**Ryland Heights Curbside Solid Waste Collection**







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| Republic Services invests in our communities by continuing to provide customers with safe, customer service-focused solutions |
| * Municipalities that partner with Republic Services choose to renew or extend their contracts about 90% of the time; overall, we have 95% customer retention * Our 16,000 drivers execute 5M pickups/day * As a corporate partner, we sponsor and are present in the communities we serve * Republic Services deploys 91 trucks daily from its local collection operations |

Company Overview

Republic Services is one of the country’s leading providers of municipal recycling and waste services, serving more than 2,400 communities, with millions of customers across North America.

Local Presence

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| Figure 1. **Company History**. Today’s Republic Services is the product of three former  industry leaders. |
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For over 15 years, Republic Services has partnered with municipalities, residents, and businesses in the Cincinnati area to provide solid waste and recycling collection services.

We place great importance on our human capital and recognize that our employees are our most important asset. Republic Services endeavors to provide the very best working conditions, including a safe environment, competitive pay and benefits, and many opportunities for professional growth. Many of our supervisors and managers began their careers at Republic Services as drivers, landfill operators or technicians.

Our Company

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| Figure 2. **Key Company Statistics**. Republic Services is an industry leader in the U.S. non-hazardous solid waste industry. |
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Republic Services is an industry leader in the environmental services space with revenues more than $11 billion and more than 35,000 dedicated employees. Our lineage, which includes three of the industries most recognized brands, which combined in 2008. All our legacy brands operate today as a part of the Republic Services family.

Republic Services’ collection companies, transfer stations, recycling centers and landfills focus on providing effortless solutions for our millions of commercial, industrial, and residential customers. Republic Services responsibly operates 356 collection operations, 239 transfer stations, 198 active solid waste landfills and 71 recycling centers across North America. We also have 77 landfill gas and renewable energy projects and are adding new facilities every year. In our Environmental Services vertical, we have 6 treatment, recovery and disposal facilities as well as 9 saltwater disposal wells.

With more than 16,000 vehicles, Republic Services deploys the 5th largest vocational fleet in the U.S. We have 900 locations nationwide and process more than 5M tons of recyclables annually.

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| Figure 10. **Environmental Responsibility**. We believe there will always be more we can do to enhance our sustainability efforts, and, in the process, strengthen our business. |
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Vision

Republic Services’ vision is: Partnering with customers to create a more sustainable world. We do this by providing our customers with simple solutions, reliability and environmental responsibility, wrapped with a level of service unmatched anywhere else in our industry.

Values

We believe that empowered and engaged employees are the greatest indicator of our success. We are guided by the principles we have adopted as our core values. These include:

**Safe** – We protect the livelihoods of our colleagues and communities.

**Committed to Serve** – We go above and beyond to exceed our customers’ expectations.

**Environmentally Responsible** – We take action to improve our environment.

**Driven** – We deliver results in the right way.

**Human-centered** – We respect the dignity and unique potential of every person.

Our Promise

**Sustainability in Action™,** our promise, Republic Services proactively executes essential aspects of our customer’s environmental responsibilities so they can always make a positive impact on people and planet.

Sustainability

At Republic Services, we are dedicated environmental stewards entrusted to properly handle materials every day by driving increased recycling, generating renewable energy, and helping our customers be more resourceful. Republic Services leads by example, working diligently to improve our relationship with the environment and society through decreased vehicle emissions, innovative landfill technologies, use of renewable energy, community engagement and employee growth opportunities.

Sustainability contributes to a cleaner world, while also providing opportunities to increase customer loyalty, grow our business, motivate our employees and differentiate Republic Services from our competitors.

People

Our people are the center of our success. Attracting, developing and engaging the best talent is critical to our success. Whether it’s through our dedication to safety, robust learning and talent development programs or expanding our diversity and inclusion initiative, Mosaic, we are committed to making Republic Services an employer of choice where the best and brightest come to work.

Leadership

Republic Services’ operations are expansive in scope and network but local in operations and service. The dynamics and opportunities differ in each of our markets.

Our national presence allows us to identify and incorporate best practices that drive greater overall operating efficiency across the company while maintaining day-to-day operating decisions at the local level, closest to the customer. We manage our operations through 12 geographic operating areas, consisting of multiple divisions that each provide recycling and waste collection, transportation and disposal services.

Your municipal contract will be executed locally, by our seasoned team located at our Covington, KY facility. This team is fully empowered within our company structure to deliver on our promise to be your preferred recycling and waste provider. This local team has the backing and support of corporate staff.

Ownership

Republic Services, Inc. is a publicly traded company on the New York Stock Exchange (NYSE symbol: RSG).

Ownership beyond five percent

The following figure shows information as of April 2022 with respect to the ownership of common stock by each shareholder who is known by Republic Services to own more than 5 percent of our outstanding common stock:

Figure 3. Ownership beyond five percent.

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| Name of Owner | Percent Owned |
| Cascade Investment, LLC | 34.8% |
| BlackRock, Inc. | 6.5% |
| The Vanguard Group, Inc. | 5.6% |

Credit Rating

Republic Services, Inc. has an “investment-grade” rating.

Associations

Republic Services is a member of the following associations and organizations, among others. Our employees are actively engaged in these organizations and, in many cases, serve on the board of directors and/or are elected officers.

* National Waste & Recycling Association (NWRA)
* Solid Waste Association of North America (SWANA)
* Environmental Research and Education Foundation (EREF)
* United States Green Building Council (USGBC)
* Public Affairs Council
* U.S. Conference of Mayors, Solid Waste Advisory Council
* National League of Cities (NLC)
* International City Managers Association (ICMA)

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Collection – Rear Load Residential

When it comes to handling your waste needs, Republic Services knows how important safe and dependable curbside pickup is. We work to exceed your expectations with quality carts and outstanding customer service.

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| Figure . **Residential Collection.** Our residential collection service is simple, reliable, and environmentally responsible. |
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Residential MSW Collection

Rear-loader collection vehicles ensure a standard collection methodology for customer-owned containers since they are typically specified for tree-lined streets, streets with overhead lines, and narrow alleys. These collection vehicles meet unique collection service requirements due to their flexibility and durability.

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| The largest provider of municipal residential collection services in the US |
| * 5 million pickups each day * 99.9% on-time reliability rate * Comprehensive collection services, including solid waste, recycling, yard waste and bulk |

Rear-loader vehicles are operated with a crew of two—a driver and a helper, which allows for safe and continuous collection. The larger crew means that workers must be aware of what is happening around the vehicle at all times to prevent any safety issues.

This collection methodology inherently requires the collection crew to supervise the emptying of contents into the truck’s hopper — which is not the case with automated side-loader collection, where the driver remains in the cab and cart contents are emptied by an automated arm on the side of the vehicle.

Since workers are surveying customer contents during emptying, household hazardous waste and other unpermitted materials can be identified and intercepted, and the customer notified of proper handling of these materials.

Residential Recycle Collection

We will offer all single-family customers weekly, (or every other week) fully automated single-stream recycling collection services. Recycling carts will be serviced with the same type of equipment and manner as residential solid waste carts. If the City chooses to continue recycling as part of its program, it will be mandatory for all residents to support the program as part of their monthly fee.

Though every resident must pay the fee, they can choose to decline participation. Those who wish to participate will call our Customer Resource Center to schedule the delivery of their 95-gallon wheeled recycle cart.

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| Figure 5. ***Simple Solutions for Residential.*** *Whether the carts are customer-owned or Republic Services-provided, our residential collection is simple and reliable.* |
| A picture containing container, bin, blue  Description automatically generated |

Residential Yard Waste Collection

We will offer all residential customers weekly yard waste collection. Proper placement of these materials at the curb will assist the driver and helper collects these materials in a safe manner. All loose yard waste must be containerized, bagged or bundled in lengths no greater than 4 feet with a weight limit on each bag or bundle of 40lbs. There will be a 6 bag or bundle limit each week.

Holiday trees will be collected curbside for a specified period at no additional charge to the customer.

Bulk Waste Collection

White Goods, with chlorofluorocarbons (CFC) removed, and bulk items will be serviced weekly. No more than 3 large items or a maximum of 4 cubic yards will be collected each week..

Holiday Schedules

Republic Services will be closed on Thanksgiving and Christmas, if your service day falls on one of these days, we will service you on your next scheduled service day.

Recycling Simplified

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| Republic Services is creating durable and sustainable processes to ensure municipalities can offer this service to their communities |
| * On average one-third of what consumers put in recycling cart doesn’t belong * Collection of recycling commodities should be limited to 3 or 4 items * The business model must change to make curbside recycling sustainable * Prior to the disruption to the industry, 30% of Republic Services’ material went to China; today it is less than 1% * We continue to invest in technology and equipment |

As a leader in the recycling industry, Republic Services is committed to educating consumers on how and what to recycle – we call it Recycling Simplified.

Recycling Economics

For many municipalities, recycling is a core service that residents expect. Republic Services is committed to offer curbside recycling with the framework of a new business model. A general knowledge of the history of how we arrived at the current state provides the basis for the change.

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| Figure 6. **Commodity changes** through both China Sword and the pandemic. Source: STIFEL, June 2020 and June 2021. |
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In late, 2017, China disrupted the global industry by changing their rules and regulations on imported recyclable material. From total bans on some material to unrealistic quality restrictions on other material had monumental impacts on the sale of recyclable material.

Recycling has never been free. But for a long time, the cost of collecting and processing recycling was covered by the value created by selling the recycled material. What many people don’t realize is, even though something is technically recyclable, that doesn’t necessarily mean there’s an end market for it.

We are actively transitioning our municipal customers to a more durable and sustainable pricing model with an equitable risk-sharing arrangement. These new contracts ensure we are paid for the collection and processing of material, and then share the value of the commodity with the municipality.

We know consumers care about recycling, and they have demonstrated a willingness to pay for the service. Paying around just $1 more a week for your weekly recycling service will help keep these services sustainable for future generations.

Despite these recent challenges, we continue to invest in it the recycling business. Recycling is one of the fastest growing segments of the waste stream, in large part due to e-commerce. We’re also committed to helping create a cleaner, safer and more sustainable environment for the future.

We are using state-of-the-art technology like optical scanners and even artificial intelligence to help us recover as many recyclable items as possible.

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| Figure 7. The Proper Business Model is one where the cost of a recycling program is the sum of fees for the two services – Collection Fee and the Net Processing Fee. |  |
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What’s changed over the past 25 years is that recycling in the U.S. has never been simpler for consumers, and participation is at an all-time high. This success, however, has resulted in a pricing model that doesn’t come close to covering the actual costs of recycling collection and processing, as well as increased contamination rates.

For example, when curbside programs were first introduced, they were largely what we call "source separated," meaning the customer placed different materials in different bins.

* Material was collected in specialized trucks that had multiple compartments and needed to be loaded manually, which was a safety hazard.
* Once a compartment was filled, the truck had to leave the route to dispose of it this was inefficient and resulted in more fuel usage, traffic, etc. It was also difficult for customers, so participation was low.
* Admittedly, the quality of recycled materials was much higher than it is today. But given the low participation rates, “source separated” programs were unable to satisfy public policy and regulatory requirements in many markets.

Today, in most markets we offer “single-stream” recycling, in which all recyclables are placed in a single cart. However, the downside is that the quality of the material has decreased dramatically – contamination rates are much higher. On average, more than 30% of what Americans put in their recycling carts doesn’t belong there, and that material often exposes good recyclables, like cardboard, to residue from food, liquid, or other waste. This results in more recyclables going to landfills despite the good intentions of consumers.

Another change we’ve experienced over the decades is the “light-weighting” of packaging. As packaging becomes lighter, we need to process more material to achieve the same weight.

In the past we collected 40K water bottles to recycle 1 ton of plastic; with today’s lighter bottles, we need to collect 90K water bottles to recycle that same ton of plastic.

Recycling Overview

We believe we have a responsibility to educate our customers when it comes to recycling the right way. We understand recycling can be confusing at time, so we have created a campaign to educate people how and what to recycle.

There aren’t enough resources or technology to reverse contamination once it takes place. Some of these items are contaminated with food or another residue. Think of a ketchup bottle – if there’s still ketchup inside, it’s contaminated and can ruin an entire load of recyclables.

Other items people put into their recycling carts simply shouldn’t be there at all. From dirty diapers to garden hoses to bowling balls, non-recyclable materials should be disposed of or donated.

We know people want to be responsible and do the right thing to ensure the local recycling programs they know, and love, are sustainable for future generations. We encourage consumers to take a couple extra minutes a day to think about what they are putting in their carts, and for them to recognize there is a true cost to local recycling programs.

Many people are “wish-cycling” – throwing items in their recycling bin that they hope can be recycled. Remember: When in doubt, throw it out.

There also shouldn’t be 50 different items in your recycling cart! Stick to these materials, and you’ll be doing it right:

* Paper and cardboard
* Metal or aluminum cans
* Plastic bottles and jugs
* Glass jars and bottles

We mean it when we say we are making recycling simple. Follow three important rules:

* Know what to throw.
* Make sure recyclables are Empty. Clean. Dry.
* Don’t bag it. Recyclables should be placed loosely in your cart – and plastic bags never belong.

To help consumers know how and what to recycle, we launched our Recycling Simplified campaign. Visit RecyclingSimplified.com for tips, videos and resources to become a better recycler and reduce contamination rates.

Prior to the recent changes, 30% of our recyclable material used to go to China, now it’s less than 1%.

The good news is that we are moving all our recycled material – we have new markets for recyclables both domestically and internationally. But the prices paid for recycled commodities are nowhere near where they were just one year ago.

Education

We are partnering with communities to help reduce contamination and the best way to do this is through education. We also know that the children are integral in driving behaviors in the home. We are extremely proud to offer a free service to the schools to assist in this effort. The Recycling Simplified Education Program contains everything needed to teach students about recycling. You’ll find step-by-step lesson plans and supporting materials including activities, videos, student certificates and handouts for students to bring home. The curriculum is based on grade level. There are four categories – PreK-2, 3rd-5th, 6-8th and 9-12th grade.

Lessons within each grade range build upon students’ understanding and help them gain greater awareness of the broader environmental, sustainability, and societal issues related to recycling and its role in conserving natural resources. The lessons can be taught as a unit or individually – whatever fits best for your students and your curriculum.

The Future?

Republic Services doesn’t know where the recycling commodity markets will be next year or the next 10 years. We do know that we’re making recycling simpler for customers, and if Americans take the necessary steps now, the model will be profitable and sustainable for generations to come.

We believe we can transform the business model from one that largely relies on the value of the recovered commodities to one that fully acknowledges the cost of collecting and processing the recycled material and shares the value of the commodities. We are actively transitioning our municipal customers to a more durable and sustainable pricing model with an equitable risk-sharing arrangement, partnering as we navigate the effects of China Sword and the pandemic.

Municipalities also need to join us in shifting their focus to extracting materials that have positive environmental (life cycle) benefits and have end markets. Diversion needs to be about re-introducing materials into production and manufacturing systems, not about hitting a number. Over the past 25 years, state legislatures have been racing to 50%, 75%, or even zero-waste goals.

For Americans, recycling will be much simpler and more convenient in the future. Consumers will better understand what and how to recycle properly. We launched a new website, RecyclingSimplified.com, to help them learn what to recycle while minimizing contamination. We want to simplify the entire process to make it easy for Americans to feel good about what they do to protect our environment.

Customer Service

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| We provide an exceptional customer experience when your residents or businesses contact us for assistance |
| * Leverage technology and data to enable virtual agents to serve customers from any location seamlessly * Over 1M customers expertly served each month via text, web, email, or phone * Hours are when customer demand is highest – Monday through Friday from 7:30 a.m. – 5 p.m. for each time zone * Web-based applications offering 24/7 access for customers on their own time * Net Promoter Score has improved year-over-year for 5 consecutive years |

We have redefined the Best Practices in Customer Service coverage and user experiences through our response to the 2020 pandemic.

Redefining Customer Service

Over the past 5 years, Republic Services has redefined the way we deliver superior customer service. Following a 2017 commitment to shift from hundreds of distributed, nonintegrated call centers to a national technology platform, the insights and experiences informed and shaped our thinking. Additionally, these investments and insights enabled us to lead the industry in our rapid response to the pandemic, when we shifted over 1,800 agents to a work-from-home posture in three days, and never dropped a call.

Knowing Our Customers

Creating the optimal customer service offering starts with studying and understanding our customers, about how and when they want to contact us for help.

Optimal Call Center Hours

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| Figure **. Optimal Call Center Hours**. Analysis of over 12M calls shows 90%+ of all calls occur M-F between 7:30am and 5:00pm |
| Chart, line chart  Description automatically generated |

During a 12-month period in 2019, we collected and tracked every call that was made to our staffed call centers across America. Over 12.7M calls were received during that timeframe, when our call centers were open from M-F (7am to 6pm), and Saturday (8am-1pm). When analyzing the data, we learned that less than 1.5% of daily calls were received from 7am to 8am, and less than 1% of daily calls were received after 5pm daily. We further learned that less than 2% of the weekly call volume occurred on Saturday. Through the data, the customers were telling us that they were busy during those times, and that it was not necessary for the call centers to be running fully staffed for such a small percentage of the total call volume.

This insight allows us to define the best practice for call center hours to be M-F from 7:30am to 5:00pm.

Customer Self-Service

Modern day customer service is about customer options and simple solutions. Newer generations expect web-based and mobile app-based abilities to self-serve simple needs at any time of the day or night. Certainly, more complex topics may still require a person-to-person interaction, but a vast majority of customer service

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| Figure 9 Comprehensive Customer Service. Our customer service offering spans self-service options to person-to-person contact to offer unmatched service, 24/7 daily. |
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contacts in this industry are topics that are able to be self-served.

For this reason, Republic Services has invested to create a complete Service offering that allows customers to request service on their terms.

Our customers now have the ability to reach us 24/7 via our website, www.RepublicServices.com, or via our Republic Services mobile app.

Our self-service options are designed to improve overall response time, enabling

resolution to simple customer inquiries and needs anytime, anywhere with the least amount of customer inconvenience as possible. Through our website and mobile app customers can:

* Pay their bill
* Schedule an extra pick up
* Discover new services
* Receive weather and holiday service updates
* Sign up for autopay and paperless billing
* Submit inquiries or complaints

Access to Live Agents, Virtually

When the pandemic of 2020 hit, we learned some powerful lessons regarding optimal customer service models. For years prior, we had invested to consolidate our agents into three national call centers, leveraging technology and training to offer a superior experience to callers. However, in February 2020, as the nation implemented shelter in place orders and moved to work-from-home, we leveraged our years of investment in our customer service technology systems to shift all our call center agents to work-from-home in three days. Over 1800 agents began taking calls from home, completely seamless to the customers who were calling. Throughout the months-long pandemic, we found performance improved, average call metrics improved, and customer satisfaction scores also improved. A new customer service model had been created and proven in the pandemic, whereby agents could take calls from anywhere, so long as they had access to their technology.

Leveraging this new proven reality, we now recognize that a vast majority of customer calls are for simple items like clarification or cart repairs, which can be served by virtual agents from any location. This paradigm shift enables far greater staffing with greater flexibility to attracting top talent from across the country, as well as flexible response to call volume surges.

When a customer calls our Customer Service line, a sophisticated series of actions begin:

* Initial questions for the customer help determine the complexity of the request. Simple requests are routed for virtual agents that can handle calls from anywhere in the country from their own home if needed. More complex needs can be routed to more specialized agents with knowledge of the geography and operations if appropriate.
* The customer’s phone number then associates with known customer details in our database and triggers the integrated system to populate with a map of your service address, level of service, past service requests, and your city-specific contract information. This knowledge-based system even shows the customer’s current weather.
* The agent confirms the customer’s name and service address and begins to assist the customer with the reason for their call.
* If the question requires communication with the local operations team (such as, missed pick-up or container exchange), the agent can instantly connect with the local operations team through our national network.
* Often, the customer’s concern is handled by the time s/he hangs up the phone. For those issues requiring operations support the issue will be addressed in the most-timely manner.
* Customers have the option to leave a recorded message or speak to a Supervisor if they choose

Post-Call Customer Satisfaction Surveys

When a customer call is completed, the caller is offered the opportunity to take an optional 3-question survey, enabling them to tell us if they are satisfied with the service we have provided. This immediate insight tells us daily that we are on track, and enables us to take corrective action quickly if ever needed. The survey is voluntary and if customers choose to participate, they are asked 3 simple questions.

* **Question 1 NPS:** On a scale of 0-10, How likely would you be to recommend Republic Services to a friend or colleague? 0 meaning that you are ‘Not at all Likely’ and 10 meaning you are ‘Extremely Likely’ to recommend Republic Services as a recycling and waste provider.
* **Question 2 FCR**: Were we able to resolve your issue or answer your question on this call?
* a. Press 1 if yes
* b. Press 2 if the agent could not personally resolve your issue but told you what to expect next.
* c. Press 3 if the agent did not resolve your issue and did not tell you what would happen next.
* **Question 3 E v. E**: Once you reached an agent, how long did your call with Republic last? Did it take:

a. Press 1 if less time than you expected,

b. Press 2 if about as much time as you expected, or

c. Press 3 if more time than you expected

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| Figure 10 **. Immediate Customer Feedback**. Customers can answer a three-question survey after each call, offering us immediate insight into customer satisfaction |
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Our 2020 results are offering in the figure below, indicating NPS with a 9.2 out of 10 satisfaction; 97.8% of callers feeling we achieved First Call resolution; and 95.1% feeling we handled their needs in a reasonable time.

Net Promoter Score

Our Voice of Customer program captures feedback from more than 200,000 customers each year. Net Promoter Score (NPS), is at the core of our Voice of Customer program. Most anyone can recall answering the tell-tale NPS question, “On a scale of 1-10, how likely are you to recommend this service to a friend or family member?” Republic Services’ strong NPS performance has demonstrated that our customers appreciate our service and our strong commitment to them.

Exceptions & Clarifications

1. Contract Execution – Our proposal is submitted in good faith with the understanding that the parties will negotiate a mutually agreeable contract for the services set forth in the RFP
2. Subscription Recycling – Our proposal does not offer a service where individual residents sign up for recycle service. Both the weekly and bi-weekly (every other week) options require all residents to pay for the service included in their monthly rate regardless of whether they choose to participate. If they do choose to participate, they will call our Customer Resource Center to schedule delivery of their recycle cart.
3. Bulk Collection Volume Limit – No more than 3 large items or 4 cubic yards will be collected each week. In the event a resident has more than the limit, they will have the option to contract directly with us by calling our Customer Resource Center and providing a credit card payment by phone.
4. Insurance Requirements – Our proposal is contingent upon the following modifications as redlined below:

Maintain in full force and effect at all times during the life of the contract, Employers Liability, Workmen's Compensation, Public Liability and Property Damage Insurance, including contractual liability coverage. All insurance shall be provided by insurers rated A-VIII (or higher) by A.M. Best and for policy limits ~~acceptable to the City~~ as noted below and before commencement of work hereunder, the Contractor agrees to furnish the City certificates of insurance ~~or other evidence satisfactory to the City~~ and all applicable blanket-form policy endorsements to the effect that such insurance has been procured and is in force. The Franchisee shall carry the following types of insurance and cover the City of Ryland Heights as an additional insured via blanket-form endorsement in at least the limits specified below:

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| Coverages | LIMITS OF LIABILITY |
| Workmen's Compensation | Statutory Requirements as specified by the terms of Chapter 342 of the Kentucky Revised Statutes |
| Employers Liability | No less than $500,000 each occurrence |
| Bodily Injury Liability (except automobile) | $1,000,000 each person, $1,000,000 each occurrence, $2,000,000 each aggregate |
| Property Damage Liability (except automobile) | $500,000 each occurrence, $1,000,000 Aggregate |
| Automobile Bodily Injury Liability | $1,000,000 each person, $2,000,000 each occurrence |
| Automobile Property Damage Liability | $500,000 each occurrence |
| Excess Umbrella Liability | $1,000,000 each occurrence if needed to satisfy the total limits of cover required herein |

1. Proposed Rates - The rates provided are based on current market conditions. In the event there is a shift in the costs of providing service that is extraordinary and unforeseen we would require an option to adjust pricing.

Proposed Pricing

