

ATTACHMENT E

Implementation Schedule

The implementation plan is based on Contractor's Proposal for roll-out of new services on January 1, 2011.

Implementation Plan Timeline Detail		
1 - Implementation Management		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Jun-09	31-Dec-11	RSMC / SBWMA coordination meetings – minimum once per month
2 - SBWMA/Member Agency Public Education and Outreach		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Jun-09	31-Dec-10	RSMC Public Education coordination meetings with SBWMA and Member Agencies
1-Jan-10	31-Dec-10	RSMC collaboration with SBWMA/Member Agencies on design of public education materials
1-Jun-10		Suggested date to send introductory mailer to all residential customers
1-Jul-10		Suggested date to send introductory mailer to all multi-family and commercial accounts
1-Jul-10		Suggested date to send comprehensive residential services brochure including tear-off postcard for selection of garbage cart size
3 - RSMC Public Education and Outreach		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Jun-09	31-Dec-10	RSMC Public Education coordination meetings with SBWMA and Member Agencies
1-Jan-10	31-Dec-10	SBWMA/Member Agencies collaboration with RSMC on design of public education materials
1-Jan-10	1-June-10	Design and produce "How to" recycling DVD
1-Jan-10	1-June-10	Develop RSMC website
1-Jan-10	31-Dec-10	Design and produce door hangers
1-Jan-10	31-Dec-10	Design and produce Non-Collection Notices
1-Jan-10	31-Dec-10	Assemble used motor oil recycling kits
1-Jan-10	31-Dec-10	Design and produce annual on-call collection service collection notices
1-Jan-10	31-Dec-10	Design and produce annual holiday tree recycling notices
1-Jan-10	31-Dec-10	Design and produce twice-annual commercial recycling notices
2-Apr-10	31-Dec-10	Begin staffing booth at local public events, PSA's, presentations at service organizations & schools.
4 - Customer Service		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Jun-09		Request for database including all customer information in electronic flat file. Initial request occurring in June 2009. Subsequent requests will be done on a quarterly basis.
1-Sep-09	31-Dec-09	RSMC database conversion to NCRM
1-Sep-09	31-Dec-09	Verify accuracy and completion of all customer information
1-Sep-09	31-Dec-09	Installation of all NCRM service codes for daily work orders and reporting
1-Sep-09	31-Dec-09	Installation and testing of all systems
5 - Cart Procurement		
<u>Start</u>	<u>End</u>	<u>Description</u>
3-Aug-09	30-Sep-09	Determine configuration of cart orders

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1-Sep-09	30-Sep-09	Place all cart orders for residential, multi-family, and commercial customers
1-Apr-10	30-Sep-10	Delivery of all carts to RSMC storage location
6 - Container Procurement		
<u>Start</u>	<u>End</u>	<u>Description</u>
3-Aug-09	30-Sep-09	Determine configuration of cart orders
1-Sep-09	31-Dec-09	Place all steel container orders
1-Apr-10	31-Jul-10	Delivery of all steel containers to RSMC storage location
7 - Vehicle Procurement		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Sep-09	30-Sep-09	Place all truck and chassis orders including all support vehicles
1-Jul-10	30-Sep-10	Distributor QC inspections, vehicle registration, and delivery to RSMC
16-Aug-10	15-Oct-10	Install Routeware equipment in collection vehicles
1-Jul-10	30-Nov-10	Final inspection and field testing of all vehicles by RSMC
8 - Collection Routing		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Sep-09	31-Dec-09	RSMC database conversion to NCRM
1-Sep-09	31-Dec-09	Verify accuracy and completion of all customer information
1-Jan-10	30-Jun-10	Download customer data file to Route Smart, Obtain Updated GIS Maps, Decode and trouble shoot data, create initial routes, test and modify as necessary.
1-Oct-09	31-Dec-10	Quarterly obtain updated customer files, update NCRM files, changes in Route Smart
1-Oct-09	31-Dec-09	Obtain updated customer files, update NCRM files, changes in Route Smart
1-Jan-10	31-Mar-10	Obtain updated customer files, update NCRM files, changes in Route Smart
1-Apr-10	30-Jun-10	Obtain updated customer files, update NCRM files, changes in Route Smart
1-Jul-10	30-Sep-10	Obtain updated customer files, update NCRM files, changes in Route Smart
1-Oct-10	31-Dec-10	Obtain updated customer files, update NCRM files, changes in Route Smart
1-Jul-10	31-Dec-10	Download customer data file to Route Ware Software and install on-board system, test and modify as necessary.
1-Sep-10	31-Dec-10	Field-check all MFD and Commercial customer locations / verify readiness for service
1-Oct-10	31-Dec-10	Obtain customer changes daily, update NCRM files and make changes in Route Smart and Route Ware.
9 - Operations and Maintenance Facility		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Oct-09	30-Oct-09	Develop plan for computer/communications/office equipment procurement and installation
2-Nov-09	31-Dec-09	Place orders for all SRDC computers/communications/office equipment
1-Jul-10	31-Dec-10	Coordinate with SBWMA and Allied for equipment installations and move to SRDC
1-Oct-10	31-Dec-10	Install and test computer and communications systems
10 - MFD & Commercial Recycling Blitz		
<u>Start</u>	<u>End</u>	<u>Description</u>
1-Jan-10	31-Mar-10	Design and produce New Service brochure for Recycling Blitz
1-Jan-10	31-Mar-10	Establish Recycling Blitz operations base in Burlingame

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Implementation Plan Timeline Detail		
1-Jan-10	31-Mar-10	Recruit and train Recycling Blitz Team personnel
1-Jan-10	31-Mar-10	Develop detailed Recycling Blitz Operations Plan and Team assignments
1-July-10	31-Dec-10	Conduct MFD & commercial recycling promotion Blitz
11 - Personnel Recruitment and Training		
<u>Start</u>	<u>End</u>	<u>Description</u>
19-Jul-10		Reception BBQ to meet RSMC team and opportunity to ask questions.
09-Aug-10		Job fair including a formal presentation, mandatory training schedule, Q & A, and employment application process.
23-Aug-10		Make-up meeting for employees that were not able to attend the job fair.
1-Sep-10	30-Sep-10	Issue letters of employment offer
1-Oct-10	29-Oct-10	Pre-employment exams
1-Dec-10	28-Dec-10	New-hire orientation and onboarding
4-Oct-10	17-Dec-10	Customer Service, Sales & Administration, and Operations training.
18-Oct-10	17-Dec-10	Driver and Mechanic training.
15-Nov-10	17-Dec-10	Practice collection route runs by all new drivers
12 - Container Distribution		
<u>Start</u>	<u>End</u>	<u>Description</u>
2-Aug-10		Deadline for selection of SFD cart size pending delivery of default size
16-Aug-10	3-Dec-10	Exchange all commercial and multi-family containers
13-Sep-10	18-Dec-10	Delivery of all residential carts and kitchen pails
15-Nov-10	31-Dec-10	Distribution to multi-family dwelling customers of public education door hangers, posters, and Tote-Bags
GO LIVE JANUARY 1, 2011!		