



City of Toledo and Republic Services

Serving Customers, Community and Environment



Today's Agenda

- 01** Technology
- 02** Communication
- 03** Customer Service & Education
- 04** Contract Overview & Service Offering
- 05** Service Level Agreements



Truck Technology Enhancements

Cameras

3rd Eye
HD
Camera



3rd Eye
Next Gen
Gateway



Hopper Camera



Contamination



Inclinometer

No Account



Cart Image

EXY & No Account

Real-Time Tracking includes

- Real-time visibility to every truck currently in service
- Breadcrumb trail to see where a truck has already serviced
- On-Request videos for “not-outs”
- Address-based lookup of any serviced, pickup event
- Bulk enhancements late 2026, early 2027 – verification and compliance

A blend of cameras, GPS and Customer data let's us see service in real-time

How the Technology Works - Advancity

Proof of Pickup

Property Image



Lift Image



Sample Collection Route



- Served Event
- Potential "Not Out"
- Next Two Service Events

Lift and property images make it easy to validate the home being served

Communication

Republic Services in collaboration with the City of Toledo is dedicated to maintaining open communication

Community Meetings

- Community Group Meetings
- General Council Meetings
- Education Outreach to schools / community

Scheduled Reporting (per the contract)

- Customer Service Data Report supporting SLA's
- Status of Initiative and Educational Program

Shared Media Support

- Jointed communication regarding planned / unplanned interruptions
- Alignment on messaging with City Comms, Republic Comms



Customer Service

We have a dedicated customer service team to care for your needs and strive for first-call resolution.

Local Specialized Agents

- (2) Specialized dedicated agents to address complex needs with knowledge of the City of Toledo and operations
- (1) Republic Services will provide a Customer Retention Supervisor for business reviews
- (1) Republic Services will provide a Logistic Analyst responsible for the City of Toledo services
- Operates Monday through Friday from 7:30 a.m. to 5 p.m.

Account Accessibility

- Residents will have 24/7 online access at RepublicServices.com or with the Republic Services app
- Get real-time service alerts
- Schedule additional services, report missed pickups or request a repair or replacement container

Service Level Agreements

- New contract will align with City of Toledo agreed upon SLA's
- Hold Time, 24 Hour response on Cases on business days



24/7 online access



Get Real-Time Service Alerts



Receive personalized communication about service



Schedule additional services, missed pickups or replacement containers



Operation hours, Monday through Friday from 7:30a.m to 5:00pm; Voice Mail to cover the hours of 5:00pm to 7:30am for our local team



Holiday & schedule notifications keep you informed of schedule changes via app or automated calling system.

Contract Overview & Service Offerings

Annual Contract Value

5 Year Rate Proposal* - 94,000 Homes

Year 1	\$ 11,731,200
Year 2	\$ 12,083,136
Year 3	\$ 12,445,630
Year 4	\$ 12,818,999
Year 5	\$ 13,203,569

Total Contract Spend \$ 62,282,534

*Annual **adjustment**: Each July and thereafter based upon the Garbage and Trash collection Index as maintained by the BLS.gov or 3% with whichever is lower

Service Offerings

Recycle

- Bi-Weekly Service

Waste

- Weekly Service

Bulk Collection

- Bulk will be serviced on the same day as refuse collection
- (5) item limit each week
- Furniture, Appliances, Wrapped Mattresses
- Non-compliant set-outs are stickered and sent to the City

Contract Overview - Fuel Calculation (per the bid specs)

Fuel Surcharge Sensitivity Table				
Fuel Price	Per Home Per Month Fuel Charge	Monthly Adjustment		
\$ 4.00	\$ -	\$ -	\$ -	
\$ 4.25	\$ 0.13	\$ 12,220		
\$ 4.50	\$ 0.27	\$ 25,380		
\$ 4.75	\$ 0.40	\$ 37,600		
\$ 5.00	\$ 0.54	\$ 50,760		
\$ 5.25	\$ 0.67	\$ 62,980		
\$ 5.50	\$ 0.81	\$ 75,200		
\$ 5.75	\$ 0.94	\$ 88,360		
\$ 6.00	\$ 1.08	\$ 100,580		

Example Calculation Only – Not Representative of Current Fuel Prices

Contract Base : \$4.00
 Current Fuel Rate: \$5.00
 Increase: 25% - (\$1/\$4)
 20% of Current Rate : \$2.14 ($\$10.71 * 0.2$)
 25% of 20% of Current Rate: \$0.54 ($\$2.14 * .25$)
 New Adjusted Rate: \$11.25 ($\$10.71 + \0.54)

Fuel adjustment: Escalate above \$4.00 per gallon and Decrease below \$3.00 per gallon, adjusted each calendar quarter (3-month period - average cost of fuel from the U.S. Department of Energy (DOE) Midwest Region average monthly price of diesel fuel (as noted in www.eia.gov under Midwest No. 2 Diesel Retail Prices)), applied to 20% of the collection cost for the month.

Month	Fuel Rate for the Month	Quarter Average	Fuel Difference	Base Rate Per Home	Delta% in Diesel Cost	Rate Adjustment	Surcharge	
Qtr Month 1	\$ 5.00	\$ 5.00	\$ 1.00	\$ 10.71	25.00%	\$ 0.54	\$ 50,760.00	<i>For following 3 Months Invoice</i>
Qtr Month 2	\$ 5.00							
Qtr Month 3	\$ 5.00							
							94,000	HOUSECOUNT

Service Level Agreement

The City of Toledo and Republic Services have aligned in concept on the following SLAs.

1. Monthly Service Completion Rate of (X) percent
2. Failure to deliver containers within three business days of the request
3. Failure to clean any scattered or spilled refuse or recycling material within (X) hours of notice
4. Service compliant response within 24 hours
5. Monthly/Annual data reports emailed to the City of Toledo by the 5th business day of the new month
6. Monthly average speed of answer less than (X) minutes
7. Failure to communicate to the City of Toledo and/or customers on planned and unplanned service delivery delays
8. Republic Services will commit to attending (X) events a month, these events will consist of community or City of Toledo school events.

***The above items will be finalized in the negotiated contract.**



THANK YOU!
