



Honesty Integrity Family

To:

City of Saint Paul
15 Kellogg Blvd West
Saint Paul, MN 55102

Proposals for Trash, Yard Waste and Bulky Collection Services

12/28/2023

Prepared By: Robert J Stewart
Bob.stewart@highlandsanitation.com
Contact: (651) 252-2264

Highland Sanitation & Recycling Inc.
10730 Briggs Dr
Inver Grove Heights MN 55077
(651) 458-0043 or (651) 437-0001

Thank you for giving my family the opportunity to provide a proposal for the residential trash, yard waste and bulky collection services for the City of St. Paul, Minnesota, where we began!

December 28th, 2023
Attn: Queenie Tran
City of Saint Paul
15 Kellogg Blvd West

Dear Queenie Tran and City of Saint Paul Council Members,

On behalf of my family's 3rd generation, minority woman owned small business (currently in the process of obtaining both certifications), Highland Sanitation & Recycling Inc., I would like to thank you for providing us with the opportunity to submit a proposal for Residential trash, yard waste and bulky items collection. I appreciate the chance to give the City a proposal that puts the City and its residents first and foremost, demonstrating my commitment to serving the wonderful City where my Grandparents, Alice & Emil Oehrlein started in back in 1950!

The main goal of our proposal is to give the City of Saint Paul the most control and freedom possible over its own trash collection contract. As such, our proposal gives the City of Saint Paul near complete control over key things like cart sharing (that the residents have waited too long for!), setting the rates for the different cart sizes (as the City can incentivize rates in ways that a private hauler cannot) and even direct access into the route software (Routeware) we utilize. The City can use this access to the Routeware server to verify & see real time data on things like truck GPS locations, speeds and time data, comments from drivers, route pictures for not-outs, extra bags, bulky items and more!

As part of our desire to give the City of Saint Paul the most control over its services, with my proposal, the City will be directly paying the disposal fee to the disposal facility. This has numerous immediate benefits to the City of Saint Paul. With the City paying disposal, the cost of extra bags, mattresses and other small furniture items is decided by the City and the City retains the revenue from these charges. This enables the City of Saint Paul the freedom to decide how to best implement charges for overflow bags and other small furniture items or mattresses that the trash trucks collect. Additionally, the City can structure the monthly rates to residents in a way that incentivizes proper recycling and reducing the size of trash carts to save costs. I truly believe that this is the best possible structure for a City trash agreement, putting the City in direct control of its own waste collection as much as possible while retaining the efficiency and optimization a private hauler can provide.

Our team of drivers and their support staff is well equipped for the challenges of providing services to the City of Saint Paul. We have direct experience with the unique challenges the weather and winters can create, and we've never let it stop us from getting the job done before. Over the past 5 years, we've gone through a pandemic, a national commercial driver shortage, some of the most difficult winters in the past 30 years and our team at Highland Sanitation has and will continue to always get the job done. When one of the consortium members couldn't cover their yard waste routes, it was Highland Sanitation who picked up an extra route and got the job done. While some companies look to make excuses to cover up their shortcomings and failures, my promise to you is that we would serve the City of Saint Paul and its residents with the same honesty and integrity that has made our business successful over the past 70+ years.

It would be our great privilege to provide trash, yard waste and bulky item collection for the City of Saint Paul and its residents. I am hopeful for the opportunity to continue the excellent relationship that we have built with both the City and its residents.

Best Regards,

Robert J Stewart
Chief of Operations

Form A: Proposal Content Checklist

Instructions: A complete proposal includes the following components and requires signatures from the company's authorized representatives. Incomplete forms, at the City's sole discretion, may not be considered.

- Proposal Cover Letter
- Form A: Proposal Content Checklist
- Form B: Proposer Information Questionnaire
- Form C: Proposer Qualifications Questionnaire
- Form D: Certification of Binding Signature
- Form E: Certification of Independent Proposal Pricing
- Form F: Price Worksheet
- Form G: Itemized Listing of Trucks and Other Collection Equipment
- Form H: Certification of Acceptance of the Draft Agreement or Notification of Proposed Exceptions
- Form I: Acknowledgement of Receipt of Addenda

Form B: Respondent Information Questionnaire

General Contact Information

Name of Company Proposing: Highland Sanitation & Recycling Inc.
Address: 10730 Briggs Dr, Inver Grove Heights MN 55077.
Telephone: (651)458-0043 or (651)437-0001.
Email: info@highlandsanitation.com.
Website: www.highlandsanitation.com.
Name of contact person: Robert Stewart.
Type of Organization: S-Corp.

If you are proposing any type of team proposal with another organization(s), please provide the same contact information, references, and other response to this questionnaire.

Business Information:

1) Within the past five (5) years, has the Company (or any proposed subcontractors) submitting this proposal failed to complete an Agreement with a municipality or other public agency?

Yes No

If yes, state name of parties to the Agreement, the date of the Agreement and the reason for non-completion. If a bond was posted, state the contact information for the bond company.

2) Within the past five (5) years, has the Company or any facility or property owned by this company, or, in the case of a joint proposal one of the proposers submitting this Proposal, failed to perform any of its Agreement obligations with any municipality, or other public company?

Yes No

If so, state the nature of the failure.

3) Within the last five (5) years, has the company or, in the case of a joint proposal one of the proposers submitting this Proposal, or any facility or property owned or operated by the company ever been the subject of administrative or judicial action for alleged violation of the conditions of a permit issued by a governmental company, or alleged violations of environmental, zoning, or public health laws or regulations? If so, state the details and disposition.

Yes No

4) Has the company submitting this proposal, or any of its subsidiaries, or, in the case of a joint proposal one of the proposers submitting this Proposal, been a party to any lawsuits or bankruptcy actions within the last ten (10 years?) If yes, list these lawsuits or actions and explain their nature and disposition.

Yes No

5) Within the past five (5) years has the company or, in the case of a joint proposal one of the proposers submitting this proposal, been cited for/required to pay Liquidated Damages or other penalties for failure to comply with service or other provisions of an agreement or agreement? If yes, list these actions and explain their nature and disposition.

No, Highland Sanitation has not been required to pay liquidated damages or other penalties for failure to comply with service or other provisions of an agreement. We pride ourselves on doing the job right the first time and in the rare case of any failure to do so, we have communicated any

problems or delays to the municipality clearly and implemented a solution to those problems or delays in a manner that has always been satisfactory and never resulted in a need for liquidated damages. While some companies need to be motivated financially by things like liquidated damages to do the job properly, at Highland Sanitation we take care of our customers and municipal partners like they are our family.

6) With what other lines of business are you or your company or, in the case of a joint proposal any of the proposers, directly or indirectly affiliated?

Commercial & residential trash, yard waste and recycling is our primary line of business. Roll-off containers for trash and recycling and demolition is a secondary line of business.

7) Describe the nature of your current business, or, in the case of a joint proposal the nature of the businesses of all proposers.

Collection of residential & commercial trash, recycling, yard waste and, commercial organics delivery to the most environmentally friendly processing destinations.

8) State the length of time you, or, in the case of a joint proposal, each of the proposers, have been in business under your present name(s).

31 years. It was just Highland Sanitation prior to that, in 1990 we incorporated, which added the Inc. to our business name. Prior to 1985 the business operated under the name Highland Park Sanitation, after the part of Saint Paul that our business first started operating in when it was started by Alice & Emil Oehrlein in 1950.

9) If awarded this agreement, will your company, or, in the case of a joint proposal each of the team members, be able to provide Collection services by the Agreement start dates (November 1, 2024, for Recyclables, April 1, 2025, for MSW/YARD WASTE, April 1, 2025, for Bulky Items/Problem Materials, April 1, 2025)?

Yes No

10) List two (2) municipal contracts that your company has held within the last five (5) years. Include contact information for the agreement-holders.

The current City of Saint Paul contract started in October of 2018 and the current contact person is Sarah Haas and can be reached at (651)266-6216 or sarah.haas@ci.stpaul.mn.us

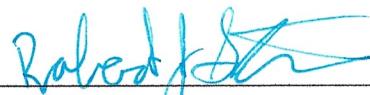
The City of Rosemount contracts the collection of trash and recycling from City buildings and parks to Highland Sanitation, the initial contract date started back in 2008. Greg Lund the Parks Supervisor is the current contact for the agreement, he can be reached at (651)322-6005 or greg.lund@rosemountmn.gov

The City of Afton is another, with the initial contract start date of January of 1998. A new contract/RFP was started by the City of Afton in 2016 and again in 2021, which both RFP processes resulted in continuing services with Highland Sanitation. The most recent RFP resulted in some much needed mutually agreed upon contract changes that have vastly improved the contract for both the City of Afton and Highland Sanitation, showing that we have a proven track record of working with and not against our municipal partners! The contact information for the City of Afton is City Administrator Ron Moorse, (651)436-8957 or rmoorse@ci.afton.mn.us

Authorized Signature

Signature of person duly authorized to sign submittal on behalf of the Proposer:

Authorized Signature:



Printed Name:

Robert J. Stewart

Date: 12/28/23

Form C: Proposer Qualifications Questionnaire

General Management

Highland Sanitation has a strong background in the waste industry, being that we are the only garbage collection company that is owned, operated, and managed by people who have directly worked on the front lines of the business: driving the routes, dumping the carts, getting trucks unstuck in the winter, and talking directly with the customers we service. At Highland Sanitation, we understand the challenges and how to get the job done better than our competitors. The decision makers at Highland Sanitation have this direct experience that our competitors do not, and as such we can communicate quicker, understand the challenges that are happening and make decisions to adapt and overcome those challenges faster than our competition.

The contract will be managed and overseen directly by both Bobby Stewart and Logan Hanus. Bobby Stewart has managed all of the operations at Highland Sanitation since November of 2015 and 20 years of experience going back to 2004 when he first started working in the business as a driver for his family's business. Logan Hanus has helped manage the mechanical side of the fleet for 10 years and assisted with numerous truck rescues when our trucks have gotten stuck, as well as having a background in managing teams of people with Kane Transport prior to working with Highland Sanitation.

Logan Hanus will be overseeing the day-to-day execution of the contract and ensuring that the routes are completed as expected, that any disputes or conflicts from residents to the City are resolved and handled quickly and that all reports are submitted in a timely manner. Logan will have a team working underneath him of a route supervisor, about 25 drivers, 2 dedicated mechanics and 3 office staff to help respond to any City emails. This team will be comprised of our most experienced drivers, who we know will be capable of getting the job done right from day one of the new contract.

Highland Sanitation & Recycling Inc. is a 3rd generation family waste company that has been providing services to customers since it was established in 1950 by Susan Stewart's parents Emil and Alice Oehrlein. Our family values and work ethic have always been a part of the business. Susan and David Stewart bought the company from Alice in 1985. They started out with two trucks hauling in the Highland Park, Woodbury and Newport neighborhoods and have since substantially grown the business into a large operation that services four counties.

Financial Stability and Strength:

Highland Sanitation & Recycling Inc. has a solid history regarding financial stability and strength. We have always been able to secure any financing needed for equipment upgrades, fleet expansion as well as keeping current on our back-office support and technology to keep pace with the ever-changing needs of our customers. This is possible due to our great working relationship with two banks, Star Bank & Security Bank.

Attached to our proposal is a letter of recommendation from both Star Bank & Security Bank. We acknowledge that this RFP would significantly expand our business, but in exploring our ability to provide a proposal we have already secured approval for all funding needed for this project.

One of the best strengths of Highland Sanitation is that we are family owned and not at the mercy of private investors. We control our own destiny and are not controlled by outside shareholders who often seem to demand corners be cut and great service sacrificed to increase profits. Being free of this burden on our company is a great strength of ours and has given both us and our customers the ability to continue to prioritize customer service over profits.

Residential Municipal Collection Experience for the Service(s) Proposed

Highland Sanitation has over 70 years of experience with hauling residential and commercial waste and recycling. There are few companies who have a dedicated staff with as much experience in all aspects of waste and recycling collection as Highland Sanitation has. We are the only company whose leaders and decision makers have direct experience with driving the routes and providing collection services. Bobby Stewart was a route driver daily for 10 years and has directly overseen the successful operations of the family business since 2015. Having decision makers like me with this direct experience gives my family's business a wealth of knowledge to pull from to ensure successful completion of the routes day to day.

It is because of this knowledge that we are not bidding with any automated trucks, as single pass collection in Saint Paul is a terrible idea. The alleys were designed for horse & buggies, not big commercial trucks. This is the type of poor decision making that can happen when the decision makers (who have no firsthand knowledge of these difficult conditions) are more worried about stops per hour and spreadsheets than real world knowledge of what is needed to be successful in a City like Saint Paul.

Speaking directly to Saint Paul, Highland Sanitation has performed nearly flawlessly since the start of the consortium and City managed services in October of 2018. We've worked with residents in alleys and streets that have had icy conditions or construction blockages to service carts in an alternative location temporarily as needed. Highland Sanitation has even gone above and beyond by having taken on an additional yard waste route in 2021 after one of the other haulers in the consortium was unable to complete all its own routes, proving that here at Highland Sanitation we figure out ways to get things done even if we have less resources than most of our competitors.

Going back to before the current contract, Highland Sanitation has serviced Saint Paul both residentially and commercially since 1950. There are very few alleys or streets that we have not had direct experience with. Whether it's the "I" alleys most trucks can't make the turns in off of White Bear Ave or narrow alleys such as the Osceola/Fairmount alley between Pascal & Saratoga Street where there is barely 3 inches of space between the truck mirrors and the garage gutters, we are familiar with some of the toughest spots to provide service in Saint Paul. We have factored these challenges into the equipment we will be purchasing to provide services for the contract.

Description of Approach to Service Provision:

At Highland Sanitation customer service is our #1 priority. We put the highest emphasis on providing the best customer service available in the industry, whether it's customer service while collecting trash or recycling, or customer service when someone calls our office with a question or request. The beauty of our proposal is by Highland Sanitation providing access to our live data with Routeware, the City will be well equipped to handle and resolve customer service questions and complaints. Anything that requires additional investigation, the City will have the ability to reach out directly to our staff to reach a resolution quickly.

Highland Sanitation has a policy of honesty, integrity, and family when it comes to all aspects of our business. Our goal is that every customer in every interaction with Highland Sanitation is performed with these policies in mind. Honesty in that we are always honest with our customers, especially if we make a mistake. Lying or skirting responsibility in business is shamefully common and we will not contribute to that toxic culture. Integrity in that we will not take advantage of a customer or situation. Integrity and honesty go hand in hand. If there was an error with a customer invoice, we would be honest about our mistake and have the integrity to go back and correct it. Family is a value that has two meanings for us. One is to treat our customers like we would treat our own family. Leave the cans standing up, with the lids closed and make sure they're completely empty. The second meaning is that our employees' families are important too. We keep all our routes between 40 and 45 hours each week, to ensure that our employees can have sufficient home time each day. We will not require our drivers to work more than 45 hours each week, as everyone should be entitled to a

job that not only provides them with the ability to support their families, but to be able to spend time with them as well!

Staff and Equipment Resources Dedicated to the Agreement

Highland Sanitation knows that none of what we do is possible without the employees who drive our trucks, mechanics who fix them and administrative staff who keep everything running behind the scenes. What is shocking to us is how so many businesses in today's job environment have forgotten this and are intent on racing to the bottom on pay, overloading their workers with 50 or 60 hours of work each week and generally having a work environment that is high turnover due to how miserable it is by design. Then these same businesses act like they're helpless with being understaffed when being understaffed is the natural consequence of the choices their executives have made resulting in such awful working conditions.

Highland Sanitation strives to do things differently. We want the best drivers in the industry to be the drivers who provide services to Saint Paul as part of this contract. To make sure that we are appealing to such sought-after drivers, we will be paying well above the average pay for the industry at \$35.00/hour for drivers who work as part of the Saint Paul contract. We are also limiting the hours to the drivers who will be regularly scheduled for no more than 45 hours/week, as we believe that hours worked over this result in a driver who is fatigued and less safe than a well-rested and alert driver.

We have built our proposal to have more than sufficient trucks and drivers to get the job done. We will be overstaffing slightly with 23 trucks for trash collection. That way if there are breakdowns, employee vacations or illness, employee turnover, or other unforeseen challenges we are prepared to be able to get the job done, day in and day out. For yard waste, we will have 5 dedicated yard waste trucks that will also both help with trash routes in the off-season, as well as the x-mas tree collection routes for the first two weeks of January. Beyond the normal drivers, we will have two dedicated swing drivers who will be helping cover any vacations as well as with new driver training in the case of turnover and both the route manager and contract manager are licensed Class B drivers as well, giving us the built in ability to cover up to 20% of the routes being open on any given day. Beyond this, our normal swing drivers and additional staff Highland Sanitation currently has on-hand will still be available to assist as needed!

For the equipment itself, Highland Sanitation will be purchasing all new trucks, with a mix of both rear load and manual side load collections. Both styles of trucks will facilitate the single-pass collection allowing for servicing both sides of an alley with a single pass down the alley. Of our 23 trucks for trash collection, 3 will be smaller 13-yard trucks that are better equipped for dealing with the most difficult alleys to provide services in and to ensure that services in these alleys are not interrupted by normal weather conditions in the winter.

Customer Service Standards and Training

We have numerous standards at Highland Sanitation to ensure the highest levels of customer service. For our drivers, we will have a tablet in each truck that enable fleet tracking, to ensure our drivers are driving safely as well as allowing the driver to take pictures of any not out carts or extra charges, and to help verify any questions from residents. These pictures of either extra items or carts that are not out will be available to the City via the Routeware web portal to view within a few minutes of being taken by our drivers. Each truck is also equipped with 1-2 cameras that auto-record to an SD card, allowing for further service verification, if needed.

In addition to the tablets and cameras the trucks are equipped with, Highland Sanitation drivers are trained to treat each customer as if they were family. Each cart should be left standing up, facing the proper direction and off to the side of the driveway or garage apron in an alley with the lids closed. Our goal is that after the cart has been emptied, the cart is put back in the same place as it was prior to being dumped. With walk-up customers, the carts should be brought back up and put back in the same location that they were removed from. We train our staff to treat each customer as if they were their parent or grandparent and for our

staff to ask themselves, would they leave the cart the way it is for their own parents or grandparents? This is what it means when Highland Sanitation says that we treat each customer as if they were family.

Transition Plan and Data Integration

If awarded the contract, transition planning will begin immediately and be overseen by myself, Bobby Stewart. New equipment is already secured for this agreement, so the focus will be on setting up the data integration with our software provider Routeware. The data for RDUs will be imported into our customer service software where I will personally review and optimize the routes to ensure that they are structured in a way that is both as safe as possible while also achieving high efficiency. This means reducing dangerous interactions like crossing over major streets, avoiding turnarounds and backing unless unavoidable and making sure that the requirement for single-pass collection is maintained as promised.

Data integration would take place first and should be completed within 60 days of receiving the RDU data from the City. The RDU data needed would be each RDU address, RDU name & contact information and the cart size(s) assigned to that address. Starting February of 2025, residents in St. Paul would be able to sign up on our new designed website to create an online account to review their services with Highland Sanitation. No billing would exist as the charges for service would be paid for by the resident to the City directly, but this will allow for an additional way for residents to view work order images like pictures of extra items, not out or inaccessible carts as well as sign up for notifications if there is any route delays due to holidays or weather.

Highland Sanitation is also utilizing a software called ReCollect to help increase recycling participation. While Highland Sanitation is not submitting a bid for recycling as part of this RFP, Highland Sanitation will work with the chosen recycling provider so that the ReCollect tool on the new Highland Sanitation website is setup with the correct recycling information to help further increase access to accurate recycling information for City of St. Paul residents.

The data integration option that Highland Sanitation will opt for is option 2, the daily transfer of data using an SFTP (secure file transfer protocol) site. This transfer of data will be automated to ensure that the data is sent as required twice per business day, once between 7-8am and again between 2-4:30pm. Our software partner Routeware has discussed and ensured that this will not be an issue. In addition to this data transfer, the City staff will have the ability to login to our Routeware server to view the live data for our St. Paul routes and have access to assigned work orders, driver pictures, driver comments, route completion percentages and also the truck GPS data. Having direct access to this data is important to Highland Sanitation, as it will help provide transparency into our routes so the City can verify and review if there are any questions regarding non-contracted trash being hauled. By seeing the work orders assigned to the routes, it is very easy to determine if out of contract work orders were incorrectly assigned to a St. Paul route and as such, charge liquidated damages as needed.

For route training, prior to the start of the contract we will be training drivers for the month of March to ensure that all the drivers for the agreement are familiar with how the equipment and tablets operate and are prepared to perform at the highest levels from day 1 of the new agreement. Many of our routes operate with a single driver currently, which allows for training via ride-a-longs with our existing routes to reduce unnecessary greenhouse gas emissions from being created by driving empty trucks around to learn the routes.

For ongoing training, there will be monthly meetings of all Highland Sanitation staff working with the Saint Paul services to ensure that everyone is familiar with the requirements of the agreement and any questions regarding services can be answered. Any new employees will receive at least 3 weeks of training prior to going alone, to ensure they are familiar with their routes and the requirements of the agreement. Any issues brought up by the City to Highland Sanitation will be reviewed by our staff to ensure that those issues are resolved quickly.

To help facilitate the City handling the billing and customer service part of the contract, for the first 60 days of the contract Bobby Stewart will be available for weekly meetings to review internal processes and act as a consultant to City

staff on customer service for the trash, yard waste and bulky item collection. After this initial period, quarterly meetings to review contract progress and help answer any ongoing questions or challenges that are presenting themselves to City Staff.

Highland Sanitation does not anticipate any challenges which may delay or affect the transition timelines proposed above. We have multiple equipment vendors to source equipment through, an outstanding relationship with our software provider Routeware and plenty of time to facilitate the data integration prior to the start of the contract in April of 2025.

Labor Management Practices

Highland Sanitation understands that investing in future talent is essential for all companies, and it is critical for long-term success. There are currently more driving jobs available than there are commercial drivers prepared to fill them and this shortage of drivers will only worsen as this gap continues to grow. This is why Highland Sanitation actively works to recruit and provide training for employees who do not have a commercial driving background or experience. This also opens a pathway for those in underserved communities to obtain the skills to become a certified commercial Class B driver by going through Highland Sanitation's entry level driver training program to obtain their Class B commercial driver's license! Our focus on training new drivers and providing an outstanding work environment and pay scale is what has allowed us to not have our routes and operations impacted by Covid-19 or the nationwide driver shortage over the past several years.

If awarded the St. Paul contract, Highland Sanitation will setup outreach programs to help get the information out on job openings and training openings in these underserved communities. Our goal is to make it easier to discover the job and training opportunities available with Highland Sanitation and to share them more easily with the diverse populations inside of the City of St. Paul. With our entry level driver program, it is possible for new employees and training candidates to obtain their CDL at nearly no cost, avoiding the expensive \$6,000+ tuition costs that commercial driving schools are currently charging. Our yard is located only minutes away from St. Paul just off Highway 61 in Newport, making us one of the most accessible companies to work for and have access to for these communities.

Highland Sanitation has a thorough worker safety plan and workplace safety practices in place to help ensure that our drivers and employees are safe, day in and day out. Waste and refuse collectors are in the top 10 for most dangerous jobs in the country every year and this is a key priority in how we structure our operations. Our goal every day is that each of our employees can complete their route safely and without accidents or injuries during the day. It is because of this focus on safety that Highland Sanitation does not overburden our routes and require dangerous excessive hours to be worked each day, instead focusing on keeping each route around a normal 8-9 total hours worked each day (from clock in to clock out). Having driven the routes for many years, I know firsthand how dangerous it is to be driving a 50,000 lb. truck and to be fatigued from working a long day. It's inevitable that the longer the hours worked, the more fatigued a person becomes and as such the less safe they are to be operating a commercial vehicle. In addition to keeping our routes shorter, we also have ongoing online training, driver safety meetings and pre-trip inspection tests to ensure that not only our drivers are knowledgeable but that they are doing their jobs in making sure the truck is safe each day as well.

For benefits we offer multiple health insurance plans to give employees more control over which plan fits their needs the most. For both health insurance plans and dental, Highland Sanitation covers 75% of the monthly premium costs for employees, no matter if they are claiming just themselves or have a full family plan. In addition to this, Highland Sanitation also contributes \$850 per year to employees who setup a health savings account and we also have a 3% payroll match with a simple IRA retirement account with Edward Jones to enable our employees to plan and save for their retirement and futures.

For wage scales, our employees working with the St. Paul contract would be some of, if not the highest paid residential refuse collectors in the State of Minnesota with starting pay at \$35/hour for a licensed class B driver. This will help make sure that there are no problems with staffing during the term of the contract and that the City of St. Paul and its

residents will be receiving the absolute best in terms of customer service and reliability from our drivers and staff that are working as part of this contract.

Environmental and Community Benefits

For environmental benefits, Highland Sanitation will be utilizing high efficiency and low emissions trucks that are equipped with the very latest in emissions control technology to help reduce emissions created by the trucks while out on route. We have a company idle policy in effect to help incentivize reducing emissions caused by idling. Thinking longer term, this contract will be a perfect opportunity to test out electric collection vehicles. The technology is still being developed and sadly, current lithium-ion battery technology for electric vehicles is a net-loss for the environment. Ideally, a better battery solution is developed for commercial use that can replace the current lithium-ion batteries. Highland Sanitation eagerly awaits this development and to be an early adopter of better, more sustainable electric vehicle technology to replace the diesel trucks that the contract starts with. With how much is being invested into battery technology across nearly all industrial sectors, it is only a matter of time before a better battery solution becomes available.

Highland Sanitation is a strong believer in being an active partner in the communities that we service. We are committed to giving back to the communities that we serve. If chosen to be the hauler for St. Paul, Highland Sanitation is going to implement a volunteer program to work with local organizations such as Hands on Twin Cities, Urban Roots, the Frogtown Neighborhood Association, and others to help work to make our communities better to live in.

Beyond volunteering, Highland Sanitation can provide comprehensive education and outreach services with our goal of inspiring sustainable behavior. Our team will work closely with local and community leaders, tailoring outreach programs to best serve the needs of our customers and communities. These education and outreach services can be presentations and training, site visits and consultations and being an active participant in community events such as festivals, parades, fairs and Earth Month celebrations.

References

Please provide on separate page(s) at least three (3) your collection references. For each reference, please provide municipality, number of households per day, number of multi-unit households per day, agreement structure between the proposer and the municipality, type and frequency of service provided, etc.

Reference 1:

Contract Holder: City of Afton

Contact Person: Ron Moorse

Municipality: City of Afton

Contact Phone: (651) 322-6005

Contact Email: rmoorse@ci.afton.mn.us

Agreement Structure: Written multi-year agreement. Direct invoicing to residents.

Number of households per day serviced: Approximately 550

Number of multi-unit households per day: None

Type and Frequency of service provided: Weekly, every other week and on-call trash, recycling and yard waste collection to all residents and businesses with the City of Afton with 35, 65 and 95 gallon carts and between 2 yard to 8 yard front load containers for businesses.

Reference 2:

Contract Holder: City of Saint Paul & St. Paul Haulers, LLC

Contact Person: Sarah Haas

Contact Phone: (651) 266-6216

Municipality: City of Saint Paul

Contact Email: Sarah.Haas@ci.stpaul.mn.us

Agreement Structure: Written multi-year agreement. Direct invoicing to residents.

Number of Households per day serviced: Approximately 1500

Number of multi-unit households per day: City of Saint Paul has this information.

Type and Frequency of service provided: 1x/week & every other week pickup of all residential trash carts in our collection zones. Carts vary in size between 35, 65 and 96 gallon sizes. Yard waste is optional and collected 1x/week on the same day as trash collection for the residents who have either subscribed to seasonal service or called in a 1x pickup.

Reference 3:

Contract Holder: JPA with Lakeland Shores, St. Mary's Point and Lake St. Croix Beach

Contact Person: Cindy Reiter **Contact Phone:** (651)436-1099 **Email:** clerksmp@comcast.net

Municipality: Cities of Lakeland Shores, St. Mary's Point and Lake St. Croix Beach

Agreement Structure: Written multi-year agreement. Invoicing to Cities directly.

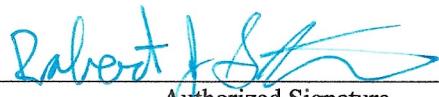
Number of Households per day serviced: 785.

Number of multi-unit households per day: 10

Type and Frequency of service provided: 1x/week recycling collection of recycling carts in all sizes, 35/65/95 gallons.

Authorized Signature

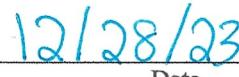
Signature of person duly authorized to sign submittal on behalf of the Respondent:



Authorized Signature



Printed Name



Date

Form D: Certification of Binding Signature

If a team of more than one company is proposing as a single Contractor, each responder should complete this form.

I swear that pricing shall be valid for a period of 120 days after proposal deadline.

I swear that I am authorized to execute all Proposal forms included in this Proposal response to the RFP and to bind the company to these agreements; and swear that I have read the information contained in this Proposal and that I have personal knowledge that it is true and correct.

The undersigned Proposer further certifies that he/she has read the information submitted by the Proposer and has personal knowledge that the information submitted is true and correct.

I, Robert Stewart

(Name of Authorized Officer)

of (Proposer Firm name)

Chief of Operations

(Title)

Robert J. Stewart
(Signature)

Highland Sanitation & Recycling Inc

12/28/23

(Date)

Notary

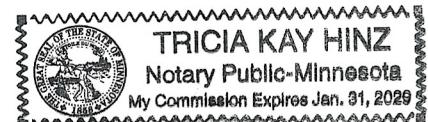
State of MN County of Washington

I certify this to be the original document of this

28th day of December, 2023.

Tricia K Hinz

affix stamp here



Printed Name

Tricia K Hinz

My Commission Expires

Jan. 31, 2029

Notary Signature

Form E: Certification of Independent Proposal Pricing

The Proposer makes the following representations and certifications as part of this proposal:

The undersigned Proposer certifies that the Proposer, or Team jointly submitting the Proposal, has not directly or indirectly entered into any agreement, express or implied, with any other Proposer(s) for any of the following:

- A. Controlling of the price of such proposal(s).
- B. Limiting of the number of proposals or Proposers; or
- C. Parceling or farming out to any Proposer(s) or other persons of any part of the Agreement or any part of the subject matter of the proposal(s) or of the profits.

The undersigned Proposer, or Team jointly submitting the Proposal, certifies that they have not and will not divulge the sealed proposal to any person until after the Agreement is fully executed or until the City publicly releases this sealed information.

The undersigned Proposer, or Team jointly submitting the Proposal, further certifies that the Proposer has not been a party to any collusion including, but not limited to, actions such as:

- A. Proposers restraining the freedom of competition by agreement to make a proposal at a fixed price or pre-arranged price limit;
- B. Refraining from submitting a proposal at a fixed or pre-arranged price limit; or
- C. Refraining from submitting a proposal.

The undersigned Proposer further certifies that the Proposer, or Team jointly submitting the Proposal, has not engaged in any prohibited contact or conflict of interest with any City official or its agents such as, but not limited to:

- A. Discussion of service quantity, quality, or price in the prospective Agreement or any other terms of said prospective Agreement; or
- B. Any other prohibited discussions between the Proposers and City officials or agents concerning exchange of money or other things of value for special consideration in the consideration or letting of an Agreement.
- C.

Signature of person duly authorized to sign submittal on behalf of the Proposer:

Robert J Stewart

Printed Name

Robert J Stewart

Authorized Signature

12/28/23

Date

Form F: Price Worksheet(s) – Proposal Option 1, No CPI instead 8% annual increase

Prices should include any and all proposed increases for the duration of the agreement period. Complete price sheet for each year of the agreement term with stated price increases.

Collection Fees MSW/YARD WASTE AND RECYCLABLES: Complete for services you are proposing on; if you are not proposing on a waste stream indicate by entering Not Proposing

Collection Year: First year of Agreement - April 1 st , 2025 thru March 31 st , 2026			
	MSW/Yard Waste	Recycling	MSW/Yard Waste & Recycling
MSW 1-4-unit, Base Collection Fee, Per Cart RDU per Month	EOW: \$11.99+tax per RDU. Weekly:		
Extra MSW Bag Collection Fee, Price per Bag	No charge by Highland. City decides charge & keeps this charge		
Annual Yard Waste collection and disposal Fee, April- November Annually, Price per Property per Cart	\$115.00 per season		
On-call Yard Waste, Price per Bag	\$4.00 per bag		
Walk-up Services less than 100' for able bodied individuals, Annual Fee	\$300+tax		
Walk-up Services for able bodied individuals more than 100', Annual Fee	\$600+tax		
Recycling 1-4-unit, Collection Fee, Per Cart/Month			
Recycling 5-11-unit, Collection Fee per Property per Month			
Recycling 12+ unit, Collection Fee per Cart or Per Dumpster		Cart: Dumpster:	Cart: Dumpster:

Form F: Price Worksheet(s) – Proposal Option 1, No CPI instead 8% annual increase

Prices should include any and all proposed increases for the duration of the agreement period. Complete price sheet for each year of the agreement term with stated price increases.

Collection Fees MSW/YARD WASTE AND RECYCLABLES: Complete for services you are proposing on; if you are not proposing on a waste stream indicate by entering Not Proposing

Collection Year: Second year of Agreement - April 1 st , 2026 thru March 31 st , 2027			
	MSW/Yard Waste	Recycling	MSW/Yard Waste & Recycling
MSW 1-4-unit, Base Collection Fee, Per Cart RDU per Month	EOW: \$12.95+tax per RDU. Weekly:		
Extra MSW Bag Collection Fee, Price per Bag	No charge by Highland. City decides charge & keeps this charge		
Annual Yard Waste collection and disposal Fee, April- November Annually, Price per Property per Cart	\$124.20 per season		
On-call Yard Waste, Price per Bag	\$4.00 per bag		
Walk-up Services less than 100' for able bodied individuals, Annual Fee	\$324+tax		
Walk-up Services for able bodied individuals more than 100', Annual Fee	\$648+tax		
Recycling 1-4-unit, Collection Fee, Per Cart/Month			
Recycling 5-11-unit, Collection Fee per Property per Month			
Recycling 12+ unit, Collection Fee per Cart or Per Dumpster		Cart: Dumpster:	Cart: Dumpster:

Form F: Price Worksheet(s) – Proposal Option 1, No CPI instead 8% annual increase

Prices should include any and all proposed increases for the duration of the agreement period. Complete price sheet for each year of the agreement term with stated price increases.

Collection Fees MSW/YARD WASTE AND RECYCLABLES: Complete for services you are proposing on; if you are not proposing on a waste stream indicate by entering Not Proposing

Collection Year: Third year of Agreement - April 1 st , 2027 thru March 31 st , 2028			
	MSW/Yard Waste	Recycling	MSW/Yard Waste & Recycling
MSW 1-4-unit, Base Collection Fee, Per Cart RDU per Month	EOW: \$13.99+tax per RDU. Weekly:		
Extra MSW Bag Collection Fee, Price per Bag	No charge by Highland. City decides charge & keeps this charge		
Annual Yard Waste collection and disposal Fee, April- November Annually, Price per Property per Cart	\$134.14 per season		
On-call Yard Waste, Price per Bag	\$4.00 per bag		
Walk-up Services less than 100' for able bodied individuals, Annual Fee	\$350+tax		
Walk-up Services for able bodied individuals more than 100', Annual Fee	\$700+tax		
Recycling 1-4-unit, Collection Fee, Per Cart/Month			
Recycling 5-11-unit, Collection Fee per Property per Month			
Recycling 12+ unit, Collection Fee per Cart or Per Dumpster		Cart: Dumpster:	Cart: Dumpster:

Form F: Price Worksheet(s) – Proposal Option 1, No CPI instead 8% annual increase

Prices should include any and all proposed increases for the duration of the agreement period. Complete price sheet for each year of the agreement term with stated price increases.

Collection Fees MSW/YARD WASTE AND RECYCLABLES: Complete for services you are proposing on; if you are not proposing on a waste stream indicate by entering Not Proposing

Collection Year: Fourth year of Agreement - April 1 st , 2028 thru March 31 st , 2029			
	MSW/Yard Waste	Recycling	MSW/Yard Waste & Recycling
MSW 1-4-unit, Base Collection Fee, Per Cart RDU per Month	EOW: \$15.11+tax per RDU. Weekly:		
Extra MSW Bag Collection Fee, Price per Bag	No charge by Highland. City decides charge & keeps this charge		
Annual Yard Waste collection and disposal Fee, April- November Annually, Price per Property per Cart	\$144.87 per season		
On-call Yard Waste, Price per Bag	\$5.00 per bag		
Walk-up Services less than 100' for able bodied individuals, Annual Fee	\$378+tax		
Walk-up Services for able bodied individuals more than 100', Annual Fee	\$756+tax		
Recycling 1-4-unit, Collection Fee, Per Cart/Month			
Recycling 5-11-unit, Collection Fee per Property per Month			
Recycling 12+ unit, Collection Fee per Cart or Per Dumpster		Cart: Dumpster:	Cart: Dumpster:

Form F: Price Worksheet(s) – Proposal Option 1, No CPI instead 8% annual increase

Prices should include any and all proposed increases for the duration of the agreement period. Complete price sheet for each year of the agreement term with stated price increases.

Collection Fees MSW/YARD WASTE AND RECYCLABLES: Complete for services you are proposing on; if you are not proposing on a waste stream indicate by entering Not Proposing

Collection Year: Fifth year of Agreement - April 1 st , 2029 thru March 31 st , 2030			
	MSW/Yard Waste	Recycling	MSW/Yard Waste & Recycling
MSW 1-4-unit, Base Collection Fee, Per Cart RDU per Month	EOW: \$16.32+tax per RDU. Weekly:		
Extra MSW Bag Collection Fee, Price per Bag	No charge by Highland. City decides charge & keeps this charge		
Annual Yard Waste collection and disposal Fee, April- November Annually, Price per Property per Cart	\$156.46 per season		
On-call Yard Waste, Price per Bag	\$5.00 per bag		
Walk-up Services less than 100' for able bodied individuals, Annual Fee	\$408+tax		
Walk-up Services for able bodied individuals more than 100', Annual Fee	\$816+tax		
Recycling 1-4-unit, Collection Fee, Per Cart/Month			
Recycling 5-11-unit, Collection Fee per Property per Month			
Recycling 12+ unit, Collection Fee per Cart or Per Dumpster		Cart: Dumpster:	Cart: Dumpster:

Form F: Price Worksheet(s) – Proposal Option 1, No CPI instead 8% annual increase

Prices should include any and all proposed increases for the duration of the agreement period. Complete price sheet for each year of the agreement term with stated price increases.

Collection Fees MSW/YARD WASTE AND RECYCLABLES: Complete for services you are proposing on; if you are not proposing on a waste stream indicate by entering Not Proposing

Collection Year: Sixth year of Agreement - April 1 st , 2030 thru March 31 st , 2031			
	MSW/Yard Waste	Recycling	MSW/Yard Waste & Recycling
MSW 1-4-unit, Base Collection Fee, Per Cart RDU per Month	EOW: \$17.63+tax per RDU. Weekly:		
Extra MSW Bag Collection Fee, Price per Bag	No charge by Highland. City decides charge & keeps this charge		
Annual Yard Waste collection and disposal Fee, April- November Annually, Price per Property per Cart	\$168.98 per season		
On-call Yard Waste, Price per Bag	\$5.00 per bag		
Walk-up Services less than 100' for able bodied individuals, Annual Fee	\$440+tax		
Walk-up Services for able bodied individuals more than 100', Annual Fee	\$880+tax		
Recycling 1-4-unit, Collection Fee, Per Cart/Month			
Recycling 5-11-unit, Collection Fee per Property per Month			
Recycling 12+ unit, Collection Fee per Cart or Per Dumpster		Cart: Dumpster:	Cart: Dumpster:

Form F: Price Worksheet(s) – Proposal Option 1, No CPI instead 8% annual increase

Prices should include any and all proposed increases for the duration of the agreement period. Complete price sheet for each year of the agreement term with stated price increases.

Collection Fees MSW/YARD WASTE AND RECYCLABLES: Complete for services you are proposing on; if you are not proposing on a waste stream indicate by entering Not Proposing

Collection Year: Seventh year of Agreement - April 1 st , 2031 thru March 31 st , 2032			
	MSW/Yard Waste	Recycling	MSW/Yard Waste & Recycling
MSW 1-4-unit, Base Collection Fee, Per Cart RDU per Month	EOW: \$19.04+tax per RDU. Weekly:		
Extra MSW Bag Collection Fee, Price per Bag	No charge by Highland. City decides charge & keeps this charge		
Annual Yard Waste collection and disposal Fee, April- November Annually, Price per Property per Cart	\$182.50 per season		
On-call Yard Waste, Price per Bag	\$6.00 per bag		
Walk-up Services less than 100' for able bodied individuals, Annual Fee	\$475+tax		
Walk-up Services for able bodied individuals more than 100', Annual Fee	\$950+tax		
Recycling 1-4-unit, Collection Fee, Per Cart/Month			
Recycling 5-11-unit, Collection Fee per Property per Month			
Recycling 12+ unit, Collection Fee per Cart or Per Dumpster		Cart: Dumpster:	Cart: Dumpster:

Proposal Option 2 – Garbage & Trash Collection CPI for All Urban Consumers

With Highland Sanitation's proposal, our preferred increase method annually for the Base Collection Fee and Walk-Up Services is the Garbage and Trash Collection unadjusted percent change in the Consumer Price Index for All Urban Consumers. This index is specific to the garbage collection industry nationwide and allows for an independent and fair method of increases year to year that accurately reflects inflationary cost increases for this industry across the Country.

As such, future costs with this proposal aren't known until the agreed upon dates with the City to annually pull the Garbage & Trash Collection CPI each year (which have been less than 8% annual, so this should be a cost savings vs Option 1)

Yard waste seasonal & bag costs would increase 8% as proposed in Option 1 price worksheet.

Bulky Item Collection:

Please provide the pricing structure for the bulky item collection services you are proposing. Below are some suggested formats.

Per Item Collection, please list items accepted and cost for removal and disposal. Per Property cost of Collection for Monthly **Bulky** Electronics, Appliances & Problem Materials Service.

Per 1-4-unit Property (and MUDA that opt into program), allowing 3 items per year: PER RDU (72099) = \$0.50/month

Per MUDA and MUDB properties: = \$ [0.50/month](#)

If proposing an alternate collection option, please describe and provide pricing.

Proposal above is per RDU and does not change with vacancies or long term holds. May adjust annually with total RDU annual adjustments as stated in agreement.

Proposed monthly rate above is also for Electronics, Appliances & Problem Materials that require separate collection from the normal trash collection vehicle. Bulky items like mattresses, furniture and etc that can go directly into the trash collection truck are entirely up to the City to determine charges and free quantities, as Highland Sanitation is not charging a collection fee for these items and the disposal fee is paid by the City with our proposal. The revenue from bulky items collected by the trash trucks is collected and kept by the City of Saint Paul

Proposed rate & bulky services with Highland Sanitation proposal requires scheduling each item for collection in advance through the City of Saint Paul who then relays these requests to Highland Sanitation in advance.

Form G: Itemized Listing of Trucks and Other Collection Equipment

Technical Description of Collection Equipment

This form shall be executed by the official authorized to bind the company.

Information must be provided for each different model of equipment proposed (including any spares). This list should include equipment to service the specified residential units in the City.

Make of Chassis & Body	Model	Year	#	Capacity/ Cubic Yards	Loading Method	Delivery Schedule, if not Currently Owned
Freightliner chassis Labrie Body	M2	2024	20	20 yards	Dual Manual Side Load (will collect both sides one pass)	Quarter 3 2023
Freightliner chassis New Way Body	M2	2024	4	13 yards	Rear Load	Quarter 3 2023
Freightliner chassis McNeilus Body	M2	2024	3	20 yards	Rear Load	Quarter 3 2023
Freightliner chassis Mcneilus Body	M2	2023	2	20 yards	Rear Load	Already owned, these will be spares

Route Planning Assumptions (Recycling)

Type and Number of Routes	Average Stops Per Load	Average Stops Per Day	Collection Hours Per Full Load	Cu. Yds. Per Load	Crew Size	Total Operating Hours Per Day (clock in to clock out)
20 Trash - MSL 20YD Routes	340	680	3.5	20	1	8-9 hours
3 Trash - RL 13YD Routes	200	400	3.5	13	1	8 hours
3 Yard Waste - RL 20YD Routes	250	500	3.5	20	1	8-9 hours

Signature of person duly authorized to sign submittal on behalf of the Proposer:

Robert J Stewart Printed Name

Robert J Stewart Authorized Signature 12/28/23 Date

Form H: Certification of Acceptance of the Draft Agreement or Notification of Proposed Exceptions

Highland Sanitation + Recycling Inc [Proposer's Company Name] has reviewed the draft Agreement (Attachment 2) in the RFP.

- We have no changes to request to the draft Agreement and we have no exceptions to the proposed Agreement language. We hereby certify that legal counsel for our company has reviewed the draft Agreement and accepts the language "as is". If awarded the Agreement by the City, we hereby certify that we will execute the final Agreement without any proposed changes.

Or

- We have exceptions to the draft Agreement language. We have proposed changes to request to the draft Agreement. We have attached a redlined ("tracked changes") version of the draft Agreement that itemizes our changes or exceptions. We hereby certify that the legal counsel for our company has reviewed the draft Agreement and accepts the language with the proposed changes. No other exceptions or changes are or will be proposed. If awarded the Agreement, we hereby certify that we will execute the final Agreement if our proposed changes are accepted by the City.

Signature of person duly authorized to sign submittal on behalf of the Proposer:



Authorized Signature

Robert J. Stewart

Print Name

12/28/23

Date

Form I: Acknowledgement of Receipt of Addenda

Please acknowledge receipt of addenda to the RFP for MSW/YARD WASTE, Bulky Items/Problem Materials, Recyclables with your signature. An opportunity to acknowledge up to five (5) addenda is included in this form but does not necessarily mean that five (5) addenda will be provided.

Addendum 1

Received!

Addendum 2

N/A

Addendum 3

N/A

Addendum 4

N/A

Addendum 5

N/A

Signature of person duly authorized to sign submittal on behalf of the Proposer:

Robert J. Stewart

Authorized Signature

Robert J. Stewart 12/28/23

Print Name

Date

bob.stewart@highlandsanitation.com (651)437-0001

Email Address

Telephone

Business Record Details »

Minnesota Business Name

HIGHLAND SANITATION & RECYCLING INCORPORATED

Business Type

Business Corporation (Domestic)

MN Statute

302A

File Number

8T-594

Home Jurisdiction

Minnesota

Filing Date

06/30/1995

Status

Active / In Good Standing

Renewal Due Date

12/31/2024

Registered Office Address

1811 Century Ave
Newport, MN 55055
USA

Number of Shares

100,000

Registered Agent(s)

(Optional) Currently No Agent

Principal Executive Office Address

20700 Donnelly Ave
Farmington, MN 55024
USA

Chief Executive Officer

Susan L Stewart
1811 Century Ave
Newport, MN 55055
USA

Filing History

Filing History

Select the item(s) you would like to order: Order Selected Copies

<input type="checkbox"/>	Filing Date	Filing	Effective Date
<input type="checkbox"/>	06/30/1995	Original Filing - Business Corporation (Domestic)	
	06/30/1995	Business Corporation (Domestic) Business Name (Business Name: HIGHLAND SANITATION & RECYCLING INCORPORATED)	

Filing Date	Filing	Effective Date
<input type="checkbox"/>	12/19/1996	Business Corporation (Domestic) Change of Shares
<input type="checkbox"/>	01/09/2008	Administrative Dissolution - Business Corporation (Domestic)
<input type="checkbox"/>	10/02/2008	Annual Reinstatement - Business Corporation (Domestic)
<input type="checkbox"/>	8/1/2012	Administrative Dissolution - Business Corporation (Domestic)
<input type="checkbox"/>	2/4/2013	Annual Reinstatement - Business Corporation (Domestic)
<input type="checkbox"/>	1/26/2023	Administrative Dissolution - Business Corporation (Domestic)
<input type="checkbox"/>	2/15/2023	Annual Reinstatement - Business Corporation (Domestic)

© 2023 Office of the Minnesota Secretary
of State - [Terms & Conditions](#)

The Office of the Secretary of State is an
equal opportunity employer

[Subscribe for email updates!](#)
[Vulnerability Disclosure](#)



To: The City of St. Paul
15 Kellogg Blvd. West
St. Paul, MN. 55102

Star Bank has maintained a lending relationship with Highland Sanitation & Recycling since 2016. The Company has paid all loans as agreed and remains a valued customer. Star Bank looks to continue to build and grow our partnership with Highland Sanitation and it's management team well into the future.

Thank you,

Jay Whitcomb

Assistant Vice President

Star Bank

250 Prairie Center Drive

Eden Prairie, MN. 55344

250 Prairie Center Drive • Eden Prairie, Minnesota 55344-7819 • 952.358.2265 • Fax 952.358.7827

Annadale • Barrett • Bertha • Eagle Bend • Eden Prairie • Elbow Lake • Graceville • Maple Lake • Verndale • Wheaton

www.starbank.net

Equal Housing Lender

Member FDIC



City of St. Paul
St. Paul, Minnesota

12/27/2023

Highland Sanitation & Recycling, Inc. has been a loan and deposit customer of our Bank since about 2016. We have a large customer relationship with this company. All accounts are in good standing with the Bank

Thank you,

A handwritten signature in black ink, appearing to read 'TL'.

Timothy Lenhart
President
Security Bank Minnesota
P.O. Box 891
437 Bridge Ave
Albert Lea, MN 56007
507-373-1481



16525 SW 72nd Ave. (503) 906-8500 | Corporate Offices
Portland, OR 97224 (877) 906-8550 | Toll Free www.routeware.com
(503) 906-8544 | Fax

December 20, 2023

**To: City of St. Paul
15 Kellogg Blvd. West
St. Paul, MN 55102**

Subject: City of St. Paul's RFP for private waste haulers

To whom it may concern:

As a long-term partner of Highland Sanitation, Routeware is proud to be a part of their RFP response to the City of St. Paul. We've enjoyed a very productive partnership with Highland, and many other family-owned, local, businesses like theirs throughout the state of Minnesota and greater US.

Highland Sanitation has been a long-time Routeware user, which has allowed them to efficiently grow and modernize their business while competing against local and national competition to bring their customers the absolute best service possible. We're proud to have been a part of the continued success of their business and look forward working with them long into the future.

Though we play a much smaller role to the excellent service that Highland Sanitation will no doubt provide your residents, we'd like to thank you for your consideration. We take every opportunity as a chance to showcase why we're the most trusted name in the industry, and should our partners be selected they'll have the full support and commitment of our team to ensuring their new customers receive the same level of honesty, integrity, and family-service as their current ones.

Sincerely,

Paul Rafalowski
CEO, Routeware | prafalowski@routeware.com



About Routeware

16525 SW 72nd Ave. Portland, OR 97224 www.routeware.com

Integrated Technology Solutions for Smart Cities and Haulers

Routeware has been digitally transforming the waste and recycling industry for over 20 years as the leading provider of turn-key, cloud-based technology solutions.

We provide the most complete solution suite in the waste sector, with capabilities including onboard computers, fleet automation, photo service verification, video capture, back office and billing, route optimization, and digital communication and education tools.

Routeware works with smart cities and high-performance haulers to power their digital transformation strategies, enabling them to boost productivity, increase safety, enhance customer service, and improve environmental outcomes with integrated technologies that easily work together — and with other software.

Headquartered in Portland, Oregon, the company has offices and customers across the United States, Canada, the United Kingdom, and Australia. We proudly serve 67 clients across Texas.

In recent years, we have acquired a number of leading waste technology companies, including ReCollect Systems, EnCORE Computing Solutions, EasyRoute, WebAspx, RouteOptix, and Andrews Software Inc.

Our Suite of Solutions

- **Fleet Management.** Empower drivers to be safer and more productive, automate performance data collection, cut complaints, increase service quality, and improve driver behavior.
- **Workflow Automation.** Streamline your back office with easy retrieval of shared data and automated workflows, secure business data, analyze and manage performance, enhance customer service, speed up payment processing, and improve resilience and compliance.
- **Route Optimization.** Optimize performance with the #1 route optimization solution for waste. Drive efficiency, reduce service disruption, cut carbon emissions, increase resilience, create capacity, and make driving safer.
- **Trusted Integrations.** Easily export customer data into solutions already utilized in the City's current technology ecosystem. With hundreds of custom integrations completed to date, we are confident in our ability to meet any of the City's desired integration needs now or in the future.