

## **Exhibit: Proposed SLAs**

Revised June 19, 2023

### **Background**

The Refuse Rate Administrator has asked the SF Recology Companies for proposed Service Level Agreements (SLAs) for (1) collection of abandoned materials; (2) collection from public receptacles; and (3) repair of public receptacles.

The proposed SLA for abandoned materials collection assumes the addition of one Abandoned Materials Collection Zone as requested in the SF Recology Companies' rate submission. The proposed SLA for public receptacles collection assumes the addition of two public receptacle routes as requested in the SF Recology Companies' rate submission. If these assumptions are not adopted as part of a rate order, the proposed SLAs below would need to be adjusted.

### **Proposed Rate Order Text**

#### **Abandoned Materials Collection SLA**

The SF Recology Companies shall be required to collect materials abandoned in the public right of way within the City and County of San Francisco within four hours of receiving notice of such abandoned materials during the period Monday through Friday, not including San Francisco public holidays, and during hours of operation, not to exceed an 8.5-hour period, as mutually agreed upon by the SF Recology Companies and San Francisco Public Works. The SF Recology Companies shall be required to collect materials abandoned in the public right of way within the City and County of San Francisco within eight hours of receiving notice of such abandoned materials on Saturdays, Sundays, and San Francisco public holidays, and during hours of operation, not to exceed an 8.5-hour period, as mutually agreed upon by the SF Recology Companies and San Francisco Public Works. This SLA shall not apply in the event that the SF Recology Companies have responded to (a) more than 329 notices of abandoned materials in one day during RY 2024 and more than 335 notices of abandoned materials in one day during RY 2025 or (b) more than 120,000 notices of abandoned materials in RY 2024 and more than 122,400 notices of abandoned materials during RY 2025.

The SF Recology Companies shall ensure that all notices of abandoned materials receive a response using existing and available resources, but if either of the caps described in the preceding sentence is exceeded, the SF Recology Companies shall not be required to respond to those notices of abandoned materials within the time limits prescribed above.

Separately, the SF Recology Companies shall perform proactive sweeps for abandoned materials as follows:

### Bayview Sweep

In the Bayview neighborhood, Monday through Friday, at hours mutually agreed upon by the SF Recology Companies and San Francisco Public Works, not to exceed an 8.5-hour period, the SF Recology Companies shall provide one driver and one rear-end loader truck to work at the direction of San Francisco Public Works in collecting abandoned materials within the Bayview neighborhood.

### Zone K

In Zone K, defined as the area bounded by Gough St., Broadway, Embarcadero, and Market St., Monday through Friday, at hours mutually agreed upon by the SF Recology Companies and San Francisco Public Works, not to exceed an 8.5-hour period, the SF Recology Companies shall provide two drivers, one box truck, and one rear-end loader truck to collect abandoned materials within this Zone K. This Zone K proactive sweep area shall include two daily stops to meet with San Francisco Public Works crews during which the Public Works crews may offload materials that they have collected onto an SF Recology Companies truck.

### Additional Public Works Directed Sweeps

Public Works may direct additional abandoned materials sweeps/stops on an as needed basis to meet dynamic needs. These Public Works-directed sweeps/stops require resources from the abandoned materials dedicated zones and are included in the daily and annual caps as described above.

### Abandoned Cardboard Collection

The SF Recology Companies shall provide two drivers and two trucks to collect abandoned cardboard in the public right of way, Monday through Friday, at hours and locations mutually agreed upon by the SF Recology Companies and San Francisco Public Works, not to exceed an 8.5-hour period.

### Public Receptacles Collection SLA

The SF Recology Companies shall be required to collect from public receptacles located within the City and County of San Francisco as part of the SF Recology Companies' regular collection route service. During hours of operation of dedicated public receptacle routes and upon receiving notice from San Francisco Public Works that a public receptacle is full, the SF Recology Companies shall empty that public receptacle within two hours of receiving such notice. The SF Recology Companies shall operate dedicated public receptacle collection routes at hours mutually agreed upon by the SF Recology Companies and San Francisco Public Works, not to exceed an 8.5-hour period. This SLA shall not apply in the event that the SF Recology Companies have responded to (a) more than 120 requests for public receptacle

collection in one day during RY 2024 and more than 122 requests for public receptacle collection in one day during RY 2025 or (b) more than 43,800 requests for public receptacle collection in RY 2024 and 44,676 requests for public receptacle collection in RY 2025.

The SF Recology Companies shall ensure that all public receptacles are collected using existing and available resources, but if either of the caps described in the preceding sentence is exceeded, the SF Recology Companies shall not be required to respond to requests for collection of public receptacles within the time limits prescribed above.

### Public Receptacles Repair SLA

The SF Recology Companies shall be required to repair public receptacles located within the City and County of San Francisco within 72 hours of receiving notice that such receptacles require repair during the period Monday through Friday, not including San Francisco public holidays. For the purposes of this SLA, “repair” is defined as repairing doors on public receptacles with outer facings of concrete only and replacing liners in (a) public receptacles with outer facings of concrete and (b) “Renaissance” receptacles. The SF Recology Companies’ ability to repair public receptacles is dependent on receiving necessary parts and liners from San Francisco Public Works. In the event that Public Works is unable to supply the SF Recology Companies with necessary parts or liners, this SLA shall not apply.

### Reporting

As part of the quarterly and annual rate reporting, the SF Recology Companies will report the following:

#### Abandoned Materials Collection

1. Number of notices of abandoned materials to which the SF Recology Companies have responded in the applicable period;
2. Total number of notices of abandoned materials to which the SF Recology Companies are projected to respond in the rate year (for the 3 months, 6 months, and 9 months quarterly rate reports);
3. Number of days during the applicable period on which the SF Recology Companies responded to more than 310 notices (RY 2024) or 316 notices (RY 2025);
4. Number of responses to notices of abandoned materials completed within the time limits described in the SLA; and
5. Total tons of abandoned materials collected during the applicable period with a separate breakout of the total tons of abandoned cardboard during the Abandoned Cardboard Collection routes described above.

#### Public Receptacles Collection

1. Number of requests for public receptacle collection to which the SF Recology Companies have responded in the applicable period;
2. Total number of requests for public receptacle collection to which the SF Recology Companies are projected to respond in the rate year (for the 3 months, 6 months, and 9 months quarterly rate reports);
3. Number of days during the applicable period on which the SF Recology Companies responded to more than 120 requests (RY 2024) or 122 requests (RY 2025) for public receptacle collection;
4. Number of responses to requests for public receptacle collection completed within the time limits described in the SLA; and
5. Total tons of material collected from public receptacles outside of regular collection route service.

### **Reassessment**

The reasonableness of the SLAs described above shall be reassessed during the next rate-setting process.