



# COLLECTION SERVICES PRESENTATION

MAY 29, 2008

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# Today's Discussion



- About Allied Waste
- Highlights of Our Proposal
  - Equipment
  - Customer Experience
  - Technology
  - Routing
- Sustainability
- Local Team, National Strength
- Why Allied Waste





- Over **35 years** of experience and service in San Mateo County
- Strong, long-standing **partnership** with the SBWMA and 12 San Mateo County jurisdictions
- Street-by-street neighborhood **knowledge** and expertise
- Largest **bio-diesel** fleet in Northern California
- Sponsorship/in-kind support to more than **150 local non-profits** annually
- **Local autonomy** with strong **national backing**

# Proposal Highlights



## ➤ Equipment

- Proven collection system = greater efficiencies, less spillage
- National purchasing power

## ➤ Customer Experience

- Real-time data collection = immediate response
- Personal ownership & responsibility
- Service Guarantee

## ➤ Technology

- Proven, field-tested state-of-the-art systems
- Enables Superior Customer Service

## ➤ Routing

- Street-by-street knowledge
- Efficiency in labor and equipment





## Benefits

- More reliable container placement
- Reduces noise during service
- Reduced space requirements
- Less spillage
- Reduces driver fatigue



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## RFP Service Requirements

- Average Hold Time  
- 30 Seconds
- Call Abandon Rate – less than 3%
- Unauthorized Collection Service Hours  
- 58 incidents per month
- Property Damage  
- 58 incidents per month
- Missed Pick Ups  
- 0 per month
- Improper Container Placement  
- 1169 per month

## Current Service Performance

- Average Hold Time  
- 11 Seconds
- Call Abandon Rate – less than 1%
- Unauthorized Collection Service Hours  
- 2 incidents YTD
- Property Damage  
- 3 incidents YTD
- Missed Pick Ups  
- 3.75 avg per month
- Improper Container Placement  
- 1.5 avg per month

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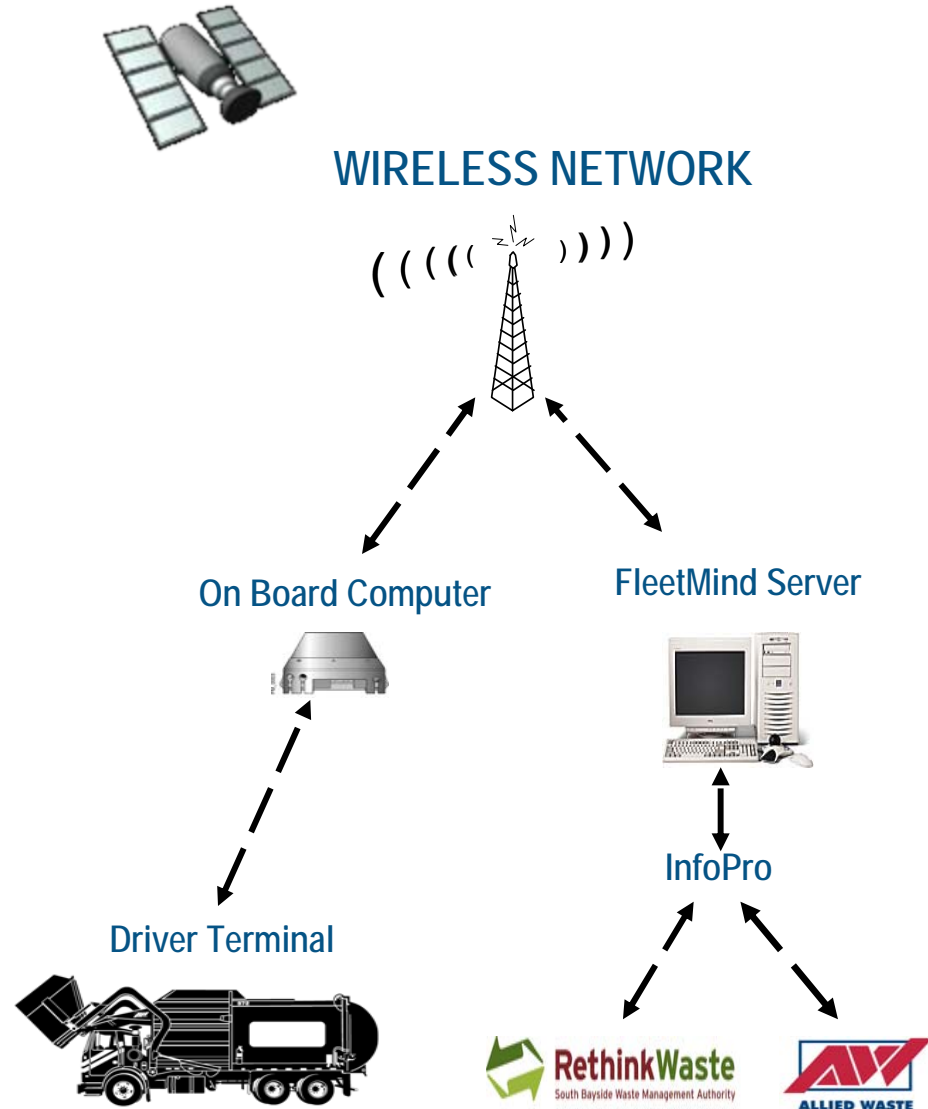
## ➤ Routing

- Street-by-street knowledge
- Efficiency in labor and equipment



## Benefits

- Real-time point of service information
  - Visibility and awareness across all departments
  - Increased communication
  
- Confirmation of service date and time
  - Consistency of service delivery
  
- Gathers information for problem identification and resolution
  - Blocked containers
  - Locked gates
  - Not out for service



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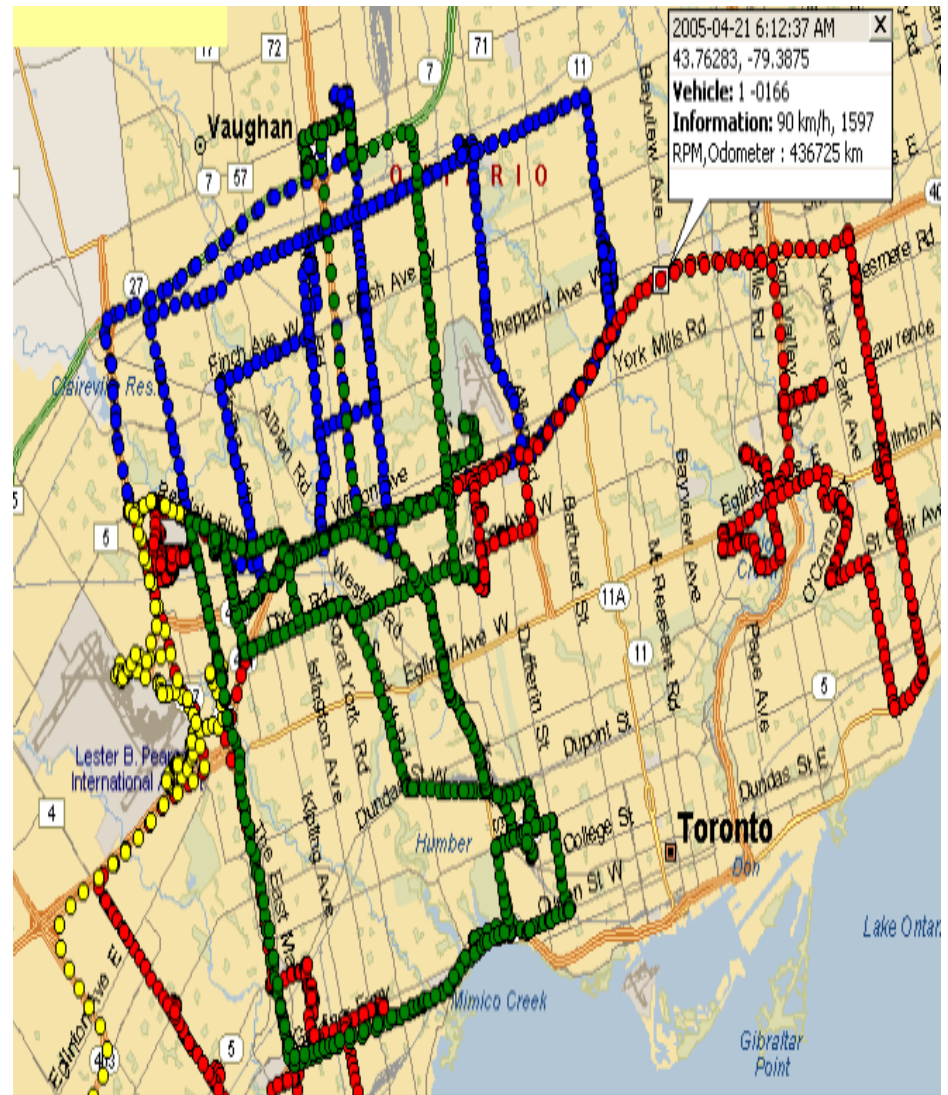
## ➤ Routing

- Street-by-street knowledge
- Efficiency in labor and equipment

Driver Activity																		
FLEETLINK					Vehicle: 15708 Driver: Smith, Peter Period: 2002-11-28 00:00:00 to 2002-11-28 23:59:59													
Report Date: 2002-11-29 13:00:00 Number of Vehicles: 1 Number of Drivers: 1																		
Start Odometer (km): 338623.6	End Odometer (km): 338641.8	Distance (km): 217.5	Total Fuel Used (l): 95.8	Total Fuel Efficiency (l/100 km): 44.0	Effective Period Start (Y-M-D h:m): 2002-11-28 09:28	Effective Period End (Y-M-D h:m): 2002-11-28 15:51	Break Time (h:m): 00:13	Driver Time (h:m): 02:54	Customer Stop Time (h:m): 01:59	Stop Time (h:m): 02:28	Excessive Stop Idle Time (h:m): 00:00	Stops: 14	Stoppath: 2.2	Customer Stops: 4	Customer Stoppath: 0.6	Bills: 8	Billsh: 1.3	Problems: 0
Date: 2002-10-31 Vehicle: 15708 Driver: Smith, Peter																		
Activity	Start	End	Duration	Departure (h:m)	Arrival (h:m)	Drive Time (h:m)	Stop Time (h:m)	Excessive Stop Idle (h:m) (> 5 m)	Distance (km)	Segmentation	Statistics							
Associate Trailer	09:28	15:51	06:23	09:28	9:28	00:00	00:01	00:00	0.0	Trailer Code: 494757								
Security Inspection	09:29	09:35	00:06	09:29	09:29	00:01	00:05	00:00	0.0									
Break	09:35	10:00	00:05	09:34	09:35	00:01	09:25	00:00	0.2									
Customer Stop	10:20	10:33	00:13	10:00	10:20	00:10	00:13	00:00	3.6	Delivery at SMITH WAREHOUSE (RIVERVIEW ONT) [0001]								
Task	10:28	10:28	00:00	10:28	10:28	00:00	00:00	00:00	0.0	Delivery at SMITH WAREHOUSE (RIVERVIEW ONT) [0001] [89906437-4] 1 units (wgt. 320) OK								
Task	10:34	10:34	00:00	10:34	10:37	00:03	00:04	00:00	2.1	Delivery at CANADA STEEL (RIVERVIEW ONT) [0002] [66517066-4] 1 units (wgt. 150) OK								
Customer Stop	10:41	10:51	00:10	10:41	10:51	00:10	01:04	00:00	3.2	Delivery at JONES HARDWARE (RIVERVIEW ONT) [0003]								
Task	11:49	11:49	00:00	11:49	11:49	00:00	00:00	00:00	0.0	Delivery at JONES HARDWARE (RIVERVIEW ONT) [0003] [88457452-4] 2 units (wgt. 4680) OK								
Grand Total	-	-	-	-	-	03:54	02:28	00:00	217.5									
Average	-	-	-	-	-	03:54	02:28	00:00	217.5									
Std. Dev.	-	-	-	-	-	n/a	n/a	n/a	0.0									
Minimum	-	-	-	-	-	03:54	02:28	00:00	217.5									
Maximum	-	-	-	-	-	03:54	02:28	00:00	217.5									

## Benefits

- Optimize Traffic Flow
  - Reduced Carbon footprint
- Visibility to Field Supervisors
  - Adapt to unplanned changes
- Sets expectations for drivers and customers
  - Efficiency
  - Predictability
- Dynamic route sequencing
  - New starts & service stops



## ➤ Sustainability Commitment

- Alternative Fuels
- Wet/Dry Program
- Smaller Carbon Footprint
- Recycling Incentive & Awards Program
- Allied Waste's Alternative Proposal

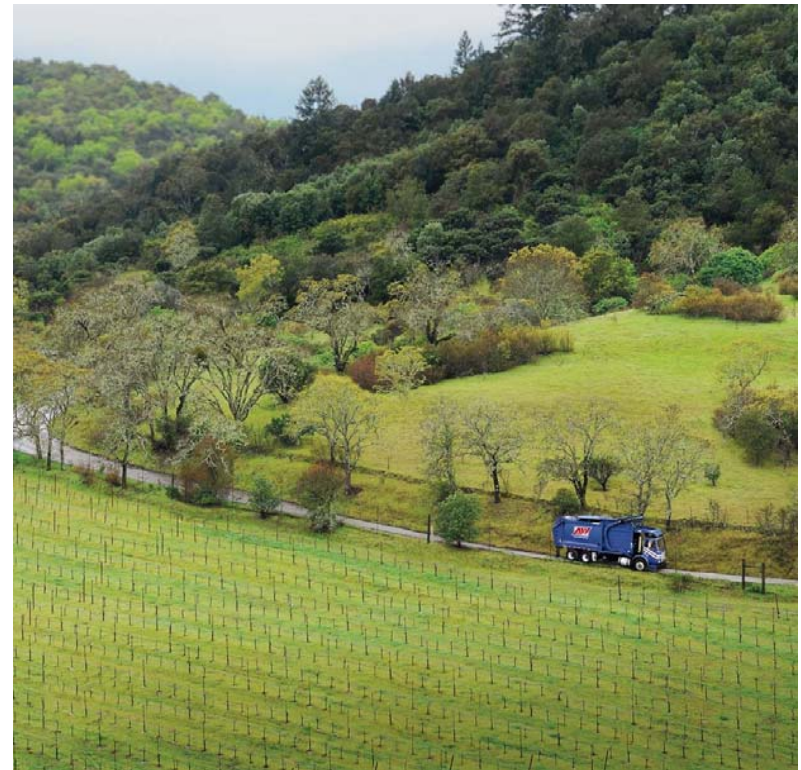


A large, light green recycling symbol (three chasing arrows forming a triangle) is centered in the background of the slide.

**DON SLAGER**  
**President & Chief Operating Officer**



- Experience & Resources
- Environmental Sustainability
- Ethical, Reputable, Stable Organization
- Financial Strength





## ➤ COMMITMENT

- Evolution to Recycling Services Provider
- Our Partnerships
- Continuous Improvement
- Making the San Mateo partnership our flagship operation

