

## **EXHIBIT G STREET SWEEPING**

### **Contractor Responsibilities for Street-Sweeping Oversight**

1. **General Oversight and Contract Administration.** The Contractor shall be responsible for the oversight, supervision, and administration of all street-sweeping operations to ensure compliance with the terms and conditions of this Agreement, the performance standards established by the City, and all applicable stormwater quality requirements under the City's Municipal Separate Storm Sewer System (MS4) Permit. The Contractor shall designate a representative who will serve as the primary point of contact for City staff. This individual shall be responsible for contract management, operational oversight, MS4-related compliance support, and performance evaluation.
2. **Field Inspections and Performance Monitoring.** The designated representative shall:
  - a) Conduct regular field inspections to assess service performance, verify compliance with contractual obligations and MS4 Permit requirements, and ensure adherence to established schedules, cleaning routes, and service quality standards.
  - b) Review and analyze operational data, including route completion reports and service logs, to evaluate efficiency, effectiveness, and consistency with MS4 best management practices (BMPs).
  - c) Track and document resident complaints and service-related concerns, identifying patterns or recurring deficiencies to be addressed in coordination with City staff.
  - d) Recommend route or schedule adjustments, including operational modifications necessary to improve pollutant load reduction and ensure alignment with the City's MS4 stormwater quality management goals, subject to City review and approval.
3. **Resident Communication, Complaint Resolution, and MS4-Related Response.** The Contractor shall establish and maintain accessible communication channels for residents to submit street-sweeping-related complaints, including MS4-related concerns such as debris accumulation, pollutants near gutters, or missed sweeping in storm drain-sensitive areas. Acceptable methods may include a dedicated hotline, email address, or online portal. These channels shall be monitored daily to ensure timely responsiveness.
  - a) The Contractor's customer service team shall be trained to efficiently process complaints, log all service requests, and serve as the liaison between residents and the street-sweeping operations team.
  - b) The Contractor shall ensure timely investigation and resolution of complaints, coordinating internally to address any deficiencies.
  - c) The Contractor shall conduct follow-up communications with complainants to confirm resolution and document feedback for continuous improvement.

4. **Performance Tracking, MS4 Metrics, and Reporting.** The Contractor shall track and report key performance metrics related to street-sweeping services, including but not limited to:

- a) Total number of service requests and complaints received per month, including those with potential MS4 implications.
- b) Categorization of complaints by type and frequency (e.g., missed routes, inadequate cleaning, debris left in gutters, pollutants accumulating near storm drain inlets).
- c) Response and resolution times for complaints, including corrective actions taken and any preventive measures implemented to support MS4 compliance.
- d) Number and results of field inspections, including compliance assessments with performance standards and MS4 best management practices.
- e) Any modifications to routes or schedules, including justification for changes and any anticipated improvements to stormwater quality outcomes.

The Contractor shall compile these performance metrics into a monthly report submitted to the City. Each report shall provide a comprehensive analysis of service trends, highlight areas for improvement, and propose corrective actions as needed. The Contractor shall utilize data-driven insights to enhance operational efficiency, ensure accountability, and support continuous service improvement.