



**REPUBLIC<sup>®</sup>**  
**SERVICES**

## Pleasureville Bulk Item Guidelines

Pleasureville residents are entitled to one household bulk item per week. Bulk pickups consist of items such as hot water heaters, washers, dryers, dishwashers, couches, chairs, coffee/end tables, miscellaneous toys, garage items, tools, grills, bicycles, lawn mowers, refrigerators, etc. The rule of thumb is anything that you would pack up and move with. Items must be called in and scheduled in advance. The following is a general guideline for acceptable and non-acceptable items, as well as acceptable with exceptions.

### ACCEPTABLE

- Mattresses and box springs must be wrapped in plastic.
- Lawnmowers must have gas tanks removed and broken down as much as possible.
- Gas grills without any tank/propane and broken down as much as possible.
- Metal swing sets and basketball goals must be broken down. No pieces longer than 4ft and no concrete on legs or base.
- Mailboxes cannot be more than 4ft and no concrete on base.
- Freezers, refrigerators, air conditioners, etc., must have the Freon/refrigerant captured and removed by a certified HVAC technician who will then tag the unit for acceptable pickup.
- Carpet must be cut into 4ft length, rolled, and tied for handling.

### NOT ACCEPTABLE

- No construction/demolition debris. This includes, but limited to; studs, drywall, sinks, tubs, toilets, cabinets, etc.
- No wooden structures such as swing sets, decks, sheds, etc.
- No concrete, brick, tile, etc.
- No liquids of any kind such as paint, thinners, pesticides/insecticides, household cleaners, motor oils, fuels, etc. Water-based paint is acceptable but needs to be solidified with kitty litter or other granular absorbent material.
- No medical bio-hazards; sharps, chemo diapers, oxygen tanks, etc.
- No electronics
- No large vehicle parts, body or interior
- No tires of any kind
- No landscaping material such as; logs, railroad ties, landscape timbers, concrete blocks, dirt, or sod.
- No yard waste material; logs, stumps, shrubs, etc.

To schedule, please contact 502-638-9000

## Operations

We exercise the utmost responsibility in our operations. This includes our fleet, our buildings, our landfill technology and the day-to-day activities we conduct in our communities. We are working hard to understand and measure our impact on air, land and water to minimize or eliminate any negative consequences.

We ensure our operations supervisors are not overloaded, nor tied to a desk. On average, we maintain a 15:1 ratio of routes to supervisors, which means that items needing attention are dealt with immediately and that the supervisor knows your community intimately. In addition, our supervisors are out on the routes regularly. At least twice per week, they conduct ride-alongs with drivers on their routes. This creates great opportunities for driver mentoring, ensures quality control on the route and keeps the supervisor directly aware and familiar with the nuances of the route and the community. Few, if any other companies in the industry, dedicate their operations staff to success in this manner.

## Communication with the Community

In addition to the regular collaboration between the routing teams, our operations team can communicate with the residents

and commercial customers easily using several forms of technology. Our Republic Services web- and smartphone-based app enables customers to see their accounts, make service requests, or raise issues for resolution. This app also enables our operations team to offer alerts or emails to customers regarding changes in service for holidays or inclement weather. We also employ a technology known as Call-Em-All, which is a phone-based capability for distributing operations updates when needed to customers on effected routes. Residents and business owners can opt in and out of this communication with options for phone, text and email for most alerts.

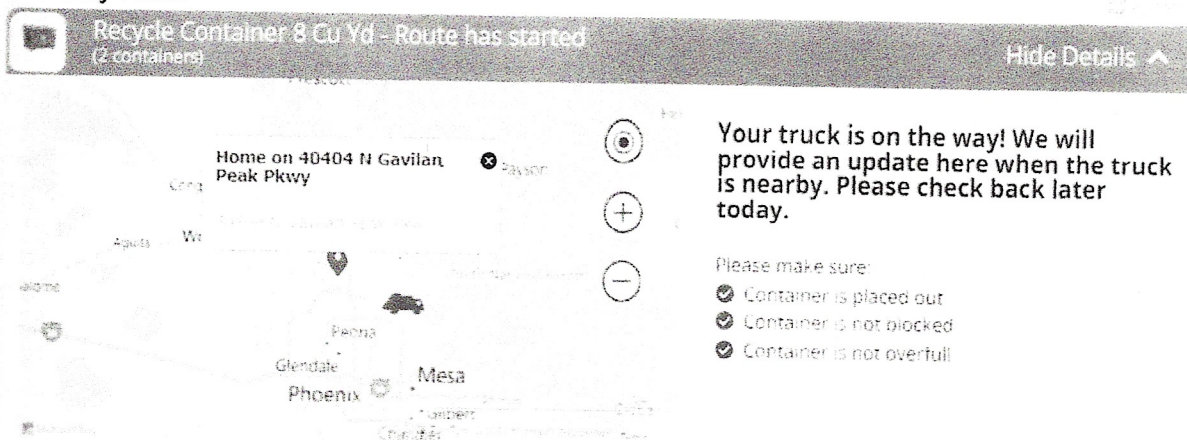
The expansion of our digital operations allows Republic Services to offer a feature set we are proud to provide to our customers to improve access and visibility. With the implementation of RISE and our digital operations suite, customers have unprecedented access to features such as service verification and Track My Truck. What this means for our customers, is not only a reliable operation, but increased confidence and verification to ensure little to no impact to the day-to-day.

## Residential MSW Collection

We will service all single-family carts using an automated side loader (ASL) truck. The ASL is proven to retrieve and return carts in even the most hard-to-reach locations such

Figure 6. **Track My truck;** Customers can now view their truck proximity when enroute to their location.

### Track My Truck





as narrow streets, courts and alleyways, enabling the industry's most efficient, safe and environmentally responsible curbside automated collection services.

Each collection vehicle is operated by a single driver and will be painted in a uniform manner, featuring our logo and company contact information.

We propose to use blue carts with black lids for residential trash collection. Residents will be offered up to two (2), 96-gallon carts. If a customer needs more than two collection carts, we will provide an additional cart for a fee to accommodate the customer's needs.

The ASL cart collection methodology is fast and efficient and requires approximately 8 to 12 seconds completing the cycle (pick up cart, deposit contents, place cart back onto the curbside) before the driver moves to the next stop.

### **Bulk Waste Collection**

White goods, with chlorofluorocarbons (CFCs) removed, and bulk items will be serviced quarterly. A clam shell or boom type of truck will service these items.

### **Holiday Schedules**

Republic Services will be closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas, if your service day falls on one of these days, we will service you on a one-day delay schedule.

### **Multi-Family MSW Collection**

Republic Services can provide a combination of programs and services for multi-family customers, ranging from cart service like residential customers, to containerized service like commercial customers. Once defined and properly sized, multi-family customers are integrated into residential or commercial routes to provide the efficiency and reliability desired.

In all cases, Republic Services will identify the correct equipment to service multi-

family complexes based on individual location and unique characteristics. If the complex requests containerized service, Republic Services can provide 2-, 4-, 6- or 8-yard capacity solid waste dumpsters or 20-, 30- or 40-yard capacity open-top roll-offs or industrial compactors.

# Customer Service

**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. A 2017 commitment to shift from hundreds of distributed, nonintegrated call centers to a national technology platform gave us insights and experiences that informed and shaped our thinking today. Additionally, those prior investments in establishing a national customer service network and tool suite enabled us to lead the industry in our rapid response to the pandemic, when we shifted 1,800 agents to a work-from-home posture in three days, and never dropped a call.

## Refinements to Our Approach

### Optimal Call Center Hours

During a 12-month period in 2019, we collected and tracked every call that was made to our staffed call centers across America. In total, more than 12.7M calls were received during that timeframe, when our call centers were open Monday through Friday 7 a.m. to 6 p.m. and Saturday 8 a.m.-1 p.m. When analyzing the data, we learned that less than 1.5% of daily calls were received from 7 a.m. to 8 a.m., and less than 1% of daily calls were received after 5 p.m. daily. We further learned that less than 2% of the entire weekly call volume occurred on Saturday. Through the data, the customers were telling us that they were busy during those times, and 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 allowed us to define our best practice for call center hours, which is to be open Monday through Friday from 7:30 a.m. to 5 p.m.

### 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 person-to-person interaction, but a vast majority of customer service contacts in this industry are topics that can be self-served.

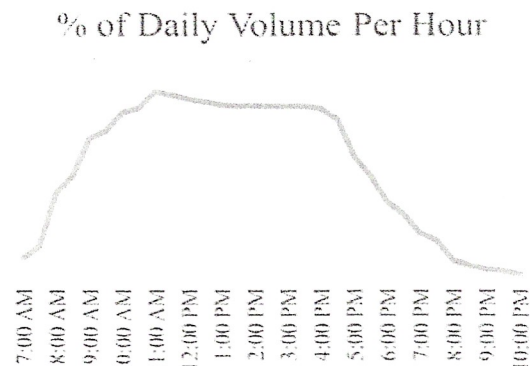
For this reason, Republic Services has invested to create state-of-the-website and mobile app.

Our customers now can us 24/7 via our website, [www.RepublicServices.com](http://www.RepublicServices.com), or via our Republic Services mobile app.

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

*Figure 11 . Optimal Call Center Hours. Analysis of over 12M calls in a 12-month period shows over 90%+ of all calls occur M-F between 7:30am and 5:00pm*



- "Track My Truck" where customers can see where a truck is currently located on route.
- Service alerts to notify residences or businesses of changes or delays. Alerts such as a blocked containers will provide a notification with a photo uploaded to the app.

from anywhere, so long as they had access to their technology.

This is a very powerful model when looking at attracting and hiring the best call center talent, without the geographic limitations of either a "local" or "consolidated" model. By being open to a remote workforce, we found an increase in agents interested in working part time hours, as well as a willingness to log in to gain a few extra hours to cover times of higher call volume.

### Access to Live Agents

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.

In 2020, over 1800 agents began taking calls from home, completely seamless to the customers who were calling. Throughout the months-long pandemic, we found our agent 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

Figure 12. *Track My Truck and Service Alerts* – when a customer enrolls on our mobile app.

