



Central Contra Costa Solid Waste Authority

Central Contra Costa Solid Waste Authority Request for Proposals for Collection Services for Solid Waste, Recyclables, Organics, and Commercial Food Scraps.

April 24, 2025



Sustainability in Action



Your Local Company with Nationally-Backed Local Assets

2

Local Republic Hauling
Divisions in Contra Costa
County with over **303** drivers

285

Local employees and 151+ routes
operating at the Pacheco Hauling
Division

35%

Safer than the industry average for
vehicle safety and accident track
records

> \$30M

in local infrastructure

6,000+

Homes powered by Landfill
Gas to Energy Plant at Keller
Canyon

5

Local Republic-owned
Post Collection
Facilities in Contra
Costa County

3+

Decades providing service to
RecycleSmart customers and
member agencies

28

Employees working at our
West Area Corporate Office
located within RecycleSmart
service area



Your Current Service Provider

Republic Services has been the proud partner and solid waste and recycling service provider to the CCCSWA for over three decades.

- ✓ All services conducted by our local Division located in Pacheco, CA. **Only 11 miles** from center of service area
- ✓ Over 65,233 residential accounts receiving automated weekly curbside MSW, recyclables, and commingled organics collection and special curbside battery, bulbs, and used oil and oil filter recycling collection
- ✓ Over 3,500 commercial and multi-family accounts receive MSW with SB 1383 compliant recyclables and organics collection services
- ✓ Communitywide cleanup collection programs
- ✓ Local office accepts payments, service requests and localized management of customer service requests
- ✓ Locally owned and operated Keller Canyon Landfill and Contra Costa Transfer and Recovery
- ✓ Over **410 local employees** call Contra Costa home
- ✓ **91% improvement** from 2023-24 for residential missed pick-ups
- ✓ **98% pickup reliability rate average in the past 12 months for CCCSWA service area**



Your Central Contra Costa Team



Yasser Brenes
Area President
7 years in industry



Anthony Mann
Area Vice President
2 years in industry



Manny Gouveia
Area Municipal Director
8 years in industry



Vic Cabrera
General Manager
7 years in industry



Joe Pulickal
Finance Manager
11 years in industry



Susan Hurl
Municipal Liaison
28 years in industry



Kim Lam
Municipal Contracts
Manager
13 years in industry



LaNarce Thomas
Customer Experience
Manager
17 years in industry



Sergio Balderas
Operations Manager
9 years in industry



Michael Grayson
Operations Manager
2 years in industry



Frank Sanchez
Maintenance Manager
2 years in industry



Melissa Hughes
Human Resource
Manager
20 years in industry

Our **8** Managers, **22** administrative and operational leaders, and **95** drivers
= **125 employees** serving RecycleSmart customers

Your Central Contra Costa Team



Joe Wilson
Operations Supervisor
4 years in industry



Brandon Revada
Operations Supervisor
1 year in industry



Andrew Edwards
Operations Supervisor
2 years in industry



Rebekah Barnes
Operations Supervisor
4 years in industry



Tyler Wake
Operations Supervisor
3 years in industry



Gerardo Vega
Commercial Supervisor
7 years in industry



Marisa Gomez
Roll-Off Supervisor
10 years in industry



Grace Martin
Sustainability Advisor
3 years in industry



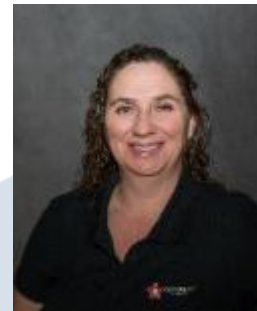
John Taylor
Sustainability Advisor
12 years in industry



Santina Gallegos-Asimos
Sustainability Advisor
3 years in industry



Tessa Grezdo
Sustainability Advisor
5 years in industry



Casey Levias
Sustainability Advisor
2 years in industry

Our 95 dedicated drivers have an average tenure of 11 years servicing Contra Costa County

Lowest Risk & Seamless Transition

SB 1383 Compliant

- Our team has worked hard to bring all CCCSWA accounts into compliance with SB 1383.
- Residents have been educated on programs and participate in curbside organics collection.
- Dedicated Sustainability Advisor team engages with customers onsite, ensures compliance.
- Expand upon our existing successful programs to incorporate all new agreement services.

Most Knowledgeable

- Republic's incumbency guarantees a seamless implementation on Day 1 since all personnel, equipment, and systems are already in place.
- We can focus our energy on introducing new programs rather than the complex administrative responsibilities of account set-up, routing, full-scale equipment deployment, and systems development.

Capital / Financial Strength / Facilities

- We are a local company with national support and substantial financial resources to procure all equipment necessary for this contract. Republic's purchasing power and relationships with manufacturers will ensure that all trucks will arrive in advance of March 1, 2027.
- Our Pacheco-based hauling division is the closest service provider to the CCCSWA service area. This proximity enables operational flexibility to provide the greatest route efficiencies and prompt responses to unexpected situations.
- We are best positioned to provide timely service to CCCSWA rate-payers.



High Quality Service Assurances



Vehicles

- 100% new fleet of appropriate collection style to best service **ALL** RecycleSmart service locations
- Programs to ensure 100% Preventative Maintenance (PM) compliance
- Increased spare ratio for all vehicle types



Labor

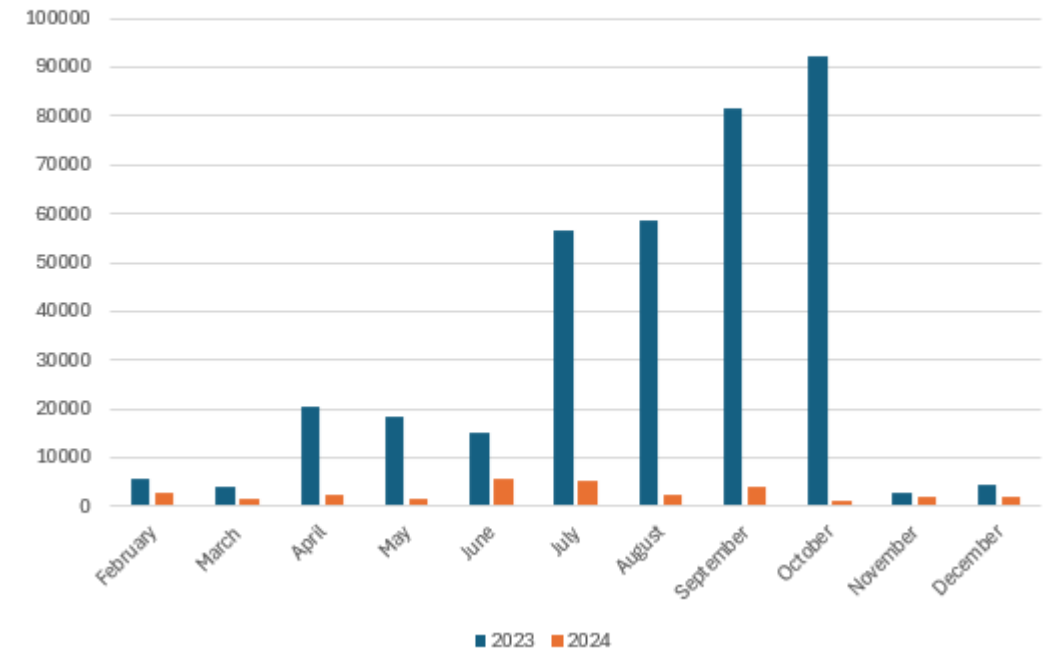
- Increased headcount
- Continued improvements in employee engagement
- Service accountability & oversight
- Safety Focus



Management & Processes

- Appropriate driver to supervisor ratio
- Dedicated Route Administrator
- Operations & Maintenance metric sustainability
- Overall employee and service accountability measures
- Dedicated and local customer service team handling only RecycleSmart calls

Residential Missed Pick-Ups on Incomplete Routes: 2023 vs. 2024



Customer Feedback

A few recent customer comments:

“Always reliable... We have since moved and miss the experience. Thank you for decades of service.” - Kevin N., Walnut Creek

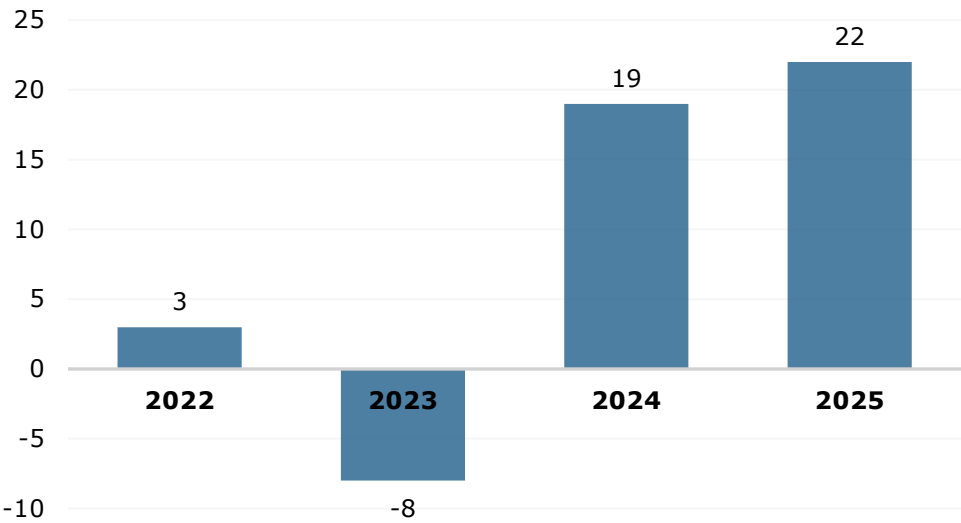
“Friendly, consistent service!” – Scott G., Alamo

“You guys are awesome... It is pretty simple. You come and go when we need you to, and we appreciate it.” – Ashton, Danville

“They do their job. I have never had any problems. I rate it a ten.” – John N., Moraga

“Great service!” – Alison P., Orinda

Net Promoter Score



“Reliable and keeps to the scheduled pick-ups... We live in a cul de sac and the drivers are always careful about managing the tight space with cars on the streets,”
– Steven H., Walnut Creek

Additional Services (New Contract)

Single-Family Residents:

- Added 20-gallon organics cart size option
- Weekly collection of used cooking oil

Multi-Family Residents:

- MFD recycle & organics collection up to 6 times per week.
- Recycle & organics container at every MSW collection site by year 3

Commercial:

- Recycle & organics collection up to 6 times per week.
- Recycle & organics container at every MSW collection site by year 3
- Relabel or repair all existing containers by end of year 1

Other:

- 18 community “special events” service
- Dedicated local Customer Service team on-site



Leader in Sustainability

We are proud to be an industry leader in environmental services, recycling and waste.

Sustainability in Action. That's our brand promise to let customers know they can count on us to provide an exceptional experience while protecting our environment. Our employees are helping to ensure a cleaner, safer and healthier world where people and communities thrive for generations to come.



Sustainability in Action

Climate Leadership

- **15% reduction** in Greenhouse Gas Emissions (GHG's) since 2017
- **10% reduction** goal in GHG's by 2025; **35% reduction** goal in GHG's by 2030
- **First** U.S. environmental services provider with an emissions reduction goal approved by the Science Based Targets initiative (SBTi)
- **6** specialty disposal facilities for Hazardous Waste Secure Disposal
- **87%** of our landfill acreage is covered by gas collection systems and converted to renewable energy
- In 2023, our 74 recycling facilities processed **4.3 million tons** of materials, returning valuable cardboard, paper, plastics, metals and glass to the marketplace for reuse
- **3** Commercial food waste preprocessing lines & **12** compost facilities
- Bioremediation projects (treatment wetlands and phytoremediation) at **124** closed landfills



Education & Outreach

- 5 Sustainability Advisors
- 30,000+ site visits
- 11,000+ emails
- 5,900+ phone calls
- 2,000+ indoor container deliveries
- 45+ truck visits
- 40+ tabling / events / tours





New Technology

“Track My Truck”

- Utilizes route guides and GPS data to determine which parts of a route have been completed, so customers can see their route truck’s location

MyRepublic App

- Service alerts to notify customers of changes or delays.
- Alerts such as blocked containers will provide a notification with a photo
- Schedule extra pick-ups, submit inquiries or complaints
- Receive weather and holiday service updates

AI technology

- Cameras help identify contamination in a collection container using AI
- This information will be used to educate customers about proper disposal

Recyclist & Zabble

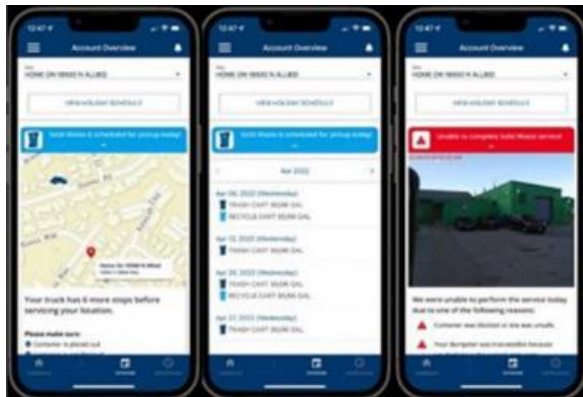
- Effective and efficient platforms to track outreach, compliance and audits

Carbon Calculator

- Customers can calculate their carbon impact based on their subscribed services

ZEV Residential ASL’s

- Options to deploy 1 or more state-of-the-art fully electric trucks within the service area



Value-Added Service Offerings

Annual Compost Giveaway

Our compost giveaways have been extremely popular. We are offering to provide staff for two events per year, making compost accessible for all residents including those that need extra help.

Shredding Events

Two events per year to assist residents in safely disposing of and recycling sensitive paper documents

Virtual Town Halls

Two Town Halls will educate residents and businesses on proper diversion, minimization of contamination, new service offerings and programs available in the new contract.

RecycleSmart-ies Program

Customer recognition program to identify and reward residents who are “recycling smart” – the overall winner receives free service for one year.

Driver Training & Technical Institute

Developing a pipeline and vocational training pathway for talent for drivers and mechanics to build up our local workforce.



Proud Community Partner

We are proud to be a Contra Costa Certified Green Business.

We are committed to serving our community and support many organizations and initiatives that make Contra Costa a wonderful place to live and work, including:

- Sustainable Contra Costa
- Loaves & Fishes
- Food Bank of Contra Costa & Solano
- Family Justice Center
- Diablo Regional Arts
- Lafayette Community Service Day
- Orinda Association
- Moraga Parks Foundation
- Museum of San Ramon Valley
- Contra Costa County Climate Leaders
- All Chambers of Commerce
- And many more!



Dedicated to our Central Contra Costa Community

40+

Provided in-kind services to over 40 community events in CCCSWA service area each year

15+

Our local office provides partnerships and grants to over 15 organizations doing work in CCCSWA each year



*"I wanted to extend my gratitude for your support and assistance with our event requests last year. **We truly appreciate Republic Services' partnership in making our community events successful.**" – Kelsey Wendt, Events Manager at Walnut Creek Downtown*

*"Again, **Thank You to Republic for being such a good partner for us!**" – Dick Heron, Co-Char, Friends of San Ramon Creek*

***"Thank you so much for all you do!"** Sandibel Arnold, Hope Solutions, Adopt-A-Family Program*

*"Thank you to the Republic Services team for your **support of and participation** in Lafayette Community Day. We are grateful for your generosity and partnership." – Maya, Lafayette*

Our Commitment to You



Reliable & On-Time Service

We are investing in additional routes and human resources to further ensure we provide the best service.



Seamless Transition

Smooth, dependable service with all assets, accounts and experienced workforce in place from Day 1 of contract.



Environmental Excellence

Leaders in operating in a responsible, sustainable and community-focused manner.

Thank you for the opportunity and consideration!

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