



RECYCLES SMART COLLECTION SERVICES

Interview with
Mt. Diablo Resource Recovery



Our Team is Guided by our Corporate Mission, Vision, Commitment & Focus on Safety



Mission

MDRR serves customers, **communities** and the **environment** by optimizing the use of discarded materials

Vision

Be the **leader** in **waste diversion** and **recycling** services and the premier post-collection processor



Commitment

Proud to be **Trusted + Proven + Essential**

Safety

Uncompromising in the commitment to **protecting the safety and well-being** of customers and employees





Collection Quality: Reliable, Efficient & Safe



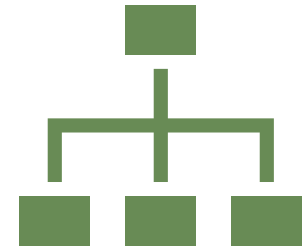
Routing



Personnel



Maintenance



Management

Zero open routes. Zero missed pick-ups.

Trusted + Proven + Essential is the *MDRR* Way.

How we built the routes

Route optimization:

- Driver Route Hours (10 hours)
 - Safety & Dedication
- Benchmarking Lifts per Hour & Payload

Two-part balanced routing methodology:

- Block / Clustered routing allows for:
 - Increased efficiencies & Coverage (less back-and-forth)
 - Geographically optimized route supervision
- Increased Wave / HTS Routing:
 - Optimized regular routes
 - Off-day support to clustered routes

Use of technology:

- Live route tracking & optimization
- Better manage consistent service



Statistics (Weekly)

Subject to change

Operation Unit: MTDCOMM

Route Type: FL

Summary

Multi-Week Summary

Selected

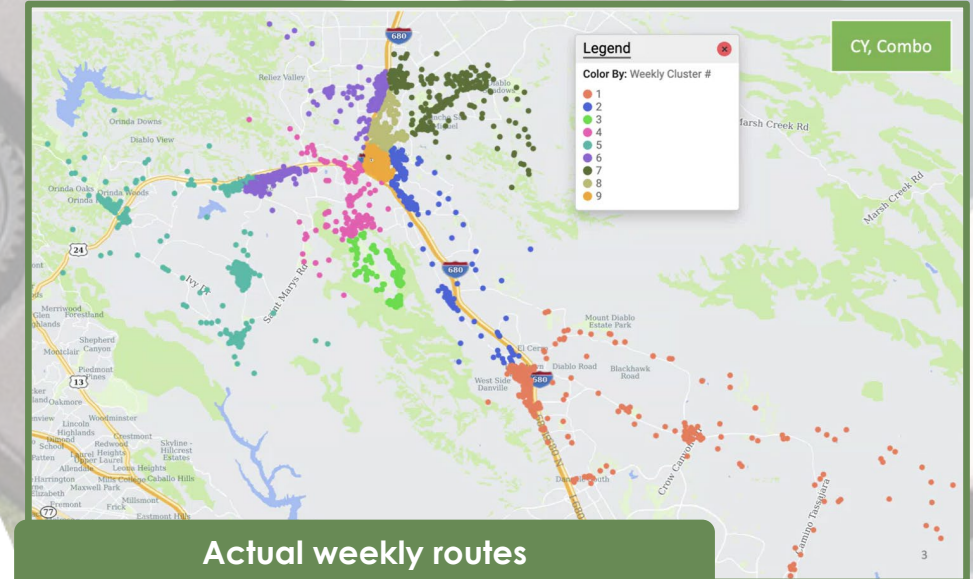
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Routes	2	1	1	2	1	1	0	8
Stops	108	119	99	95	78	7	0	506
Lifts	130	125	106	111	88	8	0	568
Volume	366	310	284	295	265	25	0	1,545
Weight	47,946	40,610	37,204	38,645	34,715	3,275	0	202,395

Lifts

Volume

Weight

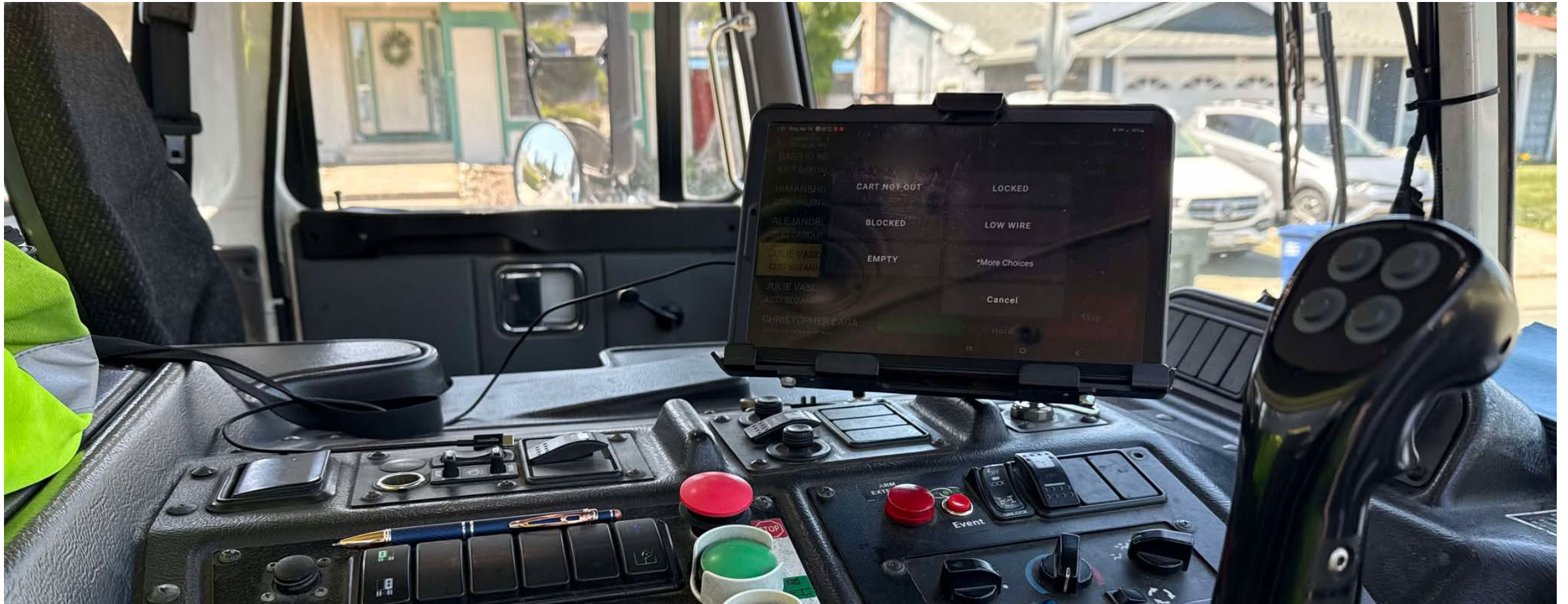
Freq	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
1x	0	82	46	25	1	0	0	154
2x	57	13	0	56	14	0	0	140
3x	43	0	43	0	43	0	0	129
4x	13	13	0	13	13	0	0	52
5x	9	9	9	9	9	0	0	45
6x	8	8	8	8	8	8	0	48
7x	0	0	0	0	0	0	0	0



This is the MDRR Way.



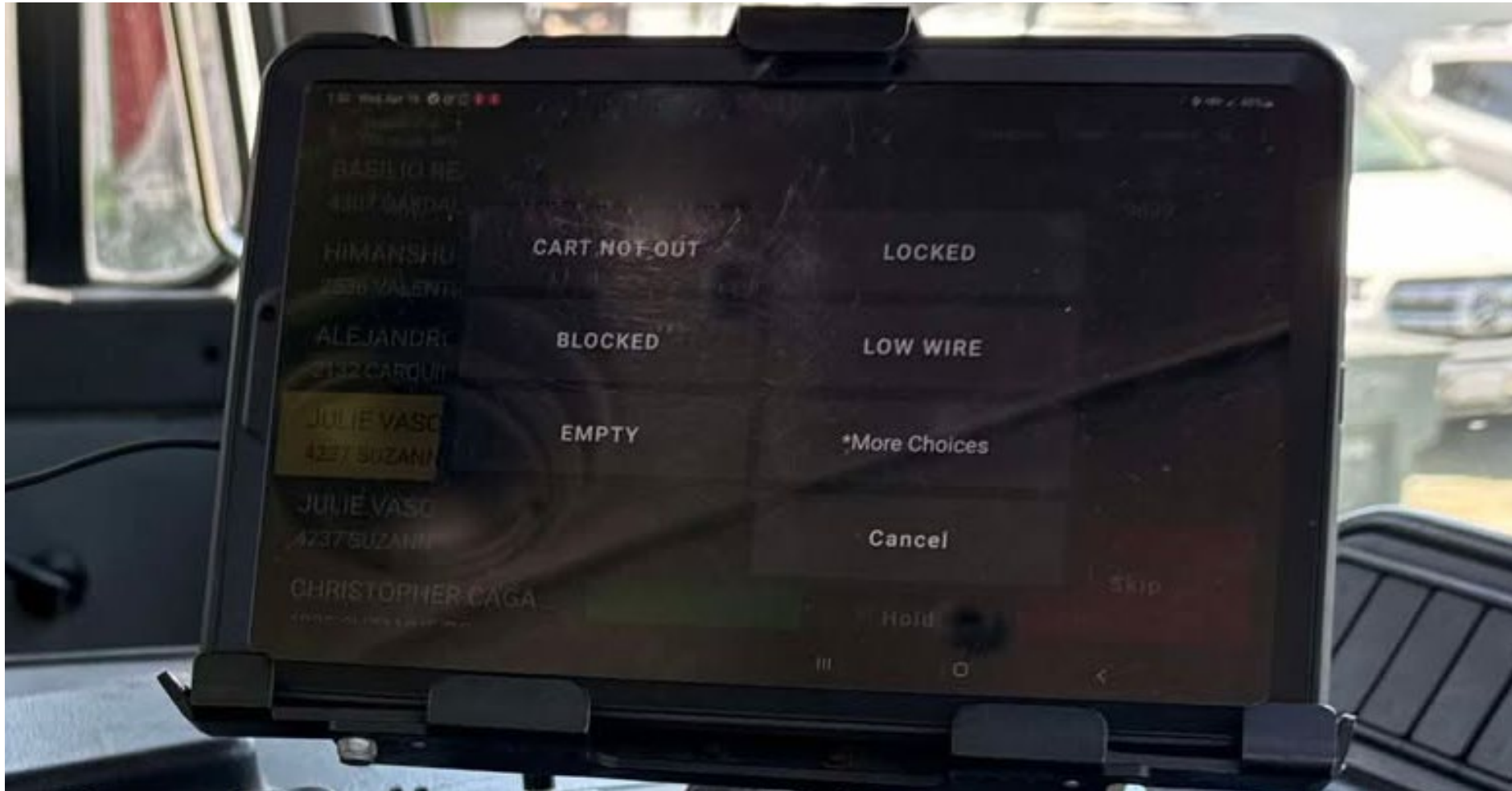
In-Cab Tablet for Route Management





Technology

In-Cab Tablet for Route Management



8 Cameras Total to Monitor Safety & Service Verification

Front
View



Hopper
Camera
View



Back
View



Positive
Service
Verification
View

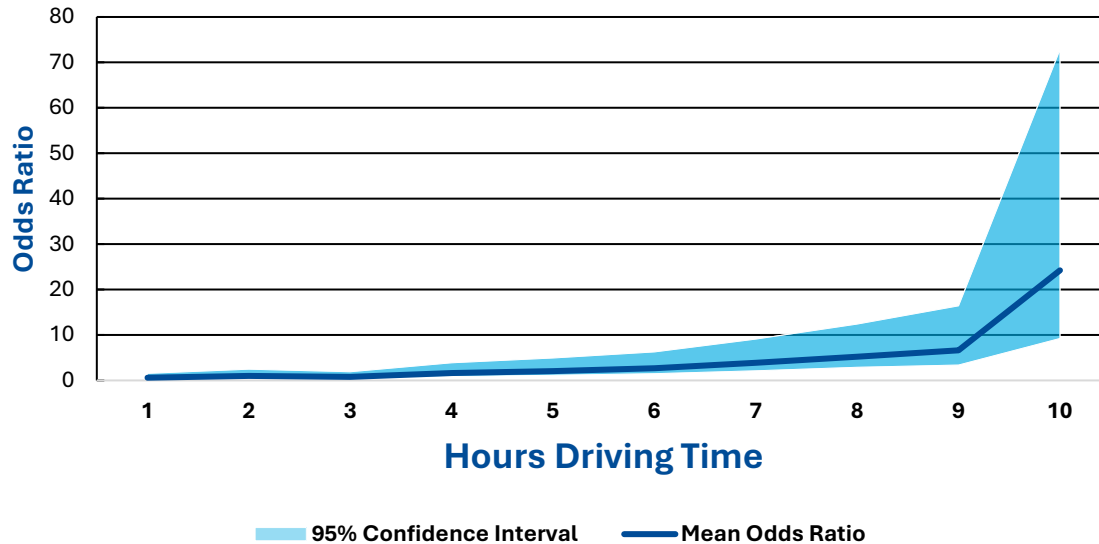




Safety

It is MDRR's cultural commitment to “safe, reliable service” that has and continues to win the trust and loyalty of customers!

Crash Odds as a Function of Driving Time*



*Source: US DOT & Bureau of Motor Carrier Safety.

Safety is a moral obligation we have with our staff and our community that is taken seriously.

Robust Training, Communications + Education
Risk Assessment and Hazard Protection Program Elements
Data-Driven Decision Making

EMR by Companies in California

Rank	Name	EMR	City
1	GREENWASTE RECOVERY LLC	0.60	SAN JOSE
2	INNOVIVE LLC	0.60	SAN DIEGO
3	GILTON SOLID WASTE MANAGEMENT INC	0.63	OAKDALE
4	GARAVENTA ENTERPRISES INC	0.66	CONCORD
5	ARAKELIAN ENTERPRISES INC	0.66	CITY OF INDUSTRY
6	CALIFORNIA WASTE RECOVERY SYSTEMS	0.68	GALT
7	OCEAN BLUE ENVIRONMENTAL SERVICES	0.72	LONG BEACH
8	RL FULLER INC	0.73	FAIRFIELD
9	CEDARWOOD-YOUNG COMPANY	0.75	BALDWIN PARK
10	INGENIUM GROUP LLC	0.78	ESCONDIDO
11	CR&R INC	0.79	STANTON
12	NAPA RECYCLING & WASTE SERVICES LLC	0.79	AMERICAN CANYON
13	UPPER VALLEY DISPOSAL SERVICES	0.82	SAINT HELENA
14	NIXXIT LLC	0.83	CASTRO VALLEY
15	ELECTRIC MOTOR SHOP INC	0.85	CHOWCHILLA
16	SACRAMENTO RENDERING COMPANY	0.86	SACRAMENTO
17	BERTOLOTTI DISPOSAL INC	0.89	MODESTO
18	SOUTH TAHOE REFUSE COMPANY INC	0.90	SOUTH LAKE TAHOE
19	MID VALLEY DISPOSAL INC	0.91	KERMAN
20	BURRTEC WASTE INDUSTRIES INC	0.92	FONTANA
⋮			
52	RJS DEMOLITION & DISPOSAL	1.72	LAWNDALE
53	SOLID WASTES OF WILLITS INC	1.77	WILLITS
54	AMERICAN RECLAMATION INC AND OR GASPARIAN	2.46	LOS ANGELES
55	SYNERGY COMPANIES	2.61	HAYWARD
56	ENDLESS PURSUIT CORPORATION	3.45	EL SEGUNDO



Exemplary Service. Every time.



Local



Personnel



Technology



**Performance
Management**

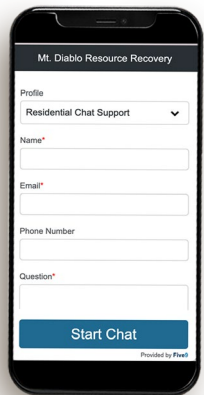


Customer Service

How we build our team

Customer Service Representative Maximization:

- 10 Customer Service Reps
 - 19 existing CSRs for overflow
- 220,000 + Interactions annually
- Benchmarking Interactions + Response Time



Interaction Channels

- Phone
- Email
- Website
- Chat
- Text



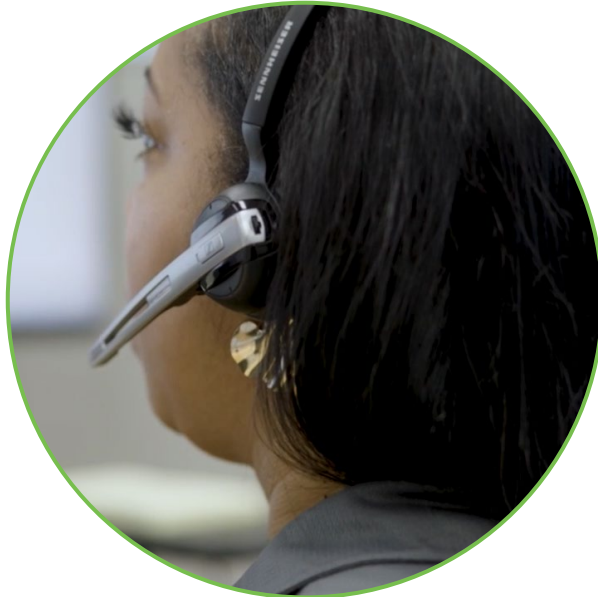
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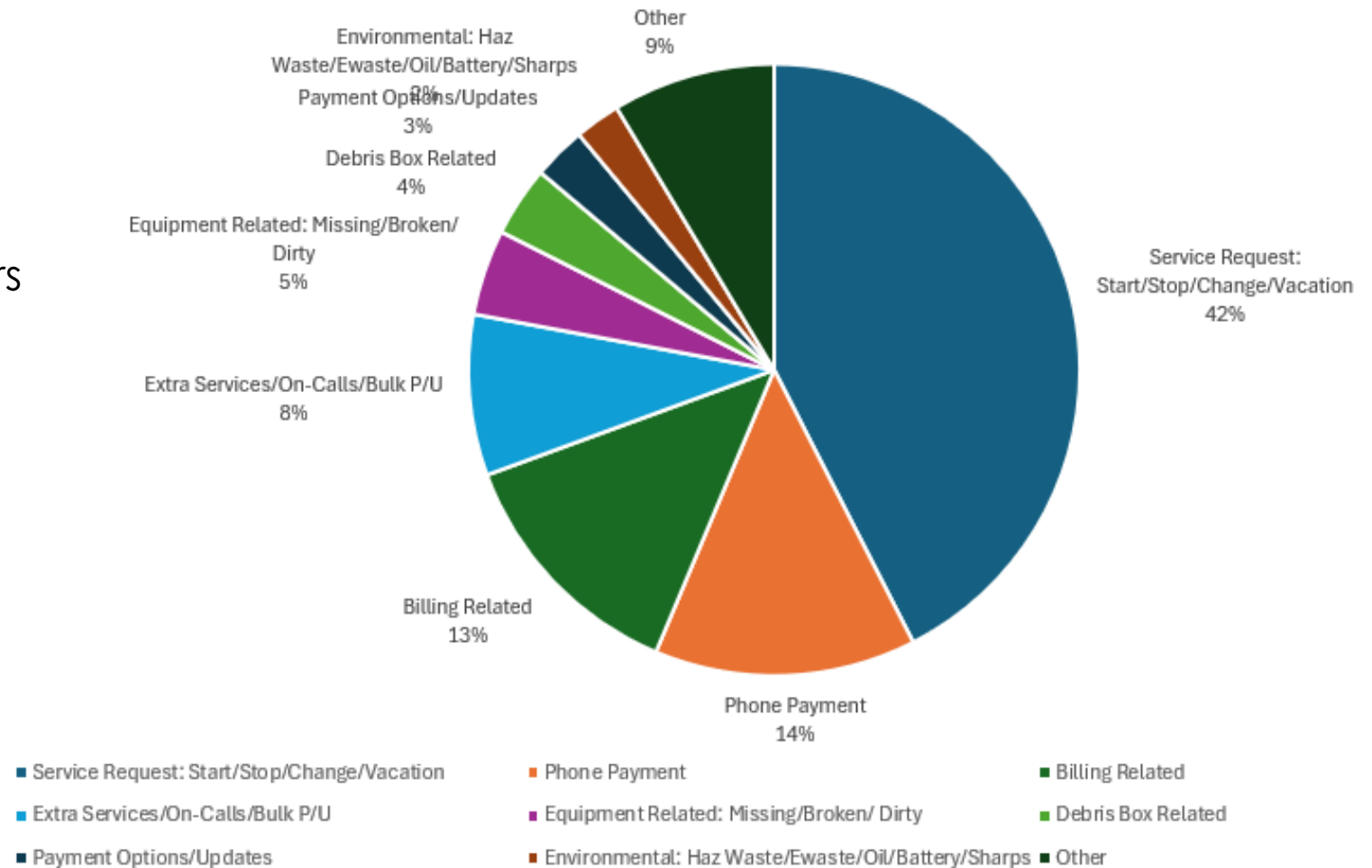
Customer Service

Maximizing Technology

- Automation
- Self-Service
- Live Data
- Customer Behaviors



MDRR Call Reasons 2024



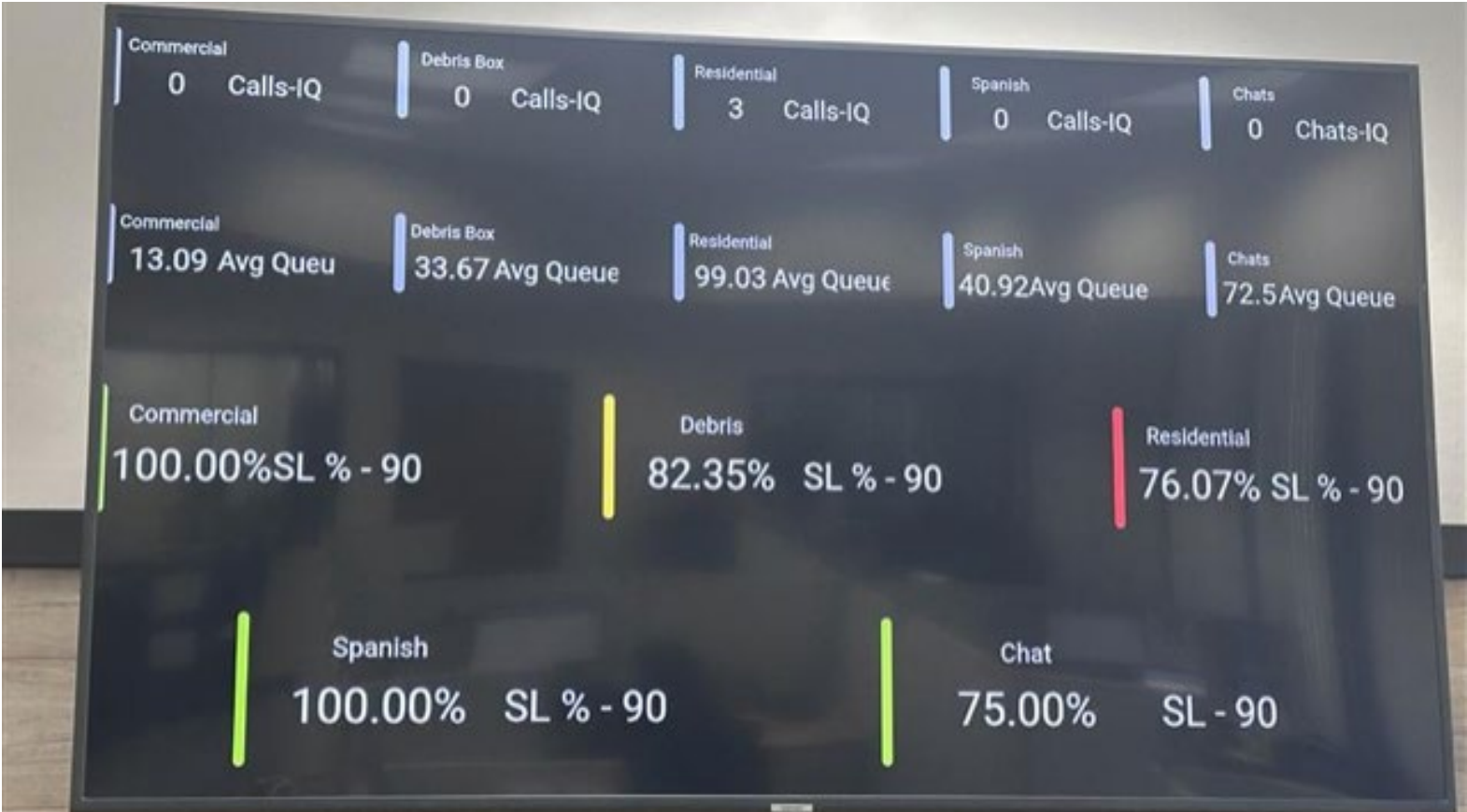
Customer Service



Agent State						
Full Name & Username	Current State	State	State Since	Call Type	Reason Code	Reason Duration
Ana Hernandez ana.hernandez@ndr.com	Ready (Text)	Not Ready	Today, 11:09:45 am	-	-	-
Ana Naves ana.naves@ndr.com	Not Ready (Acco...	Not Ready	Today, 12:51:24 pm	-	Account Research	2:55
Ashley Tatum ashley.tatum@ndr.com	Not Ready (Out...	On Call	Today, 12:48:56 pm	Manual	-	-
Brittany Johnson brittany.johnson@ndr.com	Ready (Voicemail)	On Call	Today, 12:53:32 pm	Manual	-	-
Carlos Padilla carlos.padilla@ndr.com	Not Ready (Lunch)	Not Ready	Today, 12:00:33 pm	-	Lunch	52:10
cynthia.estrada@... cynthia.estrada@ndr.com	Not Ready (Lunch)	Not Ready	Today, 12:30:02 pm	-	Lunch	22:05
Gabe Lacayo gabe.lacayo@ndr.com	Not Ready (Lunch)	Not Ready	Today, 12:00:05 pm	-	Lunch	54:00
Jamie Tellez jamie.tellez@ndr.com	Not Ready (Lunch)	Not Ready	Today, 11:34:58 am	-	Lunch	53:50
Jennifer Murillo jennifer.murillo@ndr.com	Ready (Voice)	Ready	Today, 12:41:32 pm	-	-	-
Jenny Wilmoth jenny.wilmoth@ndr.com	Ready (Voice)	On Call	Today, 12:53:36 pm	Queue Callback	-	-

Customer Service

Call Center Statistics Show Exemplary Service. Every time.

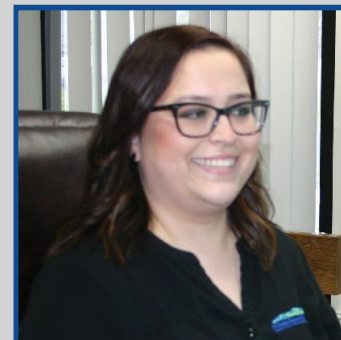


Screenshot of our dashboard from our call center at April 21, 2025 at 11:45 am.



“ We have a proven track record of making customers feel like they aren't just an address or phone number, or a street, or a route. All of our customers mean something to us. ”

- Kiona Perry, Customer Service Representative



“ We do try to have high standards for ourselves, just to ensure that we are providing the service that we are known for. Our customers know us because we take care of them. ”

- Yannete Rubio, Customer Service Manager



MDRR had a 4.66/5.00 Customer satisfaction rate in March 2025.



Collection Quality: Reliable, Efficient & Safe



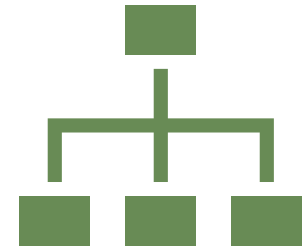
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Community Engagement



Essential Public
Service



Community
Support

90+

Reliable Presence
for over 90 years



Fostering Healthy &
Safe Communities

Trusted + Proven + Essential



Community Engagement

- Consistent Community Involvement
- Supporting our Local Organizations
- Trusted Partner in Mutual Goals



This is the MDRR Way.



Education & Outreach



On-site Trainings



Compliance Reviews



Presentations



Tours



Education



City-wide Clean Ups



Mt. Diablo Resource Recovery

Trusted + Proven + Essential





Sustainability

MDRR is a diversion-focused company centered on maximizing resource efficiency, fostering green practices internally & externally

Together, we can create a legacy of sustainability that not only benefits our planet but also enhances the well-being of communities and future generations.



Key aspects of Implementation Plan

- ✓ Vehicle Procurement and Route Development
- ✓ Local Office
- ✓ Employee Hiring and Training
- ✓ Software and Data Management Integration
- ✓ Container Procurement and Logistics
- ✓ Secured Financing
- ✓ Seamless Transition and World-Class Service

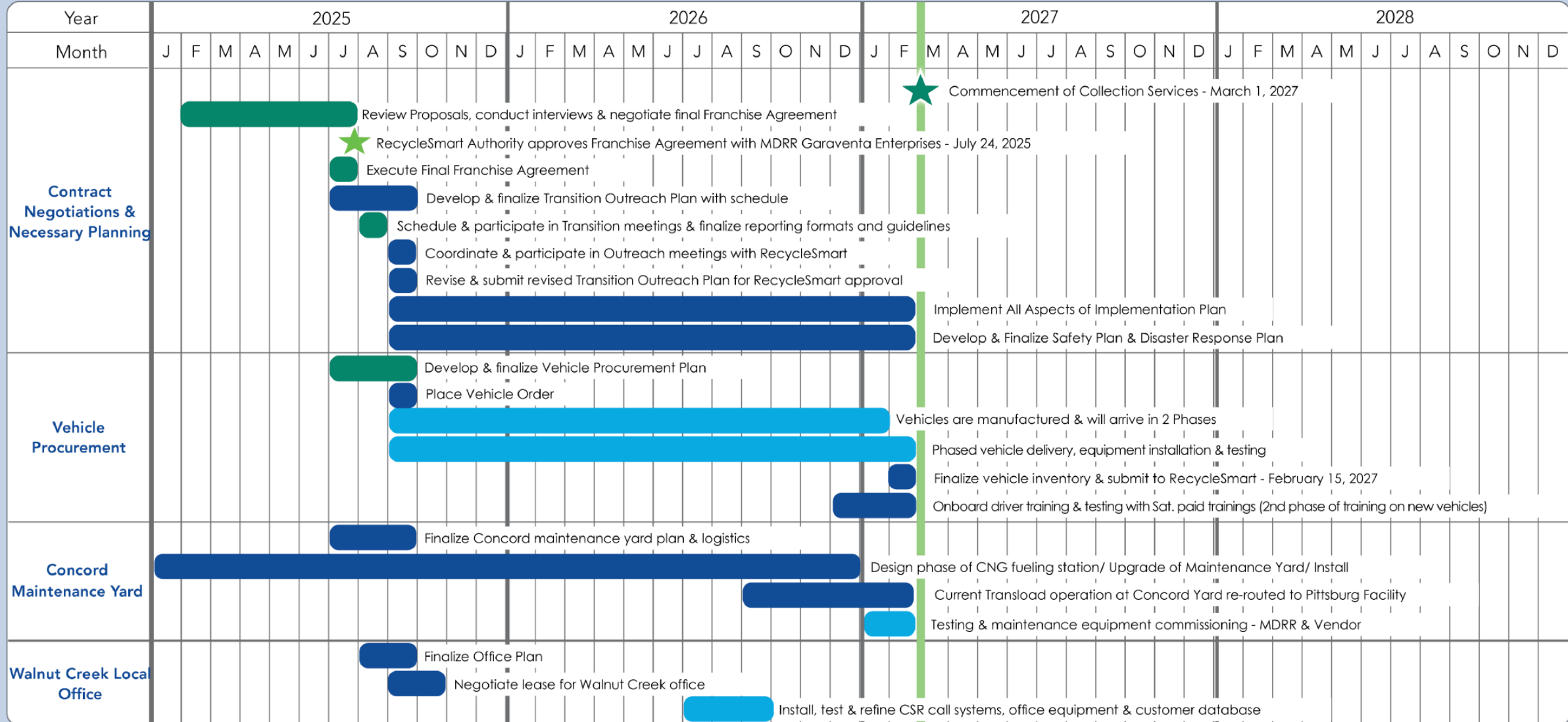
**Welcome to *The MDRR Way:*
*Trusted + Proven + Essential***



Collection Implementation

Proposal for RecycleSmart Collection Services Timeline

- = RecycleSmart
- = MDRR
- = RecycleSmart & MDRR
- = Vendors





- = RecycleSmart
- = MDRR
- = RecycleSmart & MDRR
- = Vendors

Year	2025												2026												2027												2028																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
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Thank you!

Questions?



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