| Bidder:_ | Waste Manag | gement | Da | Date: 3/11/14 | | |
|-----------|-----------------------|-----------------------|------------------------------------|-----------------------|---------|--|
| Referenc | e: Town of Michael | Callahan | Contact info: | oda-town of Callehan- | fl. 300 | |
| 1. Is the | company currently | a service provider | ? | | | |
| Yes | No | | | | | |
| 2. If no, | why not? | | | | | |
| | | | | | | |
| 3. How | many years the cor | npany has provided | d service? 16 + year | \$ | | |
| 4. What | collection services | has the company p | provided? | | | |
| v | Curbside collecti | on of residential so | olid waste Curbside coll | ection of bulk trash | | |
| | | on of residential re | | commercial solid | | |
| C | Curbside collecti | on of residential ya | ard trash Other | | _ | |
| 5. | Is residential col | lection manual or a | automated? | | | |
| | Solid Waste | Manual | Semi-automated | Automated | | |
| | Recyclables | Manual | Semi-automated | Automated | | |
| | Yard Trash | Manual | Semi-automated | Automated | | |
| 6. | How would you | rate the company's | s overall performance? | | | |
| | Excellent: C | of the highest qualit | ty or level. | | | |
| | Above Aver | age: To a high deg | ree; better than or above the no | rm. | | |
| | Average: A | dequate; sufficient; | satisfactory; standard. | | | |
| | Below Aver | age: Substandard; | below par; less than the norm. | | | |
| | Poor: Inade | quate; unacceptable | e; inferior in quality; low level. | | | |
| | | | | | | |

| 7. | How would you rate the company's performance when transitioning into providing service? |
|----|---|
| | Excellent: Exceeded expectations; exceptionally smooth transition; very few complaints. Above Average: Very smooth transition with few complaints. Average: Adequate transition with the anticipated number of complaints. Below Average: Fair transition with more complaints than anticipated. Poor: Inadequate transition with large number of complaints. N/A (explain): Dotag Business with Appen by time Here. |
| 8. | How would you rate your interest in doing business with this company in the future? Excellent: Unhesitatingly be will to do business in the future. Above Average: Willing to do business in the future. Average: Would consider doing business in the future. Below Average: Might consider doing business if company's performance improves. Poor: Not interested in doing business in the future. |
| 9. | Explain any problems encountered with the company's work performance and how they were addressed or resolved. None Do you have any additional comments about the company's performance? |
| 10 | . Do you have any additional comments about the company's performance: |

| Bidder:_ | Waste Manag | Waste Management | | Date: 3/11/14 | | |
|-----------|--|----------------------|----------------------------------|--------------------------|--|--|
| Referenc | e: City of Pomp | oano Beach | | | | |
| Contact: | Russell Ketcl | nem | Contact i | nfo: 954-545-7011 | | |
| 1. Is the | e company currently a service provider? | | | | | |
| Yes | X No | | | | | |
| 2. If no, | why not? | | | | | |
| | | | | | | |
| 3. How 1 | many years the cor | npany has provided | service? Since 1974 | | | |
| 4. What | collection services | has the company p | provided? | | | |
| | Curbside collection of residential solid waste X Curbside collection of bulk trash X | | | | | |
| | Curbside collection of residential recyclables X Collection of commercial solid X | | | | | |
| | Curbside collecti | on of residential ya | rd trash X Other | | | |
| 5. | Is residential coll | ection manual or a | utomated? | | | |
| | Solid Waste | <u>Manual</u> | Semi-automated | Automated | | |
| | Recyclables | <u>Manual</u> | Semi-automated | Automated | | |
| | Yard Trash | <u>Manual</u> | Semi-automated | Automated | | |
| 6. | How would you | rate the company's | overall performance? | | | |
| | Excellent: Of the highest quality or level. | | | | | |
| | _X_ Above Aver | rage: To a high degr | ree; better than or above the no | orm. | | |
| | Average: Ad | lequate; sufficient; | satisfactory; standard. | | | |
| | Below Avera | age: Substandard; b | elow par; less than the norm. | | | |
| | Poor: Inadeo | uiate: unaccentable: | inferior in quality; low level. | | | |

| 7. | How would you rate the company's performance when transitioning into providing service? |
|-----|--|
| | Excellent: Exceeded expectations; exceptionally smooth transition; very few complaints. |
| | Above Average: Very smooth transition with few complaints. |
| | Average: Adequate transition with the anticipated number of complaints. |
| | Below Average: Fair transition with more complaints than anticipated. |
| | Poor: Inadequate transition with large number of complaints. |
| | X N/A (explain): Since we've been in an agreement with WMI since 1974, there has |
| | not been a transition in recent memory. |
| 8. | How would you rate your interest in doing business with this company in the future? |
| | Excellent: Unhesitatingly be will to do business in the future. |
| | X Above Average: Willing to do business in the future. |
| | Average: Would consider doing business in the future. |
| | Below Average: Might consider doing business if company's performance improves. |
| | Poor: Not interested in doing business in the future. |
| 9. | Explain any problems encountered with the company's work performance and how they were addressed or resolved. |
| | Nothing out of the ordinary. WMI has always worked to resolve the issue. |
| | |
| 10 | Do you have any additional comments shout the comments's morformance? |
| 10. | . Do you have any additional comments about the company's performance? |
| | ot so much about performance, but overall appearance of the company. WMI always has new can trucks. And their workers are always in uniform. That is a positive. |
| | |

| | dder: Waste Management | | | · · · · · · · · · · · · · · · · · · · | | |
|----------|--|--|---|---------------------------------------|--|--|
| | - | y, Florida n LeMay | | nfo: 717-847-8123 | | |
| | | | | 117 017 0125 | | |
| . Is the | company currently | a service provider | ? | | | |
| Yes | No | | | | | |
| . If no, | why not? | | | | | |
| | | | a a mai a a 2 | | | |
| HOW 1 | many years the cor | npany nas provided | service? | | | |
| . What | collection services | has the company p | provided? | | | |
| | Curbside collecti | on of residential so | lid waste Curbside coll | lection of bulk trash | | |
| | Curbside collecti | on of residential red | cyclables Collection of | commercial solid | | |
| | 0 1 1 11 11 11 | on of residential va | rd trach Other | | | |
| | Curbside collecti | on of residential ya | | | | |
| 5. | | • | | | | |
| 5. | Is residential coll | lection manual or au | utomated? | | | |
| 5. | | • | | Automated Automated | | |
| 5. | Is residential coll Solid Waste | lection manual or au | utomated? Semi-automated | Automated | | |
| | Is residential coll Solid Waste Recyclables Yard Trash | lection manual or au Manual Manual Manual | utomated? Semi-automated Semi-automated | Automated Automated | | |
| | Is residential coll Solid Waste Recyclables Yard Trash How would you | lection manual or au Manual Manual Manual | Semi-automated Semi-automated Semi-automated Semi-automated overall performance? | Automated Automated | | |
| | Is residential coll Solid Waste Recyclables Yard Trash How would you Excellent: O | Manual or au Manual Manual Manual rate the company's f the highest quality | Semi-automated Semi-automated Semi-automated Semi-automated overall performance? | Automated Automated Automated | | |
| | Is residential coll Solid Waste Recyclables Yard Trash How would you Excellent: O Above Aver | Manual or au Manual Manual Manual rate the company's f the highest quality age: To a high degre | Semi-automated Semi-automated Semi-automated Semi-automated overall performance? | Automated Automated Automated | | |
| | Is residential coll Solid Waste Recyclables Yard Trash How would you Excellent: O Above Aver X Average: Ad | Manual Manual Manual Manual Manual rate the company's f the highest quality age: To a high degree | Semi-automated Semi-automated Semi-automated Semi-automated overall performance? y or level. ee; better than or above the no | Automated Automated Automated | | |

| | Excellent: Exceeded expectations; exceptionally smooth transition; very few complaints. |
|-----|---|
| | Above Average: Very smooth transition with few complaints. |
| | Average: Adequate transition with the anticipated number of complaints. |
| | Below Average: Fair transition with more complaints than anticipated. |
| | Poor: Inadequate transition with large number of complaints. |
| | _X_N/A(explain):_Unknown – has always been here |
| 8. | How would you rate your interest in doing business with this company in the future? |
| | Excellent: Unhesitatingly be will to do business in the future. |
| | Above Average: Willing to do business in the future. |
| | X Average: Would consider doing business in the future. |
| | Below Average: Might consider doing business if company's performance improves. |
| | Poor: Not interested in doing business in the future. |
| 9. | Explain any problems encountered with the company's work performance and how they were addressed or resolved. |
| | 1. They change managers every so many years |
| | |
| | |
| 10. | Do you have any additional comments about the company's performance? |
| | Our County is an open market – but the County provides annual licenses with setting a maximum rate that the heuler's can charge per month for curboide and commercial dumpster. |
| | maximum rate that the hauler's can charge per month for curbside and commercial dumpster |

| Bidder: | Waste Manag | gement | D: | Date: 3/18/14 | | | |
|-------------|---|-----------------------------------|-----------------------------|---|--|--|--|
| • | City of Ormo | ond Beach ay, PW Operations Ma | anager Contact i | nfo: gray@ormondbeach.org | | | |
| Juntaet | Keviii Wi Oia | ly, I w Operations wi | anager Contact I | mo. gray wormonubeach.org | | | |
| . Is the co | ompany currently | y a service provider? | | | | | |
| Yes X | No | | | | | | |
| . If no, w | hy not? | | | | | | |
| | | | | | | | |
| . How ma | any years the cor | npany has provided s | ervice? 1999 | | | | |
| What co | allection services | s has the company pro | ovided? | | | | |
| | | ection of residential so | | allagation of hydly areals | | | |
| | | ection of residential re | | ollection of bulk trash of commercial solid | | | |
| | | ection of residential ya | • | or commercial solid | | | |
| • | A Curoside cone | ction of residential ya | | | | | |
| 5. | Is residential col | lection manual or auto | omated? | | | | |
| ; | Solid Waste | X Manual | Semi-automated | Automated | | | |
|] | Recyclables | X Manual | Semi-automated | Automated | | | |
| , | Yard Trash | X Manual | Semi-automated | Automated | | | |
| 6.] | How would you | rate the company's or | verall performance? | | | | |
| _ | _X Excellent: | Of the highest quality | y or level. | | | | |
| _ | Above Average: To a high degree; better than or above the norm. | | | | | | |
| - | Average: Adequate; sufficient; satisfactory; standard. | | | | | | |
| _ | Below Avera | age: Substandard; bel | ow par; less than the norm. | | | | |
| | | | | | | | |

| 7. | How would you rate the company's performance when transitioning into providing service? |
|-----|--|
| | _X Excellent: Exceeded expectations; exceptionally smooth transition; very few |
| | complaints. |
| | Above Average: Very smooth transition with few complaints. |
| | Average: Adequate transition with the anticipated number of complaints. |
| | Below Average: Fair transition with more complaints than anticipated. |
| | Poor: Inadequate transition with large number of complaints. |
| | N/A (explain): |
| 8. | How would you rate your interest in doing business with this company in the future? |
| | _X Excellent: Unhesitatingly be will to do business in the future. |
| | Above Average: Willing to do business in the future. |
| | Average: Would consider doing business in the future. |
| | Below Average: Might consider doing business if company's performance improves. |
| | Poor: Not interested in doing business in the future. |
| 9. | Explain any problems encountered with the company's work performance and how they were addressed or resolved. |
| | Customer concerns are normally handled by the end of business. Excellent custome satisfaction. |
| | |
| 10. | Do you have any additional comments about the company's performance? It has been a pleasure working with Waste Management as my solid waste contractor. |

| | Waste Management | | Da | ate: 3/18/14 | | |
|------------------------|---|--|---|-------------------------------|--|--|
| Reference: | Martin Count | y Utilities and Soli | d Waste | | | |
| Contact:_ | Patrick Yance | ey | Contact i | info: | | |
| 1. Is the co | ompany currently | a service provider | ? | | | |
| Yes | No | | | | | |
| 2. If no, w | hy not? N/A | | | | | |
| | | | | | | |
| 3. How m | any years the con | npany has provided | service? 20 + years | | | |
| | | | | | | |
| 4. What co | ollection services | has the company p | rovided? | | | |
| | Curbside collection of residential solid waste | | | | | |
| | Curbside collect | ion of residential s | solid waste Curbside co | llection of bulk trash | | |
| | | ion of residential s | recyclables Collection o | f commercial solid | | |
| | Curbside collect | | recyclables Collection o | f commercial solid | | |
| | Curbside collect Curbside collect | ion of residential 1 | recyclables Collection o yard trash Other | f commercial solid | | |
| 5. | Curbside collect Curbside collect | ion of residential i | recyclables Collection o yard trash Other | f commercial solid | | |
| 5. | Curbside collect Curbside collect Is residential coll | ion of residential name of residential y | cecyclables Collection of the | f commercial solid | | |
| 5. | Curbside collect Curbside collect Is residential coll Solid Waste | ion of residential name of residential ystems. ection manual or au Manual | recyclables Collection of yard trash Other ntomated? Semi-automated | f commercial solid Automated | | |
| 5. | Curbside collect Curbside collect Is residential coll Solid Waste Recyclables Yard Trash | ion of residential rion of residential rection manual or au Manual Manual Manual | recyclables Collection of yard trash Other ntomated? Semi-automated Semi-automated Semi-automated | Automated Automated | | |
| 6. | Curbside collect Curbside collect Is residential coll Solid Waste Recyclables Yard Trash How would you residential | ion of residential rection manual or au Manual Manual Manual Manual Manual Tate the company's | recyclables Collection of yard trash Other Itomated? Semi-automated Semi-automated Semi-automated overall performance? | Automated Automated | | |
| 6. | Curbside collect Curbside collect Is residential coll Solid Waste Recyclables Yard Trash How would you residential | ion of residential rion of residential rection manual or au Manual Manual Manual | recyclables Collection of yard trash Other Itomated? Semi-automated Semi-automated Semi-automated overall performance? | Automated Automated | | |
| 6. | Curbside collect Curbside collect Is residential coll Solid Waste Recyclables Yard Trash How would you r _X Excellent: | ion of residential rection manual or au Manual Manual Manual Manual Tate the company's Of the highest quali | recyclables Collection of yard trash Other Itomated? Semi-automated Semi-automated Semi-automated overall performance? | Automated Automated Automated | | |
| 6. | Curbside collect Curbside collect Is residential coll Solid Waste Recyclables Yard Trash How would you r _X_ Excellent: 0 _ Above Avera | ion of residential rection manual or au Manual Manual Manual Manual Tate the company's Of the highest qualitage: To a high degree | recyclables Collection of yard trash Other Itomated? Semi-automated Semi-automated Semi-automated overall performance? Ity or level. | Automated Automated Automated | | |
| 6. | Curbside collect Curbside collect Is residential coll Solid Waste Recyclables Yard Trash How would you r _X_ Excellent: 0 _ Above Avera _ Average: Ad | ion of residential rection manual or au Manual Manual Manual Manual Tate the company's Of the highest qualitage: To a high degree equate; sufficient; se | Collection of yard trash Other Itomated? Semi-automated Semi-automated Semi-automated overall performance? Ity or level. See; better than or above the notes. | Automated Automated Automated | | |

| | g service? |
|---|-------------|
| Excellent: Exceeded expectations; exceptionally smooth transition; very few c X_ Above Average: Very smooth transition with few complaints. Average: Adequate transition with the anticipated number of complaints. | omplaints. |
| Below Average: Fair transition with more complaints than anticipated. | |
| Poor: Inadequate transition with large number of complaints. | |
| N/A (explain): | |
| 8. How would you rate your interest in doing business with this company in the future | e? |
| _X Excellent: Unhesitatingly be will to do business in the future. | |
| Above Average: Willing to do business in the future. | |
| Average: Would consider doing business in the future. | |
| Below Average: Might consider doing business if company's performance imp | proves. |
| Poor: Not interested in doing business in the future. | |
| 9. Explain any problems encountered with the company's work performance and how addressed or resolved. | v they were |
| Service has been very good. Timely follow up by supervisors on customer issu | es. |
| | |
| 10. Do you have any additional comments about the company's performance? | |
| NO | |
| | |
| | |
| | |
| | |

| Bidder | : Waste | Management | | | Date: 3/11/14 |
|-----------|--|----------------------|-------------------|-----------------------------------|-----------------------------------|
| | | Beach | | | Contact info: 561-243-7240 |
| 1. Is the | he company cı | urrently a service p | rovider? | | |
| Yes | <u>S</u> | No | | | |
| 2. If n | o, why not? _ | | | | |
| 3. Ho | w many years | the company has p | provided service | e? Since 20 | 005 |
| 4. Wh | at collection s | ervices has the con | mpany provideo | d? | |
| Cui | Curbside collection of residential solid waste | | | Curbside collection of bulk trash | |
| Cui | Curbside collection of residential recyclables | | | Collection of commercial solid | |
| Cui | rbside collection | on of residential ya | rd trash | Other All | of the above |
| 5. Is r | esidential colle | ection manual or a | utomated? | | |
| Sol | id Waste | Manual | Semi-au | tomated | Automated |
| Rec | cyclables | <u>Manual</u> | Semi-au | tomated | Automated |
| Yaı | rd Trash | Manual | Semi-au | tomated | <u>Automated</u> |
| 5. Ho | w would you r | rate the company's | overall perform | mance? | |
| _X | Excellent: (| Of the highest qual | ity or level. | | |
| | Above Avera | ige: To a high degr | ee; better than | or above the | e norm. |
| | Average: Ade | equate; sufficient; | satisfactory; sta | andard. | |
| | Below Avera | ge: Substandard; b | elow par; less | than the nor | m. |
| | Poor: Inadequ | uate; unacceptable; | ; inferior in qua | ality; low lev | vel. |
| | | | | | |

| 7. | How would you rate the company's performance when transitioning into providing service? |
|-----|--|
| | _X Excellent: Exceeded expectations; exceptionally smooth transition; very few complaints. |
| | Above Average: Very smooth transition with few complaints. |
| | Average: Adequate transition with the anticipated number of complaints. |
| | Below Average: Fair transition with more complaints than anticipated. |
| | Poor: Inadequate transition with large number of complaints. |
| | N/A (explain): |
| 8. | How would you rate your interest in doing business with this company in the future? |
| | _X Excellent: Unhesitatingly be will to do business in the future. |
| | Above Average: Willing to do business in the future. |
| | Average: Would consider doing business in the future. |
| | Below Average: Might consider doing business if company's performance improves. |
| | Poor: Not interested in doing business in the future. |
| 9. | Explain any problems encountered with the company's work performance and how they were addressed or resolved. Occasionally, service is missed. Company will respond same day. Trash or re-cycle is removed immediately. |
| 10. | Do you have any additional comments about the company's performance? Waste Management has serviced the city for a long time and has provided responsive and professional service. Whenever billing or servicing mistakes are made, they are rectified by the company. |
| | |

ITB NO. 14-009

SOLID WASTE COLLECTION AND PROCESSING SERVICES REFERENCE CHECK FORM

| Bidder: | Waste Manage | ement | Date: 4/28/20 | 14 | |
|----------------|---------------------------------|--|-------------------------------|-------------------------------|--|
| Reference:_ | City of Marga | te | | | |
| Contact: | tact: Aaron Tauber Contact info | | Contact info: | (954) 972-0828 | |
| 11. Is the cor | npany currently | a service provider? | | | |
| Yes | No | | | | |
| 12. If no, wh | y not? | | | | |
| 13. How mar | ny years the com | pany has provided | service? Over 30 years. | | |
| 14. What col | lection services | nas the company pr | ovided? | | |
| C | urbside collectio | n of residential solution of residential rec | yclables Collection | of commercial solid | |
| O | ther Collection of | of Owner Occupied | Multifamily solid waste is | not included in the contract. | |
| 15. Is | residential colle | ction manual or au | tomated? | | |
| Se | olid Waste | Manual | Semi-automated | Automated | |
| R | ecyclables | Manual | Semi-automated | Automated | |
| Y | ard Trash | Manual | Semi-automated | Automated | |
| 16. H | ow would you ra | ate the company's o | overall performance? | | |
| | X_ Excellent: Of | the highest quality | or level. | | |
| | Above Avera | ge: To a high degre | e; better than or above the | norm. | |
| _ | Average: Ade | quate; sufficient; sa | atisfactory; standard. | | |
| | Below Averag | ge: Substandard; be | elow par; less than the norm | 1. | |
| | Poor: Inadequ | ate; unacceptable; | inferior in quality; low leve | el. | |

| 17. | How would you rate the company's performance when transitioning into providing service? |
|-----|--|
| | Excellent: Exceeded expectations; exceptionally smooth transition; very few complaints. |
| | Above Average: Very smooth transition with few complaints. |
| | Average: Adequate transition with the anticipated number of complaints. |
| | Below Average: Fair transition with more complaints than anticipated. |
| | Poor: Inadequate transition with large number of complaints. |
| | X N/A (explain): Waste Management has been the City's residential waste hauler for over |
| | <u>30 years.</u> |
| 18. | How would you rate your interest in doing business with this company in the future? |
| | X Excellent: Unhesitatingly be will to do business in the future. |
| | Above Average: Willing to do business in the future. |
| | Average: Would consider doing business in the future. |
| | Below Average: Might consider doing business if company's performance improves. |
| | Poor: Not interested in doing business in the future. |
| 19. | Explain any problems encountered with the company's work performance and how they were addressed or resolved. During a brief period last year, bulk collection was not being completed on the scheduled days. With an open dialogue between Waste Management and the City the issue was quickly resolved. |
| 20. | Do you have any additional comments about the company's performance? |