

**EXHIBIT 9:**  
**RECYCLING COLLECTION SERVICE PLAN**

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## **EXHIBIT 9 OPERATIONS PLAN**

*Note: This is the Recycling Services Operations Plan as of the date of signing, May 26, 2015. This Document is subject to modification to update the information contained herein. Updating will be at the direction of the City, and subject to City and Contractor approval.*

CWS is fundamentally continuing with many of its operational processes and procedures that over the past 22 years have resulted in a less than 7% residual rate from its Oakland program residential collections.

CWS is furthering its operational connectivity through more sophisticated integration of various functional activities made possible by improvements in specialized software. CWS is acquiring PC Scales/Tower, a software solution that integrates and records scale data, dispatch communications, customer service activities, billing, administration and productivity. The use of PC Scales/Tower allows seamless communications and data sharing between operations.

### **Route Development and Implementation**

CWS and WM began meeting collaboratively in November 2014 to coordinate and facilitate West and East routing and are preserving same-day-collection for SFD routes. These discussions addressed the number of SFD and MFD routes, set-outs and containers.

CWS routing analysis and design is integrating practical field experience and specialized software applications to ascertain the most efficient collection vehicle movements. Routes are being carefully designed to optimize time, personal safety, and responsiveness to customer needs.

Routing is being done using RouteSmart and Map Infopro (MIP) software that features MIP's leading geospatial technologies. Aspects of collection routing, including coordinating residential collection days and optimizing multiple days of service for different types of customers, will be balanced.

Re-routing of the western Oakland section for SFD, MFD and Small Business was completed and implemented. An independent firm, ContainerPros, was engaged to audit these routes, evaluate collection efficiencies and provide data on route performance. Potential refinements that were identified are under consideration.

Work on the eastern Oakland routing began in March 2015. WM delivered its existing data for that area to CWS. ContainerPros was engaged to conduct pre-routing audits, validate the WM data and assist with east Oakland routing. The results of this audit will confirm the accuracy of the WM provided data and serve as a front-end guide to developing

### **Collections**

CWS route operations are designed to efficiently collect recyclables with the least possible driver steps, ensure employee safety, maximize efficiency, and limit spillage.

The Zero Waste contract includes the new for CWS collection of household batteries and continued collection used motor oil and motor oil filters. Batteries will be collected in sealed plastic bags from atop recycling containers; placed into special containers on the collection trucks; consolidated at the recycling facility into designated and labeled containers and then recycled regularly by a special vendor. Used motor oil and filters will continue being collected in specially

designated containers; placed into special compartments on the collection truck; returned to CWS for consolidation and then recycling regularly by a special vendor.

Residential collection will begin at 6AM and complete by 6PM Monday through Friday.

## **Management**

Collection supervisors are skilled and experienced at working in Oakland. They receive the continuous and specialized training necessary to successfully direct employees and provide effective customer assistance.

Collection supervisory personnel duties in the field, off-route, and administrative will:

- Ensure customer accounts are properly serviced in assigned areas
- Identify ways to continuously improve and promote exceptional customer service
- Proactively address challenging service matters
- Maintain and train route efficiency by completing routes within management expectations
- Ensure drivers are in compliance with DOT, federal, state, local, and company regulations, and safe best practices.
- Complete accident investigations and submit appropriate documents and reports as required by management
- Conduct safety observations and prepare documentation in accordance with program requirements and perform
- Conduct and document regular safety meetings.

## **Container Contamination**

Public education outreach is an integral part of preventing contamination from non-program and prohibited materials, hazardous and other prohibited waste. CWS may provide information through our website and in written and distributed publications regarding proper program material and hazardous and other prohibited wastes.

Containers and incoming loads will be continually checked for materials that are not included in the program or could harm employees or property. CWS will expand to Oakland its successful San Jose “Eco Team” program to check on-route containers. Essentially, Eco Team members cover specific routes on a daily basis to look inside of carts just before they are collected and leave Recycling Collection Notices with proper recycling instructions when warranted. This approach provides the multiple benefits of identifying and collecting data on micro-level recycling behavior, making collections more efficient by relieving drivers of the need to exit vehicles to tag carts and educating customers one-on-one in a positive way when opportunities arise. Drivers, inspectors at the facility and sorters are trained to identify and respond to hazardous, universal, and other prohibited wastes and contamination. Customers who repeatedly contaminate carts may be charged a contamination fee.

Non-program materials include, but may not be limited to the following:

- Organic, food contaminated and putrescible material
- Universal wastes
- Medical and other bio hazardous material
- Paints
- Solvents
- Pesticides
- Car batteries
- Photographic and pool chemicals
- Fire extinguishers
- Construction and demolition debris
- Computer monitors and televisions
- Oxidizers
- Gasoline
- Compressed gas cylinders
- Pharmaceuticals
- Decommissioned and other radioactive material
- Florescent lighting
- Flammable materials
- Cables, chains, hoses and ropes
- Garden hoses
- Pizza boxes and paper food containers

### **Hazardous and Universal Wastes in Collections**

CWS' Hazardous and Universal Waste Protocol was developed to ensure employee safety, protect the surrounding community and meet local, state and federal guidelines for handling hazardous and other prohibited waste in incoming recyclables. With the exception of household batteries, hazardous and universal wastes are not Zero Waste program materials; however they may periodically be deposited into recycling carts. CWS will properly handle and recover those materials when found.

### **Hazardous Materials Handling**

Drivers will apply their training to identify the presence of hazardous, universal, and other prohibited wastes while collecting acceptable material. They will look for fluid or other signs suggesting the potential presence of prohibited wastes. With any indication that material may pose a hazard or contain prohibited waste, drivers will step out of their trucks to assess the situation. If material is suspected of being inappropriate for collection, drivers will leave a non-collection notice. If necessary, drivers will immediately call a supervisor for assistance. In an emergency situation, drivers will request response from appropriate emergency services.

### ***SFD and MFD Cart and Container Replacement and Distribution***

SFD carts and MFD bins will be replaced as the contract requires. An adequate proportional number that are being ordered and stored locally will be labeled with City approved decals and/or signage. When replacing containers, CWS can help property managers and residents determine appropriate replacement type and size.

CWS cart label integrity surveys in its current western service area and upcoming eastern service area confirmed that approximately 88% of western-area carts have legible decals in good condition and 92% in the upcoming eastern area have either illegible, poor quality, or no decals. In compliance with a City directive, CWS will re-label all recycling carts in Oakland. CWS and WM jointly developed a program to apply co-branded decals to containers and distribute an

Oakland Recycles Program Brochure to residential customers prior to the July 1, 2015 new program start date.

### **Facility Operations**

CWS will employ its successful Scrapware brand scale system software to track inbound recyclables and routing into the MRF and is upgrading to PCScales/Tower software so that route statistics are reported and recoded, including:

- Inbound and outbound weight tickets
- Materials and grade types
- Truck route and/or destination information

These software systems will capture and process data to provide monthly, quarterly and annual reports.

### **Processing Facilities Schedule**

The MRF will accept collected residential materials Monday through Friday and commercial materials Monday through Saturday; periodically on Sundays in special circumstances such as emergency response and City events servicing. The facility will be available to receive and process materials from 6 AM until 9 PM, or as otherwise dictated by operating permit limitations and operational needs. The facility closes for three holidays during each year: Thanksgiving, Christmas and New Year's Day. The facility will have sufficient storage capacity to support the proposed schedule.

Based on need and permit limitations, the facility may also be opened for processing, administrative activities and outbound materials transport only during earlier or later hours on Monday through Friday, or on designated weekend days.

Materials receiving and processing related activities will generally be conducted in one work shift. From time to time it may be necessary to extend shift operations, within the hours approved by our 10<sup>th</sup> Street facility conditional use permit (CUP). In such instances, a work schedule and staffing will be defined according to need and required duration. The Plant Manager will determine overtime and supplemental shift construction.

New and enhanced processing equipment and operations at the 10<sup>th</sup> St. MRF have been designed and will be implemented.

### **Residue Disposition**

CWS material processing activities aim to reduce remaining residual to as small a volume as feasible based on MRF processing equipment capabilities and by educating customers about the acceptable recyclable materials. CWS currently has an approximate residue rate of 7% from Oakland materials.

Residue from CWS processing facilities in Oakland is currently sent to Republic Services' Potrero Landfill in Suisun City, CA, and CWS may select other permitted processing and landfill facilities. CWS will continue to investigate alternative methods of diversion and reuse.

CWS maintains strong and continuous relations with product buyers and continually seeks ways to improve the quantity, character mix and quality of products it produces in reaction to changes of material it collects. As part of our comprehensive marketing plan, CWS will seek out specialty secondary processors who can reuse hard to recycle items.

### **Material Screening**

CWS has extensive experience with identifying and addressing prohibited and hazardous wastes detected in recyclable materials when discovered in the collection truck, at the tipping floor, while being processed or when integrated in finished product.

For inbound facility loads, CWS applies the 10 percent visual guideline provided by the former California Integrated Waste Management Board (CIWMB) as one tool for evaluating incoming loads. The image adapted from CIWMB LEA Advisory Number 58 (Revised April 18, 2003), is available on-line at: <http://www.ciwmb.ca.gov/LEAAdvisory/58/default.htm>, Attachment 2A, Comparison Chart for Estimating Percentage Composition. CWS has adapted this visual as a tool to provide a comparison of the percent contamination in a load of solid waste.

### **Load Classification and Assignment**

Loads are visually inspected before, during and after processing. Either the loader operator or a traffic director observe loads for indications of prohibited materials that are not in the Oakland Recycles program, including garbage and hazardous materials. If warranted, a driver may be instructed to wait before discharging a load as usual and the load may be redirected to a more appropriate area for handling.

### **Sorting**

Material is typically processed on a first-in, first-out basis so that overall unprocessed material is typically not on-site for longer than 48 hours.

The materials stockpile will average between 2 to 10 feet high and loader equipment operators will selectively load material from stockpiles to processing equipment. Loads delivered by vehicles that contain materials of like kind will be identified and may be isolated and processed separately. Separate processing of some materials is done to increase productivity and/or preserve product quality. Pre-sorting separates material by size, enabling larger material to be identified and removed for recovery or disposal.

The Single-stream Residential Recyclable Material Processing System (SSRR) at the Oakland 10<sup>th</sup> Street Facility can process approximately 70,000 tons per year during a single shift, six-days per week. CWS has the capacity to process more material by increasing either the number of employees, work shifts or days per week operation. The system will also process some selected recyclable materials from commercial sources.

The SSRR system includes an engineered series of equipment components that separate fiber and containers. CWS will add supplementary material handling and screening equipment that enables greater safety, productivity and recyclable material recovery and non-program and prohibited material diversion. Materials identified, segregated and separated will be stored in bunkers, and await either direct load-out or baling and transport to local, regional, and/or global markets or other warranted outlets. These materials include:

- Product for sale to global markets
- Product for diversion or reuse
- Residue to be landfilled
- Hazardous or otherwise unacceptable material

Direct load out is performed by conveyor or loader. Baling and bale handling will be performed by loader, baler, and forklift. Baled product is loaded into containers, trailers, flatbeds, and vans as well as stored inside to await transport.

New equipment includes the following major process components:

- 1) Drum Feeder approximately 35'L x 7'W
- 2) Pre-sort conveyor approximate 50'L x 7'W
- 3) OCC screen approximately 30'L x 7'W
- 4) ONP screen approximately 20'L x 10'W
- 5) Fines screen approximately 13'L x 7'W
- 6) Comingle screen approximately 22'L x 10'W
- 7) Optical sorter approximately 2meter and 2.8 meter

Additionally included are new complementary transfer conveyors, decks and electrical control components.

### **End of day placement**

Unprocessed materials that have not been transported to the pre-sort line remain on the tip floor overnight. A concerted effort is made to clear all processing line belts of materials by the end of a shift.

### **Hazardous, Medical and Other Prohibited Waste**

Hazardous wastes include those materials deemed to be hazardous pursuant to federal, state, or local requirements. Typical characteristics of hazardous wastes include toxicity, corrosivity, flammability, and reactivity. Prohibited medical and bio-hazard wastes includes materials deemed as regulated medical waste and certain non-regulated wastes such as sharps, needles, and other items from sources such as households.

Hazardous, medical and bio-hazardous wastes are stored, recorded, reported and handled as defined by law. Such wastes are identified through visual observation, suspicious odors or reactions. Personnel will utilize caution when investigating the material and follow its management protocol. Potentially hazardous or other prohibited wastes will be removed from incoming



materials and placed in the designated staging area. As necessary or at the end of each day's shift, these wastes will be moved to the designated outside storage area.

Any prohibited municipal solid waste in the incoming material will be removed and placed either into a storage container or designated bunker. Prohibited solid wastes include putrescible and non-putrescible solid and semisolid material including garbage and other non-program materials.

CWS currently contracts with Ecology Recovery (ER) to manage unauthorized hazardous liquids and chemicals found in collected materials. ER identifies and/or conducts additional assessment, including basic chemical qualitative test such as HAZCAT™.

## **Storage**

### **Incoming Material**

Permitted storage areas are designated on site maps that have been approved by the City of Oakland and are a part of the Conditional Use Permit, Fire Permits, and the Hazardous Materials Business Plan. The types of materials received and processed are not expected to produce significant odors. The storage area is regularly and thoroughly cleaned, waste is promptly loaded into containers or trailers and transferred to the landfill within forty-eight hours, and litter control procedures are implemented. Material bales are stored according to permit or regulatory requirements.

Outgoing residue is staged in a designated area awaiting pickup for hauling to a landfill or alternative disposal facility that meets all environmental regulations.

### **Facility Maintenance**

Adherence to internal maintenance standards and procedures keep floors and related work areas free of excessive debris and walkways clear. The facility is equipped with a sweeper and a misting system for debris, dust and odor control is installed in the unloading area and activated as needed.

CWS controls on-site and off-site litter migration with the following actions:

- Regular sweeping
- Installation and maintenance of visual screens and litter catching fences
- Including areas surrounding storm drains in the regular sweeping schedule and directing additional efforts related to litter around storm drains in certain weather conditions.
- Covering drains as warranted in the summer and during windy periods.

CWS regularly monitors the condition of the building exterior and has contractors immediately available to paint and repair as needed.

Processing and rolling equipment will have disciplined preventative maintenance (PM) schedules and repairs processes and procedures.

## **Disruptions**

CWS facilities maintain sufficient storage and processing capacity to overcome common disruptions. In the event of significant and sustained operational disruptions, materials will be transferred to another CWS facility or non-CWS permitted facility.

### **Emergencies**

Emergencies may include, but not necessarily be limited to power outages, natural disasters, fire and hazardous materials releases. Based on the nature of an emergency, steps will be taken to mitigate the impacts.

Prior to resuming operations following an emergency, designated management personnel will assess the facility to ascertain that any on-site hazard has been mitigated

### **Environmental Review and Compliance, and Permitting Processes**

CWS operations are subject to and operates under numerous environmental review, compliance, and permitting processes and the company has engaged in extensive efforts to comply with these requirements. CWS has a comprehensive understanding of Oakland's environmental review and permitting process. This is important should facility upgrades be needed in response to changing conditions with Oakland's recyclables. CWS monitors California waste regulators and other agencies, assists with AB 939 planning issues and solid waste permitting concerns, and is experienced and attentive to reviewing its best practices to assure that it is compliant with all regulations and permitting restrictions.

### **Reporting**

CWS will provide the City of Oakland with consistent and detailed reports that clearly document recyclables tonnages, residue tonnages, quantities of materials diverted to other processors (including batteries, waste oil, and materials diverted for reuse), tonnages sold, purchasers of those materials, and other performance metrics, as discussed in this section.

Recyclable materials processed through the MRF will be tracked by inbound and outbound material types, designating both recyclables shipped to market and residual materials for disposal. These inbound and outbound volumes will be used to calculate the diversion and residual materials being shipped for disposal to calculate diversion for the recyclable stream.

### **Equipment**

#### **Collection Vehicles**

The new truck order has been fully completed. Collection vehicles include automatic, manual and manual/automated side, front- and rear-end load trucks, and specialty small rear load trucks for limited access areas of hard-to-serve routes. CWS collection vehicle are fueled by compressed natural gas (CNG), and meet emission, noise and safety laws and mandates.

The primary SFD collection vehicles are automated McNeilus, side loader trucks with 26 and 31 - cubic yard volume bodies on a Peterbilt cab and chassis. Additional specialty collection REL, FEL RO trucks modalities and container and service trucks will be part of CWS' fleet. Carts sized 20, 32, 64, or 96 gallons, will be loaded with a vehicle-connected automated arm. Roll-off boxes

and other commercial service containers will be serviced with Nor Cal Roll off Dead Lift vehicles with a Peterbilt cab and chassis.

Roll-off and compactor containers of 10, 14, 20, 30, and 40 yards in volume will be serviced by three-axle Nor Cal Roll off Dead Lift trucks with a Peterbilt cab and chassis.

### Vehicle Type and Delivery Schedule

CWS Oakland Zero Waste Truck Deliveries				
Count	Capacity	Modality & Truck Specification	Type	Arrival
5	26 CY	Manual Side Load (MSL) Peterbilt/McNeilus	Collection	May 1 & June 1
15	31 CY	Manual Side Load (MSL) Peterbilt/McNeilus	Collection	1-May
8	31 CY	Manual Automated Side Load (MA) Peterbilt/McNeilus	Collection	June 1
4	25 CY	Rear End Load (REL) Peterbilt/McNeilus	Collection	April 1 & April 30
2	8 CY	Rear End Load (REL - Hard to Service) Ford 550/Diamond Back	Collection	May 29
2	40 CY	Front End Load (FEL) Peterbilt/McNeilus	Collection	May 1
3	N/A	Roll Off Trucks (RO) Peterbilt/Norcal	Collection	May 1
2	6 CY	Hard to Service Support (Tip-up) Ford 350/EasyDump	Collection	May 29
<b>41</b>	<b>subtotal</b>			
1		Container Carrier - Ford 450/Norcal Champ	Support Bins	May 15
2		Flatbed Trucks Ford 450 Lift gate-Cart delivery	Support Carts	May 29
1	N/A	Maintenance Support (Maint.) Ford 350	Support Maintenance	May 9
3	N/A	Supervisor Pick-up Ford 150	Supervision	March 23
<b>7</b>	<b>subtotal</b>			
<b>48</b>	<b>TOTAL</b>			

Contribution by Peterbilt, McNeilus and Ford distributors

### Fuel

CWS will install its own CNG fueling station. Until the fueling station is completed, CWS will either fuel off-site or through a mobile fueling system. CWS will retain its clean-diesel truck fleet for use as spare collection trucks for the purpose of ensuring equipment redundancy and customer service.

### Collection Vehicle Standards

CWS will maintain collection vehicles in a clean condition and good repair at all times and ensure that no collected materials, oil, grease or other substances will blow, fall out, escape or leak.

Collection vehicles and equipment will have appropriate safety markings including, but not limited to, highway lighting, flashing and warning lights, clearance lights, and warning flags. All safety markings will comply with California Vehicle Code requirements, and all collection vehicles will be equipped with audible back-up warning devices.

Newly manufactured vehicles will be designed to prevent collected materials from escaping the vehicles, will be watertight so that no liquids spill while recyclables are being collected and will meet California's stringent noise emission standards.

CWS vehicles will fully comply with current local, state and federal clean air requirements including the currently proposed California Air Resources Board Heavy Duty Engine Standards to be contained in CCR Title 13, Section 2021 et seq and the Federal EPA's Highway Diesel Fuel Sulfur regulations.

Collection vehicles will have frames attached for use of identification, branding and for City-approved messaging signage. Truck signage will clearly state that they are servicing the City of Oakland, provide the CWS name and customer service telephone number, and display the Oakland Recycles logo and vehicle identification number. These vehicles will also have space for poster advertising to promote the recycling and diversion programs. CWS will detail, replace signage repaint vehicles, including vehicle striping, as necessary to maintain a positive public image. Painting and signage replacement will be conducted as needed to remedy fading or chipping.

Collection vehicle windows, mirrors and cab interiors will be cleaned daily. Exterior cleaning is performed weekly, and washes will be conducted in a manner that conforms to the California Storm Water Quality Association (CASQA)'s BMP Guidelines for Non-Point Source Pollutants. Trucks will be inspected both pre and post trip daily by drivers and weekly by maintenance personnel for any damage to the exterior that may require repair.

### **Vehicle Maintenance**

The new collection vehicles come with five-year comprehensive warranties from Coast Counties Truck and Equipment Co. covering major maintenance items. During the warranty period, major warranty repairs will be performed at the Coast facility at 260 Doolittle Drive, Oakland, CA. The service and parts departments are open from 8:00 a.m. to 5:00 p.m. Monday through Friday. As an added benefit, this facility has ample room for staging equipment prior to delivery.

Preventive maintenance services and repairs will be performed on all vehicles according to manufacturer specifications. During the contract period, CWS will do oil changes and conduct other preventive maintenance activities according to schedules provided by equipment manufacturers and Coast Counties.

CWS will keep a maintenance log for all collection vehicles, available to City staff upon request, that includes each vehicle's assigned identification number, purchase or initial lease date, routine maintenance performance dates, and additional maintenance dates and descriptions. CWS will annually report to the City its record of collection vehicles and major equipment; number of vehicles by type, capacity and assigned identification numbers; DMV license numbers; chassis and body ages; type of fuel used; acquisition date, decibel rating; and, maintenance status.

Four CWS mechanics have received factory Cummins and McNeilus training for CNG fueled truck maintenance, two have been certified. CWS shop facilities are being readied with the appropriate employee and environmental protections and equipment to service our CNG fleet. Maintenance support continues to be available locally by our core truck vendors: Coast Counties Peterbilt, McNeilus, Cummins and Ford.

### **Containers**

CWS will provide all customers with the appropriate size and type of collection container for recyclable materials. CWS and WM have agreed that at new program start-up, CWS will use existing and in-place WM SFD carts and MFD bins that are in acceptable working condition. As described in the CWS Public Education Transition Plan, CWS will provide appropriate, coordinated and approved decaling, along with WM, on all SFD carts. These decals and labeling will clearly communicate:

- Service provider
- Contact information
- Proper content to be placed into the container
- Container identification number.

### **Carts**

WM will lend its existing carts and bins in the new East Oakland service area. During the first operational year of the contract CWS is required to replace 20% of carts citywide and thereafter up to 3% annually. Beyond these numbers, carts and bins will be replaced as necessary to ensure structural integrity and serviceability.

As new CWS carts are distributed, single-family and multi-family residences will receive 65-gallon roll-out recycling carts with 20-, 32-, and 96-gallon cart options for special circumstances, such as for storage in single car garages and townhomes, and to meet the residents' requested service needs. These new carts carry a ten-year warranty.

These carts will have gray bodies and lids and are designed for maximum strength and durability. Signage on each will identify it as part of the City of Oakland's recycling program, with Oakland program logos and identification in-mold stamped for durability on the container lid.

The cart manufacturer ensures production and delivery timelines and personnel training. CWS will work with the manufacturer to engage an Oakland-based subcontractor for cart delivery. The initial order will be adequate to distribute containers throughout Oakland as needed, and create a three-month replacement inventory.

### CWS Residential Cart Preferences

Characteristic	CWS Detail
Size	SFD –65-gallon carts as default size with 96- 32- and 20-gallon cart options depending on customer need
	MFD –65-gallon carts as default size with 96-, 32- and 20-gallon cart options depending on customer need; 1, 1.5, 2, 3, 4, 6 or 7 CY bins. Minimum levels of service will be calculated by multiplying the number of dwelling units
	Commercial –Options are: 20, 32, 64, or 96-gallon wheeled carts; 1, 1.5, 2, 3, 4, 6 or 7 CY Bins; 6 - 40 CY roll-off boxes; or compactor.
	City –Options are: 32, 64, or 96-gallon wheeled carts; 1, 1.5, 2, 3, 4, 6 or 7 CY bins; 6 - 40 CY roll-off boxes as determined by City needs
Construction	Injection-molded carts
Color	Recycling cart in blue for City and service branding
Signage Identification	Labeled identification and program logos for branding
Public Education	Label with public education and material descriptions and CWS contact information

CWS will continue providing ongoing cart maintenance services to repair and replace carts as required. Drivers are trained to identify containers that require repair and/or need to be replaced. Residents may request replacement carts once per year for single-family residences and twice per year for multi-family.

### Dumpsters, Boxes and Bins

Multi-family customers at buildings with a high level of demand, businesses, government buildings, commercial customers, and others requiring larger-sized recycling disposal containers will use existing plastic and metal containers, roll-off boxes and compactors that are labeled and identified as appropriate for their needs. CWS will work with customers to define the most appropriate container size for their level of recyclables generation and vehicle access to the collection locations.

Metal containers will be painted as required, will display CWS' name, materials instruction, identification and customer service telephone number, and will be kept in a clean and sanitary condition. Each container will include a description of the type of materials to be placed within and be painted in a color and manner, approved by the City, which is unique to that type of material.

### Container Maintenance

CWS will work closely with the cart manufacturer to sufficiently train CWS personnel on cart repair, cart inventory and asset control best practices, and work-order protocol.

Prior to customer delivery, containers will be cleaned, inspected and repaired or painted if warranted, and affixed with appropriate decals and company identification.

CWS drivers will be trained to identify and report containers requiring maintenance. Maintenance activities will include graffiti removal; wheel, lid and leaks repair; and painting and decal installation.

Upon request, for a maximum of one (1) time per quarter and within five (5) work days, CWS will survey for cleaning or replacement any bin, compactor or roll-off box marred by graffiti. For containers not marred by graffiti, CWS will provide one annual container exchange of CWS owned containers without charge for SFD customers, and two annual exchanges for MFD customers, where requested and appropriate. Customers requesting to have non CWS owned containers cleaned or CWS owned containers cleaned or exchanged on a more frequent basis can do so for an additional fee.