams. Collecting clean material is a major cost avoidance and mitigates the risk of culling, handling, and disposing of contamination.



*b. One-Page overview of how the firm will meet minimum service requirements.*

WM will meet all of the Village's requirements with service excellence as outlined on this page.

### **Billing**

As requested, WM will manage the collection of all rates and bill customers directly for services.

### **Required Weekly Services**

WM will provide curbside weekly collection of refuse, recycling materials, and bulk items.

White goods (a minimum of two free <50 lb. bulk items per week) and up to one cubic yard of construction and demolition debris, all as part of each residence's weekly collection stop.

Please see Section 7 for WM's list of recyclable materials to be accepted.

Additionally, WM will collect, transport, process, or dispose of all refuse, yard waste, compost, and recyclables from the locations listed in Attachment A of the RFP, along with twice-a-week service of the Village's trash and recycling receptacles in the Central Business Area.

### **Seasonal/Special Collections**

In addition to weekly service, WM will provide seasonal and special collections for customers. Residents can choose from subscription yard waste collection in carts or six paper yard waste bags per week. If they prefer, they can also purchase stickers to place on paper yard waste bags for special yard waste collections. Yard waste means any vegetative matter resulting from normal yard and landscaping maintenance that is not more than three (3) feet in its longest dimension or six (6) inches in diameter. Green waste includes, but is not limited to, plant debris such as palm, grass clippings, leaves, prunings, weeds, branches, brush, undecorated Christmas trees, and other forms of vegetative waste.

WM will provide refuse, recycling, and compost service for Village special events as requested.

To provide the Village with the most convenient and sustainable electronic waste and household hazardous waste collection available, WM will provide our At Your Door on-call curbside collection of these items for every residence in Northbrook. Please see Section 6 for details.

WM will provide emergency collections. Please See Section 4 for details.

### **Required Optional Services Billed Directly to Customers**

WM will provide rear door service, second weekly refuse pick-up, second weekly recycling pick-up, and yard waste subscription service as described above and outlined in our cost proposal in Section 1.

### **Optional Services Billed Directly to Customers**

As described above, WM will offer our innovative and highly sustainable At Your Door on-call curbside collection of electronics and household hazardous waste, included in our base charges for trash collection. Please see Section 6 for details.

### **Containers**

WM will provide and repair/replace 96-, 64-, and 35-gallon totes for refuse and recycling. Additional containers will be available upon request. Please see Section 5 for details.



c. One-Page overview of staff including project manager, customer service staff, and field supervisors should be included.

## Introducing WM's Village of Northbrook Service Team

**Michael Brink** | Municipal Marketing Manager | 30 years' experience



Mike will continue to serve the Village by overseeing WM's implementation of the new agreement. He will make sure all your needs and expectations are met. Mike will continue to oversee support and contribution activities to cultivate partnerships through participation in causes and events. Mike will oversee the efforts of WM's team to verify that obligations, such as reporting, service verification, and customer outreach, are delivered per the contract, law, and company policy. He maintains knowledge about legislation, regulations, and local ordinances regarding WM's delivery of services. Mike will oversee all aspects of this agreement and will work collaboratively with your staff to design and implement new services and programs in accordance with contractual requirements, changes in law, and your direction.

**Chris Haraf** | District Manager | (708) 473-1652 | [charaf1@wm.com](mailto:charaf1@wm.com)



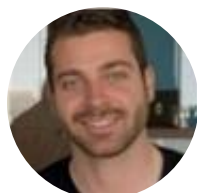
As District Manager, Chris oversees the day-to-day operations of our Wheeling Hauling District, including oversight of the 120 employees that are responsible for the collection of garbage, recycling, and yard waste from over 45,000 customers. Chris provides leadership support to front-line managers for safety, operational, and service performance while also diagnosing and improving processes and procedures. He is responsible for the District's overall service and budget performance. Chris will continue to interact with Village staff to maximize customer satisfaction and improve service efficiency and the daily quality of contract services. During the implementation of services, he will oversee the completion of all operational tasks.

**Kelly Collins** | Operations Manager | (847) 815-3264 | [kcollin2@wm.com](mailto:kcollin2@wm.com)



Kelly is the Operations Manager for the Wheeling Hauling District. In this position, Kelly oversees daily collection services, drivers, and operational performance. She manages District personnel needs, including selection, coaching, and training drivers. Kelly is also responsible for equipment utilization and managing all equipment needs, including cart and container inventory. Kelly will manage the operational implementation and ongoing quality of all Village collection programs and services, and oversee ongoing staffing, and equipment needs. She will work with Village staff and our operations team to address special service requests or resolve unique customer requests or concerns (e.g., special event collections, scheduling needs, etc.).

**Paul Lewandowski** | Route Manager | the Village's Dedicated Field Supervisor | [plewando@wm.com](mailto:plewando@wm.com)



Paul is the Village's Route Manager. With four years' experience with WM, he will be the Village's dedicated field supervisor that provides on-site management including directing route drivers and resolving customer issues in the field. Paul oversees daily residential collection services, drivers, specialty services, special projects, and operational performance at the District. He also helps to facilitate personnel needs, including the coaching and training of drivers for all lines of business. The drivers who are responsible for container delivery and cart operation report directly to him. Paul will assist in the management of the day-to-day operations of all Village collection programs and services. He will continue to work with Village staff to confirm that any special requests or concerns are addressed appropriately and timely.



## Our Drivers - The Backbone of Our Daily Operations



At WM, we believe our employees are our greatest assets, and if we take care of them, they will take care of our customers, our communities, our shareholders, our environment, and each other.

Our team of highly trained, experienced drivers is the backbone of our daily operations and is dedicated to providing the Village with world-class service. These men and women are more than just your waste collection drivers - they are your friends and neighbors, and they take great pride in helping preserve your environment today and for future generations.

Collection drivers not only have to be well-trained when it comes to operating vehicles, but they have to constantly be on the lookout for other drivers on the road. We employ best-in-class safety training, standards and performance metrics to provide the safest service in the industry. Once hired, our drivers undergo intensive immersion training at our centralized training centers. Drivers gain experience through classroom training and simulated driving courses that reflect real-life obstacles. At the end of training, each driver receives a comprehensive evaluation that confirms their understanding of and commitment to WM's culture of safety.

Our diligent pre-employment screening process includes a comprehensive background check, fingerprinting, and drug testing. All candidates and employees are subject to WM's Drug and Alcohol-Free Workplace Policy, which includes regular, ongoing screenings for employees who operate company vehicles.

Our employees are the lifeblood of the work we do every day. That's why we focus on developing talent at every level of the organization through career path planning and best-in-class training that is specifically designed for success in the service industry. At the heart of our engagement and retention strategy is a steadfast commitment to WM's values of people first and success with integrity.



*What's it like to be a WM driver? See how our drivers get the job done while prioritizing safety and utilizing technology by clicking or going to: [youtu.be/2ED8z3LYAdY](https://youtu.be/2ED8z3LYAdY).*



*d. List of all communities in the Chicago metropolitan area for whom municipally contracted collection services are provided, including the five (5) required for reference.*

As noted in our response to requirement “d.” in Section 1, we consider our customer lists confidential and proprietary. Therefore, we have not provided our list of Chicago area municipal customers in this proposal. However, we will gladly discuss the list with Village staff upon request.

*e. Proven experience in residential waste hauling experience in similar communities.*

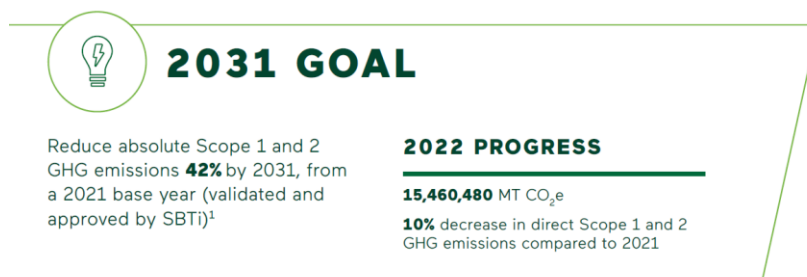
Please see our response to requirement “b.” in Section 1 for proof of our extensive experience and stellar service record of residential waste hauling in similar communities.

*f. Must possess a thorough understanding of the intersection between waste collection and climate change and demonstrate a sincere interest in collaborating with the Village of Northbrook and its residents to divert waste from landfills.*

Climate change is a global challenge that faces our society and businesses. From extreme weather events to shifting seasons, impacts from climate change are offering an opportunity to rethink and reshape our economy. WM is taking a leading role in transitioning to a low-carbon future by setting ambitious, science-based targets to reduce our greenhouse gas (GHG) emissions — and progressing towards those targets with actionable emissions reduction plans — and enabling solutions for others to reduce their emissions.

Our services like recycling and renewable energy generation allow customers to reduce their own carbon footprint. We see opportunity in this challenge and are investing to support our customers across industries to unlock emissions reductions across the value chain.

We set a goal to reduce our absolute Scope 1 and 2 GHG emissions by 42%, from a 2021 baseline, by 2031. In 2022, we reduced our direct Scope 1 and 2 GHG emissions by 10% over a 2021 baseline and our Scope 3 emissions due to emission factor updates. We achieved this through continuing to increase landfill gas capture and utilized 45% of this gas for beneficial use in 2022. We have also validated our target with SBTi, a third-party organization that assesses and verifies targets are in alignment with climate science.



## Working Together for a More Sustainable Northbrook

As demonstrated above in our commitment to reducing GHG in all our operations, WM has a thorough understanding of the intersection between waste collection and climate change and we have a sincere interest in bringing our best practices to

Northbrook to collaborate with your staff and community to help you achieve your goal of reaching 50% diversion by 2023. In addition, our aim is to provide programs and tactics that set the groundwork for any



future climate change initiatives the Village chooses to pursue so they can be easily implemented, and you can see results quickly. As part of our commitment WM proposes the following to help support the Village's climate action strategies in Northbrook:

## Northbrook's Climate Action Plan Waste Management Strategies and WM's Collaborative Recommendations

The Village outlined six sustainability items for solid waste reduction on page 10 the RFP which we have outlined below in green with our recommendations. Additionally, we reviewed your Climate Action Plan and believe we may be able to assist with additional strategy points, which are outlined below in black.

### Northbrook Strategy WM 2 | Increase landfill waste diversion to 50% by 2030.

<b>WM 2-1</b>	<b>Conduct a waste audit to determine waste diversion opportunities.</b>
<i>WM Recommendation</i>	<i>WM can assist the Village by conducting regular audits of your residential recyclables to determine waste diversion opportunities.</i>
<b>WM 2-2</b>	<b>Establish a zero waste Village event policy making zero waste office operations and events standard.</b>
<i>WM Recommendation</i>	<i>WM has extensive experience in executing highly successful zero waste events, including the WM Phoenix Open, <a href="https://wmphoenixopen.com/sustainability/">https://wmphoenixopen.com/sustainability/</a>. We can bring the best practices we've learned from the zero waste events we've successfully executed over many years to Northbrook to help you develop your zero waste events strategic plan.</i>
<b>WM 2-6</b>	<b>Restructure solid waste rates to incentivize smaller landfill bins and quantities and larger recycling and compost bins.</b>
<i>WM Recommendation</i>	<i>WM's proposed rates included in Section 5 of this proposal include a "pay as you throw" type graduated rate structure that incentivizes smaller garbage carts and larger recycling and compost carts to help encourage recycling and discourage disposal. Additionally, as detailed in Section 6, WM has included our At Your Door electronic and hazardous waste residential on-call collection program in the Village's base rate so it will be available to all residents.</i>
<b>WM 2-7</b>	<b>Establish a waste ordinance, requiring all residential, multi-family residential, and commercial property owners to offer recycling and compost collection services.</b>
<i>WM Recommendation</i>	<i>WM is able and willing to provide mandatory year-round residential compost collection if the Village so desires to help support an ordinance that would require compost service.</i>

**Northbrook Strategy WM 3 | Increase organics diversion from landfill.**

<b>WM 3-3</b>	<b>Establish a communication campaign to promote and increase the utilization of curbside compost collection program to all residential properties for yard waste, food waste, and certified compostable products.</b>
<i>WM Recommendation</i>	<i>WM will work collaboratively with Village staff to expand our current Recycle Right public education and outreach efforts to include compost collection. Additionally, to further increase organics diversion from landfill, WM recommends and will support year-round residential compost collection.</i>
<b>WM 3-4</b>	<b>Collaborate with residential and commercial organics haulers to establish organics diversion programs for residential and commercial buildings.</b>
<i>WM Recommendation</i>	<i>As stated in our recommendation for WM 2-7, WM is able and willing to provide year-round residential compost collection to help support the Village's climate action initiatives.</i>

**Northbrook Strategy WM 4 | Increase recycling rate.**

<b>WM 4-1</b>	<b>Increase waste diversion opportunities by increasing recycling and organics collection in public places.</b>
<i>WM Recommendation</i>	<i>WM is prepared and will provide collection and carts, if needed, for expanded recycling and organics collection in the Central Business Area.</i>
<b>WM 4-2</b>	<b>Develop and fund and assistance program for businesses to provide waste audit services, support businesses in establishing tracking and reporting waste streams, identify reduction, diversion, and beneficial use opportunities.</b>
<i>WM Recommendation</i>	<i>WM can assist area businesses in providing waste audit services, support businesses in establishing tracking and reporting waste streams, and identify reduction, diversion, and beneficial use opportunities.</i>
<b>WM 4-3</b>	<b>Develop program to recycle single-use Styrofoam items.</b>
<i>WM Recommendation</i>	<i>WM's materials marketing team is the best industry. They successfully manage and market approximately 15 million tons annually of materials for reuse. They can provide valuable information, guidance, and resources regarding new recycling program implementation.</i>

**Northbrook Strategy WM 5 | Educate, engage, and empower the public to meet waste management goals.**

<b>WM 5-2</b>	<b>Educate the community on waste management strategies.</b>
<i>WM Recommendation</i>	<i>WM will educate Northbrook residents using our innovative and highly effective Smart Truck® technology, which provides targeted feedback based on customers' set-out behaviors. This has proven to be the most beneficial type of public education because it is immediate and custom to the individual's behaviors. It uses our Recycle Right suite of education materials to educate residents. See later in this section for details. Additionally, WM will partner with the Village to develop and deploy a robust, proactive Recycle Right education campaign to help Northbrook residents increase recycling and decrease contamination. See later in this section for details.</i>
<b>WM 5-3</b>	<b>Support collaborative consumption community projects, such as compost projects, tool libraries, and repair cafes through mini-grant programs.</b>
<i>WM Recommendation</i>	<i>To assist with the Village's mini-grants to support compost projects in your community, <b>WM will donate \$5,000 annually to the Village's Native Plant and Tree Giveaways program.</b> Additionally, WM would like to offer the Village the option to go twice a year to pick up a dump truck load of compost from our Willow Ranch Composting Facility to support the Village's Native Plant and Tree Giveaways, Grown Northbrook Demonstration Organic Garden, and/or other community compost needs.</i>
<b>WM 5-5</b>	<b>Encourage Northbrook residents to participate in organics collection through creation of "Include the Food" education campaign.</b>
<i>WM Recommendation</i>	<i>WM will promote the Village's "Include the Food" messaging in all of our outreach and education materials.</i>

Additional sustainability priorities noted in the RFP:

<b>Additional priority</b>	<b>Evaluate the benefits of offering an opt-out compost program verses the current opt-in program.</b>
<i>WM Recommendation</i>	<i>If the Village decides to make policy changes regarding opt-in/opt-out composting programs. We will work with the Village to implement any services you see fit.</i>
<b>Additional priority</b>	<b>Offer additional bins sizes to residents possibly including 12, 20, and 45 (which would be additional to the current 35-, 64-, and 96-gallon options).</b>
<i>WM Recommendation</i>	<i>Due to operational concerns, WM cannot offer 12-, 20-, or 45-gallon containers. However, our vast experience throughout the U.S. and Canada has found that the most successful high-diversion communities generally offer 35-, 64-, and 96-gallon cart size options, the same as WM provides today.</i>

## WM Smart Truck® Technology: Smart Solutions to Monitor and Reduce Contamination through Targeted Education

WM is always working for a sustainable tomorrow. The latest in these efforts is our WM Smart Truck technology program, which pairs innovative onboard systems with strategic, targeted education to influence waste-related behaviors, making residential collection in Northbrook smarter, safer, and more efficient.

At its essence, WM Smart Truck technology consists of cameras and sensors mounted on our collection vehicles that create a record of collection events and the contents of collected containers. Data captured - including vehicle location and photo and video documentation of service - then drives a targeted education strategy to reduce recycling contamination and container overages while also improving the customer experience through service verification notification.

WM Smart Truck technology on your streets means a cleaner, greener, safer Northbrook with more power and efficiency in every pickup.



*Our proprietary WM Smart Truck technology captures video and photo of every collection.*

### The Benefits and Value of WM Smart Truck® Technology



**CUSTOMER SERVICE INNOVATION:** WM Smart Truck technology documents every collection stop and shares that data – including real-time positive service verification and documentation of any collection issues – with customers through the notification channel of their choosing. This allows for a more open and transparent relationship with customers with consistent and direct communication.



**COMMUNITY HEALTH AND SAFETY:** WM Smart Truck technology protects community aesthetics as camera monitoring allows us to proactively identify containers that are overflowing and cause unsightly litter and odors. It is safer by automating processes that keep our drivers in the cab so they can focus on operating their collection vehicle and monitoring their surroundings, decreasing injury risk as drivers are not exposed to traffic and avoid lifting containers manually.



**TARGETED EDUCATION AND OUTREACH:** WM Smart Truck technology improves waste-related decision-making with a focused, tailored education program in response to documented issues, such as contamination or overages. Direct notification with customized education messaging makes for a more personal connection with the customer and increases the likelihood they will take real action and change behavior, improving diversion from landfills, and right sizing their trash services.



**RATE STABILIZATION:** WM Smart Truck technology allows us to identify what residents put at the curb, confirming that customers are subscribed to the appropriate service levels based on their waste generation. After an initial 60-day education and outreach campaign to launch the program, customers who continually overfill containers or place contamination in recycling or organics carts are subject to a charge on their third offense after two warnings. Customers who continually overfill containers or place contamination in recycling or organics carts are subject to either a charge on their third offense after two warnings or the ability for WM and/or the Village to upsize the customer's container to the needed curbside capacity. WM is open to both behavior



change mechanisms. However, we prefer adding the curbside capacity to match waste generation and diversion capability needs.

## A Targeted Education Strategy

Key to the WM Smart Truck program is pairing innovative onboard systems with a strategic, targeted education program. To shape waste-related decision-making and effect actual change, we must create a personal connection with the customer (custom messaging) while providing real data and feedback (photos/video that are made available on their online accounts) and clear education to follow. These efforts increase the likelihood that residents take real action.



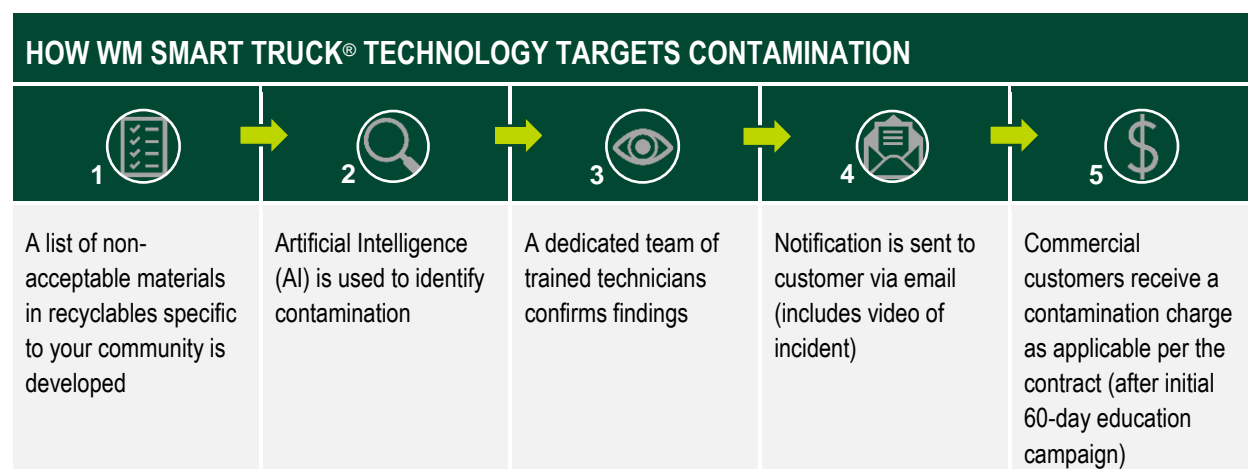
## Reducing Contamination for Cleaner Recycling Streams

Contamination can ruin entire loads of recyclable materials and causes extreme problems at recycling facilities, including safety issues such as fires from hazardous materials (batteries) or tangling (plastic bags) in sorters that must be manually cut out - a dangerous task for facility workers. With WM Smart Truck technology, contamination enforcement and education are made easy with:

**One in four items that consumers place in recycling containers is not recyclable.**

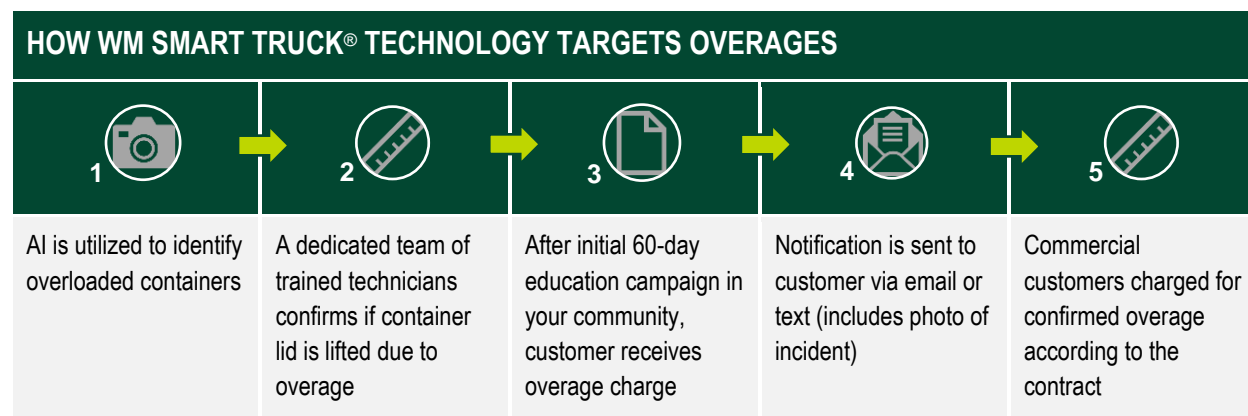
- A standardized review process with checks and balances to identify contamination at the curb
- Account-specific photos that allow us to educate customers about contamination and recycling right
- Ability to identify top contaminants by route to target outreach in your community





### Stopping Overages Helps Keep Your Community Clean and Safe

Overages from containers cause unsightly litter and odors, clog storm drains, and can attract pests and other vectors. WM Smart Truck technology can provide outreach to customers to prompt right-size adjustments that prevent overages and keep your community clean and safe.



**Customers can be notified of any service issues via email within 24 to 36 hours of service.**

QUALITY CONTROL MEASURES	
How can you tell if a cart is contaminated?	Mounted cameras record service Every collection is reviewed and tied through GPS to a specific service address
What happens when a service issue is detected?	AI is used to identify overfilled containers, contamination, damaged containers, graffiti, recorded service levels, and more Any identified contamination is verified by our team of technicians
What quality control is in place to ensure accuracy?	Our dedicated team of technicians are trained to carefully identify service issues and contamination We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy

## PRIVACY AND PROTECTING CUSTOMER DATA

<b>Is this the first-time cameras have been used on WM collection trucks?</b>	No. WM has used cameras on trucks for almost 10 years. We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents.
<b>What about privacy?</b>	WM will never share the images or customer information with third parties for marketing or data mining. The photographs or videos are only used to educate and inform customers to improve collection service, recycling, and diverting materials away from the landfills.

## WM Smart Truck® Technology Outreach Campaign Raises Program Awareness, Sets Expectations

The WM Smart Truck technology program begins with a 60-day intensive outreach and education campaign focused on raising awareness of the WM Smart Truck technology program in your community. This period will set clear expectations and minimize any surprises to customers while setting a foundation for the program.

## PROPOSED ROLLOUT: FUNDAMENTAL TO BEHAVIOR CHANGE AND SUCCESS

60-Day Education Period	Evaluation Period	Go Live
<ul style="list-style-type: none"> <li>Program introduced to customers via postcard/email</li> <li>Additional education: social media, municipal and WM websites, press releases, etc.</li> <li>Customers guided to <a href="http://wm.com/mywm">wm.com/mywm</a> to enable digital communications</li> <li>Commercial customers with contamination and/or overages are warned and advised they may be charged following the education period should the Village agree to such charges</li> </ul>	<ul style="list-style-type: none"> <li>WM to send key data collected during education period, including # of overage and contamination notices sent</li> <li>Identify customers with multiple incidents (may require additional education)</li> <li>Develop a plan to go live with enforcement charges</li> </ul>	<ul style="list-style-type: none"> <li>Commercial customers with contamination and/or overages will receive electronic notifications of charges and will see them on their next WM invoice should the Village agree to such charges</li> <li>Continued education provided to customers on how to prevent overages and recycle right, including social media ads, newsletter articles, and more</li> </ul>

## Suite of Education and Outreach Communication Materials

Following are samples of the WM Smart Truck program's education and outreach communication materials.



## Always Working For A Sustainable Tomorrow®

Less materials in landfills and litter on your street.  
More information in your inbox. The WM Smart Truck™ program is designed to create cleaner, safer communities while giving you more visibility into your service than ever before.



### Stay Clear Of Charges

After a brief educational period, you'll be charged \$X when you overfill a trash cart or \$X when you contaminate your recycling.

Here's how to pave the way for this change:

- 1 Visit [wm.com/mywm](http://wm.com/mywm) to create an account and opt in to notifications. After one initial warning, all further notifications will be sent digitally.
- 2 Take care of your waste and recycling the right way – waste less by reusing, donating and recycling right to prevent contamination.
- 3 Need to add a cart? Let's find a better fit together – call %number% to explore your options.



### Tips For Smart Tossing

**Keep A Lid On Overages**  
All materials must fit in your cart, and the lid must be fully closed.

**Recycle Right**  
Put materials in the right carts – never mix trash.

## WM Smart Truck™ Program

More power in each pickup. Less materials in landfills. Cleaner, greener, safer neighborhoods. It starts with learning more about what you toss into your carts. The WM Smart Truck™ program gives you the notifications and insights you need to make it all possible.

### How It Works

- 1 **Your Materials**  
With the help of mounted cameras, WM Smart Truck™ technology captures footage of containers as they are collected during service.
- 2 **Your Service**  
A dedicated team of technicians reviews the footage associated with your address to make sure your materials were thrown into the correct cart and were collected successfully.
- 3 **Your Notifications**  
If a cart associated with your address is overloaded or non-acceptable material is found, we'll send you a notification. Log in to **My WM** to set your communication preferences.  
**NOTE: After one initial warning, all notifications will be sent digitally. Please ensure your contact information and preferences are updated at [wm.com/mywm](http://wm.com/mywm).**  
Following the educational period, you'll be charged \$X when you overfill a trash cart or \$X when you contaminate your recycling.



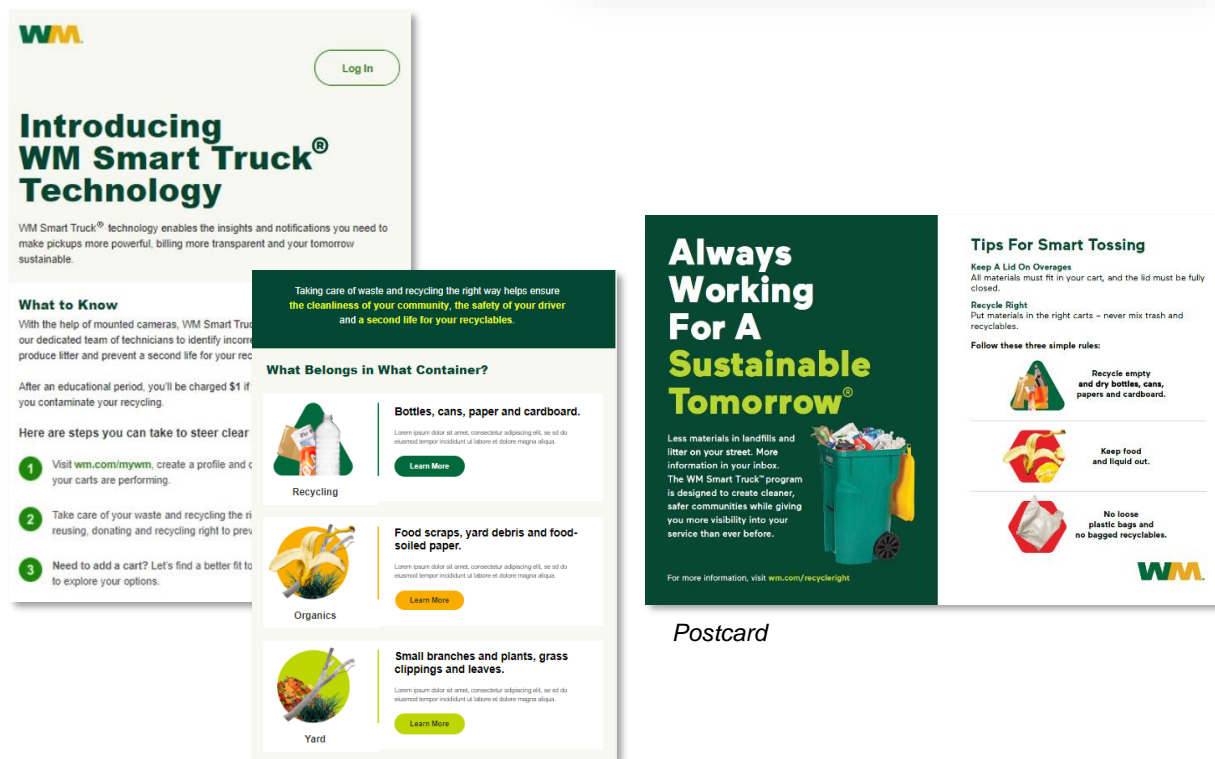
#### Do More with My WM

Visit <https://www.wm.com/us/en/user/register> or scan the QR code to sign up for an account.





Social Media Resources



Postcard



## Recycle Right Campaign

In collaboration with Village staff, WM is excited to offer our Recycle Right suite of education materials to develop a robust diversion and contamination reduction campaign for Northbrook. Possible outreach efforts can include:

### Bill Insert

WM can include bill inserts to reinforce the rules of recycling and encourage diversion in Northbrook.



### Community Website

Recycling service information will be provided on Northbrook's WM community website, including the information packet, service calendar, a list of acceptable recyclables, and a link to WM's Recycle Right website.



### Social Media Content

WM can provide post ready social media content for Northbrook to post on your social media channels.



### Information Packet

Around the service start date, WM will mail residents a welcome packet and include information about the valuable services WM will provide as part of the new agreement.



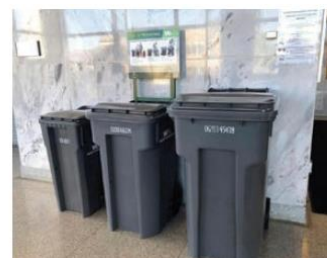
### Community Events

WM will participate in Northbrook community events throughout the year to educate residents and generate excitement around recycling.



## Service Hub

WM can set up a display at town hall or a community center to highlight the benefits of recycling, how to Recycle Right, and its impact in Northbrook.



## Newsletters

WM can provide Recycle Right® information to include in Village newsletters.



## Electric Collection Vehicles

Last, but not least, WM understands that sustainability is a priority for Northbrook as it is for our company. We noticed that you participate in the Metropolitan Mayors Caucus' EV Readiness Program, which is something we are also preparing for in our operations.

We understand that sustainable waste collection operations are as vital for the Village, as they are for WM, and that electric vehicles (EV) can help you achieve your goals for greenhouse gas (GHG) reduction in your community. WM is excited to help you explore and implement this innovative new technology.

For three decades, WM has pioneered the use of alternative fuels and advanced transportation technologies to reduce GHG emissions in our operations, including our fleet. Since 2010, WM has been the early front-runner and industry leader in pursuing and implementing a comprehensive GHG reduction strategy. Since then, nearly 60% of WM's collection fleet has been transitioned to compressed natural gas (CNG) vehicles, avoiding using millions of gallons of diesel fuel per year, reducing our fleet's GHG emissions by more than 40%, and building North America's largest heavy-duty natural gas fleet. In 2021, 47% of fuel for our collection fleet was from a renewable source. Our investments in renewable natural gas (RNG) facilities will allow WM to fuel our entire natural gas fleet with RNG by 2026.

### BENEFITS OF TRANSITIONING FROM DIESEL TO RNG

<b>8,000</b> gallons of Diesel fuel	<b>97%</b> reduction in NOx emissions
<b>60 metric tons</b> of GHG emissions reduced for every diesel-powered truck replaced with RNG	<b>94%</b> reduction in particulate matter
	<b>56%</b> reduction in CO <sub>2</sub> e emissions

Companywide, our overarching climate goal is to reduce GHG emissions. Currently, our services avoid three times (3X) more GHG emissions than we generate in our operations. Our 2038 goal calls for avoiding even more—four times (4X) our operating emissions. As part of achieving this goal, WM's goal is to have a fleet of 70% alternative fuel vehicles, of which 100% are fueled with RNG, by 2025/2026. We are also exploring how EVs can help us achieve these ambitious targets and enable our partners, including the Village, to reach their sustainability goals so that we can work together to preserve your community and the earth we all share and love.



While not a new technology, EV use in the waste/recycling industry has recently received increasing attention. Although a few smaller, lighter-weight trucks have been tested, giving the impression of imminent availability, the technical hurdles and costs have resulted in a slower transition than we hoped. Currently, an EV is 1.5 to 2 times the cost of a CNG – about \$600,000 to \$800,000 – just for the truck not including infrastructure or electricity costs. Infrastructure costs for an EV fleet are generally twice as much as CNG; however, the cost is very dependent on the current capability of the grid. Today, electric fuel costs are approximately three times CNG's, and there are concerns about the grid's reliability. The electricity needed to charge an EV truck to service a route is about 400-500 kWh. A 50-truck fleet would need the daily energy requirement of powering 650 to 850 homes. There are industry concerns that a sizable fleet deployment would significantly impact the grid and that there needs to be more electricity today to support heavy-duty EVs on a large scale. Additionally, the heavier weight of collection trucks and the limitations of the battery capacity have created a challenge to widely deploy this technology throughout our fleet.

We know EVs are the future of transportation, and WM is working on implementing them in our fleet in a smart manner by piloting first and then developing a rollout strategy based on real results to ensure we can fulfill our duty of collecting our customer's waste, recycling, and organics as promised every service day.

One of the challenges that the industry has encountered with collection EV trucks is gross vehicle weights. Our most common Class 8 collection trucks have a gross vehicle weight (GVW) of 66,000 pounds when full, testing the battery technology limits. The weight of our trucks, when full, requires more batteries, adding weight, which limits the amount of material we can collect. We would need more trucks on the road to provide the same level of service. Current data shows that an EV is 70% as efficient as a comparable diesel or CNG truck regarding collection efficiency (i.e., trips to disposal and processing facilities). This limitation, combined with the cost of the trucks to date, has historically impeded the adoption of this technology, especially with the collection price sensitivity of our customers.

However, as battery technology has evolved, the trucks currently being tested appear to be more compatible with our needs. WM has a long history of working with Original Equipment Manufacturers (OEMs) to identify and develop state-of-the-art technology for our fleet, and we are excited to announce that we are piloting fully electric body EV collection vehicles in Kirkland, WA, as highlighted in the photo and caption, Southern California, and New England, with more planned. A priority of WM is to pilot EVs in states that have adopted California's Advanced Clean Fleets (ACF) regulation and require zero-emission vehicles. The criteria we use to deploy align with the capabilities of EVs. Automated side load routes are a good example, as they cover roughly 80 miles and collect approximately two loads while on route each day. The results of our extensive pilots will help guide WM's EV strategy as we advance and give us the information needed to offer a reliable and sustainable solution for our customers. Additionally, we are



*WM is piloting this fully integrated electric Class 8 collection truck from Heil and Autocar in Kirkland, WA. The side loader will be the fourth distinct Class 8 EV to be tested across our operations. The new truck has a larger battery and payload than the other electric collection vehicles we are evaluating. We want to see how it performs relative to other Class 8 EVs and our CNG collection vehicles.*



considering hybrid vehicles as a bridge to comply with regulations while technologies and grid capacity evolve.

WM has been committed to alternative fuel options for more than 20 years, including RNG, electric vehicles, and other technologies, as we work to reduce our overall emissions, reach our sustainability targets, and help our partners progress in achieving their goals. We are equally committed to developing and deploying EVs as rapidly as the technology and infrastructure allow.

*g. Ability and desire to respond professionally and expeditiously to customer services.*

WM puts our customers at the center of all we do. Through discussions with customers and intensive research, we understand customers want multiple ways to contact their service providers anytime. We are creating an integrated customer service system, so Northbrook residents can communicate with WM when and how they want. Our innovative customer service offerings are outlined in the next section.

# 3 | CUSTOMER SERVICE AND MANAGEMENT

*a. Describe the approach to interaction with the Village's residents and staff. This includes issue identification and resolution, program education, and proactive communication. This can include use of customer portals, websites, apps, text messaging services, and other innovative educational methods to improve proper disposal of waste.*

## Customer Service, For Tomorrow®

WM believes in putting our customers first and staying ahead of our customers' ever-changing needs. That's why we are excited to share that we are building upon our traditional call center and investing in advanced customer service technologies, like Interactive Voice Response, a Callback System, and Live Chat Support.

These technologies are shaping the future of customer service at WM and making our customers' experience even better:

- **Interactive Voice Response (IVR):** Lisa, our voice driven conversational IVR platform, seamlessly guides customers to self-service options without menu prompts and connects them with the right resources for a convenient and efficient experience.
- **Callback System:** Lisa's callback functionality ensures customers never have to wait on hold. With the callback or text option, customers will receive a call from a Customer Service Representative as soon as they are available, or customers receive a text allowing them to continue the conversation at their convenience.
- **Live Chat Support:** Our self-aware Live Chat Support allows customers to get quick answers to questions and solve issues faster than email exchanges or waiting on hold in the call queue. And with each customer conversation, the chatbot learns and evolves to provide an even faster solution.

## Customer Experience Channels

Our IVR, Callback System, and Live Chat Support customer experience channels are just a part of our commitment to delivering exceptional customer service. We are continually working to expand self-service tools that put the value of our customers' time front and center.

<b>wm.com</b>	Gives customers a seamless and intuitive way to discover the services and solutions available in the community.
<b>Knowledge Base Customer Support</b>	Allows customers to explore a collection of resources by topic to find quick solutions to top asked questions.
<b>Social Media Platforms</b>	Provides extra convenience and a new way to connect with WM.

### My WM/My WM App

This platform empowers our customers with the tools and technologies for on-demand digital account management and self-service solutions.

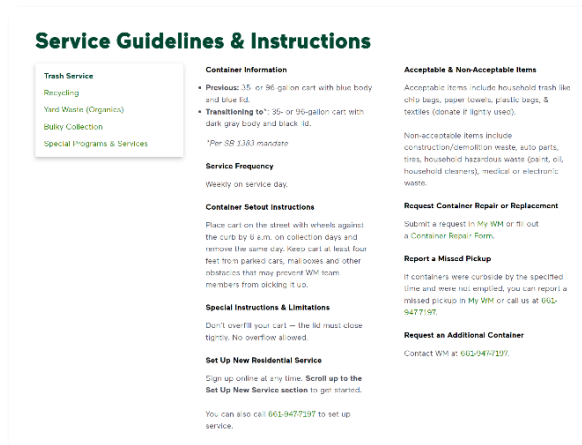
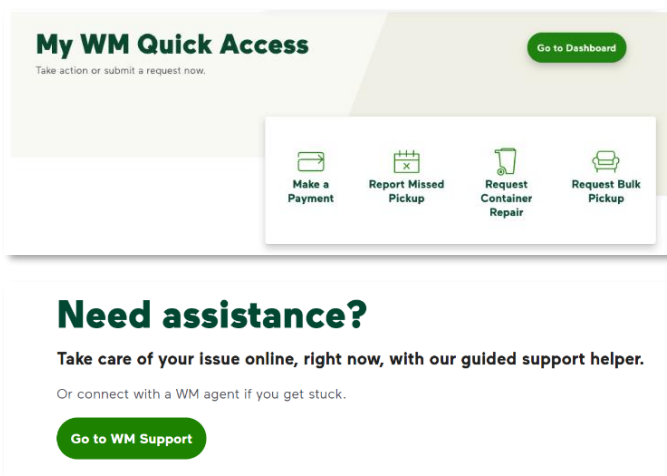
### Customer Service Center

Provides a comprehensive and dedicated one-on-one assistance to address and resolve issues on first interactions.

## WM Customer Website

Our dynamic WM customer website, designed to provide residents with a seamless and easy-to-navigate experience, is tailored specifically to your municipality. The website is a single access point for residents to find service information and 24/7 self-serve options.

Your community's website is the digital gateway for residents to self-serve through WM.com, make service requests, pay their bill, set personalized service notification preferences, and more.



Shown here are quick access links to make payments, report missed pickups, get general assistance, and more, as well as general Service Guidelines and Instructions for your residents.

With a WM Customer website, you can:

- **Personalize your website:** Your WM customer website is designed and custom-built to showcase your community, services, solutions, and special programs.



- **Promote self-serve service:** Your WM customer website is the first line of support, empowering customers to access information and find answers at their convenience.
- **Provide helpful resources and service information:** Your WM customer website is the information hub for all information regarding services - from collection schedules to special events to bulk item collection information (if applicable) to any service guidelines.
- **Lead the way to a more sustainable community:** Your WM customer website links directly to WM's Recycle Right® recycling education program, making it even easier to recycle right and reduce contamination.

## Customer Service Center Overview

Customers can contact WM during normal business hours - 8 a.m. to 5 p.m. local time. The Customer Service Center is closed on nationally observed holidays. However, our easy-to-use self-service channels - WM.com, My WM, Virtual Assistant Chatbot and more - are available to support customers' needs 24 hours a day, seven days a week, 365 days a year.

### Customer Service Center

If a customer inquiry request cannot be resolved through our convenient online options, our **knowledgeable customer service team is ready to assist every step of the way and provide you with the right information you need.**

## There When Our Customers Need Us Most

From power outages to natural disasters, our nationwide customer service infrastructure allows us to assist customers with their inquiries or requests and keeps you connected to WM when it matters the most.

## Professional, Well-Trained Customer Service Representatives

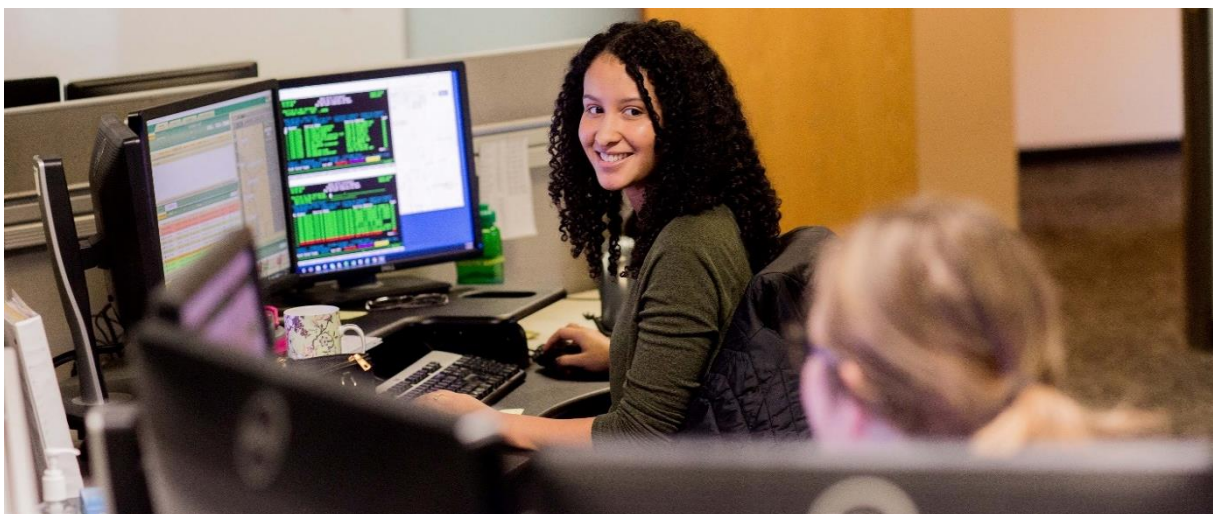
Our professional, well-trained Customer Service Representatives (CSRs) place our customers at the center of what they do every day. They are empowered to take the right steps and make the best decisions to address and resolve issues on first interactions so there's no need for a follow-up call.

### Customer Service Representatives Training

Our six-week onboarding training program, continual learning, and training opportunities allow us to lead the way in customer service and ensure that our CSRs are ready to support customers with professionalism and a customer-centric focus.







**People First:** Our proud, caring, and resilient CSRs are the foundation of our customer service success. That is why WM has partnered with Genesys, a global leader in workforce engagement management, to gain greater insight into our CSRs' professional and personal needs. Genesys' AI-powered customer interaction management platform allows us to create strategic data-driven workforce plans, which is invaluable to delivering proactive, predictive, and personalized customer experiences while elevating our CSRs' experience and engagement.

## Comprehensive Investments in Customer Service Technology

WM has made operational and capacity-building investments to service technology to better serve our customers by strategically connecting them to the right information at the right time.

### Onboard Computer Technology for Constant Contact with Drivers and Vehicles

WM's onboard computer technology allows us to improve workflow efficiency, reduce emissions in the communities we serve, and makes it easier to provide effective solutions for our customers by:

- Obtaining real-time information related to all truck locations, stops serviced, service status.
- One-touch cart service verification.
- Proactively generating service tickets for cart repair or replacements for customers.
- Centralized customer service for immediate and efficient issue resolution, including on-call requests, rerouting, and customer service needs.

### Integrated Knowledge Management Systems

Our proprietary web-based Knowledge Management System (KMS) is a single source of truth for sharing, organizing, and managing contract-specific information with customers, such as available services, rates, and collection schedules.

The KMS is accessible to all our CSRs nationwide, enabling our network of experienced CSRs to instantly access service-related information, allowing WM to provide consistent, accurate information during the most critical emergency situations.

Our Customer at a Glance (CAAG) KMS incorporates customer data from key WM systems into a single application, allowing our CSRs access to comprehensive customer information, including customer





invoice and payment history, WM's integrated billing system, Mid-Atlantic System (MAS), and onboard computing that captures service history and service statuses.

With CAAG, CSRs are also able to manage first-call resolutions for customers regarding:

- Administrative actions (online pay/autopay/paperless invoicing)
- Bulky/large item collection
- Commercial – extra pickup, service changes
- Holiday schedules
- How to Recycle Right
- Service schedule changes
- Service/pickup schedule
- Sustainability education
- Weather and natural disasters alerts

## How Do We Measure Our Customer's Experience

### Net Promoter Score (NPS)

It is important that we measure our customers satisfaction and really understand their residents so we have transitioned to Net Promoter Score (NPS) metric which is considered better than traditional Customer Effort Score (CES) metrics.

NPS is a customer loyalty metric that gauges the likelihood of customers recommending a company to others. It provides valuable insights into customer sentiment and their overall perception of your brand. Here are a few reasons why NPS is considered superior to traditional CES metrics:

**Comprehensive Measurement:** NPS captures a more holistic view of customer satisfaction by measuring both positive and negative experiences. It considers not only the ease of a customer's interaction (as in CES) but also their emotional connection and willingness to endorse your brand to others.

**Predictive Indicator:** NPS has proven to be a strong predictor of customer loyalty and business growth. Studies have shown a correlation between high NPS scores and increased customer retention, repeat purchases, and positive word-of-mouth recommendations. It helps identify customers who are likely to become brand advocates and positively impact your business.

**Actionable Insights:** NPS allows you to take actionable steps to improve customer experience. By categorizing customers into promoters, passives, and detractors, you can identify areas for improvement and develop strategies to convert detractors into promoters. This helps drive meaningful changes and fosters long-term customer loyalty.

**Benchmarking:** NPS enables you to compare your performance against industry standards and competitors. By understanding where you stand relative to others, you can set realistic goals, track progress, and continuously enhance your customer service efforts.

While CES has its merits in measuring customer effort during specific interactions, NPS provides a broader perspective on overall customer satisfaction and loyalty.

## Voice of Our Customers Survey

WM invites more than 100,000 unique customers to fill out our Voice of Our Customers survey every month to understand expectations, perceptions, and satisfaction points, and gain insight into areas for improvement.

The survey initially focuses on core questions related to the customer's overall relationship with WM, then expands into targeted questions regarding the customer's service experience with our company. This survey provides WM with unprecedented insights to develop proactive solutions to not only meet but exceed customer expectations every day.



*b. Describe the process to transition the Village's new program with minimal disruption to the residents and Village staff. This should include schedules, detailed tasks, and key milestones to meet the September 1, 2024, contract start date.*

As your trusted incumbent service provider, there will be no transition if you continue with WM as your partner. There will be no disruption for your residents as our tested and proven customer service tools are already in place, used, and trusted by your community.

*c. Describe your vision for the communication model between Village staff and your company. This includes field and administrative communications.*

Mike, Chris, and Paul, the Village's Municipal Marketing Manager, District Manager, and Route Manager, will continue to be the primary contact points for Village staff. Your team can reach them on their cell whenever needed. Additionally, Mike will schedule regular check-in meetings with your staff to see what's working well and if there are any opportunities for improvement so that they can be proactively addressed before they become more significant concerns. Our commitment to Northbrook is to be the proactive partner you need for continued service excellence in your waste management program.

*d. Describe the metrics that will be collected and reported to the Village related to the services provided.*

WM will continue to provide monthly and annual reports for the Village similar to what is pictured below.

<b>Sample Diversion Report*</b>													
Northbrook, IL													
2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	AVERAGE
Monthly Refuse Tons	700	660	780	840	950	980	910	990	890	880	950	870	867
Monthly Recycling Tons	330	260	300	320	340	350	330	330	320	310	330	340	322
Monthly Yard Waste Tons	10	0	0	100	175	175	175	175	175	175	175	0	111
												<b>Diversion Rate</b>	<b>33%</b>

\*Sample diversion report. Numbers are not reflective of actual refuse, recycling, and yard waste tons in Northbrook.



## 4 | EMERGENCY COLLECTION SERVICES

- a. Localized Emergency Collections. Respondent will, upon request from the Village, perform a special collection from any Customer or Customers of Waste of any and all kinds in emergency circumstances where prompt removal of the Waste is necessary for the preservation of the public health, safety and welfare.*
- b. Community-Wide Emergency Collection. In the event of a major weather event, disaster, civil unrest or other unforeseen event, the Village may require the Respondent to conduct a community-wide collection of Waste of any and all kinds from all Customers and Municipal Sites ("Community-Wide Emergency Collection"). The Village may require the Respondent to place roll-off containers at locations throughout the Village during a Community Wide Emergency Collection. The Village will provide Respondent with no less than 24 hours' notice in writing of the need for a Community-Wide Emergency Collection.*

WM will work with the Village to develop an effective Emergency Collection Services program for Northbrook.

## 5 | ADDITIONAL INFORMATION

*a. Provide photos or brochures which depict the wheeled toters that Respondent would offer for use if the Village were to choose an alternative involving the lease or purchase by the Village of Respondent containers and provide information regarding the specifications and features of such containers.*

### Cascade Carts: Built for Durability, Convenience, and Sustainability

WM will continue to partner with our preferred cart supplier, Cascade Cart Solutions, to manufacture and deliver new carts for your community when needed. WM has high-quality durable Cascade carts already in place throughout Northbrook. We will continue repair and replace existing carts with Cascade to provide new carts for Northbrook residents when needed.

Our longtime partnership with Cascade spans more than 30 years with more than 17 million Cascade carts set out for WM customers to date. Cascade prides itself on having top-of-the-class quality control and performance standards and workmanship is backed by a 10-year warranty. We have successfully utilized Cascade carts for customers throughout North America and look forward to providing them to the Village.

Primary features and benefits include:

- **Product Quality:** Cascade carts are produced using an injection molding process that allows for exact precision and product uniformity.
- **Durability:** Cascade carts are UV-stabilized and designed for optimal compatibility and functionality with both semi and fully automated lifter systems, including a wear strip to permanently protect the bottom of the cart from abrasion.
- **Customer Convenience:** Cascade carts are easy to handle and provide an excellent balance between stability and maneuverability.



*WM trash and recycling carts come in a variety of sizes and colors, with yellow lids designating recycling carts.*



## EcoCart™: A Visible Commitment to the Environment and Recycling

In the midst of market disruptions that are threatening recycling programs across North America, WM and Cascade Cart Solutions have teamed to create the EcoCart™ - the waste industry's first collection cart manufactured with at least 10% post-consumer plastic resin.

The EcoCart creates a closed loop system as it is manufactured with recycled residential curbside plastic - bulky, rigid plastics collected straight out of recycling programs across the country - without compromising durability or warranty standards. Additionally, the 96-gallon EcoCart is available in a wide range of colors for your choosing – WM green, black, dark blue, or medium grey.



WM is prioritizing the purchase of the EcoCart - one of our largest ever purchasing commitments - as part of a new commitment to the Association of Plastic Recyclers Demand Champion Program, which seeks to expand market demand for recycled resins and improve plastic recycling in North America.

Utilizing the EcoCart, the Village can be a sustainability leader by being among the first communities to create a truly closed recycling loop with carts produced from consumer materials.



## Cart Sustainability

It only makes sense that the collection carts we provide the Village should be made as environmentally responsible as they are durable, convenient, and long lasting. When selecting Cascade Cart Solutions as our proposed cart manufacturer for the Village, we considered the following environmental benefits:



- **Post-Industrial Recycled Content.** Every Cascade cart contains recycled content. Cascade carts incorporate recycled content into their products to reduce reliance on limited natural resources, without affecting durability.
- **End-of-Life Cart Recovery and Recycling.** The thermoplastic resin used to make Cascade carts is recyclable at the end of the cart's useful life. This helps create a closed loop system - reclaiming and recycling products at the end of their lifecycle for reuse in the production of new products.
- **Minimal Manufacturing Waste.** Cascade carts are injection molded and manufactured using thermoplastic resin. This allows the recyclability and reuse of any unused plastic and/or scraps. This reclaimed plastic can be melted down and reground for use in the manufacturing of new containers without compromising the structural integrity of the cart. This eliminates waste in the molding process and diverts waste from the landfill.

### Tested and Proven

**ISO9001**  
CERTIFIED

As the first U.S. waste container producer to be ISO 9001 registered, Cascade takes their commitment to quality manufacturing seriously. They test their carts beyond industry durability standards for performance. Cascade's cart testing procedures include:

- Cold impact test for lids and wheels
- Hot and cold wheel assembly tests
- Double pump cart tests, equivalent to three lifetimes

### Cart Warranty

Our cart supplier, Cascade Cart Solutions, provides a non-transferable 10-year warranty period from date of cart shipment. The provided warranty does not cover negligence, abuse or normal wear and tear, but does protect WM and the Village from defects in materials and workmanship. In the event a warranty claim is submitted, Cascade will repair or replace any defective cart(s) or part(s). Repaired or replaced products are warranted for the balance of the original warranty period of the original cart(s) or part(s).

WM has a long-standing vendor history with Cascade and has successfully utilized their cart warranty when needed. We are confident that Cascade will stand behind their product quality.

Cascade's product warranty can be found at:  
<http://www.cascadeng.com/terms-warranties>.

### Cascade Certified as Women's Business Enterprise

WM is happy to include Cascade Engineering, Inc. to our growing list of diverse suppliers as Cascade received formal certification by the Women's Business Enterprise National Council as a woman owned, operated, and controlled business.

Supporting diversity among our suppliers will help us build a world-class supplier network - a network truly capable of providing WM customers and communities with the best, most innovative, and cost-effective solutions.

*b. Provide any other information Respondent deems necessary to demonstrate that it understands, and can meet, the Village's expectations as to solid waste collection service.*

## A Tested, Proven, and Trusted Partner for the Village



WM has been recognized by Fortune as one of the World's Most Admired Companies for the fifth consecutive year. This year, WM was ranked No. 1 among our industry peers. Fortune's list of the World's Most Admired Companies includes the best-regarded companies in 52 industries. Companies were ranked based on survey responses from executives, directors and analysts, and the top-rated

companies were chosen from a pool of 645 companies in 27 countries.



Newsweek and market data research firm Plant-A Insights named "America's Greatest Workplaces 2023 For Diversity" based on a list of 1,000 companies whose employees say they respect and value diverse people. WM is proud to receive this employee-driven prestigious honor as our commitment to inclusion, equity, and diversity is rooted in our values and woven into our business strategies.



Ethisphere, a global leader in defining and advancing the standards of ethical business practices, recently honored 135 companies that have earned the coveted designation of World's Most Ethical Companies® in 2023. WM is proud to be one of these companies for the 14<sup>th</sup> consecutive year.

Our commitment to being a "People First" organization and achieving "Success with Integrity" means striving for results in all we do. We hold ourselves to high standards of accountability, honesty, ethics, and compliance standards. Our people are committed to placing our core values of safety, customers, environment, and inclusion and diversity first in all they do.

We believe our employees are our greatest asset, and if we take care of them, they will take care of our customers, communities, shareholders, environment, and each other. These commitments and values are the foundation for the many differentiators that set us apart from our competitors:



**Unmatched service network to support the Village:** We serve nearly 20 million commercial, industrial, municipal, federal, and residential customers across North America through a vast network of collection, transfer, recycling, and disposal services. WM is making unprecedented investments to grow our recycling and renewable energy businesses by expanding our recycling footprint and building new renewable natural gas (RNG) plants across our landfill network to convert landfill gas to RNG. In addition, WM offers operational resources at a local, regional, and national level. These resources can help you increase recycling, reduce costs, and optimize equipment, all adding up to world-class service delivery for the Village.



**Technology focused on the Village:** WM is at the forefront of developing and implementing sustainable technologies that are revolutionary in the environmental services industry, and our new WM Smart Truck technology is the latest in those continual efforts. Smart Truck documents service data through sensors and onboard cameras to provide real-time service verification of every service stop and location. This state-of-the-art technology gives Mike, your Senior Account Executive, a complete view of your containers at the time of pickup with images that can be shared with the Village. Utilizing this data, we can work collaboratively with your staff to identify opportunities for improvement and develop solutions to maximize service efficiency, improve recycling, and reduce costs.



**A commitment to continuous improvement in the Village:** Material-handling equipment plays an essential role in efficient recyclables management for the Village. To identify additional synergies and savings in your recycling programs, we will work with your team to make sure that all waste handling equipment is appropriate for the task and performs at optimal levels. Using our industry-leading analytics and innovative WM Smart Truck<sup>SM</sup> technology, we will optimize equipment to identify operational improvements that maximize diversion within the existing programs and reduce contamination while maintaining high service levels.



**Environmental stewardship for the Village:** Environmental stewardship is the core of our business - our promise to customers, our competitive advantage, and our obligation to the communities and businesses in which we operate. In an industry as highly regulated as ours,

protecting the environment, maintaining compliance, and innovating to improve operations requires an unwavering focus, expertise, comprehensive systems, and internal checks and balances. We have a long track record of supporting high regulatory standards and striving to surpass them.



**Commitment to near-zero emissions in the Village:** Since the early 1990s, WM has prioritized equipment efficiency and innovation to reduce our vehicles' greenhouse gas (GHG) emissions, in part by converting our diesel trucks to run on cleaner natural gas. For every diesel truck we replace with natural gas, we reduce our use of diesel fuel by an average of 8,000 gallons per year along with a reduction of 14 metric tons of GHG emissions per year - the equivalent of a 15% emissions reduction per truck. WM's fleet now includes over 11,000 natural gas vehicles (NGV), the largest heavy-duty natural gas truck fleet of its kind in North America. Our goal is to create a near-zero-emissions fleet fueled almost entirely with natural gas.



**Unparalleled recycling and diversion for the Village:** As North America's leading post-consumer recycler and largest marketer of residential recyclables, WM has been leading change in the ever-growing and dynamic recycling industry for more than three decades. From the \$1 billion we have invested in recycling processing infrastructure to the nearly 15 million tons in recyclables we managed in 2022 to the industry's first recycling education program, Recycle Right - WM is committed to creating shared value and long-term recycling solutions that improve sustainability for our customers. View the following for Recycle Right tools and resources, [wm.com/recycleright](https://wm.com/recycleright).



**An ethically sound partner for the Village:** At the core of everything we do is our firm commitment to adhere to ethical business standards and practices. As a result, we have been recognized annually as an ethical leader by many organizations, including the Ethisphere Institute as a "World's Most Ethical Company" in 2023 for the 14<sup>th</sup> year, as well as by the Better Business Bureau, Wildlife Habitat Council, and the Dow Jones Sustainability Indexes. These honors reflect our commitment to our employees who care for our customers, communities, shareholders, environment, and each other.



**Shared values with the Village:** WM has the best people in the industry and a strong corporate culture focused on deep commitments to environmental sustainability, ethics, and the communities we serve.



**Leading training and safety programs to keep the Village safe:** Our employees undergo comprehensive background checks and drug testing to provide the safest and most secure service for your residences, facilities, and depots. Prior to employment, all driver candidates must possess a valid license and pass a medical exam. Once employed, all drivers are subject to ongoing drug and alcohol screenings. Once hired, our drivers undergo intensive immersion training at our state-of-the-art training centers. Over two weeks, drivers gain experience through classroom training and simulated driving courses that reflect real-life obstacles. At the end of the training, each driver receives a comprehensive evaluation that confirms their understanding of and commitment to WM's safety culture.

## 6 | AT YOUR DOOR SPECIAL COLLECTION SERVICE

WM's At Your Door Special Collection® service is the best solution for residents to properly manage household hazardous waste, including electronics. As North America's leading environmental solutions company, WM makes it easy for residents to dispose of these items by collecting the materials at their door – safely, easily and responsibly. This solution for home generated special materials (also known as household hazardous waste) includes convenient access to the At Your Door Special Collection® service. This is an easy-to-use service where residents can schedule a collection at any time throughout the year, when it is convenient for them. The At Your Door Special Collection® service features year-round pick up of acceptable materials right from their home.

### **WM Provides a Customer-Centered Solution - The Resident does not have to leave their home!**

Customers can easily reach out to the At Your Door Special Collection® service and schedule a home collection via the web or by phone. Our website, [www.wmatyourdoor.com](http://www.wmatyourdoor.com), is accessible 24/7 and our Operations Service Center is available Monday through Friday. Highly trained staff from our Operations Center will process the customer service requests and answer questions. Residents can utilize our website to request service. A service request must include the following information in order to be scheduled - the participant's contact information, address, and an estimated list of the types and quantities of acceptable materials. When the request is scheduled, the participant is provided with a specific date for their home collection.

A collection kit will be sent to the participant as needed, who is responsible for packaging the materials and placing them out on the designated collection date. The collection kit consists of a plastic bag, tie and an instruction sheet. Collection kits are not required for residents who only have electronics. The instruction sheet provides the specific collection date and directions for how to prepare for the collection appointment. This includes certain packaging requirements and placement of materials on the collection date. Participants collect their items following the appropriate directions. If a container leaks, the participant is instructed to transfer contents to a non-leaking container and label it. Leaking containers or containers that are not identified or are improperly identified will not be collected. Additional instructions may apply based on applicable regulations.

On the specific collection date, a Service Technician will arrive at the home, inspect the material for eligible items, and package the material based upon hazard classification. All materials must be placed outside of the home near the front door or garage area, but never on public property, at the curb, street, or alleyway. Participants are not required to be present during the collection. After collection by the Service Technician, eligible materials are transported to our facility where they will be consolidated and shipped to appropriate recycling and processing facilities.



### **The At Your Door Special Collection program**

WM provides a customer-centered solution for collection of home generated special materials, also referred to as household hazardous waste and electronics. With At Your Door Special Collection, residents do not have to leave their home as they would with a typical collection event – it is on demand, home collection.

## **AYD Operations Plan**

Every community we operate in is unique, from contract-specified services to local rules and regulations. Therefore, a comprehensive the Village-specific operations plan will be provided prior to the contract start date. Throughout our service term, the Northbrook-specific operations plan will be modified as necessary to comply with changing regulations and/or program procedures.

WM's At Your Door Special Collection® service has extensive experience working with municipalities and regulatory organizations implementing home generated special materials/household hazardous waste residential collection programs that comply with Federal, State and local regulations. This experience is reflected in the thoroughness of our operations plans and allows us to operate safely and efficiently in each community we serve. Our procedures have been reviewed for potential environmental, health and safety implications. This encompasses the compliance requirement for our acceptable and ineligible materials and our in-depth training procedures.

Although an Operations plan is customized for each facility, a WM At Your Door Special Collection® operations plan generally address the following topics:

- Nature, type and quantity of materials collected, including a list of acceptable and excluded material.
- Collection procedures and equipment.
- Planned destination of waste collected including specific third-party processor information and details regarding specific material treatment, recycling and disposal methods.
- Operations staffing and training requirements.
- Methods used to classify and control wastes received both during collection and at our facility.
- Material consolidation and bulking procedures.
- Provisions for inclement weather.
- Record keeping for materials received and shipped for processing or disposal.
- Facility map and evacuation diagram.
- Facility security measures.
- Health and safety procedures.

## **At Your Door – Recycling Diversion**

The goal of WM's At Your Door Special Collection® service is to send as much eligible material as possible to be recycled through various treatment methods. Emphasis is placed on recycling, then treatment, followed by incineration, then secure landfills. After collection, the materials are brought to our processing facility where they are properly packaged and sent to the appropriate facility for processing.

We aim to select environmentally friendly options as the next step in the lifecycle for these materials. The options for recycling may vary depending upon location but the items that are currently recycled as opposed to disposed include anti-freeze, household batteries, vehicle batteries, latex paint, oil-based paint, compact fluorescent lamps and straight fluorescent tubes, flammable liquids, flammable solids, and consumer electronics.



## AYD: Statement of Work

### Statement of Work

The following sets forth the description of WMs At Your Door Special Collection® service, which will provide the on-demand year-round residential household hazardous waste collection service for Northbrook residents.

### Description of Quality Service

WM's At Your Door Special Collection® service is provided to residents to properly manage household hazardous waste including electronics by safely collecting these items at the home. When residents need to dispose of their unwanted eligible materials they can reach out and schedule a home collection appointment. For residents to participate in this service, they must first schedule a home collection, which is available year-round. WM provides two easy options to schedule service: The participant may go to [www.wmatyourdoor.com](http://www.wmatyourdoor.com), or contact our Operations Service Center through our phone number. The Operations Service Center from our U.S. based Operations Center will process the service request. The website is accessible 24/7 and the Operations Service Center is available Monday through Friday.

As part of the request for service, the participant is provided with a specific date for their home collection. This is the date when they must place their unwanted materials at the front door or in the front of their garage. This is a demand based service, so the frequency of collections will vary.

After the resident schedules their collection, a collection kit will be sent to them. The resident is responsible to package the materials and place them out on the designated collection date. The collection kit consists of a plastic bag, tie, labels, and an instruction sheet. The instruction sheet informs the participant of their collection date and lists eligible and non-eligible items. Participants collect their items and place appropriate items inside the kit bag or beside it per the instruction sheet. All containers must be labeled, and they cannot leak. If a container leaks, the participant is instructed to transfer contents to a non-leaking container and label it. Participants are provided labels for this use. Leaking containers or containers that are not identified or are improperly identified will not be collected. Additional instructions may apply based on applicable regulations.

Participants will receive one bag unless otherwise indicated that more than one bag is required to collect all eligible materials. Participants that only have electronics, batteries and fluorescent lamps will not be sent a collection kit, as the kit is not required for those items. Participants are not required to be present during the collection.

On the collection date, a Service Technician will arrive at the home, inspect the material for eligible items, and package the material based upon hazard classification. All materials must be placed outside of the home in the appropriate easy-to-find location. Materials are to be placed near the front door area or garage area, but never on public property, at the curb, street or alleyway. The WM Service Technician will not enter the premises, which include homes, garages or sheds to gather or remove any material.

After collection by the Service Technician, eligible materials are transported away from the residence and sent to the appropriate recycling and processing facilities. WM is not responsible for any materials placed out for collection until the items are collected by WM personnel.

### Customer Service

WM's At Your Door Special Collection® Operations Service Center (aka call center) will handle any questions and process the service requests. To contact this service center, residents can call 1-800-449-7587 or go to [www.wmatyourdoor.com](http://www.wmatyourdoor.com). If a resident has a question about a particular item, they are welcome to reach out to the call center or self-service on line. This center handles thousands of service requests each year. Our website provides list of commonly acceptable items, frequently asked questions and a way to reach out to our service center. Our goal is to make it easy and convenient for your residents.

Residents who participate in the program receive a survey questionnaire. The survey typically includes several questions and is considered a "report card" on the service.

## Materials

This list below includes the most common eligible items for the At Your Door Special Collection® service. This list is not all-inclusive, and the full list of eligible items may vary depending on state and local regulations. We reserve the right to modify the list. Additional instructions may apply, based on applicable regulations.

### 1. Eligible Materials

In general, most ordinary household chemicals and many electronics are eligible for collection. Only items originating from households are eligible, no business materials are allowed. The quantity of material that is collected at any one time is limited to the items that can fit into the kit bag along with designated items that may be placed outside the bag.

The collection will typically include the following eligible materials:

#### Household Cleaners

- Ammonia
- Floor stripper
- Drain cleaner
- Floor cleaner
- Tile/shower cleaner
- Carpet/upholstery cleaner
- Rust remover
- Toilet bowl cleaner

#### Paint Products

- Oil based paint
- Latex paint
- Stripper and thinner
- Caulking
- Wood preservative and stains
- Sealers
- Spray paint
- Artist paint

#### Automotive Material

- Motor oil
- Antifreeze
- Waxes/Polishes
- Cleaners
- Brake fluids
- Used oil filters
- Transmission fluid
- Windshield washer fluid
- Hydraulic fluid
- Vehicle batteries (4 max.)
- Gasoline and Diesel fuel (must be placed

in containers designed and sold for the containment and transportation of fuel (10 gal. max.)

#### Swimming Pool Chemicals

- Pool acid
- Chlorine: tablets, liquids
- Stabilizers

#### Mercury Containing Devices

- Thermostats
- Thermometers
- Switches

#### Garden Chemicals

- Insect sprays/Insecticides
- Weed killers
- Fertilizer
- Herbicides
- Pesticides
- Other poisons

#### Electronics with Circuit Boards (25 lbs. total)

- Televisions (1 max.)
- Computer monitors
- CPU/computer tower (1 max.)
- Laptop computer
- Tablet computer
- Keyboard
- Mouse
- Fax machine
- Desktop printer/scanner
- CD ROM
- DVD/CD/tape player
- VCR
- Cell phone
- MP3 player, iPod, music player
- Microwave oven
- Related cords
- Gaming console

#### Misc. Household

- Household batteries
- Straight fluorescent tubes/ Compact fluorescent bulbs (5 max.)
- High intensity lamps
- Hobby glue
- Driveway sealer (5 gal. max)



### **Flammable & Combustible Materials**

- Kerosene
- Solvents

### **Sharps**

- Needles and lancets. Must be placed in a sealed, rigid container. (qualified/permitted areas only)

## **2. Ineligible Materials**

Commercial material, material from businesses, and unusually large quantities of the same material are not eligible for the At Your Door® program. Business items located at homes are still business waste and are excluded. Additional ineligible items include biological waste, ammunition and explosives, asbestos, construction related debris, containers over 5 gallons, fire extinguishers, food waste, pressurized cylinders, materials improperly packaged for transportation including leaking containers, medicines/pharmaceuticals, radioactive materials, tires, trash, liquid mercury, white goods and unknown or unlabeled materials. The At Your Door® service reserves the right to refuse acceptance of any items it deems excluded, that poses a safety risk or other hazard, or are outside of the scope of the program, which is designed for the collection of home-generated special materials.

## **AYD Treatment of Materials**

This service will work to responsibly manage the accepted materials. The goal is to send as much eligible material as possible to be recycled through various treatment methods. Emphasis is placed on recycling, then treatment, followed by incineration, then secure landfills.

## **Qualifications**

From our Service Technicians to our Operations Service Center Specialists, all team members participate in WM's in-depth and on-going training process. Service Technicians must complete the 40-hour HAZWOPER certification program in combination with obtaining a Hazmat endorsement on their Commercial Driver's License. In addition, they will complete an in-depth employee training program which includes classroom and on-the-job training for hazardous materials. Training is updated periodically to ensure our Technicians are trained on important safety procedures, transportation protocols, chemistry, hazardous materials handling, customer service, and more.

WM's At Your Door Special Collection service has extensive experience working with municipalities and regulatory organizations implementing home generated special materials /household hazardous waste residential collection programs that comply with federal, state and local regulations. Over the years, we have refined the challenging process of residential collection of home generated special materials. Our experience with numerous municipalities and hundreds of thousands of residents will be applied to your community.

## **AYD Safety**

This program will comply with existing applicable federal, state, and local regulations. Appropriate permits and approvals to transport and store household hazardous waste and electronics will be obtained and maintained. This includes facilities and vehicles used in the process of servicing this program. Generator status and requirements will be determined based on applicable state, federal or local laws.

In the event of a change in law and/ or regulations related to the services provided under this Agreement, WM has the option to modify this service. This may include the imposition of new or increased government fees or assessments, and WM shall be entitled to an adjustment of rates at any time. This request for adjustment will be submitted by WM to the appropriate municipality's contact, accompanied by an analysis of the impacts on rates. A "change in law" adjustment shall only be effective after approval of the municipality's governing body. The municipality's action on our request shall be made within sixty (60) days from the date of submittal, and its approval will not be unreasonably delayed, conditioned, or withheld. As used herein, "change of law" does not include changes in federal or state income tax laws.

In the event of a natural disaster affecting the community, WM's At Your Door Special Collection program will be suspended for a period of up to six months, or another period upon mutual agreement. The At Your Door program is designed for the ordinary collection of home generated special materials, and a natural disaster changes the nature of that need. A natural disaster is subject to the specifics of a franchise agreement

At Your Door Special Collection® is a service of WM. Collection services will be provided by a properly licensed/permitted subsidiary of WM At Your Door® and At Your Door Special Collection® are marks of WM Intellectual Property Holdings, LLC.

## 7 | REQUESTED CLARIFICATIONS

WM strives to be transparent in our proposals. We understand it is difficult for the Village when contractors attempt to negotiate new terms after an award is made. That is not how we do business. At the same time, we feel a balanced contract will benefit both parties over the term of the agreement. As such, enclosed in this section are requested clarifications to the specifications in the RFP for your review and consideration. We welcome the chance to discuss and negotiate these items.

PDF Page #	Section	Description of Exception
5	Section 2 Anticipated Term Award (1.)	Any contract renewal or extension shall be by mutual agreement of the parties.
6	Section 2 Required Weekly Services (2.)	Single Stream Specifications including language regarding contamination attached.
6	Section 2 Required Weekly Services (3.)	Add definition of Bulk Items. Bulk Items means large household items that do not properly fit in the residential dwelling's cart, or bundled or bagged Solid Waste, that does not exceed four feet by four feet by two feet (4'x4'x2') and weigh no more than sixty (50) pounds, which are attributed to the normal activities of a single residential dwelling. Such materials may include furniture, area and floor rugs properly prepared (cut and bundled), mattresses, appliances, Bulk Items shall not include Unacceptable Waste. Solid Waste means all putrescible and non-putrescible solid, semi-solid and liquid wastes generated but excluding Unacceptable Waste. Unacceptable Waste means any electronics (e-waste), waste tires, radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous, regulated medical or hazardous waste, toxic substance or material, as defined by, characterized, or listed under applicable federal, state, or local laws or regulations, any materials containing information protected by federal, state or local privacy and security laws or regulations (unless tendered to Respondent pursuant to a separate agreement), or any material the acceptance or handling of which would cause a violation of any Applicable Law, damage to Respondent's equipment of facilities, or present a substantial endangerment to the health or safety of the public or Respondent's employees. Title to and liability for Unacceptable Waste shall remain with the generator at all times. White Goods shall mean household appliances such as air conditioners, refrigerators, humidifiers etc. that has had the freon or refrigerant removed by the resident. White Goods do not include Unacceptable Waste.
7	Section 2 Required Weekly Services (5.)	Definition of Multi-family dwelling to be added. Multi-family dwelling means any premises with five (5) or more dwelling units, where such dwelling units receive centralized Solid Waste Collection Services (and not individualized Cart-based Solid Waste Collection Services).



PDF Page #	Section	Description of Exception
7	Section 2 Seasonal/Special Collections (1.)	Respondent takes exception to unlimited yard waste. Yard Waste means any vegetative matter resulting from normal yard and landscaping maintenance that is not more than three (3) feet in its longest dimension or six (6) inches in diameter. Green Waste includes, but is not limited to, plant debris such as palm, grass clippings, leaves, prunings, weeds, branches, brush, undecorated Christmas trees, and other forms of vegetative waste.
7	Section 2 Seasonal/Special Collections (2.)	Respondent takes exception to unlimited solid waste and recyclable materials for any two one-week holiday periods each year.
7	Section 2 Seasonal/Special Collections (2.)	Respondent takes exception to the collection of Holiday Trees and Holiday Greenery with ornaments, tinsel, or lights.
8	Section 2 Required Optional Services (5.)	Respondent takes exception to Emergency Collection Services as noted on page 15 of the RFP. WM will work with the Village to establish Emergency Collection Services.
9	Section 2 Containers (4.)	Respondent takes exception to the obligation to repair or replace damaged, lost, or stolen containers which is not caused by Respondent's negligent acts at no cost to resident.
11	Section 4 Fleet (a.)	Respondent takes exception to including a telephone number on Respondent's vehicles.
11	Section 4 Collection Services (a.)	<p>Respondent takes exception to the obligation to collect the day following a major natural event. Revise the 2nd sentence section a. of Collection Services on page 11 of the RFP as follows: "When a holiday occurs during the week, collection may be shifted by one day following the holiday."</p> <p>Additionally, insert a force majeure provision to read as, "Neither Party shall be in default for its failure to perform or delay in performance caused by events beyond its reasonable control, including, but not limited to, strikes, lock outs, labor disputes, riots, imposition of laws or governmental orders, fires, pandemic and government orders related thereto, acts of God, and inability to obtain equipment, and the affected party shall be excused from performance during the occurrence of such events; provided, that if the force majeure circumstances persist for more than thirty (30) days, the other Party may terminate this Agreement and any or all SOWs without further penalty or liability.</p>
12	Section 4 Customer Service (b)	Respondent takes exception to resolving all complaints within 24 hours. Replace 24 hours with "by the end of the next business day".
15	Section 5 Emergency Collection Services (b)	Respondent takes exception to the collection of any and all kinds of waste. Respondent may but not be obligated to provide Community-Wide Emergency Collection because Respondent may also be impacted by the emergency. Respondent reserves the right to charge for the services.



## Single Stream Specifications

**RECYCLABLES** must be dry, loose (not bagged), unshredded, empty, and include **ONLY** the following:

Aluminum cans	Newspaper
PET bottles with the symbol #1 – with screw tops only	Mail
HDPE plastic bottles with the symbol #2 (milk, water bottles detergent, and shampoo bottles, etc.)	Uncoated paperboard (ex. cereal boxes; food and snack boxes)
PP plastic bottles and tubs with symbol # 5 - empty	Uncoated printing, writing and office paper
Steel and tin cans	Old, corrugated containers/cardboard (uncoated)
Glass food and beverage containers* – brown, clear, or green	Magazines, glossy inserts and pamphlets

**NON-RECYCLABLES** include, but are not limited to, the following:

Plastic bags and bagged materials (even if containing Recyclables)	Microwavable trays
Porcelain and ceramics	Mirrors, window or auto glass
Light bulbs	Coated cardboard
Soiled paper, including paper plates, cups and pizza boxes	Plastics not listed above including but not limited to those with symbols #3*, #4*, #6*, #7* and unnumbered plastics, including utensils
Expanded polystyrene	Coat hangers
Glass and metal cookware/bakeware	Household appliances and electronics,
Hoses, cords, wires	Yard waste, construction debris, and wood
Flexible plastic or film packaging and multi-laminated materials	Needles, syringes, IV bags or other medical supplies
Food waste and liquids, containers containing such items	Textiles, cloth, or any fabric (bedding, pillows, sheets, etc.)
Excluded Materials or containers which contained Excluded Materials	Napkins, paper towels, tissue, paper plates, and paper cups
Any paper Recyclable materials or pieces of paper Recyclables less than 4" in size in any dimension	Propane tanks, batteries
Cartons*	Aseptic Containers*

## Delivery Specifications

Material collected by Respondent may not contain Non-Recyclables or Excluded Materials. "Excluded Materials" means radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous or toxic substance or material, or regulated medical or hazardous waste as defined by, characterized or listed under applicable federal, state, or local laws or regulations, materials containing information (in hard copy or electronic format, or otherwise) which information is protected or regulated under any local, state or federal privacy or data security laws, including, but not limited to the Health Insurance Portability and Accountability Act of 1996, as amended, or other regulations or ordinances or other materials that are deleterious or capable of causing material damage to any part of Respondent's

property, its personnel or the public or materially impair the strength or the durability of Respondent's structures or equipment.

Respondent may reject in whole or in part, or may process, in its sole discretion, Recyclables not meeting the specifications, including wet materials, and Customer shall pay Respondent for all increased costs, losses and expenses incurred with respect to such non-conforming Recyclables including costs for handling, processing, transporting and/or disposing of such non-conforming Recyclable Materials which charges may include an amount for Respondent's operating or profit margin ("Cost"). Without limiting the foregoing, and Customer shall pay a contamination charge for additional handling, processing, transporting and/or disposing of Non-Recyclables, Excluded Materials, and/or all or part of non-conforming loads and additional charges may be assessed for bulky items such as appliances, concrete, furniture, mattresses, tires, electronics, pallets, yard waste, propane tanks, etc.

Respondent reserves the right upon notice to discontinue acceptance of any category of materials set forth above as a result of market conditions related to such materials and makes no representations as to the recyclability of the materials. Collected Recyclables for which no commercially reasonable market exists may be landfilled at Customer's Cost.

\*Glass may not be accepted in all locations. Cartons, aseptic containers and other plastics may be allowed if approved in writing by Respondent.



# VILLAGE OF NORTHBROOK

1225 CEDAR LANE  
NORTHBROOK, IL 60062

REFUSE AND RECYCLING PROPOSAL FOR THE VILLAGE OF  
NORTHBROOK

**SUBMITTED BY:**



Bill Kenney  
5500 Pearl Street  
Rosemont, IL 60018



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# MISSION STATEMENT

LRS IS THE INDUSTRY LEADER IN PROVIDING  
INNOVATIVE AND ENVIRONMENTALLY  
RESPONSIBLE WASTE AND RECYCLING SOLUTIONS.

OUR TEAM DELIVERS EXCEPTIONAL SERVICE  
AND VALUE THROUGH RELENTLESS COMMITMENT  
TO CUSTOMER SATISFACTION AND PRESERVATION  
OF OUR ENVIRONMENT.



# I. PROGRAM OVERVIEW

## A. COVER LETTER

January 12, 2024

Mr. Sam Reiss – Management Analyst  
Village of Northbrook  
1225 Cedar Lane  
Northbrook, IL 60062  
Re: Refuse and Recycling Proposal for the Village of Northbrook

Dear Sam,

On behalf of LRS, I am grateful for this opportunity to provide the Village of Northbrook with a bid for its solid waste, recycling and landscape waste services.

Since our earnest beginnings in 1999, LRS has blossomed into Chicagoland's premier waste hauler. We have accomplished this by providing our customers and municipal partners with a service and value proposition which includes: the highest service standards, a courteous, professional and helpful customer service team, a focus on savings without sacrificing quality service, investments in infrastructure and an aggressive approach to recycling initiatives and reductions in our carbon footprint.

This year alone, LRS opened its third state-of-the-art recycling processing facility on the Southside of Chicago, and formally integrated its first electric truck to our fleet this spring. We complement our facilities and assets with the area's best drivers and employees, knowing that they are the life's blood of our company. We have been proudly serving municipalities throughout Chicagoland since 2012, and look forward to partnering with Northbrook to bring its residents the same gold-standard in service and quality.

As part of its bid to the Village, LRS will commit to using an all-CNG fleet of trucks by some point in 2025 for its waste and recycling routes. LRS will also be operating out of its Northbrook facility, at which we have a CNG filling station.

LRS has thoroughly read the Village's RFP, and understands the scope of services the Village has put forth. We look forward to further conversation with the Village, and again, are grateful for this opportunity.

All the best,



Bill Kenney  
Municipal Manager  
bkenney@lrsrecycles.com



# I. PROGRAM OVERVIEW

## B. REFERENCES

City of Highland Park  
Homes: 9,200  
Contract Start: January 2016  
Contact: Erin Jason  
Phone: 847-926-1004

 City of Highland Park

Village of Deerfield  
Homes: 6,600  
Contract Start: April 2021  
Contact: Andrew Lichterman  
Phone: 847-719-7403



VILLAGE OF DEERFIELD

City of Wheaton  
Homes: 15,000  
Contract Start: October 2017  
Contact: John Duguay  
Phone: 630-473-7086

CITY OF  
**WHEATON**  
*Illinois*

City of Geneva  
Homes: 7,800  
Contract Start: July 2018  
Contact: Rich Babica  
Phone: 630-232-1505



VILLAGE OF SCHAUMBURG  
PROGRESS THROUGH THOUGHTFUL PLANNING

Village of Schaumburg  
Homes: 25,000  
Contract Start: April 2022  
Contact: Megan Buck  
Phone: 847-923-6672

 **DES  
PLAINES**  
ILLINOIS

City of Des Plaines  
Homes: 17,500  
Contract Start: March 2021  
Contact: Tim Watkins  
Phone: 847-391-5468

*Western  
Springs* 

Village of Western Springs  
Homes: 4,500  
Contract Start: January 2020  
Contact: Elaine Haeske  
Phone: 708-246-1800

Village of Elmwood Park  
Homes: 7,500  
Contract Start: April 2019  
Contact: Kim Parrilli  
Phone: 708-452-3914



# I. PROGRAM OVERVIEW

## C. COST PROPOSAL

SERVICE TYPE	BILLING UNIT	MONTHLY RATE
<b>CURBSIDE - 1X / WEEK</b>		
35G	PER MONTH	\$24.50
35G SENIOR	PER MONTH	\$23.85
65G	PER MONTH	\$25.50
65G SENIOR	PER MONTH	\$22.95
95G (UNLIMITED)	PER MONTH	\$26.50
95G (UNLIMITED SENIOR)	PER MONTH	\$23.85
<b>BACKDOOR - 1X / WEEK</b>		
35G	PER MONTH	ADD: \$17.00
35G SENIOR	PER MONTH	ADD: \$17.00
65G	PER MONTH	ADD: \$17.00
65G SENIOR	PER MONTH	ADD: \$17.00
95G (UNLIMITED)	PER MONTH	ADD: \$17.00
95G (UNLIMITED SENIOR)	PER MONTH	ADD: \$17.00
*BACKDOOR SERVICES FOR WASTE ONLY		
<b>CURBSIDE - 2X / WEEK</b>		
35G	PER MONTH	ADD: \$17.00
35G SENIOR	PER MONTH	ADD: \$17.00
65G	PER MONTH	ADD: \$17.00
65G SENIOR	PER MONTH	ADD: \$17.00
95G (UNLIMITED)	PER MONTH	ADD: \$17.00
95G (UNLIMITED SENIOR)	PER MONTH	ADD: \$17.00
<b>BACKDOOR - 2X / WEEK</b>		
35G	PER MONTH	ADD: \$34.00
35G SENIOR	PER MONTH	ADD: \$34.00
65G	PER MONTH	ADD: \$34.00
65G SENIOR	PER MONTH	ADD: \$34.00
95G (UNLIMITED)	PER MONTH	ADD: \$34.00
95G (UNLIMITED SENIOR)	PER MONTH	ADD: \$34.00
<b>OTHER COLLECTION OPTIONS</b>		
BULK ITEM / ELECTRONIC DEVICES COLLECTION	PER ITEM	\$30.00 - \$50.00
HHW*	PER MONTH	\$1.50
WHITE GOODS COLLECTION	PER ITEM	\$30.00
EMERGENCY COLLECTION	PER CUBIC YARD	\$20.00
REFUSE / WASTE STICKERS	PER STICKER	\$3.25
*IF CHOSEN, ALL RESIDENTS WILL PAY		
<b>LANDSCAPE WASTE &amp; ORGANICS COLLECTION</b>		
YARD WASTE STICKERS	PER STICKER	\$3.25
SEASONAL SUBSCRIPTION SERVICE (35G CONTAINER)	PER SEASON	\$220.00
SEASONAL SUBSCRIPTION SERVICE (95G CONTAINER)	PER SEASON	\$220.00
<b>ANCILARY CHARGES</b>		
ADDITIONAL CART(S)	PER MONTH	\$5.00
CART EXCHANGE / SWITCH		\$30.00



# I. PROGRAM OVERVIEW

## D. COMPANY PROCESS & CHICAGOLAND CONTRACTS

### COMPANY EXPERIENCE

LRS is prepared and committed to carrying out all provisions of the Village's RFP. We believe our submission will not only outline our abilities to meet and exceed the Village's criteria, but will also demonstrate LRS' ability to stand out when it comes to additional value to the residents of the Village of Northbrook. LRS drivers will be equipped with extra carts to more safely and efficiently service those residents who have opted to use a 'backdoor' style of service, as well as any additional or unforeseen service requirements.



LRS owns and operates several dozen facilities throughout Illinois, Iowa, Minnesota and Wisconsin, including several of the Midwest's most sophisticated Material Recovery Facilities (MRF), and several of the country's most advanced recycling plants.

At each facility, LRS uses a unique combination of human quality control (line workers who scrutinize and capture items that technology may not recognize) and automation (optic sorters, ballistic separators, eddy currents, et al). This technology allows us to divert as much as 40% of recyclable items from conventional waste, and a true recycling rate of nearly 100% at our MRF's and recycling centers.

LRS is the contracted hauler for over 200 municipalities. Several of those with similar make-up and characteristics of the Village of Northbrook. From the North Shore (Highland Park, Glencoe, Winnetka) to the West (Wheaton, DeKalb, St. Charles, Geneva), and south (Blue Island), LRS understands the high standards that Chicagoland communities demand.

In terms of outreach, LRS is the only Chicagoland hauler to have a dedicated marketing department, which complements the high standards we place on our operations, dispatch and customer-service departments. With each community we service, we continuously work with residents and administrators to come up with tailored promotional programs that will fit the Village's needs and expectations. Northbrook will be no exception to this.

### COMPANY INFORMATION

FULL COMPANY NAME:	LRS
ADDRESS:	5500 PEARL ST., ROSEMONT, IL 60018
PHONE NUMBER:	844.NEED.LRS
FAX NUMBER:	773.685.6043
WEBSITE:	LRSRECYCLES.COM



# I. PROGRAM OVERVIEW

## D. COMPANY PROCESS & CHICAGOLAND CONTRACTS

### City of Highwood

- Residential & Commercial franchise
- Start Date: May, 2017
- Size: 2,000 homes

### City of Wheaton

- Residential franchise
- Start Date: October, 2016
- Size: 15,500 homes

### City of Highland Park

- Residential & Commercial franchise
- Start Date: February, 2016
- Size: 9,200 homes

### Village of Deerfield

- Residential & Commercial franchise
- Start Date: April, 2021
- Size: 6,600 homes

### Village of Skokie

- Commercial franchise
- Start Date: June, 2012
- Size: 1,800 commercial accounts

### Village of Bannockburn

- Residential & Commercial franchise
- Start Date: March 2013
- Size: 225 homes

### Village of Riverwoods

- Residential franchise
- Start Date: April 20213
- Size: 1,300 homes

### Village of Glencoe

- Residential franchise
- Start Date: February, 2016
- Size: 3,000 homes

### Village of Winnetka

- Residential franchise
- Start Date: February, 2016
- Size: 4,200 homes

### Village of Clarendon Hills

- Residential franchise
- Start Date: April, 2021
- Size: 2,800 homes

### Village of Schaumburg

- Residential franchise
- Start Date: April, 2021
- Size: 25,000 homes

### City of Evanston

- Commercial franchise
- Start Date: November, 2022
- Size: 2,000 commercial accounts

### Chicago Public Schools (CPS)

- Commercial franchise
- Start Date: January 2014
- Size: 660 schools

### City of Des Plaines

- Residential franchise
- Start Date: March, 2021
- Size: 17,500 homes

### Village of Elmwood Park

- Residential franchise
- Start Date: March, 2019
- Size: 7,500 homes

### Village of Maywood

- Residential franchise
- Start Date: April, 2022
- Size: 6,250 homes

### City of Northlake

- Residential franchise
- Start Date: December, 2021
- Size: 2,900 homes

### Village of La Grange Park

- Residential franchise
- Start Date: April, 2019
- Size: 3,900 homes

### City of Blue Island

- Residential franchise
- Start Date: July, 2017
- Size: 5,600 homes

### Village of Western Springs

- Residential franchise
- Start Date: January, 2019
- Size: 4,500 homes

### City of St Charles

- Residential franchise
- Start Date: July, 2018
- Size: 12,500 homes

### City of Geneva

- Residential franchise
- Start Date: July, 2018
- Size: 7,800 homes

## II. RESPONDENT QUALIFICATIONS

### A. ORGANIZATIONAL BACKGROUND

#### INTRODUCTION TO LRS

Over 20 years ago, three Chicagoland recycling and waste industry veterans partnered and laid the foundation for LRS now headquartered in Rosemont, IL. Today, LRS is the largest privately-held waste company in Illinois and the fourth largest in the country. LRS owns and operates multiple Material Recovery Facilities (MRFs) throughout the Midwest, including several state-of-the-art single-stream MRFs, being the first waste company in the country to implement robotics, using artificial intelligence.

LRS has strategically acquired companies and partnered with companies that align with our common core principles, in turn, offering greater potential in the areas of environmental stewardship, efficiency, convenience, customer service, and technology.

Over the past ten years, the LRS companies have been newly awarded and transitioned more municipal contracted services than any other waste service provider throughout the Chicago Metropolitan area. LRS is the honored recipient of many highly regarded awards, including the Illinois Sustainability Award, being the only waste company to receive this award, and more recently, the Overall Safety Award from the Solid Waste Association of North America (SWANA).

LRS offers municipal partners a multitude of services that are sustainable and convenient, along with a competitive rate structure and flexible capabilities. Many of our municipal partners have recognized an increase in recycling and both cost and waste reductions. LRS offers the following services throughout northern and western Illinois, all of which are available to our municipal partners:

- Residential Subscription Cart Program
- Residential Organics/Food Scrap Program
- Household Hazardous Waste Home Collection
- Electronic Waste Home Collection
- Street Sweeping (Preferred Municipal Partner)
- Portable Restrooms, Sinks and Sanitizing Stations
- Commercial & Construction Recycling & Waste Services
- Semi-dump Trailer Services
- Portable Storage Units



## II. RESPONDENT QUALIFICATIONS

### B. SERVICE REQUIREMENTS

LRS has read the Village's RFP thoroughly, and understands the parameters for service it has laid forth.

Should the Village award this contract to LRS, the following are areas will be the primary (but not sole) areas of concentration for implementation purposes:

#### CONTAINER/CART DELIVERY/GENERAL IMPLEMENTATION

LRS has implemented more new municipal contracts over the past several years than any other area hauler. In each instance, we have been commended by that particular municipality on the relative ease of transition – not just the Village, but to the resident as well.

Even before the Village has officially awarded the contract, LRS will have begun preparing steps to implement services – internally, and with our container/cart supplier and truck manufacturer. This process allows us to be most prepared, act quickly and accurately, should we be awarded the Village's waste and recycling contract.

If awarded this contract, we will assume a smooth transition of information from the incumbent hauler will be part of the process. However, this is not always the case, so we will also procure information by reaching out directly to the Village's residents by social media, mailers and selected civic centers and retailers that experience high amounts of foot traffic.

Once we have attained the information we need for cart allocation, we will be in nearly daily contact with our cart company and delivery teams. We would expect a smooth transition, based on our experience.

#### BASIC SERVICES

LRS has read the Village's RFP. We understand the Village's needs and expectations.

Before implementation, LRS route managers, municipal managers and customer service managers will meet with key Village contacts to review general guidelines as well as granular details in order to ensure as seamless transition as possible.

LRS will have a route manager who is dedicated to making sure routes are finished efficiently and smoothly, and with minimal interruption to Village residents. The route manager will be tasked to head the cart delivery crews and operational teams. He or she will work closely with the municipal manager, as well as LRS' Operations Manager and General Manager.

#### CUSTOMER SERVICE

Our Customer Service team will have a dedicated manager who will make sure our entire CS team is current on all facets and details of our new partnership with the Village.

We will keep detailed logs of all calls that come in, and report all activity back to the Village's designated point persons. LRS prides itself on being able to handle resident questions and concerns with the highest level of detail and professional courtesy.

## II. RESPONDENT QUALIFICATIONS

### B. SERVICE REQUIREMENTS

LRS will provide the Village with a dedicated customer service team and management team. Residents and Village administrators will have 24-hour access to our customer service center. Our management team will be led by Bill Kenney (Municipal Manager) who will oversee all facets of the Village's contract, and constantly look for ways to improve efficiency and the overall experience for the Village residents.

#### OPERATIONS SUPPORT

Led by our Regional Operations Vice President, John McGee. John and his team will use their vast industry experience – specifically related to municipal work, to ensure a smooth transition from the Village's incumbent hauler to LRS.

#### OPERATIONS SUPERVISOR

Our experienced operations team will have a dedicated Operations Supervisor who will audit routes every day and spend several days each week in the Village making sure all services are operating at peak performance. Our operations leads will carefully consider all drivers who are interested in becoming part of our Northbrook team. Often times, we will first look to hire the best drivers that are currently part of the incumbent hauler's team. If we cannot accomplish this, our operations supervisor(s) will fill those roles only with the most qualified and courteous drivers.

#### ROUTING AND SERVICING

LRS is bidding this work based on a four-day schedule for the sake of efficiency and full utilization of assets and drivers. LRS will ensure that proper outreach is made to all residents to make the transition as seamless as possible.

#### INNOVATIVE TECHNOLOGY

LRS introduced driver tablets into every fleet vehicle in order to track pickups, easily photograph containers for customers and retain the most updated route schedule possible while drivers are enroute. These modifications have reduced LRS' paper consumption by 50%.



## II. RESPONDENT QUALIFICATIONS

### B. SERVICE REQUIREMENTS

#### CUSTOMER EXPERIENCE

Our office is currently staffed for growth. We have industry veterans in all departments of our company to meet your service support and documentation needs. Our management team will work directly with Village personnel and homeowners to ensure customer satisfaction and compliance.

LRS would provide letters/brochures in advance of a renewal start date which would include input from the Village of Northbrook.

All phone calls and electronic communication will be handled by our Customer Service Center. Our team of professionals will work diligently so that all inquiries, questions or issues are fully resolved within 24-hours. All calls will be tracked and reviewed by a LRS manager on a daily basis.

#### CUSTOMER SERVICE DAY-TO-DAY

- Phone number: 844.NEED.LRS
- Hours of Operation: 7:00 am-6:00 pm (Monday-Friday); 7:00 am-1:00 pm (Saturday)
- Center Location: Locally housed in Rosemont, IL Corporate Headquarters

#### PROCEDURES FOR HANDLING COMPLAINTS, MISSED PICKUPS AND OTHER CUSTOMER CALLS

Residents may call LRS' Customer Service Center at 773.685.8811. Customers can also submit inquiries through a dedicated link that will be set up on our website. Concerns will be addressed immediately by one of our experienced Customer Service Representatives (CSRs). Should a call need to be escalated, a floor leader or one of our two Municipal Managers will be available to assist. All matters will be responded to and/or handled within 24-hours or next business day. LRS' Municipal Managers will also be available for site visits as needed. A manager will review the issues log daily to ensure all customer needs are resolved appropriately and in a timely manner. A Customer Service Manager will review the call log daily for an abandonment rate below 3% and analyze for ways to improve.

#### MISSED PICKUPS

Residents can report missed pickups by calling our Customer Service Center at 844.NEED.LRS. One of our experienced Customer Service Representatives will collect detailed information about the missed pickup, properly document the information and then schedule a recovery pickup. Missed pickup recovery will be dispatched; a recovery pickup will occur the same day or the following day (depending on the time of day the call is received). If the call is received late Friday, the recovery will occur on the following Monday.



## II. RESPONDENT QUALIFICATIONS

### C. STAFF QUALIFICATIONS

#### ORGANIZATIONAL PLAN

LRS will provide the Village with a dedicated customer service team and management team. Residents and Village administrators will have 24-hour access to our customer service center. Our management team will be led by Bill Kenney (Municipal Manager). He will oversee all facets of the Village's contract, and constantly look for ways to improve efficiencies and the overall experience for the Village residents.

#### OPERATIONS SUPPORT

Led by our Regional Operations Vice President, John McGee, he and his team will use their vast industry experience – specifically related to municipal work, to ensure a smooth transition from the Village's incumbent hauler to LRS.

#### OPERATIONS SUPERVISOR

Our experienced operations team will have a dedicated Operations Supervisor who will audit routes everyday, and spend several days each week in the Village making sure all services are operating at peak performance. CUSTOMER SUPPORT Led by Ashok Dhiman (Vice President of Customer Experience), resident's phone calls and email requests will be handled in a timely manner. Ashok and Ann Infusino (Director of Customer Experience) will personally oversee all requests to ensure quick resolution and satisfaction. The customer experience team will also assist in billing activity and support.

#### PRIMARY CONTACT

Bill Kenney  
Municipal Manager  
BKenney@LRSrecycles.com  
773.960.2091  
5500 Pearl Street Rosemont, IL 60018





## II. RESPONDENT QUALIFICATIONS

### C. STAFF QUALIFICATIONS



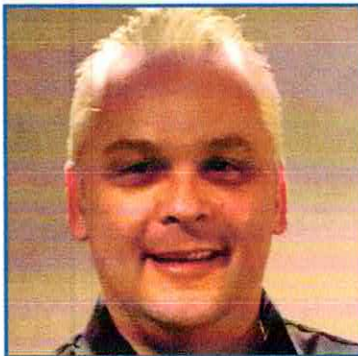
#### JOHN SLIWICKI: EXECUTIVE VICE PRESIDENT, CENTRAL REGION

John joined LRS in 2016 with over 17 years of experience in waste and construction. Along with being a Risk, Safety & Damage Prevention Committee Chair for UCA (Underground Contractors Association), John has a B.S. in occupational safety and health, a B.A. in business administration and an MBA from Indiana University. He worked in the Chicagoland waste industry for many years overseeing hauling and post collections. This experience is a key factor to improving LRS' safety structure, reducing incidents as well as obtaining extensive cost savings. John's primary objective for LRS is to create and implement programs, processes and training to drive the evolution of the safety and risk culture as well as his new role overseeing the Central Region Division. John has

spent the last two years overseeing all of LRS' post collections divisions which include our transfer stations, material recovery facilities and landfills. Within the time that John has been with LRS, the Company has already reaped the benefits of his safety expertise and will see even more benefit in the years to come with his well-rounded experience.

#### BILL KENNEY: MUNICIPAL MANAGER

Bill currently oversees LRS' municipal contracts and serves as our lead liaison for Chicago Public Schools (CPS). He works closely with administrators at CPS headquarters, as well as individual schools to find new ways to improve services and market best recycling practices at all levels. Bill earned a B.A. from DePaul University.



#### JOHN MCGEE: VICE PRESIDENT OF OPERATIONS, CENTRAL REGION

John has been the General Manager out of the Maywood, IL location for nearly two years and has 33 years of experience in the waste industry. John was recently promoted to Vice President of Operations for the Central Region, which will include overseeing all operational components of the City of Kewanee. He originally started in this industry with Browning-Ferris Industry (BFI) and has intimate knowledge of the waste, recycling and organics hauling and disposal in the Chicagoland region. John is now overseeing all of the central region to build a safety culture and customer experience that is second to none. John is honored and excited to work with the men and women at LRS, the thousands of customers the LRS team has built throughout Chicagoland, with a commitment to drive our mission as we

move into the future.

#### ASHOK DHIMAN: VICE PRESIDENT OF CUSTOMER EXPERIENCE

Ashok is a customer-focused and business-savvy digital transformation leader, leading and directing teams in creating enterprise and customer facing products, business solutions and capabilities. Ashok brings more than 25 years of experience in both the business and technical side with deep understanding of how to use technology, business processes innovation and needed partnerships across the organization to enhance customer experience. His focus prior to joining has been in - Customer Experience (CX), Product Management, Voice of the Customer (VoC), Digital Experience and customer analytics. Ashok is leading LRS customer experience and digital experience teams, bringing in continuous process improvements and system integration best practices. He designed and implemented enterprise NPS (VoC) and customer touchpoint experience research methods for continuously monitoring and scouting the innovation horizon. He continues to collaborate and build partnership with cross-functional teams at LRS to driver process efficiencies and the customer experience gains.





### III. CUSTOMER SERVICE AND MANAGEMENT

#### B. TRANSITION AND IMPLEMENTATION PROCESS

LRS averages 7-10 new implementations each year. Having navigated this process so many times over the past ten years has given LRS a deep appreciation for every aspect of service transitions.

Should LRS be fortunate enough to be awarded the Village's residential waste and recycling franchise, it would immediately start the process of procuring drivers, trucks and general assets (carts, containers, et al). It is not uncommon for us to start this process even before being awarded a new contract in the interest of getting ahead of the process should deadlines be tight.

After initial meetings with Village staff and key stakeholders, LRS would begin a process based on the following timelines:

##### **MAY, 2024:**

Once awarded the contract, and once key personnel on both sides have had the opportunity to meet, LRS would begin putting marketing and outreach items together. This would include an initial mailer to all residents alerting them of the new services and dates. LRS would also start work on a more exhaustive mailer or 'trifold' that would be of thick-stock cardboard and contain key details and timelines to the new program.

##### **JUNE, 2024:**

LRS would open a web portal on our website with intention of enrolling as many residents as possible for their new carts and preferred service. This would be promoted through the aforementioned mailer, as well as LRS and Village websites. LRS would also anticipate having a customer listing through either the Village or the incumbent to work off of. General provisions and service offerings will have been agreed to by the Village at this point.

##### **JULY, 2024:**

LRS will have already procured carts with our cart company by way of estimations and will start meeting and discussions with our cart delivery team. Additional meetings with the Village will take place as needed, but communication on all aspects will be a weekly occurrence at this point. LRS will not send out any mailing or communication with Village residents without the explicit approval of key Village personnel.

##### **AUGUST, 2024:**

In early August, LRS will take the information it has gleaned from its web portal for cart selection and provide this to our cart company for final procurement. LRS anticipates that carts would be delivered to an agreed upon cart staging area by mid August to then be delivered from that point through the rest of August. At the close of each day, LRS will provide the Village with metrics that show how many carts have been delivered to that point, and how many are left to fill.

##### **SEPTEMBER, 2024:**

LRS commences services with the Village of Northbrook!

## II. RESPONDENT QUALIFICATIONS

### D. CHICAGO METRO MUNICIPAL CONTRACTS

Please see the earlier detailed list of current Chicagoland LRS contracts.



## II. RESPONDENT QUALIFICATIONS

### E. PROVEN EXPERIENCE

#### SERVICE STANDARDS

Since its inception, LRS has flourished into one of the largest haulers in the Midwest, and one of the largest privately-held haulers in America. Our growth has been organic and deliberate at every step of our 20+ year journey. Several factors come into play when it comes to our successful growth as a company, but none more important than the first-rate service we have been delivering since the day we started.

LRS now serves as the exclusive waste and recycling hauler for more than 200 municipalities. Our Northbrook team will consist of veteran drivers, a customer team-lead, a municipal coordinator and a municipal manager. Each of these roles will have separate duties and accountabilities to ensure the Village and its residents are addressed quickly and effectively from standard weekly services to everyday thoughts, questions and concerns.

Our operational team will also have a dedicated Northbrook supervisor, who will start assessing the Village in terms of routing and efficiency well before we start services.

#### UNIQUE RECYCLING CAPABILITIES

As municipalities and residents' views and approaches to recycling evolve, so does LRS' commitment to our mission of sending as little material to landfills as possible. However, it takes more than words and empty gestures to accomplish this. Over the past seven years, no other Chicagoland hauler demonstrably committed itself to upgrading and building new recycling infrastructure. In 2016, LRS opened one of Illinois' most state-of-the-art recycling facilities in Forest View. This facility sorts up to 20 tons of recycling material per hour by using optic sorters, ballistic sorters and AI robots. In 2020, our Forest View facility was complimented with another newly built recycling facility in Northbrook, and February of this year, LRS officially opened our new \$55M recycling facility in Chicago's Back-of-the-Yards neighborhood, which stands over 150,000 square feet, and processes over 25 tons of recycling material per hour. Again, no other hauler has committed itself to a robust recycling program the way LRS has.

#### EXPERIENCE

LRS knows that the Village and its residents have high expectations and standards for all services and utilities. We will leverage our vast experience and abilities to make sure these standards are exceeded.



## II. RESPONDENT QUALIFICATIONS

### E. PROVEN EXPERIENCE

#### AWARDS

##### BEST AVAILABLE ENVIRONMENTAL TECHNOLOGY

The National Association of Environmental Professionals recognized LRS' investment in building an innovative, state-of-the-art, single stream recycling facility in Chicagoland which also serves a significant portion of the Chicago Metropolitan area. NAEP awards are granted to companies and agencies with projects that achieve outstanding environmental contributions.



National  
Association of  
Environmental  
Professionals  
*Be Connected*

##### TOP 50 OF TOP 100 WASTE AND RECYCLING HAULERS NORTH AMERICA – WASTE360

Waste360 recognized LRS for two consecutive years for ranking in the top 50 of the top 100 waste and recycling haulers in North America. This reflects LRS' ongoing success through organic growth and regional expansion in both Chicagoland and the Chicago Metropolitan area. Waste360 is the leading information, event, commerce and education provider to the solid waste, recycling, organics and sustainable communities and plays a critical role in connecting industry professionals worldwide.

##### ADDITIONAL AWARDS AND SPECIAL RECOGNITIONS

- Chicago's Best and Brightest Companies to Work For 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023
- Company of the Year – American Business Awards
- Crain's Fast 50 2019, 2020, 2022
- Crain's Largest Privately Held Business 2017, 2018, 2019, 2020, 2021, 2022, 2023

##### LRS MATERIAL RECOVERY FACILITIES AWARDS, CERTIFICATIONS AND ATTRIBUTES

In 2020, the LRS material recovery and waste transfer station facilities throughout northern Illinois and southern Wisconsin processed nearly 1.2 million tons per year of municipal solid waste (MSW) and recyclable materials, and 71,000 cubic yards of organic materials. In terms of best practices in safety and environmental sustainability, every LRS facility utilizes processes far exceeding industry standards. The following provides some insight on some of the facility features that contribute to the high standards of LRS.

##### LRS LEED CERTIFIED FACILITIES

Most municipalities, manufacturing, construction, and commercial companies have waste minimization goals and requirements which include reducing, reusing, and recycling materials they generate for disposal. The LRS facilities boast impressive environmental certifications that allow LRS customers to be more competitive in their marketplace by providing waste minimization guarantees for the end disposition of materials.

To that point, LRS is the only recycling company in the Chicagoland and Chicago Metropolitan area certified by the Recycling Certification Institute (RCI) with LEED certifications. This highly regarded certification attracts a significant amount of municipal, commercial, and industrial contractors who use LRS facilities for all of their waste disposal needs.



RECYCLING  
CERTIFICATION  
INSTITUTE



## II. RESPONDENT QUALIFICATIONS

### F. ESG & MISSION

Since our earliest days, LRS has served as an innovator, disruptor, and leader on recycling and waste diversion in greater Chicago. Over the past 10 years, we have pioneered and developed a highly efficient and scalable circular operating model in which the more material diverted, reused and repurposed away from the waste stream the more we sustain the utility of materials and in turn protect natural resources.

The LRS circular operating model has propelled our success as a company, enabling us to reinvest in our growth, install the country's first Artificial Intelligence (AI)-based robotic sorter at our acclaimed Heartland Recycling Center, and create value for all our stakeholders by serving as a national model for reimagining the way we manage waste and recyclables.



Sustainability and safety remain rooted in our company culture and operations, and consistent core operating values of the companies we acquire.

### ESG: CODIFYING OUR HERITAGE OF SUSTAINABILITY, SOCIAL IMPACT AND TRANSPARENT GOVERNANCE

Today, the values of environmental sustainability, social responsibility and governing transparency have never been more relevant. This year we formally rolled out our Environmental, Social and Governance (ESG) initiative, joining millions of other public- and privately-held companies around the world in codifying our heritage as a sustainability leader. In 2023, we will publicly report our scope 1 and scope 2 greenhouse gas emissions and set roll out plans to dramatically reduce our carbon footprint.

As a waste diversion and recycling leader, particularly here in Chicagoland, it is imperative for LRS to live the values we espouse, placing a high priority on environmental sustainability and social impact as part of our corporate citizenship. We remain agile in adapting to a governing culture based on continuous improvement, and calibrate our operations to comply with new global standards for emissions reporting, energy consumption and diversity, equity and inclusion programs.

### DIVERSIFICATION: EXPANDING INTO SUSTAINABILITY MARKETS: PORTABLE TOILETS, STREET SWEEPING

In January 2017, LRS entered the competitive portable services line of business, and has since scaled into one of the largest providers of portable restrooms and street sweeping services in greater Chicago. Today, LRS ranks within the top five largest portable restroom service providers in the nation, and provides essential street sweeping services on behalf of more than 60 municipalities across Chicagoland and northern Illinois.

### ORIGINS IN PARTNERSHIP

In the early 2000s, both Lakeshore Waste Services and Recycling Systems, Inc. transformed the way waste is managed, processed and diverted from the waste stream. The companies, which combined in 2013 to form LRS, generated valuable partnerships with local and regional organizations who repurposed and reused the commodities we processed: from roofing shingles to scrap metal, glass to construction/demolition waste; these invaluable partnerships continue to serve us well and formed the foundation early for our circular operating best practices.



## II. RESPONDENT QUALIFICATIONS

### F. ESG & MISSION

#### LRS SNAPSHOT: 2022 FOOTPRINT

LRS operates 65 facilities, including three of Illinois' only RCI-certified C&D recycling facilities: Heartland Recycling Center (Forest View), West Chicago Material Recovery Facility, and our single-stream recycling facility in Northbrook.



Midwest presence: Illinois, Wisconsin, Iowa, Indiana, Michigan, Minnesota, Mississippi, Arkansas, Kansas, Tennessee

Tiny landfill footprint (comparable to larger national waste management corporations):

- Ecology Solutions, Atkinson, Illinois; Rolling Hills Landfill (retired and no longer in use), Buffalo, Minn.; and a construction & demolition landfill located in Mayflower, Ark.
- Revenues: \$600,000,000+
- Employees: 2,700+

#### THINKING GLOBALLY: MACQUARIE INFRASTRUCTURE AND REAL ASSETS: INFRASTRUCTURE'S GREEN GIANT

LRS is on a path to be net-zero by 2040, following recapitalization by Macquarie Asset Management in August 2021. Macquarie is the world's largest infrastructure asset manager.

Fleet, facility transformation: LRS, through ongoing investments in renewable energy sources, fleet vehicles, on-site yellow iron and energy consumption reduction, is working actively to transform our carbon footprint. Based on economies of scale, improving technology, manufacturing and innovation, LRS is working to transform its fleet and facilities.

#### ACTING LOCALLY: BOOSTING COLLABORATION, ENVIRONMENTAL & SOCIAL IMPACT IN CHICAGO

Carbon footprint reduction starts by accelerating public-private collaboration:

##### Barging

LRS and Ozinga are proud to join forces on the Illinois Ports Sustainable Waste Bailing and Barging project. In an innovative new approach to creating a more sustainable waste supply chain, LRS and Ozinga are proposing the barging of waste that would remove 7 million truck miles, reduce diesel consumption by nearly one million gallons, and eliminate 22 million pounds of CO<sub>2</sub> and 1.5 million pounds of particulate emissions each year.

Transporting waste by barge is a safe, efficient, and environmentally responsible way to move waste. Before barging, every bale of municipal solid waste (MSW) will be wrapped in air-tight and water-tight film. This method of handling and transporting waste has been used for many years throughout Europe, so the technology and methodology are proven and reliable.

The bales will then be loaded on to barges at the LRS California Avenue Port (3152 S. California Ave. Chicago, IL) and transported via the Chicago River and Illinois River to the Port of Henry (1440 County Rd. 1500 E, Henry, IL). One barge of MSW will remove 62 diesel trucks from the road per day, combating the climate crisis and reducing air pollution.

The Illinois Ports Sustainable Waste Bailing and Barging project will reinvigorate an underutilized waterway and connect rural Henry, IL with the City of Chicago. This project aligns with the City of Chicago's Climate Action Plan to reduce greenhouse gas emissions 60% by 2040 and will be sponsored and approved by both the Henry, Illinois City Council and Mayor Jeffery Bergfeld. The Illinois Ports Sustainable Waste Bailing and Barging is an economic and environmental win for Illinois.



## II. RESPONDENT QUALIFICATIONS

### F. ESG & MISSION

#### ACTING LOCALLY: BOOSTING COLLABORATION, ENVIRONMENTAL & SOCIAL IMPACT IN CHICAGO (CONTINUED)

##### Environmental Benefits

- Reduction of 22 million pounds of CO2 emissions annually.
- Reduction of 1.5 million pounds of particulate emissions annually.

##### Residential Recycling in Chicago

Winning the City of Chicago's official residential recycling partner contract, serving four of six Blue Cart zones. In conjunction with the contract, a new advanced Material Recovery Facility (MRF) is currently under development in Chicago with a go-live time frame of Q4 2022 and an adjoining education center proposed for the site.

##### The Recycling Partnership

LRS works closely with this forward-thinking organization for plastic recycling grants and increasing access to recycling services throughout Chicago, the surrounding suburbs, and rural communities throughout Illinois.

##### Generating social Impact

The confluence of a global pandemic, gender and racial inequality, and systemic inequities in society have contributed to a new, more mindful, operating normal for organizations around the world. At LRS, the implementation of social impact initiatives has served as a valuable, natural extension of our footprint in the neighborhoods and communities we serve.

LRS continues to attract and retain top talent through transparent hiring processes that embrace gender equality, racial diversity and age inclusivity. We also prioritize hiring veterans who served in our nation's armed forces, persons with disabilities, and offering second chance career pathways for incarcerated populations.

LRS also impacts and uplifts marginalized or underserved communities through service-based employee volunteering, mentorship, funding and education within the neighborhoods and communities we serve.

A sampling of these initiatives includes:

**Developing the next generation of environmental stewards:** Since 2014, LRS has served the waste and recycling needs for Chicago Public Schools, the nation's third largest school system. As part of our commitment to support the District's zero waste goals, LRS has introduced composting in 24 CPS schools with plans for continued implementation. We continue to educate students through virtual and in-person presentations across Chicagoland, promoting zero waste programs in schools and being mindful of how we responsibly discard the waste we generate.

**Training and developing a skilled workforce:** In partnership with Universal Technical Institute (UTI), LRS pairs mentor mechanics with talented UTI student mechanics leading to future employment with LRS and a partial subsidy each year toward their tuition.

**Extending a hand up to empower future generations:** LRS recently launched an endowed scholarship program for promising business students struggling with financial hardship.

**Mentoring the next generation of innovators at Northern Illinois University's College of Business** through our Business-In-Action and Experiential Learning Center programs. These frontline experiences challenge students to solve real-world, complex business issues and recommend solutions; both programs reach more than 100 business students per academic year.





## II. RESPONDENT QUALIFICATIONS

### F. ESG & MISSION



#### ACTING LOCALLY: BOOSTING COLLABORATION, ENVIRONMENTAL & SOCIAL IMPACT IN CHICAGO (CONTINUED)

Partnering with Habitat for Humanity through coordinated employee volunteering events, we have helped build new homes in dilapidated communities across Chicago.

Donating resources to combat food insecurity in select communities where cost of living challenges remain prevalent.

Promoting employee wellness at Wellness Fairs each fall, offering employees the opportunity to get flu shots, biometric health screenings, and learn about resources available to keep them and their families healthy year-round.

Annual fundraising events from organized employee walks, charity golf tournaments and employee donations to fuel the fight against Lupus.

#### ESG/ENVIRONMENTAL STEPS

LRS continues to be an industry leader when it comes to taking aggressive steps in lowering greenhouse emissions and its overall footprint. Our fleet is a mix of clean-diesel and CNG trucks, as well as electric cars which are used for route supervisors.

Moving forward, LRS feels strongly that conversion from a clean-diesel and CNG-based fleet is inevitable. We have already begun demo-testing electric yard-spotters, and begun discussions to incorporate MRF material-handlers at our facilities. Although this technology is not quite ready to be used on an every-day-basis, the proof of concept is there, and we plan to be at the apex of this technology. LRS purchased its first electronic truck in 2023.

##### Electric Yard-Spotters

- Up to 36 hours of operation per charge (max 10mph)
- Limited braking reduces particulate emissions
- Eliminates over 6,500 gallons of diesel fuel usage per year

##### Electric Material Handlers

- Direct plug-in with umbilical
- Eliminates over 10,000 gallons of diesel fuel per usage per year

##### Clean Diesel Collection Vehicles

- More efficient than compressed natural gas (CNG)
- Selective Catalytic Reduction (SCR) reduces NOx to near zero
- Diesel Particulate Filter reduces PM2.5 to near zero





# III. CUSTOMER SERVICE AND MANAGEMENT

## A. PROGRAM EDUCATION

### NORTHBROOK PROGRAM BROCHURE

LRS will develop a new Northbrook Program Brochure to be mailed to each household and made available online for download/print and other designated approved locations. The Program Brochure will cover all services. It's a large brochure, allowing adequate space for program details and ensuring residents will know to keep it.

The following is an example of a tri-fold program brochure developed specifically for Oak Park's program:

### OUTSIDE

#### VILLAGE OF OAK PARK

Beginning April 1, 2022 LRS will collect the refuse, recyclables, yard waste, compost, electronics/household waste and outdoor waste from Oak Park homes. LRS will be collecting your service provider and part of the Oak Park community.

15 carts will be delivered to the front of your home starting mid-March and the first day of service. Each home will receive:

- one 65-gallon refuse cart
- one 65-gallon recycle cart
- one 65-gallon yard waste cart

These carts will be delivered to your home on the first day of service. The Village of Oak Park will be collecting your service provider and part of the Oak Park community.

For more information, visit [www.oak-park.org](http://www.oak-park.org)

#### WASTE MANAGEMENT FINAL COLLECTION

DATE	PICK-UP DAY	Waste Management (WM) will remove your carts after this final pick-up day in March 2022 unless on the left.
MAR 25	FRIDAY	WM carts must remain at the curb or in alley until they are removed.
MAR 26	MONDAY	WM carts must remain at the curb or in alley until they are removed.
MAR 29	TUESDAY	WM carts must remain at the curb or in alley until they are removed.
MAR 30	WEDNESDAY	WM carts must remain at the curb or in alley until they are removed.
MAR 31	THURSDAY	WM carts must remain at the curb or in alley until they are removed.

#### COMPOSTABLE PROGRAM / ORGANIC CARTS

You'll be able to opt-in to the Compostable Program with the organic cart, visit [www.oak-park.org/compostable](http://www.oak-park.org/compostable) or scan the QR code with your smartphone.

For more info or to schedule a service, visit [www.oak-park.org](http://www.oak-park.org)

**REQUESTS MUST BE SUBMITTED BY FEBRUARY 11, 2022 AT 6:00 PM**

#### LEARN MORE ABOUT LRS

LRS is an independently owned waste service company headquartered in Rosemont, Illinois. LRS began as a Chicago-based recycling company nearly two decades ago and has since grown to one of the largest service providers in the country. LRS is most known for sustainability and municipal services.

LRS owns and operates recycling and compost facilities throughout the Midwest. Recyclables collected by LRS are immediately resourced in the USA. LRS uses the first waste stream provider in the country to implement artificial intelligence with recycling processing facilities. This has resulted in a positive environmental impact and raised the industry standards on material management. LRS is a proud member of the Illinois Food Scrap Coalition and promotes local food-waste-to-energy conversion.

#### VILLAGE OF OAK PARK

**844.633.3577**

[LRSRECYCLES.COM/OAKPARK](http://LRSRECYCLES.COM/OAKPARK)

### INSIDE

#### REFUSE COLLECTION

Refuse is collected Monday through Friday on the day indicated on the map below.

All materials must be placed out for collection by 7 a.m. on collection day.

Service time of day will vary and is subject to change, especially during the winter months. There is no guarantee as to the time of day any materials will be collected.

#### REFUSE COLLECTION RATE

The fee for service is based on the refuse LRS collects whether or not you choose to opt-in to the Compostable Program/Organic Cart. Rates are required to ensure refuse is collected.

There will be no change in the service rate in 2022. The Village of Oak Park is committed to service with your wallet.

#### REFUSE CARTS

LRS provides a small or large refuse cart for waste materials and weekly collection for single-family homes and multi-family buildings with less than 10 units. Additional carts are available for no charge. Visit [LRSRECYCLES.COM/OAKPARK](http://LRSRECYCLES.COM/OAKPARK) to request a new refuse cart.

#### REFUSE STICKERS (PINK)

Refuse stickers (pink) are required for any trash that does not fit into the LRS refuse cart. One pink sticker must be placed on each 30-gallon bag or container.

#### BULK ITEMS

LRS will collect the bulk item per week for no charge. Additional bulk items require a separate pickup request. Bulk items may not exceed 10 pounds. Bulk items exceeding 10 pounds are considered a special refuse collection. LRS will provide a cost estimate for the special refuse collection.

#### SPECIAL REFUSE COLLECTION

Contact LRS at 844.633.3577 or email at [special@lrsrecycles.com](mailto:special@lrsrecycles.com) for any refuse not conforming to standard pickup requirements. Construction debris is considered a special refuse collection. LRS will provide a cost estimate for the special refuse collection.

#### RECYCLING SERVICE

Recycling is collected the same day as refuse. Pick-up of recyclables may occur at a different time of day than refuse and yard waste/compost collection.

#### RECYCLE CARTS

LRS provides a 65-gallon recycle cart for accepted recyclable materials (see list below). Additional carts are available for no charge. Visit [LRSRECYCLES.COM/OAKPARK](http://LRSRECYCLES.COM/OAKPARK) to request a new recycle cart.

#### ACCEPTED RECYCLABLE ITEMS

Additional information and recycling materials are available online at [LRSRECYCLES.COM/OAKPARK](http://LRSRECYCLES.COM/OAKPARK). SCAN QR CODE WITH SMART PHONE CAMERA.

#### PAPER

Newspapers, inserts and magazines.

#### GLASS

Bottles, jars and containers.

#### METAL

Aluminum and steel cans, empty aerosol cans.

#### PLASTIC

1-5 Gallon plastic bottles, some salad dressings, and some condiment containers.

#### ELECTRONIC WASTE AND HOUSEHOLD HAZARDOUS WASTE

Electronics are collected separately from household hazardous waste. LRS will not collect household hazardous waste. To schedule a hazardous waste collection, visit [LRSRECYCLES.COM/OAKPARK](http://LRSRECYCLES.COM/OAKPARK) or call LRS at 844.633.3577.

#### APPLIANCE COLLECTION

To schedule an appliance collection, visit [LRSRECYCLES.COM/OAKPARK](http://LRSRECYCLES.COM/OAKPARK) or call LRS at 844.633.3577. Appliances must be placed on the curb by the collection day.

#### YARD WASTE AND COMPOST COLLECTION

Yard waste is collected separately beginning on April 1st through November 30th on the same day as refuse and recyclables. Residents may opt for year-round collection of compost at [www.oak-park.org/compostable](http://www.oak-park.org/compostable).

#### COMPOSTABLE PROGRAM ORGANICS CART

LRS offers a large organics cart for residents in place of using yard waste bags or yard waste containers with yard waste stickers. Yard waste and accepted food scraps may go into the cart.

#### ACCEPTED FOOD SCRAPS

Eggshells, pasta, fruit, grass, meat scraps, coffee grounds, leaves, plants, weeds, certified compostable bags.

#### WHERE TO PURCHASE REFUSE AND YARD WASTE STICKERS

**OAK PARK**

- Village Hall Cashier's Office 121 Madison St.
- Jewel 438 Madison St. 7100 Rosemont Road
- Peter's Super Market 200 Lake St.
- Super Diner Food Co-Op 7112 Madison St.

**RIVER FOREST**

- Jewel 7025 Lake St. River Forest



# III. CUSTOMER SERVICE AND MANAGEMENT

## A. PROGRAM EDUCATION

### LRS Website Notification Pop-Up's

LRS offers various communications for our customers to keep well-informed of holiday service day changes and weather-related service issues or postponed services. Our LRS Notifications are another resource for customers who may simply want to know if their service day is impacted due to a holiday or if a major snowstorm or blizzard may impact when their materials will be collected. As soon as a customer is on the LRS website, they will see the notification.

### LRS Facebook Page

LRS provides community-specific information on our Facebook Page. This is another well received method of communication as customers of every kind are using this social media tool. As with any social media page, customers can post questions and send messages instantly to one of our customer experience representatives. Questions and inquiries are responded to promptly and thoroughly!

### Email for Customers

LRS has a designated customer service email address with dedicated and seasoned representatives available to promptly respond.

### Request a Quote

"Request a Quote" is a link a customer can hover over that is available through our LRS website is a simple way for customers to receive a quote for various services. Customers who simply want to know the rate for an open-top container (dumpster) for construction or clean-out projects, a portable restroom for an event or a commercial business looking to establish recycling and/or waste services. It can all be done online through our Request a Quote link on our webpage.

### Improperly Prepared Materials – Sorry Tag

LRS will always take the friendliest approach to notifying residents if there is an issue with the materials placed out for collection. We take extra steps to communicate with residents to prevent miscommunication or a misunderstanding, by phone call or e-mail, if the customer has provided this contact information. Residents who place improperly prepared or unaccepted material out for collection will be notified with a tag that indicates the reason the material was not removed. The tag provides various scenarios for the driver to check or a blank section for the driver to write in reason. It also includes our customer service contact information. The following is an example of a "Sorry" tag our driver may use to communicate with the resident.



### Recycling Cart Imprint/Sticker

In a coordinated effort with the Illinois Recycling Task Force, we have updated all our documentation to meet the criteria for accepted curbside recyclables. The following is created in the form of a weatherproof sticker and affixed to carts used for recycling to help educate residents. This is also made available for download/ print on our website.

## DRIVER/STAFF PLAN

LRS has the good fortune of having a team of qualified and experienced drivers to service Village residents. It is a common practice for LRS to interview and hire the best drivers who currently work for a given community's incumbent hauler. LRS would use both approaches to ensure that gold-standard service is provided to residents, and the highest echelons of safety are met.

## DEVIATIONS

### Deviation One:

Should the cost of diesel fuel exceed \$6.25 per gallon, or be reduced to \$6.25 per gallon (strike price), as by the American Automobile Association (AAA) on its 'Daily Fuel Gauge Report' for Illinois Chicago Metro ([gasprices.aaa.com](http://gasprices.aaa.com)) during any quarter during the term of the contract, the Contractor may adjust the monthly service charge to the Village to reflect the additional cost / decrease in cost of said fuel pursuant to the following conditions: 1) The cost, as reported by the AAA, must exceed \$6.25 and be verified by the Contractor with a printout of the most current AAA data. 2) the service rate per month may be adjusted up to \$0.50 per home / unit for each full \$0.10 of incremental increase in fuel costs thereafter. 3) Should the cost of diesel fuel recede back to \$6.25 or less per gallon, as reported by AAA, such adjustments shall be repealed on the next invoice to the resident.

### Deviation Two:

In the event there is a change or addition in new local, state or federal rules, ordinances, regulations taxes or government charges that affects the Contractor's cost of providing service, such as a gross receipts tax, sales tax on services other than property taxes, the Contractor may request the reopen the fees set forth in the contract for an impact review of this cost increase. When this cost is verified, the parties may agree to increase the rate for service accordingly, effective on an agree reasonable timeline, by an agree upon amount.



## CONCLUSION

### CONCLUSION

In conclusion, while there are many services included in the program we offer Northbrook, we are highlighting some of the most important. We are requesting to meet as we believe it will help the Village understand our team and capabilities given the scope of this program.

