April 29, 2024











AMERICAN RECLAMATION

COLLECT • RECYCLE • DIVERT • REUSE

American Reclamation's Response To Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo





CITY OF EL SEGUNDO
INCORPORATED

4560 Doran Street
Los Angeles, CA 90039
(888) 999-9330
www.americanreclamation.com

AMERICAN RECLAMATION
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(818) 552-4074 • FAX (818) 548-8814
Website: www.americanreclamationinc.com

April 26, 2024

Ms. Erica Miramontes
Senior Management Analyst
City of El Segundo Public Works Department
350 Main Street
El Segundo, CA 90245

Re: COVER LETTER / EXECUTIVE SUMMARY - Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo

Dear Ms. Miramontes,

American Reclamation is pleased to submit this proposal in response to the **City of El Segundo's Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo**. American Reclamation has been providing waste management solutions through the collection and processing of refuse, recycling and organics from municipalities, government entities, school districts, and colleges in Southern California for over 37 years. We have never had a contract terminated for lack of performance and pride ourselves on providing superior customer service to all of our customers.

In the past 15 years, American Reclamation has made a pivotal change in our operation, permitting a medium volume compostable materials facility, the installation of electric operating equipment in contrast to natural gas or diesel, and focused on providing organic waste solutions in accordance with Senate Bill 1383. These resources and our team's expertise will work seamlessly with the City of El Segundo and customers in the City, and we will be actively involved with the execution and management of the proposed agreement. It is important to mention, American Reclamation's core focus and values have always been on diverting reusable materials from landfills, we are a recycling company first and prioritize upcycling of reusable materials. This differs from other haulers whose history is focused on trash collection and entered the recycling industry due to state mandates. American Reclamation's focus on upcycling of materials is motivated by our company values and goals, not motivated only by state mandates.

Throughout this procurement process, our operations, finance, and bidding teams have evaluated this procurement carefully, including but not limited to the RFP, answers to bidders questions, the draft agreement, and the scope of work to be performed. We have no objections or exceptions to the terms

and conditions presented in the RFP, draft Agreement and Addendum 1 (Answers To Bidders' Questions). American Reclamation has carefully reviewed these requirements, and we can confirm that we will **meet** and **exceed** the stated requirements of the RFP and the Draft Agreement, in addition to exceeding the expectations of the City. This proposal shall remain valid for a period of not less than one hundred eighty (180) days from date of award of the service agreement under this RFP. American Reclamation fully understands the scope of work (SOW) and we are confident we will **exceed** all of the City's sustainability, diversion and collection needs for El Segundo, CA customers.

In addition to American Reclamation's in-depth and comprehensive services offered, American Reclamation will be providing the following enhancements:

- ★ **FREE collection from all City Facilities**
- ★ **FREE compost to all customers to aid in SB 1383 compliance**
- ★ **FREE enrollment in the American Resource Recovery Program (ARRP)**
- ★ **FREE facility tours to City residents, businesses and groups doing business in or affiliated with the City of El Segundo**
- ★ **Guaranteed compliance with SB 1383 AB 1826 and ALL applicable waste management, sustainable, and environmental State and Assembly Bills.**
- ★ **Guaranteed limitation of vehicle miles traveled (VMT's) achieved by our industry leading routing software.**
- ★ **Active in the City Chamber of Commerce**
- ★ **Tire Recycling Available**
- ★ **Carpet Recycling Available**

The following individuals are duly authorized to make representations in regards to American Reclamation, Inc. and this proposal response and are signatories of our company:

John R. Gasparian, Sr.
President & CEO
D: (747) 257- 0422
O: (888) 999 - 9330 ext.: 232
E: John@americanreclamation.com

John R. Gasparian, Jr.
Vice President & General Manager
D: (747) 257-0352 / (213) 270-5958
O: (888) 999 - 9330 ext.: 233
E: JohnG@americanreclamation.com

We feel that we have an in-depth understanding of the needs and requirements of the City of El Segundo. We have built custom recycling programs for various commercial customers and numerous school districts (source-separated bottle & can programs, green waste recycling,

cardboard and paper recycling, metal recycling, in addition to in-classroom recycling containers to further separate materials). American Reclamation is a Los Angeles based waste management business, but our operations span over 5 Counties, over 20 Cities, and we feel our recycling expertise and industry knowledge will be invaluable to the City as we aid in your collection and compliance needs. American Reclamation has kept the customer's that we serve compliant with state mandates, and we have seamlessly implemented source-separated organics recycling requirements per California law SB 1383.

We would like to express our gratitude and appreciation to the City for giving us the opportunity to participate in this solicitation. We are certain that a partnership between the City and ourselves will be a positive step in the direction of compliance, efficiency, in addition to mitigating solid waste, organics and recycling collection and disposal costs to multifamily residential and commercial customers within the City of El Segundo.

Please do not hesitate to contact any of the aforementioned representatives listed above with any questions or requests for clarification. We remain ready, qualified, and prepared to provide non-exclusive solid-waste collection and disposal services in the City for the foreseeable future if selected and awarded an agreement under this RFP. We can also be contacted at our toll-free number: (888) 999-9330 or at our corporate headquarters located at 4560 Doran Street, Los Angeles, CA 90039.

Sincerely,

John R. Gasparian, Jr., TRUE Zero Waste Advisor
Vice President & General Manager

CITY OF EL SEGUNDO

RFP FOR COMMERCIAL SOLID WASTE COLLECTION, RECYCLING, AND DISPOSAL SERVICES FOR THE CITY OF EL SEGUNDO

Questions & Answers

Q1	Are bulky item pickup service chargeable to customer? Is there a limit on quantity per bulk item pickup service?
A1	This will be left up to the proposer.
Q2	Rate Proposal Form: Is City looking for the haul rates only since processing and green waste per ton fee is in a separate section of the rate proposal form? For example, Drop-off Box – plus actual processing fee, the City is asking for the haul rate. Processing fees will be charged to customer per ton. If this is the case, should there be a section for "landfill fee"?
A2	This will be left up to the proposer. Proposed as suggested.
Q3	Rate Proposal Form: Please clarify and confirm if "Clean-Up Bin Weekly Rental" is for non-recycling services and Clean-Up Bin trip charge is for both delivery and removal charge per temp bin.
A3	Correct, this is referring to non-recycling services. The charges will be left up to the proposer.
Q4	How many haulers is the city aiming to have?
A4	This will be at the discretion of the City Council, but staff intend to recommend three.
Q5	Has the city given any thought to extending the RFP?
A5	Not at this time.
Q6	In Article 2, Definitions, Section 2.38 "Discarded Materials", Is this definition to include the non-exclusive franchisee to collect materials discarded by the unhoused's temporary housing on the streets of the City?
A6	No. The agreement only applies to commercial and multi-family generated materials.
Q7	What are the parameters of the Non-Exclusive Franchise? Is it the City's direction to have multiple franchisees within the City or divide the City in multiple zones and have each franchisee responsible for its zone?
A7	The intent is to have multiple non-exclusive franchisees to afford each customer a choice.
Q8	How many franchisees is the City intending to allow? The current permitted haulers or limit the number?
A8	This will be at the discretion of the City Council, but staff intend to recommend three.
Q9	Will rates be uniform within the City or different for each franchisee?
A9	The City will not regulate the rates. The intent is to have multiple non-exclusive franchisees that will compete for business, similar to what is happening now with the permit system.
Q10	Article VIII, Diversion Standards, 8.01 B, maintain a minimum 50% diversion rate is a tough challenge with the current infrastructure. Accepting it is dooming the franchisee to failure. High Density Organic Material Recovery is available so is Dry Recyclable Material Recovery Facilities. Has the City considered what to do when it sees the franchisees can not achieve a minimum 50% diversion rate other than charging Liquidated Damages?
A10	The intent is to require the franchisee to maintain a minimum 50% diversion rate. The City is open to accepting a variety of mechanisms implemented in good faith to ensure the minimum diversion requirement is met. The City will be available to discuss alternatives as needed but reserves the right to exercise the liquidated damages clause as needed.

Q11	Will the City allow haulers to quantify back-hauling and third-party recycling tonnage from customers serviced and report it as diversion to count towards the 50% diversion requirement mentioned in Section 8.01.B.?
A11	The intent is to require the franchisee to maintain a minimum 50% diversion rate. The City is open to accepting a variety of mechanisms implemented in good faith to ensure the minimum diversion requirement is met. If the franchisee is able to provide adequate justification and documentation demonstrating that all efforts for diversion have been implemented in good faith and the tonnage from their customers back-hauling and third party recycling is needed to provide the remaining diversion tonnage, the City will consider that approach.
Q12	Can Construction and Demolition tonnage collected by a hauler in El Segundo be counted towards the minimum diversion requirement?
A12	No. The C&D diversion requirement is a 65% minimum per State law. The 50% diversion requirement for RFP purposes only applies to the commercial and multi-family customers.
Q13	Pursuant to Section 9.02.A, hauler shall collect recyclable materials once per week for each customer and must ensure the customer has sufficient level of service to prevent nuisances like overfilling or containers. Will haulers be allowed to automatically increase customers service levels to comply with this requirement?
A13	This will be left up to the proposer.
Q14	Will the City take the lead in collecting any material that disposed of in an unauthorized manner as described in Section 10.11?
A14	Assuming the section reference in the question should be Section 10.10, yes, upon notification from the franchisee per Section 10.10, the City will initiate an investigation and take the appropriate steps to ensure the violator arranges for removal of the unauthorized discarded material.
Q15	Is the City amenable to allowing haulers to utilize CNG fuel until RNG that is SB 1383 compliant is commercially available to fuel all collection vehicles?
A15	The City has provided a grace period of one year from agreement commencement before 100% compliance must be obtained.
Q16	Is the City amenable in allowing collection vehicles up to 10 years old rather than the 7-year requirement stipulated under Section 11.02 of the draft franchise agreement?
A16	If the older vehicles operate on the required fuel, yes, the City will consider allowing the use of those vehicles with a proposed plan to phase out by 10 year age limit.
Q17	Under section 5.0. Proposal Requirements of the RFP Table 2. Indicates the need for "Litigation history and regulatory compliance" and "Employment of Prior Contractor Employees," but no additional information is listed between sections 5.1 – 5.5 of the RFP providing the context of what is required. Will the City please define specifically what it is looking for?
A17	This information was provided in the response to RFQ and can be removed from the requirements within the RFP.
Q18	The RFP required rate forms, is the City's intent to provide a uniform set of rates that all haulers may charge, or will each haulers' submittal be the rates they are able to charge, or is the rate sheet meant to be a guideline but haulers are free to negotiate rates with each customer on a case-by-case basis?
A18	The City will not be regulating the rates (i.e., will not be setting a rate schedule that will be incorporated into the franchise agreement), but the RFP is asking for the initial rates that will be offered to customers in the event the company is chosen for a franchise agreement. However, proposers should keep in mind that the initial rates offered must be consistent with the rate schedule included with the RFP. The proposed rates are important to the City's consideration of customer value. If a company is awarded a franchise and then offers rates higher than those proposed in the RFP, the City can consider that to be fraud and may revoke

	the franchise agreement on that basis alone. All proposers should take this obligation seriously and only propose rates that it intends to charge if selected. Of course, any proposer that is selected may choose to offer rates lower than those proposed in the RFP.
Q19	Are the current hauler customers grandfathered in or will they need to be adjusted to the rate sheets provided?
A19	This is up to the proposer. The only requirement is that no one can be charged (initially) a rate that exceeds that set forth in the proposed rate schedule. The proposer can always charge less if they want. Keep in mind that although the City is not regulating the rate, if a proposer's initial rates to customers are more than what was set forth in the RFP, that can be considered a fraud on the process and the franchise terminated.
Q20	Are these rates a "ceiling" or will we be able to price lower in a competitive situation?
A20	Although the City is not regulating the rates, per se, a franchisee may not charge (initially) its customers rates in excess of those proposed in the RFP. It can certainly charge lower rates if it wants to or needs to in order to compete. However, if it charges more initially, that could be considered fraud in the RFP process and cause for revocation of the franchise.
Q21	Will the City allow for annual rate adjustments? If yes, is the City's intent to provide a prescribed rate adjustment methodology or are haulers free to use their own?
A21	No. The City is not regulating the rates at all. The RFP asks for them so we can see what each company intends to charge initially for its services. After that, the market decides.
Q22	If rate adjustments are allowed, will haulers be required to provide the City with annual rate sheets following a rate increase?
A22	No. The City will not regulate rates, just as it doesn't now on the commercial side.
Q23	Would the City allow haulers to price recycling separately from trash given that customers have different level of recycling and trash service?
A23	This will be left up to the proposer.
Q24	What level of recycling services should the bidder assume in its commercial & multi-family refuse bin service pricing?
A24	Not sure what this question is asking. Level of services is determined between the franchisee and the customer.
Q25	Under the Roll Off section of Appendix A, the rate sheets only have one column for rates. We suggest two columns be under the Roll Off section, one for the haul rate and another for the per ton disposal or processing rate for the material collection. If we assume each haul includes a certain amount of tons, we will still need an approved rate for any tons to charge above the included tons.
A25	Propose as suggested.
Q26	Will haulers be allowed to charge roll-out and valet/scout services? If so, would the City please add those lines items to the Rate Proposal Form?
A26	This will be left up to the proposer. Proposed as suggested.
Q27	Would the City be willing to add 6-yard bin service to the Rate Proposal Form?
A27	Yes. Propose as suggested.
Q28	Will haulers be allowed to offer 7x/week service in the City of El Segundo? If yes, can the City update the Rate Proposal Form?
A28	Yes. Propose as suggested.
Q29	Section 4.1 states that commercial customers will receive, at minimum, weekly recycling and weekly organics collection on the same day as their trash collection. Customers may request additional recycling and organics carts at no additional charge. Is there a limit to the number of additional recycling and organics containers that customers may request at no additional cost,

	or is it the city's intent that customers may request an unlimited number of recycling and organics containers at no additional cost? The RFP is not clear in this regard.
A29	This will be left up to the proposer.
Q30	Which forms within the RFP and Draft Franchise Agreement will the City require haulers to execute for the proposal submission?
A30	The submittal requirements are outlined in the RFP. **Proposer shall submit:** · One (1) bound, fully executed original · Four (4) bound copies · One (1) flash drive with a PDF copy of the proposal and the Excel workbook with the completed rate proposal forms
Q31	Will haulers be required to pay and fees to the City (e.g., Franchise Fees) as part of the non-exclusive commercial franchise agreement?
A31	No franchise fees are required.
Q32	Are haulers required to service and maintain certain number of customers in the City as part of the non-exclusive franchise agreement?
A32	No.
Q33	Will the City be amenable in extending the deadline for proposal submission?
A33	Not at this time.
Q34	Can haulers add a compliance fee on a customer's invoice if they refuse to participate in a recycling and organics program that is compliant with AB 341 and SB 1383?
A34	This will be left up to the proposer.
Q35	Annual adjustment- Article II. Definitions (Draft Agreement Section 2.34, Page 11) - "Consumer Price Index" or CPI - The Draft Agreement defines CPI however, there is no mention or provided language of an annual rate adjustment schedule or terms either in the Draft Agreement or RPF. Is the Proposer allowed any rate adjustments during the term of this contract?
A35	The City doesn't regulate the rates and will not need to approve future adjustments.
Q36	Scout fees- Can you please confirm whether hauler would be allowed to apply ancillary fees- specifically scout, push out, distance, locking lids scout etc. The City's proposed rate sheet does not have scout fee included specifically.
A36	This will be left up to the proposer.
Q37	Page 8, Section 4.1- Recycling and organic material collection - Are the trash and recycling rates bundled?
A37	Rates are to be proposed per the Rate Proposal Form.
Q38	Article XXV. Franchise Transfer; City Consent; Fees (Draft Agreement Section 25.06, Page 82) - "The application must include a deposit of $20,000" - Is this only reserved if the Proposer does engage in Transferring Franchise to another entity after the franchise commences and this deposit of $20,000 is not required for this RFP?
A38	Correct.
Q39	Please provide the current service levels by material for the 610 retail/industrial and 440 multi-family accounts? Please provide any current monthly or annual disposal tonnage data per materials serviced?

<table>
<tr><td>A39</td><td>Reports received for Quarter 4 of 2023 from the current permitted haulers provided that approximately 4,219 tons of refuse, 909 tons of recyclables and 310 tons of organics was collected from the City. The same reports provided that approximately 4,011 tons of refuse, 147 tons of recycling and 50 tons of organics was disposed of. These numbers only slightly fluctuate from quarter to quarter. See below for summary of total tonnage.
<table>
<tr><th>Quarter</th><th>Total Tons Generated</th><th>Total Tons Diverted</th><th>Total Tons Disposed</th></tr>
<tr><td>QTR-1-2023</td><td>6328.33</td><td>1828.74</td><td>4499.59</td></tr>
<tr><td>QTR-2-2023</td><td>5856.93</td><td>1238.47</td><td>4618.46</td></tr>
<tr><td>QTR-3-2023</td><td>5876.29</td><td>1490.95</td><td>4385.34</td></tr>
<tr><td>QTR-4-2023</td><td>5614.10</td><td>1376.14</td><td>4237.96</td></tr>
<tr><td>Total Tonnage</td><td>23675.65</td><td>5934.31</td><td>17741.34</td></tr>
</table></td></tr>
<tr><td>Q40</td><td>Please provide current rates for all service levels by material for the 610 retail/industrial and 440 multi-family accounts.</td></tr>
<tr><td>A40</td><td>The City has operated under an open permit system. The City has not regulated rates nor have rates been disclosed to the City.</td></tr>
<tr><td>Q41</td><td>Does the City of El Segundo require any regulatory or franchise fees or disposal tonnage fees required by the Proposer to submit to the City? If so, what is the fee amounts as a percentage of gross or net revenue and also, fee amount for tonnages collected ($/ton)? What will be the schedule of payments, monthly, quarterly or annually?</td></tr>
<tr><td>A41</td><td>No regulatory, franchise or disposal tonnage fees are required.</td></tr>
<tr><td>Q42</td><td>How will the City determine pricing? Will rates remain the same for all haulers selected, will each hauler determine their own rates?</td></tr>
<tr><td>A42</td><td>The City is not regulating the rates. A rate schedule is being requested so that the city may determine which proposers offer the best value to customers. The city expects that a franchisee will, in fact, charge no more than those rates initially if awarded a contract. If a franchisee's initial rates to customers are higher than those represented in the RFP, that may be considered fraud and grounds for revocation of the franchise. Any subsequent rate adjustments are at the discretion of the franchisee.</td></tr>
<tr><td>Q43</td><td>Contamination- Please confirm that haulers will be able to charge for contamination. As currently written, there seems to be no mechanism which directly impacts participation level.</td></tr>
<tr><td>A43</td><td>This will be left up to the proposer. Propose as suggested.</td></tr>
<tr><td>Q44</td><td>How will the franchise be executed? Will the number of haulers be limited? Will zones be awarded? If so, what is the evaluation criteria to determine number of selected haulers?</td></tr>
<tr><td>A44</td><td>This will be at the discretion of the City Council, but staff intend to recommend three. There will be no exclusive zones. The intent is to have multiple non-exclusive franchisees to afford each customer a choice.</td></tr>
<tr><td>Q45</td><td>Section 3.03 states "Franchisee waives any right it may have to challenge the terms of this Agreement under federal, state, or local law, or administrative regulation." However, as written, it is not clear what "challenge" to the terms of the Agreement under applicable may include. Can the City please clarify?</td></tr>
<tr><td>A45</td><td>The City has nothing to add in response to the question. Each proposer should consult with its own legal counsel regarding the terms and conditions of the agreement and make a proposal only if it is comfortable with the terms and willing to be bound by them.</td></tr>
<tr><td>Q46</td><td>Section 8.01(B) refers to the diversion of solid waste "during each year of this Agreement." However, liquidated damages penalties which apply each month the Contractor fails to satisfy diversion requirements. See Ex. 5, Sec.</td></tr>
<tr><td></td><td>1.2. Can the City clarify? If diversion is measured annually, why are liquidated damages measured monthly?</td></tr>
</table>

A46	The City has noted the apparent discrepancy and will consider appropriate modifications.
Q47	Section 11.01 states "Franchisee must be able to operate only with collection vehicles that utilize SB 1383-compliant renewable fuel within one year after the Effective Date of this Agreement." How will the City address this if SB 1383- compliant renewable fuel is not commercially available by the time required in the Agreement?
A47	The City is considering adding language to the agreement to account for this possibility. Proposers can feel free to list this as an exception if they wish.
Q48	Section 14.09 states "The parties agree that failure of Franchisee to timely provide the services set forth in this Article constitutes a default" and "for each calendar day after written notice is delivered to Franchisee and Franchisee fails to cure such default, that Franchisee will pay City, as and for liquidated damages, and not as a penalty, the sum of $500." It is not clear whether any default under this provision is intended as additive to the liquidated damages otherwise assessable under the Agreement. Can the City please clarify?
A48	The default under Section 14.09 is in separate from any penalties called out in Exhibit 5. The City reserves the right to modify this answer upon further review by the legal department, if necessary.
Q49	There is no right to cure for any alleged default, or even an obligation for the City to provide a notice of default. Can the City please clarify?
A49	Each proposer should consult with its own legal counsel regarding the default and remedy provisions of the Agreement. City may include additional, clarifying language during negotiations.
Q50	Liquidated damages apply to the "Failure to implement the services described in this Agreement $5,000 per day that the services are not implemented" for an amount of "$5,000 per day that the services are not implemented." However, it is not clear what services are at issue. Not all services are equal, and even as it pertains to collection services, the City is operating an open-market system. What is the City envisioning for the purposes of this provision?
A50	Draft clarifying language will be provided and finalized during negotiations with franchisee. The City reserves the right to modify this answer upon further review by the legal department, if necessary.
Q51	The RFP includes a street sweeping schedule with maps. However, the Agreement does not address street sweeping. Can the City please clarify how sweeping is presently done and the City's intent?
A51	This exhibit was provided only for planning purposes. The Agreement does not contemplate street sweeping services.
Q52	The Agreement does not address the payment of franchise fees or other City fees relating to the performance of services. Can the City please clarify its intent?
A52	No franchise fees are required.
Q53	Normally, the definition of solid waste excludes source separated Recyclable Materials and Organic Waste (among other exclusions) to, in effect, clarify the difference between garbage/refuse and processable materials. The Agreement does not do that here, leaving ambiguity as to when the Agreement is distinguishing between solid waste (i.e., garbage) on the one hand and Recyclable Materials and Organic Waste, on the other hand. Can the City please clarify?
A53	The City defines "solid waste" per Public Resources Code § 40191. It is unclear what clarification is needed.
Q54	On the rate proposal form, solid waste collection and recycle collection is bundled. The rate sheet states "Includes one solid waste collection bin and disposal and one recycling service". Can the City define the "one recycling" service? As stated it is unclear if there is a ratio of trash to recycling that must be adhered to or if all customers get one standard container and frequency regardless of solid waste volume

	subscribed to.
A54	Thank you for bringing to our attention. It should read "Includes one solid waste collection bin FOR disposal and one FOR recycling service".
Q55	Section 4.1 Commercial Services of the RFP states that recycle and organic services must be collected on the same service day. If the customer elects to have recycle or organics services at a different frequency (Ex. 2x per week, or 3x per week) this would cause differences in scheduled service days in conflict with this requirement. Does the City intend to have customers only subscribe to the same frequency for all 3 waste streams? If so, with Organics being separated on the rate sheet it allows for the customer to choose different service levels.
A55	Service levels will be left up to the franchisee and the customer, with at a minimum same day service for one of the pickups.
Q56	Given the short turnaround from the point where proposer questions are submitted to when the City anticipates having responses to all proposer questions, is the City willing to consider issuing an extension for the FINAL response submittal date?
A56	Not at this time.

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2.0. PROPOSER INFORMATION

2.1.1. Business Structure

Name:	American Reclamation, Inc.
Corporate Office, Recycling Facility and Maintenance Yard Address:	4560 Doran Street Los Angeles, CA 90039-1006
Toll-Free Phone:	(888) 999-9330
Fax:	(818) 548-8814
Email:	info@americanreclamation.com
Other Locations:	Greenwaste Yard 4510 Doran Street Los Angeles, CA 90039 Metal Yard 5487 W. San Fernando Road, Los Angeles, CA 90039
Business Structure:	C Corporation
Incorporated In:	State of California
Date of Incorporation:	July 14, 1986
Taxpayer ID No.:	95-4062148
Company Ownership:	John R. Gasparian, Sr. – 100%
Company Officers:	John R. Gasparian, Sr. – CEO and President John R. Gasparian, Jr. – General Manager and Vice President
Number of Employees:	Approximately 100+ employees, depending on season, based at corporate headquarters location in Los Angeles, CA.
Client/Customer Base:	Over 50 governmental agencies and over 10,000 customer service units.

Please see Exhibits 2-A and 2-B below for American Reclamation, Inc.'s Certificate of Status and Statement of No Change from the State of California's Secretary of State.

Exhibit 2-A
American Reclamation, Inc.'s Certificate of Status
From State of California Secretary of State

State of California
Secretary of State
CERTIFICATE OF STATUS

ENTITY NAME:

AMERICAN RECLAMATION, INC.

FILE NUMBER:	C1380146
FORMATION DATE:	07/14/1986
TYPE:	DOMESTIC CORPORATION
JURISDICTION:	CALIFORNIA
STATUS:	ACTIVE (GOOD STANDING)

I, ALEX PADILLA, Secretary of State of the State of California, hereby certify:

The records of this office indicate the entity is authorized to exercise all of its powers, rights and privileges in the State of California.

No information is available from this office regarding the financial condition, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of October 17, 2019.

ALEX PADILLA
Secretary of State

CMH

NP-25 (REV 02/2019)

Exhibit 2-B
American Reclamation, Inc.'s Statement of No Change
From State of California Secretary of State

Secretary of State
Statement of No Change
(California Stock, Agricultural Cooperative and Foreign Corporations)

SI-550 NC

IMPORTANT — Read instructions **before completing this form. This form may be used only if a complete Statement of Information has been filed previously and there has been no change.**

Fees (Filing plus Disclosure) - $25.00;

Copy Fee – $1.00;
Certification Fee - $5.00 plus copy fee

This Space For Office Use Only

1. **Corporation Name** (Enter the **exact** name of the corporation as it is recorded with the California Secretary of State. Note: If you registered in California using an alternate name, see instructions.)

American Reclamation, Inc.
4560 Doran Street
Los Angeles, CA 90039-1006

2. **7-Digit Secretary of State File Number**

C1380146

3. **No Change Statement** (Do not alter the No Change Statement. If there has been any change, please complete a Statement of Information (Form SI-550).)

There has been no change in any of the information contained in the previous complete Statement of Information filed with the California Secretary of State.

4. The information contained herein is true and correct.

10/03/2019	John R. Gasparian	President/CEO	
Date	Type or Print Name of Person Completing the Form	Title	Signature

Return Address (Optional) (For communication from the Secretary of State related to this document, or if purchasing a copy of the filed document, enter the name of a person or company and the mailing address. This information will become public when filed. (SEE INSTRUCTIONS BEFORE COMPLETING.)

Name: John R. Gasparian
Company: American Reclamation, Inc.
Address: 4560 Doran Street
City/State/Zip: Los Angeles, CA 90039-1006

SI-550 NC - Instructions (REV 01/2017)

2017 California Secretary of State
www.sos.ca.gov/business/be

2.1.2. Services Description and Mission Statement

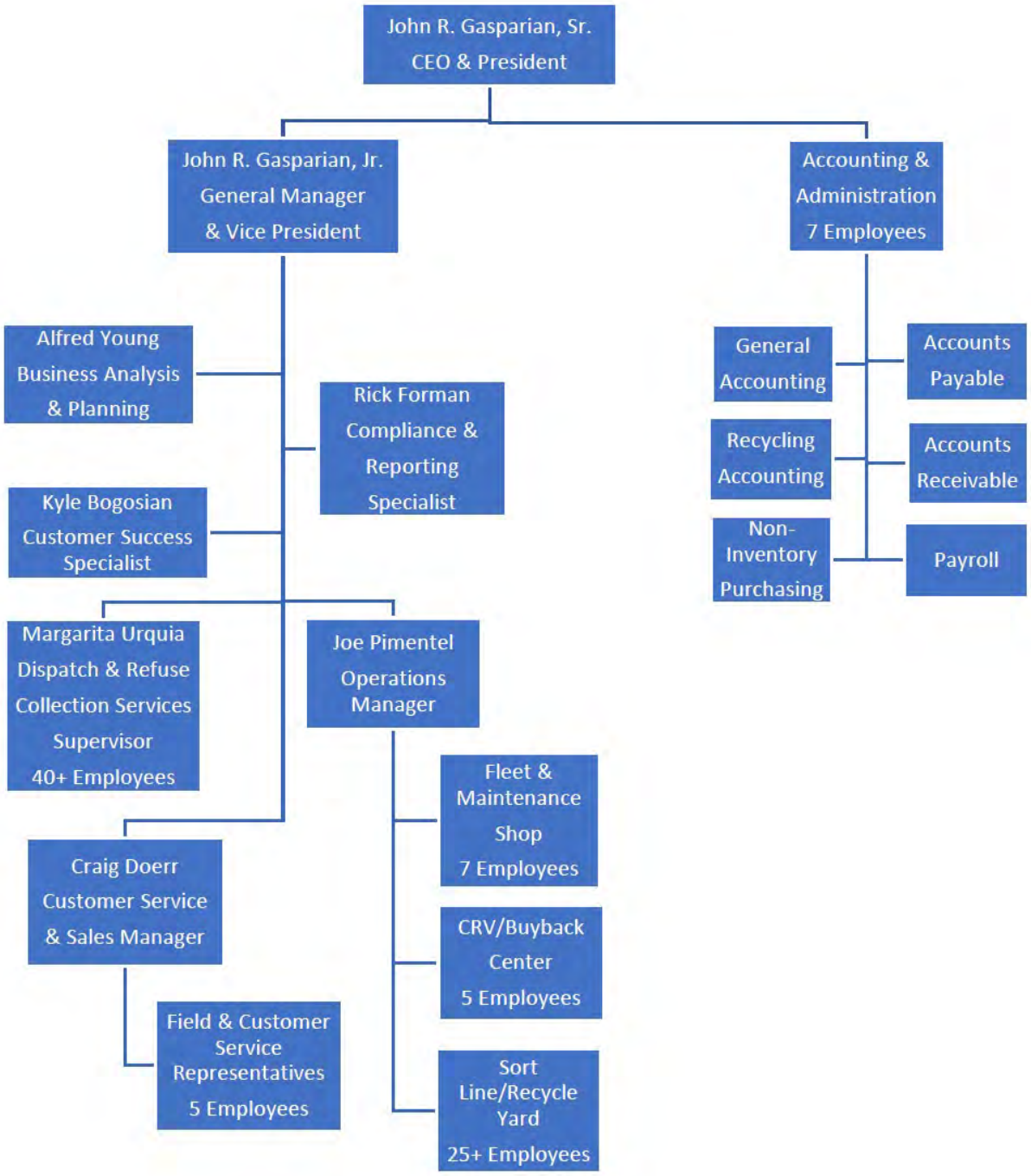
American Reclamation has 37 years of experience as a full-service recycling services and waste hauling company providing services to over 4,000 residential, multifamily, commercial and government agency customers within Los Angeles County. To protect the environment and to make the earth a better place, we encourage and promote our recycling business. We divert over 180,000 tons from the landfill each year which helps to save over 1.3 million trees each year. We strive to create value and make a difference in the local communities where we do business. Our mission statement is as follows:

- Provide a safe work place and job growth for our employees.
- Serve our customers with quality service at competitive pricing.
- Build long-term relationships with customers, employees, regulators and the community to ensure environmentally sustainable practices.
- Maintain a “Clean Air” fleet of vehicles and equipment that is fully compliant with California Air Quality Resources Board regulations.

2.1.3. Business Contact To The City of El Segundo:

John R. Gasparian, Jr.
General Manager and Vice President
4560 Doran Street
Los Angeles, CA 90039-1006
Email: JohnG@americanreclamation.com
Phone: (747) 257-0352

2.1.4. American Reclamation, Inc. Organization Chart



2.2. Key Personnel

American Reclamation will dedicate the key company personnel specified below for the management of its refuse, recycling and organics collection services provided to commercial and multifamily residential customers within the City of El Segundo. All designated personnel, unless otherwise stated, are based in the company's corporate office at 4560 Doran Street, Los Angeles, CA 90039. Please see Appendix A to this proposal for resumes of these key personnel.

2.2.1. Chief Financial Officer and President: John R. Gasparian, Sr.

John currently serves as the Chief Financial Officer, Chief Executive Officer (CEO) and President, for all of American Reclamation's waste removal, hauling and recycling business operations. John is also responsible for the marketing and sale of sorted and baled recyclable commodities to domestic and overseas mills and processors and has 40+ years working experience in the waste hauling and recycling industries.

2.2.2. General Manager & Vice President: John R. Gasparian, Jr.

John Gasparian, Jr. is responsible for business development activity, business systems and program implementation for American Reclamation. John has been with the company for 10+ years, a graduate of the University of Arizona, and has a True Advisor Zero Waste Management Certificate from the U.S. Green Building Business Council. ***John will serve as the company's business account manager and liaison to the City of El Segundo with responsibility for resolving any major business and solid-waste collection and recycling program issues El Segundo may have with the Company's provided services to the District.***

2.2.3. Contract Compliance Manager: Alfred Young

Alfred Young will oversee American Reclamation's contract compliance with the City of El Segundo and will ensure all contractual requirements are met including but not limited to, service implementation, billing, reporting, diversion goals, overall service performance, as well as vehicle & container specifications. Alfred has 3+ years of experience with American Reclamation and as a B.S. degree in Accounting.

2.2.4. Operations Manager: Joe Pimentel

Joe Pimentel is American Reclamation's Operations Manager responsible for overseeing the company's vehicle fleet and equipment maintenance shop, recycling yard operations, and its Buyback Center for separated CRV containers, scrap metal, cardboard and paper. He will oversee the delivery of appropriate solid-waste, recycling and organics collection containers to El Segundo customers to be serviced and ensuring the containers are properly maintained.

Joe has 25+ years of work experience with American Reclamation.

2.2.5. Route Supervisor/Dispatcher: Margarita Reyes

As American Reclamation's Dispatcher, Margarita supervises the company's drivers, refuse collection and scale house staff. She is responsible for developing the daily trash, recycling and organics collection routes, tracking bin, cart and roll-off container placements, and ensuring customer service level requirements are met. Margarita has 30+ years of working experience with American Reclamation. ***Margarita will be the Company's Collection Service Manager responsible for providing the operational services to El Segundo, CA customers on a daily basis.***

2.2.6. Customer Service Manager: Craig Doerr

Craig Doerr is American Reclamation's Customer Service Manager responsible for overseeing the company's public outreach efforts and managing sales and customer service personnel. Craig is responsible for resolving reported customer service issues. He has worked for American Reclamation for 23+ years and has 40+ years of experience in the recycling and waste hauling industries. ***Craig will be the Company's Customer Service Manager assigned to overseeing daily inquiries and complaints from El Segundo, CA customers.***

2.2.7. Jurisdiction Reporting Specialist/Recycling Coordinator: Rick Forman

To support American Reclamation's business activities in the City of El Segundo, Rick will serve as the Company's Reporting Specialist with responsibility for preparing and submitting monthly, quarterly and annual diversion and activity reports required by the City. Rick is American Reclamation's Regional Sales Representative performing on-site waste audits, preparing service proposals and quotations, and educating individual customers on preferred recycling and refuse disposal practices. Rick has worked for American Reclamation for the past 10+ years. He has earned certificates as a LEED Green Associate and a CRRA Professional in Sustainable Resource Management in addition to having a graduate certificate in Project Management from UCLA Extension.

2.2.8 Public Outreach Coordinator: Kyle Bogosian

Kyle is primarily responsible for customer support, assists with customer outreach and education, helps prepare customer education and marketing material, and documents, tracks and ensures resolution of any reported material contamination, service delivery, billing and customer contractual issues and complaints. Kyle will provide coordination of any company public outreach activities requested by the either the City of El Segundo, local non-profit organizations and individual company customers within the City. Kyle has a True Advisor Zero Waste

Management Certificate from the U.S. Green Building Business Council. He has a B.S. Degree in Economics from Tulane University plus completed graduate coursework in computer science at University of Nebraska – Lincoln.

2.2.9. Accounts Receivable/Billing: Katherine Vargas

Kathy manages American Reclamation's accounts receivable activities. She will process all monthly billings to company customers within El Segundo, CA and be the primary point of contact for any billing issues customers may have. Kathy has been with American Reclamation for 7+ years and has an Associate Degree in Law.

2.3. Service Transition Experience and References

American Reclamation's service transition experience and references include the following:

2.3.1. County of Los Angeles, Department of Public Works: Started October 1, 2022. Exclusive Franchise term of 10 years for commercial and multifamily residential customers in the County's Foothill solid-waste franchise zone consisting of the unincorporated communities of Altadena, La Crescenta and Montrose encompassing over 800 customers.

- Service Performed: Takeover of both a) scheduled bin and cart collection services for organics, recyclables, and trash and b) on-call temporary bin and roll-off container and trash compactor collection services as needed for organics/green waste, trash and construction, demolition and inert materials, in a previously non-exclusive/open market environment with a dozen different waste haulers with different service pricing.

- Jurisdiction Representative:
  Charles Darensbourg
  Commercial Franchise – Operations, County of Los Angeles
  Department of Public Works
  900 South Fremont Avenue Alhambra, CA 91803
  Phone: (626) 458-5163

- Notable Challenge: 2 prior waste haulers discontinued their service to customers 1 month early forcing American Reclamation to immediately assume service delivery to their customers, and 1 major waste hauler immediately pulled all its containers in the franchise zone near the start of the franchise service term without any coordination with American Reclamation causing us to respond to a high-volume of customer requests to replace the solid-waste containers. American Reclamation also had to deal with some degree of incorrect customer service level information provided to us by Los Angeles County. We also had to

implement compliance with SB 1383 at the same time. American Reclamation worked overtime to ensure all customers were serviced, contacted all customers to confirm their correct/desired service levels, received the correct type and size of service containers, ensure they were being billed correctly, and understood the recycling and organics collection requirements.

2.3.2. Los Angeles Unified School District (LAUSD): Started July 1, 2022 as an exclusive agency contract for bin & cart collection service for segregated trash, recycling and organics.

- Service Performed: Provide segregated trash, mixed recycling and organics collection service to public school sites in LAUSD's northeast zone involving the use of both front-loading bins and 2-wheel carts as well as supplying roll-off container service on an as-needed basis for the collection and processing of green waste and construction, demolition and inert materials from covered sites. Implemented segregated organics collection at all school sites.

- Jurisdiction Representative:
  Viridiana Espinoza
  Los Angeles Unified School District
  333 So. Beaudry Avenue, 21st Floor, Los Angeles, CA 90017
  Phone: (213) 241-3199

- Notable Challenge: Needed to implement and provide organics collection container for all locations and educate and assist school facility managers to understand the required adjustment to trash collection service levels due to the addition of organics collection containers.

2.3.3. Santa Monica-Malibu Unified School District: Started July 1, 2020 for the exclusive agency contract provide bin and roll-off collection services for segregated organics, recycling and trash collection services.

- Service Performed: Takeover bin collection service of segregated organics, mixed recycling and trash and roll-off container service on an as-needed basis for green waste and construction, demolition and inert materials for all school district locations. Implemented segregated organics collection at all school sites.

- Jurisdiction Representative:
  Terence Venable
  Facilities & Maintenance Manager
  1651 Sixteenth Street
  Santa Monica, CA 90404
  Phone: (424) 581-5417

- Notable Challenge: Needed to implement and provide organics collection bins for all locations and educated district janitorial and maintenance staff on specific use of organics bins as well as tailor our collections service programs for the School District to be in alignment with its published Sustainability Plan.

2.3.4. Upland Unified School District (UUSD): Started October 2, 2023 for exclusive agency contract to provide segregated collection of trash and mixed recyclables from all school district locations.

- Service Performed: Takeover of scheduled bin collection service of segregated trash and mixed recycling and provide roll-off container service on an as-needed basis for green waste and construction, demolition and inert materials.

- Jurisdiction Representative:
  Robyn Wilson
  Director of Maintenance, Operations, Transportation & Construction
  Upland Unified School District (UUSD) Support Facilities Department
  1428 W. 9th St.
  Upland, CA 91786
  Phone: (909) 949-7823

- Notable Challenge: Short implementation time for bin delivery and service initiation. Needed to provide disposal and recycling training to all district janitorial and maintenance staff.

2.3.5. **Long Beach Unified School District (LBUSD)**: Started April 15, 2024 for exclusive agency contract for the collection of trash, mixed recycling and organics from all district locations.

- Service Performed: Takeover of scheduled bin collection service of segregated trash and mixed recycling and roll-off container service on an as-needed basis for green waste and construction, demolition and inert materials. Implement separated organics collection service.

- Jurisdiction Representative:
  John Tamura
  Contracts Manager
  Long Beach Unified School District (LBUSD)
  Contracts Office
  2201 E. Market St.
  Long Beach, CA 90805
  Phone: (562) 663-3005

- Notable Challenge: Required to both remove prior hauler's bins and deliver our bins at the same time. Implemented organics collection for all service locations and performed disposal, recycling and organics training to janitorial personnel and school staff.

2.4. American Reclamation's Safety Programs and Record

2.4.1. American Reclamation's Safety Programs

Please see the following Appendices to this proposal:

Appendix B: American Reclamation's Workplace Illness and Injury Prevention Program (covers Cal-OSHA health and safety training, and drug testing)

Appendix C: Pages from American Reclamation, Inc.'s Safety & Risk Management Programs Manual (approved policies and procedures) Documenting Company Requirements for Refuse Collection Drivers to Possess Either a California Class A or B Commercial Driver's License and A Valid DOT Medical Card

Appendix D: American Reclamation, Inc.'s Fleet Safety Program. Please see pages 3 - 4 of this document pertaining to requirements for California DMV Medical Card DL51 and California DMV Record Information Form INF 70

American Reclamation performs criminal background checks on all prospective hires and requires all newly hired employees to undergo drug and alcohol testing prior to their official start of work. Refuse truck drivers that will be assigned to servicing schools must also submit fingerprints through LiveScan for criminal background checks performed by the State of California Department of Justice. All refuse truck drivers must have at least 3 years of commercial truck driving experience and a clean safety record.

All new employees, upon their start of work, undergo an initial workplace safety training covering the safety practices and requirements needed for their specific job (e.g.: safe operation of refuse trucks, heavy equipment and mechanical tools;

required personal protective equipment such as safety vests, helmets, gloves, goggles, steel-toed and puncture resistant shoes; injury prevention practices, etc.) and the company's workplace (e.g.: emergency evacuation procedures; identification and handling of hazardous materials; location of safety equipment; use of alarm systems and fire extinguishers; reporting of injuries, etc.).

American Reclamation randomly tests currently existing employees for drugs and alcohol and conducts monthly safety trainings covering specific topics. In addition, our Operations Department holds weekly "Tool-Time Tuesday" meetings that cover the use of specific tools and equipment and reporting of any safety issues.

Our maintenance shop, with a staff of 4 trained and skilled mechanics and welders, performs preventive maintenance and mechanical repairs on vehicles and heavy equipment in accordance with manufacturer's specifications as well as welding repairs and painting of metal refuse containers. All operating vehicles are inspected daily. Any vehicle or heavy equipment that has reported operational problems is pulled from use in the field until required repairs have been performed. American Reclamation has had no California Highway Patrol reports or citations for the past 5 years.

2.4.2. CHP Safety Compliance Reports (BIT Inspection Reports)

The California Highway Patrol (CHP) schedules BIT inspections according to priority. CHP will inspect companies with questionable records first. Since American Reclamation, Inc. has a safety record in goodstanding, CHP has not scheduled an inspection of American Reclamation, Inc.'s fleet maintenance facility since 2013. The Exhibit 2-C below contains American Reclamation's most recent California Highway Patrol Safety Compliance Reports (BIT inspection reports) for our own fleet maintenance facility that services our refuse and recycling collection vehicles, dated 8/12/2013:

Exhibit 2-C
California Highway Patrol Safety Compliance Reports (BIT Inspection Reports)

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
CARRIER INSPECTION
CHP 343D (*Rev. 2-99*) OPI 062

☐ This report contains CONFIDENTIAL pages. Pages 1 of 2

CARRIER NAME	CA NUMBER	LOC. CODE	SUBAREA
AMERICAN RECLAMATION INC	402844	590	S22
STREET ADDRESS, CITY, STATE, ZIP CODE	**PHONE NUMBER**	**DATE**	
4560 DORAN ST LOS ANGELES CA 90039	(818) 552-4074	08/12/13	
CARRIER REPRESENTATIVE	**TITLE**	**TIME IN**	**TIME OUT**
MARIA DRESSEL	OFFICE MANAGER	1430	1530
INSPECTION LOCATION *(IF OTHER THAN THE CARRIER'S PRINCIPAL PLACE OF BUSINESS)*	**U.S. DOT NUMBER**	**MC NUMBER**	
	N/A		

On this date, the above named motor carrier was inspected by the California Highway Patrol. The inspection evaluated the carrier's compliance with the following requirements:

☑ CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM [VC 34520 & 49 CFR 382]
☐ OTHER: _____

REMARKS

1233(a) All Drivers are currently enrolled in a random Drug and Alcohol testing. Carrier is enrolled in a consortium pool for 2013 with Norton Medical Industries located at 6265 Sepulveda Blvd Ste 13 Van Nuys CA 91411 Phone# is 818-779-1900. Carrier is upgraded to Satisfactory at this time.

As a result of the inspection noted above, this carrier was assigned a compliance rating of SATISFACTORY. This rating applies only to carrier requirements - Terminals are rated separately.

RATING HISTORY	NUMBER OF RECORDS INSPECTED	NUMBER OF VIOLATIONS	CHP 345 ISSUED	SUSPENSE DATE	CHP 100D COLUMN NO.
1 UR 2 U 3 S 4	5	0	☐	☑ Auto ☐ None	
INSPECTED BY *(NAME)*			**ID NUMBER**		**CARRIER TYPE**
M. VASQUEZ			**A6974**		☑ Truck ☐ Bus

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations recorded hereon and on the attached pages 2 through 1 will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Southern Division Motor Carrier Safety Unit Supervisor at (323) 644-9557 within 5 calendar days of the rating.

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER AND STATE
MARIA DRESSEL	OFFICE MANAGER	
CARRIER REPRESENTATIVE'S SIGNATURE	**CURRENT CARRIER RATING**	**DATE**
	SATISFACTORY	08/12/13

Destroy previous editions

C343-D 10-99.XLS

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
CONTINUATION
CHP 343-1 (REV 10-97) OPI 062

Page 2

DATE	THIS IS A CONTINUATION OF
08/12/13	CHP 343

CARRIER NAME: AMERICAN RECLAMATION INC

CA NUMBER: 402844

ADDRESS: 4560 DORAN ST LOS ANGELES CA 90039

FC NUMBER: 303486

REMARKS

13CCR 1233 All required drivers records are current and on file. This terminal is upgraded satisfactory at this time.

Carrier is advised of section 13CCR 1233.5 which required carrier to notify the Department of any change of address or cessation of regulated activity at any terminal location. Such notification shall be made in writing within 15 days of the change and shall be forwarded to:

California Highway Patrol
Commercial Records Unit
P.O. Box 942898
Sacramento, Ca. 94298-0001

C 343-1 10-99.XLS

2.4.3. Safety Record Metrics

- *Workers Compensation Annual Rating Endorsement*

2019	2020	2021	2022	2023
100	121	211	212	258

- *Total Recordable Injury Rate (TRIR):* Not Available
  Please see Exhibits 2-D and 2-E below for letters from MMT Insurance Services and Oppenheim Insurance Brokers, Inc.

- Vehicle Accident Recordable Rate (VARR): Not Available
  Please see Exhibits 2-D and 2-E below for letters from MMT Insurance Services and Oppenheim Insurance Brokers, Inc.

- Proposed Alternate Safety Metrics

  Vehicle Accident Count

2019	2020	2021	2022	2023
7	10	6	6	3

  Workers Compensation Claims

2019	2020	2021	2022	2023
3	4	11	4	2

American Reclamation believes our alternative safety metrics should be utilized in lieu of our EMR and TRIR rates because as a company with less than 100 employees, these metrics do not reflect our actual safety record, procedures or protocols. They misrepresent our actual safety record due to it's calculation being based upon every 100 employees. These metrics work for larger companies, but not companies with less than 100 employees.

Exhibit 2-D
MMT Insurance Services Letter Regarding American Reclamation, Inc.'s Safety Record

MMT
INSURANCE SERVICES
A Gallagher Company

January 26, 2022

RE: American Reclamation, Inc.

To whom it may concern:

My name is Jon Wunder, I am the Risk Manager here at MMT Insurance Services, and we are in the insurance broker for American Reclamation. The team here at MMT Insurance has been working with the Gasparian family and their team for the past 15-years, providing insurance solutions and a variety of safety and risk management services.

The team at American Reclamation has always strived to provide their employees with a safe and healthful workplace; they also recognize that that they have an obligation to provide safe waste and recycling services to the communities they serve. MMT Insurance, in partnership with the insurance carriers, work with the management team each year to establish a meaningful service plan.

The service plans typically include an in-depth loss analysis to identify any trends and/or patterns in regards to their fleet safety, as well as their workers compensation; recommendations for improvement are made as necessary. In addition, we continuously monitor their Federal Motor Carrier Safety Administration's (FMCSA) Safety and Fitness Electronic Records (SAFER) System Report; we review their California Highway Patrol BIT Program compliance; provide assistance with any necessary employee training; and we conduct onsite monthly employee safety meetings.

It is noted that as of the date of this letter there have been no out of service violations issued by the California Highway Patrol over the past 24-months.

The frequency and severity of motor vehicle incidents remain low in comparison to the industry; in fact there has been only one minor incident since January 2020.

It is obvious to me that the Gasparian family and their team take great provide in providing a safe environment for their employees and the members of their communities. Please feel free to contact me directly if you have any questions, or if you would like to discuss any of the information outlined above.

Respectfully,

Jon Wunder
Risk Manager
MMT Insurance Services
(775) 745-5996
Jon_Wunder@ajg.com

Exhibit 2-E
Oppenheim Insurance Brokers, Inc. Regarding American Reclamation, Inc.'s Safety Record

Oppenheim Insurance Brokers Inc.

P.O. Box 220957

Newhall, CA 91322

818-833-8784

4/25/24

RE: American Reclamation Inc.

To Whom It May Concern:

I'm the insurance broker for American Reclamation. My dad and I have had a 45 year relationship with the owners of American Reclamation anything that can be said or written can be backed with facts.

American Reclamation strives to provide their employees with a safe workplace environment. All injuries are seen by the same first class medical provider in their community with the utmost care and concern for the employees wellbeing. The employees supervisor is held accountable for all injuries and completes a form each week to detail any injuries no matter if they are first aid or of a more serious nature. American Reclamation has a safety committee meeting monthly to discuss those findings and to convene on making it safer work place environment.

Please feel free to contact me with any questions or concerns.

Sincerely,

David Oppenheim

Officer

2.5. Financial Information

Within 2 days of request from the City of El Segundo, financial reports describing the fiscal health and wellbeing of American Reclamation, references (name, phone number and address of banking representatives), and a recent audit of the firm's accounting practices and financial records will be provided.

Below are:

Exhibit 2-F: American Reclamation, Inc.'s Written Statement of Financial Qualifications

Exhibit 2-G: Daniel Dubois CPA & Company Inc., Statement of Corporate Financial Capability

EXHIBIT 2-F
AMERICAN RECLAMATION, INC.'S WRITTEN STATEMENT OF FINANCIAL CAPABILITIES

AMERICAN RECLAMATION
4560 Doran Street • Los Angeles, CA • 90039-1006
(818) 552-4074 • FAX (818) 548-8814
Website: www.americanreclamationinc.com

April 26, 2024

Ms. Erica Miramontes
Senior Management Analyst
City of El Segundo Public Works Department
350 Main Street
El Segundo, CA 90245

RE: FINANCIAL CAPABILITIES - Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo

Dear Ms. Miramontes,

American Reclamation is a privately held corporation, incorporated in the State of California in 1986, with a strong financial history and track record. We have never filed for bankruptcy, failed to perform and/or complete an agreement, and we continue to show consistent growth annually.

As a privately held company without multiple shareholders, our financial records are considered proprietary and are never submitted as a part of a proposal, due to proposals submitted to public entities becoming subject to a public records request under the California Public Records Act (CPRA). We are more than happy to provide our financial statements to the City upon request and consideration of our proposal.

To compensate for this, American Reclamation provides a letter of financial strength indicating the amount of work we can currently take on without any chance of complications, which is

$8,000,000.00 annually. Under the non-exclusive franchise agreement and estimation of accounts to be solicited under this agreement, our revenue generated in the City of El Segundo will be significantly lower than $8,000,000 annually.

In the event the City would like to review our financial statements, we will make them available for review, but they cannot be included in the proposal for the reasons stated above. If you would like to review our statements for this agreement, please notify us and we will ensure they are available for review at a time convenient for you. We can provide hard copies of our submitted statements, or schedule a time to review together with our CPA.

Thank you again for the opportunity to work with the City of El Segundo, we look forward to being of service.

Sincerely,

John R. Gasparian, Sr.
President and Chief Financial Officer

RECYCLING SERVICES • WASTE SERVICES • PROCESSING • SUSTAINABILITY • OUTREACH

EXHIBIT 2-G
DANIEL DUBOIS CPA & COMPANY INC., STATEMENT OF CORPORATE FINANCIAL CAPABILITY

ACCOUNTING OFFICES OF
DANIEL DUBOIS CPA & COMPANY INC.

April 26, 2024

RE: Corporate Financial Capability

To Whom It May Concern:

My office has been providing accounting services for American Reclamation, Inc for over 10 years. During these years, the Company has shown financial strength to execute all contracts they have been awarded and continue to show financial growth. The Company should be able to take on additional work (up to $8 million) without any problem. The Company is current with all tax filings and submits these tax filings in a timely manner.

Please feel free to contact our office if you have any questions.

Very Truly Yours,

Daniel Dubois
Certified Public Accountant- 41121

468 Liberty, Suite 130 • Aliso Viejo, California 92656 • (949) 380-0367 • Fax (949) 380-9374

3.0. TECHNICAL PROPOSAL

3.1. Automated Collection Services

American Reclamation will offer and provide the following solid-waste collection services to both commercial and multifamily residential customers within the City of El Segundo:

3.1.1. Trash Collection

American Reclamation will offer and provide trash collection service from 1 to 6 times per week, Monday through Saturday except holidays, with option of a second pickup on Saturdays for high waste generation customers who are open for operations on Sundays. Trash collection service will be made available to customers in the following front-loader bin sizes: 1-yard, 1.5-yard, 2-yard, 3-yard, 4-yard and 6-yard. Bins will be of metal construction, painted charcoal/dark gray in color, have 4 casters/wheels and 2 plastic drop-down lids that won't blow open in winds that are 25 miles per hour or less. American Reclamation will offer the following options for trash bins:

- Lock bar with combination pad lock.
- Push-Out/Roll-Out service for trash bins kept more than 15 feet and less than 25 feet from the street.
- Scout Service for trash bins located more than 25 feet from the street.

All trash bins are labeled with American Reclamation's name and phone, purpose of bin and appropriate hazard warning labels as shown below in Exhibit 3-A. Trash collection containers picked up from El Segundo, CA Customers will be picked up on a separate collection route to avoid commingling with separated recycling and organics. See Exhibit 3-B below for items and materials American Reclamation accepts in its trash bins.

Exhibit 3-A
American Reclamation Trash Collection Bins



Exhibit 3-B
Items That Go In The Black Garbage Bin Or Cart

AMERICAN RECLAMATION

4560 Doran Street, Los Angeles, CA 90039 · Phone: 888-999-9330 · Fax: 818-548-8814 · Email: info@socoastrec.com

ITEMS THAT GO IN THE BLACK GARBAGE BIN/CART

(Maximum Weight Per Metal Bin = 500 lbs.)



Composites, Laminates, Flooring, Tile & Painted Wood Items



Plastic Utensils, Polystyrene Cup Lids, Straws & Unrinsed/ Dirty Plastic Food Containers



Coated Milk & Beverage Containers & Wax Paper



Styrofoam Cups, Foam Packing Material



Household Dirt, Dust, Hair Cuttings & Nail Clippings



Adhesive Materials, Broken Pottery & Dinnerware

IF YOU DON'T HAVE A GREEN ORGANICS RECYCLING BIN, THEN DISPOSE OF THE FOLLOWING IN THE BLACK TRASH BIN (LANDFILL):



All Food Scraps, Paper Coffee Filters, Soiled Napkins, Paper Towels & Tea Bags



Soiled Paper Food Containers, Cups & Plates



Green Waste: Yard Trimmings, Flowers, Leaves, Pine Cones, Shrubs, Twigs & Plant Cuttings

CALL US AT 1-888-999-9330 IF YOU HAVE QUESTIONS.

3.1.2. Recyclables Collection

American Reclamation will offer and provide recycling collection service from 1 to 3 times per week, Tuesdays, Thursdays and Saturdays except holidays. Recyclables collection service will be made available to customers in the following front-loader bin sizes: 1-yard, 1.5-yard, 2-yard, 3-yard, 4-yard and 6-yard. Bins will be of metal construction, painted blue in color, have 4 casters/wheels and 2 plastic drop-down lids that won't blow open in winds that are 25 miles per hour or less. American Reclamation will offer the following options for recycling bins:

- Lock bar with combination pad lock.
- Push-Out/Roll-Out service for recycling bins kept more than 15 feet and less than 25 feet from the street.
- Scout Service for recycling bins located more than 25 feet from the street.

All recycling bins are labeled with American Reclamation's name and phone number, purpose of the bin and appropriate hazard warning labels as shown below in Exhibit 3-C. Recycling collection containers picked up from El Segundo, CA Customers will be picked up on a separate collection route to avoid commingling with trash and organics materials. See Exhibit 3-D below for items and materials American Reclamation accepts in its recycling bins.

Exhibit 3-C
American Reclamation Recycling Bin With Lockbar



Exhibit 3-D

Items That Go In The Blue Recycling Bin Or Cart

AMERICAN RECLAMATION
4560 Doran Street, Los Angeles, CA 90039 · Phone: 888-999-9330 · Fax: 818-548-8814 · Email: info@socoastrec.com

ITEMS THAT GO IN THE BLUE RECYCLE BIN/CART
(Maximum Weight Per Bin = 500 lbs.)



DRY CARDBOARD, CHIPBOARD & NEWSPAPER



DRY PAPER, MAGAZINES & CATALOGS (bag shredded paper)



EMPTY GLASS BOTTLES & JARS



EMPTY WATER & DRINK BOTTLES & ALUMINUM CANS



PLASTIC FILM & BAGS



MISCELLANEOUS PLASTIC EXCEPT FOOD CRATES (return to seller who provided them)



MISCELLANEOUS SMALL METAL ITEMS, WIRE & PARTS

CALL US AT 1-888-999-9330 IF YOU HAVE QUESTIONS.

3.1.3. Organic Materials Collection

American Reclamation will offer and provide organics collection service from 1 to 3 times per week, Mondays, Wednesdays and Fridays except holidays. Recyclables collection service will be made available to customers in 35-gallon and 65-gallon 2-wheel cart sizes and in the following front-loader bin sizes: 1-yard, 1.5-yard, 2-yard, and 3-yard. Plastic organic collection carts will be green in color, made of at least 10% recycled plastic content and hot stamped in white with American Reclamation's name and phone number on the sides and labeled with the cart's purpose and pertinent usage instructions on the cart's lid (see Exhibit 3-E below). Bins will be of metal construction, painted green in color, have 4 casters/wheels and 2 plastic drop-down lids that won't blow open in winds that are 25 miles per hour or less. American Reclamation will offer the following options for recycling carts and bins:

- Locking mechanism for carts and lock bar for bins with combination pad lock.
- Push-Out/Roll-Out service for organics collection bins kept more than 15 feet and less than 25 feet from the street and organics collection carts kept more than 25 feet from the street.
- Scout Service for organics collection bins located more than 25 feet from the street.

All organics collection bins are labeled with American Reclamation's name and phone number, purpose of the bin and appropriate hazard warning labels as shown below in Exhibit 3-F. Recycling collection containers picked up from El Segundo, CA Customers will be picked up on a separate collection route to avoid commingling with trash and recyclable materials. *El Segundo, CA customers do not need to use plastic bags for the removal of organics waste*. However, if they wish to do so, American Reclamation prefers the use of clear plastic bags for the separated food waste or mixed food waste/organics, and paper lawn/leaf bags for separated green waste. See Exhibit 3-G below for items and materials American Reclamation accepts and doesn't accept in its organics collection containers.

Exhibit 3-E
American Reclamation Organics Collection Cart



Exhibit 3-F
American Reclamation Organics Collection Bins



Exhibit 3-G
What Goes In The Green Organics Bin?



Per request in section 5.3.1. of the City of El Segundo's RFP for Commercial Solid Waste Collection, Recycling, and Disposal Services, exhibits 3-H, 3-I and 3-J below show samples of American Reclamation prior outreach materials already distributed to customers in other cities or school districts with similar organics collection programs:
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Exhibit 3-H
Items That Go In The Green Organics Bin Or Cart



Exhibit 3-I
American Reclamation's AB 1826 Trifold Brochure

California Businesses and Multifamily Complexes Will Soon Be Required to Recycle Their Organic Waste



Resources

Local Resources

Tips and information on best practices for waste reduction and recycling:

Los Angeles County Department of Public Works Clean LA for Business:
http://dpw.lacounty.gov/epd/cleanla/Business.aspx
Provides various resources and links pertaining to business recycling and waste reduction.

State Resources

1. CalRecycle Business & Industry Assistance: (http://www.calrecycle.ca.gov/Business/default.htm). Provides information to businesses on how to comply with California's recycling requirements along with various resources and tools to help businesses to become more sustainable by reducing their carbon foot print.
2. Mandatory Organic Recycling (MORe) Home Page: http://www.calrecycle.ca.gov/Recycle/Commercial/Organics/
3. Mandatory Organic Recycling (MORe) Frequently Asked Questions (FAQs): http://www.calrecycle.ca.gov/Recycle/Commercial/FAQ.htm
4. CalRecycle Food Scrap Management Home Page: http://www.calrecycle.ca.gov/organics/Food/default.htm
5. California Air Resources Board (ARB) Small Business Toolkit: www.CoolCalifornia.org

What Goes In The Green Organics Bin And What Doesn't





Contact Information

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Los Angeles, CA 90039-1006
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Email: info@socoastrec.com
www.americanreclamationinc.com

With the passage of AB 1826, new organic recycling requirements will be phased in over several years and will help the state meet its goal to recycle 75 percent of its waste by 2020.

Businesses, including public entities and multifamily complexes of 5 units or more are required to recycle their organic waste on and after April 1, 2016, depending on the amount of waste they generate per week.

Please read this brochure to learn more about the required organic waste collection and recycling. American Reclamation is requesting that you complete and return the attached survey form so we can develop options for you to comply with the new law in the future.

DID YOU KNOW? Recyclable organic waste accounts for about 40 percent of the material Californians dispose in landfills annually.[1] Recycling organic waste can save local businesses and property owners money by reducing disposal costs while supporting green jobs in our community.



[1] *California Department of Resources Recycling and Recovery (CalRecycle)*

Regulatory Requirements

The law requires that businesses arrange for recycling services for the following types of organic waste:

food waste, green waste, landscape and pruning waste, nonhazardous wood waste, and food-soiled paper.[2] Multifamily complexes must arrange for recycling services for the same material with the exception of food waste and food-soiled paper. Most organic waste is recyclable through methods such as composting, mulching, and anaerobic digestion. Organic recycling services often accept a wide variety of different types of organic waste.

Businesses and multifamily complexes must start recycling organic waste by the following dates:

April 1, 2016 – generators of 8 or more cubic yards of organic waste per week;

January 1, 2017 – generators of 4 or more cubic yards of organic waste per week;

January 1, 2019 – generators of 4 or more cubic yards of solid waste per week;

***January 1, 2020 – generators of 2 or more cubic yards of solid waste per week, if statewide disposal of organic waste is not decreased by half.**

Organic Recycling Services

The requirement to recycle organic waste can be met by taking one or any combination of the following actions, provided that the action is in compliance with local ordinances and requirements.[3]

1. **Source-separate organic waste from other waste and subscribe to an organic waste recycling service that specifically includes collection and recycling of organic waste.**
2. **Recycle organic waste onsite, or self-haul organic waste for organic recycling.**
3. **Subscribe to an organic waste recycling service that includes mixed waste processing that specifically recycles organic waste.**
4. **Sell or donate the generated organic waste.**

American Reclamation will help local businesses and multifamily residences of 5 units or more comply with the new law.

Prior to the deadline to start recycling their organic waste, every local jurisdiction is required to implement an organic waste recycling program to provide organic recycling options, educate businesses and multifamily complexes about their local organic recycling options, and monitor implementation. American Reclamation is providing a survey form to each of its commercial and multifamily residential customers to identify those impacted by the new law, determine their needs and develop organics recycling options to be offered to them.

Why Recycle Organic Waste?

Organic waste composes 40% of waste material disposed in California landfills. Under landfill decomposition conditions, the organic waste creates methane (CH_4) gas which is the 2nd most prevalent greenhouse gas causing climate change. According to the U.S. Environmental Protection Agency, methane accounts for 10% of our nation's greenhouse gas emissions from human activities. "Pound for pound, the comparative impact of CH_4 on climate change is 25 times greater than CO_2 (carbon dioxide) over a 100-year period." By reducing and recycling their organic waste, Californians can reduce methane gas emissions and improve the environment and air quality.

Success Stories

Albertsons grocery stores in San Diego have participated in the collection of food scraps for compost and food rescue for disadvantaged communities since 2011. Edible food is donated to the Feeding America food bank, and inedible food is sent for composting at the Miramar Greenery, operated by the City of San Diego. Fifteen stores participate in this program, resulting in 58 tons of edible food donations and 37 tons of food scraps composted annually.

The Hyatt Regency hotel in Sacramento began a food and green waste collection program in 2011. This high-rise hotel has 503 guest rooms, 4 restaurants, and a main kitchen serving about 1,975 meals daily. In the first year, the hotel diverted more than 243 tons of food waste to Clean World Partners, an anaerobic digestion facility, where it is converted into renewable natural gas for fuel.

[2] Food-soiled paper includes items such as wax coated food containers and soiled napkins mixed with food waste. Food-soiled paper does not include paper products with a plastic coating (e.g., paper cups with a polyethylene coating).

[3] Prior to taking action to recycle organic waste, a business should check with the City of El Monte recycling coordinator for more information about local requirements. See the next page for local recycling exemptions and options.

Exhibit 3-J
American Reclamation AB 341/AB 1826 Mandatory Recycling for Businesses

AMERICAN RECLAMATION



MANDATORY RECYCLING for BUSINESSES

Businesses generate nearly 70% of the solid waste in California.*
The State recently passed two laws that make it mandatory for businesses to recycle.

AB 341
MANDATORY COMMERCIAL RECYCLING LAW

AB 341 requires all businesses that generate 4 cubic yards or more of trash per week to arrange for recycling services.





AB 1826
MANDATORY ORGANICS RECYCLING LAW

As of January 1, 2019, AB 1826 requires businesses that generate 4 cubic yards or more of solid waste per week to arrange for organic waste recycling services. This requirement may extend to businesses that generate 2 cubic yards or more of solid waste per week on or after January 1, 2020 if disposal of organic waste in landfills is not reduced by half.

Organics include food, yard trimmings, nonhazardous wood, and food soiled paper.

American Reclamation, Inc. is conducting free on-site visits to help businesses and food service establishments located within the County unincorporated areas comply with the State's mandatory recycling requirements. Provided here is some useful information about the State's business recycling mandates and how you can arrange for recycling services.

For Assistance, Contact:

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Toll Free: (888) 999-9330
Email: info@socoastrec.com
www.americanreclamationinc.com

For your local recycling and waste removal needs.

On-Line Resources & Information

1. Los Angeles County Department of Public Works Clean LA For Business at: http://dpw.lacounty.gov/epd/cleanla/Business.aspx. Provides various resources and links pertaining to business recycling and waste reduction.
2. CalRecycle Business & Industry Assistance at: http://www.calrecycle.ca.gov/Business/default.htm. Provides information to businesses on how to comply with California's recycling requirements along with various resources/tools to help businesses to become more sustainable by reducingtheir carbon foot print.
3. Mandatory Organic Recycling (MORe) Home Page at: http://www.calrecycle.ca.gov/Recycle/Commercial/Organics/
4. Mandatory Organic Recycling (MORe) Frequently Asked Questions (FAQs) at: http://www.calrecycle.ca.gov/Recycle/Commercial/FAQ.htm
5. CalRecycle Food Scrap Management Home Page at: http://www.calrecycle.ca.gov/organics/Food/default.htm
6. California Air Resources Board (ARB) Small Business Toolkit at: www.CoolCalifornia.org

American Reclamation's general approach to organics waste collection and implementation of SB 1382 for our commercial and multifamily residential customers in the cities and unincorporated communities that we operate in consists of the following strategies and activities:

- Whenever possible provide customer sites with a 3-container collection system for the source-separated collection of organics/food waste, mixed recyclables and trash which would yield highest diversion rate for collected materials with mixed recyclables taken to material recovery facilities (MRF) sorting and processing, organics/food waste taken to composting and chipping and grinding facilities for the production of mulch for landscaping purposes and wood chips for fuel for clean biomass waste-to-energy plants, and trash taken to landfill.

- If a 3-container collection system is not possible for a customer location, then American Reclamation will offer a 2-container collection system consisting of:

    - Separate green-colored organics/food waste collection containers
    - Separate gray-colored collection containers for recyclables and trash together

  This approach results in at least the full diversion of organics and food waste from landfills and recovery of any uncontaminated recyclables from the collected mixed recyclables and trash waste stream that would be taken to a material recycling facilities for sorting and further processing. The single-container mixed recycling with trash waste stream would be collected on a different route and truck(s) than fully separated recyclables and trash waste streams to mitigate contamination within waste collection trucks.

- If a customer location doesn't have the physical space to support either a 3-container or 2-container collection system, American Reclamation will offer and supply a single container collection system consisting of gray bin for the disposal of organics, mixed recyclables and trash together. Whenever possible such bins will be picked up on a separate trash collection route for transport to a high-diversion ("dirty") MRF for intensive sorting and recovery of the organics/food waste and any uncontaminated recycling from the trash. This option results in the lowest percentage of recycling and diversion because of high contamination rates. *And, it results in the highest level of processing costs because of the more intensive sorting and processing that is required*.

- American Reclamation distributes recycling and solid-waste disposal educational material and newsletters on at least a quarterly basis in its monthly invoice mailings to its customers as well as supplies this material and information to both potential and new customer locations being service.

- American Reclamation's drivers and route supervisors will actively monitor overflow and bin fill levels at customer sites to ensure they have the correct type, size and collection frequency for each waste stream to be collected from each service site. American Reclamation will track the number of customer sites serviced and individual waste stream tonnages collected from the City of El Segundo on at least a quarterly basis and, based on these statistics, periodically adjust the number of collection routes, trucks and personnel required to properly support the number customers and collection containers being serviced in the City.

- American Reclamation's drivers will actively check customer collection containers for any apparent contamination prior to emptying them. If a container has more than 15% contamination, the driver will "Red Tag" the container by completing and placing a temporary non-collection notice on the container explaining the contamination and will take a digital photo of the contamination in the container. The contamination photos along with the customer's account number and location will then be forwarded by the driver to the company dispatcher and customer service personnel who will them call the appropriate customer contacts to report the contamination, provide necessary disposal instructions and resolve the contamination issue with the customer.

- Pertaining to procurement of organics products, American Reclamation commits to utilizing CNG/RNG-fueled front-loader, side-loader, rear-loader and roll-off container collection trucks withing the City of El Segundo and ensuring that these vehicles utilize renewable natural gas if available and whenever possible. We also have our own chipping and grinding facility and will provide wood chips and compost to the City of El Segundo at no charge whenever requested.

- For large volumes of green waste, American Reclamation will offer and provide temporary front-loading bins and roll-off containers with the material transported to our chipping and grinding facility for processing into mulch and wood chips.

- American Reclamation will provide quarterly reports to the City of El Segundo documenting the tonnages of separated organics/food waste, mixed recycling and trash collected from its customers withing the City along with the number of customers serviced and number customers compliant with SB 1383 and AB 341.

3.1.4. Food Rescue

To comply with SB 1383 requirements to ensure that at least 20% of disposed edible food waste is recovered for human consumption by 2025, American Reclamation will perform the following:

- Identify suitable local non-profit food banks servicing homeless and food insecure people in the City of El Segundo that are willing to accept food donations from the local community including providing collection for donated food.

- Survey and identify any of its customers who qualify as either Tier 1 (e.g.: food processors, commercial kitchens, food service facilities/operations serving more than 250 people per day) and Tier 2 (e.g. grocery stores, supermarkets, restaurants and food service venues serving less than 250 people per day) and educate them regarding the food donation requirements of SB 1383 and the local non-profit banks that they can donate packaged excess edible food to.

- Offer and provide light blue/green plastic 10-gallon and 25-gallon food donation containers with lids and handles for customer's food donation use.

- Facilitate the transport of food donations from generators of excess edible food waste to local non-profit community food banks by offering and providing food donation collection services.

3.2. Diversion Requirements

American Reclamation will enable The City of El Segundo to achieve a minimum solid-waste diversion rate of 75% (as required by California state law SB 1383 beginning January 1, 2022) at the start of services to customers within the City effective the City's RFP target date of June 12, 2024 and to grow this diversion rate to at least 85% by 2025 and 100% by 2026, through the implementation and provision of the following recycling programs with the City:

3.2.1. Minimum 3-Container Collection System for all American Reclamation commercial and multifamily residential customers in El Segundo, CA.

Each location will be provided at minimum 1 each of the following refuse containers:

- Blue Recycling Collection Bin or Cart for Mixed Recyclables (e.g.: for disposal of loose cardboard; paper; CRV beverage containers including beer, wine bottles aseptic/foiled lined drink containers; scrap plastics no.'s 1 – 7, empty aluminum/tin cans; empty plastic milk jugs/food containers; small pieces of scrap metal and glass jars)

- Green Organics Collection Bin or Cart for Mixed Compostables (e.g.: green waste, tree pruning's no bigger than 4 feet in length and 8 inches diameter, food-soiled paper and cardboard, post-consumer food waste)

- Black Trash/Landfill Bin for Non-Recyclable/Non-Compostable Solid Waste consisting of composites, laminates, adhesive and residual materials.

American Reclamation will survey each customer location to be serviced for its individual refuse collection needs to properly determine the correct type, number, size and collection frequency of collection containers for the site. This program will be directed at all current and pending customer personnel either in person on-site meetings and on-line training sessions if necessary for customer staff along with bilingual disposal instructions and handouts that will be available for downloading from our website.

We will collect blue recycling, green organics and black trash containers on separate routes and separate trucks to avoid commingling of waste streams. This will also permit our company to separately track, monitor and report monthly and quarterly tonnages collected for these waste streams to the City of El Segundo (for compliance with California state laws AB 939, AB 341, AB 1826 and SB 1383) and allow us to provide feedback to our customers and the City such as contamination issues to be resolved or additional waste reduction improvements that can be made.

3.2.2. Food Waste Collection for All Customer Locations That Generate 10 Gallons Or More of Disposed Food Waste Per Week

This will consist of:

- *Additional Green Organics/Food Waste Collection Bin or Cart* for post-consumer food waste to be composted.

- *Edible Food Waste Donation Carts or Totes for edible pre-consumer food waste that can be donated to non-profit local and regional food banks* (California state law SB 1383 requires 20% of edible food waste to be donated to non-profit community food banks starting January 1, 2025).

- *On-Call Temporary Bin, Roll-Off, and/or Stake Bed/Trailer Truck Collection of Pre-Consumer Food Waste* (may be packaged) to be either composted, used as animal feed or converted into lubricants.

This waste diversion program will be directed at customer food service, janitorial and administrative/management staff. American Reclamation will separately collect segregated food waste to monitor, track and report the tonnage collected of segregated food waste, including edible food waste donations, to the City of El

Segundo for compliance with California state laws AB 1826 and SB 1383 and allow our company to make constructive feedback pertaining to any contamination issues and waste reduction opportunities.

3.2.3. On-Call Collection and Diversion of E-Waste, Universal Waste and White Goods

American Reclamation will provide temporary front-loading bins and roll-off containers for the on-call collection of the following solid-waste streams:

- *Brown Goods* (small electrical appliances – non-hazardous)
- *E-waste* (electronic appliances primarily consisting of personal computers, laptops/notebook/tablet computers, cell phones, display monitors/TV's, printers, copiers, etc.)
- *Universal Waste* (consisting of batteries, light bulbs, mercury containing thermostats and switches)
- *White Goods* (consisting of refrigerators, stoves, microwaves, dishwashers, washing machines and dryers)

This waste diversion program will be directed at customer janitorial, facility maintenance and administrative/management personnel at El Segundo, CA locations. American Reclamation will provide separate on-call site collection of the above waste streams to monitor, track and report the tonnage collected for the individual waste stream and to provide any feedback to customers and the City of El Segundo regarding any identified waste reduction improvements it can make.

3.2.4. On-Call Collection and Diversion of Large and Over-Size Volumes of Green Waste

American Reclamation will provide temporary front-loading bins and roll-off containers for the on-call collection and landfill diversion of over-size and large volumes of green waste such tree trimmings, tree trunks and stumps, palm fronds, plant cuttings and grass clippings to be chipped and ground into mulch for water-conserving landscaping purposes and into wood chips for use as fuel in clean biomass waste-to-energy transformation. This program will be directed at customers' gardeners, landscapers, tree trimmers and grounds' keepers. American Reclamation will provide separate on-call site collection of segregated green waste containers to monitor, track and report the tonnage collected for the individual waste stream and to provide any feedback to customers and the City of El Segundo regarding any contamination issues. All collected green waste will be transported to American Reclamation's CalRecycle and City of Los Angeles approved medium-volume chipping and grinding facility for processing into mulch and wood chips.

3.2.5. On-Call Collection of Construction, Demolition and Inert Waste (C&D or CDI)

American Reclamation will provide temporary front-loading bins and roll-off containers for the on-call collection and landfill diversion of construction, demolition and inert waste consisting of lumber/wood, drywall, pipe, electrical conduit, wire, scrap metal, asphalt, brick, carpet and padding, cement, concrete, dirt/soil, gravel, rock/stone and tile. This program will be directed at customer maintenance and operations personnel and building contractors. American Reclamation will provide separate on-call site collection of both segregated and mixed loads of C&D and inert waste containers to monitor, track and report tonnage collected for the individual waste streams and to provide any feedback to customers and the City of El Segundo regarding any contamination issues and possible waste reduction opportunities. All collected CDI waste will be transported to American Reclamation's CalRecycle and City of Los Angeles approved medium-volume CDI processing facility for sorting, processing and diversion from landfills.

3.2.6. On-Call Collection of Used Tires

American Reclamation will provide temporary front-loading bins and roll-off containers for the on-call collection and landfill diversion of used tires generated by customer vehicle fleets and any tire stores that we may end up servicing in El Segundo, CA. This program will be directed at customer maintenance, operations and vehicle repair personnel. American Reclamation will provide separate on-call site collection of used tires to monitor, track and report the tonnage collected and contamination issues for this segregated waste stream.

See Section 3.7. below for description and listings of transfer, disposal and processing facilities that American Reclamation will utilize to process and divert from landfill the different waste streams specified in sections 3.2.1. – 3.2.6. above.

3.2.7. Organics Expansion Plan

Please see sections 3.1.4., 3.2.1. – 3.2.2. and 3.2.4 above for the description of organics collection and diversion programs to be implemented by American Reclamation on behalf of the City of El Segundo throughout the contract term to ensure the City is compliant with California state laws AB 1826 and SB 1383. These programs include collection of:

a. Mixed Organics (consisting of green waste, food waste, and food-soiled paper)
b. Source-Separated Green Waste (tree trimmings, plant cuttings, grass clippings)
c. Source-Separated Post-Consumer Food Waste (unpackaged sold and distributed)
d. Source-Separated Pre-Consumer Food Waste (packaged, unsold, undistributed)
e. Edible Food Waste Eligible for Donation to Non-Profit Community Food Banks

1. Organics Collection Performance Metrics

   American Reclamation will provide the City of El Segundo quarterly and annual organics collection data for each customer site in El Segundo, CA and the City overall based on:

   a. Total tons collected
   b. Total cubic yards collected
   c. Total tons of contamination
   d. Total cubic yards of contamination
   e. Total contamination percentage
   f. Overall Diversion/Recycling Rate based on tons

   These periodic performance metrics will be graphed over the contract period to measure the progress of organics collection and diversion over the contract term for American Reclamation's overall performance in the City.

2. Education and Outreach for Recycling and Organics Collection

   American Reclamation will conduct periodic educational sessions and distribute outreach materials (e.g.: program literature, explanation of applicable laws, disposal instructions and recycling tips) on at least a quarterly basis for mixed recyclables, mixed organics, food waste and green waste collection services for El Segundo customer food service, landscaping/gardening, janitorial and maintenance personnel. Training sessions will be provided both through on-line zoom meetings and on-site in-person sessions at various customer sites. Please see Appendix E for sample American Reclamation disposal education literature.

3. Communication of Organics Collection Availability to Customer Locations

   Organics Collection Program literature will be made available for downloading from American Reclamation's website and mailed at least every six months directly to targeted customer locations and personnel to inform them of the availability of organics collection and how they can initiate and support those collection efforts.

4. Compliance with California State Laws AB 1826 and SB 1383

American Reclamation will provide assurance to the City of El Segundo of its compliance with California state laws AB 939, AB 341, AB 1826 and SB 1383 as well as any mandatory regulatory requirements by providing the City:

a. Quarterly and annual performance metrics as described in Section 3.2.1 – 3.2.7. above of this proposal.

b. Summary of Results of American Reclamation's quarterly audits of organics processing, rendering, composting, anaerobic digestion facilities and community food banks which it will utilize (as required by SB 1383) for processing and landfill diversion of mixed organics, food waste and green waste collected from the City of El Segundo.

3.3. Collection Vehicles, Maintenance and Personnel

3.3.1. American Reclamation Vehicles & Trucks To Be Used In El Segundo, CA

The following are the types, makes, models, year and fuel types of the trucks that American will operate in El Segundo, CA:

Truck Type	Make/Model	Year	Fuel Type	Waste Stream/Purpose
Front-Loader	Mack	2022	CNG/RNG	Recycling
Front-Loader	Peterbilt	2022	CNG/RNG	Organics
Front-Loader	Peterbilt	2022	CNG/RNG	Solid Waste/Trash
Roll-Off	Peterbilt	2020	CNG/RNG	Roll-Off Containers
Rear-Loader	Ford 550	2024	CNG/RNG	Cart Collection
Scout Truck	Ford Ranger	2020	Gas	For Difficult Access
Bin Truck	Izusu NPR Stakebed	2019	Gas	For Bin Delivery

3.3.2. Vehicle and Equipment Maintenance

American Reclamation's maintenance shop performs preventive maintenance and mechanical repairs on vehicles, heavy equipment and collection containers in accordance with manufacturer's specifications as well as welding repairs and painting of metal refuse containers. All operating vehicles are inspected daily. Any vehicle or heavy equipment that has reported operational problems is pulled from use in the field until required repairs have been performed.

American Reclamation will replace any bin, provide any cover and lock bars within 48 hours of receipt of request by customers within the City of El Segundo. Upon a 24-hour prior notice from a customer, American Reclamation may reduce or increase the number of pickups for each serviced bin, and the customer will be

obligated to pay only for the bin services actually provided by American Reclamation.

American Reclamation's collection vehicles and drivers are equipped with fleet management software with satellite- and cellular-connected GPS tracking devices, front-imaging cameras and tablet computers that allow direct input into the company's business system as well as real-time communications with our dispatcher and operations manager to permit close control, verification of service delivery and expeditious response to customer inquiries by our customer service personnel.

3.3.3. American Reclamation Personnel Assigned To Support El Segundo, CA Customers

Besides the 8 key employees noted in Section I.E. above, American Reclamation will also devote the following types of company personnel to provide the required services to El Segundo, CA on a daily basis:

Class A or B Commercial License Drivers for Refuse Trucks:	4 each
Class C License Drivers for Cart Collection, Scout and Bin Trucks To Move, Deliver & Replace Bins:	3 each
Customer Service Representatives To Handle Customer Inquiries, Requests and Complaints:	7 each

3.4. Billing and Customer Service

3.4.1. Billing and Sample Invoice

American Reclamation will invoice El Segundo, CA customers for provided solid-waste collection, recycling and disposal services as follows:

1. Monthly in-advance for all regular prescheduled collection services (primarily for front-loading bins and 2-wheel carts) provided to commercial and multifamily residential customer locations. All invoices prescheduled collection service will be generated and mailed within 10 days prior to the start of each service month.

2. Daily as incurred for all on-call (primarily roll-off containers and trash compactors) and special/extra collection services (such after-hours, holiday, emergency pickups) and provided labor (such as requested cleaning of trash enclosures).

3. Invoices will be submitted to customer-provided billing addresses by individual service site location in El Segundo, CA (each individual t collection site address will be assigned a unique customer location account number in American Reclamation's business system) for tracking purposes.

4. Invoices will be in a consistent format, approved by the City of El Segundo prior to the start of services, utilized throughout the term of the contract and will provide:

   - Details on container counts, weekly pickups/lifts, extra services, and potential credits for each invoiced individual site,

   - A clear description and presentation of charges for all customer-approved extra services, including backup documentation (such as service orders and scale tickets) and data showing extra services were provided and along with their unit and extended price, and

   - Clear and uniform use of terms for the same services provided, clear descriptions of the services being charged, and messaging for additional information (including, but not limited to: telephone numbers, web links, email addresses, new program information, an announcement of Christmas tree collection services in December, any promotions American Reclamation may have, etc.).

5. Invoices will reflect, as applicable, the following:

   a. Credits for pick-up service missed and not made up by American Reclamation within 24 of scheduled pickup time.

   b. Adjustments for reductions or increases in the number of pick-ups each bin as requested/amended by custonmers with 24-hour prior notice to American Reclamation.

   c. Proration of billed recurring scheduled service for partial service months and/or for customer requested temporary reduced levels of service for a specified period time (for instance, customer construction or parking lot re-pavement projects or summer schedules for private schools).

6. For on-call roll-off container and trash compactor services and for the pickup of baled recyclable commodities (e.g.: source separated corrugated cardboard, paper, and plastics), American Reclamation will provide service orders and rtified scale tickets for the individual loads and commodities.

7. American Reclamation acknowledges and accepts that The City of El Segundo may audit the Company's billing practices, invoices and payment receipt data and other billing related activities and documentation. The Company shall comply and cooperate with the City's auditors at no cost to the City of El Segundo.

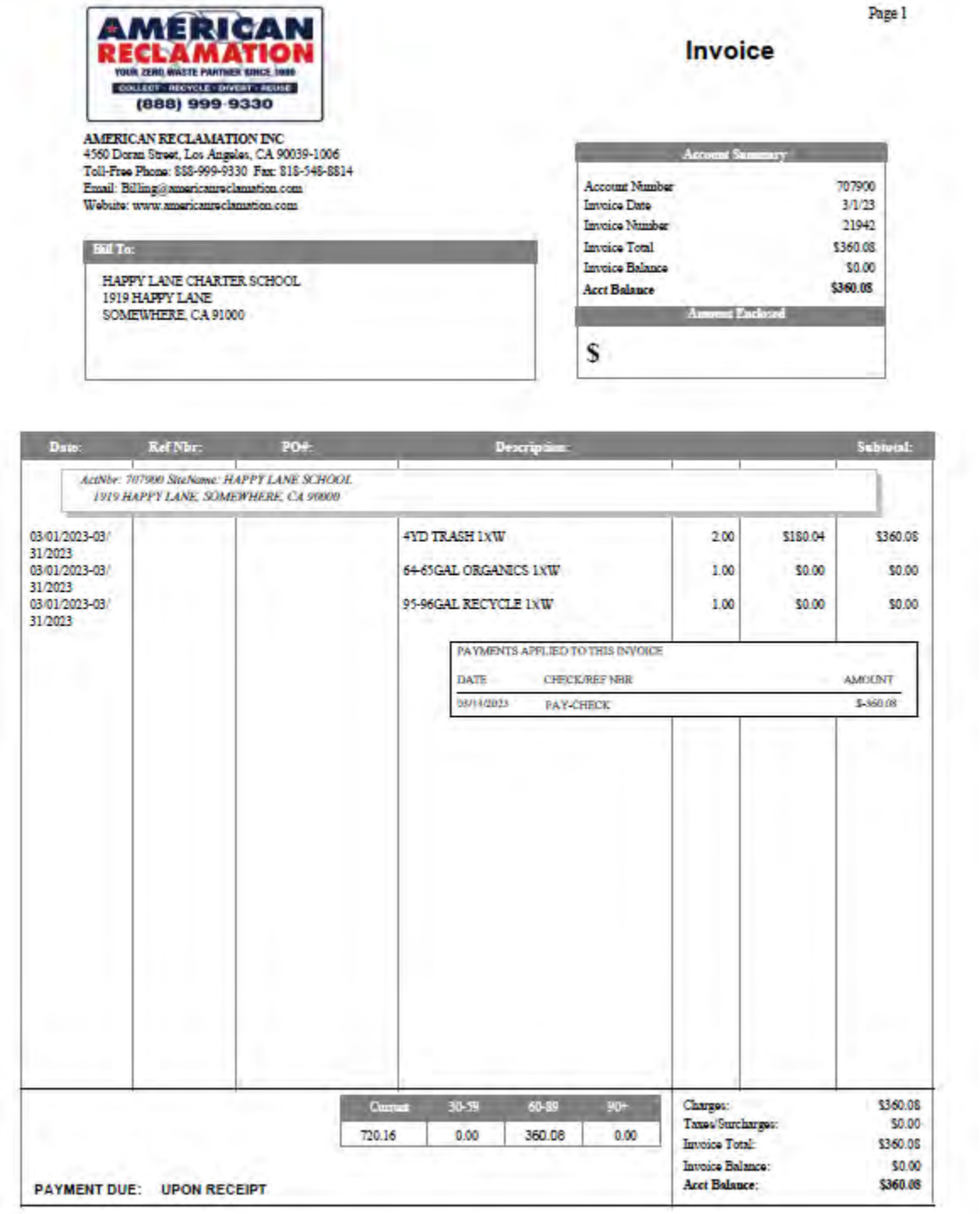
8. Payment terms for all invoices for recurring prescheduled services will be

Net Thirty (30) Days, Net Ten (10) days for on-call services on account (for customers with Company-approved credit applications) and payment due upon invoice receipt or Cash-In-Advance (CIA)/Credit Card for temporary on-call customers without company-approved credit applications.

9. American Reclamation will accept check, credit/debit card, and cash payments from customers and with prior arrangement direct deposit payments via electronic funds transfer (EFT).

Please see Exhibit 3-K on the following page for sample copy of an American Reclamation invoice.

EXHIBIT 3-K
AMERICAN RECLAMTION SAMPLE INVOICE



Page 1

AMERICAN RECLAMATION
YOUR ZERO WASTE PARTNER SINCE 1988
COLLECT · RECYCLE · DIVERT · REUSE
(888) 999-9330

Invoice

AMERICAN RECLAMATION INC
4560 Doran Street, Los Angeles, CA 90039-1006
Toll-Free Phone: 888-999-9330 Fax: 818-548-8814
Email: Billing@americanreclamation.com
Website: www.americanreclamation.com

Bill To:

HAPPY LANE CHARTER SCHOOL
1919 HAPPY LANE
SOMEWHERE, CA 91000

Account Summary

Account Number	707900
Invoice Date	3/1/23
Invoice Number	21942
Invoice Total	$360.08
Invoice Balance	$0.00
Acct Balance	**$360.08**

Amount Enclosed

$

Date:	Ref Nbr:	PO#:	Description:			Subtotal:
AcctNbr: 707900 SiteName: HAPPY LANE SCHOOL 1919 HAPPY LANE, SOMEWHERE, CA 90000						
03/01/2023-03/31/2023			4YD TRASH 1XW	2.00	$180.04	$360.08
03/01/2023-03/31/2023			64-65GAL ORGANICS 1XW	1.00	$0.00	$0.00
03/01/2023-03/31/2023			95-96GAL RECYCLE 1XW	1.00	$0.00	$0.00

PAYMENTS APPLIED TO THIS INVOICE

DATE	CHECK/REF NBR	AMOUNT
03/14/2023	PAY-CHECK	$-360.08

Current	30-59	60-89	90+
720.16	0.00	360.08	0.00

Charges:	$360.08
Taxes/Surcharges:	$0.00
Invoice Total:	$360.08
Invoice Balance:	$0.00
Acct Balance:	**$360.08**

PAYMENT DUE: UPON RECEIPT

3.4.2. Customer Service Procedures

American Reclamation has the equivalent of 7 each full-time employees dedicated to handling service requests and complaints from customers. Our customer service procedures are as follows:

A. American Reclamation's Complaint and Problem-Solving Resolution Procedure (See Exhibit 3-L below)

American Reclamation's customer complaint and problem-solving resolution procedure consists of the following steps:

A.1. American Reclamation customer service representatives obtain the customer service inquiry or complaint directly a) over the phone or b) from a customer email or c) through the contact page of American Reclamation's website.

A.2. American Reclamation customer service representatives record/document the customer complaint or inquiry in the Customer Complaints & Requests Log (see Exhibit 3-M below).

A.3. The American Reclamation customer service representatives documenting the complaint or inquiry will then provide email notification and details of the matter, with the subject line starting "Customer Report:" followed by the customer account number, customer name, brief description of the customer inquiry (such as "Broken Bin", "Missed Pickup", "Billing Issue", "Change in Service Level", etc.), to the appropriate people within American Reclamation responsible for resolving the customer request, matter or complaint:

- Dispatch: For all reported service delivery matters pertaining to refuse and recycling collection, reports of graffiti on collection containers, reports of broken/damaged containers, "Red Tags" (driver notifications to customer that bin could not be serviced due to contamination, vehicle blocking bin/lack of access, locked gates, etc.) and requests for container steam cleanings, replacements and removals.

- American Reclamation Accounting: All billing issues.

- Sales/Customer Service Representatives: New service orders, requests for changes in service levels or bin size, service pricing, requests for C&D diversion reports, customer contamination or abuse of company-supplied refuse containers and general recycling program information.

- Operations Manager: Reports of refuse spills, leaking trucks, down trucks, company trucks causing property damage, and refuse collection personnel matters.

- Purchasing Agent/Insurance: Reports and claims for company vehicle accidents and damage to customer and/or city property caused by company trucks and/or refuse collection personnel.

- Recycling Accounting: Requests for purchase orders and payments for source-separated recyclable commodities (such as corrugated cardboard, ferrous and non-ferrous metals).

A.4. The pertinent American Reclamation personnel who are responsible for answering and/or resolving specific customer inquiries and complaints, as outlined in section 3.4.2.A.3. above, will respond to the notifying American Reclamation customer service representative with the proposed resolution and/or remedial actions to be taken and time frame for such resolution or actions within 4 business hours for non-emergency issues (such as needed graffiti removal or bin cleaning) and within 1 to 2 business hours for emergency issues such as a down collection truck, collection vehicle refuse spills, accidents, etc.

A.5. American Reclamation customer service representatives will notify customers of the pending resolution or remedial actions to be taken and the time frame for resolution or remedial actions upon receiving reply email or text notification from the designated company employee responsible for implementing and/or overseeing the resolution and/or remedial actions. If American Reclamation customer service representatives do not receive reply email or text notification of resolution and/or remedial actions from the designated company personnel within 4 business hours (and within 1 to 2 business hours for emergency situations), they will escalate the matter directly to the next higher-level manager and/or to American Reclamation's C.E.O. and President, as warranted by the urgency of the matter, for resolution.

A.6. Designated and/or assigned company personnel responsible for providing resolution or remedial actions pertaining to customer requests, complaints and issues will notify American Reclamation customer service representatives when the required resolution and remedial actions have been completed. American Reclamation sales/customer service representatives will make a follow up phone call or email to the customer to verify that the resolution and/or remedial actions have been taken and that the customer is satisfied with the results. American Reclamation customer service representatives will then update the Customer Complaints & Requests Log by recording/documenting the actions and resolutions taken and the dates such actions and resolutions were performed.

A.7. American Reclamation's Sales Manager will provide a copy of the updated Customer Complaints & Requests Log to the designated City of El Segundo personnel responsible for monitoring the company's performance under the Contract on at least a quarterly basis or more frequently upon request.

A.8. American Reclamation's customer services representatives will contact customers on a quarterly basis to determine their level of satisfaction with American Reclamation's services; identify needed changes in service levels, bin size and any required service improvements; document any direct waste reduction activities the customer is performing; and inform customers of additional recycling opportunities available to them.

B. Escalation/Resolution Process For Unresolved Reported Issues

Please Section 3.4.2.B. above for American Reclamation's approach to resolving service problems. In terms of escalation of unresolved reported service issues, please note the following:

First Report of Issue by Customer to ARI Customer Service –
Call Back for Reported Emergency Issue: Within 2 Business Hours
Call Back for Non-Emergency Issue: Within 4 Business Hours

Second Report of Unresolved Issue by Customer To ARI Customer Service – Customer Service Representative escalates issue to cognizant operations, accounting and/or human resources manager responsible for resolving issue:
Call Back for Reported Issue: Within 2 Business Hours

Third Report of Unresolved Issue by Customer To ARI Customer Service – Customer Service Representative escalates issue to both company General Manager and cognizant operations, accounting and/or human resources manager responsible for resolving issue:
Call Back for Reported Issue: Within 2 Business Hours

Since many people have frustration dealing with voice menu telephone systems American Reclamation strives to have its customer service representatives pickup customer calls live to prevent voice menu encounters. The following sections C.1. – C.2. along with Exhibit 3-N below describe our Call Center metrics and customer call flow:

Exhibit 3-L

AMERICAN RECLAMATION, INC. PROBLEM RESOLUTION PROCESS FLOW CHART

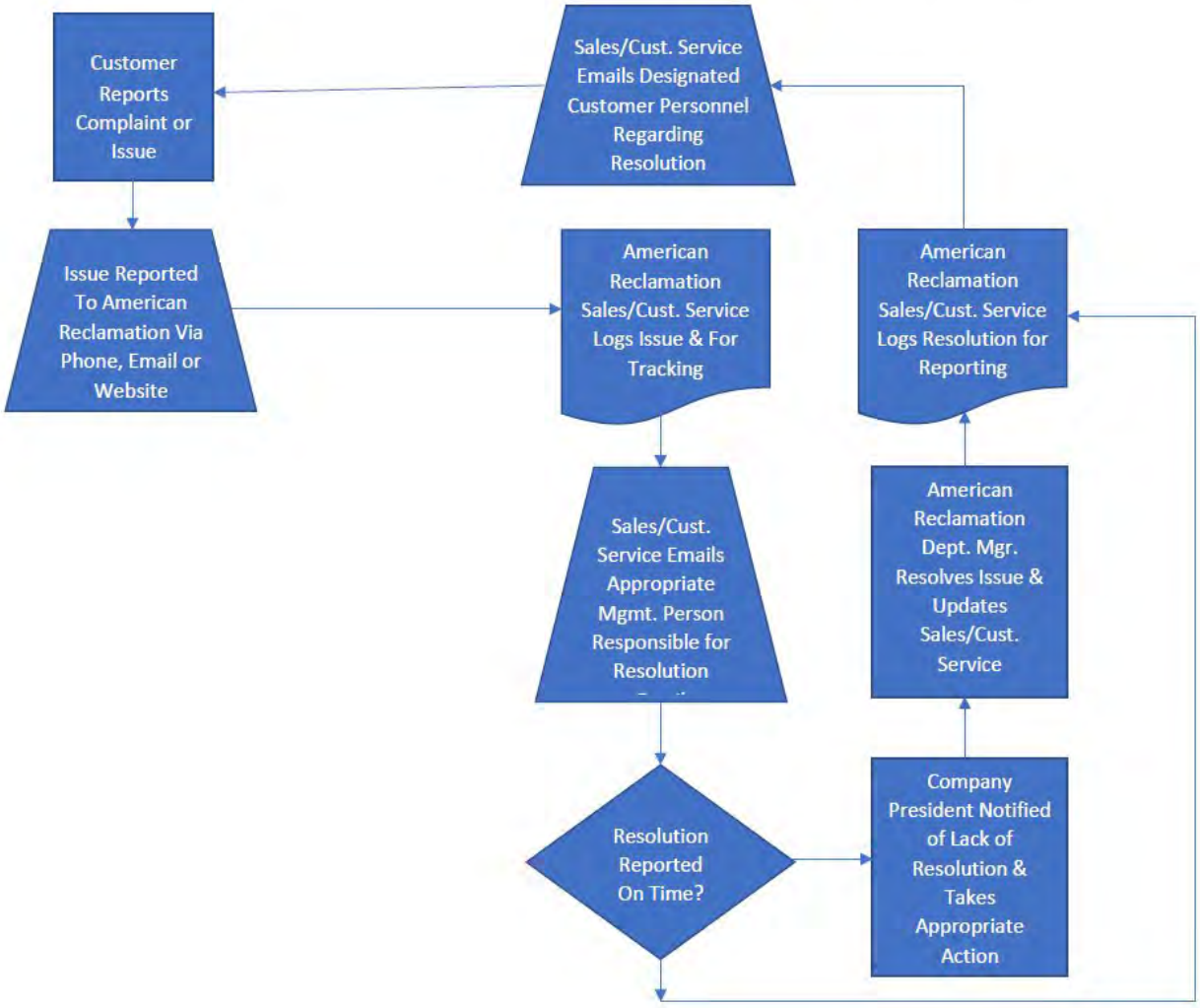


Exhibit 3-M
Problem Resolution Log

AMERICAN RECLAMATION REPORTED COMPLAINTS, REQUESTS & ISSUES LOG FOR EL SEGUNDO, CA CUSTOMERS

Date/Time Reported	Contact Name & Phone	Account No. / Business Name	Street Address	Complaint	Action & Resolution	Date Resolved

(Names shown in red indicate additional complaints on file from this person.)

C.1. Call Center Performance Metrics

American Reclamation's call center performance metrics consist of the following:

- Average call answer time -- **Target:** Answered by a live representative, no wait time

- Average hold time for customer service representative –
  Target: less than 1 minute

- Average time to resolve reported customer service complaints and issues
  Target: Less than 1 business day or 8 business hours

- Average time for callbacks -- **Target:** less than 10 minutes

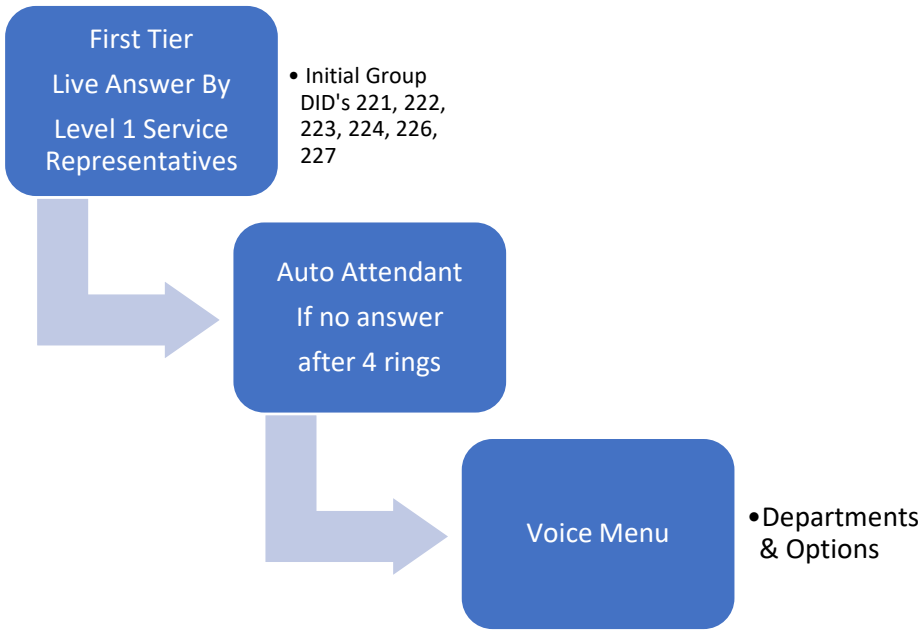
C.2. Phone System Call Flow

American Reclamation's Call One phone system provides a single VOIP telecommunications solution across the company's different locations and users including remote off-site pickup of phone calls by company employees using their cell phones. While Automated Call Distribution (ACD) capability is available on our system, we prefer to have all customer calls quickly picked up by our call center staff of 7 each service represents in less than 1 minute or 4 rings. If a call is not answered within 4 rings, only then is it routed to a voice menu auto-attendant that provides options for the caller to select which company department and/or employee they wish to speak to.

If the requested and/or selected department or employee is not available to answer the call, the caller is prompted to leave a voice message, and the department and/or employee is notified of the voice message by the Call One voice mail system. Caller messages are translated into text that is then emailed or sent by SMS message to the intended recipient(s). It is company policy to return caller messages and complaints within 2 business hours. Please see Exhibit 3-N below for a graphic summary of the company's phone system call flow and voice menu system.

Exhibit 3-N
American Reclamation Phone System Call Flow

1. Weekday Call Flow (Monday -- Friday 6:00 am – 5:00 pm)



Options List for Auto Attendant

To dial by name or extension – Press 1
To look up names – Press 1

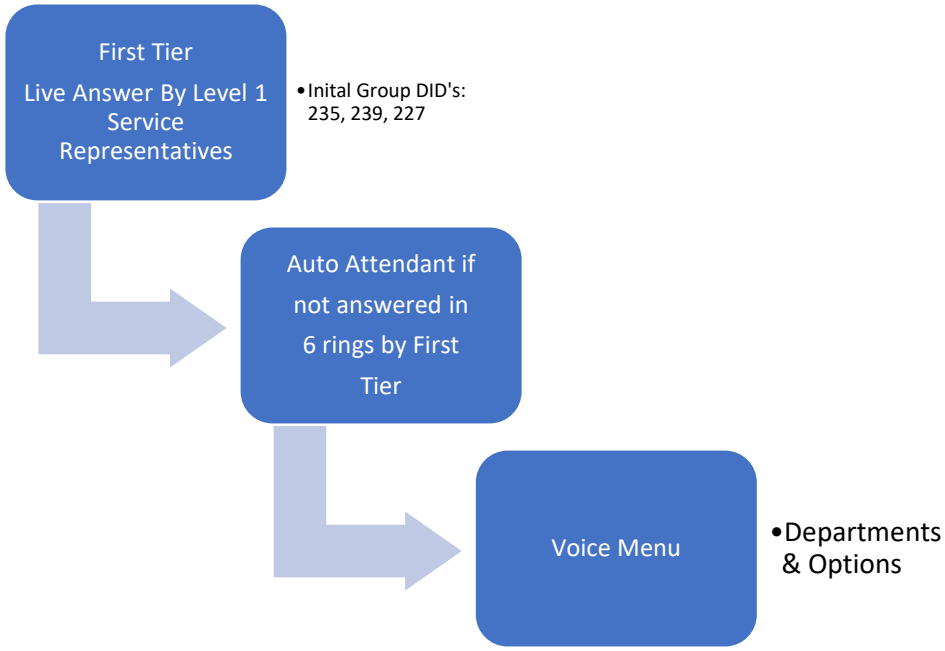
For Accounting – Press 2
Announce below:
For Accounts Receivable – Press 1
For Accounts Payable – Press 2
For Payroll – Press 3
For General Accounting – Press 4

For Sales & Customer Service including dispatch -- Press 3
For Sales – Press 1
For Customer Service & Report Service Issues – Press 2

For Operations & Purchasing – Press 4
For Buyback Center & Metal Yard – Press 1
For Fleet Operations – Press 2
For Recycling Yard Operations – Press 3
For Purchasing – Press 4

For Operator/Receptionist (General Mailbox) -- Press 0 (Reception VMB 223)

2. Saturday Call Flow (Saturday 6:00 am – 3:00 pm)



Options List for Auto Attendant

To dial by name or extension – Press 1
To look up names – Press 1

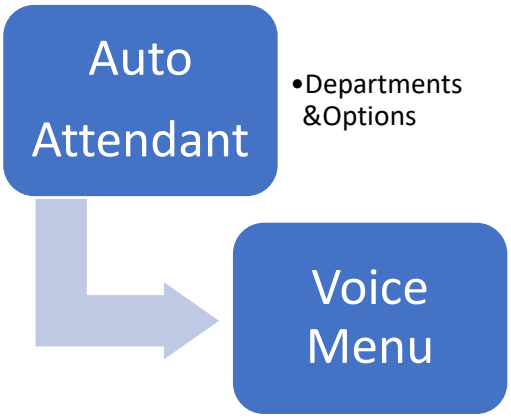
For Accounting – Press 2
Announce below:
For Accounts Receivable – Press 1
For Accounts Payable – Press 2
For Payroll – Press 3
For General Accounting – Press 4

For Sales & Customer Service including dispatch -- Press 3
For Sales – Press 1
For Customer Service & Report Service Issues – Press 2

For Operations & Purchasing – Press 4
For Buyback Center & Metal Yard – Press 1
For Fleet Operations – Press 2
For Recycling Yard Operations – Press 3
For Purchasing – Press 4

For Operator/Receptionist (General Mailbox) -- Press 0 (Reception VMB 223)

3. <u>After-Hours, Sundays & Holidays Call Flow</u> (Monday – Friday 12:00 am – 6:00 am
5:00 pm – 12:00 am
Saturdays 12:00 am – 6:00 am
3:00 pm – 12:00 am
Sundays – all day
Holidays – all day)



<u>Options List for Auto Attendant</u>

For Emergency Service – Press 9 (routes to designated emergency contact person)

To dial by name or extension – Press 1
To look up names – Press 1

To leave a message in our general mailbox – Press 0 (Reception VMB 223)

D. After-Hours, Emergency Service & Special Service Requests

D.1. After-Hours & Emergency Service

Please see Exhibit 3-N items 2 and 3 above, for description of after-hours call processing. American Reclamation will assign a stand-by management member each week to be available on a 24-hour basis to accept emergency and after-hours service requests, callback and respond to customer emergency and/or after service requests within 2-hours of receipt of the request. Messages left on the Company's after-hours service voice mail box will be translated to text and forwarded to the standby management member's cell phone along with an SMS text message as an alert. The standby management member will call back the caller within 2 hours of receipt of the emergency notification to obtain details of the emergency request. Based on the severity and requirements to resolve the emergency request, the issue will be prioritized and American Reclamation management will determine and take appropriate actions to resolve the emergency service request and notify the designated customer contacts of the actions to be taken within 2 hours after contacting the caller to obtain details of the emergency request.

D.2. Protocols/Procedures for Processing Requests from Customers with Special Service Needs

Other than emergency service requests, American Reclamation will give highest priority to Customers with special service needs (such as restricted collection hours, compactor service, limited access to collection containers requiring scout and/or pushout service, extra pickups, and need for temporary bins or roll-off containers needed for events or source-separated refuse and recycling (such as C&D, green waste, E-waste, cardboard, etc.). Customer special service requests will be flagged in the company's business system for identification, monitoring and tracking purposes. The company business system will be utilized by the Company Dispatcher to assign required resources (type of containers, collection trucks and appropriate collection personnel) to schedule and fulfill on-site response required for the special service request. The company's customer service representatives will contact designated customer personnel within 2 hours of receipt of the special service request as to the date(s) and time(s) of the on-site response and to provide status of the service request every 4 hours until fulfilled or resolved. Company managers will monitor special service requests on a daily basis to ensure they are promptly responded to and satisfactorily resolved for the customer. The company's Samsara vehicle tracking system, which tracks refuse collection activities, will be utilized to monitor assigned collection truck location and progress as needed.

3.5. Customer Education and Outreach

American Reclamation will use phone and email communications with customers, emailed customer surveys, on-site customer visits and waste audits, service orders, scale ticket records, payment records and customer complaint logs to obtain and compile customer data and generate required reports to the City of El Segundo showing American Reclamation's customer compliance with State of California laws AB 939, AB 341, AB 1826 and SB 1383. Please see Appendix E below and Exhibits 3-B, 3-D, 3-G through 3-J above for sample American Reclamation organics, recycling and trash disposal education material that will be utilized and provided to El Segundo, CA customers.

3.6. Transition Plan

The following chart summarizes American Reclamation's Implementation Plan identifying required actions and target dates to implement and continue non-exclusive solid-waste and recycling franchise service in the City of El Segundo:

Activity/Event	**Schedule/Target Date(s)**
Proposed Implementation Plan submitted with Proposal	April 29, 2024
City of El Segundo Vendor Selection & Approval	April 29 – May 17, 2024
Franchise Agreement Negotiated and Approved	May 18 – June 3, 2024
Franchise Agreement Executed	Target Date: June 7, 2024
Issue purchase orders for required additional collection containers if needed.	Target Date: June 10 -- 11, 2024
Final Implementation Plan submitted to City of El Segundo	Target Date: June 12, 2024
Call Center & Field Service Staffing and Training	Target Date: June 4 -- 6, 2024
Kick-Off Meeting Held with Transition Team	Target Date: June 3, 2024
Document and resolve any reported customer issues as required.	Target Date: June 12, 2024 – On-Going
American Reclamation's accounting personnel update company's business system with any applicable new pricing and changes to customer service levels effective July 12, 2024	Target Dates: June 3 – 7, 2024
Draft/develop service brochure, educational materials and video/PowerPoint presentations for City review and approval	Target Dates: June 10 -- 14, 2024
Prepare service literature distribution/education plan for review by City of El Segundo personnel	Target Dates: June 17 – 21, 2024
American Reclamation field service representatives perform on-site waste audits of El Segundo service sites to confirm service levels, bin quantity and sizes, and identify any necessary changes for recommendation and submission to customers	Target Dates: June 17 – 28, 2024

Activity/Event	Schedule/Target Date(s)
Order/print service brochures and educational materials for El Segundo, CA customers.	Target Dates: June 24 – 28, 2024
El Segundo customers approve/reject any recommended changes from on-site waste audits.	Target Dates: July 1 – 12, 2024
Distribute service brochure and disposal educational literature to El Segundo customer sites and personnel notifying them of the new contract, required SB 1383 source-separated waste containers, site collection schedules, and other available collection programs.	Target Dates: July 15 – 19, 2024
Collection driver assignments finalized for 2023 – 2024 academic year.	Target Dates: June 17 -- 21, 2024
Any newly assigned drivers for El Segundo, CA practice drive assigned route	Target Dates: June 24 – 28, 2024
American Reclamation delivers replacement and any additional refuse collection containers to El Segundo, CA customer sites as required.	Target Dates: July 15 – 26, 2024
Recycling Coordinators schedule and conduct Zoom meetings to train customer personnel on required recycling and disposal practices for organics, recycling and solid-waste streams.	Target Dates: July 22 -- 31, 2024
American Reclamation's Accounting Department generates and mails first monthly service invoice in advance to El Segundo, CA customers.	Target Dates: July 22 – 26, 2024
American Reclamation starts trash, recycling and organics collection services for El Segundo, CA customers.	**Target Date: August 1, 2024**
Prepare and submit first quarterly report to City of El Segundo. (Continues quarterly thereafter between the 1st and 30th of the following month for collection activities performed for the prior calendar quarter.)	Target Dates: September 1 – 30, 2024
Identify local community food banks that are capable of accepting on-going donations of edible food waste for implementation of the Edible Food-Waste Collection Program required by SB 1383.	Target Dates: August 1 – 9, 2024
Field Service Representatives conduct site visits of high-volume food waste generation sites to identify Tier 1 and Tier 2 food waste generators.	Target Dates: August 12 -- 23, 2024
Prepare and submit Edible Food-Waste Collection and Donation Program proposal to the City of El Segundo for review and approval. (Note: SB 1383 requires that 20% of edible food waste to be disposed to be donated to non-profit community food banks.)	Target Dates: August 26 – 30, 2024
Edible Food-Waste Donation Program announced to applicable El Segundo customers	Target Dates: September 2 – 13, 2024

Activity/Event	Schedule/Target Date(s)
Edible Food-Waste Collection and Donation Program implemented	Target Date: October 1, 2024

It is anticipated that the implementation plan presented above for solid-waste collection, recycling and disposal services provided by American Reclamation to El Segundo, CA customers under the City of El Segundo commercial waste franchise agreement will be a "working document" that will evolve and be revised as necessary after initial review by the designated City of El Segundo personnel and as American Reclamation and the City personnel conduct weekly/monthly service implementation review meetings until all required services and reports are fully implemented.

3.7. Facilities

The following section identifies all transfer, disposal, and processing facilities to be utilized by American Reclamation for the various materials collected from commercial and multifamily residential customers in the City of El Segundo. We understand the facilities utilized under this agreement shall be subject to the terms of the City's franchise agreement as it relates to facilities and we have carefully selected long-term partners of which we are confident will perform and exceed the requirements of the City's RFP. The Facilities to be utilized agree to comply with the following:

3.7.1. Compliance And Material Tracking Verification

All facilities utilized by the American Reclamation will be responsible for meeting all pertinent local, State and Federal health and environmental laws, regulations, and standards applying to collection of Solid Resources as they pertain to the franchise agreement. All facilities utilized by American Reclamation will maintain compliance records from other compliance agencies.

American Reclamation agrees to provide the City of El Segundo documentation supporting the City's compliance with AB 939, AB 341, AB 1826 & SB 1383, meeting mandatory recycling and organics diversion requirements, and any other mandated regulatory requirements, to achieve the City's diversion rate goals.

The Following Reporting Requirements will be adhered to:

- Documenting tonnage of all incoming Solid Resources by material type
- Documenting incoming Solid Resources delivered under the Agreement by material type
- Detailing processing procedures, as necessary for processing facilities
- Documenting tonnage of all outgoing Solid Resources by commodity

3.7.2. Transfer Station Capabilities

In reviewing the City of El Segundo's RFP and the draft agreement documents, all facilities listed below will have the ability to track vehicle tonnage and comply with the requirements below:

- Automated scales that accurately measure the weight of each collection vehicle entering the facility (gross weight) and leaving the facility (tare weight) after tipping. These scales shall be certified by a State weights and measures authority and proof of certification shall be posted on site at the facility and available to the City of El Segundo upon request. American Reclamation will provide a monthly tonnage data report for solid resources delivered to each Transfer Station it proposes to utilize.
- Proposed transfer facilities will be in compliance with their local and state permits at all times, including requirements specific to storage of all solid resources on site.

TRANSFER STATIONS

Name & SWIS #	Address	Verified Compliance With State/Local/ Federal Laws? Y/N	Performance Advantage	Available Tonnage
American Reclamation (ARI) 19-AR-5606 Diversion Rate: 84.15%	4560 Doran St. Los Angeles, CA 90039	Yes	Facility is a MRF and Transfer Station, with the ability to sort recyclables and organic waste to increase diversion for the City of El Segundo.	15 tons per day
Universal Waste Systems (UWS) 19-AA-1140 Diversion Rate: 73%	9010-9016 Norwalk Blvd, Santa Fe Springs, CA 90670	Yes	Facility is a MRF and Transfer Station, with the ability to sort recyclables and Organic Waste to increase diversion for the City of El Segundo.	650 tons per day
Innovative Waste Control 19-DE-0001	4133 Bandini Blvd, Vernon, CA 90058	Yes	Facility offers a central transfer point for many routes throughout the Los Angeles area minimizing VMT's and transportation waste.	250 tons per day
Compton Recycling & Transfer Station 19-AA-0048	2509 Rosecrans Ave, Los Angeles, CA 90059	Yes	Facility offers a central transfer point for many routes throughout the Los Angeles area, minimizing VMT's and transportation waste.	200 tons per day
EDCO Recycling and Transfer 19-AA-1112	2755 California Ave. Signal Hill, CA 90755	Yes	Facility offers a central transfer point for many routes throughout the Los Angeles area, minimizing VMT's and transportation waste.	1,500 tons per day

3.7.3. Disposal Facilities Capabilities

American Reclamation has verified our proposed disposal facilities have at a minimum the following capabilities to accept solid waste:

- Controls to prevent unauthorized access.
- In the case of landfills, lining and leachate systems that meet Local, State and Federal requirements for Class III Landfills.
- In the case of landfills, odor and dust controls systems that meet Local, State and Federal requirements for CLASS III Landfills.
- Fire suppression systems that meet Local, State and Federal requirements.
- All disposal facilities used by Contractors shall meet all Local, State, and Federal permitting requirements.
- American Reclamation agrees that should one or more of the proposed disposal facilities fail to meet these requirements at any point during the term of the Agreement, American Reclamation will immediately procure replacement capacity at no cost to the District or School/Offices or risk termination of its Agreement.

DISPOSAL FACILITIES

Name & SWIS #	Address	Verified Compliance With State/Local/ Federal Laws? Y/N	Performance Advantage	Materials To Be Sent to Disposal Facility
Sunshine Canyon Landfill 19-AA-2000 Rate Per Ton: $63.00	14747 San Fernando Rd, Sylmar, CA 91324	Yes	Working relationship with American Reclamation for over 20 years, offering competitive pricing and guaranteed tonnage.	Refuse & Residual Waste
Chiquita Canyon Landfill 19-AA-0052 Rate Per Ton: $45.00	29201 Henry Mayo Dr, Castaic, CA 91384	Yes	Chiquita Canyon has a large daily capacity of 12,000 tons per day, which will be a resource for the District in the event capacity were a concern at alternate facilities.	Refuse & Residual Waste
Simi Valley Landfill 56-AA-0007	2801 Madera Road, Simi Valley, CA 93065	Yes	Owned and Operated by Waste Management who has had a relationship with American Reclamation for over 30 years. This facility can accept multiple waste streams and AR has the ability to dump at all alternative WM sites as well.	Refuse & Residual Waste

3.7.4. Processing Facilities Capabilities

The processing facilities listed below shall have the following capabilities and equipment:

- Automated scales that accurately measure the weight of each collection vehicle entering the facility (gross weight) and leaving the facility after tipping (tare weight). These scales shall be certified by a State weights and measures authority and proof of certification shall be posted on site at the facility and available to the City of El Segundo upon request.

- American Reclamation will provide monthly tonnage data for commingled recyclables and organics material delivered to each Processing Facility it proposes to utilize.

- Mechanical equipment, including conveyor belts, and screening devices, to efficiently separate, bale and containerize commingled recyclables for delivery to market.

- Mechanical equipment, including de-bagging, pre-screening and turning equipment to efficiently compost and/or digest organics for delivery to market.

- A sufficient amount of land to ensure that the volume of organics to be processed, cured and stored on-site can be done safely and within design and permit limitations.

- A sufficient number of short- and long-haul vehicles and containers to ensure that all organics can be transferred and hauled to market quickly and efficiently.

- Any facility utilized in a proposal shall meet or exceed standard safety, code and regulatory requirement.

PROCESSING FACILITIES

Name & SWIS #	Address	Verified Compliance With State/Local/ Federal Laws? Y/N	Performance Advantage	Materials to be Processed
American Reclamation, Inc. 19-AA-1941 & 19-AA-1942	4560 Doran Street, Los Angeles, CA 90039	Yes	Owned and Operated by proposer. El Segundo, CA material will receive priority and maintain one of the highest recyclables & C&D diversion rates in the region.	Recyclables, C&D, green waste, compostable materials and special wastes (carpet, tires, etc.)
Grand Central Recycling & Transfer 19-AA-1042	999 Hatcher Ave, City of Industry, CA 91748	Yes	Automated processing systems to maximize diversion and high mixed waste processing rate	Organic Waste, Mixed Solid Waste, Recyclables, C&D and green waste
Universal Waste Systems 19-AA-1140	9010-9016 Norwalk Blvd, Santa Fe Springs, CA 90670	Yes	Proposes innovative solutions to diverting organic waste and has an existing relationship with American Reclamations Processing Facility.	Organic Waste, Mixed Solid Waste, Recyclables and green waste.
Waste Management - Sun Valley 19-AR-1937	9227 Tujunga Avenue, Sun Valley, CA 91352	Yes	Newest organics processing facility in the region, with plans to be a high diversion waste facility.	Food Waste, Organic Waste, Mixed Solid Waste, Recyclables and green waste.

3.7.5. Proposed Dirty MRF Expansion

American Reclamation has been in the process of planning and constructing a Dirty Material Recovery Facility which could process up to 2,500 tons of Mixed Solid Waste (MSW) per day. We estimate completing this project in the Fall of 2026. This facility would accept the following:

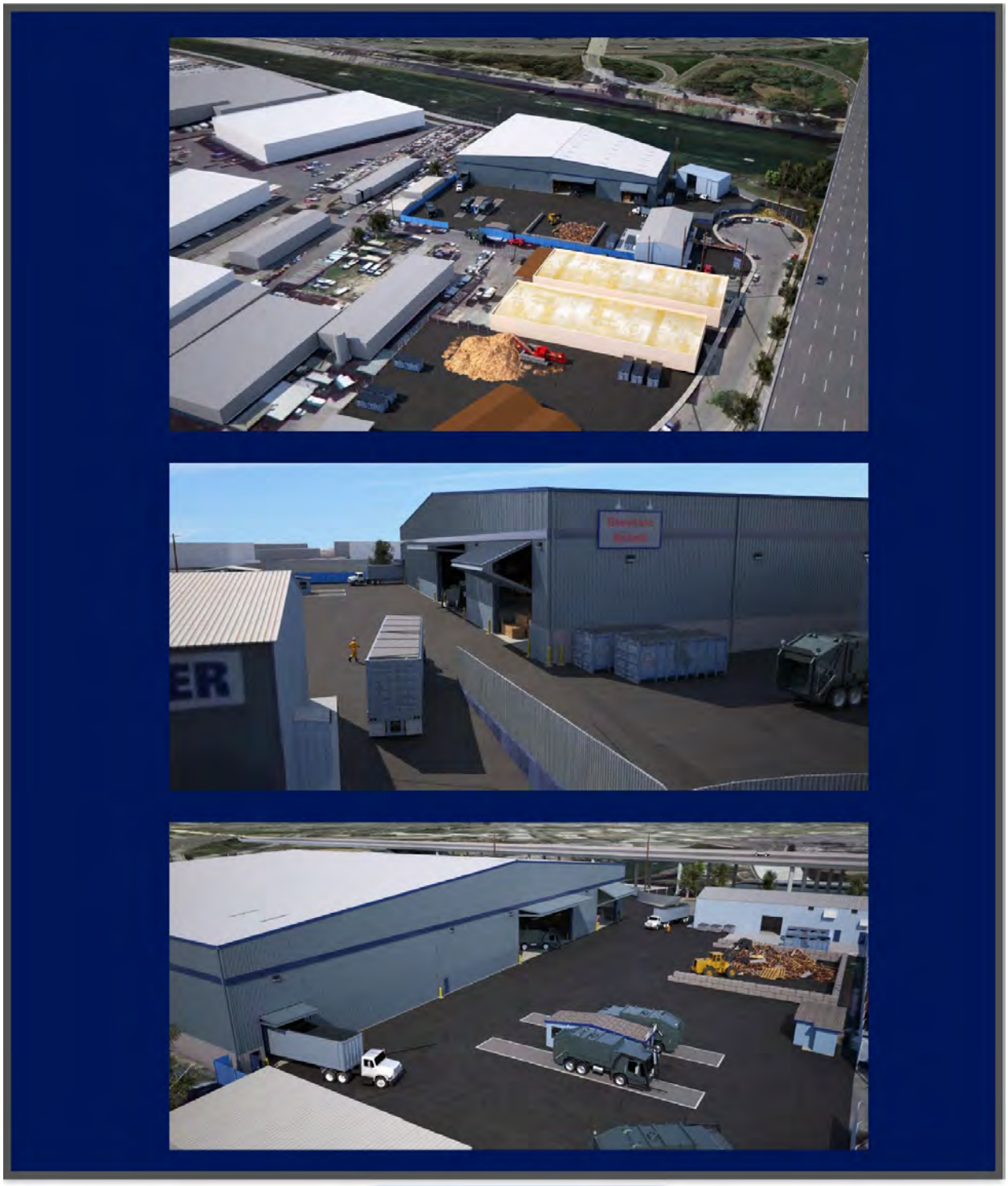
- Mixed Solid Waste
- Single-Stream Recyclables
- Organics (Mixed and Source Separated)
- Food Waste
- Green Waste
- Construction, Demolition and Inert Waste (CDI)
- Street-Sweeping Debris

Benefits to the City of El Segundo:

- City material will have priority in guaranteed tonnage
- Increased diversion figures
- Operating hours can be adjusted for emergency services or City Events
- Free facility tours to City personnel and El Segundo, CA customers
- Mulch/Compost giveaways to all City Residents and Businesses

Please see Exhibit 3-O below for renderings and site plans for the proposed Dirty MRF:

Exhibit 3-O
American Reclamation MRF Expansion Renderings



3.8. Office and Maintenance Facilities

American Reclamation will be utilizing the following company-owned and occupied facilities under the City of El Segundo's Franchise Agreement:

3.8.1. Corporate Office: 4560 Doran St., Los Angeles, CA 90039-1006
3.8.2. Maintenance Yard/Repair Shop: 4560 Doran St., Los Angeles, CA 90039
3.8.3. Recycling Facility and Scale House: 4560 Doran St., Los Angeles, CA 90039
3.8.4. Compostable Materials Processing Facility: 4510 Doran St. Los Angeles, CA 90039
3.8.5. Metal Yard and Buy Back Center: 5487 W. San Fernando Rd., Los Angeles, CA 90039

3.9. Optional Additional Information or Proposal Enhancements

3.9.1. To address the needs of customers in the City of El Segundo with unique refuse collection needs, American Reclamation will offer the following special services:

a. *Scout Truck Service*: For locations that store refuse collection containers in subterranean and limited access locations.

b. *On-Call Bulky Item Collection Service*: To pick up oversize items (such as furniture, appliances, etc.) that will not fit in a customer location's refuse containers.

c. *On-Call Trash Compactor Service*: For customer locations that generate large-volumes of separated food waste/food soiled paper or trash where the use of 2-wheel carts and/or front-loading bins is not practical.

d. *On-Call Temporary Bin and Roll-Off Services*: For the pickup of large-volumes of green waste, carpet/carpet tile, construction and demolition waste, inert materials (e.g.: asphalt, concrete, cement, dirt, rock/stone), used tires, E-waste (electronics), universal waste (e.g.: light bulbs, batteries) and trash.

e. *Pre-Scheduled Collection Services for Customer and City Events and Athletic Competitions*

f. *On-Call After-Hours and Emergency Collection Services*

g. *Temporary Interior Use Cardboard Disposal Containers for Customer and City Events*

h. *On-Call Collection Service for Edible Food Waste to Be Donated to Non-Profit Community Food Banks*

i. *Distinguishing Business Processes, Capabilities and/or Resources to Provide a Superior Level of Special Services*: American Reclamation will utilize its enhanced business system and Samsara fleet management system to track, monitor and provide timely response to customer requests for special services and report the commodities and tonnages recycled and diverted.

3.9.2. Additional proposal enhancements that American Reclamation is offering for the City of El Segundo are the following:

- ★ **FREE collection from all City Facilities**
- ★ **FREE compost to all customers to aid in SB 1383 compliance**
- ★ **FREE enrollment in the American Resource Recovery Program (ARRP)** – Please see Exhibit 3-P below.
- ★ **FREE facility tours to City residents, businesses and groups doing business in or affiliated with the City of El Segundo**
- ★ **Guaranteed compliance with SB 1383 AB 1826 and ALL applicable waste management, sustainable, and environmental State and Assembly Bills.**
- ★ **Guaranteed limitation of vehicle miles traveled (VMT's) achieved by our industry leading routing software.**
- ★ **Active in the City Chamber of Commerce**
- ★ **Tire Recycling Available**
- ★ **Carpet Recycling Available**

Exhibit 3-P
The American Resource Recovery Program (ARRP)

Customer Exclusive Program
Toll-Free: (888) 999-9330
www.americanreclamation.com



AMERICAN RECLAMATION

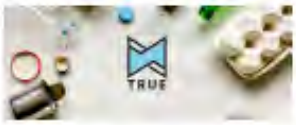
THE AMERICAN RESOURCE RECOVERY PROGRAM (ARRP)

The American Resource Recovery Program (ARRP) is an inclusive, informative, flexible resource created to fund and impact the way our customers recycle and places an importance on understanding where our waste goes. The ARRP is a building block to achieving a sustainable suture for all.

The average American disposes of 5.91 pounds of waste per day. On average, 75% of this will not be recycled. We can do better. In effort to urge our community to understand the reasons we recycle and why mitigating our carbon footprint is important, American Reclamation will reimburse ALL customers 75% of the investment to participate in a Zero Waste Program, in the event the customer chooses to select a third-party who is certified to offer Zero Waste Certification.

With Senate Bill 1383 - The Short Term Climate Pollutants Regulations going into effect on January 1, 2022 and a goal of 75% reduction by 2025, it is imperative that consumers stay informed and up-to-date with compliance requirements. Our program will aid in the understanding of these goals and customers who are not only willing, but eager to up-cycle and reuse.

Below are some participating organizations who we will reimburse our customers 75% of their investment to further their knowledge on helping cultivate a Zero Waste Future in our communities:



CRRA
Ending waste.

LEED GREEN ASSOCIATE

TRUE

SCSglobal SERVICES
Setting the standard for sustainability



COLLECT • RECYCLE • DIVERT • REUSE

The ARRP is limited to one person per household or business



AMERICAN RECLAMATION

RECYCLING SERVICES • WASTE SERVICES • PROCESSING • SUSTAINABILITY • OUTREACH

4.0. EXCEPTIONS TO DRAFT NON-EXCLUSIVE FRANCHISE AGREEMENT

American Reclamation, Inc. does not have any exceptions to the terms and conditions of the City of El Segundo's draft non-exclusive franchise agreement as presented in Appendix B of the City's "Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo" dated April 3, 2024.

5.0. RATE PROPOSAL FORMS

Please see the following pages for American Reclamation's rate proposal forms:

City of El Segundo Rate Proposal Form
Proposer Name: American Reclamation, Inc.

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$99.15	2yd	$109.43	3yd	$126.70	3yd Compactor	$279.30	4yd	$139.37	4yd Compactor	$316.45	6yd	$209.06
2 x p/wk	1.5 yd	$192.70	2yd	$215.86	3yd	$252.40	3yd Compactor	$555.60	4yd	$277.64	4yd Compactor	$629.50	6yd	$416.46
3 x p/wk	1.5 yd	$288.45	2yd	$324.15	3yd	$377.01	3yd Compactor	$829.90	4yd	$414.71	4yd Compactor	$940.28	6yd	$622.07
4 x p/wk	1.5 yd	$379.90	2yd	$431.43	3yd	$499.70	3yd Compactor	$1,098.20	4yd	$549.67	4yd Compactor	$1,244.26	6yd	$824.51
5 x p/wk	1.5 yd	$477.20	2yd	$540.86	3yd	$623.05	3yd Compactor	$1,369.50	4yd	$685.36	4yd Compactor	$1,551.64	6yd	$1,028.04
6 x p/wk	1.5 yd	$569.33	2yd	$649.29	3yd	$745.75	3yd Compactor	$1,639.85	4yd	$820.33	4yd Compactor	$1,857.96	6yd	$1,230.50

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	$73.18	65-gallon cart	$89.98	2yd	$126.79	3 yd	$147.90
2 x p/wk	35-gallon cart	$146.03	65-gallon cart	$179.96	2yd	$253.58	3 yd	$295.80
3 x p/wk	35-gallon cart	$215.34	65-gallon cart	$269.94	2yd	$379.39	3 yd	$443.70
4 x p/wk	35-gallon cart	$285.46	65-gallon cart	$359.92	2yd	$505.17	3 yd	$589.60
5 x p/wk	35-gallon cart	$357.50	65-gallon cart	$449.90	2yd	$629.96	3 yd	$733.50
6 x p/wk	35-gallon cart	$430.78	65-gallon cart	$539.88	2yd	$755.75	3 yd	$879.40

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	$9.00 monthly
Locking Bins - installation	NO CHARGE
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	$38.70
Second refuse cart, 65 or 95 gallon-Monthly Charge	$19.00
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	$17.30
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	$17.10
3yd / 4yd Compactor - Additional pick-up	$80.00
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$35.00
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$35.00
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$30.00
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	$45.00
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$40.00
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$40.00
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$35.00
Roll-Out Service Per Occurance	$12.75
Scout Truck Service Per Occurance	$12.75

City of El Segundo Rate Proposal Form
Proposer Name: American Reclamation, Inc.

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee	$317.00
Drop-off box - plus actual processing fee	$317.00
Drop-off box-Source Separated - Flat rate	$637.00
Compactor - plus actual landfill fee	$447.00
Compactor - plus actual processing fee	$447.00
Processing Fee - per ton	$89.70
Green waste Fee - per ton	$70.00

Clean-up Bins	Rate
Clean-up Bin Weekly rental	$198.00
Clean-up Bin Weekly-recycling	$191.00
Clean-up Bin over weight additional charge	$105.00
3 yd bin after 7 days (rental) - per day	$10.00
Clean-up Bin trip charge	$95.00

APPENDICES:

Appendix A: American Reclamation Key Employee Resumes

Appendix B: Workplace Illness and Injury Prevention Program (covers Cal-OSHA health and safety training, and drug testing)

Appendix C: Pages from American Reclamation, Inc.'s Safety & Risk Management Programs Manual (approved policies and procedures) Documenting Company Requirements for Refuse Collection Drivers to Possess Either A California Class A or B Commercial Driver's License and A Valid DOT Medical Card

Appendix D: American Reclamation, Inc.'s Fleet Safety Program (Please see pages 3 - 4 of this document pertaining to requirements for California DMV Medical Card DL51 and California DMV Record Information Form INF 70.)

Appendix E: Sample American Reclamation Organics, Recycling and Trash Disposal Education Material

Appendix A: American Reclamation Resumes of Key Personnel

Please see the following 9 pages for the resumes of American Reclamation's key personnel:

John R. Gasparian, Sr.:	C.E.O. and President
John R. Gasparian, Jr.:	Vice President and General Manager
Alfred Young:	Contract Compliance Manager
Joe Pimentel:	Operations Manager
Margarita Urquia:	Route Supervisor/Dispatcher
Craig Doerr:	Customer Service Manager
Kyle Bogosian:	Customer Success Specialist
Rick Forman:	Jurisdiction Reporting Specialist & Recycling Coordinator
Katherine Vargas:	Accounts Receivable

JOHN GASPARIAN

888-999-9330
john@socoastrec.com

4560 Doran Street
Los Angeles, CA
90039

Profile

Result-driven CEO and President who thrives in a business environment while utilizing exceptional ability to steer a company's development towards success. Well versed in maintaining a company's effectiveness and longevity

Experience

CEO and President | American Reclamation, Inc. and South Coast Fibers, Inc.

Los Angeles, CA - 1988 to Present

- Runs day to day operations for American Reclamation and South Coast Fibers as their CEO and President.
- Serves as the company's primary liaison with city council members and state officials.
- Opened American Reclamation's C&D Facility in 2010 as well as the Chipping and Grinding Facility in effort to reduce waste from going to landfills. This made American Reclamation, as well as the state of California more environmentally sustainable.
- Responsible for securing company contracts with agencies such as the City of Los Angeles, County of Los Angeles, City of El Monte , City of Pasadena, MTA, LAUSD, MUSD, Caltrans, among other agencies.
- In charge of all day-to-day operations including truck routes, all long and short term contracts, domestic and overseas sales, rubbish division, scrap metal and waste paper buy-back centers.

Sales Manager | American Reclamation, Inc. and South Coast Fibers, Inc.

Los Angeles, CA - 1986-1988

- Founded American Reclamation, a division to the company that concentrates on rubbish and recycling in 1986 at 21 years old.
- Achieved growth and hit sales targets by successfully managing the sales team.
- Designed and implemented a strategic sales plan that expanded company's customer base and ensured it's strong presence.

Education

Cerritos Junior College

Cerritos - A.A. Business Degree, 1986

St. Paul High School

Sante Fe Springs, CA - 1983

JOHN R. GASPARIAN JR.

888-999-9330
johng@socoastrec.com

4560 Doran Street
Los Angeles, CA 90039

Profile

Takes ownership and pride in all things related to American Reclamation. He is Innovative in approaching new opportunities and completing the task at hand.

Experience

Facility Operations Auditor, American Reclamation, Inc. -- December 2016 to Present

- Analyzing our diversion rate on a monthly basis and studying the newest ways in which we can keep more waste out of landfills, increasing our company's environmental sustainability.
- Assessing the viability of our outlets we export material to to ensure we have a constant stream of outbound material, which helps our operation run smoothly on a daily basis.

Working as a Regional Sales Representative for American Reclamation, my duties have been wide spread and include but are not limited to the following:

- Outside Sales (Soliciting business by consulting with potential customers and helping them secure better rates and most importantly, exceptional service.)
- Registering our company with public and private agencies to ensure that we are aware of all bids and have the opportunity to bid on said contracts.
- Public Educational/Outreach Events Supervisor (I worked different events pertaining to back to school events, free bulky item pickups, E-Waste Cleanups, as well as Earth Day awareness educational events)

Education

Servite High School 2012-2016

University of Arizona 2016-Present

Technical Skills

- Strong Communication Skills
- Self-Driven and very motivated
- Microsoft Excel
- Microsoft Word

JOSE "JOE" PIMENTEL

888-999-9330
joe@socoastrec.com

4560 Doran Street
Los Angeles, CA
90039

Profile

Exceptional skill level with the ability to complete task with outstanding results. Manages and coordinates multiple responsibilities in a professional manner. Plays a key role in maintaining and improving service levels to our customers.

Experience

2008 to Present American Reclamation, Inc./South Coast Fibers, Inc. Los Angeles, CA
Operations Manager

- Manage buyback center, recycling yard and truck maintenance shop operations.
- Primary service contact for municipal and government agency customer accounts.

1999 to 2017 American Reclamation, Inc./South Coast Fibers, Inc. Los Angeles, CA
Sales Manager; Customer Service Representative; Special Projects Manager

- Handles customer inquiries/complaints; in charge of special projects; responsible for the completion of reporting forms and all matters pertaining to AB 939 and franchise fees.

3/98 to 11/99 American Excelsior Co. Pico Rivera, CA
Plant Manager

- Responsible for day-to-day production, purchasing and all plant functions.
- Managed all aspects of transportation, such as scheduling of truck deliveries, maintenance, leasing, safety and record keeping.
- Accountable for hiring, scheduling, delegating, and preparing time cards.
- Conducted monthly safety meetings.
- Performed inventory cycle counts.

1984 to 12/97 Seco Industries Montebello, CA
Plant Manager

- Responsible for the reorganization and day-to-day management of all warehouse, production and shipping operations; directed a staff of 150+ employees on 3 shifts in a 60,000 sq. ft. facility.
- Accountable for the preparation of production paperwork and pricing for bill of lading.
- Oversaw personnel functions, including hiring, training, scheduling, delegating, performance evaluation, and preparing time cards.
- Supervised monthly inventory process, requisitioned all materials, and established equipment maintenance schedule.

1982 to 1984 Grant & Company Los Angeles, CA
Driver

- Utilized class "B" driver's license in the operation of a delivery truck.

Education

1982 Diploma Garfield High School East Los Angeles, CA

Fred Pryor Seminars

- Exceptional Customer Service (6/97)
- Coaching Skills for Manager and Supervisors (4/97)

American Management Association

Legal Aspects of Human Resources (6/97)

MARGARITA URQUIA

888-999-9330
dispatch@socoastrec.com

4560 Doran Street
Los Angeles, CA
90039

Profile

Very skilled in coordinating all aspects of day to day scale operations. Manages operations that are very complex with a high level of professionalism

Experience

Dispatcher and Weigh Master | American Reclamation, Inc. and South Coast Fibers, Inc. Los Angeles, CA - 1985 to Present

Dispatcher

- Runs day to day operations for American Reclamation and South Coast Fibers
- Maintaining up to date truck schedule for our daily pick-ups and service.
- Dispatching and communicating with our fleet of rubbish and recycling trucks.
- Communicating with customers to provide them with excellent friendly service. .
- Works with our sales and customer service department to resolve any issues and special request.

Weigh Master/Cashier

- Duties of a cashier to pay customers for recyclables including running reports and balancing the cashbox each day.
- Accurately weighs and provides certified weight tickets to customers for the purchase of recyclables and to charge for the dumping of construction and demolition debris.
- Responsible for checking each load of recyclables purchased for the correct commodity and check loads that are charged for the correct commodity.

Education

Certifications of completion for Microsoft Excel and Word from Glendale Community College

1994 Graduated Glendale High School Glendale CA.

CRAIG DOERR

888-999-9330
craig@socoastrec.com

4560 Doran Street
Los Angeles, CA
90039

Profile

- Experienced with starting recycling programs for large commercial accounts, but also small businesses, distribution centers, state and federal entities, nonprofit organizations and school districts. In the recycling industry for over 40 years. Very efficient with sales and customer service. Current manager for sales force with duties that include responding to request for proposals and bids and submitting numerous reports on a continuing bases.

Experience

2003 to Present American Reclamation, Inc. Los Angeles, CA
Marketing & Sales Manager

- Recruit and manage sales personnel and develop and implement marketing progams.
- Manage and maintain relationships with major customer accounts.
- Position involves purchasing additional tonnage (Paper, Metals, & Plastics) and managing existing accounts, inside and outside sales of waste hauling services, and processing purchase offers and agreements for the Los Angeles, Inland Empire and Orange County areas.
- Well versed in the standard specifications for paper grades and the requirements necessary to price accounts by determining quantity, grade, packing quality, transportation charges and terms of payment.

1997 to 2003 Summit Pulp and Paper Compton, CA
Purchasing Agent

- Position involved soliciting new accounts and managing existing accounts for Los Angeles, Inland Empire, and Orange County areas.

1992 to 1996 Economy Recycling Costa Mesa, CA
Owner

- Collection and sales of High Grade Paper
- Recycled computer printout and white ledger for Hughes Aircraft Facility in El Segundo, CA.

1988 to 1991 Paper Recovery Santa Ana, CA

Education

1976 to 1981 Orange Coast College Costa Mesa, CA

- Major Fine Arts

1972 to 1975 U. S. Army

1971 Graduated Pattonville School St Louis

RICK FORMAN

888-999-9330
rick@socoastrec.com

4560 Doran Street
Los Angeles, CA
90039

Profile

Sales Representative and Recycling Coordinator trained in and familiar with:

- AB's 939, 32, 341, 1826 & 2176
- Recycling Program Design
- Triple Bottom Line
- Precautionary Principle
- Materials Management
- Process Improvement
- Procedures Development
- Customer/Vendor Relations
- Solid Waste Auditing
- Zero Waste Management
- Extended Producer Responsibility
- Highest & Best Use of Material
- Project Management
- Systems Implementation
- Service Delivery Management
- Program Evaluation/Cost Analysis

Experience

Regional Sales Representative/Recycling Coordinator | American Reclamation, Inc./South Coast Fibers, Inc. Los Angeles, CA - 2013 to Present

- Identifies potential business opportunities and presents sales proposals and quotations to commercial customers for recycling services and waste removal services.
- Assists company in preparing major bid proposals in response to RFP's from municipalities and government agencies.
- Trains commercial customer employees on effective recycling and waste reduction practices.
- Prepared successful proposal and implemented program for American Reclamation to be designated county collection site on behalf of Carpet America Recovery Effort (CARE).
- Designs and prepares marketing and sales collateral material pertaining to company services, AB 341, AB 1826 and recycling.

Technical Ops. Analyst, Planning & Analysis, Field Service Operations | Ricoh USA, Simi Valley, CA -- 2010 -- 2012

Managed field service projects including identifying work tasks; preparing project schedules; scheduling/facilitating project team meetings; collecting, analyzing and summarizing data; measuring and reporting progress to management. Created and distributed monthly forecasts of customer product usage.

Third-Party Service Programs Manager, Production Printer Business Group | Ricoh USA, Simi Valley, CA – 2006 -- 2010

Managed production printer third-party service program. Supervised service contract coordinator. Developed maintenance pricing and prepared contract maintenance and Time & Materials repairs quotations to customers. Effectively and rapidly resolved service delivery issues with field providers by addressing customer complaints, problems and inquiries on 24x7 basis. Assisted with negotiation of authorized service provider and OEM/VAR customer support agreements developing terms conditions and preparing profit analyses of costs and pricing.

Education

- LEED Green Associate Certificate
- Graduate Certificate in Project Management, UCLA Extension
- Certification in Sustainable Resource Management, California Resource Recovery Association
- Masters-level Coursework in Management University of Redlands, Woodland Hills, CA
- Master of Arts, History, University of California, Santa Barbara, CA
- Bachelor of Arts, History & Political Science, University of California, Los Angeles, CA

KYLE BOGOSIAN

888-999-9330
kyle@socoastrec.com

4560 Doran Street
Los Angeles, CA
90039

Profile

Effective in customer service, systems implementation and analysis.

Experience

January 2023 – Present
Customer Success Specialist, American Reclamation, Inc., Los Angeles CA

- Cleared months-long backlog of customer service complaints
- Cultivated positive relationships with clients at construction companies, municipalities and school districts
- Resolved service complaints by analyzing GPS data, video records, satellite imagery and customer and driver testimony
- Brought company to compliance with contractual reporting requirements
- Designed custom data queries to expedite reporting and defend company from municipal audit
- Build proof-of-service reports with GPS data to shield company from liquidated damages
- Improved company's implementation of enterprise software and trained colleagues on software use
- Systematically corrected pricing errors
- Executed pricing and tonnage analyses to inform managerial decisions

2019 – 2022
Freelance public policy analyst, Glendale CA

- Developed quantitative models on the economic, environmental and social impacts of government policies and consumer choices
- Critically reviewed research about public policy, won forum prize for environmental cleanup proposal
- Built policy reference website with custom HTML and over 200,000 words of analysis

2015 – 2018
Second Lieutenant, Louisiana Army National Guard, New Orleans LA

- Assistant to the commander of a six-gun towed artillery battery

Education

- 2017 – 2019: Graduate coursework in software engineering, University of Nebraska-Lincoln
- 2015 – 2017: Bachelor of Science in Economics with minor in mathematics, Tulane University
- 2013 – 2015: Associate's Degree, New Mexico Military Institute

Skills and certifications

MS Excel with financial modeling, SAP Crystal Reports, Routeware, Samsara, NetraDyne, ProWaste Manager, TRUE Zero Waste Advisor, licensed deputy weighmaster, secret security clearance (expired)

KATHERINE VARGAS

888-999-9330
billing@socoastrec.com

4560 Doran Street
Los Angeles, CA
90039

Profile

Strong multi-tasker who takes customer issues seriously and punctually resolves them. Thrives in a team work environment and enjoys learning from team mates.

Experience

Account Receivable Supervisor, American Reclamation, Inc., Los Angeles, CA – December 2018 to Present

- Perform accounts receivable billing for all front-loader solid municipal waste and roll-off service for construction & demolition debris.
- Responsible for maintaining company files and customer records for rubbish and mixed recycling collection services including temporary bin and roll-off services.
- Generate various system reports to management for the purposes completing different municipal, county and state government forms needed for compliance reporting and annual permit renewals/
- Prepares all collected tonnage reports to show compliance with recycling and landfill diversion mandates of serviced municipalities, County of Los Angeles and State of California.

Receptionist/Secretary, American Reclamation, Inc. Los Angeles, CA -- June 2018 to November 2018.

- Provided daily customer service with walk-in customers and multi phone line calls
- Assisted with governmental bid proposals
- Processed daily deposits and entered in Quick Books Enterprise
- Tracking down company drivers for notification of pending customer pick ups

Secretary/Receptionist, Dynasty Gift Inc - Los Angeles, CA -- February 2015 to May 2018.

- Provided great customer service to walk-in customers to persuade them to buy company products from its wholesalers and retailers.
- Processed daily orders through phone calls, emails and fax and have them ready in a timely manner to meet our customer's requirement needs.
- Organized and maintained company show room with attractive clean displays to attract customers.
- Kept inventory up-to-date and in order.
- Participated in website and catalogue designs and on-site staffing of tradeshows.

Warehouse Manager, Essential Decor & Beyond, Santa Fe Springs, CA -- March 2016 to June 2018

- Received daily containers and updated the system on an hourly basis.
- Coordinated with warehouse personnel to load customer's loads into container.
- Followed up with all incoming orders, transfers and movements made in the warehouse. Prepared a daily report on any outgoing/incoming shipments.
- Managed a team of 10+ people in a peaceful, friendly and hard-working environment.
- Reviewed all inventory in stock on weekly basis. Reported shortages, missing and broken merchandise on a detailed report.
- Managed all important orders for big corporations where mistakes were not acceptable.
- Ensured warehouse was cleaned twice a week and stocked with necessary equipment, tools and materials needed to have employees work without problems, necessities or concerns.

Warehouse Clerk/Receptionist, Smart Intl Trading, Los Angeles, CA -- July 2013 to February 2016

- Welcomed walk-in customers from foreign countries and offered them our best prices and services.
- Received a high volume of merchandise on a daily basis and made sure all inventory was property entered and ready to ship by the end of the week.
- Properly tagged all sort of merchandise so it could legally enter other counties.
- Received all phone calls, emails and payments.

Sales Associate, Loehmann's, Los Angeles, CA -- February 2006 to May 2013

- Handled the cash register and office duties.
- Received and processed weekly shipments and payroll.
- Welcomed and attended to needs of our high-end clientele by providing them with a great customer service and professionalism to reach our monthly sales goals.

Education

Associate's Degree in Law

ICDC College - Van Nuys, CA

February 2010 to October 2011

Additional Information

- *Proficient with Microsoft Word, Excel, PowerPoint and SBT accounting system.*
- *Speak, write and read Spanish fluently*.
- Extensive customer service experience.
- High work ethic, dedication and professionalism.
- Positive attitude, hard-working, responsible and punctual.
- Able to work in a team or independently.

Appendix B: American Reclamation Workplace Illness and Injury Prevention Program (covers Cal-OSHA health and safety training, and drug testing)

AMERICAN RECLAMATION

INJURY AND ILLNESS PREVENTION PROGRAM

Created: May 2019

Section 1

Management Commitment and Policy Statement

It is the policy of **American Reclamation, Inc.** to provide a safe and healthy work environment for all employees in order to minimize the risk of work-related injuries and illnesses. This will be achieved through the application of appropriate safeguards to processes, equipment, methods and procedures, and by providing employees with the training necessary to perform their jobs safely. We will take all necessary and responsible steps to comply with applicable safety and health regulations affecting our organization.

The management concept of **American Reclamation, Inc.** is not business and safety; it is business with safety. When business with safety is achieved, business with efficiency is attained simultaneously.

We at **American Reclamation, Inc.** have a basic responsibility to make the safety of human beings a part of our daily, hourly concern. We will be counting on you to do your part in making our program an effective one.

The successful operation of **American Reclamation, Inc.** will depend not only on sales and service, but also how safely each job is performed. There is no job as important-or any service so urgent-that we cannot take time to work safely. I consider the safety of our personnel to be of prime importance, and I expect your full cooperation in making our program effective.

To help assure the safety and health of our associates, we have established this written Injury and Illness Prevention Program (IIPP). The overall authority and responsibility to develop and maintain the Safety Program is delegated to **Joe Pimentel, Margarita Urquia, and James Rials.** However, it is everyone's responsibility to work safely and adhere to their responsibilities contained herein. We thank you for your cooperation and commitment to maintaining a safe work environment for our employees.

_____ _____

John Gasparian, President Date

Section 2

PROGRAM AUTHORITY AND RESPONSIBILITIES

Program Authority

John Gasparian and his designees Joe Pimentiel, Margarita Urquia, and James Rials will carry the responsibility of Safety Coordinators and are responsible for overall implementation of the IIPP.

Responsibilities

Key responsibilities necessary to maintain an effective IIPP are as follows.

Employees

- Adhere to all safety rules and regulations.
- Immediately report any injury, accident, or property damage to their supervisor immediately, no matter how minor.
- See that all injuries, no matter how minor, are treated immediately and referred to the personnel office to ensure prompt reporting to the insurance carrier.
- Never undertake a job unless you have been trained and understand how to do it safely and are authorized to perform the job.
- Immediately report any unsafe conditions or work practices to their supervisor.
- Attend and participate in safety training classes.
- Comply with all company safety rules, policies and instructions given regarding performance of their job.
- Maintain equipment in good condition, with all safety guards in place when in operation.
- Encourage co-workers to work safely.

Section 3

SAFETY and HEALTH TRAINING

Safety and Health Orientation

American Reclamation, Inc. is committed to instructing employees in safe and healthful work practices. To achieve this goal, we will provide training to employees on general and specific safety procedures for each employee's job. Employee training and instruction shall be provided:

- To all new employees.
- To all employees given new job assignments for which training has not previously been received.
- Whenever new substances, processes, procedures, or equipment are introduced to the workplace and represent a new hazard.
- Whenever the employer is made aware of a new or previously unrecognized hazard.
- For supervisors/managers to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed.
- The Employee Safety Orientation Checklist (see Appendix) shall be used to guide and document the training process. The form must be signed by both the supervisor and employee upon completion. Training shall be delivered in the following manner:

- Employees who violate or fail to comply with safety policies and standards will be subject to disciplinary action as per company progressive disciplinary policies. American Reclamation, Inc. may, at its' sole discretion, administer disciplinary actions deemed appropriate based upon the severity of the offense – up to and including termination of employment.
- Recognizing workers who perform safe and healthful work practices or submitting safety ideas or suggestions.
- Training employees whose safety performance is deficient.

Disciplinary Procedures:

Violation of **American Reclamation, Inc.** safety policies, procedures and rules may warrant disciplinary action. The Company has a system of progressive discipline that may include verbal warnings, written warnings, and suspension. The system is not formal, and American Reclamation, Inc. may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, immediate termination of employment. American Reclamation, Inc. policy of progressive discipline in no way limits or alters the at-will employment relationship.

Department Managers/Supervisors will work closely with Human Resources to correct unsafe conditions in a timely manner. Department Managers/Supervisors will be subject to disciplinary action for the following reasons:

- Repeated safety rule violation by their department employees.
- Failure to provide adequate training prior to job assignment.
- Failure to report accidents and provide medical attention to employees injured at work.
- Failure to control unsafe conditions or work practices.
- Failure to maintain good housekeeping standards and cleanliness in their departments.

Department Managers/Supervisors who fail to maintain high standards of safety within their departments will be demoted or terminated after three documented warnings have been levied during any calendar year.

Section 6

HAZARD IDENTIFICATION and CORRECTION

Safety and Health Inspection Policy

Effective identification and correction of workplace hazards is imperative to the success of our IIPP. Our program does not limit hazard identification responsibilities to the management /supervisory level, but encourages and requires employee involvement to help maintain a safe

Hazard Reporting

Every employee has the right and responsibility to report unsafe conditions or work practices which represent an exposure to injury or illness to themselves, or fellow employee using the Hazard Report Form (see appendix). Such reports, by an employee, should normally be made to the immediate supervisor who will review with the Safety Coordinator. Employees can also report anonymously to company ownership or Safety Coordinator in a manner they so choose.

Section 7

ACCIDENT INVESTIGATION and REGULATORY AGENCY REPORTING

Accident Investigation and Reporting Procedures

Joe Pimentel or Margarita Urquia will perform a documented accident investigation using the Employee and Supervisor Report of Injury or Illness (see appendix) immediately and not later than 24 hours after the accident.

Procedures for investigating workplace accidents and hazardous substance exposures include:

1. Visiting the accident scene as soon as possible
2. Interviewing injured workers and witnesses
3. Examining the workplace for factors associated with the accident/exposure
4. Determining the cause of the accident/exposure
5. Taking action to prevent accident recurrence
6. Recording findings and corrective actions on the Employee and Supervisor Report of Injury or Illness.

It is the policy of **American Reclamation, Inc.** to carry out a thorough program of accident investigation. Supervisory personnel will be primarily responsible for performing an investigation of all accidents in their areas of responsibility.

In the event of an event of an employee accident within the office, the employee is to immediately report it to the Program Administrator. The Department Manager will inform the Program Administrator, who will assist in medical attention and claim procedures.

The appropriate claim forms will be promptly submitted to our Program Administrator and forwarded to Workers' Compensation insurance carrier. Together with the appropriate persons, a complete investigation will be conducted of the accident. Corrective measures to prevent reoccurrence will be taken.

The primary goal of the accident investigation program is the prevention of future similar accidents through the use of knowledge derived from the investigation reports. Knowledge derived from the investigation reports will be used to prepare reports required by Federal and State law as well as the Workers' Compensation insurance carrier. These reports are critical in establishing the Company's and the Supervisor's liability under the law.

The Cal-OSHA definition of "Serious Injury or Illness" is any death, injury or illness occurring in a place of employment or in connection with any employment which requires inpatient hospitalization for a period in excess of twenty-four (24) hours for other than medical observation or in which an employee suffers a loss of any member of the body or suffers any serious degree of permanent disfigurement, **but does not include any injury, illness or death caused by an accident on a public street or highway or in the commission of a criminal act.**

When making such report, the reporting party shall include the following information, if available: time and date of accident; employer's name, address and telephone number; name and job title; address of site of accident or event; name of person to contact at site of accident; name and address of injured employee(s); nature of injury; location where injured employee(s) was (were) moved to; list and identity of other law enforcement agencies present at the site of accident; description of accident and whether the accident scene or instrumentality has been altered.

Cal-OSHA office contact information is as follows.

Los Angeles 320 West 4th Street, Room 850, Los Angeles 90013 (213) 576-7451 Fax (213) 576-7461	**Monrovia** 750 Royal Oaks Drive, Ste. 104 Monrovia 91016 (626) 239-0369 fax (626) 239-0387	**San Bernardino** 464 W. 4th St.,Ste. 332, San Bernardino 92401 (909) 383-4321 fax (909) 383-6789
Santa Ana 2000 E. McFadden Ave., Ste. 122, Santa Ana 92705 (714) 558-4451 fax (714) 558-2035	**Long Beach** 3939 Atlantic Avenue, Suite 212 Long Beach, CA 90807 (562) 506-0810 fax (562) 426-8340	**Van Nuys** 6150 Van Nuys Boulevard, Ste. 405, Van Nuys 91401 (818) 901-5403 fax (818) 901-5578
San Diego 7575 Metropolitan Drive, Ste. 207, San Diego 92108 (619) 767-2280 fax (619) 767-2299	**Ventura** (field office) 1000 Hill Road, Ste. 110, Ventura 93003 (805) 654-4581 fax (805) 654-4852	

Section 8

RECORDKEEPING REQUIREMENTS

Regulations require that records be kept of the steps to establish and maintain the Injury and Illness Prevention Program. The Safety Coordinator will retain the following records on file for at least three (3) years:

1. Master Copy of the IIPP (with all changes and revisions). A copy of the current IIPP will be available to all employees within each facility.
2. Documents that verify that American Reclamation, Inc. has maintained ongoing two-way communication with employees, i.e. memos, letters, etc. to employees on safety and health issues; employee safety training; employee suggestions and responses.

APPENDIX

Powered Equipment and Machinery

- Never use or operate powered equipment or machinery of any type unless you have been trained and authorized by your supervisor. Always ask our supervisor if you have any questions regarding the proper or safe operation of powered equipment or machinery.
- Damaged tools or equipment shall be removed from service.
- Inspect equipment and machinery daily prior to use and never operate machinery without guarding in place.
- Never wear loose clothing, jewelry, or long hair not bound around machinery where it could get entangled.
- Do not leave machinery running unattended.
- Ensure required machine guarding is in place and replace any machine guarding you remove immediately.

Lifting Procedures

- Use mechanical lifting devices when transporting heavy objects.
- Plan the move before lifting; remove obstruction from your chosen pathway.
- Test the weight of the load before lifting by pushing the load along its resting surface.
- Get assistance from a coworker(s) if necessary to handle a heavy or awkward load. Coordinate and communicate your movements with those of your coworker.
- Position your feet shoulder width apart with one foot slightly in front of the other.
- Bend at the knees and keep your back straight.
- Get a firm grip on the object with our hands and fingers. Use handles when they are present.
- Do not lift anything if your hands are greasy or wet.
- Hold objects as close to your body as possible.
- Perform lifting movements smoothly and gradually; do not jerk the load.
- If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.

Fire Prevention

- No smoking unless in a designated area indicated by your supervisor.
- Store flammable liquid properly, either in their original container or U.L. approved safety cans.
- Clear access should be maintained to all fire extinguishers and fire alarm panels.
- Fire extinguishers must be identified with appropriate signage and an up to date service tag.
- Trash accumulation and debris can be a potential fire hazard, as well as a hindrance to evacuations. There should be a designated area for storage of pallets, crates, etc., and limit the stack height of pallets to 6 feet.

- The appropriate gloves shall be worn when handling hazardous substances or items with sharp edges, splinters, etc. that is capable of causing injury to your hands.
- The appropriate gloves, goggles face, and/or body protection shall be worn when handling hazardous substances.
- Hearing protection should be worn when necessary.
- Leather work boots are required on all jobsites.
- Keep your PPE in good condition. Report problems with your equipment to your supervisor.
- Use the correct PPE for each job assignment. If you don't know, ask.

Welding

- Make sure your welding equipment is installed properly and grounded and in good working condition.
- Always wear protective clothing suitable for the welding or cutting to be done.
- Always wear proper eye protection when welding, brazing, soldering or flame cutting. Once you remove your welding helmet, put on safety glasses.
- Keep your work area clean and free of hazards. Make sure that no flammable or combustible materials are near the work area.
- Maintain good ventilation and avoid placing your face over smoke or fumes emitted while welding.
- Handle all compressed gas cylinders with extreme care. Keep caps on when not in use. Make sure that all compressed gas cylinders are secured to prevent falling. When compressed gas cylinders are empty close the valve, install the cap and return to correct bottle storage area.
- Store compressed gas cylinders in a safe place with good ventilation. Acetylene cylinders and oxygen cylinders should be kept at least 20 feet apart.
- Do not weld on containers that have held flammable materials.
- DO NOT WELD if leads or machine are in or near water.
- Make sure a portable fire extinguisher is nearby.

Ladders

- Inspect ladders before se to ensure they are free of cracks, rungs are free of grease, safety feet are in good condition, and otherwise free of damage.
- Ladders must be placed on a flat stable surface.
- Never work from the two top steps of a stepladder, or from any of the top 3 steps of a straight or extension ladder.
- Never move a ladder while someone is on it.
- Metal ladders must not be used when working on or near electrical circuits. Use fiberglass ladders.
- Step ladders more than 10 feet high should be held by another worker.
- If a straight ladder is used to climb onto a work platform, it should extend at least 3' above

- Engaging in horseplay, running, fighting or any activity that may result in injury or waste will not be tolerated.
- Un-jamming and servicing photocopy machines present electrical hazards and exposure to hot surfaces. We will train employees to do so. Please use caution.
- Office machines and their cords shall be guarded as needed and required by law or regulation. Telephone cords and electrical cords to typewriters or other equipment shall be maintained in such a manner as will present no tripping hazard. Frayed or badly worn cords shall be replaced. Cords should not be allowed to come in contact with heat producing equipment, such as portable heaters.
- Equipment or machines in need of repair are to be removed from service immediately and not returned to use until properly repaired.
- Installation, repair, or maintenance of any office equipment shall be done by qualified persons.
- Aisles shall be kept clear at all times of all obstructions.
- Operate machinery with all guards in place. Tampering with safety devices is cause for immediate disciplinary action.
- Do not attempt to operate machinery for which you are not trained.
- Machines must never be cleaned, adjusted or repaired until after the machine is turned off and/or the circuit is broken at the power source.
- Any defects in materials, machinery, tools and equipment must be report immediately to a supervisor.
- Do not leave files, materials or other objects on the floor which might cause others to trip and fall.
- Do not block exits, fire doors, aisles, fire extinguishers, gas meters, electrical panels or traffic lanes.
- Avoid risk of rupture, internal injury, or back injury in attempting to lift or push excessive loads. If an object is too heavy to move without strain, ASK FOR HELP.
- Observe the correct position for lifting. Stand with your feet slightly apart, assume a squatting position with knees bent and tuck your chin. Tilt head forward, grasp the load with both hands and gradually push up with your legs, keeping your back straight and avoiding any abrupt movement.
- All hazards, such as sharp file cabinet edges, or any other conditions likely to do bodily harm, damage clothing, or constitute a fire hazard shall be reported to your immediate supervisor. The supervisor will notify the Human Resources. THIS SHALL BE DONE IN WRITING.
- Do not allow oil, wax, water, or any other material to remain on the floor where you or others may slip. Report any spills to your supervisor.
- Unnecessary and excessive speed is the cause of many accidents. Exercise caution at all times. WALK, DO NOT RUN!
- All work related injuries and accidents, no matter how minor must be reported immediately to your Supervisor.
- Filing cabinets and bookcases shall be firmly based or secured to prevent tipping.

- Stay away from engine fans. The fan on an engine is like a spinning knife. It can inflict serious injuries. Electric fans can turn on even with the ignition key off.
- Respect running engines; when an engine is running make sure the transmission is in park or neutral, the emergency brake is set, and the wheels are blocked.
- Do not smoke in the production area. Smoking is a serious fire hazard, considering fuel lines, cleaning solvents, paints, and other flammables may be exposed.
- Read safety data sheets when in doubt about any dangers. The safety data sheets contain all of the information needed to work safely with the hazardous material.
- Obtain supervisor permission before using any new or unfamiliar power tool, lift, or other production area equipment. If necessary, your supervisor will give a demonstration.
- Horseplay, running, fighting or any activity that may result in injury or waste will not be tolerated.
- Operate machinery with all guards in place. Tampering with safety devices is cause for immediate disciplinary action.
- Do not operate any machine you are not familiar with.
- Machines must never be cleaned, adjusted or repaired until after the machine is turned off, the circuit is broken at the power source (including lockout) and a warning tag is placed at the controls. Each person involved in maintenance must have his/her own personal padlock to ensure total lack of power until all work has been completed.
- Any defects in materials, machinery, tools and equipment must be reported immediately to a supervisor.
- Do not leave tools, materials or other objects on the floor, which might cause others to trip and fall.
- Do not block exits, fire doors, aisles, fire extinguishers, gas meters, electrical panels or traffic lanes.
- Avoid risk of rupture, internal injury, or back injury in attempting to lift or push excessive loads. If an object is too heavy to move without strain. ASK FOR HELP.
- Observe the correct position for lifting. Stand with your feet slightly apart, assume a squatting position with knees bent and tuck your chin. Tilt head forward, grasp the load with both hands and gradually push up with your legs, keeping your back straight and avoiding any abrupt movement.
- Do not distract others while working. When approaching a machine operator for any purpose, do so from the front or the side in a way that he or she will see you coming and will not be shocked or surprised if conversation is necessary first make sure the machine is turned off.
- Do not allow oil, water, or any other material to remain on the floor where you or others may slip. Report any spills to your supervisor.
- When handling hazardous materials insure you follow prescribed safety procedures and use required safety equipment. When using secondary containers filled by others, insure that they are labeled as to their contents and hazards.

Code of Safe Practices Receipt

This is to certify that I have received a copy **of American Reclamation, Inc.** Code of Safe Practices and Safety Rules. I have read these instructions, understand them, and will comply with them while working for Conquest Industries.

I understand that failure to abide by these rules may result in disciplinary action and possible termination of my employment. I also understand that I am to report any injury to my supervisor immediately and report all safety hazards.

I further understand that I have the following rights.

- I am not required to work in any area I feel is not safe.
- I am entitled to information on any hazardous material or chemical I am exposed to while working.
- I am entitled to see a copy of American Reclamation, Inc. IIPP.
- I will not be discriminated or retaliated against for reporting safety concerns

_____
Print Name

_____
Signature

_____
Date

Employee and Supervisor Report of Injury or Illness

Employee and Supervisor Report of Injury or Illness

Injured Employee Name _____ SSN (Last 4) _____

Client Company _____

EMPLOYEE REPORT OF INJURY (this section is completed by the employee reporting an injury/illness)

Employee Address _____ Phone _____

Email Address _____ Job Position _____

Normal Work Hours ☐ a m ☐ p m to ☐ a m ☐ p.m Days Off ☐ M ☐ T ☐ W ☐ Th ☐ F ☐ Sa ☐ Su

Date and Time of Injury _____ ☐ a.m. ☐ p.m Time employee began work _____ ☐ a.m ☐ p.m

Date and Time First Reported _____ ☐ a m ☐ p.m Injury reported to _____

Worksite location where injury occurred (include address) _____

Describe how the injury/illness happened and the body part(s) affected _____

When did you first seek medical attention? Date and Time _____ ☐ a m ☐ p m

Name and address of medical provider _____

Have you treated for this type of in injury in the past? ☐ Yes ☐ No If yes, when? Date _____

If yes, where did you treat? (Name, address, phone) _____

What are you doing to prevent similar injuries or additional injuries/illness? _____

Employee Signature _____ Date _____

SUPERVISOR INVESTIGATION OF INJURY (If supervisor was not present, they must interview witnesses)

Supervisor Name _____ Department _____

Date and Time of Injury _____ ☐ a m ☐ p m Date and Time Reported _____ ☐ a m ☐ p m

Reported to Whom _____ Did you see the incident happen? ☐ Yes ☐ No

How did the injury occur? _____

Describe injury and body part affected _____

Where was medical care provided? _____ Date and Time _____ ☐ a m ☐ p m

Did the employee continue to work after the injury? ☐ Yes ☐ No If no, why? _____

Do you question the validity? ☐ Yes ☐ No If yes, why? _____

List known prior injuries the employee has had _____

Specify if it was an unsafe condition (i e equipment malfunction, co-worker, employee or other contractor), describe how it has been corrected _____

If it was an unsafe act by the employee or by a co-workers, what corrective action has been taken (i e write up for not wearing safety glasses)? _____

What are you doing to eliminate this type of accident in the future? _____

Additional Comments _____

Supervisor Signature _____ Date _____

CA - WC1 Employee and Supervisor Report 123015

	Machinery safeguards guarding, in place and functional.				
	Unsecured equipment (drill presses, grinders, etc.) secured to prevent toppling over.				
	Machinery and equipment clean and functioning properly.				
	Point-of-operation, in-running nip points, rotating parts, saw blades, etc. properly guarded.				
	No signs of loose clothing, jewelry, or long hair when working on machinery.				
6.	**Hazardous Substances**	**S**	**U**	**N**	
	Hazardous chemical containers properly labeled and in good condition. Secondary containers equipped with label indicating contents and hazard				
	Safety Data Sheets for all hazardous substances organized and accessible.				
	Appropriate PPE worn be employees handling hazardous materials.				

Comments or other items in need of attention:

Identify open issues in need of attention below.

Hazard—Action Needed	Responsible Party	Date Corrected	Site Safety Coordinator Initials
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Vehicle Safety Inspection

Driver Name: _____ Date: _____ Truck #: _____

Current Mileage: _____ Next Scheduled Maintenance: _____

Please check "S" for satisfactory, "U" for unsatisfactory, or "N/A" for not applicable.	S	U	N/A	Comments
Vehicle				
Tire pressure adequate and confirmed with tire gauge	☐	☐	☐	
Tire tread greater than 3/32"	☐	☐	☐	
Spare tire in good condition/inflated	☐	☐	☐	
Both headlights functional	☐	☐	☐	
Both tail lights functional	☐	☐	☐	
Front turn signals functional	☐	☐	☐	
Rear turn signals functional	☐	☐	☐	
Emergency flasher functional	☐	☐	☐	
Belts/hoses in good condition-no cracks	☐	☐	☐	
Fluid levels adequate (oil/coolant/brake/transmission)	☐	☐	☐	
Horn functional	☐	☐	☐	
Vehicle appearance satisfactory	☐	☐	☐	
Scratches/dents?: list below	☐	☐	☐	
PPE available (glasses-respirators-gloves)	☐	☐	☐	
Tire changing equipment available (lug/jack)	☐	☐	☐	
Chains and locks on equipment (make sure your tool box locks)	☐	☐	☐	
Current Insurance card, Accident Report and Vehicle Registration in glove box	☐	☐	☐	

Other Items/Comments:

U.S. Department of Labor

OSHA® Occupational Safety and Health Administration

Job Safety and Health
IT'S THE LAW!

All workers have the right to:

- A safe workplace.
- Raise a safety or health concern with your employer or OSHA, or report a work-related injury or illness, without being retaliated against.
- Receive information and training on job hazards, including all hazardous substances in your workplace.
- Request an OSHA inspection of your workplace if you believe there are unsafe or unhealthy conditions. OSHA will keep your name confidential. You have the right to have a representative contact OSHA on your behalf.
- Participate (or have your representative participate) in an OSHA inspection and speak in private to the inspector.
- File a complaint with OSHA within 30 days (by phone, online or by mail) if you have been retaliated against for using your rights.
- See any OSHA citations issued to your employer.
- Request copies of your medical records, tests that measure hazards in the workplace, and the workplace injury and illness log.

This poster is available free from OSHA.

Employers must:

- Provide employees a workplace free from recognized hazards. It is illegal to retaliate against an employee for using any of their rights under the law, including raising a health and safety concern with you or with OSHA, or reporting a work-related injury or illness.
- Comply with all applicable OSHA standards.
- Report to OSHA all work-related fatalities within 8 hours, and all inpatient hospitalizations, amputations and losses of an eye within 24 hours.
- Provide required training to all workers in a language and vocabulary they can understand.
- Prominently display this poster in the workplace.
- Post OSHA citations at or near the place of the alleged violations.

FREE ASSISTANCE to identify and correct hazards is available to small and medium-sized employers, without citation or penalty, through OSHA-supported consultation programs in every state.

Contact OSHA. We can help.



1-800-321-OSHA (6742) • TTY 1-877-889-5627 • www.osha.gov

Departamento de Trabajo de los EE. UU

OSHA®
Administración de Seguridad y Salud Ocupacional

Seguridad y Salud en el Trabajo ¡ES LA LEY!

Todos los trabajadores tienen el derecho a:

- Un lugar de trabajo seguro.
- Decir algo a su empleador o la OSHA sobre preocupaciones de seguridad o salud, o reportar una lesión o enfermedad en el trabajo, sin sufrir represalias.
- Recibir información y entrenamiento sobre los peligros del trabajo, incluyendo sustancias toxicas en su sitio de trabajo.
- Pedirle a la OSHA inspeccionar su lugar de trabajo si usted cree que hay condiciones peligrosas o insalubres. Su información es confidencial. Algún representante suyo puede comunicarse con OSHA a su nombre.
- Participar (o su representante puede participar) en la inspección de OSHA y hablar en privado con el inspector.
- Presentar una queja con la OSHA dentro de 30 días (por teléfono, por internet, o por correo) si usted ha sufrido represalias por ejercer sus derechos.
- Ver cualquieras citaciones de la OSHA emitidas a su empleador.
- Pedir copias de sus registros médicos, pruebas que miden los peligros en el trabajo, y registros de lesiones y enfermedades relacionadas con el trabajo.

Los empleadores deben:

- Proveer a los trabajadores un lugar de trabajo libre de peligros reconocidos. Es ilegal discriminar contra un empleado quien ha ejercido sus derechos bajo la ley, incluyendo hablando sobre preocupaciones de seguridad o salud a usted o con la OSHA, o por reportar una lesión o enfermedad relacionada con el trabajo.
- Cumplir con todas las normas aplicables de la OSHA.
- Reportar a la OSHA todas las fatalidades relacionadas con el trabajo dentro de 8 horas, y todas hospitalizaciones, amputaciones y la perdida de un ojo dentro de 24 horas.
- Proporcionar el entrenamiento requerido a todos los trabajadores en un idioma y vocabulario que pueden entender.
- Mostrar claramente este cartel en el lugar de trabajo.
- Mostrar las citaciones de la OSHA acerca del lugar de la violación alegada.

Los empleadores de tamaño pequeño y mediano pueden recibir ASISTENCIA GRATIS para identificar y corregir los peligros sin citación o multa, a través de los programas de consultación apoyados por la OSHA en cada estado.

Este cartel está disponible de la OSHA para gratis.

Llame OSHA. Podemos ayudar.



1-800-321-OSHA (6742) • TTY 1-877-889-5627 • www.osha.gov

Appendix C: Pages from American Reclamation, Inc.'s Safety & Risk Management Programs Manual (approved policies and procedures) Documenting Company Requirements for Refuse Collection Drivers to Possess Either a California Class A or B Commercial Driver's License and A Valid DOT Medical Card

- Section 1 -- Employee Selection Practices, Appendix B: Sample Job Announcement – Route Collection Driver
- Section 1 – Employee Selection Practices, Appendix C: Drivers Qualification File Requirements
- Section 2 – Job Descriptions:
    - Driver – Commercial Front Load
    - Driver – Residential
    - Driver – Roll Off

Appendix B: Sample Job Announcement – Route Collection Driver

Are you a professional truck driver who possess a commercial driver's license? Are you safety minded? Do you enjoy the opportunity to work independently? Are you looking for a career opportunity; somewhere where you will be appreciated for your hard work, commitment to safety, and excellent customer service skills? If so, American Reclamation, Inc. has an opportunity for you to join our team!

American Reclamation, Inc. is a family owned and operated business who has been proudly serving the greater Los Angeles area for over 50 years. When you drive for American Reclamation, Inc., you join a team of the best drivers in the industry – professional, well trained, and skilled. Our drivers know that they are valued, front-line team members who are the key to our company's continued success. Our drivers receive competitive pay, great benefits, paid time off, and opportunities for career advancement. Best of all, they are home every night to enjoy time with their families!

Drivers are provided with company uniforms, and any necessary personal protective equipment. Our trucks are well maintained for your comfort and safety; all trucks are equipped with air suspension seats, and air conditioning.

Position Description:

Our professional drivers are responsible for servicing assigned accounts in a safe, and professional manner; ensuring that customers' needs are met on a continual basis. Our team of skilled drivers are required to navigate driveways, alleyways, parking lots, high traffic roadways.

Essential Duties and Responsibilities:

- Manages assigned routes ensuring customers' containers are picked up in a timely and accurate manner.
- Pick up and transport containers safely according to all company, federal, state, and local rules and regulations.
- Plans daily schedule based on customers' needs by reviewing daily paperwork, e.g., manifest, route sheets, etc. provided by the dispatcher/supervisor.
- Pick up specified product from each customer site scheduled for the day. Ensures that customers have packaged and prepared the product according to all federal, state, and local rules and regulations before transporting.
- Provide the highest level of customer service to assigned accounts on a daily basis, communicating any issues to the dispatcher/supervisor for resolution. This includes, but is not limited to re-routes, adjustments in container sizes, training, etc.
- Ensures waste, supplies, and material handling equipment are secured prior to operating vehicle on public highway.
- Ensures that assigned paperwork is completed legibly, neatly, accurately, and completely and returned to dispatcher/supervisor for processing. Ensures D.O.T. Driver Log is completed, if applicable.
- Communicates with dispatcher/supervisor regarding any change to route pickups, including address changes, customer not having waste ready for pickup, etc.
- Reports any problems/issues with accounts to dispatcher/supervisor before the close of business each day.
- Performs pre-trip and post-trip inspections on assigned truck prior to leaving or closing for the day.
- Reports any maintenance problems to dispatcher/supervisor for follow-up.

Position Requirements:

- Education equivalent to graduation from high school, or the equivalent in related work experience, demonstrating the ability to read a map, interacts professionally with various levels of internal/external customers, and portrays a strong professional appearance and attitude at all times and in all situations.
- A current Class A or B Commercial Driver's License.
- A current medical certification
- A clean driving record.
- Two or more years of customer service experience required. Previous route management experience is a plus.
- Completion of an accredited driving school, or one or more years of commercial driving experience required.
- Maintains current required driver's license, with an excellent driving record.
- Demonstrates good defensive driving skills.

Appendix C: Drivers Qualification File Requirements

Pursuant to Part 391 of the FMCSA: Each motor carrier shall maintain a driver qualification file for each driver it employs. A driver's qualification file may be combined with his/her personnel file. The qualification file for a driver must include:

- ☐ The Driver's Application for Employment completed in accordance with § 391.21
- ☐ D.O.T. Motor Carrier Safety Program Inquiry to State Agency for Drivers Record § 391.23(a)(1)
- ☐ The Medical Examiner's Certificate as required by § 391.43(g)
- ☐ A note relating to verification of medical examiner listing on the National Registry of Certified Medical Examiners required by § 391.23(m)
- ☐ Any medical variance issued by FMCSA, including a Skill Performance Evaluation Certificate issued in accordance with § 391.49; or the Medical Exemption letter issued by a Federal medical program in accordance with part 381
- ☐ The certificate of driver's road test issued to the driver pursuant to § 391.31(e), or a copy of the license or certificate which the motor carrier accepted as equivalent to the driver's road test pursuant to § 391.33
- ☐ Safety Performance - History Records Request § 391.23
- ☐ Previous Employer – Controlled Substance & Alcohol Information Request § 391.23
- ☐ Certificate of Compliance with Driver License Requirements § 383 & 391
- ☐ Driver's Statement of On-Duty Hours § 395.8(j)(2)
- ☐ Annual Review of the driver's driving record as required by § 391.25(c)(2)
- ☐ A list or certificate relating to violations of motor vehicle laws and ordinances required by § 391.27

Driver – Commercial Front Load

Front Load drivers operate a heavy-duty truck and are responsible for servicing customers on assigned routes with the collection and hauling of waste or recycling materials to disposal sites, transfer or recycling facilities. Driver will dump front-load containers utilizing the forks of the truck; drivers may be required to push containers weighing **(Insert Weight)** from enclosures. This position may require driving in congested areas, navigating driveways, alleyways, parking lots, and high traffic roadways while on industrial routes. Frequent, skilled backing maneuvers are required. This position requires the frequent entering and exiting of the truck. Drivers may also be required to climb to secure loose trash. Front-Load drivers can be exposed to extreme weather conditions. The hours and physical demand of job may vary by route.

RESPONSIBILTIES:

Operate a commercial truck in a safe manner in compliance with company policies, and all local, state and federal laws.

Perform pre-trip and post trip inspections of assigned truck/equipment; document checks on Driver Vehicle Inspection Reports.

Provide trash/recycling removal services to customers on assigned routes.

Follow route assignments as directed; complete end of shift documentation and check out process.

Participate in all scheduled training, briefings, safety meetings required by the company.

Report all unsafe equipment and work conditions to your supervisor immediately.

Report all incidents, accidents, injuries or property damage to your supervisor immediately.

Communicate customer requests to dispatch or supervisor for follow-up.

Other duties as assigned.

REQUIREMENTS:

Legally eligible to work in the United States.

Must be 21 years of age.

Must have a valid Class B driver's license.

Must have a valid DOT medical card.

Ability to read and understand a map.

Ability to safely operate Class B commercial truck, includes tight maneuvers, frequent backing, and in inclement weather conditions.

Ability to perform the physical requirements of the job which includes frequent: sitting, pushing/pulling, reaching, bending, climbing and lifting of **(Insert Weight)**.

Driver – Commercial Front Load

REQUIREMENTS:

Ability to work in all weather conditions.

Good verbal and written communication skills; includes ability to interact professionally with internal and external customers.

Able to work overtime, weekends and/or holidays.

Driver – Residential

Residential Drivers safely operate a heavy-duty truck and are responsible for collecting of residential household waste or recyclable material on an assigned route. Driver will transport the material to a disposal site, transfer or recycling plant when the truck reaches the load capacity. Drivers are required to safely maneuver truck in residential environments, and high traffic roadways. Position requires extensive physical exertion which includes lifting, pushing, and pulling trash bins up to **(Insert Weight)** pounds. This position also requires entering/exiting the truck approximately **(Insert Estimated Times)** times per day. The hours and physical demand may vary by route.

RESPONSIBILTIES:

Operate a commercial truck in a safe manner in compliance with company policies, and all local, state and federal laws.

Perform pre-trip and post trip inspections of assigned truck/equipment; document checks on Driver Vehicle Inspection Reports.

Provide waste or recycling removal services to customers on assigned routes.

Clean up spills and overflows; leave customer location clean and free of debris.

Follow route assignments as directed; complete end of shift documentation and check out process.

Participate in all scheduled training, briefings, safety meetings required by the company.

Report all unsafe equipment and work conditions to your supervisor immediately.

Report all incidents, accidents, injuries or property damage to your supervisor immediately.

Communicate customer requests to dispatch or supervisor for follow-up.

Other duties as assigned.

REQUIREMENTS:

Legally eligible to work in the United States.

Must be 21 years of age.

Must have valid Class B driver's license.

Must have a valid DOT medical card.

Ability to read and understand a map.

Ability to safely operate a commercial truck' includes tight maneuvers, frequent backing, and in inclement weather conditions.

Ability to perform the physical requirements of the job which includes frequent: sitting, pushing/pulling, reaching, bending, climbing and lifting of **(Insert Weight)**.

Ability to work in all weather conditions.

Good verbal and written communication skills; includes ability to interact professionally with internal and external customers.

Able to work overtime, weekends and/or holidays.

Driver – Roll Off

Roll-Off Drivers safely operate a heavy duty truck and are responsible for preparing, loading, and transporting large mobile, open top and compactor containers to disposal sites, transfer or recycling facilities and customer locations. This position may require driving in congested areas, navigating driveways, alleyways, parking lots, high traffic roadways while on industrial routes. Frequent, skilled backing maneuvers are required. This position requires entering/exiting the truck several times per shift. Drivers may also be required to climb to hook/unhook containers, and secure tarps. Roll-Off drivers are exposed to extreme weather conditions. The hours and physical demand may vary by route.

RESPONSIBILTIES:

Operate a commercial truck in a safe manner in compliance with company policies, and all local, state and federal laws.

Perform pre-trip and post trip inspections of assigned truck/equipment; document checks on Driver Vehicle Inspection Reports.

Provide roll-off delivery and removal services to customers on assigned routes.

Follow route assignments as directed; complete end of shift documentation and check out process.

Participate in all scheduled training, briefings, safety meetings required by the company.

Report all unsafe equipment and work conditions to your supervisor immediately.

Report all incidents, accidents, injuries or property damage to your supervisor immediately.

Communicate customer requests to dispatch or supervisor for follow-up.

Other duties as assigned.

REQUIREMENTS:

Legally eligible to work in the United States.

Must be 21 years of age.

Ability to read and understand a map.

Must have a valid Class B commercial driver's license.

Must have a valid DOT medical card.

Ability to safely operate Class B commercial truck, includes tight maneuvers, frequent backing, and in inclement weather conditions.

Ability to perform the physical requirements of the job which includes frequent: sitting, pushing/pulling, reaching, bending, climbing and lifting of **(Insert Weight)**.

Ability to work in all weather conditions.

Good verbal and written communication skills; includes ability to interact professionally with internal and external customers.

Able to work overtime, weekends and/or holidays.

Appendix D: American Reclamation, Inc.’s Fleet Safety Program

Please see pages 3 - 4 of this document pertaining to requirements for California DMV Medical Card DL51 and California DMV Record Information Form INF 70

American Reclamation

Fleet Safety Management Program

Applicability:

This program applies to all employees who drive as a function of their employment.

Purpose and Scope:

The purpose of the Fleet Safety Management Program is to prevent vehicle accidents; prevent injuries to employees and the public, while also protecting the company's assets and reputation.

To drive safely is the responsibility of every driver. This means drives defensively; anticipating the mistakes, actions, recklessness, or absentmindedness of pedestrians or other drivers; and being prepared at all times to do everything a professional driver can do to prevent an accident.

Our company requires well-trained, alert drivers who conduct themselves at all times in a manner that will reflect well upon the company and the driver.

Drivers are required to observe all rules and procedures outlined in this program at all times.

Implementation:

The fleet safety supervisor will be responsible for the implementation and maintenance of the fleet safety program. The fleet safety supervisor will be responsible for training new and existing drivers at regular determined intervals; maintaining CDL and DOT files; they will also be responsible for completing timely accident investigations and implementing any necessary corrective actions. The fleet safety manager will also communicate with drivers, mechanics, and senior management on matters related to fleet safety.

Requirements:

A. Conditions of Employment

1. Qualifications for Drivers

   To qualify for a driving position drivers must meet the following conditions:

   a. Be at least 21 years old to operate a commercial vehicle, and at least 25 years old if operating a truck and trailer combination.

   b. Must be able to read and speak English, and write legibly.

   c. Have a current Commercial Driver's License (CDL) with the required endorsements for the work to be performed.

   d. Be able to drive a vehicle safely, be in good health, and be physically able to perform all duties of a driver. For CDL drivers, before employment and as required thereafter, drivers must pass the physical examination prescribed by the Department of Transportation (DOT).

   e. Know how to safely load and secure cargo.

   f. Provide ongoing notification of all motor vehicle violations. A driver convicted of a traffic violation must notify the fleet safety supervisor immediately.

   g. Have knowledge of and adhere to company rules, DOT safety regulations, and state and municipal traffic laws whenever driving company vehicles or personal vehicles for organization business.

   h. Have in their possession while driving company vehicles a valid and properly endorsed license from their state of residence and, for CDL drivers, a valid medical certificate.

   i. Must advise the company by the next business day after receiving notification of a loss of privileges to operate a commercial vehicle or being disqualified from operating a commercial vehicle.

   j. Must pass a pre-employment drug-screen and participate in the company's ongoing drug-testing program.

   k. CDL drivers must pass a road test prior to employment.

2. Employment Practices

   a. Potential new-drivers shall be screened with a pre-hire checklist prior to completing the formal application. A decision to allow application will be based on:

      - Driver experience
      - Previous employment
      - Driving record
      - Reference checks from previous supervisory personnel

   b. Driver applicants will be required to provide a DMV print-out that is not more then 10-days old; print-out must include a 10-year history. Both personal and commercial records will be reviewed.

   c. All drivers shall be qualified according to the Motor Carrier Safety Regulations. All documents will be kept in the employee's personnel file.

3. Driver Pre-Qualification

   All driving records are rated in accordance with the Safety Rating Plan outlined below. All drivers are classified by driving experience and motor vehicle records for both personal and commercial driving records for the past ten years as available.

   a. All drivers are rated by taking into account their driving record which includes:

      - Motor Vehicle Records (MVRs)
      - Number of years of driving experience
      - Driving experience in similar vehicles to be used

   b. Points are assigned as follows:

      - Moving violations — 1 point each
      - First preventable accident — 1 point
      - Subsequent preventable accident — 2 points
      - Subsequent moving violation — 2 points
      - Driving with suspended license — 2 points
      - Driving without insurance — 2 points
      - Negligent driving — 2 points
      - Improper or erratic lane changes — 2 points
      - Major violation — 6 points

        - Driving under the influence of drugs or alcohol
        - Hit and run
        - Reckless driving
        - Refusal for drug or alcohol testing
        - Ticketed offences involving a fatality
        - Evading a police officer

c. Preferred Drivers and Under Review Drivers:

- A driver with “0” points is preferred.
- A written notification will be given to any driver with points and they will be notified in writing that they are subject to frequent review.

d. Excluded Drivers are those with six or more points and they are excluded from operating company vehicles or operating personal vehicles for company business.

4. Excluded Driver Procedure

This procedure has been established to gain more knowledge of the excluded driver problem and to provide a course of action which will effectively manage the problem. The intent is to treat all excluded drivers in a fair and consistent manner.

a. Following the normal driver rating process, each excluded driver will be monitored until their motor vehicle record (MVR) is upgraded to an approved status or they are no longer involved in the program.

b. A copy of each excluded drivers MVR will be placed in a special file for all excluded drivers.

c. Once each quarter a new MVR for each driver in the excluded file will be ordered and reviewed for additional violations. This will be done on or near the first day of January, April, July, and October.

d. Personnel at the six-point level will remain excluded.

5. Driver Supervision

a. Driving records will be reviewed as outlined above.

b. All vehicle accidents will be reviewed by an Accident Review Committee to determine preventability. The involved driver will be advised of the decision and subject to a job performance review with management.

- A preventable accident is any accident in which the driver failed to do everything that could have reasonably been done to prevent the accident.
- A non-preventable accident is one in which the driver did everything he could reasonably have done to foresee the conditions leading to the accident and took suitable safeguards. (see Appendix A).

c. Drivers will be monitored based on safety instruction provided in driver meetings and as outlined in this program. Driver evaluations (ride-along and ride-behind) will also be done on a regular basis by management using the following targeting techniques: (see Appendix B)

- Previous driver observations
- Condition of vehicle
- Driver Report Systems or third-party reports

- Drivers with MVR activity
- Reports of unsafe acts
- Incidents
- Vehicle condition reports
- New drivers

Driver recognition will be provided to excellent drivers.

d. Supervisory staff is responsible for ensuring that the maintenance of the equipment is prompt and comprehensive.

6. Probationary Period

All employees will begin a probationary period on the first day of employment in accordance with the Employment Handbook. The probationary period is a trial period during which a new employee's job performance is carefully observed by the supervisor. Probationary employees may resign or may be terminated for any reason without notice. An employee who successfully completes the probationary period becomes a regular employee and will be given a formal written evaluation at that time.

All regular employees are subject to disciplinary action if there are reasonable grounds to believe they:

- Violated work safety requirements or procedures, or violated a standard of behavior.
- Failed to perform in a satisfactory manner.
- Have been involved in conduct which could result in an adverse effect.

The disciplinary action will be based on employee's conduct, past record, length of service, and surrounding circumstances. A supervisor may start the disciplinary process with informal counseling, oral or written warnings, probation, demotion, or suspension in accordance with our Employment Handbook.

Matters pertaining to faulty or below average operation will be discussed with drivers in a manner that will attempt to correct the problem and teach proper procedures. Staff will, at all times, be given an opportunity to present their version of such situations.

Warning notices will be given personally to driving employees for failure to heed and carry out organization operating rules. We believe that safety is a byproduct of doing the job correctly.

B. Employee Training

1. New Employee Training

   a. All new drivers will be required to complete the Smith System's Defensive Driving Course which can include classroom, online, or on-road training.

   b. All training will be conducted by either the fleet safety supervisor, or another designated employee who has completed the Smith System's Train-the-Trainer Course.

   c. Training content, topics, and learning objectives will follow the Smith System outline.

   d. All training will be documented and maintained in employee file.

2. Existing Employee Training

   a. Drivers will be evaluated annually by the fleet safety supervisor or designated employee who has completed the Smith System Train-the-Trainer Course. Any driver who does not obtain a satisfactory rating will be required to complete the Defensive Driving Course again as a refresher.

   b. All employees will be required to participate in monthly driver safety meetings. These meetings are used to communicate health and safety topics relative to commercial drivers. Topics will be determined by the fleet safety supervisor.

C. Fleet Policies

1. Unauthorized personnel in a company owned vehicle is prohibited unless authorized in advance by a member of senior management.

2. You must be clean and dress as neatly as the nature of your work will permit. A neat appearance helps maintain a positive public and customer image.

3. Vehicles are to kept clean; this includes mirrors and windows.

4. We encourage driver suggestions that may improve safety, service, or working conditions.

5. Safety must always be your first priority. Employees will comply with all safety laws. It is the responsibility of each of us to ensure that our company operates safe equipment on our highways. Additionally, we must carry out assigned duties in a safe manner.

6. Employee safety responsibilities:

   a. Observe all company safety and health rules and apply the principles of accident prevention in your day to day duties.

b. Report any job related injury, illness, or property damage to your supervisor immediately.

c. Report any hazardous conditions and unsafe acts to your supervisor promptly.

d. Follow all hazard-warning and no smoking signs.

e. Keep all emergency equipment such as fire extinguishers, etc. clear and accessible.

f. Do not report to work under the influence of alcoholic beverages or drugs. Report to your supervisor any medical limitations or prescription or over the counter medications that could influence driver attentiveness. Do not use alcoholic beverages or drugs while on organization premises or when conducting organization business. All violations will result in immediate disciplinary action.

g. Operate only the equipment for which you have been properly trained and observe the safe operating procedures for that equipment.

h. Follow proper lifting procedures at all times.

i. Check trailer hubs for heat and grease when checking tires.

j. Actively support and participate in the company's efforts to provide safety and health programs.

k. Seatbelts must be used whenever driving a company vehicle.

l. Never tow or push any company vehicle without authorization from a supervisor.

m. No vehicle operated under our company’s authority shall exceed posted speed limits. In no case shall your speed exceed that which is safe for the existing operating conditions.

n. A pre-trip inspection will be made at the start of each shift to ensure that both tractor and trailer are in safe operating condition. A post-trip vehicle report is required and is to be turned in to Dispatch. Dispatch is responsible for ensuring that all work is completed as needed for safe operation the following day or, if needed, to arrange for the use of an alternate vehicle.

o. Avoid traveling in the far left-hand lanes; use these only to pass. Drive in the right-most lanes.

p. Respect your equipment:

- Read, understand, and follow all owners’ manuals.
- Never exceed the equipment’s published limitations of weight, speed, etc.
- During freezing weather, check and recheck tires for free-rolling action to avoid skidding tires by frozen brakes in icy road conditions.

- A worn or cammed-over brake can also cause tires to skid resulting in tire damage or worse.
- If there are adverse weather conditions, check with management to receive instructions.
- As needed, ensure that vehicles are chained and that chains are in excellent, ready-to-use condition. Carry chains during specific months appropriate for the area.
- Carry all appropriate winter gear and communication devices in the vehicle.

7. Safe Driving Requirements

   a. A defensive driver is defined as one who is careful to commit no driving errors, who makes allowance for the lack of skill or improper attitude on the part of another driver, and who does not allow hazards of weather and road conditions or the action of pedestrians and other drivers to involve him in an accident or confrontation. They keep continually on the alert, recognize an accident-producing situation far enough ahead to apply the necessary preventive action, and concede the right-of-way when necessary to prevent an accident.

   b. The maximum speed limit is the posted limit when conditions permit. Your speed at all times shall be reasonable and prudent with due consideration given to weather, other traffic, conditions of the road, and intersecting side roads or highways. Do not exceed posted limits. Legal speed limits must be obeyed in all areas. Any driver receiving a citation for speeding will be given a correction notice that will contribute to the point system and they will receive appropriate disciplinary action. School zones and playgrounds rate a special warning for governing your speed. Also reduce speed at times of poor visibility and hazardous conditions.

      If operating a heavy vehicle, always control your downgrade speed. The company requires drivers of heavy or loaded trucks to use a maximum of 30 mph on all severe grades. When empty or loaded light use your own discretion obeying all posted speed limits and maintain control of the vehicle at all times. Adhering to the speed limit is important in terms of reduced traffic citations, insurance rates, maintenance costs, tire wear, and fuel consumption.

   c. Never, under any circumstance, attempt to pass another vehicle at an intersection, on a hill, on a curve, or near a railroad crossing. Under no circumstances take a chance in passing when your view of the thoroughfare is totally or partially blocked. Due care in passing should be the watchword at all times, as it is difficult to estimate the speed of an approaching vehicle. When in doubt, do not pass.

   d. Turning. At intersections, reduce your speed and use your mirrors to see that your vehicle is clearing the corner. Give sufficient advanced warning of your intentions. Right hand turns should be made from the farthest right-hand lane if possible. Double check mirrors and watch for pedestrians, objects, and other vehicles.

e. Stopping and parking on the roadway. If it is at all possible, pull off on a suitable surface out of the line of traffic. Never stop or park your vehicle on the traveled portion of the highway. If you find it impossible to stop off the highway or entirely out of the lane of traffic, every effort must be made to leave as much of the roadway clear for other traffic. Turn on flashers and place emergency warning devices at once. Use a safety vest and assume oncoming vehicles do not see you.

f. Stopping and parking for routine stops. On all routine tire checks, coffee stops, etc., choose a place that has suitable off-road parking that will give your vehicle ample protection from being hit by highway traffic. Always make sure the ground you travel on will support the weight.

g. Parking on hills and inclines. If, in an extreme emergency, you find it necessary to stop or park on an incline, in addition to setting your parking brake and putting your vehicle in park or gear, use all other possible precautions. When broken down while heading up hill, put the vehicle in first gear and set chocks.

h. Striking fixed objects. In handling your vehicle on the highway, in city traffic, and at loading and unloading spots, remember that striking any fixed object such as bridges, abutments, parked cars, loading docks, overhead pipes, or fire hydrants is classified as the fault of the driver. These events must be reported immediately.

i. Passing or meeting a school bus. When approaching a school bus, be on guard at all times for signals of intention to either discharge or pick up school children. Most states have laws requiring either red blinking signals or manually controlled stop signs on buses for signaling a stop. Be on the alert for the actions of these school buses. It is illegal to pass, in either direction, a school bus which is stopped to pick up or discharge passengers. When in doubt, stop.

j. Following other vehicles. Always keep ample distance between yourself and the next vehicle except when it becomes necessary to pass. In following other vehicles, you must operate at a distance that will enable you to make a smooth complete stop under any emergency. Adequate following distance applies to city driving as well as rural traffic.

k. When preparing to stop, always check the position of possible vehicles behind you. Make it a habit to reduce your speed soon enough so that the driver behind you will have no doubt as to your intentions. This not only prevents accidents, but reduces excessive tire and brake wear.

l. Pedestrians. You have no right-of-way insofar as pedestrians are concerned. Legally, they may walk on either side of the road, they can cross at intersections, and they can pop out from behind a parked car on a busy city street. Never take it for granted that they see you.

m. Use of cellular telephones and other key-type devices is not allowed while operating any vehicle.

D. Accidents

1. YOU MUST REPORT EVERY ACCIDENT IMMEDIATELY; REGARDLESS OF HOW MINOR.

2. In the case of an accident, do not discuss fault and contact your supervisor as soon as possible. Be specific as to location, time, extent of injury and damage, conditions of cargo, and where you can be reached.

3. Park safely and set out warning devices.

4. Prevent the moving of injured persons unless absolutely necessary.

5. Get the names of any witnesses. If a witness refuses to give their name, record the license number of their vehicle. Regardless of the facts, admit nothing, promise nothing, and do not argue. Give your name and the name of our company. Offer to show your license.

6. Take pictures whenever possible. Do not move any vehicles or allow any vehicles to be moved until someone arrives who can verify or witness the position of the vehicles, length and position of the skid marks, and lighting on the vehicles if at night.

7. Stay at the scene of the accident until instructed by law enforcement or representative of management to proceed.

8. If you are involved in an accident with an unattended vehicle, you must stop and try to locate the owner. If you cannot locate the owner, you must place a note in or on the vehicle giving your name and address and that of our company.

9. Information needed to properly complete accident reports:

    a. Location, time, and date.
    b. Make, model, type, and license of other vehicles involved.
    c. Registered owner of other vehicles involved.
    d. Driver's name, address, and license number of other vehicles involved.
    e. All occupants' names and addresses in other vehicles involved.
    f. Names and addresses of all possible witnesses.
    g. Name of law enforcement agency to which the accident was reported.
    h. Name of law enforcement officer at the scene.
    i. Name of the insurance company which covers the other vehicles involved.
    j. Names and addresses of persons injured and the extent of the injury.
    k. If you are involved in a chargeable accident, an accident involving injuries, or an accident involving fatalities, you will be required to take a drug and alcohol test.
    l. Use your accident kit and ensure that it is on board each day…included in the kit should be incident reporting forms, camera, pencil, paper, and insurance information.
    m. Never admit or discuss fault; be professional and courteous.

E. Operating Policies

1. General

   a. Routes are to be completed safely. If delays occur, contact the office as soon as possible.

   b. Any driver unable to complete a route must notify the dispatcher or their supervisor.

   c. There will be no falsification of logs, trip reports, time in service, or employment information (all moving violations shall be noted, whether in truck, or personal vehicle).

   d. Paperwork shall be completed and turned in at the end of every shift.

   e. All brakes will be checked at the beginning of your shift and post-use. Corrections are to be made prior to the next use of the equipment.

   f. Air tanks must be drained at the end of your shift.

   g. There will be no backing under trailers until air lines are hooked up and the trailer is charged with air and brakes set. This must be completed prior to your hook-up.

   h. Excessive speed on the customer's property will not be tolerated.

   i. Every accident, even very minor, must be reported to your supervisor.

   j. A preventable (chargeable) accident may result in termination.

   k. All injuries must be reported to the supervisor.

   l. Keep informed of legal weight limitations and legal equipment lengths.

   m. Know your vehicle’s height and keep it posted in the cab. Do not move under anything unless you know you have clearance.

2. Hour of Service, Examinations, Licenses

   a. All drivers must maintain time cards in accordance with company policy and applicable DOT regulations. Do not exceed maximum allowable driving times.

   b. Drivers must maintain a complete Driver’s Log in compliance with the DOT Motor Carrier Safety Regulations.

   c. A driver required to have a physical examination will carry on their person the medical examiner's certificate or a photographically reproduced copy of the certificate whenever they are on duty along with documentation of any waivers noted on the license.

d. A valid driver's license is necessary for any driving position. If driving privileges have been revoked or suspended for any reason, you must notify your supervisor immediately.

e. Remember to renew your licenses as required and bring copies to the office. Failure to provide this will result in suspension of driving privileges until received.

3. The driver's responsibility shall be to secure the load during and/or after loading in such a manner that no damages are incurred due to shifting of the load during transit.

4. All drivers are expected to keep their vehicles in good condition and mirrors and glass clean.

5. It is prohibited to be under the influence of intoxicants and/or drugs while on duty. Use or possession of open alcoholic beverages, or narcotics while on duty will cause your immediate termination. No driver will be permitted to work if they report for duty showing evidence of being under the influence of alcohol or drugs. Alcoholic substances cannot be consumed while on duty. Use of over-the-counter medications that cause drowsiness or that impair perception or reaction time also must be reported prior to use.

   Employees taking a prescribed, controlled substance must immediately report their treatment to their supervisor. The physician prescribing the medication must notify the organization that it will not affect the safe operation of a motor vehicle. Failure to report the use of a prescribed controlled substance may result in disciplinary action.

6. Maintain communication throughout the workday with dispatch. Contact the office for instructions in the event of any weather conditions or other situations for which safe operation is questionable.

F. Vehicles

1. It is the driver's responsibility, as well as the supervisor's, to make sure that vehicles are well-maintained and in safe running condition. Frequent inspections of all components must be conducted. Inspect your vehicle before starting the work day, and when completing the work day. Vehicle inspection reports (VIR's) are to be given to dispatch. Dispatch is responsible for ensuring that all work is completed as needed for safe operation or, if necessary to arrange for the use of an alternate vehicle.

2. A VIR must be filed. You must perform a safety check on all equipment prior to operating it. These checks help protect equipment, the public, and you. Any defects noted during your inspections should be written down on the VIR. Critical items should be reported to your supervisor for correction prior to the use of the vehicle. A copy of the signed VIR must be left on the vehicle. Mark any defects you found during your inspection on the report and turn it in with the rest of your paperwork. If operating a personal vehicle for organization business, the driver is responsible to assure the safety and pre-use inspection of the vehicle as outlined above.

3. The Maintenance Department must ensure that all preventative maintenance is performed according to the equipment manufacturer's instructions and that all maintenance records are filed according to DOT requirements.

G. Disciplinary Policy

Violation	Discipline
1. Accidents:	
Major Chargeable	Subject to discharge
Minor Chargeable	First Offense - Warning Notice Second Offense - Subject to discharge
Failure to report accidents, property damage, and personal injury	Subject to discharge
2. Equipment:	
Failure to report mechanically defective condition of equipment	First Offense - Warning Notice Second Offense - Subject to discharge
Unauthorized use of equipment	Subject to discharge
Failure to keep inside of cab, windows, mirrors, windshield, and lights clean	First Offense - Warning Notice Second Offense - Subject to discharge
Willful damage to equipment	Subject to discharge
Abandonment of equipment	Discharge
3. Conduct:	
Drinking on duty or on organization property or use of drugs not prescribed by employee physician	Discharge
Discourteous to customer, failure to assist unloading, (complaint in writing)	First Offense - Warning Notice Second Offense - Subject to discharge
Disobeying orders including failure to follow instructions in the fleet operations manual unless such failure would result in more severe penalty which would then apply	Subject to discharge
Conviction of reckless driving	First Offense - Warning Notice Second Offense - Discharge
Inaccurate loading, unloading or checking, or careless handling resulting in damage or loss of cargo.	First Offense - Warning Notice Second Offense - Subject to discharge
Failure to check equipment	First Offense - Warning Notice Second Offense - Subject to discharge
Pulling wrong load or going to wrong destination	First Offense - Warning Notice Second Offense - Subject to discharge
Loss of driver's license	Subject to discharge
Employee reporting for work unclean or in filthy clothing	First Offense - Warning Notice Second Offense - Subject to discharge
Failure to protect assignment or to report for duty within a reasonable length of time after calling	First Offense - Subject to discharge

Violation	Discipline
Theft or any act of personal dishonesty (this includes incurring unnecessary delay time)	Subject to discharge
Falsification of driver's log, pay records, or any organization reports	Subject to discharge
Filing of false or incomplete employment application.	Subject to discharge
4. Reports:	
Failure to make out reports properly	First Offense - Warning Notice Second Offense - Subject to discharge
Failure to report to dispatcher at specified times when required to do so	First Offense - Warning Notice Second Offense - Subject to discharge
5. Driving Schedules:	
Failure to complete run in scheduled running time without satisfactory explanation	First Offense - Warning Notice Second Offense - Subject to discharge
Unnecessary delaying of load or equipment	First Offense - Warning Notice Second Offense - Subject to discharge
7. Miscellaneous:	
Unauthorized carrying of passengers	Subject to discharge
Refuse to make a run	Automatic discharge
Refusal of tractor which has not previously been reported mechanically defective	Subject to discharge
Use of profanity while on duty on customer's property. The employee is representing the organization, so refrain from using such language.	First Offense - Warning Notice Second Offense - Subject to discharge

A written notice of the violation of these rules will be given to the employee stating the time, date, and place of violations as well at the actual infraction. The employee will sign the notice verifying receipt.

H. Documentation Summary

A. Each employee must read this program, and sign the Employee Acknowledgement Form.

B. All driver records as required by the DOT Motor Carrier Safety Regulations must be kept in the employee's personnel file. These documents need to be retained for each employee/driver as well as for each owner/operator driver. Documentation should include such information as:

- Application for employment
- Inquiry to past employers
- Commercial driver's license
- Request for check of driving record and copy of same
- Medical examiner certificates
- Violation and review record
- A driver data sheet
- Employment eligibility verification and social security information
- Company Safety Policies receipt acknowledgement forms
- Drug and alcohol policy acknowledgement form
- Pre-employment drug screen consent form
- Random drug screen consent form
- Address update information
- Ride-along and ride-behind performance reports
- Accident and incident reports and findings
- Driver-log audit reports
- Disciplinary letters

These files are reviewed to ensure completeness and that the latest information is incorporated into these files.

C. All vehicle records as required by the DOT Motor Carrier Safety Regulations must be kept in the proper vehicle history file.

(Company Name)

EMPLOYEE ACKNOWLEDGEMENT

I, _____ hereby acknowledge that I have received, read and understand the Fleet Safety Program. I further agree to allow **(Company Name)** to have access to my motor vehicle records.

Employee Signature: _____

Date: _____

Please sign this form and return it to your supervisor.

APPENDIX A: Preventability Evaluation

HOW TO DETERMINE PREVENTABILITY

This guide is to be used by Accident Review Board in determining if an accident is Preventable or Non-Preventable.

WHAT IS A PREVENTABLE ACCIDENT?

A preventable accident is any accident in which the driver failed to do everything he/she reasonably could have done to avoid it.

WHAT IS A NON-PREVENTABLE ACCIDENT?

A non-preventable accident is an accident in which the driver did everything he/she reasonably could have done to foresee the things that caused the accident and guard against them.

Nearly all accident situations are covered in this material. For each type of accident, a series of questions is asked. If the answer to any question is “no” then our driver was not practicing the best defensive driving.

It is often difficult to assess preventability and difficult to make a driver understand wherein he/she was at fault. Drivers must be taught very specifically the kinds of hazards they must anticipate and defend themselves against. Without a clear concept of what defensive driving is, it becomes a frustrating catchall in the minds of drivers.

Following the definition of a defensive driver, the questions asked here help to determine preventability and help to teach a driver what is meant by defensive driving. When you have gathered the facts about an accident, apply these questions to assess preventability.

Defensive drivers are those who make allowances for the lack of skill and knowledge on the part of the other driver. They recognize that they have no control over the unpredictability of other drivers, pedestrians, and weather or road conditions. They develop a defense against those hazards. They concede their right-of-way and make concessions to avoid collision. They are careful to commit no driving errors themselves and are defensively alert to avoid the accident traps and hazards created by weather, roads, pedestrians, and other drivers.

Icy roads; curves; hills; narrow roads; the absence of signs and signals; signals out of order; or the carelessness, recklessness, or ignorance of other drivers does not relieve our driver of his responsibility for driving without accidents. These are situations likely to be encountered at any time and we must drive accordingly.

A. INTERSECTION ACCIDENTS

1. Did driver approach the intersection at a safe speed for the condition?
2. Was the driver prepared to stop before entering the intersection?
3. At a blind corner, did the driver pull out slowly ready to shift his right foot to the brake pedal?
4. Did the driver make sure the other driver would stop for a traffic light or stop sign?
5. Did the driver obey all traffic signs?
6. Did the driver signal well in advance of his/her change in direction?
7. Did the driver turn from the proper lane?
8. Was the driver alert to the turns of other vehicles?
9. Did the driver avoid overtaking and passing in the intersection?
10. Did the driver refrain from jumping the starting signal or riding through the caution light?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR OPERATOR WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

B. HIT OTHER IN REAR

1. Was our driver maintaining the safe following distance (one car length for every 10 miles per hour of travel, increased for darkness and inclement weather)?
2. Did the driver keep his/her eyes in front of the car ahead?
3. Did the driver approach the green traffic light cautiously, expecting the driver ahead to stop suddenly on the signal change?
4. Did the driver keep from skidding?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR DRIVER WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

C. BACKING ACCIDENTS

1. Was it necessary to back up:
   a. Did the driver have to park so close to the car ahead as to require backing to leave the parking space?
   b. Was it necessary to drive into the narrow street, dead-end alley, or driveway from which he/she backed?
2. If the driver could not see where he/she was backing:
   a. Did the driver try to get someone to guide him/her?
   b. Did the driver look all around the vehicle before getting in?
   c. Did the driver back up immediately after looking?
   d. Did the driver look to the rear along with watching the rear view mirrors?
   e. If the distance was long, did he/she stop, get out, and look around occasionally?
3. Did the driver back up slowly?
4. Did the driver judge his/her backing clearance accurately?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR DRIVER WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

D. PEDESTRIANS

1. Did the driver drive through congested sections expecting that pedestrians would step in front of the vehicle?
2. Was the driver prepared to stop?
3. Did the driver keep as much clearance between his/her vehicle and parked cars as safety permitted?
4. Did the driver refrain from passing vehicles that had stopped to allow pedestrians to cross?
5. Did the driver refrain from jumping the starting signal or riding through the caution light?
6. Was the driver aware of groups of children, and was he/she prepared to stop if a child ran into the street?
7. Did the driver give pedestrians the right-of-way?
8. Did the driver refrain from passing a stopped school bus?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR DRIVER WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

E. PULLING FROM THE CURB

1. Did the driver look front and rear for approaching and overtaking traffic immediately before starting to pull out?
2. Did the driver look back rather than depend upon the rear view mirror?
3. Did the driver signal before pulling from the curb?
4. Did the driver start out only when his/her action would not require traffic to change its speed or direction in order to avoid him/her?
5. Did the driver continue to glance back and check his/her mirrors?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR DRIVER WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

F. SKIDDING

1. Was the driver driving at a speed safe for conditions of weather and road?
2. Was the driver keeping at least twice the safe following distance for dry pavement (one car length for every 10 miles per hour of speed)?
3. Were all of his/her actions gradual?
4. Was the driver expecting ice on bridges, in gutters, ruts, and near the curb?
5. Was the driver alert for melting snow, freezing in the shade, loose gravel, sand, ruts, etc.?
6. Did the driver keep out of car tracks and cross them at wide angles?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR DRIVER WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

G. PARKED

1. Was the driver on the right side of the road?
2. Was it necessary to park near the intersection?
3. Did the driver have to park on the traveled part of the highway, on the curve, or on the hill?
4. Where required, did he/she warn traffic by flag or flare?
5. Did the driver park parallel to the curb?
6. Was it necessary to park so close to an alley or directly across from a driveway?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR DRIVER WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

H. ALL OTHERS

1. Could the driver have done anything to avoid the accident?
2. Was his/her speed safe for conditions?
3. Did the driver obey all traffic signals?
4. Was his/her vehicle under control?
5. Did the driver follow his/her routing and delivery instructions?
6. Did the driver call in for help when in doubt?
7. Did the driver report the accident as soon as he/she returned?

IF THE ANSWER TO ANY QUESTION IS “NO” OUR DRIVER WAS NOT DRIVING DEFENSIVELY AND THE ACCIDENT IS CONSIDERED TO BE PREVENTABLE.

APPENDIX B: ROAD TEST RECORD

Driver's Name: _____ License No.: _____ State: _____ Class: _____

Equipment Driven: _____ Length of Test in Miles: _____

Air Brakes Equipped: Yes ☐ No ☐ Standard Transmission ☐ Automatic Transmission ☐

Proper Pre-Trip Inspection Completed: Yes ☐ No ☐

If equipment being operated includes combination units; coupling/uncoupling completed: Yes ☐ No ☐

Mark each item as "satisfactorily" or "unsatisfactorily" completed. Leave any items not evaluated blank.

Part 1 - Placing Vehicle in Motion and Use of Controls

	Satisfactory	**Unsatisfactory**
A. MOTOR **Unsatisfactory**		
Places transmission in neutral before starting engine	☐	☐
Starts engine without difficulty	☐	☐
Checks instruments at regular intervals	☐	☐
Maintains proper engine rpm while driving	☐	☐
B. BRAKES		
Knows proper use of and checks tractor protection valve	☐	☐
Tests service brakes	☐	☐
Builds full air pressure before moving	☐	☐
C. CLUTCH AND TRANSMISSION		
Starts unit moving slowly	☐	☐
Uses clutch properly	☐	☐
D. LIGHTS (If tested during darkness)		
Adjusts speed for range of headlights	☐	☐
Dims lights when approaching another vehicle or following traffic	☐	☐

Part 2 - Backing and Parking	**Satisfactory**	**Unsatisfactory**
A. BACKING		
Gets out and checks area before backing	☐	☐
Understands and utilizes mirrors and cameras properly	☐	☐
Signals when backing (If appropriate)	☐	☐
Avoids backing from blind side	☐	☐

Part 2 – Backing and Parking (Continued)

B. PARKING

Parks without hitting any other vehicles or stationary objects	☐	☐
Parks correct distance from curb	☐	☐
Secures unit properly; sets brake, transmission in correct gear, shuts off engine, blocks wheels when necessary	☐	☐
Carefully enters traffic from parked position	☐	☐

Part 3 – Slowing and Stopping	**Satisfactory**	**Unsatisfactory**
Uses clutch and gears properly	☐	☐
Gears down properly before descending hills	☐	☐
Stars without rolling back	☐	☐
Tests brakes before descending grades	☐	☐
Uses brakes properly on grades	☐	☐
Makes proper use of mirrors	☐	☐
Plans stop far enough in advance to avoid hard braking	☐	☐
Stops clear of crosswalks	☐	☐

Part 4 – Operating in Traffic, Passing, and Turning	**Satisfactory**	**Unsatisfactory**
A. TURNING		
Signals intention to turn well in advance	☐	☐
Gets into proper lane well in advance of turn	☐	☐
Checks traffic conditions and turns only when intersection is clear	☐	☐
Restricts traffic from passing on right when preparing to complete right hand turn	☐	☐
Completes turn promptly and safely, and does not impede traffic	☐	☐
B. TRAFFIC SIGNS AND SIGNALS		
Plans stop in advance and adjusts speed correctly	☐	☐
Obeys all traffic signals	☐	☐
Comes to a complete stop at all stop signs	☐	☐
C. INTERSECTIONS		
Yields right of way	☐	☐
Checks for cross traffic regardless of traffic controls	☐	☐
Enters all intersections prepared to stop if necessary	☐	☐

Part 4 – Operating in Traffic, Passing, and Turning (Continued)

D. GRADE CROSSINGS		
Stops at a minimum 15-feet but not more than 50 feet before crossing if stop is necessary	☐	☐
Selects proper gear and does not shift gears while crossing	☐	☐
Knows and understands Federal and State rules governing grade crossings	☐	☐
E. PASSING		
Allows sufficient space ahead for passing	☐	☐
Passes only when safe to do so	☐	☐
Signals when changing lanes before and after passing	☐	☐
Warns driver ahead of his intention to pass	☐	☐
Passes with sufficient speed differential to minimize obstructing traffic	☐	☐
Returns to right lane promptly but only when safe to do so	☐	☐
F. SPEED		
Observes speed limits	☐	☐
Drives at speed consistent with ability	☐	☐
Adjusts speed properly to road conditions, and traffic	☐	☐
Slows down in advance for curves and intersections	☐	☐
G. COURESY AND SAFETY		
Yields right of way	☐	☐
Consistently strives to drive in a safe manner	☐	☐
Uses horn only when necessary	☐	☐

Part 5 – Miscellaneous	**Satisfactory**	**Unsatisfactory**
A. GENERAL DRIVING ABILITY AND HABITS		
Consistently alert and attentive	☐	☐
Consistently is aware of changing traffic conditions	☐	☐
Anticipates problems	☐	☐
Performs routine functions without taking eyes from road	☐	☐
Checks instruments regularly while driving	☐	☐
Remains calm under pressure	☐	☐

Remarks: _____

_____

_____

_____

General Performance: Satisfactory ☐ Needs Additional Training ☐ Explain: _____

_____

Signature of Examiner: _____ Date: _____

Appendix E: Sample American Reclamation Organics, Recycling and Trash Disposal Education Material

AMERICAN RECLAMATION
YOUR ZERO WASTE PARTNER SINCE 1986
COLLECT · RECYCLE · DIVERT · REUSE
(888) 999-9330

What Goes In The Organics Bin?
Acceptable & Non-Acceptable Items

ACCEPTABLE ITEMS

- ★ Green Waste
- ★ Yard Clippings, Leaves, Grass
- ★ Plants
- ★ Food Soiled Paper
- ★ Pizza Boxes
- ★ BPI Compostable Bags
- ★All Food Waste, including:
  - Fruits & Vegetables
  - Baked Goods
  - Beans, Nuts, Seeds
  - Grain, Pasta, Rice
  - Tea Bags & Leaves
  - Coffee Grounds & Filters
  - Dairy Products
  - Meat & Bones
  - Eggs & Egg Shells

NON-ACCEPTABLE ITEMS

- ★ Pet Waste
- ★ Foam
- ★ Non-Compostable Plastic
- ★ Aluminum Foil
- ★ Glass or Metal
- ★ Wax Coated Food Soiled Paper
- ★ Plastic Lids, Cups, or Straws
- ★ Polystyrene / Styrofoam
- ★ Solid Waste

ITEMS ACCEPTED IN THE GREEN ORGANICS BINS & CARTS

AMERICAN RECLAMATION

4560 Doran Street, Los Angeles, CA 90039 · Phone: 888-999-9330 · Fax: 818-548-8814 · Email: info@socoastrec.com



ITEMS THAT GO IN THE GREEN ORGANICS BIN/CART

(Maximum Weight Per Metal Bin = 500 lbs.)



FOR COMPOST



All Food Scraps (No Cans, Foil, Plastic or Wax Packages)



All Soiled/Used Coffee Filters, Paper Napkins, Paper Towels & Tea Bags



All Soiled/Used Paper Food Containers, Paper Cups, Paper Plates, Pizza Boxes & Carriers



PLACE THE ABOVE ITEMS IN TRANSLUCENT/CLEAR COMPOSTABLE GARBAGE BAGS IF POSSIBLE.

FOR MULCH & ENERGY



Green Waste: Yard Trimmings, Flowers, Leaves, Pine Cones, Shrubs, Twigs & Plant Cuttings (No Seeds or Weeds)



PLACE GREEN WASTE IN LARGE PAPER LAWN & LEAF BAGS IF POSSIBLE.

NOT ACCEPTED: *Animal Carcasses, Animal/Pet Waste, Bio Waste, Biodegradable Plastic Food Containers, Biodegradable/Compostable Serving Ware/Utensils, Liquids and Medical Waste.*

CALL US AT 1-888-999-9330 IF YOU HAVE QUESTIONS.

ITEMS ACCEPTED IN THE BLUE RECYCLING BINS & CARTS

AMERICAN RECLAMATION

4560 Doran Street, Los Angeles, CA 90039 · Phone: 888-999-9330 · Fax: 818-548-8814 · Email: info@socoastrec.com

ITEMS THAT GO IN THE BLUE RECYCLE BIN/CART
(Maximum Weight Per Bin = 500 lbs.)



DRY CARDBOARD, CHIPBOARD & NEWSPAPER



DRY PAPER, MAGAZINES & CATALOGS (bag shredded paper)



EMPTY GLASS BOTTLES & JARS



EMPTY WATER & DRINK BOTTLES & ALUMINUM CANS



PLASTIC FILM & BAGS



MISCELLANEOUS PLASTIC EXCEPT FOOD CRATES (return to seller who provided them)



MISCELLANEOUS SMALL METAL ITEMS, WIRE & PARTS

CALL US AT 1-888-999-9330 IF YOU HAVE QUESTIONS.

ITEMS ACCEPTED IN THE BLACK TRASH BINS & CARTS

AMERICAN RECLAMATION

4560 Doran Street, Los Angeles, CA 90039 · Phone: 888-999-9330 · Fax: 818-548-8814 · Email: info@socoastrec.com

ITEMS THAT GO IN THE BLACK GARBAGE BIN/CART

(Maximum Weight Per Metal Bin = 500 lbs.)



Composites, Laminates, Flooring, Tile & Painted Wood Items



Plastic Utensils, Polystyrene Cup Lids, Straws & Unrinsed/ Dirty Plastic Food Containers



Coated Milk & Beverage Containers & Wax Paper



Styrofoam Cups, Foam Packing Material



Household Dirt, Dust, Hair Cuttings & Nail Clippings



Adhesive Materials, Broken Pottery & Dinnerware

IF YOU DON'T HAVE A GREEN ORGANICS RECYCLING BIN, THEN DISPOSE OF THE FOLLOWING IN THE BLACK TRASH BIN (LANDFILL):



All Food Scraps, Paper Coffee Filters, Soiled Napkins, Paper Towels & Tea Bags



Soiled Paper Food Containers, Cups & Plates



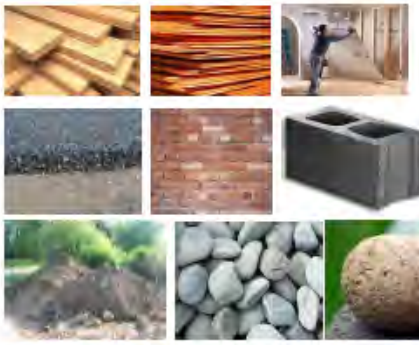
Green Waste: Yard Trimmings, Flowers, Leaves, Pine Cones, Shrubs, Twigs & Plant Cuttings

CALL US AT 1-888-999-9330 IF YOU HAVE QUESTIONS.

ITEMS ACCEPTED IN GRAY TEMPORARY BINS & ROLL-OFF CONTAINERS FOR CONSTRUCTION, DEMOLITION AND INERT WASTE

AMERICAN RECLAMATION

ITEMS THAT GO IN THE GRAY BINS & ROLL-OFF CONTAINERS FOR CONSTRUCTION, DEMOLITION & INERT DEBRIS



Lumber, Plywood Drywall & Wonder Board*

Asphalt, Bricks, Concrete*



Large Volumes of Dirt, Gravel Rock & Stone*



Cabinets, Electrical Conduit/Wire & Fixtures, Plumbing Fixtures



Large Kitchen Appliances ("White Goods")



Shingles & Roofing Materials



Flooring, Carpet & Carpet Padding, Tile (all kinds)



Cardboard, Pipe & Wire



Doors & Intact Windows

UNACCEPTABLE HAZARDOUS WASTE ITEMS FOR DISPOSAL IN REFUSE BINS, CARTS & ROLL-OFF CONTAINERS

AMERICAN RECLAMATION

UNACCEPTABLE HAZARDOUS WASTE MATERIALS
For Disposal In Refuse Bins, Carts & Roll-Off Containers



Batteries – All Types (return to auto or hardware store where purchased if possible)**

Sharps – Knives, Needles, Pins, Razer Blades, Syringe Needles**

Not Empty/Used Aerosol Cans, Paint & Adhesives**

Not Empty/Used Chemicals, Herbicides, Insecticides & Flammable Liquids**

Explosives, Ammunition & Firearms (turn in to police)

Not Empty/Used Compressed Gas Containers**

Brake Fluid, Motor Oil & Used Oil Filters**

Biohazards, Dead Animals, Used Syringes, Drugs & Medications**

Radioactive Material**

****Drop these items off at local Los Angeles County SAFE Collection Center or Hazardous Waste Roundup Event.**

AMERICAN RECLAMATION

HOW LONG UNTIL IT'S DECOMPOSED?

ESTIMATED DECOMPOSITION RATES OF WASTE IN OUR OCEANS

REDUCE
REUSE
RECYCLE



AMERICAN RECLAMATION

ZERO WASTE TIPS



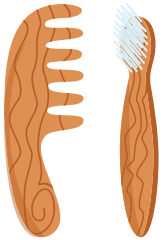
1. Bring a reusable cup



2. Eat with metal silverware



3. Drink water from a reusable bottle



4. Use wooden personal care products



5. Use a metal lunch box



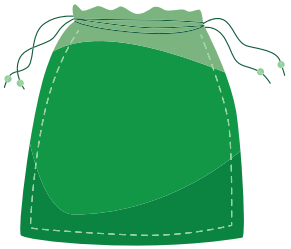
6. Use Glass Jars



7. Bring your own shopping bag



8. Use metal straws



9. Bring your own eco bags



10. Reduce, Reuse, Recycle!

Athens Services

City of El Segundo



April 29, 2024

CITY OF EL SEGUNDO RFP:
COMMERCIAL SOLID WASTE COLLECTION, RECYCLING, AND DISPOSAL SERVICES

Prepared for:
Erica Miramontes, Senior Management Analyst
City of El Segundo, Public Works Department
350 Main Street, El Segundo, CA 90245

Prepared by:
Athens Services
Gary Clifford, Senior Executive Vice President
14048 Valley Boulevard, City of Industry, CA 91746
Email: GClifford@AthensServices.com | Phone: (626) 934-4619


SERVICE • PEOPLE • ENVIRONMENT
THE
ATHENS WAY
FAMILY-OWNED
& OPERATED
SINCE 1957

COVER LETTER/EXECUTIVE SUMMARY

Erica Miramontes, Senior Management Analyst
City of El Segundo, Public Works Department
350 Main Street
El Segundo, CA 90245

Dear Ms. Miramontes,

Athens Services is a proud community partner and has served the City of El Segundo since 2007. To continue this nearly 20-year partnership, we have assembled a proposal for the Non-Exclusive Solid Waste Collection, Recycling, and Disposal Services Franchise Agreement that provides competitive rates and helps the City's businesses and multifamily property owners comply with the latest environmental legislation.

Family-owned and operated since 1957, Arakelian Enterprises, Inc., dba Athens Services, was founded on the simple principle of providing exceptional service, by hiring and developing great people, while fostering a safe, healthy, and sustainable environment—this is **The Athens Way**.

At heart, we are a landfill-avoidance company that believes in delivering excellent service above all else. Our organization embraces diversion as a fundamental strategy to reduce waste that would otherwise be sent to landfills. As a committed partner, we offer unmatched services for our customers and give back generously to support our communities. Whether it's volunteering in the communities where our team members live and work, providing financial support for nonprofit groups, or donating organic compost to local gardens, Athens is at our best when our communities flourish.

Highlights of Athens' proposal include:

The Athens Advantage
As part of The Athens Advantage program, the City will have the opportunity to expedite its transition towards a compliant SB 1383 organics waste recycling program. With a team of dedicated outreach recycling coordinators, a portfolio of local MRFs, and robust reporting capabilities, the City will be on the road to meeting the requirements of SB 1383.

Learn more about The Athens Advantage in the Automated Collection Services section of the proposal.

Outreach and Education
At Athens, we believe compliance starts well before containers are serviced. Based on our experience, customers want to do their part in reducing waste and protecting the environment—we just have to make the process as simple and intuitive as possible. To do this and to support the City's compliance efforts, our outreach and education program will help businesses and multifamily residents understand the immediate and long term benefits of organics recycling. In working with diverse audiences, our team has all the tools, resources, and experience to drive and sustain successful behavior change programs.

Learn more about our outreach capabilities in the Customer Education and Outreach section of the proposal.

Advanced Material Recovery Facilities
Athens' advanced processing facilities are strategically positioned throughout the Los Angeles area to maximize diversion opportunities and minimize vehicle miles travelled. The City of Industry Materials Recovery Facility (MRF) and Puente Hills MRF are both equipped with the industry's latest sorting and processing technologies, which will help the City achieve the highest diversion possible.

Learn more about our MRFs in the Transfer, Disposal, and Processing Facilities section of the proposal.

Service Implementation Experience
Led by our Executive Leadership, Outreach, and Operations teams, Athens will launch a time-tested and proven Service Implementation Model to manage the transition. Our priority is to implement services with absolutely no disruption to the community's collection services, regardless of the timeline or scope.

The model consists of four overarching phases. Each phase consists of detailed tasks that outline what will be achieved, the expected timeline for completion, and who the designated owners are for that action.

COVER LETTER/EXECUTIVE SUMMARY (CONT.)

The Service Implementation Model includes:

- » Pre-Outreach and Education: May
- » Site Assessments: May
- » Service Start: June
- » Service Optimization: June – August

Learn more about our Service Implementation Model in the Transition Plan section of the proposal.

Athens has meticulously reviewed the RFP, the draft Agreement, as well the responses to proper's questions, and is submitting a comprehensive proposal that complies with the City's requirements and scope of work. We have performed all due diligence to confirm all statements and material facts within this proposal and stand ready and able to perform the services as proposed to ensure that the City meets its waste diversion goals. Athens is the only proposer that has the people, vehicles, and processing capacity to seamlessly transition and service all commercial customers within the City of El Segundo at the start of this agreement. We have incorporated a transition plan into this proposal that would guarantee the seamless transition of all customers.

Athens is committed to the contents of this proposal in its entirety, including the proposed terms and service rates, for a period of one hundred eighty (180) days from the submittal deadline.

The Athens Board of Directors authorizes me in my capacity as Senior Executive Vice President to transmit and sign this proposal, negotiate a contract, and execute all required documents on behalf of Athens Services. Included in the Appendix is a Board Resolution dated December 4, 2023 that outlines Athens current leadership structure and certifies my authority to sign this proposal. Furthermore, my signature with this letter services as consignment, in good faith, to the RFP submission process with no intent by Athens to withdraw the proposal.

On behalf of the Athens family, it is my honor to submit this proposal with full confidence in our ability to fulfill the City's commercial waste and recycling service needs. Athens is committed to ongoing discussions with the City of El Segundo regarding the terms of the Agreement. We welcome any inquiries from the City and are prepared to meet and discuss the details of our proposal whenever convenient.

Sincerely,



Gary Clifford, Senior Executive Vice President
14048 Valley Boulevard, City of Industry, CA 91746
Phone: (626) 934-4619
Email: GClifford@AthensServices.com



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PROPOSER INFORMATION

Business Structure

Athens Services is a locally-based S corporation that has more than 65 years of continuous and successful experience providing waste and recycling services. The company was incorporated in 1991 in the state of California.

Beginning in 1957 with what was once a single-truck operation in Los Angeles, Athens has grown to become one of the largest recycling and waste diversions leaders in the region. Today, we partner with more than 50 communities in five Southern California counties.

Athens proudly:

- » Employs 2,000+ team members
- » Operates a fleet of 1,000+ collection, hauling, and various support vehicles
- » Owns or manages several processing facilities in Los Angeles, Riverside, and San Bernardino counties
- » Oversees several administrative offices and hauling yards in Los Angeles, Ventura, and Riverside counties

Using a fleet of near-zero emissions vehicles and our robust infrastructure network, we collect and process recyclables, organics waste, and unrecoverable waste for 2.3 million customers. Our dedicated experience in the region makes us uniquely qualified to fulfill the City's waste collection, recycling, and disposal needs.

Included as an attachment in the Appendix is Athens' Certificate of Good Standing and Statement of Information. These documents provide additional details on the organization and our corporate officers.

Key Personnel: El Segundo Management Team

Athens has assembled a team of industry experts with more than 100+ years of combined waste and recycling collection experience in the Southern California region. This group blends together strategic leaders, environmental and compliance experts, and a team of experienced operations managers with a niche for maximizing route efficiency.

Executive Leadership Team | This team will work closely with City staff on contractual compliance, financial objectives associated with the Agreement, post-collection, and diversion mandates.



Arty Feles, Chief Financial Officer

Arty Feles joined Athens Services in 2023 as Chief Financial Officer. He brings an extensive background in finance and accounting stemming from his experience at BDO Seidman USA, as the CFO and Vice Chairman at Edelbrock Corporation, and most recently, as the CFO and President of C.R. Laurence Co.

Arty provides oversight on the organization's fiscal activities and strategic initiatives. He is responsible for all financial reporting, accounts payable, as well as customer billing and credits. Arty graduated Cum Laude from the University of Notre Dame.



Gary Clifford, Senior Executive Vice President

Gary Clifford serves as Senior Executive Vice President at Athens Services where he focuses on municipal and strategic relationships. He leads the company's business strategies, development of new business opportunities, and oversees the compliance requirements of existing contracts and ventures. Gary has been with Athens for more than 15 years. Gary's background includes extensive municipal leadership, public outreach, capital project management, negotiations, developing effective teams, and resolving complex managerial issues. His municipal, governmental, and business leadership experience is recognized throughout Southern California.

Gary has served as a local mayor and councilmember, as well as a public employee for many years. He earned graduate degrees from Azusa Pacific University, where he currently teaches future leaders in several diverse fields. Gary is currently the President of the Glendora Unified School District and sits on several local boards regarding business, law enforcement, and public policy. With more than 35 years of experience working with state and local governments, Gary has helped shape public policy and procedures throughout numerous municipalities.



Jon Bierly, Executive Vice President

Jon Bierly serves as Executive Vice President at Athens Services. He joined the organization in August 2023 and brings an extensive background in operations management stemming from his previous roles as Vice President of Southern California Operations at United Parcel Service (UPS) and Vice President at Temco Logistics.

With more than two decades of operational leadership, logistics, and business expansion experience, Jon provides strategic oversight for all Athens West hauling operations. He earned his Master's degree in Organizational Leadership from Thomas Edison University. Jon lives in Corona with his wife and their four children.

Government Affairs Team | This team leads community outreach and public affairs in the community and is responsible for government relations, media communications, issue management, corporate and social responsibility, information dissemination, and contract stewardship.



Sharon Shapiro-Fox, Senior Director of Government Affairs

Sharon Shapiro-Fox serves as Senior Director of Government Affairs at Athens Services. She oversees Athens' municipal and community partnerships in the South Bay and Gateway Cities of Los Angeles County. Sharon joined the organization in 2022 and has more than seven years of waste industry experience, as well as more than 10 years in government advocacy and community engagement. Her past roles include campaign management and representing elected officials in the City of Los Angeles.

Sharon earned her degree in Political Science from Whittier College, where she also double minored in History and Japanese. She lives in Los Feliz with her husband, Ryan, their daughters, Riley, Sidney and Kensey, rescue dogs, Shiloh and Otis, and their cat, Lacey. In her free time, Sharon enjoy spending time with her family, working out, and cooking.

Outreach and Education Team | This team will oversee the implementation and execution of environmental programs in the community, as well contract compliance and reporting requirements.



Christina Duong, Senior Director of Contract Compliance [City Reporting Specialist]

Christina Duong serves as Senior Director of Contract Compliance at Athens Services. She joined the organization in 2006 and brings a breadth of industry experience ranging from contract management and finance to operations and post-collections sales.

Christina leads the Contract Compliance department and provides oversight on Athens' municipal compliance requirements including franchise fees, permits, business licenses, bonds, tonnage diversion, as well as monthly and annual reporting. She earned her degree in Finance from California State University, Fullerton.



Thor Schmidt, Senior Director of Program Outreach [Public Outreach Coordinator]

Thor Schmidt serves as Senior Director of Program Outreach at Athens Services. He has more than 18 years of experience in the waste and recycling industry and first began his career as a recycling coordinator in his hometown of Santa Barbara.

Throughout his career, Thor has held several leadership positions including General Manager of Athens' LA North facility and Director of Outreach and Education for Athens' initiatives within the City of Los Angeles' recycLA program. He now leads the outreach and education strategy across several communities in the South Bay, Los Angeles County, and Ventura County. Thor earned his Bachelor's degree in Business from Northwestern University. In his free time, he enjoys outdoor activities with his wife, two daughters, and son.

Operations Team | This team will oversee collection services, container management, and vehicles.



Juan Rodriguez, Senior Vice President of Operations

Juan Rodriguez serves as Senior Vice President of Operations at Athens Services. He has more than 13 years of waste and recycling experience, as well as more than 19 years in the transportation industry. He earned his Bachelor's degree in Information Science from the University of California, Irvine.

Juan provides oversight on the Logistics and Project Management departments and works closely with Athens' hauling yards to drive operational efficiency. The Logistics team manages all routing activities and data reporting, while the Project Management team oversees the execution of the organization's strategic priorities. Juan is responsible for designing the operations route plan, acquiring and assigning collection vehicles, validating data insights, and managing reporting dashboards.



Steve Lopez, Director of Operations [General Manager]

Steve Lopez joined Athens Services in November 2021 as Director of Operations and brings more than 25 years of waste and recycling industry experience. He holds a Bachelor's degree in Management and a Master's in Leadership and Organizational Studies.

Steve began his career as a commercial driver and has since held a wide range of leadership positions including Market Area Safety Manager, Environmental Health & Safety Compliance Manager, Senior Route Manager, Division Manager, and District Manager. He provides oversight on Athens' day-to-day collection, hauling, and disposal operations.



Matthew Martinez, Assistant General Manager [Operations Manager]

Matthew first joined Athens Services back in February of 2010 and worked out of the Riverside location for two years. Since then he has worked at multiple locations including the Maple, Salt Lake, and Vincent hauling operations, as well as the Van Norman bin operations for a short time.

For the last three years, Matthew has played a significant role in the implementation of two City of Los Angeles recycLA zones at the LA South yard, culminating with a successful turnaround of the yard's culture.

Matthew has lived in the city of Temecula with his family for almost 20 years. In his spare time, he enjoys spending time with his family outdoors hiking, swimming, and going to the beach. Matthew is passionate about cooking and grilling and can be found in front of his BBQ almost every weekend throughout the year.



Mario Aguilar, Operations Supervisor [Route Supervisor]

Mario Aguilar joined Athens Services in 2010 and has more than 14 years of operations experience. He started his career as a Dispatcher, before becoming a Lead Roll-Off Driver, then Route Supervisor, and most recently an Operations Supervisor. He is responsible for the day-to-day coordination of drivers to support any requests or needs from city staff, community members, and the Athens' Customer Service team. Based out of the LA South yard, Mario currently oversees several South Bay cities.

Customer Experience Team | This team will oversee our customer service representatives (CSRs), provide billing support, and manage our online self-service portal.



Yvonne Velazco, Director of Customer Service

Yvonne Velazco joined Athens Services in July 2023 as Director of Customer Service. She leads the organization's call center operations and works closely with all departments to elevate the customer experience. Yvonne brings more than 20 years of sales and customer service experience from the financial industry and currently serves on the board of Proyecto Pastoral.



Nicole Espinoza, Call Center Manager

Nicole has more than 23 years of experience in customer service, sales, and call center management. She has led a team of more than 150 employees to achieve service levels that included customer satisfaction ratings and increased efficiencies. Having served Southern California customers for more than 20 years, Nicole brings a wealth of industry knowledge. She is committed to providing customers with a great experience and educating them on our waste and recycling services. Nicole is dedicated to coaching and developing her team to be the experts in the evolving environmental industry.

KEY PERSONNEL | ORG CHART

Arty Feles
Chief Financial Officer

Gary Clifford
Senior Executive Vice President

Jon Bierly
Executive Vice President

Sharon Shapiro-Fox
Senior Director of Government Affairs

Thor Schmidt
Senior Director of Program Outreach

Christina Duong
Senior Director of Contract Compliance

Yvonne Velazco
Director of Customer Service

Nicole Espinoza
Call Center Manager

Juan Rodriguez
Senior Vice President of Operations

Steve Lopez
Director of Operations

Matthew Martinez
Assistant General Manager

Mario Aguilar
Operations Supervisor



Service Transition Experience

Athens has built a reputation for providing a seamless transition for both municipal partners and community members when implementing a new collection contract or services. Listed below are select references to whom Athens has implemented a new service contract and/or rolled out new services. Additional information regarding these references can be made available upon the City's request.

City of Lomita
Gary Sugano
Assistant City Manager
(310) 325-7110, x121
24300 Narbonne Avenue,
Lomita, CA 90717

City of Pasadena
Mayra Ruizesparza
Program Coordinator for Franchise Hauler Program
(626) 744-7119
233 West Mountain Street, #235
Pasadena, CA 91103

City of Thousand Oaks
Helen Cox
Sustainability Division Manager
(805) 449-2471
2100 Thousand Oaks Boulevard,
Thousand Oaks, CA 91362

	Lomita	Pasadena	Thousand Oaks
Year of Service Transition	April 2022 January 2024	March 2022	January 2022
Service Performed	2022 – Transitioned from CalMet Services to Athens Services as part of acquisition 2024 – Citywide transition to SB 1383 compliant program	Began providing SB 1383 compliant organics services as part of City-adopted Ordinance No. 7386	Citywide transition from previous hauler to SB 1383 compliant program with Athens Services
Number of Customers Involved	5,088	2,032	38,460

Safety Record

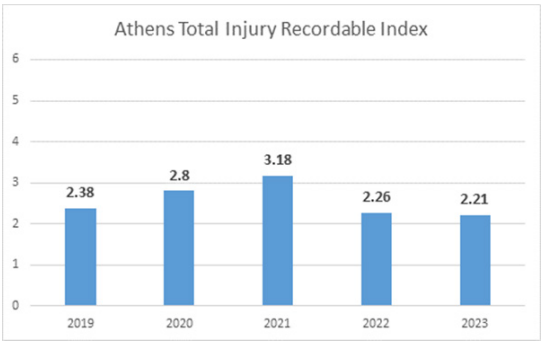
At Athens, the safety of our customers, team members, and the general public is paramount. Athens has one of the highest percentages of tenured employees in the industry demonstrating sustainable and safe operating skills while servicing our communities. Athens' guiding principle and emphasis on Safety First, Always! is part of companywide safety culture that is dedicated to providing a safe and healthy work environment for our team members and anyone who may be affected during the course of our services.

Listed to the right are the Total Recordable Injury Rate (TRIR) and Vehicle Accident Recordable Rate (VARR) for the most recent five calendar years.

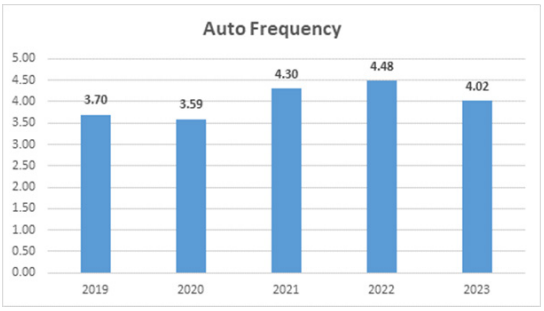
Included as an attachment in the Appendix are Athens' two most recent* CHP Safety Compliance Reports, as well as the organization's 2023 Workers' Compensation Experience Rating Form.

Note: A Basic Inspection of Terminals (BIT) audit has not be conducted for either facility that will be used to provide services in the City—the LA South hauling yard in Torrance and the Van Norman container yard in Montebello. A BIT report for two other nearby Athens' facilities have been provided as evidence of the organization's commitment to safety.

TRIR



VARR



Financial Information

Athens is the largest privately owned solid waste hauling company in Southern California. As a result of the organization's prudent financial management and sustainable growth, Athens has a mid-9 figure, 4-bank credit facility led by its 25+ year relationship with Wells Fargo. There are no bank-driven pre-conditions to immediately accessing this capital and we are well within our credit facility's compliance structure.

In the event that Athens is awarded an Agreement, the organization's Chief Financial Officer will be available to meet with designated City representatives to review the company's financial statements.

As a family-owned and operated private corporation, Athens respectfully requests that the City of El Segundo make every attempt to keep financial information confidential.

TECHNICAL PROPOSAL

Automated Collection Services

Athens will provide the El Segundo commercial customers with source separated collection services for all trash, recycling, and organics materials.

Trash

Customers will have the option of selecting from industry standard 65 and 95-gallon carts, as well as 1.5, 2, 3, and 4-yard trash bins, based on their needs.

Recyclables

Customers will have the option of selecting from industry standard 65 and 95-gallon carts, as well as 1.5, 2, 3, and 4-yard recycling bins, based on their needs. Athens accepts a wide range of materials for recycling and all customers will be provided with comprehensive educational material that will detail waste sorting best practices and guidelines, including any recommended in-house preparations. Examples of Athens' educational material can be found by visiting AthensServices.com/Outreach-Materials.

Learn more about Athens' educational material in the Customer Education and Outreach section of the proposal.

Organics

Customers will have the option of selecting from industry standard 35 and 65-gallon carts, as well as 2 and 3-yard bins, for their organics container needs. Athens accepts a wide range of green waste, food scraps, and food-soiled paper (100% fiber-based) for composting and will provide all customers with detailed information for any required preparations prior to disposal. Included below is Athens' SB 1383 Commercial flyer and Edible Food Recovery flyer, which are currently being used in other cities to help educate customers on SB 1383 requirements.





As part of our proposal, we are offering the City of El Segundo access to The Athens Advantage program, which contains an array of features and services designed to help municipalities comply with the requirements of SB 1383.

The Athens Advantage will include:

- »User-friendly SB 1383 dashboard
- »Full compliance reporting
- »Waste characterizations
- »Contamination reduction strategies

Several of our community partners who have already implemented The Athens Advantage program have either become fully compliant with SB 1383 or are well on their way to compliance and have received accolades from CalRecycle and other governing bodies.

Read more about our contamination reduction strategies in the Customer Education and Outreach section of the proposal.

Food Rescue

Athens will support the City in implementing a comprehensive food recovery program that promotes food waste prevention best practices and increases food donation opportunities. Our programs focus on a three-part integrated system:

- » Support the collection and distribution of food recovery organizations
- » Encourage infrastructure development and advancement
- » Conduct ongoing outreach and education

Athens will develop a full-spectrum organics program to decrease food waste before it reaches the dumpster. The program will help the City meet its waste diversion goals and support the social, economic, and environmental well-being of the El Segundo community.

Diversion Requirements

Athens is committed to helping the City meet the diversion requirements outlined in AB 939, AB 341, and SB 1383. Using our technologically advanced MRFs, contamination reduction strategy, and organics waste procurement support, Athens will maximize El Segundo's diversion opportunities.

Diversion Facilities

Athens will utilize several local and advanced processing facilities to manage all collected materials within the City.

Learn more about our MRFs in the Transfer, Disposal, and Processing Facilities section of the proposal.

Contamination Reduction Strategy

Athens believes contamination prevention begins well before containers are set out for service. Our multi-pronged strategy emphasizes education and community outreach along with compliance monitoring to minimize contamination opportunities.

Read more about our contamination reduction strategy in the Customer Education and Outreach section of the proposal.

Organics Waste Procurement

As part of SB 1383's procurement requirements, Athens will support the City in procuring and/or reporting recovered organics waste products, such as compost, mulch, and renewable energy, to help meet the City' annual procurement target.

Collection Vehicles

Listed below are the specifications of each collection vehicle to be used in the City.

Make	Model	Year	Fuel Type	Waste Stream
Autocar	ACX64	2018	CNG	Trash
Autocar	ACX64	2018	CNG	Recyclables
Autocar	ACX64	2018	CNG	Organics

Billing and Customer Service

Athens is obsessed with providing the best customer service in the industry. It is ingrained in our company culture and is the cornerstone of our organization. All of Athens' customer service locations are based in Southern California and our Irwindale call center will be the primarily facility managing El Segundo requests and inquiries.

Call Center Responsiveness and Procedures

Athens' Irwindale call center is supported by more than one hundred (100) customer service representatives (CSRs) who are able to assist customers in various languages. This team uses the state-of-the-art NICE inContact phone system to ensure customer calls are answered quickly and effectively. inContact features include:

- An all-in-one customer interaction solution
- Digital capabilities including live chat, direct messaging, and e-mail support
- Omni-channel call routing
- Workforce optimization
- Cloud compatible
- Customer information

We are obsessive about resolving customer inquiries the first time that they call. Our expectation is that team members resolve customer queries on the same day if the inquiry is received before 2:00 p.m. and by 10:00 a.m. on the following day if the query is received after 2:00 p.m.

Upon receiving a call, customers are greeted by a dynamic phone tree designed to ensure callers are directed to the appropriate CSR based on their stated reason for calling. On average, our call center is able to answer customer calls within 30 seconds. Adequate staffing levels, coupled with the latest in call center management technology, means that Athens can maintain a low average speed of answer and avoid abandoned calls.

Customer Service Hours of Operation

Athens offers live customer service support between the hours of 7:00 a.m. – 5:00 p.m., Monday through Friday, and from 7:00 a.m. – to 12:00 p.m. on Saturdays, excluding holidays. We are one of the only service providers to offer communities a multi-channel customer experience. This includes responding to inquiries via phone, live chat, e-mail, and soon, direct messaging (DM) on social media.

Extended Customer Support

In addition to traditional customer support systems, Athens also makes self-services effortless and convenient. Across all of Athens' webpages on AthensServices.com, a variety of frequently requested self-service options is available for customers. This includes:

- Online Bill Pay
- AutoPay Registration
- Billing Inquiries
- Service Requests
- Bulky Item Pickup Request
- Rent-A-Container
- What Goes Where Guide

Customers are able to utilize self-service options 365 days a week, 24 hours a day online. They can also ask questions or chat online during regular business hours with one of our helpful CSRs. Through Athens' website, customers can complete any transaction that would normally be processed over the phone without the inconvenience of making a call.

Contract Information Accessibility

To ensure an efficient and seamless interaction for each customer, CSRs are equipped with an internal dashboard that outlines a City's contractual requirements and available service options and includes an archive of distributed customer communications and resources for upcoming community events.

Combined with Soft-Pak, Athens' customer management software that oversees services, billing, routing, and operations, CSRs have a variety of tools at their disposal to quickly access critical customer information and provide solutions to address any inquiries or concerns.

Soft-Pak maintains the following:

- Customer contact information
- Billing information, including service levels and chargeable service request
- Location information, including access codes or service instructions
- Outreach and education activity
- Work orders (active and historical)
- History of services, including service exceptions and incidents of overloaded or contaminated containers
- Route and driver information
- Documented notes from Customer Service and Operations teams

Service Complaints and Disputes

Using Soft-Pak, Athens tracks and reports service recipient complaints and dispute resolutions. Each complaint or service inquiry is documented in Soft-Pak as a permanent note that can be accessed throughout the life of the Agreement.

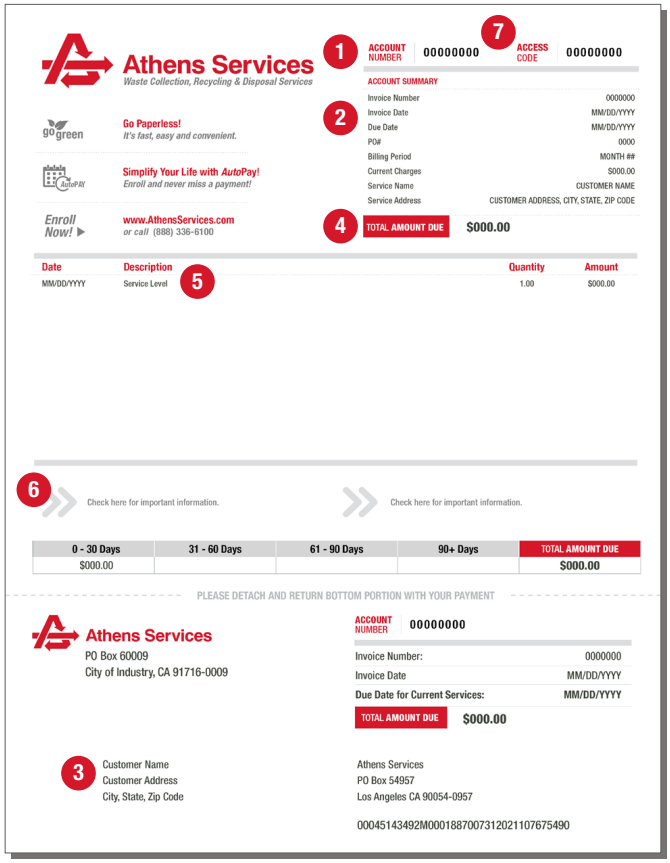
Athens will resolve the complaint and inquiries from service recipients within 24 hours. If the complaint or inquiry is received before 2:00 p.m., it will be resolved the same day. If a request is received after 2:00 p.m., it will be resolved the following morning. Athens is hyper-focused on service and we have a dedicated team of CSRs, route supervisors, and managers to ensure the utmost customer satisfaction.

Billing Procedures

Athens will be responsible for direct billing of its commercial customers. We proudly manage all billing processes in-house and have dedicated team members available to respond to billing inquiries. Included below is a sample Athens invoice.

SIMPLE GUIDE TO YOUR INVOICE

1. **Account number**: please refer to it when you call us so that we may better serve you.
2. **Important dates**: displayed in this box is your invoice date and the date your payment is due.
3. **Service address**: located here is the address for which this invoice pertains.
4. **Total amount due**: this is a summary of your monthly activities.
5. **Itemized charges**: this section details the various charges for the month.
6. **Important information**: check this area every month for messages and other important information.
7. **Access code:** this is the number required to complete your online bill pay transaction.



Customer Education and Outreach

Athens has extensive experience developing successful outreach and education programs that increase diversion and reduce landfilled material. Our goal for the City of El Segundo is to provide the best service to the community, boost recycling participation, and encourage more sustainable practices.

As an industry leader, we leverage innovative technology to achieve one purpose—divert as much material from landfills as possible. This vision for a waste-free future is why more than 50 Southern California communities trust Athens as their zero waste partner. The pillars of our outreach initiatives include:

- City-Specific Webpage
- What Goes Where Guide
- Waste Assessments
- Outreach and Education Materials Development
- Multifamily Outreach Program
- Zero Waste Schools Program

Putting our expertise to work in the City of El Segundo guarantees that community members will always have the best resources available one call or click away.

City-Specific Webpage

Athens will create and maintain a dedicated, City-specific page on the Athens website (AthensServices.com). All commercial customers, including multifamily residents, will have access to a dedicated webpage that details available service options, recycling legislation, educational resources, and much more. The URL for City's customer webpage will look something like: AthensServices.com/Commercial-Services/El-Segundo. Content will include:

- Athens' Customer Care Center Contact
- Request Services Quick Links
- House of Operation
- Holiday Schedule
- Container Dimensions/Guidelines
- California Waste and Recycling Laws
- What Goes in My Container? (includes links to downloadable outreach materials)
- Hazardous Waste
- Bulky Items
- Food Donation and Material Reuse
- Events/News
- Additional resources/links that the City would like to include

The City's dedicated webpage will serve as a living resource and may be updated as needed. Requests from City staff will be addressed with urgency.

What Goes Where Guide

Athens has partnered with RECYCLIST to create and maintain a customizable recycling guide that will work in tandem with the City's dedicated webpage. We call this our What Goes Where Guide (CanIRecycleMy.com).

This interactive guide will be branded with the City of El Segundo and will be tailored based on the City's services and local resources. Other features of the What Goes Where Guide include:

- Green Guide that is intuitive, colorful, picture-oriented, simple to follow, and engaging.
- Localized information for collection and drop off programs.
- Illustrative tips for reusing, reducing, and recycling 400+ everyday items.
- In-depth educational content about disposal options, safe handling, and alternative recycling options such as store take-back and mail-in programs.
- Short and educational "Did you know?" videos that promote more sustainable practices.
- Compatibility across devices with no additional download required.

RECYCLIST is a California company that has worked with more than 40 cities and waste services providers. They are certified as both a small business (SB) and a Disadvantaged Business Enterprise (DBE).

Waste Assessments

Waste assessments are a critical component of Athens' overall outreach strategy. They impact the success of our engagement efforts and directly affect how much material is able to be diverted. Assessments are carried out onsite at the customer's business, multifamily property, or mixed-use development by our team of Recycling Coordinators (RCs).

The very first assessment that we do serves as the baseline for how the property manages its waste. Subsequent visits allow us to monitor how the customer's waste sorting practices have improved over time. Specifically, how much the recycling and organics volumes have changed since the initial assessment.

RCs are trained to provide customers with easy-to-understand recycling information and practical strategies to manage their waste effectively. After each visit, customers are provided with a summary report, signage, and recommendations. Components of a successful waste assessment include:

- Comprehensive assessment of current waste infrastructure
- Detailed review of waste sorting best practices
- Staff training
- Recommendations for signage placement
- Confirmation of collection container type, size, and service frequency

The sub-sections below will detail our methodology for conducting waste assessments.

Initial Waste Assessment

Prior to any start of the services, we offer all commercial customers an initial waste assessment to determine the appropriate service level. This includes selecting their preferred container type, size, and collection frequency.

Ongoing Waste Assessments

Annual waste assessments will be provided to commercial customers as requested, if directed by City staff, or to address customers with the lowest diversion rates or are not compliant with current legislation (i.e. SB 1383).

Virtual Waste Assessments

Although onsite waste assessments are more effective, there are situations when meeting with a multifamily dwelling owner or property manage on site is not feasible. In these scenarios, we offer virtual waste assessments where our RCs engage with the customer over the phone or through video chat to discuss our findings and go over any recommendations.

Staff Training

Training a business's staff is the most vital element of conducing waste assessments. We want to ensure that there is a pathway to implement any best practices and recommendations that were discussed and that the staff on site are fully prepared to make

their zero waste program successful. Staff training typically includes setting up internal infrastructure elements (e.g., containers, signage, liners, etc.) and going over materials specific to the business and how to dispose of them properly. It is recommended that all staff participate.

RC led trainings are provided at no additional cost and can be requested as often as necessary. We advise customers that trainings are beneficial for everyone and to take advantage of the opportunity when there is an influx of new staff or whenever a simple refresher is needed.

Recommended Best Practices

Based on an RCs findings during a waste assessment, they will provide recommendations for how a customer can improve their waste sorting practices. Universally applicable suggestions typically include:

- Encouraging the use of internal recycling and organics containers.
- Promoting the use of signage on and above waste containers to increase messaging and participation.
- Creating centralized resource recovery stations where recycling, organics, and landfill containers are grouped together.
- Opting for single-use disposable alternatives for food ware.
- Implementing printing policies that reduce paper usage, use recycled content paper, and print double-sided automatically.
- Establishing an onsite Recycling Champion or a green team to set goals and oversee zero waste efforts.

Customer Data Management

All of our outreach efforts in the field are recorded on Salesforce, a web-based customer relationship management (CRM) platform. Customer data collected and/or verified during waste assessments typically include:

- Customer contacts
- Current service levels and routing information
- Precise GPS location(s) for each collection container
- Container information (including condition, measurements, and special features)
- Types of materials disposed of and estimated volumes (including photos of container contents)
- Site location information (including safety hazards, access codes, or special instructions)
- SB 1383 specific information (including current compliance status and edible food recovery candidacy)

Summary Reports

After each completed waste assessment, customers are provided with a detailed summary report of the onsite visit, appropriate signage, and recycling recommendations. A copy of the summary report will be stored in the customer's account profile and can be made available to the City upon request. For SB 1383 compliance, outreach data such as the total number of waste assessments completed and amount of trainings conducted will be provided to the City.

Outreach and Education Materials Development

Athens has significant experience designing, implementing, and operating public education and information programs that result in high participation and increased diversion. We will create outreach and education materials tailored to the needs of the City and designed to meet the cultural, linguistic, and demographic characteristics of the El Segundo community.

Accessibility

We develop our educational material to be accessible to everyone in the community. Our goal is to help non-English speakers feel at ease, understand the services that Athens provides, and know who they can contact with questions or comments regarding their service. For customers that call into the Athens Customer Care Center, our team can provide translations for more than 175 languages.

Newsletters

Commercial customers will be provided with two newsletters during the first year and quarterly thereafter for the life of the Agreement. Newsletters will highlight upcoming community events, holiday schedules, service notifications, new legislation, recycling tips and best practices, and more. Articles we typically cover in a calendar year include:

- SB 1383 requirements
- Legislation updates
- Proper waste sorting practices for recyclables and organics
- Proper disposal of batteries, e-waste, and HHW
- Contamination prevention
- Bulky item collection
- Holiday tree collection

Newsletters will be distributed electronically and through traditional mail depending on a customer's billing preferences. Included below is a sample Athens newsletter.


ATHENS SERVICES
QUARTER 2 2024 COMMERCIAL NEWSLETTER
HOLIDAY SCHEDULE
If your collection day falls on or after the following holidays, your collection services will be delayed by one service day.
• Memorial Day - Monday, May 27, 2024
• Independence Day - Thursday, July 4, 2024
BLOCKED OR INACCESSIBLE SERVICE
SAVE TIME WITH SELF-SERVICE
RAINY DAY SEASON TIPS
WHAT IS ASSEMBLY BILL (AB) 827
BREAK DOWN CARDBOARD BOXES
AthensServices.com
(888) 336-6100

Signage and Recycling Resources

Throughout the term of the agreement, we will create and provide educational materials and signage for all customers. Resources will be distributed via the Athens provided City-specific webpage, during waste assessments, and by traditional mail.

Customized signage, flyers, and other resources can also be created per City request to target specific diversion needs and/or address challenging materials that arise from within the community.

Multifamily Outreach Program

Athens' Multifamily Organics Collection Manual offers property owners and managers an opportunity to familiarize their tenants with the requirements of SB 1383. Property managers will work hand-in-hand with their RC to implement a plan of action for their tenant community.

Similar to waste assessments, we have found in-person trainings to be most effective in conveying what is and is not acceptable in an organics container. They provide a space for training participants to engage with the discussion and ask any clarifying questions. RC led trainings are provided at no additional cost and are recommended to kick-off any organics collection program.

Resources available in the Multifamily Organics Collection Manual include:

- Step-by-step participation checklist
- Compliance requirements
- SB 1383 specific resources
- Custom management/tenant communication templates

Zero Waste Schools Program

Athens' Zero Waste Schools program offers educational institutions a unique opportunity to implement large-scale waste reduction initiatives. Our team of RCs will collaborate with school representatives on a zero waste plan that encompasses the following six steps:

- Scheduling a Campus Walk Through
- Identifying and Educating the Zero Waste Leadership Team
- Conducting Campus Waste Inventories
- Identifying the School's Zero Waste Goals
- Implementing Resource Recovery Stations
- Kicking-Off the Zero Waste Program

As part of the program, RCs will be available to participate in classroom presentations and campus-wide assemblies. Schools will also be provided with customized signage and educational materials. Examples of our school-specific resources can be found by visiting AthensServices.com/Outreach-Materials.

Transition Plan

As the largest waste and recycling services provider in the region, Athens has had the privilege of leading several citywide transition plans. Our experience in this space has led to the development of a Service Implementation Model that accomplishes three major goals: gather detailed information about customers, deliver the correct containers, and most importantly, minimize service disruption throughout the transition period.

Athens' Service Implementation Model consists of four phases:

- Pre-Outreach and Education
- Site Assessments
- Service Starts
- Service Optimization

Each phase is accompanied by specific tasks designed to work with and build upon one another to reach a designated milestone. Each task consists of specific deliverables, timelines, and designated owners. The following pages will detail each phase of our Transition Plan and how our Service Implementation Model will lead to a seamless service transition for El Segundo community members.

City staff is welcome to participate at any point during the service implementation, however Athens is fully prepared to onboard and position new customers for success with minimal City staff oversight.

Pre-Outreach and Education: May

In our experience, a successful transition period begins with engaging community members well before the start of services. The primary goal of the Pre-Outreach and Education phase is to educate customers on Athens' service offerings and communicate timelines.

Pre-Outreach and Education Tasks and Timelines			
Task	Description	Timeline	Owner
Launch Initial Education and Outreach Campaign	Design community-specific marketing collateral and submit to City for approval	One month before start of services	Marketing & Communications
Launch Dedicated Webpage	Develop a community-specific webpage	One month before start of services	Marketing & Communications

Launch Initial Education and Outreach Campaign

Athens is renowned throughout the industry for its engaging education and outreach campaigns and extensive library of educational resources. Our in-house Marketing & Communications team will collaborate with the Government Affairs and the Outreach and Education teams to develop and launch a campaign focused on introducing Athens to potential new customers in the community. Athens will submit any collateral to the City for approval prior to distribution.

Launch Dedicated Webpage

Upon award of the Agreement, a dedicated City-specific webpage will be created for the El Segundo community on the Athens website (AthensServices.com). This page will serve as the central hub of all transition period information and a springboard to Athens' library of educational resources. Learn more about the dedicated El Segundo webpage in the Customer Education and Outreach section of the proposal.

Site Assessments: May

Site assessments are necessary to ensure a seamless transition between waste haulers. Athens will deploy a team of RCs and route auditors (RAs) to visit commercial properties identified as needing a new service provider to conduct a waste assessment and container audit before initiating our container delivery plan.

Site Assessment Tasks and Timelines			
Task	Description	Timeline	Owner
Waste Assessments (First Attempt)	Visit sites to conduct an initial waste assessment	One month before start of services	Recycling Coordinators
Route Audits	Conduct route audits to ensure assumptions are correct and, if necessary, make adjustments	Two weeks before start of services	Operations
Equipment Delivery	Coordinate delivery and removal of containers	Two weeks before start of services	Operations

Waste Assessments (First Attempt)

During the second phase of the Service Implementation Model, Athens will launch its "boots on the ground" approach by having RCs and RAs visit customers to educate them on new service offerings. This approach allows Athens to meet customers at their location and assure them of our full support throughout the transition and beyond. We will showcase The Athens Way and help customers select a service level that serves their best interests and meets legislative requirements. We will make reasonable efforts to visit customers at least three times to conduct a waste assessment. Learn more about waste assessments in the Customer Education and Outreach section of the proposal.

Route Audits

Athens' Operations and Logistics teams will collaborate on route audits to ensure that our operational assumptions are correct and make adjustments if necessary. The team will run mock scenarios to ensure routes operate efficiently and effectively before start of services. Athens uses fleet management technology to track and monitor the effectiveness of each route. As opportunities to enhance our efficiency become clear, we adjust routes to reduce logistical redundancies.

Equipment Delivery

Athens will order ample containers of varying sizes (sizes 35 and 65 gallons and 1.5-4 cubic yards) and store the equipment at its Van Norman container yard in Montebello. We will coordinate with incumbent haulers prior to delivery of new Athens equipment and removal of old containers to avoid service disruption for customers. RCs and RAs will confirm the required bin sizes and quantities, as well as any special circumstances such as enclosure keys, safety considerations, and special access requirements.

Service Start: June

In June 2024, if awarded an Agreement, Athens will begin providing collection services to new commercial customers. Existing Athens customers will experience no service disruptions during this period.

During the first week of services, a route supervisor will be deployed with each collection vehicle to ensure services are provided as designed. Athens will also check-in with City staff to ensure any special requests or community concerns are received and addressed in a timely manner.

Service Start Tasks and Timelines			
Task	**Description**	**Timeline**	**Owner**
Waste Assessments (Second Attempt)	Continue waste assessments and quality checks	Two weeks before and after start of services	Recycling Coordinators
Launch Education and Outreach Programs	Implement specialized education and outreach programs	Two weeks before start of services	Outreach and Education
Adjust Service Levels	Customers will have additional opportunities to adjust container sizes and quantities	Ongoing	Customer Service Representatives, Route Auditors, and Recycling Coordinators
Continue Route Audits	Conduct route audits to ensure assumptions are correct and, if necessary, make adjustments	Two weeks after start of services and continuous	Operations
Conduct Quality Checks	Utilizing Mobile-Pak, Operations will ensure excellence in service	Start of services and continuous	Operations
Audit Billing Services	Audit customer invoices for accuracy	Start of services and continuous	Billing

Waste Assessments (Second Attempt)

For any remaining customers that have not received a waste assessment, we will continue our “boots on the ground” approach to ensure all customers have had a chance to select an optimal service level.

Launch Education and Outreach Programs

Beginning two weeks before the start of services, Athens will launch the second phase of its comprehensive Outreach and Education program. This program is geared towards educating customers on the importance of recycling and reducing waste, with a special emphasis on organics waste recycling. Read more about our outreach efforts in the Education and Outreach section of the proposal.

Adjust Service Levels

Throughout the Agreement, customers will have the opportunity to connect with Athens to adjust their service level as needs ebb and flow. The Athens Customer Care Center and RCs in the field will provide multiple avenues for customer support.

Continue Route Audits

At the start of services, a dedicated team of RAs will review operational data, as well as follow the collection vehicles while on route, to ensure that routing is arranged as efficiently as possible. The auditors will review routes, work orders, tonnage reports, and driver initiated service exceptions to identify areas where unnecessary routes can be eliminated. Audits will continue as necessary to promote operational effectiveness, minimize environmental impact, and reduce service day frequencies.

Conduct Quality Checks

At the start of services, the Operations team will begin conducting quality checks using vehicle-equipped monitoring software called Mobile-Pak to ensure proper services are being provided to all customers. The Mobile-Pak tracking system gives drivers the ability to document service exceptions with a geocoded image that can be reported back to the customers via automated processes. Drivers can also communicate with the Customer Service team to provide service verification with photos, as well as report service obstructions, overfilled containers, or contamination. Mobile-Pak provides the Operations team valuable insight into Athens performance in the community and will make adjustments as needed.

Audit Billing Services

On an ongoing basis, Athens routinely audits customer invoices to ensure the accuracy of applicable charges and services being provided.

Service Optimization: June – August

Athens will continue to engage the community with waste assessments, rightsizing, and contamination prevention to ensure services are optimized. We are passionate about delivering exceptional service throughout the service implementation process and the best way to do that is by actively and continuously engaging customers.

Service Optimization Tasks and Timelines			
Task	**Description**	**Timeline**	**Owner**
Overfilled Container and Contamination Prevention	Identify incidents of overloaded and contaminated containers to engage a customer	Two weeks after start of services and continuous	Customer Service Representatives and Recycling Coordinators
Conduct City Staff Cross-Training	Athens will train City staff on Athens GPS and other applicable systems	Two weeks after start of services and continuous	Operations
Education on Edible Food Recovery Opportunities	Engage with local businesses and schools on SB 1383 food donation requirements	One month after start of services and continuous	Outreach and Education
Assess Communications Needs with the City	Establish City-preferred check-in schedule	Continuous through the life of the Agreement	Key Personnel and City Staff

Overfilled Container and Contamination Prevention

If a customer has been identified as having frequent overfilled and/or contaminated containers, CSRs will proactively reach out to the customer to discuss areas for improvement. If necessary, RCs may be dispatched to conduct a waste assessment. Our goal is to educate customers on proper sorting practices and encourage behaviors and solutions that will lead to sustained success. In many cases, an additional reminder or touchpoint is all it takes to help a customer build better waste sorting habits.

Conduct City Staff Cross-Training

Athens will cross-train City staff on Athens' monitoring software, if desired.

Educate on Edible Food Recovery Opportunities

When working with local businesses, Athens utilizes data from operational reports and feedback from waste assessments to identify edible food generators that are subject to SB 1383 food donation requirements. Athens collaborates with several non-profit organizations and food recovery partners in the region. Once a candidate has been identified, Athens can coordinate and help cultivate a partnership between the Edible Food Generator (EFG) and Food Recovery Organization (FRO) partner to establish a food donation program.

Assess Communications Needs with the City

As the Transition Plan comes to a close and services throughout the city have found a consistent rhythm, Athens will consult with City staff on a preferred ongoing communications and check-in schedule.

Transfer, Disposal, and Processing Facilities

Athens will use multiple facilities to collect and process the materials collected in El Segundo. Our goal will be to design the most efficient and effective collection plan to reduce the environmental impact on city streets. Listed below are the facilities to be used to recover and divert the City's waste, recycling, and organics waste. Athens owns or partners with other public or private entities for the use of all facilities. This guarantees the most cost effective and environmentally friendly solutions for the communities we serve.

Disposal Facility				
Facility	Address	Relationship to Facility	Price per Ton	Capacity Guarantee
Downey Area Recycling and Transfer Facility (DART)	9770 Washburn Road Downey, CA 90241	Los Angeles County owned, Athens managed	$127.26	Guaranteed capacity

Transfer Facilities				
Facility	Address	Relationship to Facility	Price per Ton	Capacity Guarantee
American Waste Transfer Station	1449 West Rosecrans Avenue Gardena, CA 90247	Athens is a customer	TBD	TBD
Paramount Resource Recycling (PRR)	7230 Petterson Lane Paramount, CA 90723	Athens owned	$127.26	Guaranteed capacity

Processing Facilities						
Facility	Address	Relationship to Facility	Materials Processed	Price per Ton	Capacity Guarantee	Diversion Rate
City of Industry MRF	14048 Valley Boulevard City of Industry, CA 91746	Athens owned	Organics (includes green waste and food waste)	$131.66	Guaranteed capacity	45% - 55%
Puente Hills MRF	13130 Crossroads Parkway South City of Industry, CA 91746	Los Angeles County owned, Athens managed	Recyclables (includes comingled materials)	$48.00	Guaranteed capacity	45% - 60%

Office and Maintenance Facilities

Listed below are the facilities that will oversee hauling operations, container management, customer service, and administrative services.

Name	Address	Description
Corporate Office	14048 Valley Boulevard, City of Industry, CA 91746	Administrative services
LA South Yard	1301 West 228th Street, Torrance, CA 90501	Vehicle housing, maintenance yard, and dispatch
Van Norman Yard	127 Van Norman Road, Montebello, CA 90640	Container management and storage yard
Vincent Office	5355 South Vincent Avenue, Irwindale, CA 91706	Customer service

Optional Additional Information or Proposal Enhancements

Athens is submitting a comprehensive proposal that fulfills the minimum requirements outlined in the RFP and supports the City's waste diversion goals. We are fully committed to enhancing our partnership with the City of El Segundo and eagerly anticipate the opportunity to engage in further discussions on any additional services or enhancements the City may be interested in.

RATE PROPOSAL FORMS

City of El Segundo Rate Proposal Form
Proposer Name Athens Services

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$ 139.89	2yd	$ 148.82	3yd	$ 166.13	3yd Compactor	$ 375.27	4yd	$ 183.93	4yd Compactor	$ 428.68
2 x p/wk	1.5 yd	$ 265.30	2yd	$ 282.44	3yd	$ 316.20	3yd Compactor	$ 715.91	4yd	$ 350.45	4yd Compactor	$ 818.66
3 x p/wk	1.5 yd	$ 390.70	2yd	$ 416.07	3yd	$ 466.26	3yd Compactor	$ 1,056.56	4yd	$ 516.96	4yd Compactor	$ 1,208.64
4 x p/wk	1.5 yd	$ 516.10	2yd	$ 549.69	3yd	$ 616.33	3yd Compactor	$ 1,397.20	4yd	$ 683.47	4yd Compactor	$ 1,598.62
5 x p/wk	1.5 yd	$ 641.50	2yd	$ 683.31	3yd	$ 766.40	3yd Compactor	$ 1,737.85	4yd	$ 849.99	4yd Compactor	$ 1,988.61
6 x p/wk	1.5 yd	$ 766.90	2yd	$ 816.94	3yd	$ 916.47	3yd Compactor	$ 2,078.49	4yd	$ 1,016.50	4yd Compactor	$ 2,378.59

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	$ 71.26	65-gallon cart	$ 80.12	2yd	$ 179.25	3 yd	$ 234.35
2 x p/wk	35-gallon cart	$ 141.79	65-gallon cart	$ 159.17	2yd	$ 349.69	3 yd	$ 459.89
3 x p/wk	35-gallon cart	$ 211.58	65-gallon cart	$ 238.23	2yd	$ 519.39	3 yd	$ 684.69
4 x p/wk	35-gallon cart	$ 282.10	65-gallon cart	$ 317.29	2yd	$ 689.83	3 yd	$ 909.49
5 x p/wk	35-gallon cart	$ 352.63	65-gallon cart	$ 396.35	2yd	$ 860.27	3 yd	$ 1,134.29
6 x p/wk	35-gallon cart	$ 422.42	65-gallon cart	$ 475.40	2yd	$ 1,030.70	3 yd	$ 1,359.09

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	$ 12.00
Locking Bins - installation	$ 143.90
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Cha	$ 107.98
Second refuse cart, 65 or 95 gallon-Monthly Charge	$ 110.61
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	$ 165.91
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	$ 158.04
3yd / 4yd Compactor - Additional pick-up	$ 183.56
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 52.29
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 58.29
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$ 38.11
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	$ 117.18
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 61.19
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 67.19
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$ 41.92
Distance/Scout/Roll-Out Fee per Bin/Container Per Occurance	**$ 8.08**

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee **- Haul Rate Only**	$ 225.00
Drop-off box - plus actual processing fee **- Haul Rate Only**	$ 225.00
Drop-off box-Source Separated - Flat rate	$ 225.00
Compactor - plus actual landfill fee **- Haul Rate Only**	$ 325.00
Compactor - plus actual processing fee **- Haul Rate Only**	$ 325.00
Processing Fee - per ton	$ 156.21
Green waste Fee - per ton	$ 191.88
Landfill waste Fee - per ton	**$ 97.17**

Clean-up Bins	Rate
Clean-up Bin Weekly rental	$ 230.00
Clean-up Bin Weekly-recycling	$ 152.00
Clean-up Bin over weight additional charge	$ 58.29
3 yd bin after 7 days (rental) - per day	$ 7.16
Clean-up Bin trip charge	$ 50.00

ACTION BY UNANIMOUS WRITTEN CONSENT
OF THE BOARD OF DIRECTORS OF
ARAKELIAN ENTERPRISES, INC., D.B.A ATHENS SERVICES

December 4, 2023

The undersigned, being all the duly elected members of the Board of Directors (the "Board") of Arakelian Enterprises, Inc., d.b.a. Athens Services, a California corporation (the "Company"), acting by written consent in lieu of a meeting in accordance with California Corporate Code Section 307(b) and the Company Bylaws, hereby consent to, adopt and approve the following resolutions without a meeting with the intention that such actions will have the same force and effect as if taken by a vote of the Board at a meeting duly called and held:

1. APPOINTMENT OF THE OFFICERS OF THE COMPANY

BE IT RESOLVED, that the individuals listed below are hereby elected to the following offices of the Company, to serve in such capacity until their successors have been duly elected and qualified or until their earlier resignation or removal:

Name	Office
Ron J. Arakelian, Jr.	President & Chief Executive Officer
Michael R. Arakelian	Secretary
Ron J. Arakelian, III	Executive Officer
Adam Arakelian	Executive Officer
Arty Feles	Chief Financial officer
Gary Clifford	Executive Vice President

2. AGENT FOR SERVICE OF PROCESS

RESOLVED FURTHER, that Michael W. Pompay be designated as the agent for service of process for the Company.

3. GENERAL AUTHORIZATIONS

RESOLVED FURTHER, that the directors and officers of the Company and such persons appointed to act on their behalf pursuant to the foregoing resolutions are hereby authorized and directed in the name of the Company and on its behalf, to execute any certificates, agreements, instruments or documents, or any amendments or supplements thereto, or to do or to cause to be done any and all other acts as they deem necessary, appropriate or in furtherance of the purposes of each of the foregoing resolutions and transactions contemplated therein; and

RESOLVED FURTHER, that any, and all actions, whether previously or subsequently taken by the directors and officers of the Company which are consistent with the intent and purposes of the

foregoing resolutions, shall be and the same hereby are, in all respects, ratified, approved and confirmed.

This unanimous written consent shall be filed with the minutes of the proceedings of the Board and shall have the same force and effect as if the resolutions and actions take herein were adopted at a duly convened meeting of the Board of the Company. This consent may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

IN WITNESS WHEREOF, the undersigned has executed this Consent as of the date first above written.

DIRECTORS OF:
ARAKELIAN ENTERPRISES, INC. D.B.A.
ATHENS SERVICES

Ronald J. Arakelian, Jr.

Michael R. Arakelian

Ronald J. Arakelian, III

Adam Arakelian

State of California
Secretary of State
CERTIFICATE OF STATUS

ENTITY NAME:

ARAKELIAN ENTERPRISES, INC.

FILE NUMBER:	C1494158
FORMATION DATE:	02/28/1991
TYPE:	DOMESTIC CORPORATION
JURISDICTION:	CALIFORNIA
STATUS:	ACTIVE (GOOD STANDING)

I, ALEX PADILLA, Secretary of State of the State of California, hereby certify:

The records of this office indicate the entity is authorized to exercise all of its powers, rights and privileges in the State of California.

No information is available from this office regarding the financial condition, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of October 16, 2019.

ALEX PADILLA
Secretary of State

SYD

NP-25 (REV 02/2019)

BA20240164127

STATE OF CALIFORNIA
Office of the Secretary of State
STATEMENT OF INFORMATION
CORPORATION
California Secretary of State
1500 11th Street
Sacramento, California 95814
(916) 653-3516

For Office Use Only
-FILED-
File No.: BA20240164127
Date Filed: 1/25/2024

Entity Details

Corporation Name	ARAKELIAN ENTERPRISES, INC.
Entity No.	1494158
Formed In	CALIFORNIA

Street Address of Principal Office of Corporation

Principal Address	14048 E. VALLEY BLVD CITY OF INDUSTRY, CA 91746

Mailing Address of Corporation

Mailing Address	PO BOX 14100 IRVINE, CA 92623
Attention	

Street Address of California Office of Corporation

Street Address of California Office	14048 E. VALLEY BLVD CITY OF INDUSTRY, CA 91746

Officers

Officer Name	Officer Address	Position(s)
■ Arty Feles	PO BOX 14100 Irvine, CA 92623	Chief Financial Officer
Ron Arakelian Jr.	PO BOX 14100 IRVINE, CA 92623	Chief Executive Officer
Michael Arakelian	PO Box 14100 Irvine, CA 92623	Secretary

Additional Officers

Officer Name	Officer Address	Position	Stated Position
None Entered			

Directors

Director Name	Director Address
Adam Arakelian	PO Box 14100 Irvine, CA 92623
Ron Arakelian Jr.	PO Box 14100 Irvine, CA 92623
Michael Arakelian	PO Box 14100 Irvine, CA 92623
Ron Arakelian III	PO Box 14100 Irvine, CA 92623

The number of vacancies on Board of Directors is: 0

Agent for Service of Process

Agent Name	MICHAEL POMPAY

B2442-9713 01/25/2024 1:26 PM Received by California Secretary of State

Agent Address	14048 E. VALLEY BLVD CITY OF INDUSTRY, CA 91746

Type of Business

Type of Business	WASTE COLLECTION, RECYCLING AND LANDFILL

Email Notifications

Opt-in Email Notifications	Yes, I opt-in to receive entity notifications via email.

Labor Judgment

No Officer or Director of this Corporation has an outstanding final judgment issued by the Division of Labor Standards Enforcement or a court of law, for which no appeal therefrom is pending, for the violation of any wage order or provision of the Labor Code.

Electronic Signature

☒ By signing, I affirm that the information herein is true and correct and that I am authorized by California law to sign.

Robert Gunderson	*01/25/2024*
Signature	Date

B2442-9714 01/25/2024 1:26 PM Received by California Secretary of State

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev 12-17) OPI 062

Page 1 of 27 pages

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☑ Yes ☐ No	335125	385050	19	
TERMINAL TYPE	**CODE**	**OTHER PROGRAM(S)**	**LOCATION CODE**	**SUBAREA**
☑ Truck ☐ Bus ☐ Mod Limo	1		525	S34

CARRIER LEGAL NAME	TERMINAL NAME (IF DIFFERENT)	TELEPHONE NUMBER (W/AREA CODE)
Arakelian Enterprises Inc dba Athens Disposal		(626) 336-3636

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
5355 N. Vincent Ave Irwindale, CA 91706

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE)	INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)
P O Box 60009 City of Industry, CA 91716	Same.

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHS BY TYPE I II Mod Limo	DRIVERS	BIT FLEET SIZE
141073	5480		155S			134	Powered 155
EXP. DATE	**EXP. DATE**	**EXP. DATE**	**REG. CT**	**HW VEH.**	**HW CONT.**	**PPB / CSAT**	
08/31/20	10/31/20					☐ Yes ☑ No ☐ N/A	Towed 0

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC: ☐ Yes ☑ No

FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34515(b) CVC

EMERGENCY CONTACTS (*In Calling Order of Preference*)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/AREA CODE)	NIGHT TELEPHONE NO. (W/AREA CODE)
Jaime Guerra	(626) 587-7333	(626) 587-7333
Gabriel Yllescas	(626) 705-6977	

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2019]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001— 100,000	☐ 100,001— 500,000	☐ 500,001— 1,000,000	☑ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE: ☑ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION: ☐ Yes ☑ No
USDOT	USDOT NUMBER: 1385969	☐ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION: Priority List

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

INSPECTION FINDINGS		MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
REQUIREMENTS	VIOL					
MAINTENANCE PROGRAM		1 UR 2 S 3 S 4 S	1 UR 2 S 3 S 4 S	1 UR 2 S 3 S 4 S	1 UR 2 S 3 S 4 N/A	1 UR 2 S 3 S 4 S
DRIVER RECORDS		No. 20 Time 7.0	No. 20 Time 9.0	No. 20 Time 8.0	TIME	TOTAL TIME 24.0
DRIVER HOURS		HAZARDOUS MATERIALS: ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles 0 Units	
BRAKES	8	REMARKS				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION	2					
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS	6					
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

INSPECTION TYPE	NON-BIT	CPSS	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☑ I ☐ R	☐	☐ Yes ☑ No	☐	5	08/04,08/05 & 08/6/2020	1000	1500

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
MCS I Ernie Mercado	A15760	☑ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 27), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (323) 644-9557 within 5 business days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		8/6/2020

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
Jaime Guerra	Fleet Maintenance Manger		

Destroy Previous Editions

Chp343_1217.xls

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev 12-17) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☐ Yes ☑ No	335125	243016	33	
TERMINAL TYPE	**CODE**	**OTHER PROGRAM(S)**	**LOCATION CODE**	**SUBAREA**
☑ Truck ☐ Bus ☐ Mod Limo	1		840	0004

CARRIER LEGAL NAME	TERMINAL NAME (IF DIFFERENT)	TELEPHONE NUMBER (W/AREA CODE)
ARAKELIAN ENTERPRISES INC	ATHENS DISPOSAL COMPANY	(626) 705-6977

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
687 IOWA AVE RIVERSIDE CA 92507

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE)
P.O. BOX 60009 CITY OF INDUSTRY CA 91716

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHS BY TYPE	DRIVERS	BIT FLEET SIZE
			27 / S	12 / D	I II Mod Limo	27	Powered 27
EXP. DATE	**EXP. DATE**	**EXP. DATE**	**REG. CT**	**HW VEH.**	**HW CONT.**	**PPB / CSAT**	
						☐ Yes ☑ No ☐ N/A	Towed 12

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC ☐ Yes ☐ No

FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34515(b) CVC

EMERGENCY CONTACTS (*In Calling Order of Preference*)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/AREA CODE)	NIGHT TELEPHONE NO. (W/AREA CODE)
ERIC HOLLMAN	(626) 523-9811	(626) 523-9811
GABRIEL YLLESCAS	(626) 934-4631	(626) 705-6977

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2019]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☑ 50,001— 100,000	☐ 100,001— 500,000	☐ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE ☐ Yes ☐ No ☑ N/A	IMS FITNESS EVALUATION ☐ Yes ☐ No
USDOT	USDOT NUMBER 1385969	☐ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION CPSS

INSPECTION FINDINGS		INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable				
REQUIREMENTS	**VIOL**	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 10 Time 5.0	No. 16 Time 6.0	No. 10 Time 9.0	TIME	TOTAL TIME 20.0
DRIVER HOURS		HAZARDOUS MATERIALS ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES		REMARKS				
LAMPS & SIGNALS		NO HAZMAT TRANSPORTED AT THIS TERMINAL				
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS						
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

INSPECTION TYPE	NON-BIT	CPSS	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☑ Yes ☐ No	☐				

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
G.W. HARRISON	A14733	☑ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through ____), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (909) 806-2414 within 5 business days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY	Eric Hollman	10.16.2020
CARRIER REPRESENTATIVE'S PRINTED NAME	**TITLE**	**DRIVER LICENSE NUMBER / STATE**
ERIC HOLLMAN	OPERATIONS MANAGER	

Destroy Previous Editions

US DOT #	Legal: ARAKELIAN ENTERPRISES INC
1385969	Operating (DBA): ATHENS DISPOSAL COMPANY

MC/MX #: **Federal Tax ID:** 95-4313271 (EIN)

Review Type: Non-ratable Review - Special Study

Scope: Terminal **Location of Review/Audit:** Company facility in the U. S. **Territory:** F

Operation Types	Interstate	Intrastate
Carrier:	Non-HM	N/A
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation
Gross Revenue: **for year ending:**

Company Physical Address:

14048 VALLEY BLVD
CITY OF INDUSTRY, CA 91746

Contact Name:
Phone numbers: **(1)** 626- 336-3636 **(2)** **Fax**
E-Mail Address:

Company Mailing Address:

PO BOX 60009
CITY OF INDUSTRY, CA 91746

Carrier Classification

Private Passenger, Business

Cargo Classification

Garbage, Refuse, Trash

Equipment

	Owned	Term Leased	Trip Leased		Owned	Term Leased	Trip Leased
Truck Tractor	27	0	0	Trailer	12	0	0

Power units used in the U.S.: 27
Percentage of time used in the U.S.: 100

Does carrier transport placardable quantities of HM? No
Is an HM Permit required? N/A

Driver Information

	Inter	Intra
< 100 Miles:		27
>= 100 Miles:		

Average trip leased drivers/month: 0
Total Drivers: 27
CDL Drivers: 27

Part A

QUESTIONS regarding this report may be directed to the Inland Division Motor carier saftey unit

847 E. Brier Dr.
San Bernardino, Ca 92408
909-806-2414

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: ERIC HOLLMAN **Title:** OPERATIONS MANAGER

Name: **Title:**

ATHENS DISPOSAL COMPANY (ARAKELIAN ENTERPRISES INC dba) - Terminal
U.S. DOT #: 1385969

Review Date: 10/15/2020

Part B Violations

Safety Fitness Rating Information:			
Total Miles Operated	150,000	**OOS Vehicle (CR):**	0
Recordable Accidents	0	**Number of Vehicle Inspected (CR):**	9
		OOS Vehicle (MCMIS):	0
		Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

This Review is not Rated.

	ATHENS DISPOSAL COMPANY (ARAKELIAN ENTERPRISES INC dba) - Terminal U.S. DOT #: 1385969	Review Date: 10/15/2020

Part B Requirements and/or Recommendations

1. Forms and publications are available at the CHP internet website at: http://www.chp.ca.gov/publications/index.html

2. For questions about Motor Carrier of Property Permit : 916-657-8153 For questions about Employer Pull Notice Program: 916-657-6346 To pay BIT inspection fees by phone: 916-843-4150
For questions about passenger transportation authority: 800-877-8867

ATHENS DISPOSAL COMPANY (ARAKELIAN ENTERPRISES INC dba) - Terminal
U.S. DOT #: 1385969

Review Date: 10/15/2020

Part C

Reason for Review: Other CPSS
Planned Action: Compliance Monitoring

Parts Reviewed Certification:
325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews
8/6/2020

Prior Prosecutions

Reason not Rated: Special Study

Study Code: CA

Unsat/Unfit Information

Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?

Does carrier transport placardable quantities of hazardous materials?

Unsat/Unfit rule: Not Applicable

Corporate Contact: ERIC HOLLMAN
Corporate Contact Title: OPERATIONS MANAGER

Special Study Information:

Remarks:

Terminal Name: ARAKELIAN ENTERPRISES INC CA # - 335125
Terminal Address: 687 IOWA AVE RIVERSIDE FCN - 243016

Rating Information:
In accordance with 13 CCR 1233, this terminal has been rated Satisfactory at this time.

On-highway inspections were used to fulfill 1 of 10 required vehicle inspections.

MAINTENANCE PROGRAM VIOLATIONS:
NO VIOLATIONS DISCOVERED

DRIVER RECORDS VIOLATIONS:
NO VIOLATIONS DISCOVERED

HOURS OF SERVICE VIOLATIONS:
NO VIOLATIONS DISCOVERED

Upload Authorized:	**Yes**	**No**	
Authorized by:			**Date:**
Uploaded:	**Yes**	**No**	**Failure Code:**
Verified by:			**Date:**

DRIVER/VEHICLE EXAMINATION REPORT

California Highway Patrol
847 E. Brier Dr.
San Bernardino, CA 92408
Phone: (909) 806-2400
Internationally Accredited Agency CHP407F/343A

Report Number: CANBD9000281
Inspection Date: 10/14/2020
Start: 7:00 AM PT **End:** 9:00 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

ARAKELIAN ENTERPRISES INC
14048 VALLEY BLVD
CITY OF INDUSTRY, CA, 91746
USDOT: 1385969 **Phone#:** (626)336-3636
MC/MX#: **Fax#:** (626)336-4966
State#: 335125
Location: 687 IOWA AVE
Highway: RIVERSIDE
County: RIVERSIDE

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: **Bill of Lading:** N/A
Destination: **Cargo:**

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	KENS	2014	CA	9E49100		1XKDDP9X7EJ414171	52250		
2	ST	MACC	2006	CA	4GJ6924		5MAMN48276C010959	71000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1 1/4	1	1 1/2	3/4	3/4
Left	1	1	2	3/4	3/4
Chamber	C-24	L-30	L-30	C-30	C-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 234652; File Code Number: 243016; Fuel Type: DIE; Beat/Sub Area: 0004; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Report Prepared By: G. Harrison
ID/Badge #: A14733

Copy Received By:

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01385969 CA CANBD9000281

DRIVER/VEHICLE EXAMINATION REPORT

California Highway Patrol
847 E. Brier Dr.
San Bernardino, CA 92408
Phone: (909) 806-2400
Internationally Accredited Agency CHP407F/343A

Report Number: CANBD9000282
Inspection Date: 10/14/2020
Start: 9:00 AM PT **End:** 11:00 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

ARAKELIAN ENTERPRISES INC
14048 VALLEY BLVD
CITY OF INDUSTRY, CA, 91746
USDOT: 1385969 **Phone#:** (626)336-3636
MC/MX#: **Fax#:** (626)336-4966
State#: 335125
Location: 687 IOWA AVE
Highway: RIVERSIDE
County: RIVERSIDE

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:

Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	KW	2016	CA	9F34211		1XKZDP9X3GJ483223	52000		
2	ST	MAIN	2017	CA	4PR1680		4M9SE4829HS009007	68000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1	1 1/2	1	N/A	N/A
Left	3/4	1	1	N/A	N/A
Chamber	L-24	L-30	L-30	DISC	DISC

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: 0004; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Report Prepared By: G. Harrison
ID/Badge #: A14733

Copy Received By:

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01385969 CA CANBD9000282

DRIVER/VEHICLE EXAMINATION REPORT

California Highway Patrol
847 E. Brier Dr.
San Bernardino, CA 92408
Phone: (909) 806-2400
Internationally Accredited Agency CHP407F/343A

Report Number: CANBD9000283
Inspection Date: 10/15/2020
Start: 7:00 AM PT **End:** 9:00 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

ARAKELIAN ENTERPRISES INC
14048 VALLEY BLVD
CITY OF INDUSTRY, CA, 91746
USDOT: 1385969 **Phone#:** (626)336-3636
MC/MX#: **Fax#:** (626)336-4966
State#: 335125
Location: 687 IOWA AVE
Highway: RIVERSIDE
County: RIVERSIDE

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	KW	2020	CA	9G00225	772	1NKZD39XXLJ419693	52000		
2	ST	MAIN	2020	CA	4SP9421		4M9SE4821LS009026	66000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1	3/4	1	N/A	N/A
Left	1 1/4	1 1/2	1	N/A	N/A
Chamber	L-24	L-30	L-30	DISC	DISC

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 37297; Beat/Sub Area: 0004; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Report Prepared By: G. Harrison
ID/Badge #: A14733

Copy Received By:

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01385969 CA CANBD9000283

DRIVER/VEHICLE EXAMINATION REPORT

California Highway Patrol
847 E. Brier Dr.
San Bernardino, CA 92408
Phone: (909) 806-2400
Internationally Accredited Agency CHP407F/343A

Report Number: CANBD9000284
Inspection Date: 10/15/2020
Start: 9:00 AM PT **End:** 10:00 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

ARAKELIAN ENTERPRISES INC
14048 VALLEY BLVD
CITY OF INDUSTRY, CA, 91746
USDOT: 1385969 **Phone#:** (626)336-3636
MC/MX#: **Fax#:** (626)336-4966
State#: 335125
Location: 687 IOWA AVE
Highway: RIVERSIDE
County: RIVERSIDE

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:

Milepost: **Shipper:** N/A
Origin: N/A
Destination: N/A

Bill of Lading: N/A
Cargo: N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	OT	HEIL	2020	CA	70838V2		5VCACLCEXLC231837	71000		

BRAKE ADJUSTMENTS

Axle #	1	2	3.	4
Right	1	3/4	1	1
Left	1	3/4	1	1
Chamber	L-24	C-30	C-30	C-20

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: 0004; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

Report Prepared By: G. Harrison
ID/Badge #: A14733

Copy Received By:

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01385969 CA CANBD9000284

DRIVER/VEHICLE EXAMINATION REPORT

California Highway Patrol
847 E. Brier Dr.
San Bernardino, CA 92408
Phone: (909) 806-2400
Internationally Accredited Agency CHP407F/343A

Report Number: CANBD9000285
Inspection Date: 10/15/2020
Start: 10:00 AM PT **End:** 12:00 PM PT
Inspection Level: V - Terminal
HM Inspection Type: None

ARAKELIAN ENTERPRISES INC
14048 VALLEY BLVD
CITY OF INDUSTRY, CA, 91746
USDOT: 1385969 **Phone#:** (626)336-3636
MC/MX#: **Fax#:** (626)336-4966
State#: 335125
Location: 687 IOWA AVE
Highway: RIVERSIDE
County: RIVERSIDE

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	KW	2020	CA	9G00226		1NKZD39X5LJ419696	52000		
2	ST	MAIN	2020	CA	4SW4550		4M9SE4823L5009027	66000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1	1	1	N/A	N/A
Left	1	1	1	N/A	N/A
Chamber	L-24*	L-30	L-30	DISC	DISC

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 39531; Beat/Sub Area: 0004; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Report Prepared By: G. Harrison
ID/Badge #: A14733

Copy Received By:

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01385969 CA CANBD9000285

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Workers' Compensation Experience Rating Form

ARAKELIAN ENTERPRISES INC
ARACO ENTERPRISES
ARAKELIAN ENTERPRISES INC
ADS(DBA)
ARAKELIAN ENTERPRISES INC
AMERICAN ORGANICS(DBA)
AMERICAN WASTE INDUSTRIES(DBA)
AMERISHED(DBA)
AMERISOIL(DBA)
14048 VALLEY BLVD.
CITY OF INDUSTRY CA 91746

Bureau Number	16-61-25-R
Effective Date	**03/01/2024**
Issue Date	11/02/2023
Experience Modification	**66%**
Insurer	XL INSURANCE AMERICA, INC.
Insurer Group	AXA INS GRP#2
Policy Number	RWD500042609
Issuing Office	EXTON
Experience Period	06/01/2019 to 06/01/2022

Summary of Payroll and Expected Losses

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
Insurer: 406	**Policy Period : 03/01/2022 to 03/01/2023**					
8740	571,144	0.40	2,285	0.808	1,846	439
8742	13,664,417	0.10	13,664	0.771	10,535	3,129
8810	26,431,318	0.08	21,145	0.819	17,318	3,827
8847	191,950	3.49	6,699	0.773	5,178	1,521
9403	103,010,147	2.94	3,028,498	0.737	2,232,003	796,495
9424	29,435,798	2.54	747,669	0.780	583,182	164,487

Summary of Claims and Actual Losses **Primary Threshold: 75,000**

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
22124700	06	Closed	1,442	1,192
22124750	05	Closed	8,779	(S) 8,529
22124769	06	Closed	1,695	1,445
22124786	06	Closed	340	90
22124796	06	Closed	738	488
22124843	06	Closed	3,848	3,598
22124887	06	Closed	1,536	1,286
22124957	06	Closed	1,924	1,674
22133762	05	Open	24,065	23,815
22134102	05	Closed	12,880	12,630
22134242	04	Open	32,606	32,356
22140133	05	Closed	1,709	1,459
22140148	06	Closed	1,466	1,216
22140154	06	Closed	1,152	902
22140200	05	Closed	19,749	19,499
22140290	06	Closed	301	51
22147132	06	Closed	1,209	959
22147149	06	Closed	30,450	30,200
22147221	06	Closed	339	89
22147272	06	Closed	722	472
22152784	06	Closed	3,290	3,040
22152896	06	Closed	163	0
22158454	05	Open	8,300	8,050
22158465	04	Open	21,277	21,027
22158497	05	Open	8,849	8,599
22158503	06	Closed	945	695
22158531	06	Closed	638	388
22158625	06	Closed	649	399
22158735	06	Closed	498	248
22158763	06	Closed	1,477	1,227
22158773	04	Open	72,195	71,945
22158792	06	Closed	865	615
22158826	06	Closed	406	156
22158842	06	Closed	1,236	986
22158849	06	Closed	485	235
22167310	06	Closed	810	560
22167355	06	Closed	353	103
22167418	06	Closed	631	381
22167468	06	Closed	1,243	993
22167512	04	Open	27,198	26,948
22167557	06	Closed	342	92
22167640	06	Closed	437	187

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

Workers' Compensation Experience Rating Form

ARAKELIAN ENTERPRISES INC

Bureau Number	16-61-25-R
Effective Date	**03/01/2024**
Issue Date	11/02/2023
Experience Modification	**66%**
Insurer	XL INSURANCE AMERICA, INC.
Insurer Group	AXA INS GRP#2
Policy Number	RWD500042609
Issuing Office	EXTON
Experience Period	06/01/2019 to 06/01/2022

Summary of Payroll and Expected Losses

Summary of Claims and Actual Losses **Primary Threshold: 75,000**

Insurer: 406 Policy Period : 03/01/2022 to 03/01/2023

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
Totals	**173,304,774**		**3,819,960**		**2,850,062**	**969,898**

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
22167646	06	Closed	485	235
22167806	05	Open	8,600	8,350
22167838	06	Closed	708	458
22167881	06	Closed	270	20
22167894	05	Open	41,259	41,009
22167938	06	Closed	3,827	3,577
22171776	05	Open	5,900	5,650
22171920	06	Open	9,405	9,155
22171926	06	Closed	1,996	1,746
22171972	06	Closed	1,052	802
22172004	06	Closed	1,539	1,289
22172103	06	Closed	547	297
22172162	06	Closed	798	548
22172178	06	Closed	1,072	822
22172202	06	Closed	1,131	881
22173554	04	Open	33,748	33,498
22177659	05	Open	42,993	42,743
22177680	04	Open	92,773	74,750
23102541	05	Open	31,009	30,759
23102791	05	Open	13,800	13,550
23102822	05	Open	13,400	13,150
23102840	05	Open	10,519	10,269
23102843	06	Closed	314	64
23107748	06	Closed	324	74
23107763	06	Closed	288	38
23107932	04	Open	45,542	45,292
23107981	06	Closed	2,271	2,021
23108083	06	Closed	238	0
23108182	06	Closed	1,221	971
23115025	06	Closed	652	402
23115104	06	Closed	748	498
23115114	06	Closed	273	23
23115276	06	Closed	3,170	2,920
23115312	06	Closed	2,557	2,307
23121730	04	Open	40,460	40,210
23121755	04	Open	63,385	63,135
23126790	06	Closed	1,976	1,726
Totals	79		779,487	**742,063**

Insurer: 406 Policy Period : 03/01/2021 to 03/01/2022

8742	13,298,859	0.10	13,299	0.771	10,254	3,045
8810	16,310,293	0.08	13,048	0.819	10,686	2,362
8847	308,825	3.49	10,778	0.773	8,331	2,447
9009	1,080,622	1.22	13,184	0.782	10,310	2,874

21139646	06	Closed	1,165	915
21139695	04	Closed	9,583	9,333
21139715	06	Closed	748	498
21139718	05	Closed	5,145	4,895

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

Workers' Compensation Experience Rating Form

ARAKELIAN ENTERPRISES INC

Bureau Number	16-61-25-R
Effective Date	**03/01/2024**
Issue Date	11/02/2023
Experience Modification	**66%**
Insurer	XL INSURANCE AMERICA, INC.
Insurer Group	AXA INS GRP#2
Policy Number	RWD500042609
Issuing Office	EXTON
Experience Period	06/01/2019 to 06/01/2022

Summary of Payroll and Expected Losses

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
Insurer: 406	**Policy Period : 03/01/2021 to 03/01/2022**					
9403	68,824,337	2.94	2,023,436	0.737	1,491,272	532,164
9424	29,442,429	2.54	747,838	0.780	583,314	164,524

Summary of Claims and Actual Losses **Primary Threshold: 75,000**

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
21139761	04	Closed	135,403	74,750
21139805	04	Open	137,827	74,750
21150199	06	Closed	1,130	880
21150320	05	Open	22,800	22,550
21150525	04	Closed	17,665	17,415
21158751	05	Closed	6,138	5,888
21158779	06	Closed	1,148	898
21158838	05	Closed	21,108	20,858
21158846	06	Closed	343	93
21158867	04	Closed	35,861	35,611
21158977	05	Closed	2,387	2,137
21159055	06	Closed	1,454	1,204
21159070	06	Closed	391	141
21159118	06	Closed	550	300
21163018	04	Open	24,949	24,699
21163061	04	Open	51,398	51,148
21163111	05	Closed	17,817	17,567
21163137	04	Open	136,800	74,750
21163178	05	Closed	1,356	1,106
21163213	04	Closed	27,422	27,172
21163222	06	Closed	963	713
21163224	04	Open	54,564	54,314
21163228	05	Closed	17,593	17,343
21176970	04	Closed	29,335	29,085
21177160	06	Closed	7,514	7,264
21177232	05	Closed	46,948	46,698
21177242	04	Open	49,437	49,187
21177252	05	Closed	13,283	13,033
21177318	06	Closed	904	654
21177348	06	Closed	746	496
21177399	06	Closed	792	542
21177402	06	Closed	1,217	967
21182727	06	Closed	154	0
21182808	06	Closed	409	159
21182829	06	Closed	391	141
21182838	06	Closed	529	279
21182881	06	Closed	2,344	2,094
21182916	06	Closed	495	245
21182967	06	Closed	2,874	2,624
21182969	03	Open	140,886	74,750
21183117	06	Closed	1,136	886
21183141	05	Closed	6,808	6,558
21183174	04	Open	13,940	13,690
21183267	04	Open	95,640	74,750

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

Workers' Compensation Experience Rating Form

ARAKELIAN ENTERPRISES INC

Bureau Number	16-61-25-R
Effective Date	**03/01/2024**
Issue Date	11/02/2023
Experience Modification	**66%**
Insurer	XL INSURANCE AMERICA, INC.
Insurer Group	AXA INS GRP#2
Policy Number	RWD500042609
Issuing Office	EXTON
Experience Period	06/01/2019 to 06/01/2022

Summary of Payroll and Expected Losses

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses

Insurer: 406 **Policy Period : 03/01/2021 to 03/01/2022**

Summary of Claims and Actual Losses **Primary Threshold: 75,000**

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
21188344	04	Open	101,892	74,750
21188483	04	Open	53,102	52,852
21188569	06	Closed	401	151
21188577	05	Closed	7,667	7,417
21188668	06	Closed	369	119
21188670	04	Open	98,251	74,750
21188767	04	Closed	45,721	45,471
21193781	06	Closed	993	743
21193800	06	Closed	1,863	1,613
21193820	06	Closed	10,182	9,932
21193868	06	Closed	1,824	1,574
21193912	04	Open	42,630	42,380
21193934	04	Closed	40,521	40,271
21193950	06	Closed	1,995	1,745
21194001	03	Open	175,000	74,750
21194002	06	Closed	5,893	5,643
21194095	06	Closed	936	686
21194222	05	Open	16,700	16,450
21194248	06	Closed	3,918	3,668
21194250	05	Open	18,324	18,074
22105863	06	Closed	1,084	834
22105878	04	Open	55,597	55,347
22105917	06	Closed	494	244
22105987	06	Closed	2,244	1,994
22106047	06	Closed	450	200
22106103	06	Closed	454	204
22106117	06	Closed	568	318
22106181	06	Closed	942	692
22106204	06	Closed	633	383
22106234	06	Closed	707	457
22106398	06	Closed	1,685	1,435
22106423	06	Closed	613	363
22109013	06	Closed	460	210
22109095	06	Closed	1,355	1,105
22109197	06	Closed	731	481
22109209	06	Closed	163	0
22109240	06	Closed	9,004	8,754
22109286	06	Closed	197	0
22109296	06	Closed	1,405	1,155
22109304	05	Closed	34,909	34,659
22117038	06	Closed	2,062	1,812
22117260	06	Closed	1,957	1,707
22117272	06	Closed	1,980	1,730
22117350	06	Closed	674	424

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

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Workers' Compensation Experience Rating Form

Bureau Number	16-61-25-R
Effective Date	**03/01/2024**
Issue Date	11/02/2023
Experience Modification	**66%**
Insurer	XL INSURANCE AMERICA, INC.
Insurer Group	AXA INS GRP#2
Policy Number	RWD500042609
Issuing Office	EXTON
Experience Period	06/01/2019 to 06/01/2022

Summary of Payroll and Expected Losses

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
Insurer: 406	**Policy Period : 03/01/2021 to 03/01/2022**					
Totals	**129,265,365**		**2,821,583**		**2,114,167**	**707,416**
Insurer: 406	**Policy Period : 03/01/2020 to 03/01/2021**					
8742	15,876,166	0.10	15,876	0.771	12,240	3,636
8810	12,644,146	0.08	10,115	0.819	8,284	1,831
8847	159,134	3.49	5,554	0.773	4,293	1,261
9403	73,443,230	2.94	2,159,231	0.737	1,591,353	567,878
9424	17,116,824	2.54	434,767	0.780	339,118	95,649

Summary of Claims and Actual Losses **Primary Threshold: 75,000**

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
22117372	06	Closed	2,474	2,224
22117397	05	Open	11,500	11,250
22124637	06	Closed	594	344
22124908	05	Closed	15,868	15,618
22124967	04	Open	22,243	21,993
22134212	06	Closed	1,300	1,050
22134254	04	Open	15,050	14,800
22134260	06	Closed	6,500	6,250
22139977	04	Open	32,231	31,981
22147133	05	Open	14,981	14,731
22167507	05	Open	6,500	6,250
22167554	05	Open	6,700	6,450
23154352	06	Open	4,700	4,450
Totals	105		2,038,681	**1,590,968**
21105627	06	Closed	8,934	8,684
21105629	05	Closed	11,752	11,502
21105635	06	Closed	1,083	833
21105637	06	Closed	638	388
21105642	06	Closed	714	464
21105643	05	Closed	7,756	7,506
21105646	05	Closed	25,433	25,183
21105661	06	Closed	717	467
21105665	06	Closed	726	476
21105673	06	Closed	653	403
21105684	04	Closed	57,455	57,205
21105698	05	Closed	2,524	2,274
21105706	04	Closed	110,441	74,750
21105707	06	Closed	1,818	1,568
21105708	04	Open	103,849	74,750
21105713	05	Closed	6,593	6,343
21105726	04	Closed	66,278	66,028
21105733	05	Closed	15,523	15,273
21105756	06	Closed	787	537
21105765	05	Closed	28,343	28,093
21105768	06	Closed	543	293
21105773	06	Closed	212	0
21105778	05	Closed	6,928	6,678
21105817	04	Open	86,876	74,750
21105830	06	Closed	679	429
21105842	04	Closed	57,386	57,136
21105847	06	Closed	482	232
21105883	04	Closed	76,713	74,750

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

Workers' Compensation Experience Rating Form

Bureau Number	16-61-25-R
Effective Date	**03/01/2024**
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Experience Period	06/01/2019 to 06/01/2022

Summary of Payroll and Expected Losses

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
Insurer: 406	**Policy Period : 03/01/2020 to 03/01/2021**					

Summary of Claims and Actual Losses **Primary Threshold: 75,000**

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
21105899	04	Open	90,645	74,750
21105912	06	Closed	2,032	1,782
21105943	06	Closed	1,200	950
21105946	05	Closed	34,611	34,361
21105950	05	Closed	2,613	2,363
21105959	04	Open	164,684	74,750
21105968	06	Closed	628	378
21105988	06	Closed	567	317
21106005	04	Closed	37,725	37,475
21106023	06	Closed	1,850	1,600
21106061	06	Closed	1,612	1,362
21106072	06	Closed	3,406	3,156
21106118	06	Closed	2,167	1,917
21106148	05	Closed	62,202	61,952
21106169	05	Closed	7,907	7,657
21106183	06	Closed	976	726
21106226	03	Open	140,502	74,750
21106247	06	Closed	1,344	1,094
21106272	05	Closed	766	516
21106284	03	Open	133,487	74,750
21106290	05	Closed	6,056	5,806
21114710	06	Closed	1,292	1,042
21114837	04	Closed	101,624	74,750
21114962	05	Closed	7,967	7,717
21115048	06	Closed	2,927	2,677
21115069	05	Closed	26,500	26,250
21115073	04	Open	71,607	71,357
21115085	06	Closed	2,498	2,248
21115096	03	Open	74,285	74,035
21124310	06	Closed	1,604	1,354
21124327	06	Closed	673	423
21124415	05	Closed	24,519	24,269
21124723	06	Closed	1,193	943
21131181	06	Closed	2,320	2,070
21131266	04	Closed	14,740	14,490
21131453	06	Open	13,073	12,823
21139891	06	Closed	4,279	4,029
21182942	04	Closed	4,967	4,717
22109035	06	Closed	229	0
22109277	06	Closed	2,173	1,923
22109302	06	Closed	1,022	772
22140049	06	Closed	24,504	24,254
22147001	04	Open	21,360	21,110
23147727	05	Open	5,700	5,450

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

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Workers' Compensation Experience Rating Form

Bureau Number	16-61-25-R
Effective Date	**03/01/2024**
Issue Date	11/02/2023
Experience Modification	**66%**
Insurer	XL INSURANCE AMERICA, INC.
Insurer Group	AXA INS GRP#2
Policy Number	RWD500042609
Issuing Office	EXTON
Experience Period	06/01/2019 to 06/01/2022

Summary of Payroll and Expected Losses

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
Insurer: 406	**Policy Period : 03/01/2020 to 03/01/2021**					
Totals	**119,239,500**		**2,625,543**		**1,955,288**	**670,255**

Summary of Claims and Actual Losses **Primary Threshold: 75,000**

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
23147936	05	Open	7,400	7,150
Totals	73		1,797,272	**1,445,260**

	Expected Losses	Expected Primary Losses	Expected Excess Losses	Number of Claims	Actual Losses	Actual Primary Losses
Experience Period Totals	C **9,267,086**	**6,919,517**	B **2,347,569**	**257**	**4,615,440**	A **3,778,291**

[A Actual Primary Losses **3,778,291** + B Expected Excess Losses **2,347,569**] / C Expected Losses **9,267,086** = **66%** Experience Modification

Loss-Free Rating: 25%

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

Calculation of Your Experience Modification

This Experience Rating Form provides detailed information about the calculation of your experience modification. Experience rating is a state-mandated merit rating program established in the California Insurance Code. The specific rules and guidelines are contained in the *California Workers' Compensation Experience Rating Plan—1995* (Experience Rating Plan). The primary purpose of experience rating is to reduce workplace injuries by providing a direct financial incentive for workplace safety. To accomplish this goal, the experience rating system compares an employer's history of claims against others in its industry that are of similar size. This comparison based on an employer's own claim history is used in determining the premium the employer pays.

Experience rating uses past experience to forecast future losses. An increase in an experience modification is not intended to collect additional premium to recoup the cost of claims that were filed in past years. Rather, it uses an individual employer's loss history as a predictor of what might be expected in the future. An employer that is experience rated will have an experience modification, which is expressed as a percentage on the bottom of this Experience Rating Form. An experience modification below 100% reflects better than the industry average claim history while an experience modification over 100% reflects worse than the industry average claim history. Insurers must apply the issued experience modification in their premium computation, but can also apply other debits and credits to determine the final premium to be charged.

Data Used for Experience Rating and the Experience Period

With few exceptions, the payrolls and losses arising from all policies incepting within the experience period as reported by the insurer are used in the calculation of your experience modification.

The experience period is defined in the Experience Rating Plan as a 3 -year time period that commences 4 years and 9 months prior and terminates 1 year and 9 months prior to the date for which an experience modification is to be established. The actual experience period used to calculate this experience modification is shown in the heading of the Experience Rating Form.

About the Experience Rating Form

This form shows the payrolls for each applicable classification and the claims reported by the insurer and used in the experience modification calculation. This data is reported to the WCIRB in accordance with the *California Workers' Compensation Uniform Statistical Reporting Plan—1995* (Reporting Plan).

The Experience Rating Form is divided into four main sections: Heading, Summary of Payroll and Expected Losses, Summary of Claims and Actual Losses, and Rating Procedure.

Heading

Your company name, address and other business names that are included on your insurance policy are captured from the policy information page. This section also includes the date the experience modification is effective and the date the Experience Rating Form was issued to the insurer. If a previously published experience modification was revised, the rerate number and reason are included in this section.

Summary of Payroll and Expected Losses

This section reflects the payrolls reported by the insurer for each applicable classification. The payrolls shown reflect audited payrolls, which result from the final audits conducted by the insurer. The expected losses for each classification are derived from the reported payrolls for that classification and the corresponding expected loss rate approved by the California Insurance Commissioner. Your expected excess losses are the portion of the expected losses that is, on average, above the primary threshold (see Summary of Claims and Actual Losses) that applies to your business. Your expected losses and expected excess losses are used to calculate your experience modification.

Summary of Claims and Actual Losses

This section reflects the losses on claims reported by the insurer for each policy included in the experience period.

The actual loss shown for each reported claim represents the total incurred loss value of the claim. This includes the actual loss amount paid and, for claims that were open when the loss information was provided, a loss amount reserved by the insurer for future expected loss payments. (Loss adjustment expenses are not included.) The loss amounts generally reflect the insurer's most recently reported valuation of the incurred loss value as required pursuant to the Reporting Plan prior to the effective date of the experience modification.

The actual primary loss shown for each claim is the dollar amount of the actual loss of each claim that is used in the experience modification calculation. For most claims, it is the loss amount of each claim up to your primary threshold less $250. (Your primary threshold is shown on the top line of this section and is based on the size of your business as measured by your total expected losses.) If the actual loss of the claim is $250 or less, it is not used in the experience modification calculation. Your actual primary losses are used to calculate your experience modification.

Rating Procedure

This section reflects the calculation of the experience modification. The rating procedure and the information used in calculating the experience modification are detailed in the Experience Rating Plan. Your experience modification is determined as the ratio of the sum of your actual primary losses and expected excess losses compared to your expected losses. This section also shows the loss-free rating which is the experience modification that would have been calculated if no claims were incurred during the experience period or if the only claims incurred were for $250 or less. When there is only a single claim in the experience period in excess of $250, the experience modification is limited to be no higher than 25 percentage points above the loss-free rating.

Find Out More

The WCIRB website contains free information for employers regarding the California workers' compensation system—including the Online Guide to Workers' Compensation, Frequently Asked Questions, and Education on Demand online learning modules. See the *Employer/Policyholder* section on www.wcirb.com.

About the WCIRB

The Workers' Compensation Insurance Rating Bureau of California is a licensed rating organization and is the California Insurance Commissioner's designated statistical agent. To accurately measure the cost of providing workers' compensation benefits, the WCIRB performs a number of functions, including collection of coverage and loss data on every workers' compensation insurance policy, inspections of insured businesses, and test audits of insurer policy audits.

The WCIRB also provides free educational information to employers, agents and brokers, and insurers regarding the California workers' compensation insurance market. The WCIRB is a private, nonprofit association of licensed workers' compensation insurers. No state money is used to fund WCIRB operations.

Workers' Compensation Insurance Rating Bureau of California
1901 Harrison Street, 17th Floor
Oakland, CA 94612
888.229.2472
wcirb.com

COPY

PROPOSAL SUBMITTED TO:

The City of El Segundo
For Commercial Solid Waste Collection, Recycling, and Disposal Services.



CONTACT:
Steve South, President & CEO
(760) 744-5615 ext. 155
ssouth@edcodisposal.com

EDCO
edcodisposal.com
"We'll Take Care of It"

CITY OF EL SEGUNDO

EDCO

City of El Segundo
350 Main Street
El Segundo, CA 90245

April 26, 2024

Family owned and operated EDCO is pleased to submit the enclosed response to the Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo. As one of the largest independent waste and recycling service providers in the United States, EDCO has the necessary resources to continue to be a true partner to the City and exceed the expectations of El Segundo for years to come.

As a family owned and operated company since 1967, EDCO will consistently demonstrate our genuine and focused commitment to provide **superior customer service** with a ***"We'll Take Care of It"*** approach to El Segundo multi-family residents and businesses. As a brief example of EDCO's commitment, please review the enclosed City of El Segundo specific video that overviews the overall scope of services, the commitment to service of the many dedicated EDCO team members and the innovative, local diversion infrastructure.

Distinguishing attributes and qualifications of EDCO's proposal also include:

- **EDCO will invest in a new collection fleet** featuring Near Zero engines powered by Renewable Natural Gas (RNG).
- **EDCO will base El Segundo operations approx. 20 minutes from the City**, housing its collection fleet, maintenance and customer service center at its full service terminal in Signal. Hill, resulting in a lower carbon footprint and increased, local responsiveness.
- **EDCO will implement full programmatic compliance with SB 1383,** using its vast experience of successfully implementing SB 1383 in both exclusive and non-exclusive environments throughout Southern California.
- **EDCO will process El Segundo eligible roll-off & temporary bins** at a mixed construction and demolition facility to divert a 70% or more of material.
- **EDCO will provide El Segundo with guaranteed capacity** at EDCO Recycling & Transfer, a combined transfer and material recover facility that also features a Buyback Center, Permanent Household Hazardous Waste Collection Facility and viewing room.
- **EDCO will conduct personal site visits to all commercial and multi-family complexes in the initial ninety days** of the Agreement to develop awareness and create site specific options.

- **EDCO will provide a strong initial and continuing public education plan** to ensure maximum program awareness for residents and businesses.
- **EDCO will offer initial Kitchen Caddies to its multi-family customers at no additional charge to further stimulate organics participation.**
- **EDCO team members have an average 15.5 years of tenure and receive comprehensive benefits package** including full health coverage, dental and life insurance at no cost for our employees, as well as a 401k with a company match of 6% supported by a competitive wage plan that cultivates a stable, diverse environment.
- **EDCO will use its extensive experience and resources to ensure a smooth transition from the existing open permit system** with a "*We'll Take Care of It*" service approach to El Segundo multi-family and commercial.

EDCO believes the best reference on the abilities of the company is the City of El Segundo itself. Since assuming single family residential service in 2019, the City has achieved full compliance is the sector for SB 1383, has consistently reported diversion over 50% and has a true, accessible, and responsive partner that is committed to the community.

EDCO has reviewed the draft Agreement, the RFP, the Questions & Answers provided on April 19, 2024, and has conducted all necessary due diligence to investigate and confirm the material facts upon which the proposal is based. EDCO acknowledges the proposed terms and rates outlined are good for a period of 180 days from the submission deadline.

EDCO believes this innovative, comprehensive, vertically integrated proposal provides the best overall value for the City of El Segundo on a sustainable basis. EDCO looks forward to the opportunity to discuss various aspects of our proposal in detail.

Please note that our designated representative for all communications and representations regarding this RFP is Steve South, the President and Chief Executive Officer of EDCO, who may be reached at 760.744.5615 x155 and via email at ssouth@edcodisposal.com.

Thank you for your consideration of our proposal.

Sincerely,

Steve South
President and Chief Executive Officer

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Proposer Information

Business Structure

EDCO Disposal Corporation is the full legal name of the proposer and was incorporated on March 27, 1967 in the State of California. EDCO Disposal Corporation has been organized and doing business under this legal structure for over 57 years and is owned by the Burr 2001 Community Trust, dated April 2, 2001.

The Officers of EDCO Disposal Corporation are:

Cole Burr –Chair of the Board of Directors
Steve South – President & Chief Executive Officer
Alan Walsh – Vice President & Chief Financial Officer
John Snyder – Vice President & Chief Administrative Officer
Efrain Ramirez – Senior Vice President



EDCO was founded in March of 1967 by Ed and Sandy Burr, an entrepreneurial married couple with a clear vision for their company. Now in its third generation of ownership, the Burr family is a driving force in the industry and a testimony to a determined pursuit of the American dream. EDCO is now in its 57th year of existence of local, family ownership serving numerous communities throughout Los Angeles County, Orange County and San Diego County. Since 2019, EDCO has served the City of El Segundo single family residential sector.

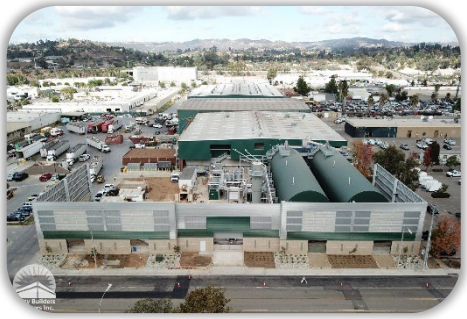
EDCO initially began operations serving as a collector in the City of La Mesa and through an unparalleled commitment for providing superior customer service, then began a series of acquisitions of other family-owned operators. This allowed for an unprecedented growth period and the development of integrated operations throughout Southern California.

Today, **EDCO is one of the largest family held solid waste companies in the United States**. Operations include automated collection, commingled recycling processing, construction demolition processing, transfer and transport, as well as logistics, all performed by a dedicated team of over 1,500 employees based at multiple facilities throughout Southern California.



In an industry that appears dominated by consolidation, with two generations of Burr family members active in the company and a professional management team in place, EDCO has embraced its unique role as a premier service provider that is firmly committed to innovation and market development. One element of the company's success has been the ability to successfully respond to a number of evolving Federal, State and local mandates; acting quickly, creatively and responsibly, while investing the significant resources required creating sustainable recycling solutions.

EDCO is a leader in developing innovative options to solid waste collection, transfer, processing, and disposal challenges. Through the application of advanced technologies, EDCO has been a trend-setter in all facets of solid waste handling, from residential, commercial and industrial solid waste collection, to materials processing and recycling, to transfer and now Anaerobic Digesters to harness additional renewable energy. Since **EDCO opened its first mechanized recycling processing facility in 1989**, EDCO has embraced ***Zero Waste*** as the goal and is committed to continually reinvest in this path.



EDCO balances the vision of the future with the realities of ongoing operations by investing in a professional, modern Natural Gas (NG) powered fleet that meets all State and Local guidelines. In early 2017, **EDCO converted to Renewable Natural Gas (RNG) as a fuel for all of its gas powered fleet throughout Southern California.**

In summer of 2017**, EDCO took delivery on the initial *Near Zero* emission collection vehicles placed in service in the State of California and in October 2018, EDCO took another step towards reducing its carbon footprint with the introduction of new *Near Zero* (NZ) Natural Gas powered over-the-road, day cab tractors.** These new tractor/trailer combos are among the first over-the-road NZ engines in the State of California, reflecting the recent release of the technologically advanced engine in this larger class.



In 2012, EDCO Recycling and Transfer (ER&T), opened in Signal Hill, becoming the tenth solid waste facility operated by the company in Southern California. **The opening of ER&T increased EDCO's combined permitted Southern California processing and transfer capacity to over <u>4,000,000 tons per year</u>.**

In 2013, the nearby Administrative Terminal was opened to house the collection fleet, Customer Service, training and maintenance needs of the fleet. The facility was designed to green building standards and includes a RNG fuel station powered by roof top solar panels and state of the art storm-water collection and filtering system.



One significant advantage both ER&T and the Administrative Terminal provide the City of El Segundo is that they are both located approximately 20 minutes away**. The proximity of these EDCO facilities to the El Segundo collection routes will:**

- Reduce travel times to and from the terminal where the trucks park

- Reduce road impacts to the City
- Reduce emissions
- Enhance service responsiveness

These facilities are part of EDCO's Southern California network of infrastructure, as a snapshot, EDCO operates:

- Three large volume commingled recycling processing facilities
- Two mixed Construction Demolition & Inert processing facilities
- Six State Certified Buyback Centers
- Six Permanent Household Hazardous Waste Collection Facilities
- Twelve RNG Fuel Stations, including four Public Stations that are open 7/24
- Ten truck terminals & maintenance facilities
- Ten total Material Recovery Facility / Transfer Stations
- One Anaerobic Digestion Facility / One Organics Facility

EDCO is driven as a service organization and the plan is executed daily by a loyal and committed team of tenured employees. These highly trained and experienced professionals have allowed EDCO to sustain itself both as an industry leader and as a company that is home to a number of two and even three generations of employee family members.



In order to attract, retain and cultivate this dynamic team, EDCO provides an equal, no cost benefits package to all of its valued employees, from entry level positions to senior management. Included in this no cost benefit package is full health coverage, dental coverage, life insurance and a 401k with a 6% company match.

These remarkable benefits provide peace of mind and security to employees, which in turn solidifies a stable and long term dedicated team. This is a very unique aspect of EDCO's commitment to its people and rare in the current business environment.

EDCO also has one of the most competitive overall wage scales in the industry and invests in an added premium for personnel who have been with the company ten years or longer. EDCO does not use temporary workers on an ongoing basis, including recycling processors, which adds to a higher retained skill set in all areas. EDCO strongly believes in advancing internal personnel first, creating priority promotional opportunities for existing employees.



EDCO's average employee has a 15.5 year tenure with the company, with numerous 20-year, 30-year, 40 year and even several 50-year employees. In addition, EDCO

also prides itself on having a number of two and even three generation employees who have worked in the organization.

As evidenced by its Mission Statement, the EDCO vision remains as clear as it was in 1967:

Our mission is to efficiently serve the waste collection, disposal and recycling needs of our customers while ensuring a safe and rewarding career for our employees.

We will achieve this objective in a professional, innovative manner that consistently displays our integrity and genuine commitment to provide superior customer service.

Key Personnel

EDCO prides itself in being able to offer the City of El Segundo an experienced senior staff with over 343 years of combined knowledge and diverse capabilities that will be directly involved in the transition. To that end, attached please find an Organizational Chart for key personnel assigned to ongoing management of the City of El Segundo Agreement.

- Mr. Steve South, President and CEO, has 31 years of industry experience and will be responsible for all inquiries regarding this submittal, contract execution and ongoing issues of an elevated nature. Mr. South is intimately involved in all aspects of EDCO transitions and ongoing contract management. His primary office is in San Marcos and he maintains offices in Signal Hill, Lemon Grove and Escondido as he travels throughout the company.
- Mr. Alan Walsh, Vice President and Chief Financial Officer, has 44 years of industry experience and will be responsible for implementation and ongoing oversight of all reporting functions to the PUSD. His primary office is in San Marcos.
- Mr. John Snyder, Vice President and Chief Administrative Officer, has 41 years of industry experience and will be responsible for the oversight of Recycling Marketing & Logistics, Mr. Snyder works closely to develop sustainable recycling markets, enhance employee safety, retention and company culture. His primary office is in San Marcos and he has offices in Escondido and Lemon Grove.
- Mr. Efrain Ramirez, Senior Vice President, has over 52 years of tenure with EDCO and has overseen tremendous growth and continued stability in the Los Angeles and Orange County Divisions with the development of new facilities, new franchise agreements, and acquisitions and will be involved with the service transition.
- Mr. Mark Perumean, General Manager Los Angeles and Orange County, has 41 years of industry experience and directly oversees the Los Angeles and Orange County Division. He is involved in all aspects of EDCO transitions and ongoing contract management. His primary office is in Signal Hill and he travels throughout the Los Angeles and Orange County facilities.

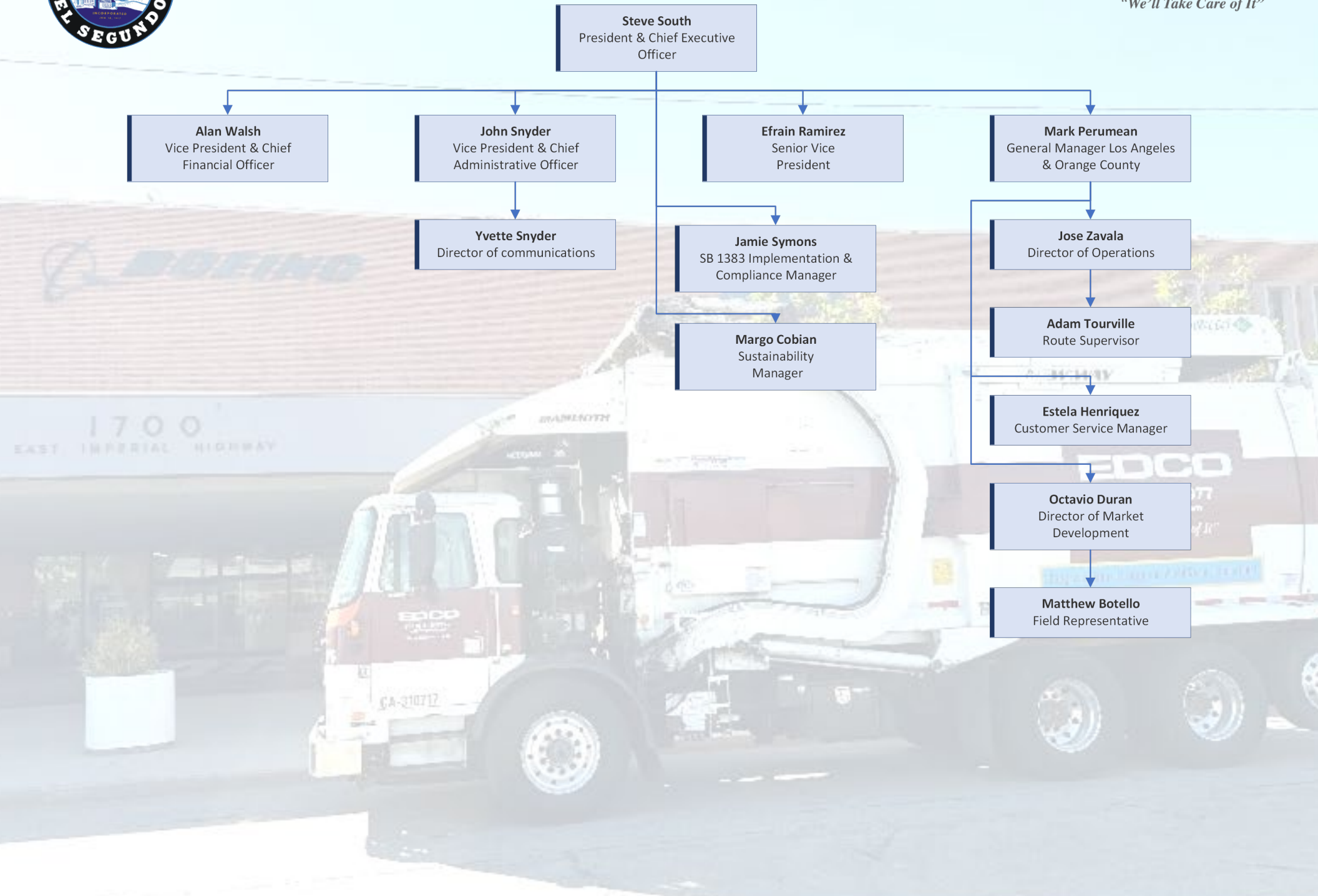
- Mr. Jose Zavala, Director of Operations, has worked directly with numerous communities in his 24 years with EDCO and has assisted with the exclusive transition for the City La Mirada. His primary office is in Signal Hill.
- Adam Tourville, Route Supervisor, has 3 years of EDCO industry experience and will ensure daily collection operations exceed the City of El Segundo's expectations. His primary office is in Signal Hill.
- Ms. Estela Henriquez, Customer Service Manager, has 16 years of industry experience and strives to build trust, strong long term relationships and acts as a liaison between cities, customers and departments to focus on making sure the lines of communication remain open. Her primary office is in Signal Hill.
- Mr. Octavio Duran, Director of Market Development, has 14 years of EDCO industry experience and will oversee direct engagement with the District facilities and properties. He currently manages the contract for California State University Long Beach. His primary office is in Signal Hill.
- Mr. Matthew Botello, Field Representative, has 2 years of EDCO industry experience and will assist with daily requests and communications for the City of El Segundo. His primary office is in Signal Hill.
- Ms. Yvette Snyder, Director of Public Education, has 22 years of EDCO industry experience and will ensure all public education efforts exceed the expectations of the District, including electronic, printed and other education tools. Her primary office is in Lemon Grove.

City Reporting Specialists:

- Ms. Jamie Symons, SB 1383 Implementation and Compliance Manager, has 22 years of EDCO industry experience and will oversee efforts to achieve California's organic waste recycling targets including the development of EDCO's SB 1383 compliance reporting system.
- Ms. Margo Cobian, Sustainability Manager, has 33 years of EDCO industry experience and will ensure the diversion levels proposed are met on a consistent basis. Her primary office is in San Marcos.

City of El Segundo Organizational Chart

EDCO
edcodisposal.com
"We'll Take Care of It"





STEVE SOUTH

President and Chief Executive Officer

Mr. South joined EDCO in 1993 as Director of Service and after then serving as General Manager of San Diego County operations. In 1995, he was named Vice President and Chief Operating Officer. In 2005, he was named President & Chief Executive Officer for all EDCO companies. He and his family reside in San Diego County.

In his duties, Mr. South is responsible for oversight of all operations in San Diego County, Los Angeles County and Orange County including refuse and recycling collection, processing / marketing / transportation of recyclables, customer service, inter-governmental affairs, market development, transfer and transport operations. In addition, he has directly overseen the development, permitting, financing, design and construction of ten new Solid Waste / Material Recovery Facilities.

Participation Includes:

- Member, California Refuse Removal Council Board of Directors, Member of the Solid Waste Association of Orange County, Member of the Los Angeles County Waste Management Association and Member of the San Diego County Disposal Association.
- Current President of the Los Angeles County Waste Management Association.
- Current President of the San Diego County Disposal Association.
- Past Mayoral appointee to the City of San Diego Solid Waste Hearing Panel and past appointee of the Board of Supervisors as to the County of San Diego Solid Waste Hearing Panel.
- Past Chairman of the City of La Mesa Independent Bond Oversight Committee, Past Chairman of the Board of Trustees of St. Augustine High School, Past President of the National City Chamber of Commerce and Past President of the Boys and Girls Clubs of National City.

Awarded:

Officially recognized by the United States House of Representatives, the State of California Senate and Assembly, the County of San Diego and the Port of San Diego among others, for outstanding business leadership and community support.



ALAN WALSH

Vice President and Chief Financial Officer

Before joining EDCO, Mr. Walsh has spent the past 25 years in senior management roles in the solid waste industry throughout Southern California. He began his career as an accountant with SCA Services Inc. in 1980 and following the merger with Waste Management Inc., rose through the ranks to Regional Controller for Orange County in 1989 and for Los Angeles County in 1995. In 1999, he was named District Manager for San Diego and in 2001 named Market Area Vice President for San Diego, Orange and the Coachella Valley area of Riverside County.

In 2005, he joined EDCO as Chief Financial Officer for all affiliated entities. He and his family currently reside in San Diego County.

His duties include oversight of all financial aspects for the operations including financial reporting, banking and credit facilities, risk assessment and analysis. In addition, he also oversees billing and IT systems.

Participation Includes:

- Member of the Solid Waste Association of Orange County Disposal Association and San Diego Disposal Association Board of Directors.
- Two-term past President of the San Diego County Disposal Association Board of Directors.
- Past Member of the Board of Directors of the Boys and Girls Club of East San Diego County.
- Graduate and Member of the Leadership Team of the East San Diego Chamber of Commerce.



JOHN SNYDER

Vice President and Chief Administrative Officer

Mr. Snyder began his career in the solid waste collection and recycling industry in 1983 working summers at the company in a variety of roles, including as an operator, helper and driver. After working as a Field Representative, in 1995, Mr. Snyder was named Director of Field Services, in 1997 was promoted to General Manager and in 2016 was named Vice President and Chief Administrative Officer for all EDCO companies. As a member of the Burr family, John, his wife Yvette and their three children reside in San Diego County.

He is directly responsible for the oversight of Recycling Marketing & Logistics, Safety & Environmental Compliance, Human Resources and Public Education for all Southern California operations. He works closely to develop sustainable recycling markets, enhance employee safety, retention and company culture as well as ensure a robust customer communication program is in place.

Participation Includes:

- Past President and Current Board Member of the California Refuse Recycling Council.
- Past Commissioner of the City of La Mesa Environmental Compliance Committee.
- Past President of the Board of Directors of the National City Chamber of Commerce.
- Past President of the San Diego County Disposal Association.
- Past Member of the Board of Directors of the East County Chamber of Commerce.
- Past Vice President of the Board of Directors for the Coronado Chamber of Commerce.
- Past Chairman of the Board of Governors for the Imperial Beach Boys and Girls Clubs.



EFRAIN RAMIREZ

Senior Vice President

Mr. Ramirez originally joined the company as a helper in 1972 and after a series of advancements, was named a Field Supervisor in 1979. After ten productive years, he was named Operations Manager and then in 1992, was promoted to General Manager for all Orange and Los Angeles County Operations. In 1997, he was also named a Vice President for EDCO Disposal Corporation. In 2018, he was promoted to the Senior Vice President. He resides in Southern California. He has offices in San Marcos, Lakeside and Signal Hill and resides in Buena Park.

During his previous oversight, Mr. Ramirez oversaw tremendous growth and continued stability in the Orange and Los Angeles County Divisions with the development of new facilities, new franchise agreements, and acquisitions all while perpetuating existing relationships. Since 2018, he has reported directly to the President while working to assist in improving operational efficiencies throughout the company and special projects, including overseeing transitions at UC San Diego and the City of El Cajon

Participation Includes:

- Past President of the Solid Waste Association of Orange County.
- Member, Los Angeles County Waste Management Association.
- Past Member, Board of Directors of the California Refuse Removal Council.
- Past President, Board of Directors of the La Palma Chamber of Commerce.
- Past Member, Board of Directors of the Buena Park Chamber of Commerce.
- Past Member, Board of Directors for the La Palma Foundation.

Awarded:

Formally recognized by the cities of Buena Park, La Palma and Signal Hill for business leadership and civic participation.

Recognized by the Boys and Girls Clubs of Buena Park for continuing support.

2002 *Ethics in America* recipient.



MARK PERUMEAN

General Manager Los Angeles and Orange County

Mr. Perumean joined EDCO in 2006 as Director of Operations for the Los Angeles and Orange County divisions of EDCO. He began his career in the solid waste collection and recycling industry in 1983 working for his family's disposal company located in Montebello, California. He is based in the Signal Hill office and he and his family reside in Southern California.

Throughout his 35 years in the industry, he has gained valuable experience working in a variety of roles, including as a maintenance assistant, driver, operations manager, recycling director, transfer station manager and regional division manager. In addition, he has assisted in administrative duties including but not limited to: customer service, accounting, collections, outside sales and company representative.

In his duties as General Manager Mr. Perumean is responsible for all EDCO operations in Los Angeles County and Orange County, including refuse and recycling collection, customer service, inter-governmental affairs, market development and municipal contract administration. This includes, but is not limited to, oversight of exclusive franchises in the cities of Buena Park, El Segundo, Lakewood, La Palma, La Mirada, Signal Hill and Rancho Palos Verdes, as well as a number of other permitted areas.

Participation Includes:

- Two-term Past President of the Lakewood Chamber of Commerce
- Two-term Board Member of the La Habra Heights County Water District
- Member of the La Mirada Kiwanis Club Board of Directors
- Member of the Weingart Family YMCA Board of Directors.



JOSE ZAVALA

Director of Operations

Mr. Zavala began his career in the solid waste and recycling industry in 2000. In his 24 years in the industry, he has gained valuable experience working in a variety of rolls, including collection driver and route supervisor. In 2023, Mr. Zavala was promoted to Director of Operations.

In his duties, Mr. Zavala oversees all operations of Los Angeles and Orange County, including all residential, commercial, and industrial collections on behalf of EDCO. Mr. Zavala oversees a seven day a week operations and places a premium on accessibility, flexibility and professionalism. He has directly interacted with numerous municipalities and assisted with the exclusive transition for the City of La Mirada. He resides with his wife in Anaheim, CA.



ADAM TOURVILLE

Route Supervisor

Mr. Tourville began his career in the solid waste and recycling industry in 2001 as a cart delivery and bulky item driver. Mr. Tourville quickly excelled in his duties and worked in a variety or rolls, including a collection driver, relief driver and dispatcher. In October 2022, he was promoted to his current position as Route Supervisor.

In his duties he is directly responsible for the oversight of operational employees and residential and commercial waste and recycling routes in the Los Angeles and Orange County Divisions. A native of Los Angeles, he resides with his wife in Whittier CA.



MATTHEW BOTELLO

Field Representative

Mr. Botello joined EDCO in 2022 as a Field Representative. He works within the South Bay community to grow EDCO's presence and assist customers with proper recycling practices to ensure compliance with all local and state regulations. He has been instrumental in rolling out recycling and organic recycling programs within his assigned communities.

Mr. Botello possesses detailed knowledge of the solid waste industry and recycling trends as a ***Certified Zero Waste Practitioner*** and lifelong environmentalist. He obtained his Bachelors degree from the University of California, Los Angeles where he was a key contributor to on campus environmental projects including administering a food recovery and community pantry program for students. Outside of work he enjoys returning to his alma mater as a season ticket holder for Men's Basketball to watch games with his wife as well as spending time with his family.



ESTELA HENRIQUEZ

Customer Service Manager

After an extensive 10 year career in the solid waste industry in Operations/IT/Customer Service, Ms. Henriquez joined EDCO in 2018 as Customer Service Manager for Los Angeles/Orange County operations.

In her position, she has made an immediate impact through the Signal Hill and Buena Park office, thereby enhancing responsiveness to telephone calls, electronic exchanges and providing more of a technical approach to daily task. Ms. Henriquez resides in Garden Grove, CA.

Ms. Henriquez is directly involved and responsible for the customer service experience and billing of customers in Buena Park, La Palma, La Mirada, Lakewood, Signal Hill, Long Beach, El Segundo, Rancho Palos Verdes and other permitted areas.



YVETTE SNYDER

Director of Public Education

Ms. Yvette Snyder joined EDCO in 2002 as an Account Representative and was responsible for market development and account management. After then serving as a Franchise Representative for several municipalities, in 2006 Ms. Snyder was promoted to her current position as Director of Communications. A native San Diegan, she resides with her husband John and their three children in San Diego County

In her duties, Ms. Snyder is responsible for all EDCO public education efforts as well as EDCO's internal employee communications and newsletters. In addition, she produces all printed material for the company, including the award winning *Environmental Times* quarterly residential and bi-annual commercial newsletters. She also manages and maintains EDCO's customer and employee websites as well as developing brochures designed to maximize participation in specific diversion programs.

Ms. Snyder is a former Board Member of the La Mesa Parks and Recreation Foundation, former member of the National City Kiwanis Club, past Vice-President of the Imperial Beach Chamber of Commerce and graduate of the acclaimed California Refuse Recycling Council Next Generation program. Ms. Snyder is a Certified Practitioner in ***Zero Waste*** Principles and Practices.



OCTAVIO DURAN

Director of Market Development

Mr. Duran joined EDCO in 2010 as the Director of Market Development for the Los Angeles County division of EDCO. As the son of a longtime EDCO employee, he has extensive direct communication skills and construction knowledge refined from his years as a Project Coordinator for Home Depot and long-time real estate agent. He and his family reside in Los Angeles County.

In his duties, Mr. Duran oversees all aspects of market development, public relations, and community outreach in the cities of La Mirada, Rancho Palos Verdes, Long Beach, El Segundo, Torrance and the South Bay area of Los Angeles. He has an office in Buena Park and an office in Signal Hill maintaining an electronic mobile device with email access at all times. Mr. Duran is a Certified Practitioner in ***Zero Waste*** Principles and Practices.

Participation Includes: Current President of the City of La Mirada Chamber of Commerce.



JAMIE SYMONS

SB 1383 Implementation and Compliance Manager

Since joining the company in 2002, Ms. Symons has served as a Customer Service Representative, Field Representative, Interim Director of Communications, Customer Service Manager, Sustainability Manager as well as her current position as the SB 1383 Compliance and Implementation Manager.

In her role, Ms. Symons actively interfaces with all EDCO served cities to provide updates on evolving Cal Recycle policies and has worked to develop SB 1383 compliance reporting solutions. She also produces EDCO's video library as well as developing tools to promote sustainability and source reduction. Ms. Symons is a Certified Practitioner in ***Zero Waste*** Principles and Practices and played an active role in the City of El Segundo, UC San Diego and City of El Cajon transitions.



MARGO COBIAN

Sustainability Manager

Ms. Cobian has been with EDCO over 33 years and has held a series of positions including Customer Service Representative and Field Representative. In her position, she combines her strong internal knowledge and years of industry experience to assemble, produce and effectively communicate diversion results for all jurisdictions we serve.

Ms. Cobian is a Certified Practitioner in ***Zero Waste*** Principles and Practices and has assisted California State University San Marcos, as project coordinator, in being a seven-time RecycleMania Grand Champion of the United States. Ms. Cobian resides in Vista with her daughters, Adrienne, a 2014 Le Cordon Blue Culinary of Arts Degree graduate, and twelve-year-old Mackenzie Rose.

Participation Includes:

- UCLA Extension Sustainability Certificate Program, Academic Distinction
- Palomar College graduate
- Lifetime Member, Golden Key Honor Society & Phi Theta Kappa
- B.A., Double Major, from Cal State San Marcos, Magna Cum Laude
- Dean's List 2009/2010
- Current Commissioner of the City of Vista Environmental Commission
- Past Member, Vice Chairman Board of Director Vista Chamber of Commerce
- Chairman for the Vista Chamber of Commerce Board of Directors 2015-2016
- Past Member, Vice Chairman Board of Director Boys and Girls Club of Vista
- Past Member, Board of Director Palomar College Foundation
- Past Member, Palomar College Foundation President's Associates
- Past, ICOC Palomar College Foundation Representative
- Current Member, Board of Director Moonlight Cultural Foundation
- Past Member, Encinitas Chamber of Commerce Ambassadors Committee
- Past Member, Solana Beach Chamber of Commerce Ambassadors Committee
- Past three-year Chairperson of the Ambassador Committee for the Vista Chamber of Commerce

Commerce

- Junior Arthritis Association (JRA) volunteer participant
- Committees Include: Golf Committee, Strawberry Festival Committee, Heroes of Vista Committee, Business EXPO

Service Transition Experience

EDCO has extensive experience in both service transitions as well as program implementation of a variety of new programs, day changes, and conversion to automated services.

As part of this submittal, EDCO is providing information on three Southern California service transition experiences from another hauler to EDCO, the City of El Segundo (2019), City of El Cajon (2019) and the City of Del Mar (2022).

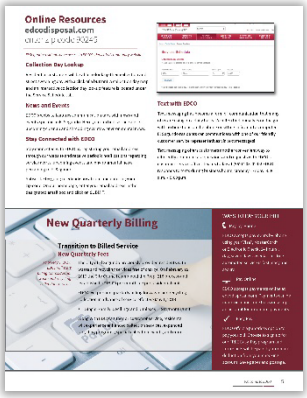
Jurisdiction: City of El Segundo

Date: May 1, 2019
Contact: Mr. Elias Sassoon, Public Works Director
Address: 350 Main St., El Segundo, CA 90245
Phone: (310) 524-2356
Number of Customers Involved in Transition: 3,200
(Please see attached Letter of Reference)

Service Transition from another Hauler: In February 2019, the City of El Segundo selected EDCO over 3 other proposers and awarded a new exclusive residential Franchise Agreement to provide waste and recycling services to single-family and duplex residents. **EDCO was able to successfully implement a number of new programs as well as convert to direct billing.**

Services prior to conversion included:

- Manually collected unlimited residential waste
- Manually collected limited residential recycling
- Green waste drop-off at the City Yard
- City funded services



New services implemented included:

- Automated trash service
- Automated recycling service
- Automated organic waste service
- On Line EZ Payment Service
- New Near Zero RNG powered fleet
- Transitioned to shared billing

As part of the new Agreement, single family residential services were transitioned from a total of five service days in the City to four days. Concurrent with re-routing, EDCO assumed all costs necessary to change the street signage related to street sweeping to coincide with the proposed routes.

In addition, residents transitioned from full funding of single family and two-family residential services to shared billing, with residents paying a portion through EDCO direct billing and the remainder billed directly to the City by EDCO. EDCO utilized the Data Quick System to identify the single-family and two-family units that would be provided service under this Agreement and also worked with other utilities in El Segundo to verify the information gathered from Data Quick was accurate. EDCO then sent informational mailers to each unit to confirm that the responsible party was identified. EDCO understood that a field audit of all addressees was required to reconcile against the Data Quick system. The Director of Route Optimization oversaw the route audit and then interfaced with the Director of Revenue management to create a reconciled billing list.

In response, EDCO developed an aggressive public education plan that included, but was not limited to, the following:

Direct mail informational pieces sent to residents in March and April prior to the May 1, 2019 transition. An additional follow up direct mail piece was mailed out in May. Initial six-panel color mailer emphasis on general awareness and shared billing, second six-panel color mailer emphasis on program parameters and change of service day, while the third focused on service guidelines and change of service day.



- An interactive data base on the El Segundo web page that allowed residents to learn their new collection day & street sweeping day by entering their address.
- Two different six panel color direct mail pieces were sent to all single family residential homes
- Change of service day / general contact information postcards were mailed to all residents.
- Change of service day adhesive labels were applied to all containers Citywide on the last day of collection for the previous hauler
- Customer invoice guide and payment option information were mailed to all residents.
- Cart placement / general contact information follow up post card were mailed to all residents.
- 6 panel color direct mail piece was sent to three-and-four-unit properties to introduce EDCO as their service option.
- Six publicly noticed Community Meetings were held at different locations the City and numerous public presentations given.

- Custom, localized video produced educating residents on the program parameters and special services. Shown at both public meetings and posted on the web site.

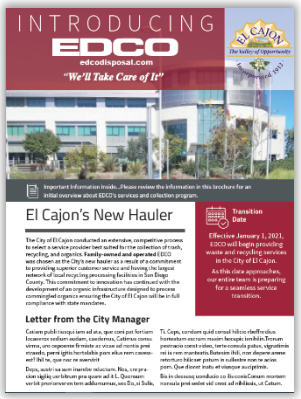
Jurisdiction: City of El Cajon

Date: January 1, 2021
Contact: Mr. Graham Mitchell, City Manager
Address: 200 Civic Center Way, El Cajon, CA 92020
Phone: (619) 441-1716
Number of Customers Involved in Transition: 19,000
(Please see attached Letter of Reference)

Service Transition from another Hauler: In May 2020, the City of El Cajon selected EDCO over two other proposers and awarded a 20 year exclusive Franchise Agreement for residential, commercial and industrial service.

Services prior to conversion include:

- Automated residential waste collection service
- Automated residential green waste collection service
- Automated residential recycling collection service
- MFD and Commercial waste collection service
- MFD and Commercial green waste collection service
- MFD and Commercial recycling collection service


INTRODUCING
EDCO
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"We'll Take Care of It"
El Cajon's New Hauler
Transition Date
Letter from the City Manager

New services implemented include:

- Automated commingled organics collection service
- MFD and Commercial commingled organics collection service
- MFD and Commercial bundled service collection
- MFD bulky item collection service
- New Near Zero RNG powered fleet
- On Line EZ Payment Service

As part of the new Agreement, EDCO implemented a bundled service approach to commercial and multi-family customers. Each commercial account received 64 gallons of organic collection a week and 96 gallons of commingled recycling collection a week included with the standard trash service. Each multi-family unit received the equivalent weekly capacity of 32 gallons of organic collection and 32 gallons of commingled recycling collection included with the standard trash service.

In response, EDCO developed an aggressive public education plan that included, but was not limited to, the following:

- Coming Soon Flyer – A two-page color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients introducing EDCO as the City's new waste and recycling service provider.



- Coming Soon Mail Piece – A six-panel color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients identifying program parameters, etc.

- Roll-out Mail Piece – A eight-panel color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients containing detailed service guidelines, including information on diversion programs, temporary services, construction service and special programs, (bulky item collection, etc.) Special emphasis placed on commingled recycling program to maximize participation.

- Pre-Conversion Mailer – A two-panel color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients identifying start of service dates, special services and references to the comprehensive and localized EDCO web site.

- Email Notifications - Customers with registered email addresses through the EDCO website received conversion information as well as other essential service notifications via email.

- Web Page Information – A dedicated web page on the EDCO site describes City specific program parameters as well as provides email, text and telephone options for additional information.

- Follow-Up Postcards – After program implementation, a follow-up postcard was mailed to all single family residential, MFD and Commercial Service Recipients.



- Multi-Family Move in Kit - An informational packet was produced and provided to property managers regarding what may be recycled in the City's recycling program.

- Environmental Times Newsletter – The *Environmental Times* newsletter will provide ongoing information on recycling programs. EDCO has found this is a critical component for sustainable success.

- Video – A video focused specifically on the El Cajon transition was produced and placed on the web site and played at presentations outlining basic service information, special services and program parameters.

- Dedicated City of El Cajon Sustainability Representative – EDCO invested in a dedicated Sustainability Representative to personally visit all sites and perform a waste character analysis prior to the start of service as well as on an ongoing annual basis. This allows for a detailed review to maximize source separated recycling opportunities within the specific constrains of individual sites, direct dialogue and establish a relationship for addressing ongoing inquiries.

- Personalized Site Visits - In advance of the transition date, all multi-family and commercial customers received personal site visits to evaluate and present reduced trash service levels as a result of increased recycling and organics capacity.

- Community Meetings - Due to COVID 19, ten planned Community Meetings were cancelled. As an alternative, small meetings were offered to larger multi-family complexes, as well as a series of smaller virtual meetings.

The City of El Cajon is one of the first jurisdictions in the State of California to implement a fully bundled collection service rate (trash-recycling-organics) for commercial and multi-family customers, as well as single family residential. This innovative approach will be a model for jurisdictions throughout the state to meet the ambitious goals of SB 1383.

Jurisdiction: City of Del Mar

Date: July 1, 2022
Contact: Mr. Clem Brown, Assistant City Manager
Address: 1050 Camino Del Mar, Del Mar, CA 92014
Phone: (858) 375-9524
Number of Customers Involved in Transition: 1,722
(Please see attached Letter of Reference)

Service Transition from another Hauler: In July 2022, the City of Del Mar selected EDCO over two other proposers and awarded a 10 year exclusive Franchise Agreement for residential, commercial and industrial service.

Services prior to conversion included:

- Semi-automated residential waste collection service
- Manual residential green waste collection service
- Semi-automated residential recycling collection service
- MFD and Commercial waste collection service
- MFD and Commercial green waste collection service
- MFD and Commercial recycling collection service

New services implemented include:



- Variable rate structure based on size of refuse container
- Variable size containers
- Automated residential waste collection service
- Automated residential commingled organics collection service
- Automated residential recycling service
- MFD and Commercial commingled organics collection service
- MFD bulky item collection service
- New Near Zero RNG powered fleet
- Two axle, dual drive residential collection trucks
- On Line EZ Payment Service

As part of the new Agreement EDCO implemented fully automated trash, recycling and commingled organic waste collection services. Residents had the option to select the size and number of each size cart. In addition, EDCO invested in specially designed, new smaller two axle (plus a tag axle) Autocar chassis outfitted with new automated auger driven Roto Pac bodies. These dual drive units are fully automated on the curb side and offer a semi-automated tipper unit on the street side. As a result, EDCO loads material from either side of the body, maximizing flexibility in narrow operating conditions that are common in Del Mar. This was an added benefit for cart collection of recycling and organics in commercial and multi-family service areas.

EDCO developed an aggressive public education plan that included, but was not limited to, the following:

- Coming Soon Flyer – A two-page color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients introducing EDCO as the City's new waste and recycling service provider.

- Coming Soon Mail Piece – A six-panel color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients identifying program parameters, etc.

- Roll-out Mail Piece – An eight-panel color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients containing detailed service guidelines, including information on diversion programs, temporary services, construction service and special programs, (bulky item collection, etc.) Special emphasis placed on commingled recycling program to maximize participation.

- Pre-Conversion Mailer – A two-panel color direct mail piece was sent to all single family residential, MFD and Commercial Service Recipients identifying start of service dates, special services and references to the comprehensive and localized EDCO web site.

- Email Notifications - Customers with registered email addresses through the EDCO website received conversion information as well as other essential service notifications via email.

- Web Page Information – A dedicated web page on the EDCO site describes City specific program parameters as well as provides email, text and telephone options for additional information.

- Follow-Up Postcards – After program implementation, a follow-up postcard was mailed to all single family residential, MFD and Commercial Service Recipients.



- Multi-Family Move in Kit - An informational packet was produced and provided to property managers regarding what may be recycled in the City's recycling program.

- Environmental Times Newsletter – The *Environmental Times* newsletter will provide ongoing information on recycling programs. EDCO has found this is a critical component for sustainable success.

- Video – A video focused specifically on the Del Mar transition was produced and placed in the web site and played at presentations outlining basic service information, special services and program parameters.

- Personalized Site Visits - In advance of the transition date, all multi-family and commercial customers received personal site visits to evaluate and present reduced trash service levels as a result of increased recycling and organics capacity.

- Community Meetings – 5 publicly noticed Community Meetings were held at different locations throughout the City and numerous public presentations given.



Safety Record



A key to the success of EDCO collection, processing and transport operations material handling facilities is the culture of safety within the entire organization. Key elements of this process have included, but are not limited to:

- **EDCO invests in a Safety & Environmental Compliance Manager.** This position is staffed by Ricardo Osunabaez, who is a Certified Occupational Safety Specialist (COSS), and also is certified in Hazardous Materials Transportation, Hazardous Material Incident, Accident Seminar Advanced and has completed OSHA's 30 hour training; General Industry, Safety & Health.

  Mr. Osunabaez visits all locations on a regular basis and is in constant electronic communication with all Operations Management. In addition, as a demonstration of EDCO's commitment to a safe operating culture, he reports directly to the company's Chief Administrative Officer.

- **All EDCO safety incidents are filed electronically on EDCO's internal web site within two hours** by Field Supervisors, with copies immediately distributed to the respective General Manager, the Director of Operations as well as the Director of Human Resources, the Safety and Environmental Compliance Manager, CAO and the President. This increased awareness and visibility has resulted in a significant reduction in injuries.

- **Annual Driver Training courses are conducted by an outside safety consultant comprised of former law enforcement individuals.**

- **EDCO conducts documented monthly safety meetings at every operational level of the company** in compliance with the company's Injury & Illness Prevention program (IIPP).

- **EDCO invests in bilingual safety videos that are shown monthly at all locations on a variety of subjects.**

- **EDCO has a Safety Incentive Program for all operations personnel** that create a financial reward for every six consecutive months without an accident or injury. In addition, EDCO also provides a consecutive year bonus without an accident or injury.

- **EDCO invests in four-way recording cameras on all collection vehicles** to enhance driver visibility and safely navigate through challenging areas.

- **EDCO invests in recording cameras at all facilities**, including the Administrative & Vehicle Terminal and EDCO Recycling & Transfer

- **EDCO invests in personal communication devices for all Field Supervisors** that includes high resolution photographic capabilities for identifying potential situations.



Per California Code of Regulations, Title 8, Section 3203, EDCO has developed an Injury and Illness Prevention Program (IIPP) which describes specific requirements for program responsibility, compliance, communication, hazard assessment, accident/exposure investigations, hazard correction, training, and record keeping. EDCO's IIPP is included in this submittal in Section VI- Miscellaneous Documents.

The IIPP outlines the commitment EDCO has made to safe operating practices and tasks the Safety and Environmental Compliance Manager and each Facility Director with a number of responsibilities, including but not limited to, the following:

1. Advise the Executive Management team on environmental compliance and health & safety (EHS) issues and make recommendations for resolution.

2. Develop new/revised EHS policies, and codes of safe work practices as required. Prepare and distribute the Company guidelines, policies and procedures on safety and health issues.

3. Evaluate hazard condition reports presented by employees, and provide recommendations. Plan, organize and coordinate safety meeting and job-specific training for new hires, transferred or reassigned employees.



4. Arrange for safety and health inspections and follow up for all EDCO locations to insure necessary corrective actions are completed.

5. Review all work-related Incident Reports that occur on EDCO or customer property.

6. Establish, conduct and maintain an injury/illness/accident report and investigation procedure.

7. Review property, vehicle and injury and illness trends.

8. Establish a system for maintaining records of inspection, hazard abatement and training.

9. Advise employees, supervisors, and managers in periodic inspections of general work areas and specific workstations.

10. Serve as liaison with governmental agencies and write reports, as required. Conduct annual safety program audits.

11. Maintain current information on local, state and federal safety and health regulations.

12. Assist supervisors in conducting workplace hazard assessments to identify, evaluate, and correct hazards.

13. Provide training and technical assistance to managers and supervisors on implementation of the company safety manual.

14. Review, update and evaluating the overall effectiveness of the IIPP.



EDCO provides training to all new and existing employees upon establishment or revision of the Injury and Illness Prevention Program. New employees are provided with initial training upon hiring and prior to assignment.

Managers and Supervisors are trained on job-specific hazards and safe work practices in their areas of responsibility. This training is provided by equipment manufacturers, the Safety Manager or a Safety Consultant.

Training topics include general area safety training, specific assignment or job safety class training, potential occupational safety and health hazards, and the Code of Safe Work Practices for the area. Training documentation consists of quizzes and a dated master sign-in sheet which is maintained by departmental managers and Safety Director, depending on the training performed.



Safety Training is a key component of all EDCO practices. All new employees are trained on the following EDCO safety programs depending on their job description, potential for exposure to hazardous materials, before starting work, and again whenever new work assignments are given:

- Injury and Illness Prevention
- Hazard Communication Program
- Emergency Action Plan
- Fire Prevention Program
- Violence in the Workplace
- Drug and Alcohol Policy
- Sexual Harassment
- Ergonomics –Safe Lifting

EDCO employees are trained prior to working with unique equipment or processes requiring specialized training. This training includes, but is not limited to, the following:

- Truck Defensive Driving
- Forklift / Bobcat Safety
- Welding and Grinding operations
- Personal Protective Equipment

- Lockout/Tag-out
- Spray Painting Procedures
- Respiratory Protection
- Biological Safety
- Confined Space Entry

The EDCO annual training program is one of the most comprehensive in the industry and is reflective of the commitment to serving the City of El Segundo.

- EDCO's two most recent CHP Safety Compliance Reports are attached to this submittal.
- The WCIRB's X-Mod Direct ® has detected a change in the experience modification applicable to the policyholder listed below:
  - Bureau Number: 1-21-97-32
    Primary Name: EDCO DISPOSAL CORP
    ->The 2023 experience modification for this policyholder has been revised to 102%.

- As requested in the RFP, below are the requested Total Recordable Injury Rate and Vehicle Accident Recordable Rate

Total Recordable Injury Rate (TRIR)			
Year	Total Injuries	Total Hours Worked	Total TRIR
2019	33	2,656,043.78	2.484898799
2020	46	2,700,901.25	3.406270407
2021	41	2,797,679.59	2.931000401
2022	41	3,571,845.00	2.295732318
2023	44	3,233,231.51	2.721735197

Vehicle Accident Recordable Rate (VARR)			
Year	Total Accidents	Total Miles Driven	Total VARR
2019	3	8,083,920.00	0.371107087
2020	1	8,083,920.00	0.123702362
2021	0	8,083,920.00	0
2022	0	8,083,920.00	0
2023	5	8,083,920.00	0.618511811

Financial Information



EDCO has the financial resources and stability, demonstrated in historical performance and secure on-going operations and cash flows, to fully perform the scope of services for Commercial Solid Waste Collection, Recycling and Disposal Services for the City of El Segundo. **It is important to note that EDCO has provided exclusive residential services to the City of El Segundo since 2019**.

In order to provide supporting documentation on its financial ability, EDCO is presenting the following:

1. Representations from Green Hasson & Janks of Los Angeles, CA, which has served as EDCO's auditors since 1967;

2. Representations from Wells Fargo Bank, which has served as EDCO's agent bank since 1996 and which has provided numerous credit facilities.

3. Representations from Humphreys Law, EDCO's legal firm, outlining options for financial statement review by City staff and/or its consultant at a third party location.

As a privately held company, EDCO is not able to release its audited financial statements for submittals that are subject to a public records request. As noted in the Humphrey's correspondence, should it be necessary EDCO is willing to provide financial statements for third party review in a manner that provides the City information deemed necessary and also maintains strict confidentiality for the privately held company. EDCO is also open to other alternative solutions to protect the confidential nature of the financial statements.

EDCO has a long history of consistent growth and financial success, as well as the policies of supporting local vendors and re-investing in its assets and employees. As discussed in the letter from Wells Fargo, EDCO has secured numerous credit facilities that also include long term, tax-free bond financing.

Green
Hasson
Janks

10990 Wilshire Boulevard
16th Floor
Los Angeles, CA 90024

310.873.1600 T
310.873.6600 F
www.greenhassonjanks.com

April 23, 2024

Re: Request for Proposal

To Whom It May Concern:

EDCO and its related companies have been our client since 1967. During that period, we have seen substantial financial growth and success in the corporations. We have performed certified audits every year and have always issued non-qualified opinions.

EDCO and its related companies comprise one of the largest privately owned disposal companies in the United States. The companies are leaders in Southern California with automated collection, recycling processing, transfer and transport operations.

Since we have been associated with the companies, they have never breached any of their contracts or franchise agreements. They have never defaulted on a loan and have a strong credit rating with vendors, suppliers, banks and other people in the business community. They are always current with all their liabilities, purchases, commitments, payroll and taxes.

The companies have always maintained significant cash reserves and there are no limitations or restrictions on their cash balances.

EDCO and its related companies have the financial strength and expertise to fulfill all contractual obligations associated with any municipal project.

If you have any questions, I may be reached at (310) 873-1641.

Sincerely,

Satpal Nagpal, CPA
Partner

Mt. Diablo Commercial Banking Office
2175 North California Blvd., Suite 700
Walnut Creek, CA 94596
Tel: (925) 942-2372

April 20, 2024

To whom it may concern,

Since 1996, Wells Fargo Bank ("Wells Fargo") has provided various credit facilities to EDCO Disposal Corporation ("EDCO") and its related companies. These credit facilities include financing for, among other things, California Pollution Control Financing Authority ("CPCFA") tax exempt bonds, acquisitions, working capital requirements, and ongoing operations.

As one of the largest family-owned and operated waste recycling companies in the United States, EDCO and its related entities are highly valued clients of Wells Fargo. We have reviewed the Company's financial statements since inception of the relationship. EDCO and its related companies have met all of their financial obligations to Wells Fargo.

Based upon their past financial performance, we are not aware of any impediments that would prevent EDCO and its related companies from fulfilling any reasonable financial requirements of a municipal contract.

Sincerely,

Sarah Damele

Sarah Damele
Vice President

HUMPHREYS LAW
Proven. Trusted. Effective.

April 21, 2024

Re: Request for Proposal (RFP) for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo.

We have been asked by our client EDCO to respond to the requirement (in the above-referenced RFP) that EDCO provide historical financial information, and to suggest alternative, mutually acceptable arrangements for the review of EDCO's financial information.

As you know, the RFP asks the bidder to submit financial statements giving the County enough information to determine financial stability. Because EDCO is a privately-held company which has not previously disseminated its financial statement to the general public, it has concerns about providing its financial statements to the County of San Diego (the "County") due to the possibility that such documents may become part of the public record. This letter explains why such financial statements are confidential, proprietary documents and proposes alternative means of making EDCO's financial statements available if the County determines it is necessary to review them.

Cal. Canst. Art I, § 1 creates a privacy right with respect to a person's confidential financial affairs. See *City of Carmel-by-the-Sea v. Young* (1970) 2 Cal.3d 259,268, 85 Cal.Rptr. 1; *Harris v. Superior Court* (1992) 3 Cai.App.4th 661, 664-65, 4 Cal.Rptr. 564, 567. This right protects against invasions by private citizens as well as by the State. *Britt v. Superior Court*(1978) 20 Cal. 3d 844, 143, Cai.Rptr. 695; *Vinson v. Superior Court* (1987) 43 Cap.3d 833, 841,239 Cai.Rptr. 292, 298. Moreover, this constitutional privacy right has been held to apply to closely-held (i.e., nonpublic) corporations such as EDCO. See *Schnabel v. Superior Court* (1993) 5 Cal.4th 704, 718, 21 Cai.Rptr.2d 200, 208 (court must consider closely held corporation's right of privacy when discovery of corporate records is sought).

Because EDCO is a closely-held corporation that has not previously disclosed its financial information to the general public, its certified financial statements are protected by this constitutional right of privacy. Further, if such records are provided to the County, with the RFP, the City arguably would have to make them available to the public pursuant to the Public Records Act. Thus, it is conceivable that EDCO's competitors could then obtain this sensitive business information from the County, and use it to unfairly compete with EDCO. Consequently, EDCO should not be required to provide the County with copies of its financial statements.

To alleviate its confidentiality concerns while still providing all information deemed necessary by the County, EDCO offers to make its most recent fiscal year financial statement available in Humphreys Law San Diego office (or at the office of an independent accepting firm selected by the County) if the County determines it is necessary to review them. In addition, EDCO is willing to consider other alternative solutions the County may have.

Please contact me at the above-listed number if you wish to discuss the matter further.

Sincerely,



Chris Humphreys, Esq.

Technical Proposal

Automated Collection Services



EDCO will provide weekly collection services to commercial and multi-family customers in a manner that consistently provides superior customer service while ensuring the objectives of AB 939, AB 341, AB 1826 and SB 1383 are achieved. EDCO will provide recycling and organics collection service to all commercial and multi-family customers serviced by EDCO that do not have a waiver approved by the City.

EDCO will provide commercial and multi-family properties that are serviced by EDCO with new wheeled carts and new or fully refurbished bins, to collect solid waste, recyclable materials and organic waste and assist commercial and multi-family customers in developing recycling programs. EDCO can provide plastic dumpsters ranging in size from 2 cubic yard to 4 cubic yards. Plastic dumpsters are 40% lighter than metal which results in safer handling, a cleaner presentation, quieter collection action and **reduces potential storm water run-off discharge that is associated with metal or leaking containers**.

Containers will be properly labeled for all streams of collected materials with the containers kept in perfect working condition and exchanged out at a minimum of once per year or as needed or requested by the Service Recipient.



This will include structural soundness that will include being leak proof, working and lubricated wheels, and tight fitting lids to mitigate vectors and properly working locks if applicable. Trash containers will be painted gray, recycling containers will be painted blue and organics containers will be painted green, a color scheme that is consistent with SB 1383 parameters.

Containers will be serviced on a routine schedule as directed by the Service Recipient and the surrounding areas of the containers will be kept clean at the point of service and containers will be placed back in their proper resting point after collection with lids tightly closed.

Trash

EDCO will provide wheeled carts or bins for collection of solid waste. Customers will have the opportunity to subscribe to the appropriate service level, that will include carts (65 and 95 gallons), bins (1.5 - 4 cubic yards), compaction units (3 and 4 cubic yards) or roll-off box sizes (10, 20 and 40 cubic yards). Collection frequency will be at least once per week and up to six (6) times per week.

EDCO will also offer 3 cubic yard split bin service to commercial and multi-family customers upon request. These bins will be customized to handle any combination of trash plus recycle or organics, or recycle plus organics. These bins are designed, painted and labeled so that each compartment can be emptied separately up to seven times per week by a designated trash, recycle or organics collection truck without contaminating any of the streams. This provides customers, especially with space constricts, the ultimate flexibility in service options.



Recyclables



EDCO will provide wheeled carts or bins for collection of recyclable materials that are serviced at least once per week and up to six (6) times per week. Container size will be determined by the potential recycling volume after an on site waste characterization review, as well as taking into account any space limitations.

In order to further stimulate participation and increase diversion, EDCO will conduct personalized site visits to each commercial and multi-family property no additional charge.

EDCO will provide an extensive public education program during the transition and throughout the term of the Agreement. This will include but not be limited to the type of eligible materials, in-house preparation of recyclables prior to collection, the availability of additional recycling carts at no charge and ongoing updates on volumes and participation levels.



Acceptable commodities in the program will include, but will not necessarily be limited to, glass containers and jars, tin, aluminum, metal and bi-metal cans, carton containers, paperboard, #1 - #7 plastics, newspaper, clean mixed paper (including junk mail, telephone books and magazines) and cardboard. Given the evolving nature of recycling it is very realistic to assume that this list will change during the life of this Agreement.

EDCO takes Exception to the inclusion of plastic bags identified in the recyclables definition in Section 2.68 of the draft Franchise Agreement and does not propose to accept this material in any recycling collection program. Plastic bags are problematic because they get tangled up in the sorting equipment, endangering employees and halting the recycling process.

Organic Materials

EDCO will provide wheeled carts or bins for collection of organic waste. Customers will have the opportunity to subscribe to the appropriate service level, that will include carts (35 and 65 gallons), bins (2 - 3 cubic yards) or roll-off box sizes (10, 20 and 40 cubic yards). Collection frequency will be at least once per week and up to six (6) times per week.

In order to further stimulate participation and increase diversion, EDCO will conduct personalized site visits to each commercial and multi-family property at no additional charge.

As an additional enhancement, an initial kitchen caddie will be offered by EDCO to multi-family residences at *no additional charge*.



Kitchen caddies allow customers to easily store and carry their organic waste from the kitchen to the organic waste cart. Kitchen caddies are dishwasher safe and are odor and bug resistant. One kitchen caddie will be offered to every multi-family home and each comes with a mount and are easily attachable under the sink or in similar areas. **Kitchen caddies have been very popular with El Segundo single family residential customers.**

Similar to recycling, EDCO will provide an extensive public education program during the transition and throughout the term of the Agreement. This will include but not be limited to the type of eligible materials, in-house preparation of organics prior to collection, the availability of additional organics carts at no charge and ongoing updates on volumes and participation levels.



Acceptable materials in the program include the following:

Food Scraps

Fruit, vegetables, meat, bones, dairy, egg shells, and prepared food.

Food-Soiled Paper

Napkins, paper towels, tea bags, paper plates, coffee filters

Landscape Waste

Plants, leaves, branches, grass

EDCO has implemented fully commingled organics programs in 20 *exclusive* franchises since 2020, making EDCO one of the most experienced organics providers proposing on the RFP. In addition**, EDCO has significant *non-exclusive* implementation experience with complete organics roll-outs in the City of Long Beach, City of San Diego and County of San Diego**. EDCO will use this extensive

experience to successfully implement commercial and multifamily programs for the City of El Segundo in the most customer friendly manner possible.

SB 1383 Approach and Activities

SB 1383 is the most significant waste reduction mandate to be adopted in California in the last 30 years. EDCO is fully capable of providing all program elements required by the State regulations including but not limited to the provision of collection services, education, outreach, monitoring and reporting for all properties covered by the regulation.

Education and Outreach

SB 1383 requires jurisdictions to provide education on an annual basis to organic waste generators that are provided organic waste collection services. EDCO proposes to create public education material specific to SB 1383 that includes but are not limited to:


Environmental Times

Are you in Compliance with SB 1383?

Tips for Recycling Cardboard

- Requirements on how to properly separate materials in appropriate containers
- Methods on the prevention of organic waste generation, recycling organic waste on-site and community composting
- Information regarding methane reduction benefits
- Information related to the public health and safety and environmental impacts associated with the landfill disposal of organic waste
- Information regarding Edible Food Donation programs

In addition to providing education and outreach through print and electronic media, EDCO will also pursue opportunities with generators through workshops, meetings and on-site visits.

Capacity Planning

EDCO's SB 1383 Implementation and Compliance Manager will assist the City with the Capacity Planning Requirements of SB 1383 including but not limited to:

- Estimating the amount of organic waste in tons that will be disposed by organic waste generators in the City.

- Identifying the amount in tons of existing organic waste recycling infrastructure capacity, located both in the county and outside of the county, that is verifiably available to the City.
    - Verifiably available means that each jurisdiction can demonstrate the available capacity through a contract, franchise agreement, or other documentation of

existing, new, or expanded capacity at a facility, activity, operation, or property that recovers organic waste. A facility permit is not an indication of capacity available to a jurisdiction.

- Estimating the amount of new or expanded organic waste recycling facility capacity that is needed to process the organic waste estimated to be disposed by organic waste generators.

- Responding to the county's request for necessary capacity planning information within 120 days.

As part of this proposal, **EDCO will provide guaranteed capacity to the City of El Segundo for the life of the Agreement.**

Procurement of Organic Waste products



EDCO will procure sufficient California derived compost, mulch and/or renewable natural gas (RNG) to meet 50%, split proportionally amongst all Franchisees holding a Commercial Franchise in the City, of the City's requirement for recovered organic waste products of 0.08 tons per capita per year as specified in Applicable Law. EDCO will meet this obligation using a combination of compost and/or mulch as requested by City for use at City's parks and facilities at no cost to the City and will identify end users for any remaining compost or mulch. Compost and/ or mulch provided by EDCO will comply with the following conditions, or conditions as otherwise specified in 14 CCR Section 18993.1 (f)(4):

i. Meets or exceeds the physical contamination, maximum metal concentration, and pathogen density standards for land application specified in 14 CCR Section 17852(a)(24.5)(A)(1) through (3); and

ii. Was produced at one or more of the following types of Facilities:

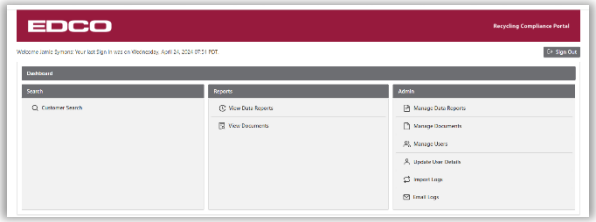
   a) A compostable material handling operation or facility as defined in 14 CCR Section 17852(a)(12), that is permitted or authorized under 14 CCR, Division 7, other than a chipping and grinding operation or facility as defined in 14 CCR Section 17852(a)(10);

   b) A Transfer/Processing Facility or Transfer/Processing operation as defined in 14 CCR Section 17402(a)(30) and (31), respectively, that is permitted or authorized under 14 CCR, Division 7; or

   c) A Solid Waste Landfill as defined in PRC Section 40195.1 that is permitted under 27 CCR, Division 2.

It is important to mention that EDCO collection trucks are fueled with California derived RNG, though not SB 1383 qualified. The company will utilize SB 1383 compliant Renewable Natural Gas once the product is commercially available.

Reporting

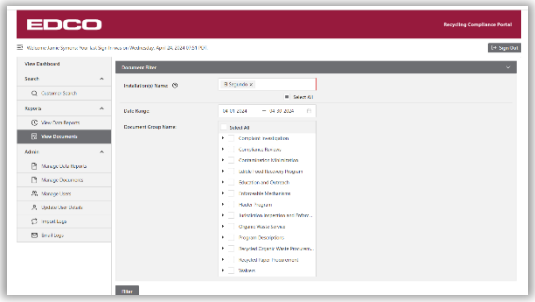


EDCO developed a Data Base dedicated to the record keeping requirements of SB 1383. The development of this system will assist the City of El Segundo maintain all the required information for the Implementation Record in a central location as well as providing the City with templates and a shared google environment for gathering data from non-exclusive commercial haulers. As an additional enhancement, EDCO will provide the City of El Segundo with access to the SB 1383 reporting platform ***at no additional charge.***

EDCO's SB 1383 Implementation and Compliance Manager will work directly with the City of El Segundo to ensure the City receives required information in a timely manner. In addition, the SB 1383 Implementation and Compliance Manager will work as a liaison between the City of El Segundo and CalRecycle for the annual conference call, site visits, Compliance Evaluations and preparation of the Electronic Annual Report (EAR).

Record Keeping Requirements Included in EDCO's SB 1383 Platform:

- Complaint Investigation
- Compliance Reviews
- Contamination Minimization
- Edible Food Recovery Program
- Education and Outreach
- Enforceable Mechanisms
- Hauler Program
- Jurisdictions Inspections and Enforcement
- Organic Waste Service
- Program Descriptions
- Recycle Organic Waste Procurement
- Recycled Paper Procurement
- Waivers



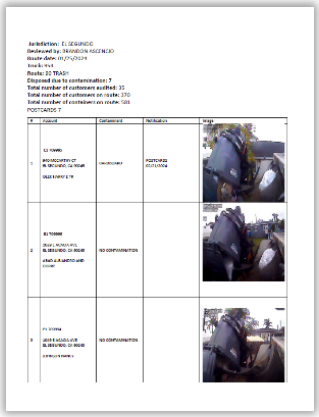
The system parameters have been reviewed by Cal Recycle and found to meet the reporting and Implementation Record requirements of SB 1383.

Contamination Monitoring



EDCO invests in dedicated route review collection vehicles that utilize on-board cameras with GPS and optic technology to record the containers serviced. EDCO conducts route reviews for prohibited container contaminants on containers in a manner that results in all City routes being reviewed annually. EDCO will inspect the minimum of 2% of Containers on each hauler route.

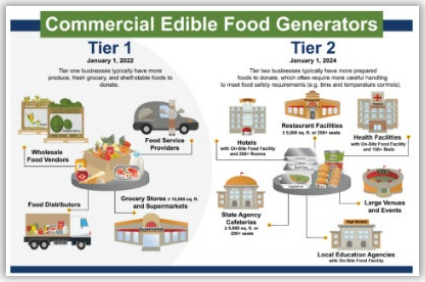
EDCO's route audit department utilizes a random number generator to select containers to inspect along a route. GPS technology links the route review collection vehicles to the randomly selected generators address. Mounted cameras record the containers being serviced. EDCO's route audit department reviews the videos from each route review and submits a contamination report to EDCO's SB 1383 Implementation and Compliance Manager. EDCO will maintain these records in EDCO's SB 1383 Reporting Platform



Upon finding prohibited container contamination in a container EDCO notifies the generator of the violation. The notice includes information regarding the generator's requirement to properly separate materials into the appropriate containers.

Food Rescue

EDCO will assist the city with identifying Tier One and Tier Two Commercial Edible Food Generators. The company will provide a list to the City of Commercial Customers that qualify, or appear to qualify, as Tier One or Tier Two Commercial Edible Food Generators as defined by this Agreement. This list will be provided within 30 days of the Effective Date of the Agreement. The information will be updated annually, and EDCO will maintain these records in EDCO's SB 1383 Reporting Platform. This information will be included in the EDCO's annual report, in accordance with Exhibit 13.



In addition, EDCO will coordinate food rescue and donation efforts with each Tier One and Tier Two Customer and will perform quarterly examinations of routes for food donation opportunities and report results to the City and food rescue organizations.

On-Call Bulky Item Pickup



EDCO will provide on-call collection of bulky items to businesses and multi-family properties scheduling the service. EDCO will separate and recycle all commodities that can be feasibly recovered. There are no size or weight restrictions except EDCO will not remove automobile bodies, or any other items which may not be safely handled by two employees. EDCO will feature the service on a regular basis in its bi-annual newsletter, the *Environmental Times*.

Customers will be able to access this service simply by contacting the EDCO customer service department. Bulky item pickups will be on call and completed by the next regularly scheduled collection day. A special vehicle will be utilized for service on the same day as regularly scheduled residential collection.

Every effort will be made to divert this material from being landfilled through distributing items such as sofas and mattresses to various charities and not-for-profit groups. EDCO views this stream as having a great deal of potential to increasing diversion through re-use of the items.

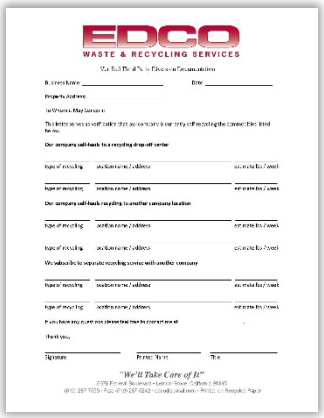
All customer requests for bulky item collection will be tracked in EDCO's in-house billing/routing computer system for effective response and dispatch for requests. EDCO has successfully provided this service in a number of communities including El Segundo and intends to inform businesses and multi-family properties on at least an annual basis of the program availability.

Diversion Requirements

EDCO has embraced ***Zero Waste*** as the goal and is committed to investing in achieving tangible results. ***Zero Waste*** is not a slogan, it's a commitment which EDCO pursues daily with our continued diversion efforts. At EDCO we are not just focused on the easy-to-divert items, we're breaking the diversion paradigm. As a company committed to recycling that does not own any landfills, it is in the best interest of EDCO and the City of El Segundo to achieve recycling goals and divert as much from the current waste stream to the recycling stream.



In order to promote diversion and increase participation, these efforts will be supported with an aggressive public education and outreach plan. EDCO's public education efforts have been honored at numerous levels, including by CalRecycle. In addition, California Integrated Waste Management Board had has also recognized EDCO in its Waste Reduction Award Program for 15 consecutive years as a company that has outstanding waste reduction efforts.


EDCO
WASTE & RECYCLING SERVICES

It is important to note, that 50% diversion of collected material will be very challenging in a non-exclusive structure. In order to achieve this goal, EDCO proposes documenting all efforts for diversion and the tonnage commercial and multi-family properties divert through self-hauling, back-hauling and third party recyclers. EDCO has experience with documenting third party recycling efforts in other non-exclusive franchises.

EDCO proposes that if the company is in full programmatic compliance with implementation of all programs outlined in the Agreement, the combination of actual diversion and third party documented diversion activities that equal 50% shall be deemed in compliance with the 50% diversion threshold. As such, Liquidated Damages would not apply if this criteria was met. In order to allow for a phase in period after conversion, the initial measurement would not occur until 2025.

Collection Vehicles

EDCO proposes the following City of El Segundo commercial collection fleet to be in place. The vehicles are on order and expected to be delivered in 2025.

Make	Peterbuilt
Model	#520
Model Year	On order - 2025
Type of Fuel Used	RNG
Waste Steams to be Collected	Trash

Make	Peterbuilt
Model	#520
Model Year	On Order - 2025
Type of Fuel Used	RNG
Waste Steams to be Collected	Organics

Make	Peterbuilt
Model	#520
Model Year	On Order - 2025
Type of Fuel Used	RNG
Waste Steams to be Collected	Recycling

EDCO purchases standard RNG for it's fleet. Please note however, that use of *SB 1383 qualified RNG* is only possible to the extent the product is commercially available.

Billing and Customer Service



EDCO will bill commercial and multi-family customers that are serviced by the company monthly. It is important to note that EDCO currently provides billing services to all residential accounts located in El Segundo.

EDCO invoices will be sent from Buena Park and all return remit envelopes will be received at a lockbox system, also in Buena Park. EDCO understands the dynamics of a transition and the need to promptly resolve issues, especially in any transition. As such, all EDCO customer service representatives are fully empowered to resolve any issue in the hope of exceeding customer expectations.

EDCO will provide an Automated Billing and Payment System though the EDCO website. This will allow customers to set up electronic payments on a regular basis and eliminate paper billing. As part of the ongoing public education program EDCO will notify customers of this feature in in the *Environmental Times* newsletter. In addition, **EDCO will provide a Pay-by-Phone automated service available seven days a week, 24 hours per day to El Segundo residents.**

EDCO will build an email data base through ongoing requests in the Environmental Times newsletter, customer surveys and as decribed later in this submittal personal site visits to commercial and multi-family customers prior to full implementation of the Agreement.

The foundation of the EDCO proposal for services is the ongoing commitment of the entire company to provide superior customer service to the City of El Segundo. As a three generation, family owned and operated company, EDCO has always taken a great deal of pride in the relationships that have been built with our customers in serving their waste and recycling collection needs.



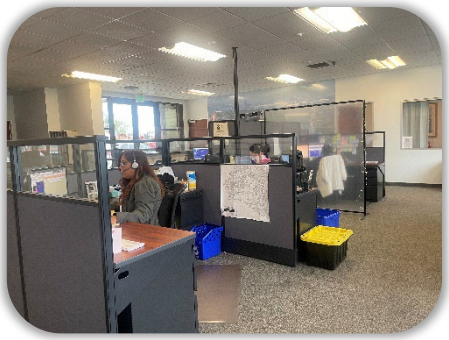
EDCO will be responsible for ensuring that all staff and customer service representatives maintain a professional and courteous demeanor and all employee interactions with customers. EDCO will ensure that El Segundo staff are consistently treated courteously and are presented with timely, responsive and thorough solutions to requests for information.

EDCO will consistently provide superior customer service to the community and City staff by demonstrating our *"We'll Take Care of It"* approach in all our communications and actions. EDCO will meet monthly or as much as desired to discuss compliance with the customer service standards denoted in the Agreement.

The El Segundo customer service call center is based at EDCO's existing Administrative Terminal at 950 27th Street in Signal Hill, just one block west of EDCO Recycling & Transfer. The EDCO

Administrative Terminal is solar powered, producing approximately 150,000 Kw of energy. The facility was built to new green building standards, a Compressed Natural Gas (RNG) Station, is available for tours and also features a spacious training room.

The Administrative Terminal currently handles the customer service for numerous communities, **including El Segundo**. The facility is staffed by up to twelve Customer Service Representatives working in staggered hours strictly dedicated to service functions and all calls are answered within a maximum of five rings.



The customer service call center is staffed during regular business hours Monday through Friday 7:30 a.m. to 5:00 p.m. and Saturday 8:00 a.m. to noon. EDCO offers bi-lingual customer service capabilities, including that of the Director of Operations, Director of Market Development, Field Supervisors and Field Representatives.

A complete list of key personnel names, titles, phone numbers, and email addresses for after-hours or 24-hours emergency communication will be distributed when appropriate. EDCO will also provide the City of El Segundo 24 hour numbers for the following individuals:

- Steve South –President & CEO
- Mark Perumean - General Manager
- Jose Zavala - Director of Operations

The Administrative Terminal (as well as EDCO Recycling & Transfer) utilizes a Mitel 5000 telephone system. The system provides detailed historical and real time analytical details for all call center activity.

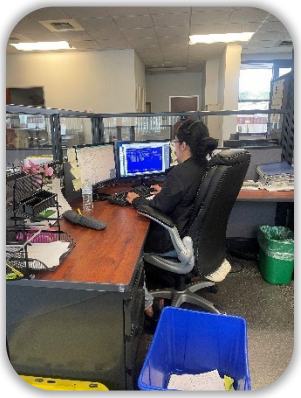


Mitel 5000 system is a new state of the art IP PBX with the ability to support analog, digital and IP telephone instruments. The system comes with the ability to network or connect with other Mitel 5000 systems and it is with this platform installed that EDCO Recycling & Transfer and the Administrative Terminal are able to perform extension dialing between locations.

The Mitel 5000 system comes standard with Unified Voice Messaging so voice mail messages can be viewed and played from e-mail. In addition, the Mitel 5000 system comes standard with Dynamic Extension, which allows calls to forward to cell phones or other remote telephone numbers.

EDCO also invests in the Route Smart routing system to optimize route production, as well as RGIS 10 Mapping software. Though a stand-alone system from ACS, the EDCO Director of Route

Optimization works directly with his team and Field Supervisors to coordinate enhancements. Direct feedback from customers is often used through Route smart to make immediate and sustainable enhancements.



Having an excellent call center is an important strategic asset to EDCO's image, but also for perpetuating EDCO's customer relationships. EDCO recognizes that the importance of maintaining these relations is to have personal contact at the call center with every customer.

Each EDCO CSR is trained to handle the call personally and professionally while the caller is on the phone. This includes promptly answering the phone, being able to personally address a maximum number of issues without transferring to another operator, providing real-time service information and demonstrating a *"We'll Take Care of It"* philosophy with every customer.

EDCO'S customer service department is also equipped to handle high volume electronic mail inquires and respond in a timely manner. EDCO invests in a dedicated electronic customer service representative at the EDCO Administrative Terminal. This representative will respond to all City of El Segundo inquires that are made through the dedicated EDCO El Segundo Web Page.

As a premium service provider, attracting and retaining excellent people is the foundation of EDCO's growth. Similar to all EDCO personnel, CSRs have full benefit packages, including no-cost health for employees and all family members as well as above average compensation, key reasons for the longevity of all EDCO employees. By retaining valued, trained professionals who are aware of all service aspects of the company, EDCO is able to professionally respond in any situation.

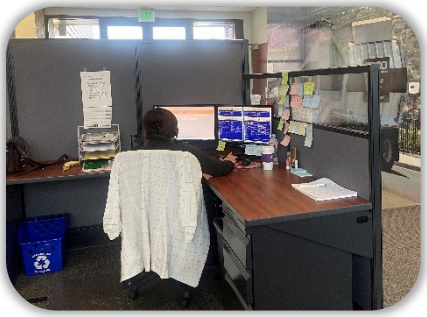


EDCO's call center focuses on the quality of the call and each CSR is given the opportunity to meet the customer's expectations during the call. EDCO's CSRs are focused on answering each call personally and as quickly as possible to avoid any wait time.

In addition, General Managers and Customer Service Directors routinely monitor telephone call centers to personally measure responsiveness of CSRs. As with all EDCO employees, a detailed annual employee performance review is tied to compensation levels.

Hard copies of all operational actions, such as, disposal tickets and driver tickets, are turned in on a daily basis. Information is inputted within our internal system, sorted in departmental order, chronologically batched, and stored on site. When power outages or similar unforeseen issues alter our capabilities, EDCO can quickly refer to the hard copies in instances of needed reconciliation or analysis.

As part of this proposal, EDCO will be happy to provide a full demonstration of ACS and its capabilities at EDCO Recycling & Transfer to the City of El Segundo. In addition, EDCO will provide a detailed tour of the ACS facilities in Buena Park.



EDCO's primary goal as an entity is perpetuation, an objective it achieved by providing superior customer service. These efforts are supported by the fact that, since its founding in 1967, EDCO has never failed to renew a municipal franchise agreement.

One key to providing superior customer service is to promptly resolve any reasonable complaint in a timely, professional and courteous manner. The foundation of resolving complaints is to empower all employees to solve issues.

As part of the EDCO training program, each customer service representative is provided a master outline of services in each community EDCO serves. This places them in a position to respond to any issue. It should also be noted that EDCO empowers its customer service representatives to make decisions and authorizations in the hope of exceeding customer expectations.

In order to effectively track results, all routes are measured for misses reported on a daily basis and rolled up into monthly reports for customer service satisfaction.

EDCO places a premium on direct communication with all value team members, including drivers, customer service representatives, Field Supervisors, and Field Representatives. The key to this communication program is the direct involvement of the EDCO General Manager, who is involved in every facet of the operation.



Every EDCO General Manager is required to have full knowledge of the ACS computer system, as are Field Supervisors and Field Representatives. This allows EDCO to actively monitor each service request in the ACS system.

In addition, the General Manager, the Director of Operations, the Field Supervisor and the Field Representative are all available to speak to any customer on a daily basis. Should customers not find satisfaction, the President of the company is available to speak with customers on any issue.

EDCO is a highly engaged company that issues all Directors, Managers and Field Representatives Personal Communication Devices. Electronic mail is typically used to communicate between Customer Service Representatives and these personnel so that real time communications are available to prompt action.

All drivers are also outfitted with two way radios for direct communication with Field Supervisors. The combination of these tools and the company culture of *"We'll Take Care of It"* create a well-positioned platform to deal with any on Call Situation, Special Needs or emergencies.

EDCO has extensive emergency services experience, including large scale wildfires. Given the geographic area the company operates in, perhaps no other company in Southern California has more emergency response experience than EDCO. This includes major San Diego County wildfires in 2003, 2007 as well as in 2014.

Customer Education and Outreach

EDCO is subject to many statewide regulations and requirements that often are complementary or supportive of the requirements issued to local agencies. Thus, EDCO is committed to increasing landfill diversion from current levels within the City and will ensure AB 939, AB 341, AB 1826 and SB 1383 compliance is achieved.



EDCO has significant experience in assisting local jurisdictions in gathering and providing the required information for reporting purposes including the Electronic Annual Report (EAR). EDCO's SB 1383 Implementation and Compliance Manager will work directly with the City of El Segundo to ensure the City receives required information in a timely manner. In addition, EDCO will dedicate a Field Representative to the City of El Segundo that will be responsible to assist the City in gathering required customer data, performing site checks and public outreach.

EDCO recognizes the vital role that public education plays in implementing and sustaining safe and effective waste and recycling collection programs. EDCO is one of the few companies in the industry that specifically invests in a fully staffed, internal communications department to promote the advancement of recycling.

EDCO's public education efforts have been honored at numerous levels, including by the former California Integrated Waste Management Board (CIWMB). In addition, the CIWMB had also recognized EDCO in its Waste Reduction Award Program (WRAP) for fifteen consecutive years as a company that has outstanding waste reduction efforts.

EDCO understands that all public education activities will be a collaborative effort between the City of El Segundo and the Company. EDCO will be responsible for ensuring that its customers consistently receive a high level of customer service and responsiveness.

As a key component of the overall service, EDCO will prepare an annual public education plan and meet with the City to review the plan. EDCO will meet quarterly with designated City of El Segundo staff to discuss all outreach materials and implementation of the outreach strategy. EDCO participants will be the division General Manager, the Director of Communications, the SB 1383 Implementation and Compliance Manager and the El Segundo Field Representative.

EDCO will fund all aspects of the new services public education campaign as well as develop the public education and outreach strategy implementation schedule. To that end, as an attachment to this proposal please find public education associated with several recent program roll-outs. These direct pieces have all been created, produced and distributed entirely by EDCO.



EDCO will also create, publish and distribute the *Environmental Times*, EDCO's award winning newsletter on a bi-annual basis. EDCO will create a special, localized edition for El Segundo's commercial sector. As an attachment to this submittal, please find several previous Environmental Times editions.



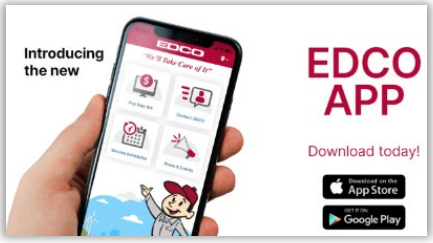
EDCO has developed the most comprehensive, localized customer oriented web site in the industry at edcodisposal.com**. EDCO provides a dedicated El Segundo web page** for focused information for residents and businesses of El Segundo at no additional charge.

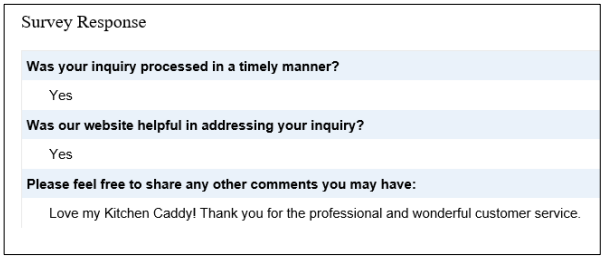
Holiday schedules, program parameters, waste & recycling rates, HHW information, contact information and other valuable update information is available. In addition, the web page features a Pay Your Bill option that gives customers the option to make a one-time payment or to register their account to view, pay and manage their bills online.

The web page also features a collection day map for solid waste and a database of all service days so that by simply entering their address, residents will immediately be informed of their service day through the EDCO El Segundo web page.

Also included are unique pages such as Special Announcements, Special Wastes Info, Source Reduction, etc.

EDCO has also developed an Application (App) for Mobile Devices that provides Residential Customers access to program information including their Collection Days, Holidays, Bulky Pickups, and Recycling Guidelines.




Survey Response

Was your inquiry processed in a timely manner?

Yes

Was our website helpful in addressing your inquiry?

Yes

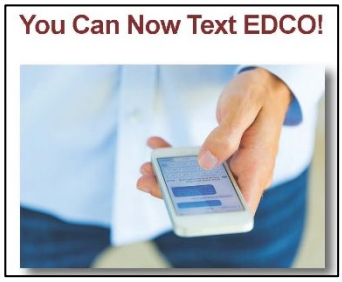
Please feel free to share any other comments you may have:

Love my Kitchen Caddy! Thank you for the professional and wonderful customer service.

For all customers who have electronic requests, **an automatically generated follow-up survey is sent and delivered directly to the President of EDCO**, allowing for immediate feedback and adjustment. As opposed to lengthy solicitations, EDCO surveys simply ask if the inquiry was processed in a timely manner, if the website was helpful in addressing the inquiry and the opportunity to share any other comments. In addition, the option to sign up for email alerts is provided.

Responses are received throughout the day and include numerous compliments on team members and in turn, internal recognition created. Any issues needing additional attention are sent to the respective Director of Customer Service and/or Director of Operations with a copy to the General Manager**. EDCO uses these surveys to ensure continuous process improvement, increasing accountability, awareness, visibility and ensure management stays close to direct customer input.**

In addition, **EDCO also provides a direct text option to customers, including the City of El Segundo.** Text messaging offers customers another convenient way to efficiently communicate questions and requests with a dedicated EDCO electronic customer service representative. This unique EDCO feature provides another, convenient communication option that many customers have come to appreciate. The text is converted to an email, answered by an EDCO customer service representative and then the email is received back as a text by the customer.



In an effort to promote sustainability and source reduction EDCO has a video library were residents can explore our newest recycling facilities, learn about plastic pollution and get tips on ways to reduce waste. In addition, EDCO has developed a waste diversion calculator to help residents determine their weekly diversion percentage.

The newest enhancement to the EDCO website is the *Where Does it Go* search tool that helps residents determine how to divert everyday items from the landfill. This tool increases recycling efforts, encourages donation, home composting, and reducing waste before recycling or disposal.

The El Segundo web page offers the ability to schedule services such as, but not limited to:

- Commence Services
- Cart and bin exchanges
- On-call bulky items collection
- Extra solid waste pick-ups
- Request additional trash, recycling and organics carts

- Service changes
- Cancellations
- Complaint resolution

Customers will receive a response to their queries within one business day. It is important to note, if the company receives a query during normal business hours EDCO makes every reasonable attempt to respond by the end of the business day.



The site has also been used in emergency response situations to notify customers of issues, such as during emergency fire conditions as daily updates on service disruptions were posted and supported by ongoing daily press releases. As an experienced leader, EDCO is fully capable to respond operationally and effectively communicating to our customers under any circumstances.

Transition Plan

EDCO believes that a comprehensive transition plan must be put in place to facilitate a smooth transition. This effort is obviously critical and is a major consideration in the evaluation for the City of El Segundo in determining whether or not to award a non-exclusive commercial/multi-family franchise agreement to the company.

As mentioned previously, as the City of El Segundo's exclusive residential service provider, EDCO has the demonstrated experience and resources to implement the services in accordance with the service start date, including meeting equipment, personnel, administrative, maintenance, public outreach, and billing services. **It is important to note that EDCO completed the City of El Segundo residential transition in three months in 2019.**

As part of the Transition Plan, **EDCO will offer personal site visits to all commercial and multi-family complexes prior to full implementation.** These visits will create the opportunity for visual inspections of the material quality and quantity in all streams, allowing EDCO to make recommendations and ultimately reduce costs by making timely service level adjustments and or right sizing of service levels. These personal site visits will also allow the company to better understand individual needs of each customer.



In addition, these site visits will enhance the working dialogue with the community members in the City of El Segundo and will provide the opportunity to address contamination issues, educate Service Recipients on how to participate in recycling and organics diversion programs and inform Service Recipients on the full range of services being offered.

As a key component of the education and outreach plan and in an effort to assist the City in meeting its diversion goals, EDCO offers free educational presentations. These presentations are available to multi-family dwellings and the business community. Presentations focus on reducing, reusing and recycling and last approximately 45 minutes. During the presentation EDCO will distribute brochures, posters, and other promotional and educational materials. Attendees will leave the presentation with a greater awareness on sustainable practices that can help increase diversion and preserve the environment.



EDCO will also develop focused bilingual education pieces for groundskeepers and custodial staff for use in ongoing education presentations. EDCO has found that this group is often the key link to program sustainability as well as a tremendous resource for advancing on new diversion efforts.

Facilities



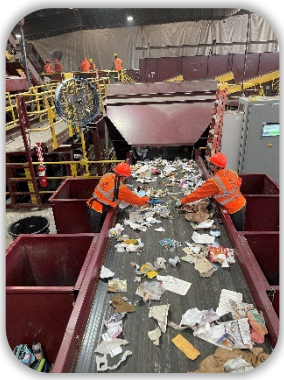
Transfer

EDCO Recycling & Transfer (ER&T) opened in 2012 and will serve as the transfer facility for the City of El Segundo**.** The facility is located at 2755 California Avenue, Signal Hill, CA.

EDCO Recycling & Transfer is owned and operated by EDCO Transport Services, LLC, a related company to EDCO Disposal Corporation.

The current price for transfer and disposal of El Segundo refuse is $96.00 per ton.

ER&T represents one of the newest Material Recovery Facility (MRF) & Transfer Station (TS) in Los Angeles County. The facility is permitted for up to 1,500 tons per day of municipal solid waste, including organic waste, recycling and residential/commercial and industrial self-haulers.



The facility is permitted to operate up to seven days a week, 24 hours per day. This allows for off hours dumping of materials, the ability to accommodate emergency operating conditions, as well as multiple shifts to process recycling materials. In turn, this also allows for off-peak hour truck movements into the Port of Long Beach and Port of Los Angeles for shipping of sorted recyclable commodities.

As with all permitted facilities, the LEA conducts random monthly inspections that typically range from 2-4 hours. Items such as Operating Criteria, Controls, Record Keeping, Material Handling, Equipment Maintenance, Load Check and Personnel Health and Safety are typically reviewed by the designated inspector. During these inspections, **EDCO Recycling & Transfer has never received an LEA Violation of the Terms and Conditions of its SWFP.**

EDCO Recycling and Transfer maintains a weather station in its scale house to monitor changes that may trigger nuisance situations. The facility also maintains a Radiation Detection unit at the scale house to ensure inadvertent disposal of radioactive material does not occur.
In addition, **EDCO Recycling & Transfer also features**:

1. **A State Certified Buyback Center** that is open to the public Tuesday-Saturday, from 8:00 a.m. to 4:00 p.m. Residents may bring California Redemption Value (CRV) items to receive compensation, as well as drop off newspaper, mixed paper and cardboard on a donation basis. In addition, the facility also accepts Fats Oils and Grease (FOG) and Electronic Waste at no charge.



2. **A Permanent Household Hazardous Waste Collection Facility** (PHHWCF) that is operated in partnership with the City of Long Beach, County of Los Angeles, Los Angeles County Sanitation District and City of Signal Hill. **The facility is open to all Los Angeles County residents (including City of El Segundo residents) on the second and fourth Saturday of every month from 9:00 a.m. – 2:00 p.m. at no charge.**

   Residents can conveniently dispose of Hazardous Wastes in a safe and efficient manner without ever leaving their vehicle by arriving at the facility, following the designated traffic patterns and having their unwanted material removed from their vehicle for consolidation and disposal. The overwhelming majority of the material is recycled and the remaining items are safely disposed of at a Class II landfill.



3. **A dedicated Public Education Room** is available for use to non-profits, service clubs, charitable organizations and as a meeting room for tours. The room has hosted industry tours, special events and community functions, including but limited to the following:

   - Solid Waste Association North America (SWANA) field tour
   - Chamber of Commerce events
   - The Beekeeper Club regular meetings
   - The Long Beach Junior Marching Band regular practices

- Long Beach Local Board Meetings
- Boy Scouts & Girls Scouts
- St. Cornelius School Green Team



As an additional benefit of this proposal, EDCO will make the Public Education Room available for use by the City of El Segundo to promote recycling, source reduction, proper Household Hazardous Waste disposal and other items of interest. EDCO will also provide tours of the facility as requested by the City of El Segundo.

Perhaps the most unique element of the facility is its geographic proximity to all of South Bay. Located within two blocks of I-405 to the east, Atlantic Avenue to the North, Willow to the West and Willow Springs Park to the South, **EDCO Recycling & Transfer is ideally situated to serve the City of El Segundo, 19 freeway miles away.**

This proximity will produce significant route savings for the City of El Segundo as the Operating Facility described later in this section is only one block away. The location of EDCO Recycling & Transfer will significantly reduce travel times for collection vehicles, thus creating a sustainable long term value for the City of El Segundo.

At the ER&T scale house, two, calibrated 70' scales are maintained, with one for inbound and one for outbound weights. Having two scales provides a safe and reliable backup to the City of El Segundo in the event of unforeseen issues arising.



Both scales are certified by the Department of Weights and Measures on an annual basis. As an additional investment, EDCO Recycling & Transfer maintains quarterly calibration of both inbound and outbound 70' scales through an outside contractor, far in excess of their annual requirement.

EDCO utilizes the 21st Century recordation system for all of its recycling programs, including scale recordation, billing function, material sales and California Redemption Value (CRV) processing. As a State Certified Processor, the data collection, distribution and recordation are critical to timely have payments.

ER&T was designed as a one-stop-shop, for resource recovery and self-haul customers to provide a safe and convenient disposal alternative. Previous phased milestones, included the opening of buyback center and the EDCO Environmental Center to serve as the region's household hazardous waste drop-off facility.

EDCO provides guaranteed capacity at EDCO Recycling & Transfer to the City of El Segundo, at no additional charge. The security of having long term access to a facility provides the City of El

Segundo with the ability to effectively achieve increased diversion mandates over the term of the Agreement.

Disposal Facilities

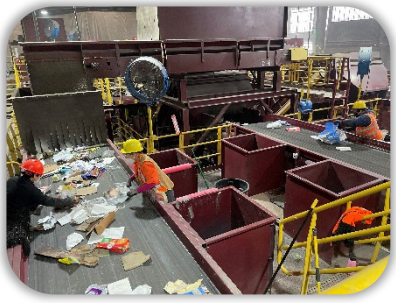
EDCO Recycling & Transfer (ER&T) will serve as the disposal facility for the City of El Segundo**.** The facility is located at 2755 California Avenue, Signal Hill, CA.

EDCO Recycling & Transfer is owned and operated by EDCO Transport Services, LLC, a related company to EDCO Disposal Corporation.

The current price for transfer and disposal of El Segundo refuse is $96.00 per ton.

EDCO provides guaranteed capacity at EDCO Recycling & Transfer to the City of EL Segundo, at no additional charge. The security of having long term access to a facility provides the City of El Segundo with the ability to effectively achieve increased diversion mandates over the term of the Agreement.

Processing Facilities



EDCO Recycling & Transfer (ER&T) will serve as the primary processing facility for the City of El Segundo under this Agreement. The facility is located at 2755 California Avenue, Signal Hill, CA.

EDCO Recycling & Transfer is owned and operated by EDCO Transport Services, LLC, a related company to EDCO Disposal Corporation.

The facility will process or transfer green waste, commingled recyclables, mixed waste and food waste.

The current price for organic waste is $105.00 per ton.
The current processing price for commingled recycling is $105.00 per ton.
The current price for transfer of mixed Construction & Demolition is $100.00 per ton.

EDCO provides guaranteed capacity at EDCO Recycling & Transfer to the City of EL Segundo, at no additional charge. The security of having long term access to a facility provides the City of El Segundo with the ability to effectively achieve increased diversion mandates over the term of the Agreement.

Estimated diversion rate for residential recyclables: 78%
Estimated diversion rate for organic materials: 85%

Office and Maintenance Facilities



EDCO front line collection vehicles and operations personnel is based at 950 East 27th Street, Signal Hill, CA.

EDCO container maintenance, cart storage and back-up fleet is based at 6254 Paramount Avenue Long Beach, CA 90805.

EDCO customer service, public relations, billing, and contract administration is based at 950 East 27th Street, Signal Hill, CA.

EDCO's RNG collection fleet is based at the company's Signal Hill Administrative and Vehicle Terminal which opened in 2013, located at 950 E. 27th Street in the City of Signal Hill and, as previously mentioned, approximately 19 miles from the City south on I-405. This state-of-the-art facility is complimented with EDCO Recovery and Transfer (ER&T), located at 2775 California Avenue. ER&T is EDCO's Solid Waste Transfer Station and Material Recovery Facility (MRF) that is just a block away from the Administrative Terminal.

When ER&T opened in 2012, it became EDCO's tenth solid waste facility operated by the company. The addition of this facility increased EDCO's combined permitted Southern California processing and transfer capacity to over 4,000,000 tons per year. With its capacity of 1,500 tons per day, EDCO has guaranteed disposal capacity for the cities it serves in the region and offers the same guaranteed capacity to the City of El Segundo.

The Administrative terminal is solar powered, producing approximately 150,000 Kw of energy. The facility was built with new green-building standards, a Compressed Natural Gas (RNG) Station, is available for tours and also features a spacious training room. As part of its environmental initiative, EDCO uses the solar installation to offset power of the RNG compressor unit, creating a more sustainable power and fuel source for collection operations.



The Administrative and Vehicle Terminal is the home to EDCO's local customer service call center that operates Monday – Friday 8 a.m. – 5 p.m. and on Saturdays from 8 a.m. – 12 p.m.

Should the need for emergency services arise, EDCO has the resources to serve in any operating condition and/or provide emergency services up to 24 hours a day, 7 days a week if needed. In the event of a City-specific or countywide emergency requiring special services and equipment beyond the scope of this RFP, EDCO is fully prepared to respond.

Optional Additional Information

In demonstrating our *"We'll Take Care of It"* philosophy, EDCO is pleased to offer the City of El Segundo additional Proposal Enhancements. **All of these will be provided by EDCO at the rates provided in the submittal and have been described in the document.**

1) **New Near Zero RNG Powered Commercial Collection Fleet –** EDCO will invest in a new, quieter collection fleet powered by Near Zero emission engines. The technologically advanced Near Zero engines produce almost zero emission of Nitrous Oxide (NOx), which is the primary generator of air pollution. The Near Zero technology meets the State of California 2023 NOx and 2031 petroleum reduction goals. The vehicles are on order and expected to be delivered in 2025.



2) **Kitchen Caddie -** An initial kitchen caddie will be offered by EDCO to multi-family residences at *no additional charge*. Kitchen caddies allow customers to easily store and carry their organic waste from the kitchen to the organic waste cart. Kitchen caddies are dishwasher safe and are odor and bug resistant. One kitchen caddie will be offered to every multi-family home and each comes with a mount and are easily attachable under the sink or in similar areas. Kitchen caddies have been very popular with El Segundo single family residential customers.





Exceptions to Draft Non-Exclusive Franchise Agreement

RFP Exceptions

5.2.5 Financial Information - EDCO is not submitting copies of its most recent audited financial statement as part of this proposal and takes Exception to this requirement. As a privately held company, EDCO is not able to release its audited financial statements for submittals that are subject to a public records request. As noted in the Humphrey's correspondence in the document, should it be necessary EDCO is willing to provide financial statements for third party review in a manner that provides the City information deemed necessary and also maintains strict confidentiality for the privately held company, including ensuring working papers are not subject to public records request. EDCO is also open to other alternative solutions to protect the confidential nature of the audited financial statements. It should be noted that the projected revenues from City of El Segundo Non Exclusive Agreement are projected to be less than 1% of EDCO's annual revenues.

Non-Exclusive Franchise Agreement

Section 2.68 - "Recyclables" or "Recyclable Materials" means a material that can be reused or processed into a form suitable for reuse through reprocessing and remanufacture. This includes, without limitation, the following materials generated in or emanating from Commercial Premises that are no longer useful or wanted: glass jars and bottles; steel, bi-metal, and tin cans; empty aerosol containers; PET plastic; HDPE plastic; plastics types 3 – 7; plastic bags, shrink wrap, plastic toys and tools, and other plastic materials (if readily identifiable as being recyclable and delivered to a drop-off center); juice boxes and milk cartons (aseptic packaging, Tetra Pak© and waxed cardboard); scrap metal, coat hangers, and metal foil; newspaper; mixed paper (e.g., ledger, computer, junk mail, magazines, paperback books, cereal boxes, envelopes, paper shopping bags, and non-metallic wrapping paper); and telephone books, and such other materials designated by City's Administrator, or designated as Recyclables by the California Department of Resources Recycling and Recovery, or other agency with jurisdiction, and that are Collected by Franchisee pursuant to this Agreement, or such additional materials as the City Council may designate from time to time.

Plastic bags are problematic because they get tangled up in the sorting equipment, endangering employees and halting the recycling process. In addition, sustainable markets are very challenging or non existent and has led to many negative publicized stories about material being landfilled. EDCO does not propose to accept this material in any recycling collection program. EDCO respectively requests deletion of plastic bags from the Recyclables or Recyclable Materials Definition.

Section 11.01 B – Franchisee must be able to operate only with collection vehicles that utilize SB 1383-compliant renewable fuel within one year after the Effective Date of this Agreement.

Use of SB 1383 qualified RNG is only possible to the extent the product is commercially available. EDCO respectively requests the following alternative language: Franchisee is required to operate collection vehicles that utilize SB 1383-compliant renewable fuel to the extent the product is commercially available.

Section 8.01 B – Franchisee agrees to maintain at all times a minimum Diversion rate of 50% of all Discarded Materials collected by the Franchisee during each year of this Agreement. Franchisee acknowledges that to meet such diversion rate it cannot rely on demonstrating a "good faith effort" to satisfy this diversion rate and represents that it is solely responsible for achieving such diversion rate. Exhibit 11 sets forth how the 50% diversion rate must be calculated and reported.

EDCO notes that 50% diversion of collected material will be very challenging in a nonexclusive structure. In order to achieve this goal, EDCO proposes that if the company is in full programmatic compliance with implementation of all programs outlined in the Agreement, the combination of actual diversion and third party documented diversion activities that equal 50% shall be deemed in compliance with the 50% diversion threshold. As such, Liquidated Damages would not apply if this criteria was met. In order to allow for a phase in period after conversion, the initial measurement would not occur until 2025.

EDCO respectively requests the following alternative language: Franchisee agrees to maintain at all times a minimum diversion rate of 50% during each year of this Agreement. If the Franchisee is in in full programmatic compliance with terms of this Agreement, qualifying diversion may include all Discarded Materials collected by the Franchisee and documented tonnage commercial and multi-family properties divert through self-hauling, back-hauling and third party recyclers. If this combination results in a 50% diversion level, Franchisee would not be subject to Liquidated Damages as outlined in this Agreement. Initial review of this diversion level will start in 2025 and every year thereafter.

City of El Segundo Rate Proposal Form

Proposer Name: **EDCO Disposal Corporation**

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one recycling service bin

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$ 211.89	2yd	$ 227.77	3yd	$243.66	3yd Compactor	$429.40	4yd	$ 275.44	4yd Compactor	$ 485.39
2 x p/wk	1.5 yd	$ 298.45	2yd	$ 323.30	3yd	$348.14	3yd Compactor	$638.71	4yd	$ 397.83	4yd Compactor	$ 729.88
3 x p/wk	1.5 yd	$ 411.55	2yd	$ 445.34	3yd	$479.13	3yd Compactor	$874.13	4yd	$ 546.70	4yd Compactor	$ 997.42
4 x p/wk	1.5 yd	$ 524.61	2yd	$ 567.33	3yd	$610.06	3yd Compactor	$1,109.57	4yd	$ 695.52	4yd Compactor	$ 1,264.99
5 x p/wk	1.5 yd	$ 627.96	2yd	$ 679.65	3yd	$731.35	3yd Compactor	$1,335.61	4yd	$ 834.74	4yd Compactor	$ 1,524.42
6 x p/wk	1.5 yd	$ 624.72	2yd	$ 685.38	3yd	$746.03	3yd Compactor	$1,455.05	4yd	$ 867.34	4yd Compactor	$ 1,691.66

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	$ 78.52	65-gallon cart	$92.37	2yd	$158.58	3 yd	$198.00
2 x p/wk	35-gallon cart	$ 157.05	65-gallon cart	$184.76	2yd	$310.04	3 yd	$388.19
3 x p/wk	35-gallon cart	$ 235.56	65-gallon cart	$277.13	2yd	$465.06	3 yd	$582.32
4 x p/wk	35-gallon cart	$ 314.08	65-gallon cart	$369.51	2yd	$620.08	3 yd	$776.42
5 x p/wk	35-gallon cart	$ 392.61	65-gallon cart	$461.89	2yd	$775.07	3 yd	$970.54
6 x p/wk	35-gallon cart	$ 471.13	65-gallon cart	$554.27	2yd	$930.10	3 yd	$1,164.64

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	$ 25.73
Locking Bins - installation	$ 50.00
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	$ 61.65
Second refuse cart, 65 or 95 gallon-Monthly Charge	$ 30.00
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	$ 30.00
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	$ 30.00
3yd / 4yd Compactor - Additional pick-up	$ 214.70
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 77.09
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 77.09
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$ 45.00
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	$ 80.00
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 85.00
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 85.00
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$ 50.00

City of El Segundo Rate Proposal Form

Proposer Name: **EDCO Disposal Corporation**

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee	$ 334.87
Drop-off box - plus actual processing fee	$ 334.87
Drop-off box-Source Separated - Flat rate	$ 334.87
Compactor - plus actual landfill fee	$ 334.87
Compactor - plus actual processing fee	$ 334.87
Processing Fee - per ton	$ 100.00
Green waste Fee - per ton	$ 105.00

Clean-up Bins	Rate
Clean-up Bin Weekly rental	$ 175.00
Clean-up Bin Weekly-recycling	$ 100.00
Clean-up Bin over weight additional charge	$ 100.00
3 yd bin after 7 days (rental) - per day	$ 5.00
Clean-up Bin trip charge	$ 25.00

City of El Segundo

Public Works Department

Elected Officials:

Drew Boyles,
Mayor
Chris Pimentel,
Mayor Pro Tem
Carol Pirsztuk,
Council Member
Scot Nicol,
Council Member
Lance Giroux,
Council Member
Tracy Weaver,
City Clerk
Matthew Robinson,
City Treasurer

Appointed Officials:

Darrell George,
City Manager
Mark D. Hensley,
City Attorney

Department Directors:

Barbara Voss,
Deputy City Manager
Joseph Lillio,
Finance
Alyxandria Mancini,
Recreation, Parks, and Library
Michael Allen,
Community Development
Deen Lee,
Fire Chief
Rebecca Redyk,
Human Resources
Scott Kim, Acting
Information Systems
Jaime Bermudez,
Chief of Police
Elias Sassoon,
Public Works

September 6, 2022

Steve South, President
EDCO Waste & Recycling Services
6670 Federal Boulevard
Lemon Grove, California 91945

To Whom It May Concern,

After conducting an extensive Request for Proposal (RFP) process, in 2019 the City of El Segundo selected EDCO to provide exclusive single-family residential collection, as well as services at all City facility services. The May 1, 2019 transition was accomplished in less than three months from City Council approval and was rather unique for a number of reasons, including but not limited to the following:

- Implemented a direct charge for services billed by EDCO from a full General Fund subsidy
- Converted from manual collection to fully automated service
- Implemented a source separated organics collection program
- Changed from five day a week collection to four days
- Addressed the CalRecycle mandate to increase diversion

In conjunction with the City, EDCO conducted an extensive public outreach program, including a number of community meetings, multiple direct mailers, a dedicated El Segundo web page and video, as well as personalized site visits. This focused, local approach was very well received by our community and especially acknowledging the change elements identified, resulted in an extraordinarily smooth transition from our previous provider of over 25 years and significantly increased diversion.

In addition, EDCO has also worked to become an active member of our community and has participated in many of our public events. In summary, we look forward to working with EDCO for years to come. Please feel free to contact me if I can provide additional information.

Sincerely,

Elias Sassoon PE, TX MCE, MPA
Director of Public Works

350 Main Street, El Segundo, California 90245-3813
Phone (310) 524-2300

EL CAJON
The Valley of Opportunity
Incorporated 1912

City Manager

January 19, 2021

To Whom It May Concern,

In May 2020, after conducting an extensive Request for Proposal (RFP) process, the City of El Cajon selected EDCO Disposal Corporation to provide exclusive solid waste recycling and organic collection. The RFP evaluated qualifications, technical approaches, sustainability, and service rates. Based on these criteria, EDCO was rated the highest in every category, as well as the overall score.

With SB 1383 compliance looming over the City, EDCO provided comprehensive solutions for recycling, organics, construction and demolition through their network of facilities. In addition, the unfunded financial impacts of SB 1383 create an increased focus on customer service and EDCO had the demonstrated history to navigate through this impact with our community.

In order to ensure a smooth transition on January 1, 2021, EDCO met with our staff on a weekly basis, launched a comprehensive public education plan, and visited commercial and multi-family customers throughout the City. While there was a rate increase, typical transitional issues, and COVID 19 impacts, EDCO has directly responded to our residents with full resources to ensure the best possible transition.

I have worked directly with EDCO in three different cities and recently experienced EDCO's transition abilities. Based on these experiences, I am able to provide my recommendation of EDCO as a premium service provider that is committed to the communities they service. I can attest that EDCO's motto, "We'll Take Care of It," is more than words, it characterizes how they operate as a company.

Please feel free to contact me with any questions.

Sincerely,

Graham Mitchell
City Manager

City of El Cajon ● 200 Civic Center Way ● El Cajon, CA 92020
(619) 441-1716 ● Fax (619) 441-1770
www.cityofelcajon.us

CITY OF DEL MAR

September 22, 2022

To Whom It May Concern,

The City of Del Mar is an internationally known but small-town destination with a pristine coastline, ambitious Climate Action Plan goals and high service expectations. To address Senate Bill (SB) 1383 mandates, the City conducted an extensive Request for Proposal (RFP) process and selected EDCO to provide exclusive residential and commercial collection services.

The new Agreement commenced July 1, 2022, and includes the implementation of automated residential organics collection, implementing commercial organics collection, converting residential billing to EDCO from the City, exchanging all carts and bins in the City from the previous provider of over 25 years, and the procurement of new state-of-the-art collection vehicles. This was all accomplished within four months from contract award to the commencement of service.

A key element of the successful transition and program acceptance was the localized approach EDCO invested in and executed that created connectivity with the community. For example, EDCO identified major changes and their potential impacts and effectively communicated with Del Mar's residents as well as conducting site visits with all our businesses. Their approach also included retaining the drivers of the previous provider, weekly meetings with City staff, and providing additional personnel resources from throughout the company to ensure a high level of customer service was provided to the community.

In addition, EDCO launched an extensive public outreach program, including but not limited to multiple direct mailers, pop-up public meetings, virtual public meetings, a dedicated Del Mar web page with an introduction video, and personalized site visits to all commercial and multi-family locations prior to the transition.

In short, EDCO provided technical, operational, and service solutions to the City of Del Mar during a compressed and challenging transition period while maintaining a high level of performance. As a result, I strongly recommend EDCO as a service provider to your community.

Please feel free to contact me if I can provide additional information.

Sincerely,

Clem Brown
Interim Assistant City Manager

Ariel Pe
Vice Mayor

Cassandra Chase
Council Member

Todd Rogers
Council Member

Jeff Wood
Council Member

Steve Croft
Mayor

June 12, 2023

To Whom it May Concern:

Since the city's incorporation in 1954, we've had one disposal company who has serviced Lakewood. It started out as BZ Disposal but in 2003, EDCO Disposal Corporation purchased BZ and incorporated its operations into their organization, operating BZ as one of EDCO's companies.

It proved to be a seamless acquisition process, and EDCO ensured that we received the same personal service we enjoyed with BZ. When EDCO officially assumed ownership in July 2003, they transitioned the existing BZ employees to EDCO without incident and their high quality service continued uninterrupted. A few years later, when EDCO transitioned to a residential automated system, they worked with the city and made things very easy for our residents, which resulted in another seamless process. Most recently, EDCO has worked with the city in implementing state-mandated organic programs in a way that has minimized costs and administrative burden for the city.

EDCO has also proven to be a friend to Lakewood, participating in many activities as a major sponsor for our community events. They have brought their expertise to work in Lakewood's solid waste and recycling program, assisting in public education and developing new programs to divert discarded bulky items into reuse opportunities, as well as assisting the city's popular shredding program. They developed recycling opportunities for commercial sectors and continue today to improve these programs and make them available for multi-family.

In closing, our contract with EDCO continues to be a positive experience for Lakewood, and they are a valued partner in our Lakewood family of contract service providers. I would recommend EDCO without reservation.

Sincerely,

Thaddeus McCormack
City Manager

CITY OF SIGNAL HILL

2175 Cherry Avenue ◆ Signal Hill, CA 90755-3799

March 24, 2023

Subject: Letter of Recommendation

To Whom It May Concern,

EDCO has provided high quality refuse collection and recycling services to the City of Signal Hill for over 30 years and residents and businesses appreciate their personalized and responsive service. In addition, EDCO operates a solid waste transfer station that offers a recyclable buy-back center and e-waste collection. The transfer station operates virtually unnoticed because the facility is well-managed. EDCO also partners with the County of Los Angeles to offer household hazardous waste roundups twice per month at the facility.

EDCO has worked with the City to assist in developing strategies that enable the City to meet state mandates such as the AB 939 diversion requirements and the organics recycling requirements of AB 1383. This includes public education materials provided to the community with recycling tips and information on available programs.

EDCO also understands the importance of being a community partner and supports community events such as the summer Concert in the Park series and Mayor's Clean-Up program. EDCO is also an active member of the Signal Hill Chamber of Commerce.

My experience working with EDCO enables me to say that the put into practice their motto "We'll Take Care of It" and I recommend EDCO as a provider of waste collection and recycling services.

Sincerely,

Carlo Tomaino
City Manager

CITY OF LA MIRADA
DEDICATED TO SERVICE

13700 La Mirada Boulevard
La Mirada, California 90638
P.O. Box 828
La Mirada, California 90637-0828
Phone: (562) 943-0131 Fax: (562) 943-1464
www.cityoflamirada.org

July 24, 2023

Subject: EDCO DISPOSAL CORPORATION

To Whom It May Concern:

EDCO Disposal Corporation has been the exclusive hauler for solid waste, recycling, and green waste for the City of La Mirada since July 1, 2009. After a two-year Request for Proposal process, the City selected EDCO over four other proposers including the incumbent hauler. Based on EDCO's proposal, industry reputation and references, it was determined EDCO would be the best long-term partner for the City of La Mirada.

EDCO faced several challenges during the transition period including a residential schedule change. Under their agreement, EDCO was required to transition the entire City from a two-day per week collection schedule to a five-day per week collection schedule. To accomplish this, they provided a comprehensive public education program, which informed residents of the impending change and adjusted all street sweeping signs to reflect the changes at no cost to the City. They also provided a website enabling residents to search for their new refuse collection and street sweeping days. EDCO was also required to deliver 50,000 new containers for all residents. Through a cooperative agreement with the outgoing hauler, EDCO not only picked up the old containers but also delivered the new containers at the same time. This effort allowed residents to experience minimal service interruption throughout the transition.

EDCO has consistently exceeded our expectations, focused on specific nuances of the City, and they have been very responsive to any isolated issues. EDCO has advised staff on recent state mandates and has successfully implemented an Organic Waste Recycling Program for residents and businesses. EDCO hosts two annual mulch, e-waste disposal, and paper shredding events for residents. The City has been very pleased with EDCO's consistent commitment to customer service, the professionalism of their personnel, and their accessibility at all levels of the organization. EDCO has proven they are willing to work with the City to provide the best quality service at a reasonable price.

The City of La Mirada looks forward to continuing our relationship with EDCO Disposal Corporation for many years, and we are pleased they are actively participating in several worthwhile civic causes in our community.

The City of La Mirada highly recommends EDCO Disposal Corporation as a very focused, premier waste and recycling service provider who truly lives up to their motto of "We'll Take Care of It."

Sincerely,

CITY OF LA MIRADA

Mark Stowell, P.E.
Public Works Director/City Engineer

MS:mm:jb

cc: EDCO Disposal Corporation

Steve De Ruse, D. Min. Mayor | Andrew Sarega Mayor Pro Tem | Ed Eng, EdD Councilmember | John Lewis, Esq. Councilmember | Anthony A. Otero, DPPD Councilmember | Jeff Boynton City Manager

CITY OF RANCHO PALOS VERDES
PUBLIC WORKS DEPARTMENT

To Whom it May Concern:

I am the Director of Public Works for the City of Rancho Palos Verdes. In my capacity as the Director, I oversee the City's solid waste program.

EDCO has provided exceptional trash and recycling services for the City of Rancho Palos Verdes for the past 15 years. During my tenure, I was directly involved in the City's contract renegotiation with EDCO which included service enhancements such as bi-annual document shredding and brush clearing events, special collection services for sharps, used oil, and electronic waste, and implementation of SB1383 compliance programs. EDCO and its management team understood the needs of the City and were a willing partner as we worked through issues of setting new rates, determining the rate adjustment formula, and complying with SB 1383 requirements.

EDCO is an active member of the community and has partnered with the City to participate and/or co-sponsor many City sponsored events such as Whale of the Day, Fourth of July Independence Day Celebration, and the City's bi-annual Document Shred and Brush Clearing events.

Should you have any questions, please contact me directly at (310) 544-5252 or via email at rawwad@rpvca.gov.

Sincerely,

Ramzi Awwad
Director of Public Works

CITY OF BUENA PARK 70 YEARS

MINA MIKHAEL, P.E.
DIRECTOR OF PUBLIC WORKS/CITY ENGINEER

June 13, 2023

To Whom It May Concern:

As the Director of Public Works for the City of Buena Park, I have the responsibility of overseeing the administration of the refuse contract for the city.

I am delighted to share that throughout my time at the City of Buena Park, EDCO Disposal has consistently delivered refuse collection and disposal services, including recycling, in a punctual, professional, and efficient manner. Their exceptional follow-up has been commendable. Moreover, EDCO actively engages with our community as a sponsor of various local charitable events. They contribute to our community, not just by hauling items away, but also by giving back.

I recommend EDCO Disposal as an excellent choice for any agency in search of a professional vendor for refuse services.

If you have any questions or comments, please do not hesitate to contact me at (714)562-3672 or mmikhael@buenapark.com.

Sincerely,

Mina Mikhael, P.E.
Director of Public Works/City Engineer

September 6, 2022

To Whom It May Concern,

EDCO Disposal Corporation (EDCO) has been the City of La Palma's exclusive waste collection and recycling company for over 33 years. In 2002, the City awarded them an automatically renewing contract.

EDCO has been an integral part in assisting the City to achieve compliance with AB 939. Their diversion program, through the use of a Materials Recovery Facility, has resulted in the City reaching its diversion mandate. Also, they have worked closely with us to implement AB 1826, Mandatory Commercial Organics Recycling, and most recently, SB 1383, Mandatory Organic Waste Methane Emission Reduction. EDCO provides these services very efficiently which results in the City having very competitive residential and commercial collection rates in Orange County. Additionally, they have implemented automated bin collection for our residential customers, while providing excellent customer service and outreach to our residents.

EDCO's interest in the community is commendable. They have been long-time sponsors of City and community events, which they regularly attend. We are proud to have worked with EDCO for many years.

I'm confident EDCO can provide the same level of excellent customer service and community partnership in your jurisdiction. If you would like to discuss their qualification and experience further, please contact Community Services Director Mike Belknap at 714/690-3356 or by email mikeb@cityoflapalma.org.

Sincerely,

Conal McNamara
City Manager
City of La Palma

cc: Community Services Director

www.cityoflapalma.org
7821 Walker Street
La Palma, CA 90623-1720
PHONE 714 690 3350
FAX 714 522 2967

ESCONDIDO
City of Choice

Lori Calvert
Program Coordinator/Recycling
475 N. Spruce Street, Escondido, CA 92025
Phone: 760-839-4361 lcalvert@escondido.org

June 13, 2023

To Whom It May Concern:

EDCO Refuse Services, Inc. (ERSI), doing business as Escondido Disposal, Inc. (EDI) and Escondido Resource Recovery (ERR), has served as the exclusive provider of waste collection and recycling services in the City of Escondido for many years. In working with ERSI, I have found the company to be responsive and dedicated to providing superior services to the residents and businesses of Escondido.

ERSI has worked cooperatively with the City of Escondido to enhance waste collection and recycling efforts. Its latest contribution, which opened in early 2021, is a state-of-the-art anaerobic digestion facility that processes a mixture of food scraps and landscape material, producing renewable natural gas as one of the by-products. This development, combined with a mixed-waste processing facility, existing transfer station and natural-gas-powered collection fleet, makes ERR one of the most innovative facilities of its type.

Finally, ERSI continues to contribute staff time and thousands of dollars to civic organizations that help to make Escondido a great community in which to live and work. Sponsorship of programs at the California Center for the Arts, Escondido, the San Diego Children's Discovery Museum, and providing substantial financial support to the Escondido Chamber of Commerce are a few examples of how ERSI demonstrates its commitment to the community it serves.

We look forward to continuing with EDCO Refuse Services and would wholeheartedly recommend this company for handling the waste and recycling needs for your jurisdiction.

Sincerely,

Lori Calvert
Program Coordinator/Recycling & Waste Reduction

CITY OF CORONADO

1825 STRAND WAY
CORONADO, CA 92118
WWW.CORONADO.CA.US

PUBLIC SERVICES &
ENGINEERING
(619) 522-7383
FAX (619) 435-4479

June 21, 2023

Steve South
President
EDCO Disposal Corporation
6670 Federal Boulevard
Lemon Grove, CA 91945

To Whom It May Concern:

The City of Coronado has an exclusive provider relationship with EDCO Disposal Corporation for the City's waste collection and integrated recycling services. This relationship has been in place since 1972. Our community's residents and businesses expect and demand the highest standards of service, for which the EDCO team works diligently to meet and/or exceed. EDCO is forward thinking, preparing their services to meet the changing needs and requirements of a business sector that is under constant public scrutiny and facing immense challenges to clear an ever-rising bar. On the rare occasions when service issues arise, EDCO's response is immediate, forthright and comprehensive.

EDCO has proven themselves as a premium service provider for the City of Coronado. Please contact me if I can provide any additional information regarding their service relationship with the City.

Sincerely,

Jim Newton
Assistant Director

City of Imperial Beach, California

OFFICE OF THE CITY MANAGER

825 Imperial Beach Blvd., Imperial Beach, CA 91932 Tel: (619) 423-8615 Fax: (619) 628-1395

June 23, 2023

To Whom It May Concern:

I would like to express my appreciation to EDCO and its staff for their excellent customer service. The responsiveness to customers in our City exceeds the standard practices in the waste disposal industry. The fast response to customer requests in unusual circumstances is very impressive.

High quality customer service and dedication has been evident throughout EDCO's years of service in Imperial Beach. EDCO' s participation is always tremendous in the City's special events, in particular the City's Annual Homefront Cleanup. This year alone, the Homefront Cleanup removed approximately 84 tons of trash, 16 tons of metal, 17 tons of recyclables, 4 tons of green waste, and one ton of e-waste from the community.

Your commitment to our community continues through your generous sponsorship of the Community Grants Program every year. This type of support showcases EDCO's concern for issues and programs that give back to our community.

We appreciate EDCO's commitment to meeting all State waste and recycling requirements, and the education you provide to the public on these matters. Imperial Beach residents and businesses are well informed about activities and programs related to waste disposal through EDCO's billing inserts, newsletters, special mailings, flyers and website. These activities and programs include household hazardous waste disposal, recycling and waste reduction tips and pollution prevention.

My sincere gratitude to EDCO for all the hard work in making a positive impact in the Imperial Beach community. Please feel free to use my name as reference. I look forward to working with you and your staff in the years to come.

Sincerely,

Tyler Foltz
City Manager
City of Imperial Beach, CA

City of Encinitas

November 21, 2019

To Whom It May Concern:

EDCO Waste & Recycling Services (EDCO) has been the City of Encinitas' exclusive franchisee for municipal solid waste and recycling collection services since 1991. Throughout its long history in Encinitas, EDCO has provided excellent service to residents and business, and has played a major role in our community through their contributions to worthwhile civic and charitable organizations.

EDCO has initiated innovative collection programs that have led to reduced litter in our community, enabling the City to achieve State-mandated goals for diversion of waste from landfills. In 2001, EDCO implemented automated residential waste collection services, reducing the number of collection vehicles on our streets and dramatically improving the efficiency of collection operations. In 2004, residential recycling services were converted to single-stream collection, resulting in an 85% increase in materials collected for recycling.

To EDCO's credit, the transition from manual to automated refuse and recycling collection was virtually seamless due to a comprehensive public information campaign and well-organized container delivery system. EDCO staff responded quickly to problems that arose and demonstrated operational flexibility when customers had concerns about the use of automated containers.

On June 30, 2017, EDCO celebrated the grand opening of its newest recycling facility, Escondido Resource Recovery (ERR). This state-of-the-art advanced technology facility is one of the newest in the country, aiming to lead EDCO "On the Road to Zero Waste". The much anticipated 70,000 square foot facility can process 100,000 pounds of commingled recycling per hour using a series of screens, magnets, high-speed optic scanners and conveyors to separate mixed loads of recyclable material.

The initial phases of the fully permitted Master Facility Plan that opened are the referenced commingled recycling facility and administrative offices, with a mixed-waste processing facility, anaerobic digester, and public education room to follow. Upon the completion of all phases as well as the exiting transfer station and Renewable Natural Gas powered collection fleet, ERR will be one of the most innovative facilities of its type.

As a supporter of local civic and charitable organizations, EDCO has contributed numerous hours of staff time and thousands of dollars to help make Encinitas a great place to live, work and play. EDCO is a loyal supporter of the Encinitas and Cardiff Chambers of Commerce, the City's annual Christmas Parade and Street Fairs, the San Dieguito Heritage Museum, the local YMCA and many other organizations.

The City of Encinitas looks forward to many more years of excellent service and community involvement from the EDCO team. As a family-owned company, EDCO can quickly respond to the growing demands of waste management programs required in Encinitas while providing my staff with the personal attention necessary to effectively comply with applicable State mandates regulating solid waste practices.

Sincerely,

Bill Wilson
Senior Management Analyst
Public Works Department

CALIFORNIA
NATIONAL CITY
1887
INCORPORATED

October 30, 2019

To Whom It May Concern,

The City of National City has enjoyed a lasting relationship with EDCO for more than twenty-five years. During this time, EDCO has served as a responsible contractor and a distinguished corporate partner.

EDCO serves our community in a professional and efficient manner. Their dedication to providing innovative waste collection and recycling programs has enabled our City to exceed state mandated diversion goals of AB 939. As a leader in our business community, EDCO participates in many charitable causes such as Neighborhood Clean Ups, Shredding and E-Waste Events, "Together We Can" Beautification Program and Auto Heritage Days events. EDCO has also partnered with the City in many educational endeavors involving our community's youth.

In my experience working with multiple contracts, I would endorse EDCO as a provider of waste collection and recycling services.

Sincerely,

Brad Raulston
City Manager

cc: Mayor and City Council

Office of the City Manager
1243 National City Boulevard, National City, CA 91950-4397
619/336-4240 Fax 619/336-4327 www.nationalcityca.gov

CITY OF
LA MESA
JEWEL of the HILLS

GREG HUMORA
CITY MANAGER

July 14, 2023

To Whom It May Concern:

EDCO Disposal Corporation has provided residential and commercial refuse collection for the City of La Mesa since the company's formation by Ed and Sandy Burr in 1967. For more than 40 years, EDCO has been dedicated to providing the highest quality services to La Mesa residents and businesses.

EDCO representatives and personnel go above and beyond the call of duty to provide a level of service that is unprecedented. EDCO is still family-owned and operated by the Burrs, who take a "hands on" interest in the business. The Burrs are public service-oriented individuals who are held in high regard by La Mesa's elected officials and staff. Their dedication to customer service is reflected in their staff headed by President and CEO Steve South. The company works closely with La Mesa staff to find solutions to a variety of issues. EDCO personnel, who always perform in a responsible and professional manner, have also been known to work one-on-one with residents and their neighbors to find solutions to problems and concerns.

EDCO has continuously provided quality services and has met all of its franchise service requirements. Further, the company has consistently demonstrated a commitment to La Mesa by participating in community events that promote waste management, recycling and sustainable principles supported by the community.

In addition, EDCO partnered with the City to construct EDCO Station. This transfer station and materials recovery facility provides a convenient “one stop” waste management facility where residents and businesses can drop off bulky trash items and redeem recyclables. EDCO Station is also the site of La Mesa’s household hazardous waste collection facility. EDCO Station, along with EDCO’s innovative and resourceful programs, has been an integral part of La Mesa exceeding state-mandated waste diversion requirements.

La Mesa's relationship with EDCO Disposal has been beneficial in many ways for the residents and property owners of La Mesa. I highly recommend EDCO as a corporate, citizen and business partner, based on their many years of service in the City of La Mesa. If you would like additional information, please feel free to contact me at 619-667-1146 or Hilary Ego at 619- 667-1326. Hilary has extensive experience with EDCO and she currently oversees La Mesa's Environmental Services Division which works closely with them.

Sincerely,

Greg Humora
City Manager

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CITY OF LEMON GROVE

"Best Climate On Earth"

Office of the City Manager

June 13, 2023

To Whom It May Concern:

EDCO Disposal Corporation (EDCO) is the City of Lemon Grove's exclusive waste collection and recycling company and has been for nearly 33 years. We are proud to have such a loyal and committed company provide exemplary service to our residents and businesses.

EDCO's commitment and dedication to providing superior customer service is unprecedented. Its staff routinely goes beyond the call of duty to assure that our residents and businesses receive a high level of customer service and continue to be satisfied. The City conducted a survey and found that 84 percent of the residents rated EDCO's services as excellent or very good.

EDCO supports the City's efforts with its Assembly Bill 939 Diversion mandates. EDCO programs (such as automated trash collection and single-stream recycling, the silver bag program for seniors, multi-family complex recycling programs and the Lemon Grove buy-back center) all contribute to the City's goal of maintaining compliance with AB 939. EDCO's innovative approach to organic waste recycling will help Lemon Grove exceed state goals. EDCO staff regularly assists in preparing state reports and developing and refining diversion programs.

In addition to providing waste and recycling services, EDCO is always willing to participate in community events and activities. Its continued interest in being an integral part of the community is commendable.

I am confident that EDCO can provide the same level of excellent customer service in your City. If you would like to discuss EDCO's qualifications further, please call me directly at (619) 825-3800.

Sincerely,

Lydia Romero
City Manager

3232 Main Street Lemon Grove California 91945-1705

619.825.3800 FAX: 619.825.3804 www.lemongrove.ca.gov

STEVE VAUS, Mayor
CAYLIN FRANK, Deputy Mayor
PETER DE HOFF, Councilmember
BRIAN PEPIN, Councilmember

CITY OF POWAY

June 20, 2023

To Whom It May Concern:

EDCO Waste & Recycling Services (EDCO) has been the City of Poway's exclusive provider of municipal waste and recycling collection services since the City of Poway transitioned to a single franchise system in 1995. Before the exclusive franchise agreement, EDCO provided similar services to the City as a permittee for many years. Throughout its long history in Poway, EDCO has provided excellent service to residents and businesses.

EDCO works closely with City staff to conduct activities to comply with State mandates such as AB 939, the Integrated Waste Management Act; AB 341, Mandatory Commercial Recycling; AB 1826, Mandatory Commercial Organics Recycling. Their involvement with the associated programs furthers the goal to protect the environment by removing hazards and recyclables from the waste stream. Programs recommended and implemented by EDCO include automated solid waste collection, single-stream residential and commercial recycling collection. They are advocates to the residents and encourage them to properly dispose of large bulky items by providing free events twice a year at designated disposal sites. EDCO provides data on the types and quantities of materials collected for reporting to CalRecycle. EDCO's responsiveness and service orientation have been a major factor in Poway's achievement of a high waste diversion.

Additionally, EDCO's commitment to our community is evident through their contributions to numerous civic and charitable organizations. They are a loyal supporter of the Poway Chamber of Commerce, the Poway Rodeo and many other community organizations, as well as the varied events that mark the year in our city.

The City of Poway has found EDCO to be responsive, dependable and committed to the City's high service standards. Our many achievements in the waste management and recycling arena are reflective of EDCO's problem solving abilities and the productive partnerships EDCO has developed with our residents, businesses and staff.

Sincerely,

Eric Heidemann
Director of Public Works

SAN MARCOS
DISCOVER LIFE'S POSSIBILITIES

June 13, 2023

To Whom It May Concern:

EDCO Waste & Recycling (formerly Mashburn Sanitation) has been the exclusive provider of municipal waste and recycling collection services for the City of San Marcos throughout the City's 60 years of existence. During its long and successful history in San Marcos, EDCO has provided excellent service to San Marcos residents, businesses and City operations.

EDCO provides excellent customer service for San Marcos residents and businesses. This is demonstrated in the performance of collections routes, customer assistance and support provided over the phone as well as in person at the EDCO recycling buyback collection center in San Marcos. EDCO continues to support City clean up and recycling events each year that greatly benefit the San Marcos community. In prior years, this support included extensive cleanup after the 2014 wildfires which greatly impacted the City. The rapid response from EDCO was instrumental in the success of the City recovery process.

EDCO regularly contributes hours of staff time and thousands of dollars to support civic organizations which help make San Marcos a great place to live and work. EDCO is a longtime supporter of the San Marcos Chamber of Commerce, the Boys & Girls Club and many other community organizations.

EDCO operates a number of recycling facilities, using technology to help properly sort materials. A conveyor system using a series of screens, magnets and optic scanners, separates mixed loads of recyclable materials. This system can process 100,000 pounds of commingled recycling per hour with minimal contamination, advancing the goal of zero waste. Across all sites, EDCO diverts 366,720 tons of materials from landfills each year, exceeding CalGreen Diversion requirements.

EDCO is at the forefront of advances in waste and recycling industry and operates one of only 17 active anaerobic digestion facilities in the state and the only one in San Diego County. This facility includes the capability to power the EDCO fleet of trucks with renewable natural gas. The digestion facility uses efficient and environmentally sustainable technology that makes significant contributions to the management of organic waste in California. In 2022 alone, EDCO diverted 406,722 tons of organic waste from landfills.

The City of San Marcos looks forward to many more years of community involvement and continued partnership with EDCO.

Sincerely,

Jack Griffin, City Manager

CITY OF SOLANA BEACH
635 SOUTH HIGHWAY 101 • SOLANA BEACH, CA 92075 • (858) 720-2400 • Fax (858) 720-2455
www.cityofsolanabeach.org

June 12, 2023

EDCO Waste & Recycling
Services 224 S Las Posas Road
San Marcos, CA 92078

To Whom It May Concern:

The City of Solana Beach (City) has utilized EDCO Waste & Recycling Services (formally Mashburn) for exclusive commercial waste and recycling collection services since 1993. As of mid-June 2018, EDCO Waste &Recycling Services was awarded the exclusive commercial and residential waste and recycling collection services for the entire City.

As a coastal community with high service standards expected from all providers, EDCO has consistently exceeded all of our expectations. EDCO has provided excellent service to our businesses, municipal facilities and residential customers, and has played a major role in our community through their contributions to civic and charitable organizations that serve the residents of Solana Beach. In particular, EDCO supports our community grant program through a generous monetary donation annually that goes to supporting local non-profit organizations. EDCO is also instrumental in working with our City to establish, among other things, Bulky Item Curbside collection twice a year and a no cost shredding/e-waste event at a City approved location. EDCO is responsive, accessible and innovative in creating solutions for our community.

EDCO has also been an active member of our City and consistently participates in a number of activities. EDCO staff is always willing to go the extra mile to ensure our business and residential customers are satisfied and are receiving the best customer service possible.

The City looks forward to many more years of excellent service and community involvement from the EDCO team. As a family-owned company, EDCO is well positioned to quickly respond to the ever increasing demands of refuse and recycling management programs required in Solana Beach and provides the City with the personal attention necessary to effectively comply with applicable State mandates regarding solid waste, recycling and organics practices.

If I can personally provide information or examples of our experiences, please contact me at 858-720-2431.

Sincerely,

Gregory Wade
City Manager
City of Solana Beach

CITY OF VISTA
CALIFORNIA

June 30, 2023

To Whom It May Concern:

EDCO Waste and Recycling Services has been the City of Vista's exclusive provider of municipal waste and recycling collection services since 1963. During this time, EDCO has been a pro-active forward-thinking company and has provided excellent innovative and state-of-the-art service to residents and businesses.

EDCO staff and personnel are friendly, courteous, and helpful to the thousands of residents and businesses they come in contact with each day. They provide excellent, timely, and efficient customer service throughout all phases of their operations. This excellence is demonstrated week-in and week-out all the way from their route drivers, supervisors, upper-level managers to their owners.

As a family-owned company, EDCO is able to respond to the growing demands of waste administration programs required in Vista, but at the same time, provide staff with the personal attention necessary to effectively comply with applicable local, county, and state mandates regulating solid waste practices.

EDCO plays a major role in our community through their support of numerous civic and charitable organizations. Annually, EDCO contributes many hours of staff time and thousands of dollars to local organizations that help make Vista a great place to live and work. EDCO is a loyal supporter of the Vista Chamber of Commerce, the Vista Boys & Girls Club, Vista Village Business Association, North County Solutions for Change and a host of other organizations. EDCO provides yearly Christmas tree recycling drop-off collection, document shredding and e-waste collection events. EDCO also supports City events such as the Strawberry Festival, Fourth of July celebration and Christmas Parade at a significant expense to EDCO with their expressed mission of making Vista a cleaner, litter-free community. In addition to their support for the community, local organizations and City-held events, EDCO provides free of charge demolition and construction debris containers, prompt hauling, data support and diversion information for City projects when requested.

On June 30, 2017, EDCO had a grand opening introducing its newest recycling facility, Escondido Resource Recovery (ERR). The facility is capable of processing 100,000 pounds of commingled recycling per hour using state of the art technology to separate mixed loads of recyclable material. In early 2021, EDCO's Anaerobic Digester (AD) facility began operations and on March 1, 2021, the organics recycling program rolled out in Vista. The use of the AD facility is key to the City's compliance with state organics recycling requirements AB 1826 (Mandatory Commercial Organics Recycling) and SB 1383 (Reduced Emissions of Short-Lived Climate Pollutants (SLCP)) and meeting related SLCP emissions reduction thresholds. As part of the organics recycling program implementation, EDCO continues to inform and educate the public as well as provide reporting and compliance support for City staff.

The City of Vista looks forward to many more years of excellent service and community involvement from the entire EDCO team.

Sincerely,

John Conley
City Manager

P: 760-726-1340 | cityofvista.com | F: 760-643-2878
1165 E. Taylor Street, Vista, California 92084



Environmental Times

News about your environment and customer services

LACOMSP23

Spring 2023

Inside This Issue

Organics Recycling Reminder
Earth Day 2023
Where Does it Go?

Holiday Schedule

Memorial Day
Monday, May 29, 2023
No Delay of Service

Waste and recycling collection services will be unaffected by the holiday on Monday, May 29, 2023. ***Collection will occur on the regularly scheduled service day.***

Fourth of July
Tuesday, July 4, 2023
No Delay of Service

Waste and recycling collection services will be unaffected by the holiday on Tuesday, July 4, 2023. ***Collection will occur on the regularly scheduled service day.***

Can We Help?

Do you have questions regarding your service? Contact one of our friendly customer service representatives through the Contact EDCO tab on our website, send us a text message, or call our office.

Organics Recycling Reminder



The state's organics recycling mandate, SB 1383 became effective last year on January 1, 2022. Many commercial generators have already started recycling organics with EDCO, but if you haven't established a commercial organic recycling program yet, EDCO representatives are available to assist you. EDCO is committed to assisting businesses and multifamily properties to implement organics recycling. EDCO will provide free, onsite visits to help you comply with the state's mandatory recycling requirements, which includes a review of your current trash and recycling services, to help determine the best organics program for you. With EDCO's organics recycling program, generators may reduce trash container sizes and/or collection frequency by diverting organic materials into designated organics containers. Please contact us at the corresponding customer service number below to request a site visit.

Earth Day 2023

Earth Day will take place on Saturday, April 22, 2023, marking the 53rd anniversary of the very first Earth Day celebrated in 1970. The theme for Earth Day 2023 is "INVEST IN OUR PLANET", focusing on the effects of climate change on the planet that we all share. Celebrate this day by finding new ways to Reduce, Reuse and Recycle! You can observe Earth Day by taking a few simple conservation steps:

- Save electricity by turning off lights and electronic devices like laptops when not in use. Replace old bulbs with longer- lasting, LED energy efficient bulbs.
- Go paperless as much as possible. Electronic records are better maintained and will also help companies save money.
- Recycle and/or properly dispose of electronic waste such as computers, printers, cell phones batteries and other gadgets.
- Plant trees and flowers outside of your workplace.
- Don't litter and properly dispose of trash. Try going a step further by picking up trash around your workplace.

950 E. 27th Street
Signal Hill, CA 90755

Customer Service:
(310) 540-2977

Text:
(562) 203-0295

Website:
edcodisposal.com

Family Owned & Operated
EDCO
edcodisposal.com
"We'll Take Care of It"

WHERE DOES IT GO?

Knowing the most environmentally beneficial ways to dispose of everyday products such as soiled-paper products, cardboard and food scraps is essential. When thrown in the trash, these items can pollute the environment and increase waste in landfills.

Please visit edcodisposal.com, go to the Where Does it Go page under the Resource Center tab for additional information.

Recycle These Items in your Blue Recycling Container:







Glass containers, paper bags and boxes, aluminum, metal, cardboard, hard plastic containers, mixed paper and cartons.

Recycle These Items in your Green Organics Container:







Food-soiled paper products such as paper bags, paper napkins, paper towels, paper plates, paper cups, all food scraps including meat bones, and coffee filters.

Place These Items in your Gray Trash Container:








Plastic bags, plastic utensils, Styrofoam peanuts, chip and candy wrappers and plastic straws.



Environmental Times

News about your environment and customer services

ESRPVCOMSU23

Summer 2023

Inside This Issue

Sustainability Report
Tips for Organics Recycling
Reduce Recycling Contamination

Holiday Schedule

Fourth of July
Tuesday, July 4, 2023
Service Delayed

EDCO will observe the Fourth of July holiday. Commercial collection will be delayed by one day the remainder of the week.

Labor Day
Monday, September 4, 2023
Service Delayed

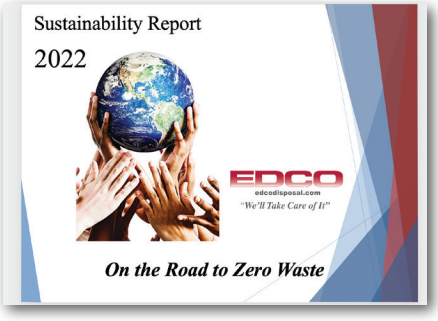
EDCO will observe the Labor Day holiday. Commercial collection will be delayed by one day the remainder of the week.

Can We Help?

Do you have questions regarding your service? Contact one of our friendly customer service representatives through the Contact EDCO tab on our website, send us a text message, or call our office.

EDCO's 2022 Sustainability Report

Family-owned and operated EDCO is committed to recycling innovations and reducing our environmental impact. The 2022 EDCO Sustainability Report highlights EDCO's significant efforts to ensure a viable environment for our customers and employees. We are helping improve the quality of life at work and within our communities by reducing our carbon footprint, preserving our natural resources, and protecting the earth.



Please visit our website at **edcodisposal.com** and click on **Resource Center,** and go to the **Sustainability tab** to review EDCO's 2022 Sustainability Report.

Helpful Tips for Successful Organics Recycling

Now that we are placing food scraps, food-soiled paper and yard trimming all together in the green organics container, below are a few suggestions for a successful organics recycling program.

- Layer yard trimmings, food scraps and food-soiled paper products in the organics container to help absorb moisture.
- If you do not have yard trimmings, wrap your food scraps in any type of non-wax paper, including paper bags, newspaper, paper towels, or other food-soiled paper products to absorb moisture before putting the wet scraps inside the green container. ***Please remember to not use plastic bags of any kind, as they contaminate the material.***
- Keep your food scraps frozen if possible, and place them directly into your organics container the night before or the morning of your collection day.
- Keep the organics container closed at all times.
- If possible, store your organics container in a shaded area and rinse your container with mild soap and water when necessary. ***Please pour dirty water into the lawn and never in the street or down a storm drain!***

For additional information, please visit our website at **edcodisposal.com**, under the **Commercial Services Organics** page, or contact EDCO at the customer service number below.

950 E. 27th Street
Signal Hill, CA 90755

Customer Service:
(562) 597-0608

Text:
(562) 203-0295

Website:
edcodisposal.com

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"We'll Take Care of It"

Help Reduce Recycling Contamination

We all know how important recycling is to our community and environment, but keeping it free from contamination is also an important element to having successful recycling programs. Contamination happens when non-recyclable items, organics or trash are mixed in with recyclable items. Too much contamination can potentially ruin a whole load of recyclable material and be counterproductive to your recycling efforts.

Knowing what can be recycled is a major step towards reducing contamination in recycling containers. Below is a list of many acceptable items in EDCO's recycling program. If possible, you should never isolate recycling containers. By setting recycling containers, trash and organics containers side-by-side you reduce the risk of recycling contamination. Having recycling containers without a readily available trash and organics container might lead others to throw trash and/or organics in with the recycling.



CARTON CONTAINERS:

Aseptic cartons, including milk cartons and juice boxes, half-gallon juice cartons, soup/broth cartons, and wine cartons.



MIXED PAPER:

Mixed paper, including junk mail, catalogs, magazines, newspaper, and paper used for computer printing.

All food and beverage containers should be EMPTY. No/minimal food residue and no liquids remaining.

These items go inside RDS's blue commingled recycling containers!



STYROFOAM:

Block packaging, rigid polystyrene, and carry-out containers.



SHREDDED PAPER:

Shredded paper (placed in a clear bag is okay for easy identifying).



#1 - #7 PLASTICS:

All plastic containers, lids, and packaging with a recycling symbol of #1-7 ***(all containers accepted with caps and lids)***: water and soda bottles, peanut butter and other food jars, mouthwash bottles, vegetable oil containers, ovenable food trays, milk jugs, juice bottles, shampoo and conditioner bottles, detergent & bleach containers, condiment bottles, medicine bottles, bottle caps, butter and yogurt tubs, CD cases, baby bottles, 3-gallon water bottles, medical storage containers, and rigid plastics such as 5-gallon buckets.



GLASS CONTAINERS:

Glass containers including food jars and beverage bottles.



PAPERBOARD:

Paperboard boxes such as cereal boxes, tissue boxes, refrigerated food boxes, boxes from toiletries, soda/beer cases.



CARDBOARD:

Cardboard, including boxes used for moving and shipping or any other box or packaging made of corrugated cardboard.



ALUMINUM/METAL:

Aluminum, steel and tin cans, such as food and beverage cans for soda, soup, beer, beans, fruit, and vegetables. Clean aluminum foil, clean aluminum trays, and pie tins.



Environmental Times

News about your environment and customer services

LACOMWI23

Winter 2023

Inside This Issue

SB 1383 Compliance
Cardboard Recycling
Lithium Battery Reminder
2024 Holiday Schedule

Holiday Schedule

Christmas Day
Monday, December 25, 2023
Service Delayed

EDCO will observe the Christmas holiday on **Monday, December 25, 2023**. *There will be a one-day delay in service all week.*

New Year's Day
Monday, January 1, 2024
Service Delayed

EDCO will observe the New Year's holiday on **Monday, January 1, 2024**. *There will be a one-day delay in service all week.*

Can We Help?

Do you have questions regarding your service? Contact one of our friendly customer service representatives through the Contact EDCO tab on our website, send us a text message, or call our office.

Are you in Compliance with SB 1383?

Many of us know by now, **SB 1383** is a California state law that focuses on reducing methane emissions from organic waste, green waste, and compostable materials. The goal of SB 1383 is to help the state achieve its greenhouse gas reduction targets and improve air quality. Effective January 1, 2022, SB 1383 applied to all single-family residential dwellings (less than five units), commercial businesses, and multi-family residential dwellings (five or more units) and are required to subscribe and participate in recycling and organics collection services.

If your business or multi-family property has not subscribed to a collection service adequate in size and frequency for ALL recycling and organic waste, EDCO is here to help.

Organic items include all food scraps, soiled-paper products such as paper bags, paper napkins, paper towels, paper plates, paper cups, paper and cardboard takeout containers and takeout boxes (with no plastic or wax coating, and with any metal removed), and coffee filters can all go into your **green** organics container. Please do not use any kind of plastic bags (including certified compostable or biodegradable bags) for any type of green waste, food waste, or other organics collection or disposal, as they contaminate the compost! All organic material must be placed loosely inside the green container for collection. Paper bags are acceptable.

Tips for Recycling Cardboard



1. **Reuse it:** The best thing you can do before putting your cardboard in a recycling container is to try and reuse the material.
2. **Break it down:** Flatten cardboard boxes as much as you can. This will conserve space in recycling containers.
3. **Keep it dry:** Once cardboard gets wet, it becomes extremely difficult to recycle, so try to keep it as dry as possible.
4. **Remove plastic and other contaminants:** Be sure to remove plastic, polystyrene, and other contaminants from your cardboard before recycling.
5. **Keep it clean:** Cardboard that contains grease or other contaminants cannot be recycled in the blue container, please avoid combining those greasy boxes with dry, non-contaminated cardboard.

With EDCO's organics recycling program, you can still recycle the greasy boxes, just place them in the green organics container, instead of the blue recycling container.

950 E. 27th Street
Signal Hill, CA 90755

Customer Service: Lakewood: (562) 423-8161
El Segundo/RPV/Signal Hill/Long Beach/Torrance: (310) 540-2977

Text:
(562) 203-0295

Website:
edcodisposal.com

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"We'll Take Care of It"

The Importance of Properly Disposing of Lithium Batteries



Lithium Ion (Li-Ion) batteries are commonly found in cell phones, laptops, cordless phones, household electronics or power tools and are considered hazardous waste when they are discarded. Unfortunately, more and more dangerous incidents are being reported involving explosions or fires caused by improperly disposed cell phones or Li-Ion batteries. **All batteries and electronic waste must be properly recycled** or taken to a household hazardous waste disposal facility or event, and ***NEVER placed in trash, recycling, or organics carts***! *If batteries are not discarded properly, they can potentially explode and cause a fire in a collection cart, truck, or in a disposal facility when crushed.* **For more information, visit edcodisposal.com, under the Resource Center Tab and go to Special Items Disposal.**

Holiday Wishes from EDCO



We wish you and your family the very best during this festive time of year. We look forward to serving your waste and recycling needs for many years to come. May the warmth of the season remain with you throughout the year.

Thank you for allowing us to serve you!
From all of us at family owned and operated
EDCO

2024 COMMERCIAL
TRASH & RECYCLING HOLIDAY SCHEDULE

New Year's Day ~ Monday, January 1st
1-Day Delay in service *all week*

Memorial Day ~ Monday, May 27th
1-Day Delay in service *all week*

Independence Day ~ Thursday, July 4th
1-Day Delay for *Thursday & Friday Customers Only*

Labor Day ~ Monday, September 2nd
1-Day Delay in service *all week*

Thanksgiving Day, Thursday, November 28th
1-Day Delay for *Thursday & Friday Customers Only*

Christmas Day ~ Wednesday, December 25th
1-Day Delay for *Wednesday, Thursday & Friday Customers Only*

Why Recycle?

Recycling helps conserve resources and extends the life of California's landfills. It also helps create a healthy environment for our community and future generations. With the current mandatory recycling requirements EDCO's recycling facilities allow customers to meet compliance mandates including AB 341, AB 1826, AB 827, AB 1594, and SB 1383, which are directly related to recycling in the State of California.

EDCO is committed to assisting businesses and multifamily properties implement recycling programs. EDCO can provide free, on-site visits to help you comply with the state's mandatory recycling requirements, which would also include a review of your current trash and recycling services, and help determine the best recycling program for you. EDCO's recycling programs may allow high-volume generators to reduce trash container sizes and/or collection frequency by diverting recyclable materials into designated recycling or organics containers.

How to get Started

EDCO can conduct a free on-site evaluation aimed at starting or enhancing recycling activities on your premises. The visit will help customize recycling service and containers to meet your needs.

- EDCO will evaluate the benefits and costs of a recycling program for your business with a FREE Waste Assessment.
- EDCO will develop a recycling collection program tailored to your specific need.
- EDCO will offer on-site recycling presentations for users supported by bilingual education materials.

Email Us! csrsh@edcodisposal.com

Text Us! (562) 203-0295

Visit our Website! edcodisposal.com

Call Us! (562) 597-0608

EDCO

950 E. 27th Street • Signal Hill, CA 90755



Commercial Waste & Recycling Quick Reference Guide

On the Road to Zero Waste...

EDCO

edcodisposal.com

"We'll Take Care of It"

What Goes in the Trash Container?





INCLUDES BUT NOT LIMITED TO:



PLASTIC BAGS OR FILM*



DIAPERS



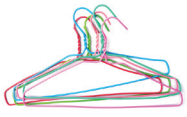
RUBBER HOSES



SNACK BAGS & CANDY WRAPPERS



BROKEN GLASSWARE & DISHES



METAL HANGERS



PLASTIC STRAWS



DISPOSABLE GLOVES & MASKS



PET WASTE & KITTY LITTER

***PLASTIC BAG OR FILM RECYCLING:** PLEASE VISIT PLASTICFILMRECYCLING.ORG FOR PLASTIC BAG AND FILM RECYCLING SOLUTIONS AND POSSIBLE DROP-OFF LOCATIONS NEAR YOU.



NO HHW!

Do not place household hazardous waste (HHW) items in ANY of EDCO's collection containers! Please refer to edcodisposal.com, under the Resource Center tab for HHW and special items disposal solutions.

What Goes in the Recycling Container?





INCLUDES BUT NOT LIMITED TO:



ALUMINUM:
Aluminum, steel and tin cans, such as food and beverage cans for soda, soup, beer, beans, fruit, and vegetables. Clean aluminum foil, clean aluminum trays, and pie tins.



PAPERBOARD:
Paperboard boxes such as cereal boxes, tissue boxes, refrigerated food boxes, boxes from toiletries, and soda/ beer cases.



GLASS CONTAINERS:
Glass containers including food jars and beverage bottles.



CLEAN CARDBOARD:
Cardboard, including boxes used for moving and shipping or any other box or packaging made of corrugated cardboard.



METAL:
Dry and empty paint and aerosol cans.



CARTON CONTAINERS:
Aseptic cartons, including milk cartons and juice boxes, half-gallon juice cartons, soup/broth cartons, and wine cartons.



STYROFOAM:
Clean foam cups, meat trays, plates, egg cartons, block packaging (no peanuts), rigid polystyrene, and carry-out containers.



SHREDDED PAPER:
Shredded paper (placed in a clear bag is okay for easy identifying).



MIXED PAPER:
Mixed paper, including junk mail, catalogs, magazines, newspapers, & paper used for computer printing.



#1 - #7 PLASTICS: All plastic containers, lids, and packaging with a recycling symbol of #1-7 (all containers accepted with caps and lids): water and soda bottles, peanut butter and other food jars, mouthwash bottles, vegetable oil containers, ovenable food trays, milk jugs, juice bottles, shampoo and conditioner bottles, detergent and bleach containers, condiment bottles, medicine bottles, bottle caps, butter and yogurt tubs, CD cases, baby bottles, 5-gallon water bottles, CDs, medical storage containers, and rigid plastics such as 5-gallon buckets.

All food and beverage containers should be **EMPTY**: no/minimal food residue and no liquids remaining. Boxes should be broken down and flattened to fit inside the recycling container.

What Goes in the Organics Container?





INCLUDES BUT NOT LIMITED TO:



FOOD SCRAPS:
Cooked or raw meat, poultry and seafood (including bones), cheese, dairy products, fruits, vegetables, grains, pasta, egg shells, bread, coffee grounds, tea bags, tea leaves, baked goods, nuts, jelly, candy, snack foods, leftovers, spoiled food.



FOOD-SOILED CARDBOARD AND PAPER:
Paper bags, paper napkins, paper towels, paper plates, paper cups, paper and cardboard take-out containers and take-out boxes (with no plastic or wax coating, and with any metal removed), coffee filters, tissues.



LANDSCAPE WASTE:
Grass clippings, small branches, small tree limbs, tree roots, flowers, leaves, plants, straw.



Do not use any kind of plastic bags (including certified compostable or biodegradable bags) for any type of green waste, food waste or other organics collection or disposal, as they contaminate the compost! All organic material must be placed loosely inside the green container for collection. Paper bags are acceptable. Also, do not put rocks in with organic waste or in the green collection container.

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Restaurant Guide to Organics Recycling





ORGANICS

You can now place your organic material in the green organics containers. Organics must be placed loosely inside the green organics containers only. **Please DO NOT use any type of plastic bags (including certified compostable or biodegradable bags)** as they contaminate the material! Paper bags are acceptable.

RECYCLABLE ORGANICS INCLUDE, BUT ARE NOT LIMITED TO:

Food Scraps

Cooked or raw meat, poultry and seafood (including bones), cheese, dairy products, fruits, vegetables, grains, pasta, egg shells, bread, coffee grounds, tea bags, tea leaves, baked goods, nuts, jelly, candy, snack foods, leftovers, and spoiled food.



Food-Soiled Paper and Natural Fibers

Paper bags, paper napkins, paper towels, paper plates, paper cups, paper take-out containers and take-out boxes (with no plastic or wax coating, and with metal removed), coffee filters, tissues, popsicle sticks, toothpicks, wooden chopsticks, and untreated wood.



Keep these items out of the organics container!

• NO Liquids• NO Metal• NO Plastic bags or film• NO Biodegradable or Compostable bags• NO Plastic Straws• NO Styrofoam

TIPS FOR A SUCCESSFUL ORGANICS RECYCLING PROGRAM IN YOUR RESTAURANT:

- **Educate Your Staff** - Train all staff to properly sort waste into trash, recycling, and organics. Educating your staff on what goes into each container is a key component to the success of your waste management process. EDCO can provide videos, outreach, and signage to assist in training.
- **Assign Team Leads**- Consider appointing green team leads that can train new staff on the organics recycling program, and keep all staff informed of the business' progress toward reducing waste and becoming recycling experts.
- **Collection Containers**- Set your program up for success by color coding the collection containers. Use green containers for organics and blue for recycling. Color coding makes it easier to quickly identify what goes where.
- **Determine Placement of Organics Containers**- Consider placing organics containers near prep stations and next to dish washing areas to make convenient for kitchen staff to properly recycle organic material. Once the container is full, the organic waste can be emptied into the green organics container.
- **Use Food- Soiled Paper Products to your Advantage!** - Many restaurants find wrapping food waste in any type of non-wax paper, such as paper towels, packing paper, newspaper, or paper bags, is an easy way to move food waste from inside the kitchen to the organics container. Try lining the container with a paper bag or place paper towels or newspaper at the bottom of the organics container to help absorb any liquid. **Please do not use any kind of plastic, biodegradable or compostable bags!**

QUESTIONS?

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Text Us! (562) 203-0295

Call Us! (562) 597-0608

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Guía de Restaurantes de Reciclaje de Orgánicos



ORGANICOS

Ahora puede colocar su material orgánico en los contenedores orgánicos verdes. Los orgánicos deben colocarse sin apretar dentro de los contenedores orgánicos verdes únicamente. **¡No utilice ningún tipo de bolsas de plástico (incluidas las bolsas compostables o biodegradables certificadas) ya que contaminan el material!** Las bolsas de papel son aceptables.



LOS ORGÁNICOS RECICLABLES INCLUYEN, PERO NO SE LIMITA A:

Restos de Comida

Carne, aves y mariscos cocidos o crudos (incluidos los huesos), queso, productos lácteos, frutas, verduras, granos, pasta, cáscaras de huevo, pan, posos de café, bolsitas de té, hojas de té, productos horneados, nueces, gelatina, dulces, bocadillos alimentos, sobras y alimentos en mal estado.



Papel Sucio con Comida

Bolsas de papel, servilletas de papel, toallas de papel, platos de papel, vasos de papel, recipientes de papel para llevar y cajas para llevar (sin revestimiento de plástico o cera y sin metal), filtros de café, pañuelos de papel, palitos de helado, palillos de dientes, y madera sin tratar.



¡Mantenga estos artículos fuera del contenedor de orgánicos!

• NO Líquidos• NO Metal• NO Bolsas de plástico• NO Bolsas biodegradables o compostables • NO Popotes de plástico • NO Espuma de poliestireno

CONSEJOS PARA UN PROGRAMA DE RECICLAJE DE ORGÁNICOS EXITOSO EN SU RESTAURANTE:

- **Educar a su personal -** entrenar a todo el personal para clasificar adecuadamente los desechos en basura, reciclaje y orgánicos. Educar a su personal sobre lo que se coloca en cada contenedor es un componente importante para el éxito de su proceso de gestión de residuos. EDCO puede proporcionar videos, material educativo, y letreros para ayudar en el entrenimiento.
- **Asignar líderes de equipo -** Considere nombrar líderes de equipos ecológicos que puedan entrenar al nuevo personal en el programa de reciclaje de productos orgánicos y mantener a todo el personal informado sobre el progreso de la empresa para reducir los desechos y convertirse en expertos en reciclaje.
- **Contenedores de recolección -** Configure su programa para el éxito mediante la codificación por colores de los recipientes de recolección. Use contenedores verdes para orgánicos y azules para reciclaje. La codificación por colores hace que sea más fácil identificar rápidamente qué va a dónde.
- **Determinar la ubicación de los contenedores orgánicos -** Considere colocar contenedores orgánicos cerca de las estaciones de preparación y al lado de las áreas de lavado de platos para que el personal de cocina pueda reciclar adecuadamente el material orgánico. Una vez que el contenedor está lleno, los residuos orgánicos se pueden vaciar en el contenedor de orgánicos verdes.
- **¡Use los productos de papel sucios con comida para su beneficio! -** Muchos restaurantes consideran que envolver los desechos de alimentos en cualquier tipo de papel que no sea encerado, como toallas de papel, papel de embalaje, periódicos o bolsas de papel, es una manera fácil de mover los desechos de alimentos desde el interior de la cocina hasta el contenedor de orgánicos. Trate de forrar el recipiente con una bolsa de papel o coloque toallas de papel o papel periódico en el fondo del recipiente orgánico para ayudar a absorber cualquier líquido. **¡Por favor, no utilice ningún tipo de bolsas de plástico, biodegradables o compostables!**

¿PREGUNTAS?

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¡Llámanos! (562) 597-0608

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Food Service Ware Options

The increased use of disposable food service ware over the last decade has changed the way we eat meals but unfortunately its also has a negative impact on our planet. Switching to eco-friendly food service ware may seem like a good choice but choosing a ***sustainable*** option is the best choice.

Sustainability is a higher standard of eco-friendliness. Sustainability is the ability to maintain a healthy environment through ethical and sound processes. Just because a product is eco-friendly, doesn't mean the manufacturing process and transportation was, too. If the process takes lots of energy and releases pollution, the process is not sustainable, therefore neither is the product. This guide aims to assist you in selecting the best sustainable options for food service ware.

SUSTAINABLE

Reusables are the best environmental option. Reusable food service ware will use far less energy and resources over its lifetime than its disposable counterparts. Even with the energy and water needed to wash items, the overall environmental impact is substantially less than disposable items.



Preferred

ECO-FRIENDLY

Food soiled paper, uncoated paper & cardboard takeout containers, wood-based chopsticks and flatware.



OKAY

UNSUSTAINABLE

Items made from plastic, plant-fibers including bamboo, palm leaves, corn, sugar and items that are plastic & wax coated.



AVOID

Bamboo plates are a great example of food service ware that is eco-friendly, but not sustainable. The bamboo plates themselves are biodegradable, compostable, and eco-friendly however most composters do not accept bamboo because the amount of time it takes to breakdown.

Even though the plates are made from a renewable resource, the process itself is not sustainable. Bamboo plates rely on cutting down bamboo, which contributes to deforestation and harms ecosystems, strips wildlife of their habitats, and denies local populations of a valuable resource. Additionally, the process of cutting down trees and reducing them to sawdust releases pollution and contributes to climate change.

It is important to remember that all food ware marketed as certified compostable or biodegradable may not break down in EDCO's Anaerobic Digestion Facility. Many factors play a role, including the ability to distinguish compostable and non-compostable food ware, the food ware item's thickness as well as the time spent going through the anaerobic digestion process. While paper and fiber products generally breakdown, some other products even if certified compostable or biodegradable may decompose only partially or not at all.

Rethinking Disposable Food Ware

When choosing between reusable or disposable items, it's important to think beyond the item's initial cost. Disposables are relatively inexpensive to buy, but you have to continually replenish your supply. Those ongoing costs add up fast. Reusables, on the other hand, cost more upfront but will be used over and over again.

Use this calculator to determine your breakeven point for the cost of reusable items. The breakeven point is the number of uses required to recover your investment. As soon as you exceed the breakeven point for a particular item, you'll be saving money!

BREAKEVEN POINT CALCULATOR

Cost of reusable (each) = $ _____ ÷

Cost of disposable item (each) = $_____

Breakeven point =_____ uses.

Example: Reusable cup = $1.00 each ÷ Disposable cup = $0.05 each
Breakeven point = 20 uses.

BREAKEVEN POINTS
of different types of reusables compared to different types of disposables:

PLASTIC



Needs to be reused 10 times to be more sustainable than single use plastic or 17 times to be more sustainable than paper.

GLASSWARE



Needs to be reused 15 times to be more sustainable than paper products.

STAINLESS STEEL



Needs to be reused 24 times to be more environmentally friendly than paper.

CERAMIC



Using ceramic rather than paper reduces material consumption, air and water pollution, and solid waste after just 60 uses.

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MIXED RECYCLING
RECICLAJE MIXTO

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GLASS
VIDRIO



METAL



RIGID PLASTIC
PLÁSTICOS RÍGIDOS



MIXED PAPER
PAPEL MIXTO



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CARTON
CAJA DE CARTÓN



RECYCLE HERE:
RECICLA AQUÍ:



DO NOT RECYCLE:
NO SE RECICLA:



ORGANICS

Residuos Orgánicos

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FOOD SCRAPS

RESTOS DE COMIDA



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FOOD-SOILED PAPER

PAPEL CON SUCIEDAD DE COMIDA



RECYCLE ORGANICS IN HERE:

RECICLA RESIDUOS ORGÁNICOS AQUÍ:



SHOULD NOT BE RECYCLED:

NO DEBE SER RECICLADO:



LANDFILL

Basura

EDCO

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SOFT PLASTICS

PLÁSTICOS BLANDOS








MIXED-MATERIAL ITEMS

ARTÍCULOS DE MATERIALES MIXTOS







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MISCELLANEOUS

MISCELÁNEOS








DISPOSE OF TRASH HERE:

DESECHA LA BASURA AQUÍ:



DO NOT THROW IN THE TRASH:

NO TIRAR A LA BASURA:



Welcome to EDCO

CITY OF DEL MAR

Important Information Inside About EDCO's Waste and Recycling Collection Programs



Coming Soon!

EDCO's commercial trash, recycling, and organics collection.

Effective

July 1, 2022, EDCO will provide waste and recycling services to businesses in the City of Del Mar.

As this date approaches, our entire team is preparing for a seamless service transition.

EDCO's Collection Services

Starting the week of June 20, 2022, EDCO will begin exchanging commercial carts, bins, and/or roll-off boxes used to collect solid waste, recyclable materials, and organic waste.

"We'll Take Care of It!"

EDCO will consistently provide superior customer service to the businesses of Del Mar by demonstrating our ***"We'll Take Care of It"*** attitude through all of our services! This attitude and motto is the foundation of EDCO's approach to customers, communities, fellow employees, and the environment.

Enhanced Commercial Services

EDCO's commercial collection service includes additional enhanced services such as bulky-item on-call collection (additional fee), bi-annual Del Mar Recycles events, and service guidance.

When Will EDCO Begin Collection Services?

Effective Friday, July 1, 2022, EDCO will start collecting trash, recycling, and organic waste. Your current provider will continue to collect commercial trash, recycling, and green waste through Thursday, June 30, 2022.

Will There Be A Change In My Bill?

Yes. Invoices will have a new look and remittance address. A detailed overview will be provided in the initial billing.



EDCO is Dedicated to Serving Del Mar!

EDCO understands that questions may arise during this time of change and we are here to help. Please do not hesitate to contact our office and speak with a customer service representative. EDCO will answer any questions you may have about this transition and will try to resolve any situations that arise. Remember, just call EDCO and ***"We'll Take Care of It!"***

- **Email us!** You can email a customer service representative at **csrlg@edcodisposal.com**.
- **Text us!** You can text a customer service representative by texting a message to **(619) 202-8365**.
- **Look us up on the web!** Visit our website at **edcodisposal.com** where you can request new services, information, special pick-ups and more.
- **Visit us!** Come in and see us at our office located at **9790 Olson Dr., San Diego, CA 92121**.
- **Call us!** You can reach a customer service representative by calling **(619) 287-7555**.



Customers can continue to call the current provider for service requests through June 30, 2022. For all new service requests starting on or after July 1, 2022, customers can contact EDCO.



EDCO's Collection Service

With EDCO, commercial customers will subscribe to a collection service which will include trash, recycling, and organics.

Trash

EDCO will provide wheeled carts, bins and/or roll-off boxes for collection of solid waste. Commercial customers will have the opportunity to subscribe to the appropriate service level that will be collected at least once per week and up to seven (7) times per week. Collection containers include carts (64 and 96 gallons), bins (2 - 4 yard plastic and 6-yard metal), 3-yard metal split bins, as well as roll-off boxes (10 - 40 cubic yards).

KEEP OUT OF THE TRASH CONTAINER:

- Recyclables
- Organics, including yard and food waste
- Household Hazardous Waste (HHW)
- Electronics or batteries
- Flourescent light bulbs
- Pharmaceuticals, medical waste or needles
- Automobile parts, including motor oil, oil filters, batteries, and tires

Recycling

EDCO will provide wheeled carts and bins for the weekly collection of commingled recycling. Commercial customers will have the opportunity to subscribe to an appropriate service level that includes carts (64 and 96 gallons), bins (2 - 4 yard plastic and 6-yard metal), and 3-yard metal split bins.

EDCO offers customers several recycling programs to collect a variety of recyclable materials. To ensure program success, your EDCO representative can provide bilingual educational materials to support your program.

To get your recycling program going, EDCO will:

- Evaluate the benefits and costs of a recycling program for your business.
- Develop a recycling collection program to include: outside BLUE recycling containers and on-site recycling presentations.

Once the program is in place, start recycling!

Use your recycling container to recycle household containers, mixed paper, newspaper, cardboard, and beverage containers marked ♳ - ♷, labeled "CA Redemption Value" or "CA Cash Refund," all mixed together in your recycling container. Please help prevent contamination by not placing any trash or non-recyclable items in the recycling container.

Recyclable materials include, but are not limited to:



PAPERBOARD:
Paperboard boxes such as cereal boxes, tissue boxes, refrigerated food boxes, boxes from toiletries, and soda/beer cases.



STYROFOAM:
Clean foam cups, meat trays, plates, egg cartons, block packaging (no peanuts), rigid polystyrene, and carry-out containers.



CARTON CONTAINERS:
Aseptic cartons, including milk cartons and juice boxes, half-gallon juice cartons, soup/broth cartons, and wine cartons.



ALUMINUM:
Aluminum, steel and tin cans, such as food and beverage cans for soda, soup, beer, beans, fruit, and vegetables. Clean aluminum foil, clean aluminum trays, and pie tins.



METAL:
Dry and *empty* paint and aerosol cans.



SHREDDED PAPER:
Shredded paper (placed in a clear bag is okay for easy identifying).



CARDBOARD:
Cardboard, including boxes used for moving and shipping or any other box or packaging made of corrugated cardboard.



GLASS CONTAINERS:
Glass containers including food jars and beverage bottles.



MIXED PAPER:
Mixed paper, including junk mail, catalogs, magazines, newspapers, and paper used for computer printing.



#1 - #7 PLASTICS: All plastic containers, lids, and packaging with a recycling symbol of #1-7 (all containers accepted with caps and lids): water and soda bottles, peanut butter and other food jars, mouthwash bottles, vegetable oil containers, automotive oil containers, ovenable food trays, milk jugs, juice bottles, shampoo and conditioner bottles, detergent and bleach containers, condiment bottles, medicine bottles, bottle caps, butter and yogurt tubs, CD cases, baby bottles, 5-gallon water bottles, CDs, medical storage containers, and rigid plastics such as 5-gallon buckets.

All food and beverage containers should be **EMPTY**: no/minimal food residue and no liquids remaining, and boxes should be broken down and flattened to fit inside the recycling container.

Organics

EDCO's New Organics Recycling Program will Collect Food Scraps and Yard Waste Mixed Together in Your Green Container

EDCO will provide wheeled carts and bins for the weekly collection of organics. Commercial customers will have the opportunity to subscribe to an appropriate service level that includes carts (64 and 96 gallons), bins (2 - 4 yard plastic and 6-yard metal) and 3-yard metal split bins.

Use the green organics container to separate material such as landscape and pruning waste, nonhazardous wood waste and organics, such as food waste, *all mixed together*. **Organics include, but are not limited to:**

Food Scraps

Fruit, vegetables, meat, bones, dairy, egg shells, prepared food



Food-Soiled Paper

Napkins, tea bags, paper plates, coffee filters



Landscape Waste

Plants, leaves, branches, grass





Keep these items out of your green container! Prohibited items cannot break down or cause a safety hazard for collection crews.

KEEP OUT

- Aluminum
- Animal carcasses
- Cigarette butts and ashes
- Clothing
- Diapers
- Dirt
- Film Plastic
- Glass
- Hazardous waste
- Kitty litter
- Landscape timbers
- Liquids
- Medical waste
- Metal
- Pet waste
- Plastic bags
- Plastic containers
- Plastic straws
- Rocks
- Soil
- Styrofoam
- Trash
- Treated or painted lumber
- Tree stumps
- Treated or painted wood
- Wine corks



Please do not use plastic bags, even if they are compostable or biodegradeable, as they contaminate the Anaerobic Digester!
All organic material must be placed loosely inside the organics container for collection. Paper bags are acceptable.

Get the Most Out of Organics Recycling

EDCO is committed to assisting businesses in implementing organics recycling. EDCO will provide free, onsite visits to help you comply with the State's mandatory recycling requirements. This includes a review of your current trash and recycling services to help determine the best organics program for you. When EDCO's organics recycling program is implemented, high-volume generators may reduce trash container sizes and/or collection frequency that can lower your trash bill by diverting organic materials into designated organics containers. Please call **Dawn Cox at (619) 287-5696 ext. 4230** or email **dcox@edcodisposal.com** to schedule a site visit.



Additional EDCO Commercial Services



Bulky Item Collection

If it's too heavy or too large to fit in your trash container, call us to schedule a bulky item pickup for an additional fee.

Del Mar Recycles Events

Twice a year, EDCO will provide a recycle event to which Del Mar residents and businesses can bring confidential materials for shredding. Customers will be limited to three (3) standard office storage boxes. EDCO will also have free mulch available for self-haul/self-load at the events.

Temporary Bins

Three-cubic yard bins are available for temporary use in cleanup or small construction/renovation projects for an additional fee.

Roll-Off Boxes

Roll-off containers are available for either regularly scheduled service or for temporary use in large cleanup or construction/renovation projects. In order to handle different types of material, roll-offs come in different sizes, 10 - 40 cubic yards. Please contact our office for helpful assistance in choosing the right box for your project and detailed information on rates and acceptable debris.

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NOTICE

Important Information Inside About EDCO, Del Mar's New Waste Hauler!

Online Resources

edcodisposal.com

enter your zip code

Del Mar customers have access to EDCO's dedicated community website.

Stay Connected with EDCO

Stay connected with EDCO by registering your email address through our website and receive periodic notifications regarding service alerts, upcoming events, and environmental news pertaining to Del Mar.

Subscribe by going to edcodisposal.com and entering your zip code. On our homepage, enter your email address in the designated email box and click on SUBMIT.

Email and Text with EDCO

Email and text messaging have become a form of communication that many of us are using on a daily basis. We often find ourselves on the go with no time to be on the phone or sitting in front of a computer. Del Mar customers can communicate with one of our friendly customer service representatives via email and text message!



Email and text messaging offer customers another convenient way to efficiently communicate questions and requests with EDCO's customer service office. Email us at **csrlg@edcodisposal.com** or text us a message at **(619) 202-8365**! EDCO responds to emails and texts during business hours, Monday - Friday, 8:00 a.m. - 5:00 p.m.

News and Events

EDCO's website features communication tabs with news and events specific to Del Mar. Here you can find service alerts, Del Mar Recycles events, and environmental news.

Commercial and Multi-Family Organics Recycling Compliance Requirements

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CITY OF DEL MAR







Implementation of Mandatory Organics Recycling in Del Mar

As of January 1, 2022, all commercial businesses in the City of Del Mar including multi-family residential dwellings, were to have complied with all *State of California-mandated* recycling (aluminum, glass, cardboard & paper products, rigid plastics #1-7) and organic waste (food scraps/waste, non-waxy paper products, landscape and pruning waste, etc.) recycling provisions.

During the week of March 1st, EDCO will deliver a 65-gallon green organics cart to commercial and multi-family customers not yet enrolled in organics service.

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Organics Recycling!

EDCO's Organics Recycling Program Collects Food Scraps and Landscape Waste Mixed Together in a Green Organics Container. **During the week of March 1st, EDCO will be delivering a 64-gallon organics cart to commercial customers in Del Mar.**

Organic Waste



Organic waste is a renewable natural resource. It mainly comes from yard and kitchen waste from homes, and food waste and scraps from industrial and commercial operations.

Mandatory recycling of organic waste is the next step to achieving California's Zero Waste goals. EDCO constructed the first state-of-the-art, advanced technology Anaerobic Digestion (AD) Facility in San Diego County, capable of producing renewable natural gas that will serve the needs of the region.

AD is an efficient and environmentally sustainable technology that can make a significant contribution to the management of organic waste in California. Capturing and reducing the amount of methane released into the atmosphere is critical in ensuring a safe and healthy environment for ourselves and future generations.





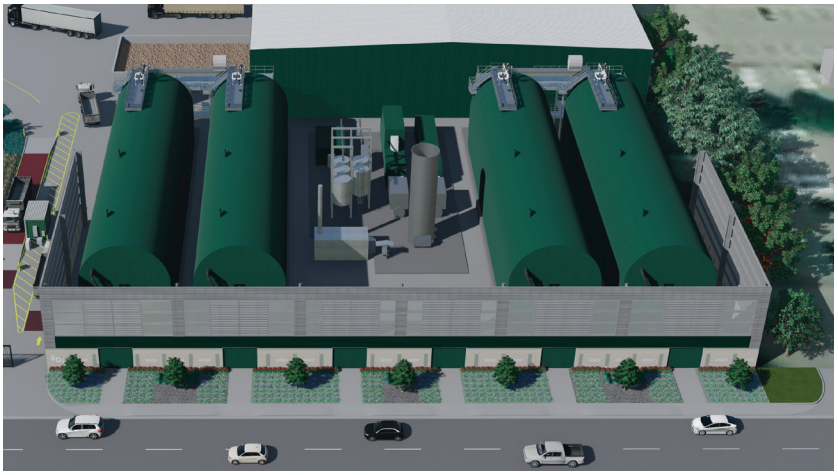
Why Recycle Food Waste?

Organic waste accounts for over 40% of the material in California's waste stream. Organic material cannot break down when buried in a landfill, as it would in nature or in a compost pile. Instead, it decomposes without oxygen, releasing methane gas into the atmosphere. Organic material (food scraps and yard waste) is recycled when placed in green organics containers and then transported to EDCO's AD Facility where it will break down and convert into renewable natural gas and fertilizer.

Commercial Food Waste Recycling Video

To learn more about EDCO's new organics recycling program and how it will significantly impact the future of organic waste, please visit our website at **edcodisposal.com** and watch our informative videos located in our Resource Center tab on the home page and click on Videos!

EDCO's Anaerobic Digestion Facility



EDCO's Anaerobic Digestion Facility

Since 1967, family owned and operated EDCO has had a long-standing commitment to reducing impacts on the environment through innovation. EDCO's state-of-the-art AD Facility will assist customers to be in full compliance with state mandates and keep us *On the Road to Zero Waste.*

AD is the natural process in which microorganisms break down organic materials such as food waste, green waste, fats, oils and greases. AD happens in closed spaces where there is no oxygen and converts organic material into Renewable Natural Gas (RNG) and fertilizer.

Recycling organics is easy and convenient with EDCO's commingled organics recycling program. EDCO expanded source-separated green waste collection to include the recycling of food waste. The new organics service allows customers to place food scraps in the same container as green waste. EDCO's AD Facility is a foundation for customers to achieve State mandates.

California State Mandates

The EDCO AD facility will allow the City of Del Mar to meet compliance mandates including AB 1826, AB 827, AB 341, and SB 1383, which are directly related to organic recycling in California.

AB 1826 Requires businesses that generate organic waste to arrange for recycling services for that waste, and for jurisdictions to implement a recycling program to divert organic waste from businesses subject to the law, as well as report to the State of California on their progress in implementing an organic waste recycling program.

AB 827 Requires commercial generators subject to AB 1826 to provide customers with recycling containers inside their place of business for the convenience of recycling.

AB 341 California Assembly Bill AB 341 requires businesses and multifamily dwellings to recycle. This recycling effort targets single-stream recycling where all recyclable materials are mixed together.

SB 1383 Establishes targets to achieve a 50% reduction in the level of the statewide disposal of organic waste from the 2014 level by 2020 and a 75% reduction by 2025. The law grants CalRecycle the regulatory authority required to achieve the organic waste disposal reduction targets and establishes an additional target that not less than 20% of currently disposed edible food is recovered for human consumption by 2025.

QUESTIONS? Please visit our website at edcodisposal.com or call (619) 287-7555 ext. 168

What Goes in the Organics Container?

Organic waste (also referred to as organics), which includes food waste, by-products from food manufacturing, distribution, or retail, green waste, landscape and pruning waste, non-hazardous wood waste, and food-soiled paper waste, can be placed commingled in an organics container.

Below are just a few examples of what can be placed in your organics container.

Food Scraps

Fruit, vegetables, meat, bones, dairy, egg shells, prepared food



Food-Soiled Paper

Napkins, tea bags, paper plates, coffee filters



Yard Waste

Plants, leaves, branches, grass







Get the Most Out of Organics Recycling

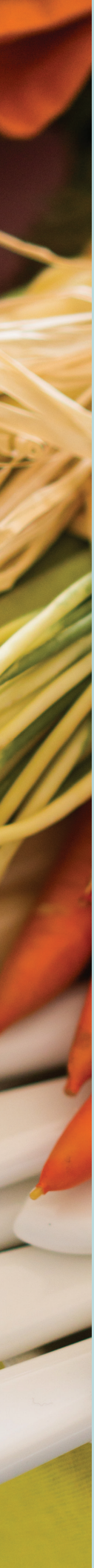
EDCO is committed to assisting businesses and multifamily properties implement organics recycling. EDCO provides free, onsite visits to help you comply with the state's mandatory recycling requirements, which includes a review of your current trash and recycling services, and to help determine the best organics program for you. EDCO's organics recycling program is now implemented, and generators may reduce trash container sizes and/or collection frequency by diverting organic materials into designated organics containers.





What More Can You Do?

San Diego Food System Alliance is leading an initiative across San Diego County to reduce food waste and increase food donation to people. By visiting their website, at **sdfsa.org/savethefoodsd/**, customers can find information on food recovery throughout the county, food donation guides, and resources.



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NOTICE:
During the week of March 1st, EDCO will be delivering a 64-gallon organics cart to commercial customers in Del Mar.

Para obtener información en español, visite nuestro sitio web, edcodisposal.com, en Commercial Services y haga clic en Organic Recycling.



The EPA estimates that more food reaches landfills than any other single material in our everyday trash, constituting 22 percent of discarded municipal solid waste. Adding food waste to EDCO's Organics Recycling Program will help reduce the amount of organic waste going to landfills and lower Green House Gas (GHG) emissions released into our environment.

Questions?

For ongoing information,
visit our website, edcodisposal.com,
email us at dcox@edcodisposal.com,
or call us at (619) 287-7555 ext 168.

ORGANICS

¡El Reciclaje de Productos Orgánicos Comerciales ha Llegado!

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El nuevo programa de reciclaje de productos orgánicos de EDCO recoge restos de comida y / o desechos de jardinería mezclados en un contenedor verde de productos orgánicos designado

RECICLAJE DE ORGANICOS



Separar los **orgánicos** (restos de comida y desechos de jardín) ayuda a nuestro medio ambiente.





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¡El Reciclaje Orgánico está Aquí!

El 1 de enero de 2022, el nuevo programa de reciclaje de productos orgánicos de EDCO comenzó a recolectar restos de comida por separado o mezclados con desechos de jardinería en un contenedor de productos orgánicos verde.

Residuo Orgánico



Los residuos orgánicos son un recurso natural renovable. Proviene principalmente de los desechos de jardín y cocina de los hogares, y de los desechos y sobras de alimentos de las operaciones industriales y comerciales. El reciclaje obligatorio de desechos orgánicos es el siguiente paso para lograr las metas Cero Residuos de California.

Reciclar productos orgánicos será fácil y conveniente con el programa combinado de reciclaje de productos orgánicos de EDCO. EDCO ha ampliado la recolección de residuos verdes separados en origen para incluir el reciclaje de residuos de alimentos. El servicio permitirá a los clientes colocar restos de comida en el mismo contenedor que los desechos verdes. El nuevo programa de reciclaje orgánico de EDCO será una base para que su comunidad cumpla con los mandatos estatales, incluidos AB 1826, AB 1594 y SB 1383, que están directamente relacionados con el reciclaje orgánico en el estado de California.

¿Por qué reciclar los desechos de alimentos?





Los desechos orgánicos representan más del 40% del material en el flujo de desechos de California. El material orgánico no se puede descomponer cuando se entierra en un vertedero, como lo haría en la naturaleza o en una pila de abono porque se descompone sin oxígeno, liberando gas metano a la atmósfera. En un programa de reciclaje orgánico, los desechos orgánicos se reciclan en compost valioso o mantillo que se usa para la restauración del suelo, o se pueden reciclar mediante digestión anaeróbica, produciendo biofertilizantes ricos en nutrientes, energía renovable e incluso combustible.

Al reciclar los desechos de alimentos, está ampliando un valioso espacio en los vertederos, lo que también reduce las emisiones de CO2 y preserva nuestro medio ambiente.

Del Contenedor Verde a Compost



EDCO recolectará los orgánicos de su contenedor verde y los transportará a una instalación de compostaje.



El material se coloca en grandes montones, donde los microorganismos comienzan a descomponerlo y a calentar los montones a temperaturas muy altas.



Después de aproximadamente 12 meses, el material se descompone y se transforma en un material terroso similar a la tierra llamado compost.



Compost se usa para fertilizar plantas, jardines y otras áreas al aire libre.

Mandatos Estatales de California

Con fechas límite de reciclaje obligatorias en el horizonte, la instalación de EDCO AD permitirá que la ciudad cumpla con los mandatos de cumplimiento, incluidos AB 1826, AB 827, AB 1594 y SB 1383, que están directamente relacionados con el reciclaje orgánico en el estado de California.

AB 1826 Requiere que las empresas que generan desechos orgánicos organicen servicios de reciclaje para esos desechos y que las jurisdicciones implementen un programa de reciclaje para desviar los desechos orgánicos de las empresas sujetas a la ley, así como informar al estado de California sobre su progreso en la implementación de un programa de reciclaje de residuos.

AB 827 Requiere que los generadores comerciales sujetos a AB 1826 proporcionen a los clientes contenedores de reciclaje dentro de su lugar de trabajo para la conveniencia del reciclaje.

AB 1594 A partir del 1 de enero de 2020, el uso de material verde como cobertura de vertedero diario alternativo (ADC) ya no constituirá una desviación a través del reciclaje y, en cambio, se considerará eliminación.

SB 1383 Establece objetivos para lograr una reducción del 50% en el nivel de eliminación de desechos orgánicos en todo el estado desde el nivel de 2014 para 2020 y una reducción del 75% para 2025. La ley otorga a CalRecycle la autoridad reguladora requerida para lograr los objetivos de reducción de eliminación de desechos orgánicos y establece un objetivo adicional de recuperar para el consumo humano no menos del 20% de los alimentos comestibles actualmente desechados para 2025.

¿PREGUNTAS? Visite nuestro sitio web en edcodisposal.com o envíe un correo electrónico a csrsh@edcodisposal.com.

¿Qué Va en el Contenedor de Orgánicos?



Los desechos orgánicos (también conocidos como orgánicos), que incluyen desechos de alimentos, desechos verdes, desechos de poda y jardinería, desechos de madera no peligrosos y desechos de papel con suciedad de comida, se recolectarán todos mezclados en su carrito de orgánicos verdes.

A continuación se muestran solo algunos ejemplos de lo que se puede colocar en su contenedor de orgánicos verde.

Restos de Comida

Fruta, verduras, carne, huesos, lácteos, cáscaras de huevo, comida preparada



Papel Sucio de Comida

Servilletas, bolsitas de té, platos de papel, filtros de café



Desechos de Jardín

Plantas, hojas, ramas, hierba







Aproveche al Máximo el Reciclaje de Productos Orgánicos

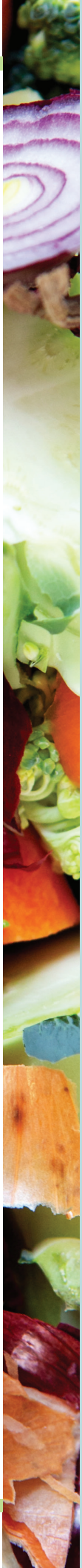
EDCO se compromete a ayudar a las empresas y propiedades multifamiliares a implementar el reciclaje orgánico. EDCO proporcionará visitas gratuitas al sitio para ayudarlo a cumplir con los requisitos de reciclaje obligatorios del estado, que también incluirían una revisión de sus servicios actuales de recolección de residuos y reciclaje, y ayudarán a determinar el mejor programa orgánico para usted. Cuando se implementa el programa de reciclaje de orgánicos de EDCO, los generadores de alto volumen pueden reducir el tamaño de los contenedores de basura y / o la frecuencia de recolección al desviar los materiales orgánicos a contenedores orgánicos designados.

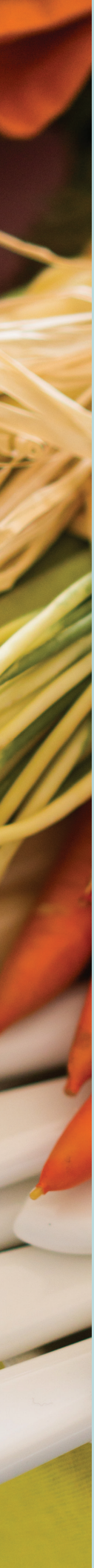




¿Que Puedes Hacer Ahora?

Food Finders es una organización de recuperación de alimentos sin fines de lucro con la misión de eliminar el hambre y el desperdicio de alimentos al tiempo que mejora la nutrición en comunidades con inseguridad alimentaria. Esto apoya despensas, refugios, agencias, misiones y más dentro de una gran parte de la región del sur de California. Food Finders coordina toda la logística de recoger y distribuir su comida donada, entregándola el mismo día a una agencia asociada dentro de su área local. Ninguna cantidad de comida es demasiado pequeña o demasiado grande, ya sea comida perecedera, no perecedera o preparada. Para obtener más información, llame al (562) 283-1400 o visite foodfinders.org.





EDCO

950 E. 27th Street • Signal Hill, CA 90755



La EPA estima que llegan más alimentos a los vertederos que cualquier otro material en nuestra basura diaria, lo que constituye el 22 por ciento de los desechos sólidos municipales desechados. Agregar residuos de alimentos al Programa de Reciclaje de Productos Orgánicos de EDCO ayudará a reducir la cantidad de residuos orgánicos que van a los vertederos y reducirá las emisiones de gases de efecto invernadero (GHG) liberadas a nuestro medio ambiente.

¿PREGUNTAS?

Para obtener información continua,
visite nuestro sitio web, edcodisposal.com,
envíenos un correo electrónico a csrsh@edcodisposal.com,
envía un mensaje de texto al (562) 203-0295,
o llámanos al (562) 597-0608.

ORGANICS

Important Reminder!

All businesses and multi-family residential dwellings in the State of California are required to subscribe and participate in recycling and organics collection services.

The requirements for businesses and multi-family property owners, listed on the other side of this insert, are set by the State under SB 1383 regulations. For more information about SB 1383 regulations visit our website at edcodisposal.com or the State's website at calrecycle.ca.gov.



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Business and Multi-Family Requirements

- Subscribe to a collection service adequate in size and frequency for ALL recycling and organics waste OR, if allowed by the jurisdiction, self-haul recyclables and organic waste to a recycling or composting facility.
- Provide easily accessible recycling and organic waste containers for employees, tenants, and customers.
- Recycling, organics, and trash containers must include correct labels and signage and conform to the proper color requirements.
- Annually educate employees, contractors, customers, and tenants on properly sorting waste into the correct containers.
- Provide information to new tenants before or within 14 days of the occupation of the premises.

Additional Business Requirements (not applicable to multi-family)

- Provide containers for the collection of recycling and organics waste in all areas where disposal containers are provided for customers, except for restrooms.
- Internal containers must conform to the proper color requirements and labeling requirements. Internal containers do not need to be replaced until they are no longer functional or until January 1, 2036, whichever comes first.
- Periodically inspect recycling and organics containers for contamination and inform employees if containers are contaminated.

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This notice is required to be sent annually by the State of California.

EL SEGUNDO

Organics Recycling is a State Law!
ARE YOU IN COMPLIANCE?



FOOD SCRAPS:

Food scraps including all fruits & vegetables including peels, pits & rinds, all bread, pasta & other grains, dairy products & egg shells, cooked meat & bones, coffee grounds, leftovers and plate scrapings.



FOOD-SOILED PAPER:

Food-soiled paper including items such as paper plates, cups, napkins, towels & tissue, paper coffee filters & tea bags, wax-coated food or beverage containers, pizza boxes and take-out containers. Food-soiled paper does not include paper products with a plastic coating, e.g., paper cups with a polyethylene coating.



LANDSCAPE DEBRIS:

Landscape debris including leaves, weeds, grass clippings, flowers, brush, shrubbery, tree trimmings and untreated and uncoated scrap wood and chips.

MANDATORY ORGANICS RECYCLING FOR BUSINESSES & MULTI-FAMILY DWELLINGS INCLUDING PUBLIC ENTITIES SUCH AS GOVERNMENT OFFICES & SCHOOLS

EDCO

950 E 27th St• Signal Hill, CA 90755



SB 1383 establishes targets to achieve a 50% reduction in the level of statewide disposal of organic waste from the 2014 level by 2020 and a 75% reduction by 2025. The law grants CalRecycle the regulatory authority required to achieve the organic waste disposal reduction targets and establishes an additional target that not less than 20% of currently disposed edible food is recovered for human consumption by 2025.

FREE Waste Audits!

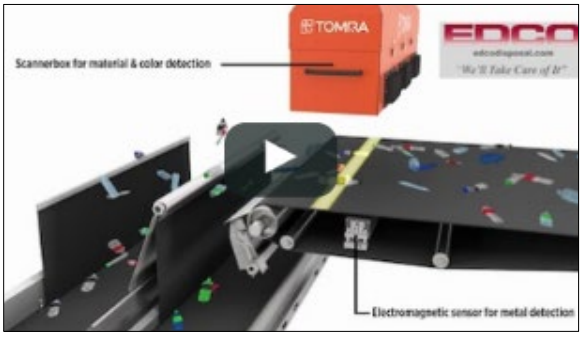
If you are interested in a waste audit to see how you can help reduce your waste and increase recycling, please call our office or ***submit a fast and easy online request*** at **edcodisposal.com** through the **Contact EDCO** tab, after entering your zip code, for a free consultation. Retail businesses, office buildings, restaurants, convenience stores, industrial centers, apartments and condominiums can all set up our simple and convenient recycling program.

TO OPTIMIZE YOUR ORGANIC RECYCLING EFFORTS, PLEASE CONTACT:

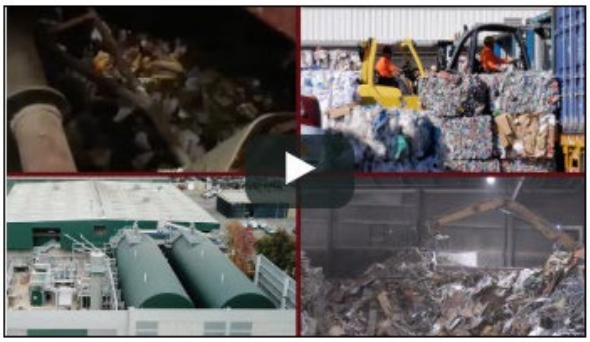
csrsh@edcodisposal.com Text (562) 203-0295 (562) 597-0608 edcodisposal.com

EDCO's Video Library

Explore our extensive bi-lingual video library at edcodisposal.com.



Escondido Resource Recovery
https://youtu.be/TomnkX7qIGQ



EDCO Recycling Video
https://youtu.be/8yUu-q87Zcs



EDCO's Anaerobic Digestion Facility
https://youtu.be/zM-tUWtYU24



Food Waste Recycling
https://youtu.be/_j9niYVzrkk



EDCO's Construction & Demolition Recycling Facility
https://youtu.be/wN6UUxVmlyA



Lithium-Ion Battery Fire Hazard
https://youtu.be/b3Us-QyuG4U

Secretary of State
Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name:	EDCO DISPOSAL CORPORATION
Entity No.:	0524099
Registration Date:	03/27/1967
Entity Type:	Stock Corporation - CA - General
Formed In:	CALIFORNIA
Status:	Active

The above referenced entity is active on the Secretary of State's records and is authorized to exercise all its powers, rights and privileges in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of April 24, 2024.

SHIRLEY N. WEBER, PH.D.
Secretary of State

Certificate No.: 203473531

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at **biz**fileOnline.sos.ca.gov.

BA20240316525

STATE OF CALIFORNIA
Office of the Secretary of State
STATEMENT OF INFORMATION
CORPORATION

California Secretary of State
1500 11th Street
Sacramento, California 95814
(916) 653-3516

For Office Use Only

-FILED-

File No.: BA20240316525

Date Filed: 2/19/2024

Entity Details

Corporation Name	EDCO DISPOSAL CORPORATION
Entity No.	0524099
Formed In	CALIFORNIA

Street Address of Principal Office of Corporation

Principal Address	6670 FEDERAL BOULEVARD LEMON GROVE, CA 91945

Mailing Address of Corporation

Mailing Address	6670 FEDERAL BOULEVARD LEMON GROVE, CA 91945
Attention	

Street Address of California Office of Corporation

Street Address of California Office	6670 FEDERAL BOULEVARD LEMON GROVE, CA 91945

Officers

Officer Name	Officer Address	Position(s)
E Cole Burr	9890 CHERRY AVENUE FONTANA, CA 92335	Secretary
STEVE SOUTH	6670 FEDERAL BOULEVARD LEMON GROVE, CA 91945	Chief Executive Officer
Alan Walsh	6670 Federal Boulevard Lemon Grove, CA 91945	Chief Financial Officer

Additional Officers

Officer Name	Officer Address	Position	Stated Position
John Snyder	6670 FEDERAL BOULEVARD LEMON GROVE, CA 91945	Vice President	

Directors

Director Name	Director Address
Cole Burr	9890 Cherry Ave. Fontana, CA 92335

The number of vacancies on Board of Directors is: 0

Agent for Service of Process

Agent Name	John Snyder
Agent Address	6670 FEDERAL BOULEVARD LEMON GROVE, CA 91945

Type of Business

Type of Business	REFUSE COLLECTION AND DISPOSAL

Email Notifications

Opt-in Email Notifications	Yes, I opt-in to receive entity notifications via email.

B2511-7945 02/19/2024 1:44 PM Received by California Secretary of State

Labor Judgment

No Officer or Director of this Corporation has an outstanding final judgment issued by the Division of Labor Standards Enforcement or a court of law, for which no appeal therefrom is pending, for the violation of any wage order or provision of the Labor Code.

Electronic Signature

☒ By signing, I affirm that the information herein is true and correct and that I am authorized by California law to sign.

Marc E. Empey	*02/19/2024*
Signature	Date

B2511-7946 02/19/2024 1:44 PM Received by California Secretary of State

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev. 12-17) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☒ Yes ☐ No	93	7211	30	
TERMINAL TYPE	**CODE**	**OTHER PROGRAM(S)**	**LOCATION CODE**	**SUBAREA**
☒ Truck ☐ Bus ☐ Mod Limo	1		670	B2

CARRIER LEGAL NAME	TERMINAL NAME (IF DIFFERENT)	TELEPHONE NUMBER (W/ AREA CODE)
EDCO DISPOSAL CORPORATION		(714) 522-3577

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
6762 STANTON AVE BUENA PARK, CA 90620

MAILING ADDRESS (NUMBER, STREET, CITY, ZIP CODE) (IF DIFFERENT FROM ABOVE)	INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)
6670 FEDERAL BLVD LEMON GROVE, CA 91945	

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHS BY TYPE	DRIVERS	BIT FLEET SIZE
			35 S		I II Mod Limo	36	Powered 35
EXP. DATE	**EXP. DATE**	**EXP. DATE**	**REG. CT**	**HW VEH**	**HW CONT**	**PPB/CSAT**	**Towed**
						☒ Yes ☐ No ☐ N/A	

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC	FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34515(b) CVC
☐ Yes ☒ No	

EMERGENCY CONTACTS *(In Calling Order of Preference)*

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
ALEX MIKKELSEN	(714) 493-1306	
EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
JOSE ZAVALA	(714) 920-1865	

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL FOR LAST YEAR [2023]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001 — 100,000	☒ 100,001 — 500,000	☐ 500,001 — 1,000,000	☐ 1,000,001 — 2,000,000	☐ 2,000,001 — 5,000,000	☐ 5,000,001 — 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE ☒ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION ☐ Yes ☒ No	
USDOT	USDOT NUMBER 193431	☒ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION BIT	

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

INSPECTION FINDINGS		MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
REQUIREMENTS	**VIOL**					
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 9 Time 3.0	No. 17 Time 3.5	No. 9 Time 9.0	TIME	TOTAL TIME 15.5
DRIVER HOURS		HAZARDOUS MATERIALS ☒ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES	2	REMARKS				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION		See attached pages (Part B & Part C) for inspection findings, and inSPECT report for vehicle information				
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS	1					
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

INSPECTION TYPE	NON-BIT	CPSS	CHP 345	CHP 100D COL	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☒ Yes ☐ No	☐		01/10/24 & 01/16/24	08:00	14:00

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
REIDWON HASSAN	A14043	☒ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 15), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (858) 944-6345 within 5 business days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		01/16/2024

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
ALEX MIKKELSEN	MAINTENANCE MANAGER		

California Highway Patrol

US DOT #	Legal: EDCO DISPOSAL CORPORATION
193431	Operating (DBA):

MC/MX #: **State #:** 93

Review Type: Non-ratable Review - Special Study

Scope: Terminal **Location of Review/Audit:** Company facility in the U. S. **Territory:**

Operation Types	Interstate	Intrastate
Carrier:	N/A	Non-HM
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation

Gross Revenue: **for year ending:**

Company Physical Address:

6670 FEDERAL BOULEVARD
LEMON GROVE, CA 91945

Contact Name: ALEX MIKKELSON
Phone numbers: **(1)** 619- 778-9798 **(2)** **Fax**
E-Mail Address: amikkelsen@edcodisposal.com

Company Mailing Address:

6670 FEDERAL BOULEVARD
LEMON GROVE, CA 91945

Carrier Classification

Authorized for Hire

Cargo Classification

Garbage, Refuse, Trash

Equipment

	Owned	Term Leased	Trip Leased	Owned	Term Leased	Trip Leased
Truck	35	0	0			

Power units used in the U.S.: 35
Percentage of time used in the U.S.: 100

Does carrier transport placardable quantities of HM? No
Is an HM Permit required? N/A

Driver Information

	Inter	Intra
< 100 Miles:		36
>= 100 Miles:		

Average trip leased drivers/month: 0
Total Drivers: 36
CDL Drivers: 36

Part A

Questions regarding this report may be directed to the
Border Division Motor Carrier Safety Unit at:

9330 Farnham St
San Diego, CA 92123
858-944-6345

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: ALEX MIKKELSON **Title:** SAFETY MANAGER

Name: **Title:**

EDCO DISPOSAL CORPORATION - Terminal
U.S. DOT #: 193431
State #: 93
Review Date: 01/16/2024

Part B Violations

Safety Fitness Rating Information:			
Total Miles Operated	500,000	**OOS Vehicle (CR):**	0
Recordable Accidents	0	**Number of Vehicle Inspected (CR):**	9
		OOS Vehicle (MCMIS):	0
		Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

This Review is not Rated.

S7P9JNCA417AA

Part B Requirements and/or Recommendations

1. 13CCR 1233.5 Carrier is required to notify the Department, in writing, of any change of address or cessation of regulated activity at any of the carrier's terminal. Such notification shall be made within 15 days of the change and shall be forwarded to:

   CALIFORNIA HIGHWAY PATROL
   COMMERCIAL RECORDS UNIT
   P.O. BOX 942898
   SACRAMENTO, CA 94298-0001

2. A motor carrier shall ensure information associated with the United States Department of Transportation number assigned to the motor carrier is true and accurate. The information shall be updated as required by Part 390.19 of Title 49 of the Code of Federal Regulations, before the motor carrier operates a commercial motor vehicle, at least once every two calendar years, and within 15 days of any change of information or cessation of regulated activity.

EDCO DISPOSAL CORPORATION - Terminal
U.S. DOT #: 193431 State #: 93

Review Date: 01/16/2024

Part C

Reason for Review: Other BIT
Planned Action: Compliance Monitoring

Parts Reviewed Certification:
325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews
12/14/23
07/07/22
03/17/22

Prior Prosecutions

Reason not Rated: Special Study **Study Code:** CA

Unsat/Unfit Information
Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?
Does carrier transport placardable quantities of hazardous materials?
Unsat/Unfit rule: Not Applicable

Corporate Contact: ALEX MIKKELSON
Corporate Contact Title: SAFETY MANAGER

Special Study Information:

Remarks:
Terminal Name: EDCO DISPOSAL CORPORATION CA # - 93
Terminal Address: 6762 STANTON AVE BUENA PARK, CA 90620 FCN - 72111

In accordance with 13 CCR 1233, this terminal has been rated SATISFACTORY at this time.

ADDITIONAL INFORMATION:
For each driver maintain at a minimum the following records
(1) Driver application for employment
(2) Driver history obtained from DMV before allowing driver to operate CMV
(3) Driver proficiency (Road test)
(4) Driver's hours of service record and supporting documents for six months
(5) Hazardous material training Document: Initial within 90 days; Renewal (every three years):
(6) For Class A, B and C with endorsement Employer Pull Notice Program record obtained from DMV annually

For each regulated equipment's maintain at minimum the following records
(1) Periodic 90-day vehicle inspection records for two years
(2) Preventive maintenance program records for one year
(3) Oil change or Service record for one year
(4) Driver pre-trip inspections for 90 days and Repair records for one year
All records shall identify the vehicles inspected, person performing the inspection, and date the inspection is performed.

Upload Authorized:	**Yes**	**No**	
Authorized by:			**Date:**
Uploaded:	**Yes**	**No**	**Failure Code:**
Verified by:			**Date:**

S7P9JNCA417AA

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001900
Inspection Date: 01/10/2024
Start: 7:05 AM PT **End:** 7:43 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: anoriega@edcodisposal.com

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: **Bill of Lading:** N/A
Destination: **Cargo:**

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	AUTO	2010	CA	8Y96920		5VCACLLE7AH211240	60000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	1/2	3/4	3/4
Left	1/2	3/4	3/4
Chamber	L-24	L-30	L-30

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
34500.7(a) CVC/045	S	1	N		N	N	Brake hose or tubing chafing and/or kinking--393.45B2: : Behind axle-2 left side service air hose worn to cord.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 55297; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

TRUCKERS AGAINST TRAFFICKING

TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

X _____ X _____

00193431 CA CANAU3001900

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001901
Inspection Date: 01/10/2024
Start: 8:03 AM PT **End:** 8:51 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	AUTO	2011	CA	33333A1		5VCACRLE4BH212334	60000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	3/4	3/4	3/4
Left	3/4	3/4	3/4
Chamber	L-24	L-30	L-30

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
1232(C) T-13 CCR	S	1	N		N	N	Excessive oil and grease on chassis--392.2 -- Specify:: : Fluid leaking from steering gearbox, dripping to ground.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 30436; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

TRUCKERS AGAINST TRAFFICKING

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Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

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X _____

00193431 CA CANAU3001901

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001902
Inspection Date: 01/10/2024
Start: 9:10 AM PT **End:** 9:52 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	FRHT	2013	CA	11602P3		1FVAC4DX8DHFA2716	33000		

BRAKE ADJUSTMENTS:No brake measurements recorded

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
34500.7(a)	S	1	N		N	N	Brake hose or tubing chafing and/or kinking--393.45B2: :
CVC/045							Axle-2 right side service air hose to brake chamber worn to cord.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 84739; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 26

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

TRUCKERS AGAINST TRAFFICKING

TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

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X _____

00193431 CA CANAU3001902

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001903
Inspection Date: 01/10/2024
Start: 10:12 AM PT **End:** 10:55 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2023	CA	63213E3		3BPDX20X9PF115181	33000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	3/4	1	1
Left	3/4	1	1
Chamber	L-24	L-30	L-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 15989; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

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00193431 CA CANAU3001903

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001904
Inspection Date: 01/10/2024
Start: 11:13 AM PT **End:** 11:58 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	AUTO	2022	CA	27004F3		5VCACRCE6NC237771	60000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	3/4	1	1
Left	3/4	1	1
Chamber	L-24	L-30	L-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 29073; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

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00193431 CA CANAU3001904

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001905
Inspection Date: 01/10/2024
Start: 12:15 PM PT **End:** 12:53 PM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	AUTO	2022	CA	27003F3		5VCACRCE4NC237770	60000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	1	1 1/4	1 1/4
Left	1	1 1/4	1 1/4
Chamber	L-24	L-30	L-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 29548; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

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X _____

00193431 CA CANAU3001905

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001906
Inspection Date: 01/10/2024
Start: 1:09 PM PT **End:** 1:44 PM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2023	CA	63211E3		3BPDX20X3PF115208	60000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	3/4	3/4	3/4
Left	3/4	3/4	3/4
Chamber	L-24	L-30	L-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 16666; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

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X _____

00193431 CA CANAU3001906

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001907
Inspection Date: 01/16/2024
Start: 8:06 AM PT **End:** 8:50 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2023	CA	01511T3		3BPDX20X0PF115182	60000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	3/4	1	1
Left	3/4	1	1
Chamber	L-24	L-30	L-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 20672; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

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X _____

00193431 CA CANAU3001907

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123
Phone: (858) 944-6349
Internationally Accredited Agency CHP407F/343A

Report Number: CANAU3001908
Inspection Date: 01/16/2024
Start: 9:13 AM PT **End:** 9:57 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO DISPOSAL CORPORATION
DBA:
6670 FEDERAL BOULEVARD
LEMON GROVE, CA, 91945
USDOT: 193431 **Phone#:** (619)778-9798
MC/MX#: **Fax#:** (858)565-2783
State#: 93
Location: STANTON
Highway: 22
County: ORANGE
Email: ANORIEGA@EDCODISPOSAL.COM

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	AUTO	2022	CA	27002F3		5VCACRCE6NC237768	60000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	3/4	1/2	1/2
Left	3/4	1/2	1/2
Chamber	L-24	L-30	L-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 25500; File Code Number: 72111; Fuel Type: CNG; Beat/Sub Area: 670; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 27

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

Report Prepared By: R. Hassan
ID/Badge #: A14043
Copy Received By:

X _____
X _____

00193431 CA CANAU3001908

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev. 12-17) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☒ Yes ☐ No	361898	505695	19	
TERMINAL TYPE	**CODE**	**OTHER PROGRAM(S)**	**LOCATION CODE**	**SUBAREA**
☒ Truck ☐ Bus ☐ Mod Limo	1		530	S50

CARRIER LEGAL NAME	TERMINAL NAME (IF DIFFERENT)	TELEPHONE NUMBER (W/ AREA CODE)
EDCO TRANSPORT SERVICES LLC		(562) 597-0608

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
2755 CALIFORNIA AVENUE, SIGNAL HILL, CA 90755

MAILING ADDRESS (NUMBER, STREET, CITY, ZIP CODE) (IF DIFFERENT FROM ABOVE)	INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)
	SAME

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHS BY TYPE	DRIVERS	BIT FLEET SIZE
			12-X	12-V	I II Mod Limo	15	Powered 12
EXP. DATE	**EXP. DATE**	**EXP. DATE**	**REG. CT.**	**HW VEH.**	**HW CONT.**	**PPB/CSAT**	Towed 12
						☐ Yes ☒ No ☐ N/A	

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC	FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34515(b) CVC
☐ Yes ☒ No	

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
ALEX MIKKELSEN	(714) 493-1306	(714) 493-1306
LUIS ARRIAGA	(562) 826-4794	(562) 826-4794

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL FOR LAST YEAR [2023]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001 — 100,000	☐ 100,001 — 500,000	☒ 500,001 — 1,000,000	☐ 1,000,001 — 2,000,000	☐ 2,000,001 — 5,000,000	☐ 5,000,001 — 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE ☒ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION ☐ Yes ☒ No
USDOT	USDOT NUMBER 2758347	☐ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION CPSS

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

INSPECTION FINDINGS						
REQUIREMENTS	**VIOL**	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 UR 2 S 3 4	1 UR 2 S 3 4	1 UR 2 S 3 4	1 N/A 2 N/A 3 4	1 UR 2 S 3 4
DRIVER RECORDS		No. 8 Time	No. 11 Time	No. 8 Time	TIME	TOTAL TIME
DRIVER HOURS		HAZARDOUS MATERIALS ☒ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES	1	REMARKS				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS	1					
EQUIPMENT REQUIREMENTS	1					
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

INSPECTION TYPE	NON-BIT	CPSS	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☒ I ☐ R	☐	☒ Yes ☐ No	☐		2/12/2024		

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
B. MARTIN	A12933	☒ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 10), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (323) 644-9557 within 5 business days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		02/12/2024

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
ALEX MIKKELSEN	MAINTENANCE MANAGER		

California Highway Patrol

US DOT #	Legal: EDCO TRANSPORT SERVICES LLC
2758347	Operating (DBA): EDCO DISPOSAL CORPORATION

MC/MX #: 0 **State #:** 361898 **Federal Tax ID:** 42-1745572 (EIN)

Review Type: Non-ratable Review - Special Study

Scope: Terminal **Location of Review/Audit:** Company facility in the U. S. **Territory:** C

Operation Types	Interstate	Intrastate
Carrier:	N/A	Non-HM
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation
Gross Revenue: **for year ending:**

Company Physical Address:

1044 WEST WASHINGTON AVE
ESCONDIDO, CA 92025

Contact Name: ALEX MIKKELSEN
Phone numbers: **(1)** 760- 745-3203 **(2)** **Fax**
E-Mail Address: AMIKKELSEN@EDCODISPOSAL.COM

Company Mailing Address:

6670 FEDERAL BLVD
LEMON GROVE, CA 91945

Carrier Classification

Authorized for Hire | Other: INTRASTATE

Cargo Classification

Garbage, Refuse, Trash

Equipment

	Owned	Term Leased	Trip Leased		Owned	Term Leased	Trip Leased
Truck Tractor	12	0	0	Trailer	12	0	0

Power units used in the U.S.: 12
Percentage of time used in the U.S.: 100

Does carrier transport placardable quantities of HM? No
Is an HM Permit required? N/A

Driver Information

	Inter	Intra
< 100 Miles:		15
>= 100 Miles:		

Average trip leased drivers/month: 0
Total Drivers: 15
CDL Drivers: 15

	EDCO DISPOSAL CORPORATION (EDCO TRANSPORT SERVICES dba) - Terminal U.S. DOT #: 2758347 State #: 361898	Review Date: 02/12/2024

Part A

QUESTIONS regarding this report may be directed to the Southern Division Motor Carrier Safety Unit at

437 N Vermont Ave
Los Angeles, CA 90004
(323) 644-9557

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: ALEX MIKKELSEN **Title:** MAINTENANCE MANAGER

Name: **Title:**

	EDCO DISPOSAL CORPORATION (EDCO TRANSPORT SERVICES dba) - Terminal U.S. DOT #: 2758347 State #: 361898	Review Date: 02/12/2024

Part B Requirements and/or Recommendations

1. Each motor carrier subject to the provisions of this chapter shall notify the department in writing of any change of address or cessation of regulated activity at any of the carrier's terminals. Such notification shall be made within 15 days of the change and shall be forwarded to:

   CALIFORNIA HIGHWAY PATROL
   COMMERCIAL RECORDS UNIT
   P.O. BOX 942898
   SACRAMENTO, CA 94298-0001

2. Forms and publications are available at the CHP internet website at: https://www.chp.ca.gov/home/forms

	EDCO DISPOSAL CORPORATION (EDCO TRANSPORT SERVICES dba) - Terminal U.S. DOT #: 2758347 State #: 361898	Review Date: 02/12/2024

Part B Violations

Safety Fitness Rating Information:		**OOS Vehicle (CR):**	0
Total Miles Operated	1,000,000	**Number of Vehicle Inspected (CR):**	8
Recordable Accidents	0	**OOS Vehicle (MCMIS):**	0
		Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

This Review is not Rated.

EDCO DISPOSAL CORPORATION (EDCO TRANSPORT SERVICES dba) - Terminal	Review Date:
U.S. DOT #: 2758347 State #: 361898	02/12/2024

Part C

Reason for Review: Other CPSS INSPECTION
Planned Action: Compliance Monitoring

Parts Reviewed Certification:
325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews **Prior Prosecutions** **Reason not Rated:** Special Study **Study Code:** CA

Unsat/Unfit Information
Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?
Does carrier transport placardable quantities of hazardous materials?
Unsat/Unfit rule: Not Applicable

Corporate Contact: ALEX MIKKELSEN **Special Study Information:**
Corporate Contact Title: MAINTENANCE MANAGER

Remarks:
Terminal Name: EDCO TRANSPORT SERVICES LLC CA # - 361898
Terminal Address: 2755 CALIFORNIA AVENUE, SIGNAL HILL, CA 90755 FCN - 505695

Rating Information:
In accordance with 13 CCR 1233, this terminal has been rated Satisfactory at this time.

MAINTENANCE PROGRAM VIOLATIONS:
NO VIOLATIONS DISCOVERED.

DRIVER RECORDS VIOLATIONS:
NO VIOLATIONS DISCOVERED.

HOURS OF SERVICE VIOLATIONS:
NO VIOLATIONS DISCOVERED.

Upload Authorized:	**Yes**	**No**	
Authorized by:			**Date:**
Uploaded:	**Yes**	**No**	**Failure Code:**
Verified by:			**Date:**

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAN9Z9003401
Inspection Date: 02/12/2024
Start: 7:06 AM PT **End:** 8:06 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO TRANSPORT SERVICES LLC
DBA: EDCO DISPOSAL CORPORATION
1044 WEST WASHINGTON AVE
ESCONDIDO, CA, 92025
USDOT: 2758347 **Phone#:** (760)745-3203
MC/MX#: **Fax#:**
State#: 361898
Location: SIGNAL HILL
Highway: 2755 CALIFORNIA AVE
County: LOS ANGELES
Email:

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A
Destination: N/A
Bill of Lading: N/A
Cargo: N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	VOLV	2023	CA	9G70318	1205	4V5NC9UG0PN621874	50350		33546002
2	ST	THE T	2018	CA	4RV5497	977-A	1T92S5026JB072824	65000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1 1/4	1 1/4	1 1/4	1 1/4	1 1/4
Left	1 1/2	1 1/4	1 1/4	1 1/4	1 1/4
Chamber	C-24	C-30	C-30	C-30	C-30

TRUCKERS AGAINST TRAFFICKING

TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
24019(a) CVC	S	1	N		N	N	Nongasoline (Diesel) powered motor vehicle w/GVWR 14,001 lbs. or more, has an illuminated malfunction indicator light (Check engine)--392.2: V-1 check engine light remains on.
1245(k)(1) T-13 CCR	S	2	N		N	N	Unapplied air loss exceeds leakage rates specified in regulation-If OOS use 1239 T-13 CCR--392.2: V-2 unapplied air leak from quick connect fitting near tail gate air chamber of greater than 2 psi per minute. Compressor compensates.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 71452; File Code Number: 505695; Fuel Type: D; Beat/Sub Area: S50; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

Report Prepared By: B. J. Martin
ID/Badge #: A12933
Copy Received By:

X _____ X _____

02758347 CA CAN9Z9003401

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAN9Z9003402
Inspection Date: 02/12/2024
Start: 8:15 AM PT **End:** 9:14 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO TRANSPORT SERVICES LLC
DBA: EDCO DISPOSAL CORPORATION
1044 WEST WASHINGTON AVE
ESCONDIDO, CA, 92025
USDOT: 2758347 **Phone#:** (760)745-3203
MC/MX#: **Fax#:**
State#: 361898
Location: SIGNAL HILL
Highway: 2755 CALIFORNIA AVE
County: LOS ANGELES
Email:

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	VOLV	2023	CA	9G70489	1202	4V5NC9UG5PN621871	49828		33546003
2	ST	THE T	2012	CA	4LW1165	844-A	1T92S5026CB073491	65000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1 1/4	1 1/2	1 1/2	1 1/2	1 1/2
Left	1 1/4	1 1/2	1 1/2	1 1/2	1 1/2
Chamber	C-24	C-30	C-30	C-30	C-30

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 65237; File Code Number: 505695; Fuel Type: D; Beat/Sub Area: S50; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Report Prepared By: B. J. Martin
ID/Badge #: A12933
Copy Received By:

X _____ *X* _____

02758347 CA CAN9Z9003402

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAN9Z9003403
Inspection Date: 02/12/2024
Start: 9:25 AM PT **End:** 10:25 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO TRANSPORT SERVICES LLC
DBA: EDCO DISPOSAL CORPORATION
1044 WEST WASHINGTON AVE
ESCONDIDO, CA, 92025
USDOT: 2758347 **Phone#:** (760)745-3203
MC/MX#: **Fax#:**
State#: 361898
Location: SIGNAL HILL
Highway: 2755 CALIFORNIA AVE
County: LOS ANGELES
Email:

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:

Milepost: **Shipper:** N/A
Origin: N/A
Destination: N/A
Bill of Lading: N/A
Cargo: N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	VOLV	2023	CA	9G30526	1201	4V5NC9UG3PN621870	50350		33546004
2	ST	THE T	2012	CA	4WL1166	845-A	1T92S5028CB073492	65000		33546005

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1 1/4	1 1/2	1 1/2	1 1/4	1 1/4
Left	1 1/4	1 1/2	1 1/2	1 1/4	1 1/4
Chamber	C-24	C-30	C-30	C-30	C-30

TRUCKERS AGAINST TRAFFICKING
TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Odometer: 82943; File Code Number: 505695; Fuel Type: D; Beat/Sub Area: S50; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Report Prepared By: B. J. Martin
ID/Badge #: A12933
Copy Received By:

X _____ X _____

02758347 CA CAN9Z9003403

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAN9Z9003404
Inspection Date: 02/12/2024
Start: 10:36 AM PT **End:** 11:35 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

Carrier: EDCO TRANSPORT SERVICES LLC
DBA: EDCO DISPOSAL CORPORATION
1044 WEST WASHINGTON AVE
ESCONDIDO, CA, 92025
USDOT: 2758347 **Phone#:** (760)745-3203
MC/MX#: **Fax#:**
State#: 361898
Location: SIGNAL HILL
Highway: 2755 CALIFORNIA AVE
County: LOS ANGELES
Email:

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:

Milepost: **Shipper:** N/A
Origin: N/A
Destination: N/A
Bill of Lading: N/A
Cargo: N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	VOLV	2021	CA	9G19804	1145	4V5NC9UF3MN278027	53200		33546006
2	ST	THE T	2022	CA	4UN9053	TR123	1T92S5020NB072078	65000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4	5
Right	1 1/4	1 1/2	1 1/2	1 1/4	1 1/4
Left	1 1/4	1 1/2	1 1/2	1 1/4	1 1/4
Chamber	C-24	C-30	C-30	C-30	C-30

TRUCKERS AGAINST TRAFFICKING

TRUCKERS AGAINST TRAFFICKING - If you suspect human trafficking please contact 911 and call the National Human Trafficking Hotline at 1-888-373-7888. Make the call, save lives! Go to https://truckersagainsttrafficking.org/ to learn more.

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
34500.7(a) CVC/031	S	2	N		N	N	Hubs, oil and/or grease leaking from inner wheel-If OOS use 1239 T-13 CCR--396.5-HL--Specify:: V-2 x-4 left side and x-5 right side inner hubs had oil leaking. No contamination found on brake friction material.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S50; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Veh #1 Type: 25; Veh #2 Type: 31

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

Report Prepared By: B. J. Martin
ID/Badge #: A12933
Copy Received By:

X _____ X _____

02758347 CA CAN9Z9003404

BIDDER:
Haul-Away-Rubbish Service Co., Inc.
1205 Date Street
Montebello, CA 90640
Phone: (323)721-0371

Morris M. Beliakoff, Jr.
(213) 216-0928

Proposal for EL SEGUNDO Commercial Solid Waste Collection Services

City Clerk
City of El Segundo
350 Main Street
El Segundo, CA 90245

Bid Due:
Monday, April 29th, 2024 @ 11:00 AM

April 29, 2024

City Clerk
City of El Segundo
350 Main Street
El Segundo, CA 90245

To whom it may concern:

In accordance with the City of El Segundo's REQUEST FOR PROPOSALS for Commercial Solid Waste Collection, Recycling, and Disposal Services dated April 29, 2024, Haul-Away Rubbish Service Co., Inc. is please to submit this Proposal to provide said services.

On behalf of Haul-Away, I submit that:

- We have read and reviewed the draft agreement, the RFP, and all of its addenda; and we have conducted all necessary due diligence to investigate and confirm the material facts upon which this proposal is based.
- We assure that our proposed terms and rates are valid for 180 days after the submission deadline.
- We are unique in that our company has a *history with the City of El Segundo going back to 1950*, when Morris Beliakoff, Sr. contracted his salvaging business with Rold Gold Pretzel to manage the entirety of the company's waste stream. Morris was ultimately able to divert 90% of Rold Gold Pretzel's waste stream from disposal.
- A sealed envelope marked "***CONFIDENTIAL***" containing Haul-Away Rubbish's financial statement for the most recently completed fiscal year.

I am authorized to submit this Proposal, respond to any questions, and negotiate and enter into a semi-exclusive franchise agreement or other contracts deriving therefrom on behalf of our corporation.

Sincerely,

M. M. Beliakoff

Morris M. Beliakoff, Jr.
CEO/President

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5.2.1 Business Structure

Haul-Away Rubbish Service Co., Inc. was incorporated in June 1973. We are a California "C" corporation in good standing with the State of California. However, Haul-Away Rubbish began in 1949 by a first generation American, Morris Beliakoff Sr. Morris' three sons, Morrie Jr., John, and David each joined the Company at a young age and ultimately took over operation of the business in 1980. Today Haul-Away now includes second, third and fourth generation family members among its employees.

The Company's 1973 Corporate Certification (Attachment #A), and '2023 Statement of Information Corporation' are attached (Attachment #B).

Morris M. Beliakoff, Jr., CEO/President, is the officer who will execute the non-exclusive franchise agreement, or any other contracts deriving therefrom on behalf of Haul-Away Rubbish Service Co., Inc.

5.2.2 Key Personnel

Morris M. Beliakoff, Jr. (Chief Executive Officer) also serves as General Manager and Supervisor of the Front Loader operations overseeing routes, equipment, maintenance & repair, safety training and accounts payable. Morris M. Beliakoff, Jr. will serve as Haul-Away's primary contact and liaison to the City for the performance of the City of El Segundo Franchise Agreement.

Morris joined Haul-Away in 1972. In his fifty-two years with the Company, Morris has performed every labor position including welder, mechanic and driver/operator.

Email: info@haulawayrubbish.com
Cell phone: 213-216-0928

David M. Beliakoff (Chief Financial Officer) also serves as Operations Manager and Route Supervisor of the Roll-Off operations overseeing dispatching, customer service, safety training and accounts receivable.

David joined Haul-Away in 1981. In his forty-three years with the Company, he has worked as a roll-off driver and as a maintenance mechanic.

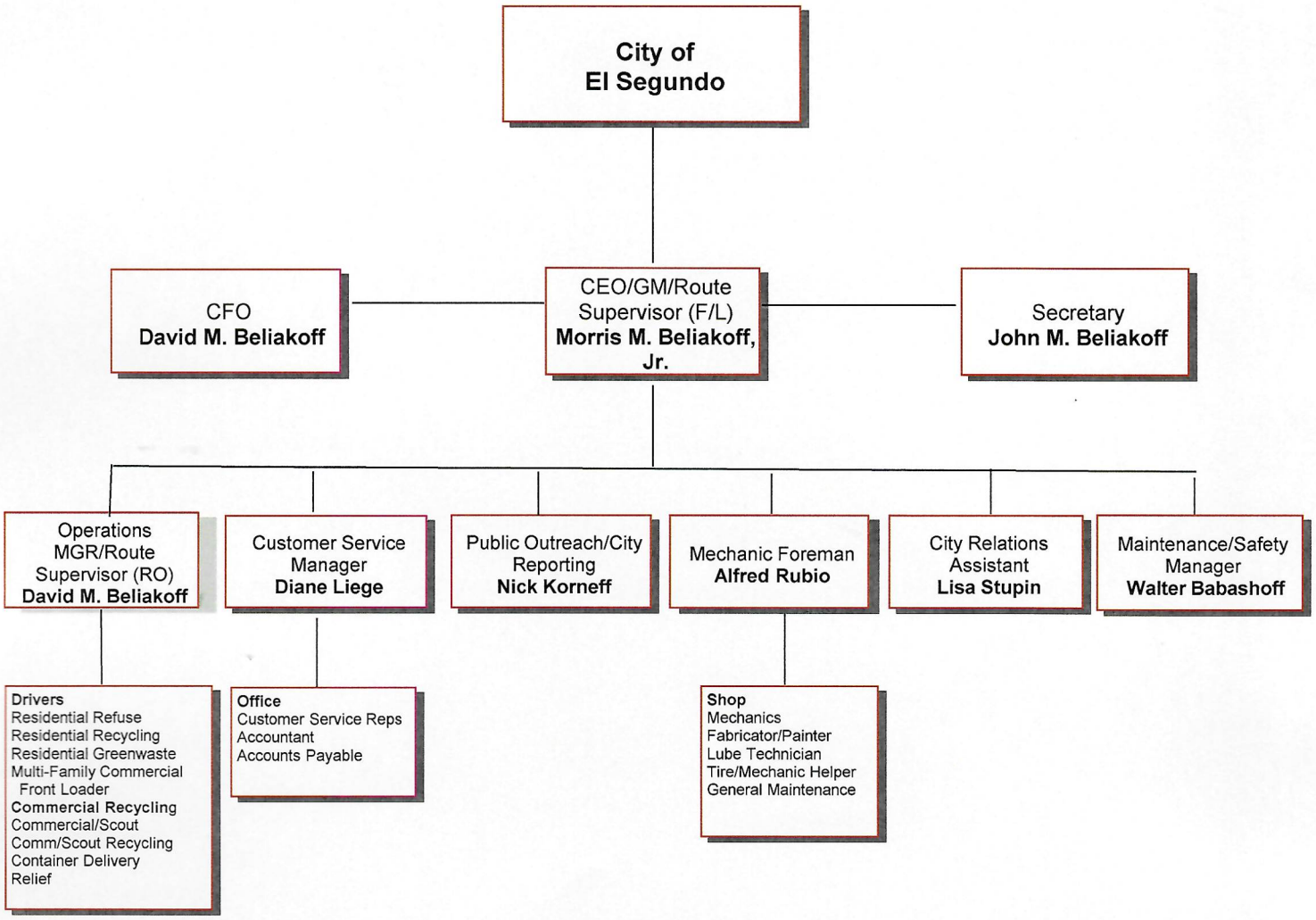
Email: info@haulawayrubbish.com
Cell phone: 213-216-0929

Nick Korneff manages Public Outreach, City Reporting, and is the Senior Field Engineer working directly with customers for sales and customer satisfaction.

Nick joined Haul-Away in 1999. In his twenty-five years with the Company, he has served as the Executive Sales Manager. Additionally for the past eleven years he has focused on jurisdiction reporting. Nick has a total of forty-two years in the waste industry.

Email: nick@haulawayrubbish.com
Cell phone: 562-631-8768

- **Alfred Rubio,** Mechanic Foreman
- **Walter Babashoff,** Maintenance and Safety Manager
- **Diane Liege,** Lead Customer Service Representative
- **Lisa Stupin,** City Relations Assistant
  Email: lisa.s@haulawayrubbish.com


City of
El Segundo
CFO
David M. Beliakoff
CEO/GM/Route
Supervisor (F/L)
Morris M. Beliakoff,
Jr.
Secretary
John M. Beliakoff
Operations
MGR/Route
Supervisor (RO)
David M. Beliakoff
Customer Service
Manager
Diane Liege
Public Outreach/City
Reporting
Nick Korneff
Mechanic Foreman
Alfred Rubio
City Relations
Assistant
Lisa Stupin
Maintenance/Safety
Manager
Walter Babashoff
Drivers
Residential Refuse
Residential Recycling
Residential Greenwaste
Multi-Family Commercial
Front Loader
Commercial Recycling
Commercial/Scout
Comm/Scout Recycling
Container Delivery
Relief
Office
Customer Service Reps
Accountant
Accounts Payable
Shop
Mechanics
Fabricator/Painter
Lube Technician
Tire/Mechanic Helper
General Maintenance

5.2.3 Service Transition Experience

City of Costa Mesa (Non-Exclusive Franchise)
77 Fair Drive
Costa Mesa, CA 92626
Raja Sethuraman
Phone (714) 754-5343

We have been providing service for the City of Costa Mesa since October, 2012.
We currently provide service for commercial, roll-off containers and temporary bin service.
Number of Customers: 14

City of Long Beach (Non-Exclusive Franchise)
2929 E. Willow Street
Long Beach, CA 90806
Jacqueline Ambriz
Phone (562) 570-2869

We have been providing service for the City of Long Beach since February, 1975.
We currently provide service for commercial, roll-off containers and temporary bin service.
Number of Customers: 85

City of Vernon (Non-Exclusive Franchise)
4305 Santa Fe Avenue
Vernon, CA 90058
Manuel Garcia
Phone (323) 583-8811 x 237

We have been providing service for the City of Vernon since April, 1999.
We provide service for residential, temporary 3yd bins, commercial, commercial roll-off, and fire stations throughout the city.

Number of Customers: 87

Litigation History and Regulatory Compliance

DMV Motor Carrier Permit CA#:0000845

USDOT No. 3927375
Registered with FMCSA Drug and Alcohol Clearinghouse

WDID: 4 19I029698

Plaintiffs: Min Sun Cho
Date Filed: March 15, 2017
Case Number: BC654003
Case: Pending

Plaintiff: Veronica Aguirre Jaimes, et al.
Date Action Filed: 5/31/2023
Case Number: 23STCV12413
Case: Pending

5.2.4 Safety Record

- CHP Safety Compliance Reports: See CHP Certificate of Achievement. (Attachment #C)
  Both reports received "Satisfactory" ratings and we have not had inspections since.

- Experience Modification Rating: See letter from Gallagher Insurance. (Attachment #D)

- TRIR (Total Recordable Injury Rate):
  2023 = 3.38
  2022 = 0; no recordable workplace injuries
  2021 = 0; no recordable workplace injuries
  2020 = 0; no recordable workplace injuries
  2019 = 0; no recordable workplace injuries

- VARR (Vehicle Accident Recordable Rate):
  2023 = 0; no recordable accidents
  2022 = 3.03
  2021 = 3.03
  2020 = 0; no recordable accidents
  2019 = 6.06

5.2.5 Financial Information

The RFP from the City of El Segundo instructs proposers to provide a financial statement for the most recently completed fiscal year. Because we are a closely-held corporation, which has not previously disseminated its financial statements to the general public, we have concerns about providing our financial statement to the City of El Segundo because these documents may become a part of the public record. If our financial statement becomes part of the public record, it is conceivable that our competitors could then obtain this sensitive information from the City and use it to unfairly compete with us.

However, in order to be responsive to the RFP while preserving its privacy right, we are submitting our financial statement for the most recently completed fiscal year, prepared in accordance with Generally Accepted Accounting Principles and accompanied by a statement of the President that there are no material adverse changes in condition or operations as reflected in the submitted balance sheet and income statement since the date on which they were prepared. Our submission will be in a separate envelope marked "CONFIDENTIAL."

Because of the sensitive nature of the information contained within Haul-Away Rubbish's financial statement, we are submitting it on the condition that the City and its consultants will treat it as a confidential, proprietary document, and will limit its use to evaluation of our financial condition for purposes of the RFP. In addition, after the RDP process has been complete, we are hereby requesting that you return our financial statement to us.

I, Morris M. Beliakoff, Jr., assert that there are no material adverse changes in condition or operations of Haul-Away Rubbish Service Co., Inc. since the submitted balance sheet and income statement that were prepared on November 1, 2023 by our accountant at HSRDS.

M. M Beliakoff

4-25-2024

Morris M. Beliakoff, Jr. Date

5.3.1 Automated Collection Services

We have a specialized automated truck that collects automated barrels. This applies to Trash, Recyclables, and Organics.

Please see Rate Sheet.

Trash:

Requested sized containers by the customers are provided and collected by either front loaders and/or roll-off trucks.

Recyclables:

"Recycle Blue" containers, per customer requested size, are provided and collected. Educational Outreach is provided to customers every quarter.

(Attachment #E; Attachment #F)

Organics:

In-Person Customer Education is provided with each new account. One of our staff meets with new customers and addresses all types of organics that may be discarded in organic carts. Also, written educational materials are provided. If contamination is found, it is red-tagged by label, and customer is notified by email, phone call or in-person visit.

(Attachment #G; Attachment #H)

Food Rescue:

Where applicable, we will keep track, monitor, and report all foods donated.

5.3.2 Diversion Requirements

All trash is taken to High-Diversion facilities for processing.

Per AB 341 and SB 1383, all accounts receive a recycling container and an organics container for source separated collection.

In-person consultations with customers determine if applicable 3rd party diversion is occurring which will be reported.

5.3.3 Collection Vehicles

Unit #	*Make*	*Model*	*Year*	*Fuel*	*Waste Stream to be Collected*
43	Mack	Front Loader	2014	CNG	Trash, Recycling, Organics
44	Peterbilt	Roll-Off	2018	CNG	Trash, Recycling
Vehicle on Order					
	Mack	Front Loader	2025	CNG	Trash, Recycling

5.3.4 Billing and Customer Service

Our one existing call center, located at 1205 Date St., Montebello, CA 90640, is staffed Monday through Friday from 8:00am to 4:00pm. Customer service is a top priority for Haul-Away Rubbish; calls from all jurisdictions are answered live and handled professionally. Calls routed to voicemail are returned the same day received.

Email inquiries and requests are responded to on the day received. Every station in our call center has access to phones/voicemail, email, and to our WAM software to ensure that requests are handled within 24 hours.

Container delivery to new customers will usually be delivered within two business days. Container exchanges, service changes, and extra pick-ups for existing customers will typically be completed the next business day, if requested by 3:00pm, or within two business days, if requested after 3:00pm.

We currently use WAM software, which is capable of documenting all customer information, including service types and any correspondence with the customer. All billing is done using WAM; customers will be billed bi-monthly for cart service and monthly for commercial service. Services rendered to regular customers are billed in advance.

Our website is haulawayrubbish.com. Service information is available through visiting our website. Customers are able to submit inquires, complaints, and pay their bills on this website, along with scheduling any on-call bulky item collections, service changes and any cancellations. We find it very important to provide our customers with live service to discuss rates and available services, as every customer has different needs.

In the event of a service complaint or property damage complaint, Dispatch directs the Work Order to a field Supervisor who personally investigates the complaint and makes contact with the customer or complaining party. The field Supervisor may redirect the route vehicle back to the address in question to perform a missed service or clean spilled debris. All complaint Work Orders are monitored by the field Supervisor, and/or the Owners, until resolved.

5.3.5 Customer Education and Outreach

Haul Away Rubbish Service Co. Inc., is aware of and familiar with the City of El Segundo's waste stream, and has the ability and experience to provide sufficient programs and services to ensure that the City will meet:

1. California Mandatory Commercial Recycling law AB341
2. California Mandatory Commercial Organic Waste Recycling Law SB1383

Haul Away Rubbish Service Co. Inc., Recycling Program consists of the following:

- Identification of customers' needs
- Outreach and Education
- Monitoring and Reporting
- Enforcement

We will start with a site visit and identify the customer's recycling needs and set up any and all programs applicable. In our experience, "In Person" education has proven to be most effective in successful recycling programs. We leave them with instruction along with flyers/brochures to ensure compliance to all State Recycling requirements and regulations.

Our containers are properly marked and painted the proper color per State codes.

Our containers are labeled with state approved stickers/signage to reduce cross contamination.

(See Attachments E, F, G & H for samples of Education and Outreach)

5.3.6 Transition Plan

Haul-Away Rubbish Service Co., Inc. holds a current non-exclusive 2024 Solid Waste Collection Permit in the City of El Segundo.

Prior to the September 2024 commencement date of the fully implemented new agreement, we will communicate with our customers to advise them of their service options and the change in rates. We expect the phased period of June-August 2024 to go extremely smoothly.

Our present routes in El Segundo demonstrate that we have the equipment, personnel, administration, maintenance, public outreach plan, and billing infrastructure to continue to properly service our El Segundo customers. We do not anticipate any lack of resources in continuing to offer excellent customer service.

Our billing services and public outreach programs will continue to function as successfully as they have during our previous franchise agreement period.

Other than reviewing our communication with customers, there will not be any participation demands placed upon City Staff.

Employment of Prior Contractor Employees

None/Not-Applicable

5.3.7 Transfer Stations/Disposal Facilities

Facility Name	*Facility Address*	*Transfer Station Price Per Ton*	*Disposal Facility Price*			
WM Carson Transfer Station	321 W. Francisco Street Carson, CA 90745	$81.00	$81.00			
WM South Gate Transfer Station	4489 Ardine Street South Gate, CA 90280	$77.00	$77.00			
Universal Resource Recovery	9016 Norwalk Blvd. Santa Fe Springs, CA 90670	$75.00	$75.00			

All facilities are all open and in current operation.

There are no solid waste facility capacity guarantees being offered.

Processing Facilities

Facility Name	*Facility Address*	*Commingled Recyclables*	*Green Waste*	*Mixed Waste*	*Food Waste*	*Price Per Ton*
Universal Resource Recovery	9016 Norwalk Blvd. Santa Fe Springs, CA 90670	X				$93.00
Green Wise Soil Technologies	10120 Miller Way South Gate, CA 90280		X			$93.00
Grand Central Recycling & Transfer Station Inc.	999 Hatcher Ave. City of Industry, CA 91748			X		$93.00
Puente Hills MRF	13130 Crossroads Pky S City of Industry, CA 91746				X	$93.00

There are no solid waste facility capacity guarantees being offered.

A statement regarding any relationship between the proposer and the facility owner/operatior is none.

Estimated diversion rate is processing of residential recyclables and organic materials is 96%.

5.3.8 Office and Maintenance Facilities

The Haul-Away operating facility, located at 1205 Date Street, Montebello, CA 90640, is the location from which the Company will stage and dispatch personnel and equipment, as well as maintain all of the equipment used in the performance of the work.

The Date Street location will also serve as the office address for customer service, public relations, and semi-exclusive franchise agreement administration.

No other operating facilities will be used to provide service under said agreement.

5.3.9 Proposal Enhancements

Route audits will be conducted to consolidate the route, maximizing time and minimizing the cost to ensure quality service and to meet the needs of time sensitive locations. We feel it is important and necessary to minimize air pollution, traffic, noise, and wear and tear on the roads. During peak traffic periods, collection vehicles can be scheduled to avoid high traffic areas and congested service locations. If necessary, collection vehicles can avoid left-hand and U-turns. All locations will be serviced in the allowed working hours specified by the City of El Segundo.

To ensure quality service and satisfaction, meetings can be planned with an appointed staff member from the City of El Segundo to discuss all details regarding solid waste collection services. All assigned personnel will be in direct communication with a Haul-Away Rubbish supervisor to ensure all work has been completed as specified in the "Scope of Work." Each driver will complete a daily report history for that day's route. All solid waste and recycling tonnages will be compiled and recorded at the end of each work day.

Haul-Away Rubbish Service Co., Inc. trucks are equipped with the most current safety equipment. Preventative maintenance technicians perform daily, monthly and annual equipment inspections. Equipment that is not operating properly shall be removed from service until repaired and re-instated when operating correctly. All collection vehicles are equipped with front and rear cameras, highly visible turn signal indicators at the rear, and on the side of each truck. Other items are routinely monitored and quickly repaired to assist the driver's abilities. Also, it is mandatory for all personnel to attend regularly scheduled safety meetings and to abide by the company dress code, which includes wearing a safety vest, when providing solid waste collection services for all of our customers.

5.4 Exceptions to Draft Non-Exclusive Franchise Agreement

NONE

Haul-Away Rubbish Service Co., Inc.

City of El Segundo Rate Proposal Form
Proposer Name: Haul Away Rubbish Service Co Inc.

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one recycling

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$110	2yd	$130	3yd	$165	3yd Compactor	$410	4yd	$210	4yd Compactor	N/A
2 x p/wk	1.5 yd	$208	2yd	$260	3yd	$330	3yd Compactor	$820	4yd	$420	4yd Compactor	N/A
3 x p/wk	1.5 yd	$299	2yd	$390	3yd	$495	3yd Compactor	$1,230	4yd	$630	4yd Compactor	N/A
4 x p/wk	1.5 yd	$382	2yd	$520	3yd	$660	3yd Compactor	$1,640	4yd	$840	4yd Compactor	N/A
5 x p/wk	1.5 yd	$477	2yd	$650	3yd	$825	3yd Compactor	$2,050	4yd	$1,050	4yd Compactor	N/A
6 x p/wk	1.5 yd	$780	2yd	$780	3yd	$990	3yd Compactor	$2,460	4yd	$1,260	4yd Compactor	N/A

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	N/A	65-gallon cart	$140	2yd	$160	3 yd	$225
2 x p/wk	35-gallon cart	N/A	65-gallon cart	$220	2yd	$320	3 yd	$450
3 x p/wk	35-gallon cart	N/A	65-gallon cart	$300	2yd	$460	3 yd	$676
4 x p/wk	35-gallon cart	N/A	65-gallon cart	$380	2yd	$600	3 yd	$900
5 x p/wk	35-gallon cart	N/A	65-gallon cart	$460	2yd	$740	3 yd	$1,127
6 x p/wk	35-gallon cart	N/A	65-gallon cart	$540	2yd	$880	3 yd	$1,355

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	$10 Monthly
Locking Bins - installation	No Charge
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	$80
Second refuse cart, 65 or 95 gallon-Monthly Charge	$40
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	$40
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	$40
3yd / 4yd Compactor - Additional pick-up	$145
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$75
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$75
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$75
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	$125
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$95
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$95
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$95

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee	$275 +$120 per ton
Drop-off box - plus actual processing fee	$275 +$120 per ton
Drop-off box-Source Separated - Flat rate	$275 +$120 per ton
Compactor - plus actual landfill fee	$345 +$120 per ton
Compactor - plus actual processing fee	$345 +$120 per ton
Processing Fee - per ton	$120
Green waste Fee - per ton	$95

Clean-up Bins	Rate
Clean-up Bin Weekly rental	$125
Clean-up Bin Weekly-recycling	$125
Clean-up Bin over weight additional charge	$150
3 yd bin after 7 days (rental) - per day	$25
Clean-up Bin trip charge	$125

1205 Date Street, Montebello, CA 90640 Phone (323)721-0371 Fax (323)887-0920
info@haulawayrubbish.com

STATE OF CALIFORNIA

OFFICE OF THE SECRETARY OF STATE

I, *EDMUND G. BROWN JR.*, Secretary of State of the State of California, hereby certify:

That the annexed transcript has been compared with the RECORD on file in this office, of which it purports to be a copy, and that same is full, true and correct.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this

JUN 28 1973

Edmund G. Brown Jr.

Secretary of State

BA20230837633

STATE OF CALIFORNIA
Office of the Secretary of State
STATEMENT OF INFORMATION
CORPORATION

California Secretary of State
1500 11th Street
Sacramento, California 95814
(916) 653-3516

For Office Use Only

-FILED-

File No.: BA20230837633
Date Filed: 5/23/2023

B1774-0485 05/23/2023 10:56 AM Received by California Secretary of State

Entity Details

Corporation Name	HAUL-AWAY RUBBISH SERVICE CO.
Entity No.	0702073
Formed In	CALIFORNIA

Street Address of Principal Office of Corporation

Principal Address	1205 DATE ST MONTEBELLO, CA 90640

Mailing Address of Corporation

Mailing Address	1205 DATE ST MONTEBELLO, CA 90640
Attention	Lisa Stupin

Street Address of California Office of Corporation

Street Address of California Office	1205 DATE ST MONTEBELLO, CA 90640

Officers

Officer Name	Officer Address	Position(s)
● MORRIS M BELIAKOFF JR	1205 DATE ST MONTEBELLO, CA 90640	Chief Executive Officer
David M Beliakoff	1205 DATE STREET MONTEBELLO, CA 90640	Chief Financial Officer
John Beliakoff	1205 DATE STREET MONTEBELLO, CA 90640	Secretary

Additional Officers

Officer Name	Officer Address	Position	Stated Position
None Entered			

Directors

Director Name	Director Address
Morris M Beliakoff, Jr.	1205 DATE STREET MONTEBELLO, CA 90640

The number of vacancies on Board of Directors is: 0

Agent for Service of Process

Agent Name	MORRIS M BELIAKOFF JR
Agent Address	1205 DATE ST MONTEBELLO, CA 90640

Type of Business

Type of Business	WASTE & RECYCLING COLLECTION SERVICES

Email Notifications

Opt-in Email Notifications	No, I do NOT want to receive entity notifications via email. I prefer notifications by USPS mail.

21

Labor Judgment

No Officer or Director of this Corporation has an outstanding final judgment issued by the Division of Labor Standards Enforcement or a court of law, for which no appeal therefrom is pending, for the violation of any wage order or provision of the Labor Code.

Electronic Signature

☒ By signing, I affirm that the information herein is true and correct and that I am authorized by California law to sign.

Morris M Beliakoff, Jr.	*05/23/2023*
Signature	Date

B1774-0486 05/23/2023 10:56 AM Received by California Secretary of State

CALIFORNIA HIGHWAY PATROL

hereby awards this

Certificate of Achievement

to

HAUL-AWAY-RUBBISH SER. CO., INC.

1205 DATE ST
MONTEBELLO, CA 90640

3 Consecutive Satisfactory Ratings
Since OCTOBER 23, 2003

There is established in the California Vehicle Code a biennial motor carrier safety compliance inspection program to be conducted by the California Highway Patrol. That program, known as the Biennial Inspection of Terminals (BIT) Program, requires all motor carriers operating trucks from terminals located in California to undergo an inspection of each operational terminal to rate their compliance with applicable laws and regulations relating to motor carrier safety.

This is to certify that this terminal has achieved consecutive satisfactory safety compliance ratings as indicated above. The California Highway Patrol congratulates this terminal on this meritorious achievement and recognizes the commitment to highway safety demonstrated by the personnel responsible for the operation of this terminal.

J. A. Farrow

COMMISSIONER
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

5-16-13

23

CHP 341 (11-93) OPI 062

Gallagher
Insurance | Risk Management | Consulting

Arthur J Gallagher & Co Insurance Brokers of CA, Inc.
505 N Brand Blvd | Suite #600
Glendale, CA 91205

CA License #0726293
818-539-2300
www.ajg.com

April 3, 2024

Haul-Away Rubbish Service Company Inc
1205 Date Street
Montebello CA 90640

RE: Experience Modification Rating

To: Whom It May Concern

The 2023 Experience Modification Rating Factor for California is 65%. The prior three years are shown below:

2023: 65%
2022: 67%
2021: 62%
2020: 59%

Please do not hesitate to let us know if you should have any questions and/or need anything additional.

Sincerely,

Erin Viker
Client Service Manager
Gallagher
Insurance | Risk Management | Consulting
Direct 208.577.6769 | Cell 805.868.7231 | Main 805.545.8206 | Fax 805.545.8224

Mandatory Commercial Recycling

The State passed Assembly Bill 341 requiring the following properties to begin recycling starting July 1, 2012:

BUSINESSES: that generate 4 cubic yards of commercial solid waste per week

MULTI-FAMILY PROPERTIES: (5 units or more)





In order to assist businesses & property owners to comply with the new state law, we are offering recycling services and on-site consultations. If you have any questions, please feel free to contact our office staff.

Haul-Away Rubbish Service Co., Inc.

1205 Date Street
Montebello, CA 90640

323-721-0371
Hours: 8:00 AM-4:00 PM

haulawayrubbish.com

Serving Southern California

Haul-Away Rubbish Service Co., Inc.



If not satisfied with our service, we guarantee "double your trash back".

323-721-0371

Together with ***Haul Away*** we can reduce the amount of waste being disposed of at the landfill.

Call ***Haul Away*** to find out how you can participate in our recycling program. Various container sizes are available.



Recycling Items Include:

- ✓ **Aerosol Cans**
- ✓ **Aluminum Cans**
- ✓ **Cardboard**
- ✓ **Computer Paper**
- ✓ **Envelopes**
- ✓ **Glass Bottles**
- ✓ **Junk Mail**
- ✓ **Magazines**
- ✓ **Metal (All Types)**
- ✓ **Mixed Paper**
- ✓ **Newspaper**
- ✓ **Office Paper**
- ✓ **Paper Board**
- ✓ **Plastic Bottles (All Types)**
- ✓ **Stationary**
- ✓ **Tin Cans**
- ✓ **Wrapping Paper**

We also recycle asphalt, concrete, dirt, wood and green

We have information regarding the disposal of bulky or abandoned items, electronic waste & hazardous waste.



Items NOT Accepted In Recycle Container:



- ✓ Broken Windows
- ✓ Ceramics
- ✓ Household Glass
- ✓ Light Bulbs
- ✓ Mirrors
- ✓ Paper Towels
- ✓ Pyrex
- ✓ Styrofoam
- ✓ Tissue Paper

Mandatory Food Waste Recycling

The State passed SB1383 requiring Food Waste Recycling

All Business & multi-family are required to recycle food waste





In order to assist business owners to comply with the new state law, we are offering recycling services and on-site consultation. Please do not hesitate to call so we may ensure you are in compliance with Senate Bill SB1383

This law is mandatory and will be enforced by the city

Haul-Away Rubbish Service Co., Inc.

1205 Date Street
Montebello, CA 90640

323-721-0371
Hours: 8:00 AM-4:00 PM

www.haulawayrubbish.com

Haul-Away-Rubbish Service Co., Inc.

FOOD WASTE RECYCLING ONLY

Food Scraps, Vegetables, Fruits, Poultry, Meat, Seafood, Dairy,

Bakery, Teabags & Coffee Grounds



NO TRASH

Includes the following

Glass, Cans, Wood, Paint/Hazardous Material, Aluminum Foil, Cloth linens, Yard Waste, Dirt, Rocks, No Black plastic bags

No Plastic Forks, Spoons, Knives

All Food waste is taken to an approved material recovery facility and used for waste to energy conversion

Plastic liners are acceptable (EXCEPT FOR BLACK BAGS)

City of El Segundo

Request for Proposals for Commercial Solid Waste Collection, Recycling and Disposal Services for the City of El Segundo

Key Disposal and Recycling, Inc.
John Katangian
4/29/2024

REQUEST FOR PROPOSAL FOR SOLID WASTE COLLECTION
RECYCLING AND DISPOSAL SERVICES

City Clerk, City of El Segundo
350 Main Street
El Segundo, CA 90245

SUBMITTED BY:

Key Disposal & Recycling, Inc.
5202 Industry Ave.
Pico Rivera, CA 90660
Contact: John Katangian, President

Cell: 1-213-305-2111 / john@keydisposalrecycling.com

Statement: I have reviewed the draft agreement, the RFP, and all of its addenda; and have conducted all necessary due diligence to investigate and confirm the material facts upon which the proposal is based'

Statement: I acknowledge I have read and do agree to the proposed terms and rates, as listed by Key in this document, for a period of 180 days after the submission deadline.

As a second-generation waste hauling and recycling company, Key has served the needs of a wide variety of commercial customers for over 30 years. Based on our successes and experience Key has developed a company operating platform that can be summarized in three areas:

• Lower competitive rates are an advantage/savings Key offers our customers_-designed to compete in a multi-hauler competitive environment. With direct management/customer involvement Key maintains a low management profile with talented and experienced employees whose multi-tasking abilities provide flexibility with lower overhead expenses.

KEY
DISPOSAL & RECYCLING

• Maximizing environmental impacts while meeting and exceeding local and State mandated regulations is an area where Key excels in a competitive environment, this covers several areas. Minimizing environmental impacts includes route planning revisions, often on a regular basis, revisions based on customer requirements, traffic patterns, disposal and recycling destinations, all designed to reduce truck miles and environmental pollution in El Segundo. Another component is moving landfill waste to recycling containers to reduce and consolidate collection and achieving rates savings for our customers. Moving into the future and striving to reduce air quality/environmental impacts NOW, Key has begun our truck fleet transition to EV's. Our first battery-powered collection truck is on the road and with your permission will be used in El Segundo for our organic waste collection. This will be followed by an EV service truck and another collection truck I anticipate complete Key EV service and collection fleet by 2025, if the manufacturers can meet the demand.

Key is looking forward to being able to continue serving our El Segundo commercial customers, while working to expand our customer base a becoming a City partner in whatever projects we can help.

Thank you for your time and review of this matter. Please feel free to contact me at any time.

Sincerely,

John Katangian, President
Key Disposal & Recycling

5202 Industry Ave • Pica Rivera, CA 90660 • Tel. (323) 721-5441 • info@keydisposalrecycling.com

City of El Segundo
350 Main Street
El Segundo, CA 90245

Dear Selection Committee Members:

The Key Disposal Inc. Team is pleased to submit this proposal for the opportunity to be the exclusive solid waste and recycling collection service provider for City of El Segundo. The Key Disposal Team has the know-how, creativity and local experience to help the city achieve its goal of ZERO WASTE.

- Implementing and maintaining successful recycling programs throughout the city:
  The Key Disposal Team has implemented many recycling programs throughout the City of El Segundo. Each one is a little bit different and has its own unique twist, but with the proper education to the tenants, each building is able have a successful program in place. A selection of these locations includes: Arcadia, Inc. (3225 E. Washington Blvd., Vernon, CA), Progressive Produce Corporation (5790 Peachtree, Commerce, CA), AMS (1620 S. Maple Ave., Montebello, CA).

- *Deep knowledge of waste and recycling:*
  The leadership of Key Disposal, Inc. has had over 30 years of waste hauling experience in the City of El Segundo Area. The types of customers include class A office buildings as well as class B & C office buildings, light industrial, industrial retail, food service and multi- family locations. Each location has different needs based on their industry type, location, size etc. the Key Disposal Team has the know- how and experience to accommodate those needs.

- Outside the **box approach:**
  Many haulers will put on a good "show" as it relates to recycling but the Key Disposal Team has a true passion for the effort. Often times this requires a creative, outside the box approach in order to maximize diversion at a building. One shoe does not fit all customers and the Key Disposal Team knows that. In order to implement a successful recycling program at each building, the Key Disposal Team will meet with building to discuss their options and design a recycling program that best suits their building's needs.

We would be honored to work with you on this important undertaking of ZERO WASTE. Please feel free to contact me with any questions by email at key_disposal@sbcglobal.net or by phone at (323) 721-5441.

Sincerely,

John Katangian
President/CEO
Key Disposal, Inc
5202 Industry Avenue
Pico Rivera, CA 90660

Executive Summary

John Katangian, CEO/President of Key Disposal, Inc. has been servicing the City of El Segundo for over 30 years and has in depth knowledge about the area and the customers. The City of El Segundo area is unique in that it has a high density of Class A office buildings. These customers require a high level of customer service which Key Disposal is accustomed to providing.

More specifically, we at Key Disposal have discussed at length our plans for customer service, outreach and education as we believe this is paramount to the success of the recycling efforts at each location. Our diversion plan does not rely solely on the efforts of a Materials Recovery Facility, but also on the front-end efforts of our customers and this can only be accomplished by reaching out to each customer individually and implementing a recycling program that best suits their needs. Our recycling program targets all paper, cardboard, aluminum, plastic and glass beverage containers, plastic food containers as long as they are rinsed free of food, as well as organics. Putting a recycle container outside of a building does not mean a successful recycling program is happening inside the building. We understand that at Key Disposal and plan to make every effort to educate each and every building on recycling and help them implement the most effective recycling program for their location to help towards the diversion goals of the city. This includes hosting recycling meetings for tenants, speaking with janitorial staff, deciding on the best type of recycling containers for the tenants or occupants etc.

Once a customer is onboard and has an effective recycling program in place, they will receive quarterly recycling reports to track their efforts. Our reports list the diversion percentage for that quarter as well as "recycling fun facts" that note how many gallons of water have been saved, how many trees, how many cubic yards of landfill space etc. Key Disposal understands that different buildings have different container requirements based on the size and accessibility of their trash enclosure area. We have reviewed the areas we are looking to do business in and have identified the container needs of each area. When containers or compactors break, Key Disposal has the capability of doing all repairs in house. This is ideal for quick turn around on equipment that needs repair.

In addition to reviewing the above noted sections of this RFP, we at Key Disposal have also reviewed the collection services, vehicle and routing requirements, special service requirements, safety, performance standards, and transfer, disposal and processing sections.

With our focus on recycling and our in-depth knowledge of implementing successful recycling programs at many of the downtown area buildings, we are confident in our ability to provide all the waste and recycling needs for those customers. We are committed to helping City of El Segundo reach its goal of ZERO WASTE by 2025.



El Segundo RFP / 1.0 INTRODUCTION

Key Disposal; & Recycling, Inc., thanks you for the opportunity to bid on the El Segundo Commercial Solid Waste Collection, Recycling and Disposal Services RFP.

In this regard Key wished to bid on the defined "Commercial Waste Management Services" including industrial, retail, multi-family residential dwelling and schools.

Because Key is a second-generation company, operating throughout Los Angeles and Orange Counties for the past 30 years, our continuous areas of specialty have been in the above listed commercial waste and recycling categories. Thirty years of commercial collection and recycling experience have been developed and utilized in a very competitive atmosphere. Keeping ahead of the competition and meeting and exceeding local and State recycling and collection mandates has been a benchmark of Key's growth and survivability.

For much of Key's long history serving El Segundo commercial accounts, both large and small businesses with a large variety of recyclable materials, Key has met and exceeded both customers wish and City and State goals and mandates. Many of Key's past and present accounts include(d) businesses such as a variety of department stores such as Macy's, Bloomindales, Bed Bath & Beyond, and companies such as Northrop-Grumman, Aerospace Corp., Lockheed Martin, realtors and



corporate business owners such as Pacific Corporate Towers (PCT), Kilroy Realty and their associated businesses, Federal Realty, and a variety of various commercial offices and retail stores. School District accounts include Redondo Beach United District.

Key Disposal & Recycling is equipped, experienced and ready to service commercial El Segundo accounts.



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Proposer Information

Key Disposal was incorporated in 1981 and has over 60 years of waste disposal and recycling experience. We use facilities for recycling of specific materials like green waste, metal, inert materials, cardboard, and paper. In our effort to protect the environment we also utilize material recovery facilities to ensure maximum waste diversion.

Our services are utilized by construction, commercial, industrial, county and federal facilities like shopping centers, office buildings, hotels, theatres, food processing plants, distribution warehouses, factories, and federal correctional institutes to name a few. We operate on 24-hour basis 7 days a week and service these cities in Los Angeles County: Burbank, Commerce, El Segundo, Glendale, Montebello, Torrance and Vernon. Additionally, we service these cities in Orange County: Irvine, Costa Mesa, and Newport Beach.

We operate and service 10 trucks, both front loaders and LNG side-loader, roll-off trucks and zero emission vehicle which were purchased locally and are stored along with our bins and containers at our corporate office located at 5202 Industry Ave. in Pico Rivera and field office at 515 Montebello Ave. in the city of Montebello. We have our own roadside service truck and we do repair and body work in house. We use back-up trucks when needed.

All trucks are Verizon dispatched and all non-recyclable waste is disposed of according to applicable Federal, State, and local laws. All trucks meet the California Air Quality Management District (AQMD) and California Air Resource Board's (ARB) requirements.

We primarily use County Sanitation Districts landfills for non-recyclable waste, green waste, and food/organic waste. As a registered Waste Tire Hauler, we haul used tires to Waste Management Azusa Land Reclamation. OCC loads are recycled at West Coast Recycling and Angelus Western. Scrap metal is hauled to SA Recycling. We are continuously exploring new alternatives to develop and improve recycling and waste management systems for all of our customers.



Key Personnel

Executive Summary

John Katangian, CEO/President of Key Disposal, Inc. has been servicing the City of El Segundo for 50 years and has in depth knowledge about the area and the customers. The City of El Segundo area is unique in that it has a high density of Class A office buildings. These customers require a high level of customer service which Key Disposal is accustomed to providing.

More specifically, we at Key Disposal have discussed at length our plans for customer service, outreach and education as we believe this is paramount to the success of the recycling efforts at each location. Our diversion plan does not rely solely on the efforts of a Materials Recovery Facility, but also on the front-end efforts of our customers and this can only be accomplished by reaching out to each customer individually and implementing a recycling program that best suits their needs. Our recycling program targets all paper, cardboard, aluminum, plastic and glass beverage containers, plastic food containers as long as they are rinsed free of food, as well as organics. Putting a recycle container outside of a building does not mean a successful recycling program is happening inside the building. We understand that at Key Disposal and plan to make every effort to educate each and every building on recycling and help them implement the most effective recycling program for their location to help towards the diversion goals of the city. This includes hosting recycling meetings for tenants, speaking with janitorial staff, deciding on the best type of recycling containers for the tenants or occupants etc.
Once a customer is onboard and has an effective recycling program in place, they will receive quarterly recycling reports to track their efforts. Our reports list the diversion percentage for that quarter as well as "recycling fun facts" that note how many gallons of water have been saved, how many trees, how many cubic yards of landfill space etc.
Key Disposal understands that different buildings have different container requirements based on the size and accessibility of their trash enclosure area. We have reviewed the areas we are looking to do business in and have identified the container needs of each area. When containers or compactors break, Key Disposal has the capability of doing all repairs in house. This is ideal for quick turn around on equipment that needs repair.



In addition to reviewing the above noted sections of this RFP, we at Key Disposal have also reviewed the collection services, vehicle and routing requirements, special service requirements, safety, performance standards, and transfer, disposal and processing sections.

With our focus on recycling and our in depth knowledge of implementing successful recycling programs at many of the downtown area buildings, we are confident in our ability to provide all the waste and recycling needs for those customers. We are committed to helping City of El Segundo reach its goal of ZERO WASTE by 2025.

Customer Service Capabilities

Customer Service hours:

Key Disposal, Inc. shall maintain an office within the City of Pico Rivera. Customer service hours are 8:00 A.M to 4:30PM P.M. Monday to Friday.

Commercial hours of collection:

Key Disposal will pick up between the hours of 3:00 A.M to 7:00 P.M., unless otherwise restricted by the city's noise ordinance. Key Disposal will offer service on Sunday upon request by the customer at an additional charge.

The holidays that will be observed are as follows:

- New Year's Day
- 4th of July
- Memorial Day
- Labor Day
- Thanksgiving day
- Christmas Day

In the event that any holiday listed above falls on a scheduled pickup day, Key Disposal will pick-up on the day following that holiday.

Optional Special Cleanups – Key Disposal shall donate an open top container at no charge to 3 annual City sponsored events.



Qualified Personnel:

Key Disposal shall furnish such qualified drivers, mechanical, supervisory, clerical and other personnel as necessary to provide Collection services in an economical, safe and efficient manner. Key Disposal

currently staffs 10 full time employees and will make sure that all drivers have a Commercial license of the appropriate class issued by the State of California.

Supervisor Qualification:

Key Disposal shall designate qualified employees as supervisors of field operations. Supervisors will be in the field to handle a myriad of issues from broken equipment, to overflowing bins, etc. They will be available by phone during Key Disposal business hours to handle calls and complaints from the customers or the city.

Dan Katangian – *Route and Dispatch Supervisor / Recycling Manager*

Dan Katangian brings over 40 years of experience to the Key Disposal team. He is experienced in all aspects of the waste recycling, particularly in operations, equipment acquisition, personnel management, route structuring, vehicle scheduling, collection techniques, rate structure and financial management. He gained this valuable experience by learning the business from the ground up. He has worked as a Scout Truck Operator, Front-Loader Operator, Roll-Off Driver, Dispatcher, Route Manager, Safety Manager, Customer Service and Sales Supervisor.

In addition to fulfilling the scheduling of all roll offs and commercial service orders, Dan Katangian works closely with the CEO, Customer Service Manager, and Operations Manager regarding and potential service interruptions and any possible customer complaints.

John Katangian – *President/Operations Manager/Safety Coordinator*

Mr. Katangian has been the owner-operator of his own waste hauling firm, Key Disposal Inc., for 44 years. He has managed a fleet of 32 roll off and front loader trucks providing commercial waste and recycling services in over 36 cities throughout Los Angeles and Orange County.

He is extremely experienced with 45 years of commercial driving in the waste and recycling industry and has developed a relentless ability to match customers' needs with the precise level of service required and optimal use and placement of equipment on their property. Mr. Katangian maintains the operating activities for his company supervising drivers and customer routes. With extensive knowledge on all



equipment he ensures all work orders are completed in his welding and mechanic shop for bins, compactors, and the maintenance and repairs for the entire fleet.

His passion for securing the future of his business extends into administrative duties as well as achieving recognition as top salesperson negotiating various contracts with various municipalities, brokers, and private owned companies. In addition to his diligent efforts of increasing market share for Key Disposal Inc. he has endured a multitude of industry changes and requirements such as new recycling service and reporting regulations during fluctuating financial climates. Mr. Katangian's comprehensive understanding of accounting coupled with his quantitative analysis of operational cost aided his business to overcome all the challenges encountered over the past 4 decades including the company's financial institution calling their million- dollar credit line with little notice. His financial planning aided in the payoff of the credit line and the loan for one of the business properties.

Mr. Katangian continues to stay abreast on all facets related to the commercial waste and recycling industry and strategizing ways to increase profits and the longevity of his business.

Juan Vallejo – *Fleet Maintenance Manager*

Mr. Vallejo has been working under John Katangian's supervision since 2012. Mr. Vallejo is accustomed to making sure that all rules and regulation are met with all agencies i.e. AQMD, Carb compliance, OSHA regulation and Highway patrol BIT programs.

Mr. Vallejo understands the importance that vehicle maintenance, repairs and schedules are met on a monthly basis. He has the training skills for his crew to understand and to make sure his crew passes a series of tests to keep up the changes made by many agencies. Mr. Vallejo has the technology and experience to run a computerized engine, transmission and type of vehicle troubleshooting techniques to minimize the labor cost from manually troubleshooting vehicles.

Mr. Vallejo has the capabilities for budget reports in his department to meet the goals needed to run his department in the most cost effective manner. Mr. Vallejo is in charge of several departments, vehicle maintenance, tires, hydraulics, vehicle body welding and repairs, truck wash, container repair and the paint shop to name a few. He has trained each department from his crew to be accustomed to Key's



policy on a daily basis. Mr. Vallejo has a wealth of experience to save money in each department and not compromise the integrity to fulfill the daily routines and keeping the vehicles in good running condition.

Eliza Tuason – *Accounting and Human Resources*

Ms. Tuason is the key to all financial aspects and human resource within the waste industry. So far, Ms. Tuason has done very well in attracting exceptional talent, reviewing qualified applicants and recommending in-house personnel that are thoroughly screened and can perform the work applied for. After receiving applications for employment, Ms. Tuason interview drivers, swamper's mechanics and administrative personnel to see if there is a fit with Key Disposal, Inc. Other duties include any disciplinary actions, recordkeeping and time-tracking and other personnel issues necessary for compliance with employment issues.

Ms. Tuason has over 22 years of full charge accounting experience and manages accounts receivable, accounts payable, general ledger, and payroll in addition to special reports for budget, cost analysis, and assists in financial tax and statement preparation. Billing is prepared monthly and semi-monthly depending on type of service performed and reviewed for accuracy. Invoices can be paid by cash, check, or credit card and posted daily. Customers can opt for monthly recurring charges via credit card and have the option to go paperless and receive invoices and statements via email. Reconciliations and statements are prepared for accounts with multiple sites , balance clarification, and as needed. Logs of all customer and driver calls, emails, notes, and pictures received to track service and performance are recorded in the customer's billing account for complete recordkeeping.

Elizabeth Romero – *Customer Service Manager*

Development of the Sales Office staff to include the coaching and on the job assistance of the team, to ensure that order processing targets, operational processes and recognized customer service 'Best Practice' are being adhered to. Providing technical and product specific support to team members within the function. To lead and motivate a highly skilled team of Customer Service Representatives.



Display the highest level of verbal and written communication to our customers. Providing the necessary feedback, training, and development to sales office staff to improve their accuracy, productivity, and quality and overall work standards. Providing the Customer Services Manager and supervisory colleagues with effective management information that will identify areas for improvement, and show progress of individuals, in relation to service performance, quality and training needs. Conducting root cause analysis and provide ongoing recommendations/solutions to improve professionalism and customer service. Ensuring the team provides the highest levels of accuracy and attention to detail in order to deliver excellent customer service. Ensuring all team members are achieving their KPI's daily. Proactively assisting and implementing order process improvements. Maintaining a sound understanding and adherence to the Sales Office 'Code of Conduct' and quality policies. Ensuring full understanding of the Company's quality standards and expected standards of service in support of this role. Liaising with 'Learning & Development' to assist and support specific activities relating to the training and development of staff within the team.



Business Structure

QUALIFICATIONS

The Key Disposal team is distinguished for being adept at implementing and providing effective waste and recycling programs in various municipalities starting in 1972:

Montebello	Torrance	Glendale	Commerce
El Segundo	Vernon	Burbank	Santa Monica
Irvine	Newport Beach		

In conjunction with rendering efficient waste and recycling services in these cities Key Disposal routinely tenders requisite quarterly waste and recycling reports and fees.

Currently, Key Disposal is servicing over 700 bins and 50 roll off container and compactors weekly at over 250 customers sites. Our customer base includes commercial, industrial, retail, construction, county and federal facilities. The Key Disposal team is accomplished at addressing all customer needs from administering new recycling programs to adjusting service level according to production level and workspace. We are familiar with special requests of temporary service, seasonal changes, changing bins due to graffiti or broken locks, construction projects, welding specialized bins not on our list of equipment and other special repair requests done in house.



Collection Services

Key Disposal will provide waste and removal services consistently at the same time each day so that customers who have to block off an area or a loading dock can do so accordingly. In the event that the containers are blocked or the trash and / or recycling cannot be emptied for any reason, the driver will notify the Key Disposal office who will then reach out to the customer to get the situation resolved and determine the best time for a truck to return that same day to empty the trash and / or recycling (whichever was missed).

In the event that a customer calls because of an issue with a truck or a driver in particular, a customer service rep will be scheduled to come out immediately to address the issue. This high touch customer service is already the practice at Key Disposal and is why we retain many of our customers.

Key Disposal will provide the collection service of the commingled recyclables, the trash and the organics. The waste equipment will be labeled for waste, recycling, and organics.

White Goods and Bulky Items will be collected as requested.

Customers that currently have an organics and / or yard waste collection service will continue to receive this service via one of Key Disposal's dedicated organics / yard waste collection trucks. Additionally, Key Disposal will make every effort to encourage other customers to participate in the organics and yard waste recycling effort. It is through this recycling effort that much of the diversion will be accomplished.

Key Disposal will comply with the city's collection time code, which is City of Commerce Municipal Code SEC 113.01, Rubbish and Garbage Collection and Disposal. This code states that collection services for any buildings within 200 feet of a residential building can only occur between the hours of 6:00AM and 9:00PM. Collection services for buildings farther than 200 feet can occur at any time of the day as long as the customer agrees to the time.

Key Disposal will be offering collection services Monday through Saturday, 52 weeks per year at the regular collection rates. Sunday collection services will be offered at an additional cost.

Collection Services will not be offered on the following holidays:

- New Year's Day
- Labor Day
- Independence Day
- Thanksgiving



- Christmas

All scheduled pickups that fall on one of those collection days will be picked up on the following

Solid Waste Collection Activities

We provide our customers with appropriate size bins for their needs with commercial transportation of waste and recycling materials to a Material Recovery Facility ("MRF") for further processing. The AB939 diversion **goal of 50%** is achieved by separating recyclables from the main waste stream, source separated or commingled, by providing separate receptacles at customer site or when taken to MRF. Each commodity is identified in **Attachment A.**

Recyclable Collection Programs and Activities

We provide all customers with outreach material explaining California recycling mandates. Our waste and recycling manager will consult on a quarterly basis with customers regarding the items being collected. This consultation includes proposals for separate bin for collection of specific recyclable items sometimes resulting in a rebate incentive.



Service Transition Experience

Carole Lozano, A.P.P.
Principal Purchasing & Contracts Analyst
Purchasing Division
Internal Services Department
Tel: 323-267-2319
Fax: 323-415-8662
clozano@isd.lacounty.gov



Litigation History

Key Disposal VS. City of Commerce 2023-current



Safety Record

Osha forms attached.

Financial Information

Confidential Sealed Envelopes.

)SHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

Year 20 2 3

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

establishments covered by Part 1904 must complete this Summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log erify that the entries are complete and accurate before completing this summary.

'sing the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you no cases, write "0."

mployees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

tal number of ıths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
	0	0	0
(G)	(H)	(I)	(J)

Number of Days

tal number of days away ın work	Total number of days of job transfer or restriction
	0
(K)	(L)

Injury and Illness Types

tal number of . . .	(M)		
uries	0	(4) Poisonings	0
		(5) Hearing loss	0
ın disorders	0	(6) All other illnesses	0
spiratory conditions	0		

st this Summary page from February 1 to April 30 of the year following the year covered by the form.

lic reporting burden for this collection of information is estimated to average 50 minutes per response, including time to review the instructions, search and gather the data needed, and plete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any ments about these estimates or any other aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room N-3644, 200 Constitution Avenue, NW, hington, DC 20210. Do not send the completed forms to this office.

Establishment Information

Your establishment name: Key Disposal and Recycling Inc

Street: 5202 Industry Avenue

City: Pico Rivera State: Ca ZIP: 90660

Industry description (*e.g., Manufacture of motor truck trailers*)
Waste and Recycling Inc.

Standard Industrial Classification (SIC), if known (*e.g., 3715*)
4 9 5 3

OR

North American Industrial Classification (NAICS), if known (e.g., 336212)
5 6 2 1 1 1

Employment Information (*If you don't have these figures, see the Worksheet on the back of this page to estimate.*)

Annual average number of employees: 10

Total hours worked by all employees last year: 23533.75 hours approx

Sign here John Katangian Verified by pdfFiller 03/23/2022

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

John Katangian — Company executive
President — Title
(323) 721 - 5441 — Phone
/ / — Date

OSHA's Form 300A (Rev. 01 2004)

Summary of Work-Related Injuries and Illnesses

Year 20 2 1

U.S. Department of Labo
Occupational Safety and Health Administrati

Form approved OMB no. 1218-0

All establishments covered by Part 1904 must complete this Summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the total number of days you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0."

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have the right to review the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of	(M)		(M)
(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other illnesses	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 50 minutes per response, including time to review the instructions, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any other aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room N-3644, 200 Constitution Avenue, NW, Washington, DC 20210. Do not send the completed forms to this office.

Establishment information

Your establishment name: Key Disposal and Recycling Inc

Street: 5202 Industry Avenue

City: Pico Rivera State: Ca ZIP: 90660

Industry description (e.g., Manufacture of motor truck trailers):
Waste and Recycling Inc.

Standard Industrial Classification (SIC), if known (e.g., 3715):
4 9 5 3

OR

North American Industrial Classification (NAICS), if known (e.g., 336212):
5 6 2 1 1 1

Employment information

(If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees: 10

Total hours worked by all employees last year: 24244.82

Verified by pdfFiller

Sign here: [signature]

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

John Katangian — President
Name — Title

323 721 - 5441 — 03/23/2022
Phone — Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

Year 20 2 2

U.S. Department of Labo
Occupational Safety and Health Administrati

Form approved OMB no. 1218-01

All establishments covered by Part 1904 must complete this Summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0."

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of . . .	(M)		
1) Injuries	0	(4) Poisonings	0
		(5) Hearing loss	0
2) Skin disorders	0	(6) All other illnesses	0
3) Respiratory conditions	0		

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 50 minutes per response, including time to review the instructions, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any other aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room N-3644, 200 Constitution Avenue, NW, Washington, DC 20210. Do not send the completed forms to this office.

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Standard Industrial Classification (SIC), if known (e.g., 3715)

4 9 5 3

OR

North American Industrial Classification (NAICS), if known (e.g., 336212)

5 6 2 1 1 1

Employment information *(If you don't have these figures, see the Worksheet on the back of this page to estimate.)*

Annual average number of employees 10

Total hours worked by all employees last year 23850.61 hours approx

Verified by pdfFiller

Sign here John Katangian

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

John Katangian — President

Company executive — Title

(323) 721 - 5441

Phone — Date



Financial Plan

Introduction

Our financing is a combination of three elements:

:

1.) The assets currently on hand that will be available to perform any work.
2.) **The capitalized expenditures required to establish service and perform the agreement.**
3.) **Outside financing**



Transition Plan

Transition will start upon execution of agreement.

Implementation Plan

Our collection programs meet **the City's diversion goal of 75%** and our recycling activities can increase the rate above 50% diversion by taking all of MSW to high diversion facility. In the above recycling programs and activities is our continuing implementation plan to reach and exceed diversion rates.



Quantification of Solid Waste Disposed

The weigh receipts for hauls taken to LA County Sanitation District MRF report our company account number, truck license number, date, time, tonnage, and jurisdiction of origin. West Coast Recycling and Angelus Western provide tickets or receipts for each haul that include date, time, license number, weight in pounds and/or tons, type of recyclable material, and customer name and address where recycling was generated. As a registered waste tire hauler, we complete the Cal Recycle tire manifest for each used tire haul taken to Waste Management Azusa Reclamation. There they provide us with a receipt that also includes date, time, our company name, vehicle license number, and tons disposed. SA Recycling also provides a ticket that lists date, time, our company name, license number, type of material recycled, and weight. From these receipts, the tonnage is entered into WAM by customer account. County Sanitation District provides us with a monthly statement for tonnage and a monthly statement for diversion by city and facility location. We keep monthly recycling tonnage reports by facility which we sort by customer and city. We reconcile all tonnage entered into WAM with monthly statements to ensure that all tonnage is accounted for.



Quantification of Solid Waste Diverted

As stated above, all receipts and tickets include date, time, and weight. Every recycling receipt is entered into customers' account in WAM. All tickets/receipts received from the recycling facilities are

reconciled with recycling tonnage recorded in WAM each month. The numbers from the monthly diversion reports from LA County Sanitation District MRF along with the tickets/receipts from all other recycling facilities are used to calculate recycling tonnage and filtered by customer and city. These monthly recycling numbers are used for completing city quarterly reports.



Outreach and Materials Marketing Plan

We have marketed recycling to our customers through outreach materials by email and recycling flyers are mailed periodically. Our customer service team will also call customers to inquire about any changes in refuse to see if a recycling program can be implemented or if the level of recycling they currently have can be increased. We offer extra outreach material and are available to answer any questions.

Also available any time, customers can go to our website www.keydisposalrecycling.com and click on the links at the bottom of our home screen for AB341, AB1826, and SB1383 recycling information, click on our Newsletter provided in English and Spanish, or contact us by phone or email.

Currently, we incentivize recycling with direct rebate programs where we assist setting up customer accounts directly with recycling facilities where rebates are paid directly to the customer.

In the next 6 to 12 months we are going to update our Facebook page for Key Disposal & Recycling, Inc. to market AB341 and AB1826 recycling information, add links to our outreach material and flyers, and update customer service contact information.

Our marketing plan over the 13 to 24-month period is to increase our marketing budget to pay for improved visibility of our website on search engines. In addition, our representatives will schedule customer site visits to ensure proper education on recyclables, help on creating recycling plan specific to their company, and ensure with their level of service that they are complying.

SB1383 Short Lived Climate Pollutants (SLCP)

Representatives from Key Disposal will meet with managers of our customers who Tier 1 and Tier 2 edible food generators to make sure they are aware of their responsibilities as defined in the SB1383 regulations. If necessary, Key will assist them in identifying local food recovery organizations and establishing effective recordkeeping procedures.

Key will also provide the city with lists of our Tier 1 and Tier 2 edible food generators and any food recovery organizations that we serve.



Recyclers

West Coast Recycling Center
1736 Chapin Road
Montebello, CA 90640
Phone No. (323) 727-9232 Ext. 24
Contact Person: Cristina Solis
Email: solis@westcoastfairview.com

Angelus Western Paper Fiber
2474 Porter Street
Los Angeles, CA 90021
Phone No. (213) 623-9221
Contact Person: Rosa Razo
Email: rosa3_angeluswestern@yahoo.com

SA Recycling LLC
1509 S. Bluff Road
Montebello, CA 90640
Phone No. (714) 994-3450

Waste Management
Azusa Land Reclamation
1211 W. Gladstone Street
Azusa, CA 91702
Phone No. (626) 224-9127

Express Disposal, Inc.
2221 E. Washington Blvd.
Los Angeles, Ca. 90021
Phone No. (323) 465-7775
Contact Person: Accounting



Downtown Diversion
2424 E. Olympic Blvd.
Los Angeles, CA 90021
(213) 612-5002

Brokers / Management Companies

Engie Insight
PO Box 2410
Spokane, WA 99210
Phone No. (509) 323-5574
Contact Person: Brianna Estes
Email: Brianna.Estes@engie.com

Waste Management
PO Box 589
Windsor, CT 06095
Phone No. (860) 256-2097
Contact Person: Rico Cacio
Email: rcacio@wm.com

Cushman & Wakefield
PO Box 736028
Dallas, TX 75373-6028
Phone No. (424) 340-5140
Contact Person: Sal Tardibuono
Email: Salvatore.Tardibuono@cushwake.com

KIC Investments, Inc.
621 S. Western Ave., Suite 401
Los Angeles, CA 90005
Phone No. (213) 387-8811
Contact Person: JJ Kim
Email: jkim@smg11.com



Optional Additional Information

Key has offered economic incentives to our El Segundo customers for several years. In 2020 to present we have had to increase customer recycling and we will continue to expand incentives in 2024 to 2025 to increase customer diversion.

The first incentive is a rebate program whereby customers receive recycling rebates, usually in the form of credits, towards their equipment and collection charges. This varies in amounts based on the value of their recycled materials.

Another incentive is tied to recycled product values which are continually changing. This is a multi-faceted incentive, whereby increases in their recycled waste stream, in addition to decreasing charges of landfill waste material, relates to additional recycle containers which are provided at no charge and additional recycled material collection is not charges. Key incentive programs vary by customer and waste stream, and often includes additional containers, at no charge, for source separated materials.

These incentive programs are ongoing for 2020-2024 and will be expanded for 2025. This will include expanded rebate program for recyclables, additional customer education, including printed materials and meetings with customers, and additional separation containers where needed to eliminate contaminated materials. A large part of Key's Montebello waste stream includes various types of cardboard, an area where contamination problems continue to be addressed.



Customer Education and Outreach

On a regular basis, at least twice a year, Key audits El Segundo commercial customers' waste stream to include: 1) Defining the waste stream and, 2) analyzing the non-recyclables to determine if some can be recycled.

Recycling markets continue to evolve and expand as more types of materials move into the recycling column. Key also examines customer contamination of the non-recyclables waste stream. Eliminating contamination results in increasing recyclables.

This is accomplished through customer education, on-site sorting changes, and frequent container/collection changes. Please see attached customer outreach material and flyers.

Key's target audience in El Segundo includes all commercial customers. Goal is to increase Key customer recycling numbers, with the ultimate goal of reaching 75% diversion/recycling.



Transfer, Disposal and Processing Facilities

Please see below for all facilities and material life cycle for all solid waste and recyclables collected within the city.

Solid Waste Facilities

Puente Hills Materials Recovery Facility (PHMRF) Recycle Center (RC12848)
13130 Crossroads Parkway South
City of Industry, CA 91745
Phone No. (562) 908-4288 Ext. 1169
Contact: Maria
Email: MOrta@lacsd.org

UPW Services
9016 Norwalk Blvd
Santa Fe Springs, CA 90670.
michelle@upwcompany.com

CR & R
11292 Western Ave
Stanton, CA 90680
949-646-4805

Recyclers

West Coast Recycling Center
1736 Chapin Road
Montebello, CA 90640
Phone No. (323) 727-9232 Ext. 24
Contact Person: Cristina Solis
Email: solis@westcoastfairview.com



Angelus Western Paper Fiber
2474 Porter Street
Los Angeles, CA 90021
Phone No. (213) 623-9221
Contact Person: Rosa Razo
Email: rosa3_angeluswestern@yahoo.com

SA Recycling LLC
1509 S. Bluff Road
Montebello, CA 90640
Phone No. (714) 994-3450

Waste Management Azusa Land Reclamation
1211 W. Gladstone Street
Azusa, CA 91702
Phone No. (626) 224-9127

Express Disposal
2221 E. Washington Blvd.
Los Angeles, CA 90021
Phone No. (213) 465-7775

Organic and Food Waste Facilities

Puente Hills Materials Recovery Facility (PHMRF) Recycle Center (RC12848)
13130 Crossroads Parkway South
City of Industry, CA 91745
Phone No. (562) 908-4288 Ext. 1169
Contact: Maria
Email: MOrta@lacsd.org



Third Party Consolidators/ Management Companies / Commodity Brokers

Engie Insight
PO Box 2410
Spokane, WA 99210
Phone No. (509) 323-5574
Contact Person: Brianna Estes
Email: Brianna.Estes@engie.com

Waste Management
PO Box 589
Windsor, CT 06095
Phone No. (860) 256-2097
Contact Person: Rico Cacio
Email: rcacio@wm.com

Cushman & Wakefield
PO Box 736028
Dallas, TX 75373-6028
Phone No. (424) 340-5140
Contact Person: Sal Tardibuono
Email: Salvatore.Tardibuono@cushwake.com

KIC Investments, Inc.
621 S. Western Ave., Suite 401
Los Angeles, CA 90005
Phone No. (213) 387-8811
Contact Person: JJ Kim
Email: jkim@smg11.com



Billing and Customer Service

Our company utilizes WAM Software for billing, routing, and reporting. All customer information is entered into WAM including location, type of service, rates, and contact information. Every month, billing reports are generated by city and later used for completing city quarterly reports. As indicated, every type of service billed is reflected on the reports and coded for municipal solid waste or recycling by type. On the field, our drivers are equipped with Samsung Galaxy tablets to access Verizon Field Force application to collect customer signatures, report any issues affecting service, include pictures of container overflow or blocked bins, and to submit completed jobs for the billing department to use as back up for charges on the invoices generated through WAM.



WAM Software, Inc. started in 1985 with distribution of our WAM-Hauler software program. In 1998, we became incorporated and have been privately owned since that time. We currently have over 300 active hauler clients all across the United States, including Hawaii, Africa and Canada. We have been a member of the Northern Nevada Business Bureau since 1995 with an outstanding record. We have had no complaints nor have we ever initiated a lawsuit or had one initiated against us. We strive on client satisfaction and are continuously surveying our clients to see where we might need improvement or new products. WAM currently employs eight employees that are mainly the technical support staff. This could range from training, to technical support, to incorporating requested features into the next version of our software. We offer different training sessions to further the knowledge of our software. This includes our basic telephonic training, a yearly training seminar and even onsite training. Training our clients to fully understand how to utilize our software to efficiently run their company is one of our top priorities.

Our original software, WAM-Hauler, was designed mainly to help larger haulers. Soon the demand for new software to handle transfer stations, landfills, and MRF's became our next priority. So we then created WAM-Scale to help with those specific types of facilities. WAM-Scale has been in operation since 1995 and is in use by approximately 50 clients. We also received input from smaller hauler operations that asked that we included only the basics of WAM into a smaller, less expensive, software for them to use initially and then upgrade to WAM-Hauler when they have grown enough to utilize its additional features. This program, later to be named Easy Bill & Route, was then designed and became available in 2001.

WAM Software has grown steadily since we began in 1985. Our extensive training to our employees and our organized company structure gives us the stability and extensive employment length that has helped us provide the outstanding service our clients have come to expect. This longevity of employees has also allowed us to give very advanced technical training to our employees so our clients have access to the most knowledgeable technical support staff in the industry.

WAM-Hauler Capability Overview

1. **One-Key Billing** – When a billing group is initially set up, tech support will create the exact steps to bill a particular group. The usual steps that take place when billing a residential group are:
   - The monthly rate for the customer is placed onto the account.
   - Any additional fees are added (fuel surcharge, late fee, taxes, etc.).
   - All the charges that were created are given an invoice number.
   - A bill is created to print and send.

   All of these steps happen simply by clicking "Bill Group n." WAM-Hauler will also know the date for which you are billing; so there is no need to remember them beforehand.

2. **Routing –** All services will have a Day/Route/Stop listed on it. You may also list if a service is every other week or once a month. Then a route sheet is created so the driver knows which stops have which service. Temporary and/or permanent driver notes may also be listed for a customer. This may include notes about low electrical wires, gate codes, etc.

3. **Container Tracking –** This is particularly helpful for roll-off services, but also allows for tracking of residential cans. Roll-off boxes are tracked so it is known how long they have been at a particular location. Along with the container number, all of its attributes are marked. This includes things such as the size, if it has a lock, who owns it, its current location, where it was prior, how much was paid for it and how much in repairs has taken place so far.

4. **CRM** – As with most companies that provide a service, you will want to track when, and why, a customer has called your office. In regards to trash hauling, tracking complaints, missed pickups, collection calls, the reason for cancelling their service, etc., is important to know so you can make informed decisions.

5. **Fleet Maintenance –** With the other parts of the system tracking billing and payments, this area tracks what it is costing to maintain your fleet, run routes and pay for repairs. With this portion and the payments received for services combined, you can get profitability reports. It also provides a list of preventative maintenance schedules for the truck to receive servicing.

6. **Reporting** – With all the data that is being tracked, we are able to get a report out of Hauler with the exact information we are looking for with WAM's own integrated report-writer. There are over 500 reports that come standard with WAM-Hauler. Everything from billing and payment registers to customer lists to material reports.
   With WAM-Hauler having its own report-writer, we are easily able to customize any report.

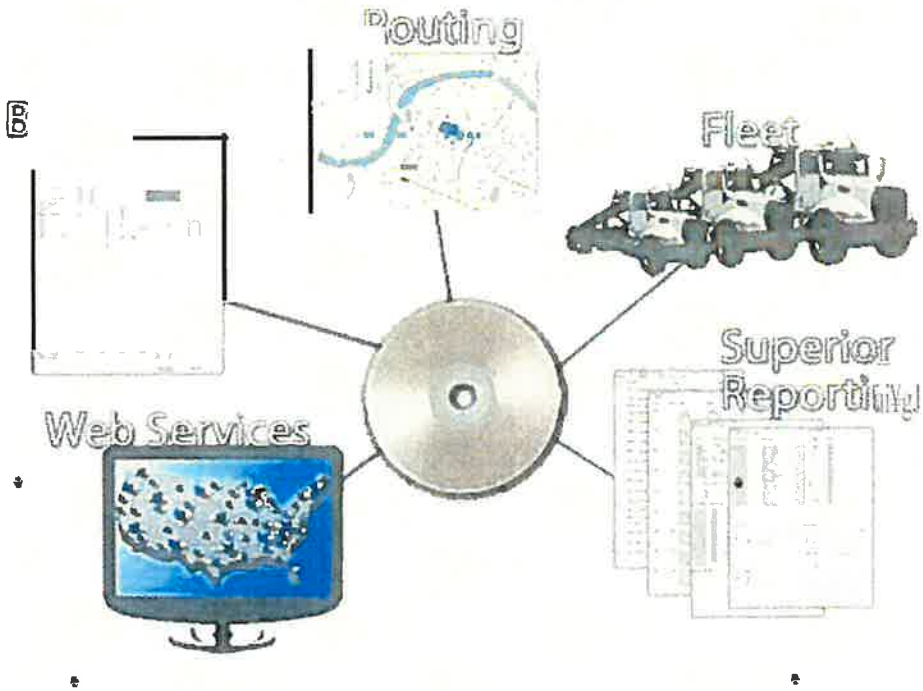
7. **Customization** – One of the most advantageous things about WAM-Hauler, is its ability to be customized. Though we cater to waste haulers, they all do things a little different so flexibility is very beneficial. With the *Custom* screen on the customer account and our ability to make modifications with "update programs," there is not much WAM *can't* do.

8. **Web Services** – The need to be quick and efficient is a top priority for any office. Our web services add-on allows customers to look up account information online, view current and previous bills, make payments, sign up for auto-pay, and schedule extra pick-ups. In the office, personnel have the ability to charge credit cards one at a time or en masse', make automated phone calls for any reason (collections, route changes, holiday pickup schedule, etc.) and send mass emails for any reason. Having these allows just a few office personnel to perform a lot of work.

Key Disposal will work with each customer and promote the program in a way that they feel works best for their location.

Billing

Key Disposal will be using WAM Software. WAM is a complete windows-based operational and financial management software that only services the waste hauling industry.



Warn Software, Inc.

Warn Software, Jnc. started in 1985 with distribution of our WAM-Hauler software program. In 1198, we became incorporated and have been privately owned since that time. We currently have over 300 active hauler clients all across the United States, including Hawaii, Africa and Canada. We have been a member of the Northern Nevada Business Bureau since 1995 with an outstanding record. We have had no complaints nor have we ever initiated a lawsuit or had on initiated against us. We strive on client satisfaction and are continuously surveying our clients to see where we might need improvement or new products. WAM currently employs eight employees that are mainly the technical support staff. This could range from training, to technical support, to incorporate in requested features into the next version of our software. We offer different training sessions to further the knowledge of our software. This includes our basic telephonic training, yearly training seminar and even onsite training. Training our clients to fully understand how to utilize our software to efficiently run their company is one of our top priorities.

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All the charges that were created are given an invoice number.
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Collection Services

Key Disposal will provide waste and removal services consistently at the same time each day so that customers who have to block off an area or a loading dock can do so accordingly. In the event that the containers are blocked or the trash and/ or recycling cannot be emptied for any reason, the driver will notify the Key Disposal office who will then reach out to the customer to get the situation resolved and determine the best time for a truck to return that same day to empty the trash and / or recycling (whichever was missed).

In the event that a customer calls because of an issue with a truck or a driver in particular, a customer service rep will be scheduled to come out immediately to address the issue. This high touch customer service is already the practice at Key Disposal and is why we retain many of our customers.

Key Disposal will provide the collection service of the commingled recyclables, the trash and the organics. The waste equipment will be labeled for waste, recycling, and organics.

White Goods and Bulky Items will be collected as requested.

Customers that currently have an organics and / or yard waste collection service will continue to receive this service via one of Key Disposal's dedicated organics/ yard waste collection trucks. Additionally, Key Disposal will make every effort to encourage other customers to participate in the organics and yard waste recycling effort. It is through this recycling effort that much of the diversion will be accomplished.

Key Disposal will comply with the city's collection time code, which is City of Commerce Municipal Code SEC 113.01, Rubbish And Garbage Collection And Disposal. This code states that collection services for any buildings within 200 feet of a residential building can only occur between the hours of 6:00AM and 9:00PM. Collection services for buildings farther than 200 feet can occur at any time of the day as long as the customer agrees to the time.

Key Disposal will be offering collection services Monday through Saturday, 52 weeks per year at the regular collection rates. Sunday collection services will be offered at an additional cost.

Collection Services will not be offered on the following holidays:

- New Year's Day
- Labor Day
- Independence Day
- Thanksgiving
- Christmas

All scheduled pickups that fall on one of those collection days will be picked up on the following day.



Other Information

That we endeavor to meet all requirements mandated by the state of California and the City of El Segundo and furthermore ask all our customers to get involved in recycling in some form or other. We will continue to help the city of El Segundo reach the mandated recycling program set worth within your city.

Exemptions to Draft Non-Exclusive Franchise Agreement





KEY IS READY TO PROVIDE EL SEGUNDO COMMERCIAL SERVICES.

- **Currently Key services City commercial accounts on a daily basis. As a result, Key is knowledgeable of City service conditions, typography, commercial locations and accessibility to service locations.**
-
- **Key Equipment Inventory is sufficient to meet and surpass El Segundo commercial collection/recycling requirements as outlined in the RFP.**
  - **Key Vehicle Fleet: Key currently operates an Electric Vehicle (EV), collection truck dedicated to organics collection. On order is an EV service truck, a bin delivery/collection truck and another EV collection truck. All other fleet vehicles operate on Clean Diesel Fuel. By 2025 we estimate all Key trucks operating in El Segundo will be clean battery powered.**
  - **Bins & Carts: Key continues to upgrade our equipment to meet customer and State requirements. New carts for organic collection have been distributed to Key customers, for both inside and outside use. These carts utilize improved sealed lids and are designed for cleaner disposal operation, including liquid collection/disposal.**
  - **Compactors and Other Equipment: Key maintains a large inventory of various designed compactors for their customers. Newer compactors are sealed inside to insure they are leak proof with liquid organics and other liquid materials. Key can recycle various types by providing customers with specialized bins that keep recyclables "clean" by eliminating contamination.**
  - **Outreach and Public Education Materials. Key continues to**



- produce updated educational materials for customers. The emphasis is to increase recycling awareness, conduct source
- separation, eliminate contamination and generally move waste from the disposal bin to the recycling bin. Pictures are incorporated in the material for better understanding along with language translations where needed. In most cases various State laws and mandates are included, such as AB 1383, to explain changing restrictions.
- See Attached.



For many years the Task Force has been a strong supporter of conversion technologies as an alternative to traditional landfill disposal for post-recycled solid waste residuals. Conversion technologies are processes capable of converting post-recycled residual solid waste into useful products, green fuels, and clean renewable energy without combusting the waste. The July 8, 2009, version of AB 222 would have provided the much-needed regulatory relief for these advanced technologies, creating a rigorous but achievable pathway for their development. Numerous California municipalities are considering conversion technologies to reduce their dependence on landfilling, create green collar jobs, and provide a way for us to shift to more sustainable solid waste management practices.

Unfortunately, the June 25, 2010, analysis completed by the Senate Environmental Quality Committee (SEQ) contained numerous errors and omissions, which undoubtedly had much to do with the ultimate decision of the Committee to gut and amend the Bill. Some of the key errors and omissions within the SEQ analysis include the following:

- The passage of AB 2770 (2002 Statutes) required the California Integrated Waste Management Board (now Cal Recycle) to develop a report on new and emerging conversion technologies and allocated $1,500,000 for this purpose. Cal Recycle submitted to the Legislature a report entitled *New and Emerging Conversion Technologies: Report to the Legislature*, which thoroughly detailed various conversion technologies. Contrary to the SEQ analysis, which makes no mention of this report and claims conversion technologies may impair recycling, this report pointed out that the development of conversion technologies to manage solid waste would actually increase recycling due to the necessary increased pre-processing of the feedstock to remove recyclable materials in addition to diverting solid waste from landfills, especially materials that currently have no markets.

- The SEQ analysis claims that despite numerous studies conducted by the University of California Riverside (UCR), questions remain regarding these various technologies' "proven track records and consistent emissions data." However, the UCR report entitled *Evaluation of Emissions from Thermal Conversion Technologies Processing Municipal Solid Waste (June 2009)*, identified over 100 operating thermal conversion technologies operating successfully utilizing solid waste as a feedstock while meeting all local



- applicable environmental requirements, and concluded that conversion technologies are viable options for the conversion of municipal solid waste. UCR was able to make these
- conclusions based on independently verified emissions data.
- The SEQ analysis claims the July 8, 2009, version of "AB 222 proposes to define, as RPS eligible, processes and technologies that are directly contrary to the goal of the RPS - to reduce air emissions." This is contradictory to multiple, credible peer-reviewed studies showing that conversion technologies lead to significant net reductions in air emissions, including greenhouse gas emissions, and are equivalent to many other currently designated renewable technologies. This includes a report completed by California Air Resources Board's Economic and Technology Advancement Advisory Committee, which identified the potential for conversion technologies to reduce annual greenhouse gas (GHG) emissions by approximately five million metric tons of CO_2 equivalent in California.

- The SEQ analysis suggests before any conversion technologies are allowed to be "accepted" as an option in California, all "efforts that are consistent with the existing waste management hierarchy of source reduction and recycling/composting should be expanded and explored" while simultaneously noting that 40 million tons of waste continued to be disposed in landfills every year. Additionally, the analysis fails to recognize that the majority of California recovered materials through recycling activities are shipped overseas for processing and/or incineration in facilities that do not operate under the same environmental standards compared to those in California. These foreign facilities produce large amounts of GHG and toxic emissions furthering the cause of global warming.

- The SEQ analysis claims that AB 222 "sets a different, and arguably lower, emission standards [sic] for these activities than the other RPS eligible activities." However, California's three largest planning and regulating agencies relating to solid waste, air quality, and energy – the Air Resources Board, Energy Commission, and Department of Resource Recycling and Recovery – stated that the July 8, 2009, version of "AB 222 supports innovation and the introduction of a range of new technologies for production of biofuels and renewable energy from organic wastes that **meets California's environmental standards**" (emphasis added).



Unfortunately, based on this deeply flawed analysis, the July 15, 2010, version of AB 222 as amended by the SEQ would equate conversion technologies, regardless of the technology employed, with incineration of solid waste and create new permitting barriers to the development of conversion technologies. This is contrary to the assurances of the SEQ Committee Chair, Senator Joe Simitian, who indicated that amendments moved in Committee were intended to assist proponents and "eliminate the statutory impediments to permitting and siting" that currently exist in Statute. Senator Simitian indicated the amendments were intended to represent an incremental step forward for the development of conversion technologies. Instead, the July 15, 2010, amendments gut and amend the bill to accomplish the opposite of the original intent of the bill and include the following counterproductive provisions:

- Classifying all conversion technologies (referred to as biorefineries in the bill) as "transformation" facilities.
- Designating all materials processed at conversion technology facilities as disposal, even if material is recovered to create fuels or other marketable products, and despite current beneficial uses at landfills, incinerators and other solid waste facilities counting as diversion.
- Requiring all conversion technologies to be listed in the Countywide Siting Element (CSE) prior to development. The necessary revisions of the CSE is an onerous process, which requires a minimum of 18 months and $100,000 and can take significantly longer and cost much more in large, populated counties with many jurisdictions such as the County of Los Angeles.
- Prohibiting energy from conversion technologies to count as renewable energy for the purposes of meeting the State's RPS goals, despite current designation for biomass incineration, landfill gas, digester gas, and gasification technologies as eligible for RPS credit.



The effect of these amendments is to place landfills and incinerators above conversion technologies in the State's waste management hierarchy and perpetuate the dependence on disposal of post-recycled residual solid waste in California while further stifling the development of conversion technologies in California. Therefore, the Task Force would like to express its position of **oppose unless amended** for the July 15, 2010, amendments to AB 222 and respectfully requests it be amended to revert to its July 8, 2009, form. If you have any questions, please contact Mr. Mike Mohajer of the Task Force at (909) 592-1147.

Sincerely,

Margaret Clark

Margaret Clark, Vice-Chair

Los Angeles County Solid Waste Management Committee/

Integrated Waste Management Task Force and

Council Member, City of Rosemead

MS/RG:ts

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cc: Senate President Pro Tem Darrell Steinberg

Seantor Dennis Hollingsworth, Minority Leader

Assembly Speaker John Perez

Assembly Member Anthony Adams



Assembly Member Fiona Ma

Senators Benoit and Calderon

Assembly Members Blakeslee, Conway, Emmerson, Fletcher, Fuentes, Galgiani, Gilmore, Knight, Mendoza, Smyth, and Torrico

Each Member of the Senate Appropriations Committee

Each Member of the County of Los Angeles Board of Supervisors

Each City Mayor in the County of Los Angeles

California State Association of Counties

League of California Cities

League of California Cities, Los Angeles County Division

Southern California Association of Governments

San Fernando Valley Council of Governments

San Gabriel Valley Council of Governments

South Bay Cities Council of Governments

Gateway Cities Council of Governments

County of Los Angeles Chief Executive Officer

Each Member of the Los Angeles County Integrated Waste Management Task Force

Each Member of the Task Force's Alternative Technology Advisory Subcommittee

City of El Segundo Rate Proposal Form
Proposer Name Key Disposal and Recycling

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one recycling service bin

Frequency	Container Size	Rate	Container Size	Rate	Container Size
1 x p/wk	1.5 yd	75.07	2yd	100.09	3yd
2 x p/wk	1.5 yd	150.14	2yd	200.18	3yd
3 x p/wk	1.5 yd	225.21	2yd	300.28	3yd
4 x p/wk	1.5 yd	300.28	2yd	400.37	3yd
5 x p/wk	1.5 yd	375.35	2yd	500.46	3yd
6 x p/wk	1.5 yd	450.42	2yd	600.55	3yd

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size
1 x p/wk	35-gallon cart	10.5	65-gallon cart	17.5	2yd
2 x p/wk	35-gallon cart	22	65-gallon cart	22	2yd
3 x p/wk	35-gallon cart	35	65-gallon cart	35	2yd
4 x p/wk	35-gallon cart	45	65-gallon cart	45	2yd
5 x p/wk	35-gallon cart	55	65-gallon cart	55	2yd
6 x p/wk	35-gallon cart	65	65-gallon cart	65	2yd

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	45
Locking Bins - installation	50
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Char	22
Second refuse cart, 65 or 95 gallon-Monthly Charge	7.5
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	7.5
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	75
3yd / 4yd Compactor - Additional pick-up	150
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	150
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	200
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	200
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	200
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	200
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	225
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	250

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee	369.34
Drop-off box - plus actual processing fee	406.27
Drop-off box-Source Separated - Flat rate	250
Compactor - plus actual landfill fee	406.27
Compactor - plus actual processing fee	586.97
Processing Fee - per ton	119.34
Green waste Fee - per ton	198.25

Clean-up Bins	Rate
Clean-up Bin Weekly rental	150
Clean-up Bln Weekly-recycling	125
Clean-up Bin over weight additional charge	150
3 yd bin after 7 days (rental) - per day	75
Clean-up Bin trip charge	150

Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
150.14	3yd Compactor	150.14	4yd	181.99	4yd Compactor	181.99
300.28	3yd Compactor	300.28	4yd	363.87	4yd Compactor	363.87
450.42	3yd Compactor	450.42	4yd	545.96	4yd Compactor	545.96
600.55	3yd Compactor	600.55	4yd	727.94	4yd Compactor	727.94
750.69	3yd Compactor	750.69	4yd	909.93	4yd Compactor	909.93
900.83	3yd Compactor	900.83	4yd	1091.92	4yd Compactor	1091.92

Rate	Container Size	Rate
100.09	3 yd	150.14
200.18	3 yd	300.28
300.28	3 yd	450.42
400.37	3 yd	600.55
500.46	3 yd	750.69
600.55	3 yd	900.83

PRIORITY: CUSTOMER SERVICE
KEY DISPOSAL & RECYCLING (KDR)

KDR is equipped to provide the right collection equipment to every commercial account to insure the highest efficiency, the least business disruption, the highest recycling rate, and the best economical collection program. This includes performing a "right size" customer waste study to insure customer waste is collected in the most efficient manner. Inspections to insure right sized bins are utilized, collection trips managed to reduce costs, collection times set to fit the customer's schedule, and collection flexibility to meet customer unscheduled collection requirements.



Need a COMPACTOR Today?

Our Invitation To Save You Money. Customer satisfaction is our #1 priority. Do you know if your current waste/recycler hauler is giving you the best service at the lowest competitive cost? Call KDR for no-obligation free service and cost estimate. Customer satisfaction starts with customer communication. Have a problem, need added service, or less service, want to change your collection schedule? A quick call to one of KDR's owners, John or Dan, and that's all it takes. No corporate maze or runaround.



Your RECYCLING Specialists

KEY DISPOSAL & RECYCLING

KDR is committed to meeting state recycling mandates of 50% of collected material recycled and diverted from landfills, and we work to exceed the 50% with our commercial customers.

Customer recyclable waste materials are separated at the collection location and transported to variety of recycling/manufacturing locations where these material are reprocessed into viable feed stock.

KDR customer website will tell you the percent of your waste material that are being recycled, and where your material is going.

In some cases where "mixed" recyclables are combined and/or contamination is present, this material will be sent to a Material Recovery Facility (MRF) where it is sorted and cleaned.

Where appropriate KDR also sorts material at their facility to insure recyclables are not landfilled.

KEY WASTE COLLECTION > RECYCLING
WASTE RECYCLING OPERATION

Customer Waste Characterization Study.

Analyze Collected Waste. Waste Categorized Into Three Types:

Waste Disposal Recyclable Material Potential Recyclable Material.

Material Separation Where Applicable At Key Facility Or MRF.

Waste Material-To Transfer, Landfill, or MRF.

Recyclable Material-To Recycle Center or MRF For Specific Types of Material.

Potential Recyclable Material-Analyzed For Specific Types of Recycling-Reuse.

Contamination is often a factor preventing recycling. Key designs customer collection programs and equipment to eliminate contamination at the collection site, and will perform additional sorting at facility if required.

Construction & Demolition "LOW BOYS" Ready to Roll!



SB 1383 Requirements

KEY DISPOSAL & RECYCLING INC
323-721-5441

2020	50 PERCENT REDUCTION IN LANDFILLED ORGANIC WASTE (11.5 Million Tons of Organic Waste Disposal Allowed)
2022	REGULATIONS TAKE EFFECT
2025	75 PERCENT REDUCTION IN LANDFILLED ORGANIC WASTE (5.7 Million Tons of Organic Waste Disposal Allowed)
2025	20 PERCENT OF CURRENTLY DISPOSED EDIBLE FOOD MUST BE RECOVERED FOR HUMAN CONSUMPTION

Overview of SB 1383:

- **SB 1383 establishes aggressive organic waste reduction targets.**
- **SB 1383 also builds upon the Mandatory Commercial Organics Recycling law (AB 1826).**
  - *Our jurisdiction has been implementing this law since 2016.*
- **SB 1383 requires Californians to reduce organic waste disposal by 50% by 2020 and 75% by 2025.**
  - *These targets use CalRecycle's 2014 Waste Characterization Study measurements when 23 million tons of organic waste were disposed.*
  - *These disposal reductions will reduce at least 4 million metric tons of emissions annually by 2030.*
- **Additionally, as a part of the disposal reduction targets the Legislature directed CalRecycle to increase edible food recovery by 20 percent by 2025.**
  - *The food recovery goal is unique.*

Let

KEY DISPOSAL

Be Your Recycling Partner

Making recycling easy.

KEY
DISPOSAL & RECYCLING INC
323-721-5441

PLASTICS

Soda & Water Bottles, Milk Jugs, Salad Dressing Bottles

METAL

Steel & Aluminum Cans

GLASS

Bottles & Jars

PAPER

Office Paper, Flattened Cardboard, Newspapers, Catalogs, Magazines, Phone Books, Paper Bags



Do not recycle the following items listed below.

- Carbon Paper
- Cellphone Tape
- Pens & Pencil
- Photographs
- Rubber Bands
- Styrofoam Packaging
- Stir Sticks
- Tea Bags
- Plants
- Non Rinsed Food Containers
- Soiled Tissues
- Ceramics
- Coffee Grounds
- Creamer Packets

Key Disposal & Recycling Inc. | 5202 Industry Avenue | Pico Rivera, CA 90660

Let KEY DISPOSAL Be Your Recycling Partner



- Soda Bottles
- Water Bottles
- Milk Jugs
- Salad Dressing Bottles
- Glass Bottles & Jars
- Steel Cans
- Aluminum Cans
- White Paper
- Computer Paper
- Letter Head

Making Recycling Easy



- Folders
- "Junk" Mail Colored Paper
- Magazines
- Fax Paper
- Envelopes
- Phone Books
- Gift Boxes
- Newspaper
- Flattened Cardboard
- Sticky Notes



















Please DO NOT Recycle:



- Carbon Paper
- Cellphone Tape
- Pens & Pencil
- Photographs
- Rubber Bands
- Styrofoam Packaging
- Stir Sticks
- Tea Bags
- Plants

- Non Rinsed Food Containers
- Soiled Tissues
- Ceramics
- Coffee Grounds
- Creamer Packets

KEY
DISPOSAL & RECYCLING INC
323-721-5441
5202 Industry Ave.
Pico Rivera, CA 90660

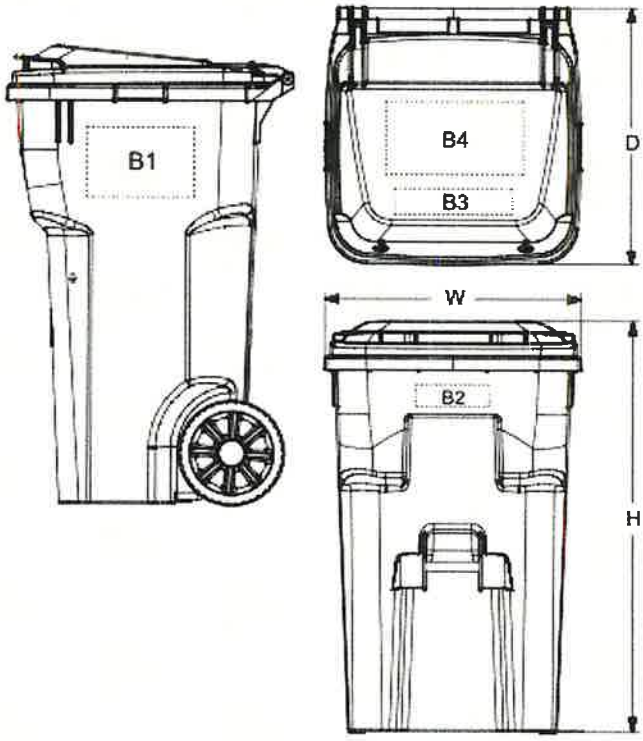
KEY DISPOSAL & RECYCLING INC
323-721-5441



65 Gallon EnviroGuard Roll Out Cart

Features:

- Proven to withstand the rigors of today's household refuse, recycling, and organics collection programs
- Meets/Exceeds all ANSI type B & G container standards; Compatible with all ANSI certified Fully- and Semi-Automated Lift Arm Lifters
- Constructed of high-quality, resilient, UV-stabilized HDPE – temperature tested to withstand both extreme cold and extreme heat; Flexibility to include Post-Consumer Recycled (PCR) material to support sustainability goals
- Continuous, one-piece handle provides strong gripping area designed to provide optimum control of a fully-loaded cart; Wide wheelbase designed for easy maneuvering and stability
- Shipped with lids attached to reduce assembly time; one-piece, blow-molded snap on (BMSO) wheels with integrated spacers takes only seconds to attach for deployment
- Textured body offers optimum gripping surface for fully-automated collection
- External, enclosed catch bar allows for the cart to have a smooth inside without holes to mitigate leaking.
- Due to the weight of organics, 65-gallon carts will be the only size available.



Specifications	IN/LB	CM/KG
Capacity (Gallons/Liters)	65 Gal	246 L
Overall Depth (D)	27.0	68.58
Overall Width (W)	26.5	67.31
Overall Height (H)	43.6	110.74
Assembled Weight	29.75	13.49
53' Trailer Quantity	936	936

Materials that CAN be placed inside 65-gallon carts:

Food Waste:

- Fruit, bread, fish, meat, vegetables, dairy, fats, oil and grease
- Leftovers, sauces, eggshells, coffee grounds and their filters, peels, pits and seeds, poultry and their bones and skin, pasta, bread, and rice

Green Waste:

- Grass, leaves, weeds, pruning, flowers, yard, garden waste, twiggs or small branches,

CALL NOW & GET YOURS TODAY!

(323) 721-5441





CALIFORNIA STATE TRANSPORTATION AGENCY

DEPARTMENT OF MOTOR VEHICLES
Registration Operations Division MS H875
P.O. BOX 932370 Sacramento, CA. 94232-3700
(916) 657-8153

02/15/2024

KEY DISPOSAL & RECYCLING INC
PO BX 459
MONTEBELLO, CA 90640

STATE OF CALIFORNIA DMV DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

MOTOR CARRIER PERMIT

DEPARTMENT OF MOTOR VEHICLES
Registration Operations Division
P.O. BOX 932370 Sacramento, CA. 94232-3700

KEY DISPOSAL & RECYCLING INC
PO BX 459
MONTEBELLO, CA 90640

Valid From:	03/01/2024	**Valid Through:**	02/28/2025
CA#:	**0039170**		

The carrier named on this permit, having made written application to the Department of Motor Vehicles for a permit to operate as a motor carrier of property as defined in vehicle code section 34601, and having met the requirements and paid the appropriate fees, is granted a permit of the following classification:

For Hire
Full Year
Corporation

Pmt Date:	02/14/2024	Office #:	154
Account #:	38023	Tech ID:	R2
Sequence #:	0018	Amt Paid:	$727.00

!!!IMPORTANT REMINDERS!!!

1. Your permit will expire at midnight on the 'Valid Through' date. If you do not receive a renewal notice 30 days prior to the expiration date, please submit an original application and check the "Renewal" box.
2. Your insurance must remain valid through the term of your permit or a suspension action could occur.
3. Changes to your fleet are not required to be reported until your renewal.
4. Changes to your business entity may require a new CA# and application for another Motor Carrier Permit.
5. If you decide to no longer operate as a motor carrier of property, you must submit a 'Voluntary Withdrawal' form.
6. For changes to the address, business name, officers, or authorized representative's name, please complete the 'Notice of Change' form. Changes during your renewal period may be submitted on your renewal application.
7. You may download forms from the Internet at www.dmv.ca.gov or receive further information by calling: (916) 657-8153.

California Relay Telephone Service for the Deaf or Hard of Hearing from TDD Phones: 1-800-735-2929; from Voice Phones: 1-800-735-2922

CALIFORNIA STATE TRANSPORTATION AGENCY

DEPARTMENT OF MOTOR VEHICLES
Registration Operations Division MS H875
P.O. BOX 932370 Sacramento, CA. 94232-3700
(916) 657-8153

02/02/2023

KEY DISPOSAL & RECYCLING INC
PO BX 459
MONTEBELLO, CA 90640

MOTOR CARRIER PERMIT

A Public Service Agency

DEPARTMENT OF MOTOR VEHICLES
Registration Operations Division
P.O. BOX 932370 Sacramento, CA. 94232-3700

KEY DISPOSAL & RECYCLING INC
PO BX 459
MONTEBELLO, CA 90640

Valid From:	03/01/2023	Valid Through:	02/29/2024
CA#:	0039170		

The carrier named on this permit, having made written application to the Department of Motor Vehicles for a permit to operate as a motor carrier of property as defined in vehicle code section 34601, and having met the requirements and paid the appropriate fees, is granted a permit of the following classification:

Both Private and For Hire
Full Year
Corporation

Pmt Date:	01/31/2023	Office #:	154
Account #:	38023	Tech ID:	RI
Sequence #:	0082	Amt Paid:	$1,470.00

!!!IMPORTANT REMINDERS!!!

1. Your permit will expire at midnight on the 'Valid Through' date. If you do not receive a renewal notice 30 days prior to the expiration date, please submit an original application and check the "Renewal" box.
2. Your insurance must remain valid through the term of your permit or a suspension action could occur.
3. Changes to your fleet are not required to be reported until your renewal.
4. Changes to your business entity may require a new CA# and application for another Motor Carrier Permit.
5. If you decide to no longer operate as a motor carrier of property, you must submit a 'Voluntary Withdrawal' form.
6. For changes to the address, business name, officers, or authorized representative's name, please complete the 'Notice of Change' form. Changes during your renewal period may be submitted on your renewal application.
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California Relay Telephone Service for the Deaf or Hard of Hearing from TDD Phones: 1-800-735-2929; from Voice Phones: 1-800-735-2922

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 1/30/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Arthur J. Gallagher Risk Management Services, LLC
745 Francis Street
San Luis Obispo CA 93401

License#: 0D69293

CONTACT NAME: Erin Viker
PHONE (A/C, No, Ext): 877-730-1222 **FAX (A/C, No):** 805-545-8224
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Underwriters at Lloyd's, London	32727
INSURER B : Key Risk Insurance Company	10885
INSURER C : Lloyds of London Syndicate 1919	
INSURER D : State Compensation Insurance Fund of CA	35076
INSURER E :	
INSURER F :	

INSURED
Key Disposal & Recycling, LLC
P.O. Box 459
Montebello CA 90640-0459

KEYDISP-01

COVERAGES

CERTIFICATE NUMBER: 2120854171

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY [ ] PRO-JECT [ ] LOC OTHER:			CSIEL01114-00	1/28/2024	1/28/2025	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG $	$ 1,000,000 $ 50,000 $ 5,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY [ ] SCHEDULED AUTOS X HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY			BAP2036803-12	1/28/2024	1/28/2025	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) $	$ 1,000,000 $ $ $ $
C	X UMBRELLA LIAB [X] OCCUR EXCESS LIAB [ ] CLAIMS-MADE DED [ ] RETENTION $			CSIXEL00434-00	1/28/2024	1/28/2025	EACH OCCURRENCE AGGREGATE $	$ 5,000,000 $ 5,000,000 $
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N [Y] N/A If yes, describe under DESCRIPTION OF OPERATIONS below			9258116-23	7/27/2023	7/27/2024	X PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Coverage Only

CERTIFICATE HOLDER

City of El Segundo
Public Works Department
350 Main Street
El Segundo CA 90245
United States

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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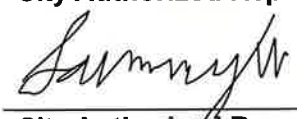
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City of El Segundo

PUBLIC WORKS DEPARTMENT

SOLID WASTE COLLECTION PERMIT 2024

In acceptance of this permit, the PERMITEE acknowledges and agrees to comply with the requirements present in El Segundo Municipal Code (ESMC) §§ 5-2-1 to 5-2-15 as well as all other applicable laws and ordinances pertaining to the City of El Segundo.

3/28/2024	24-16	01/01/24 – 12/31/24
Date Permit Issued	**Permit No.**	**Valid Permit Dates**
Key Disposal and Recycling	info@keydisposalrecycling.com	323-721-5441
Business Name	**Email**	**Phone**
John Katangian	President	
Business Authorized Rep. Name	**Title**	**Phone**
Full Service	$6,780	
Services Provided	**Permit Fee Paid**	
Underwriters at Lloyd's, London		877-730-1222
Liability Insurance Provider		**Phone**
CSIEL01114-00		1/28/2025
Policy No.		**Expiration Date**
Samuel Wilson	City Consultant	(949) 603-6997
City Authorized Rep. Name	**Title**	**Phone**
	May 28, 2024	
City Authorized Rep. Signature	**Date**	

350 Main Street
El Segundo, CA 90245

310-524-2368

lxu@elsegundo.org

City of El Segundo

PUBLIC WORKS DEPARTMENT

SOLID WASTE COLLECTION PERMIT 2023

List of Permitted Vehicles

In acceptance of this permit, the PERMITEE acknowledges and agrees to comply with the requirements present in El Segundo Municipal Code (ESMC) §§ 5-2-1 to 5-2-15 as well as all other applicable laws and ordinances pertaining to the City of El Segundo.

Permitted Vehicles

Vehicle No.	Year/Make	Model	License plate No.	Vehicle Identification No.
25	2003	Peterbilt	7G46876	1NPALB0X94D822226
29	2008	Peterbilt	8M14031	3BPZLU0X98F718131
33	2009	Peterbilt	88449M3	3BPZH28X19F719897

350 Main Street
El Segundo, CA 90245

310-524-2368

lxu@elsegundo.org



Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo

Prepared by

Patriot Services, Inc.

3041 Vail Ave,

Commerce, CA 90040

Tel: 323-838-9375

April 5, 2024

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April 5, 2024

Erica Miramontes
City of El Segundo
350 Main Street
El Segundo, CA 90245

RE: Proposal for El Segundo Commercial Solid Waste Collection Services

Dear Ms. Miramontes:

Patriot Services, Inc. is pleased to respond to the City of El Segundo's Request for Proposals for Solid Collection, Recycling and Disposal Services due April 29, 2024 (RFP) with its Proposal prepared in accordance with the specifications entailed.

As an Integrated Waste Management Services provider, Patriot Services, Inc. can assure not only thorough familiarity with the requirements of the RFP, but also awareness of the residents, businesses and City needs, as well as conditions and requirements. Nevertheless, Patriot Services, Inc. has carefully conducted its due diligence to investigate the necessary data and other information critical to its performance under the terms listed in the RFP, its attachments, exhibits and addendums, and to ensure that it is fully compliant with all requirements of the RFP. In submitting this Proposal, PATRIOT SERVICES, INC. warrants that it has provided a

complete, **compliant**, **competitive** and **responsible** proposal, providing what it believes is the greatest value to the City of El Segundo.

The authorized Patriot Services, Inc. contact representatives for this process are as follows:

Mr. John Keuroghlian, President
Patriot Services, Inc.
3041 Vail Ave
Commerce, CA 90040
Tel: (323) 974-8104
E-mail: johnk@patriotservinc.com

Mr. Vartan Keuroghlian
Patriot Services, Inc.
3041 Vail Ave
Commerce, CA 90040
Tel: (323) 974-8105
E-mail: vartank@patriotservinc.com

PATRIOT SERVICES, INC. has been providing excellent waste management services since 2005 for a number of local municipalities and county agencies. As such, Patriot Services, Inc. fully understands the scope of services and general duties required by the RFP, such as the need for adequate funds, licensing, permitted facilities, equipment, key employees, public safety, insurance and experience.

I am further authorized to execute this letter, thereby agreeing on behalf of Patriot Services, Inc. to the assurance, certifications, and compliance requirements as stated in this letter and per the enclosed response to the City's request for proposal. We acknowledge and agree to maintain the proposed terms and rates outlined in our submission for a period of 180 days from the submission deadline, as specified.

As a small family-owned integrated waste and recycling service provider, we take pride in our keen awareness of the unique needs, conditions, and requirements of the businesses and the City of El Segundo since 2010. Our commitment to the City is evidenced by our over decade-long service during which we have consistently delivered exceptional waste and recycling services for our customers. We have cultivated great relationships with our customers which has given us great pride serving the city we love.

We are proud to currently service 179 customers in El Segundo with 233 accounts representing approximately 22% of the total number of existing accounts in the city.

Patriot Services has successful implementation of source-separated recycling programs and organics recycling initiatives, demonstrating our ongoing commitment to environmental sustainability. We continuously strive to enhance our methods, seeking innovative ways to improve waste management practices.

Patriot Services Inc. utilizes a custom-programmed database that grants us quick access to customer information, facilitates efficient routing, enables seamless adjustments or additions to services, and allows us to calculate diversion rates with ease.

Our investment in environmentally friendly initiatives, exemplified by our 2021 and 2018 Peterbilt compressed natural gas vehicles. Additionally, we have purchased a brand new state-of-the-art 2024 Mack compressed natural gas collection vehicle, dedicated solely to servicing customers in El Segundo. All trucks are equipped with specialized tools for servicing carts and bins for organics waste and other recyclable materials.

In closing, I thank the City for the opportunity and consideration given to Patriot Services, Inc. and look forward to the opportunity of continuing to serve the City of El Segundo.

Sincerely,

John Keuroghlian
President
Patriot Services, Inc.

5.2.1 Business Structure

The legal entity that would enter into an agreement with the city is Patriot Services Inc. The company is an S-Corp and was registered with the State of California in February of 2005. The company is a small family owned business that has roots in the waste & recycling industry dating back to 1968 when John and Vartans father Hagop Keuroghlian started his first company Active Disposal. John and Vartan worked for their father until he retired and sold his company back in the year 2004. Their passion and love for the industry never dimmed so John and Vartan started their own company Patriot Services Inc. in February 2005. Starting as a single truck operation and over the years working to grow their business they purchased routes in the City of El Segundo. It was there they established some of the best relationships with customers and they immediately fell in love with the city. Servicing nearly 25% of the customer base today and have been for the last 14 years since 2010.

Attached is a certificate of good standing with the State of California.

Secretary of State
Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name:	PATRIOT SERVICES,INC.
Entity No.:	2726952
Registration Date:	02/04/2005
Entity Type:	Stock Corporation - CA - General
Formed In:	CALIFORNIA
Status:	Active

The above referenced entity is active on the Secretary of State's records and is authorized to exercise all its powers, rights and privileges in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.

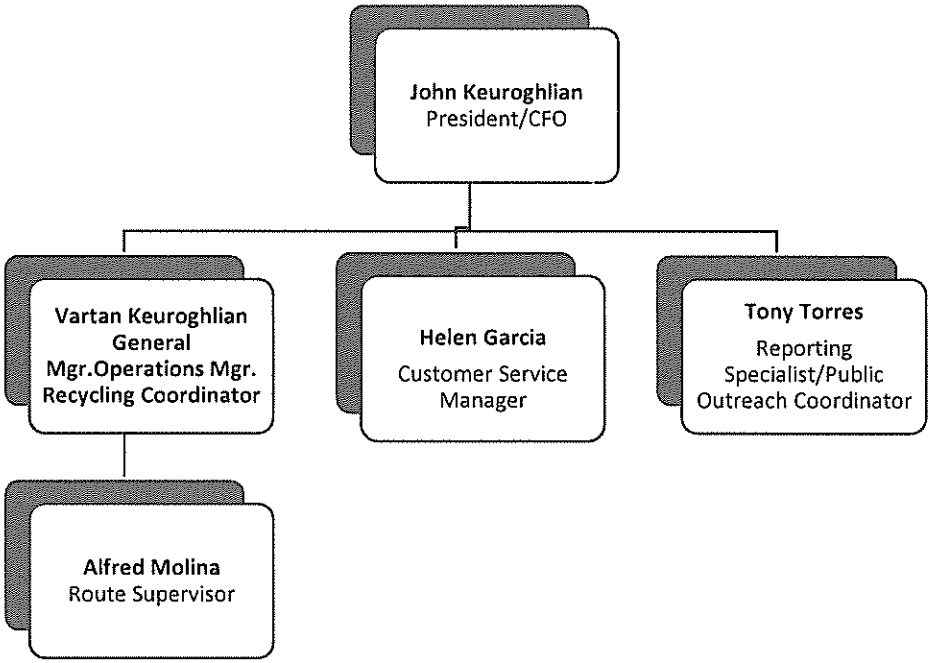
IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of April 14, 2024.

SHIRLEY N. WEBER, PH.D.
Secretary of State

Certificate No.: 200193221

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at **biz**fileOnline.sos.ca.gov.

Section 5.2.2 Key Personnel



John Keuroghlian: President and CFO

Mr. John Keuroghlian, President and Chief Financial Officer at Patriot Services, Inc., has over three decades of invaluable experience in the realm of solid waste and recycling services. Mr. Keuroghlian has created a legacy defined by dedication, integrity, and unwavering commitment to excellence. Mr. Keuroghlian's initiation into the world of waste management was not merely a vocational choice, but a familial legacy. From his formative years, he immersed himself in the operations of his father's company, Active Disposal. It was here that he learned the intricacies and nuances of the trade, laying the foundation for his future endeavors.

In 2005, fueled by a vision to redefine standards and set new benchmarks, Mr. Keuroghlian embarked on a monumental journey by co-founding Patriot Services, Inc. with his brother Vartan. Under Mr. Keuroghlian's leadership, Patriot Services, Inc. emerged. Through strategic partnerships and relentless dedication, the company secured waste pickup contracts with numerous residential and commercial customers across Los Angeles and its surrounding areas, including the illustrious City of El Segundo.

Indeed, it is in El Segundo that Mr. Keuroghlian's imprint is most profound. Serving the waste and recycling needs of approximately one-fourth of the City, Patriot Services, Inc. stands as a testament to Mr. Keuroghlian's unwavering commitment to excellence. Customers, pleased by the company's exceptional services and unwavering reliability, have become staunch advocates of Mr. Keuroghlian's vision.

As a well-respected individual in the waste management industry, with exceptional interpersonal and great communication skills, Mr. Keuroghlian has created deep connections with clients, utilizing his hands-on approach to tackle any questionable service issues beforehand by meeting with business owners and property management companies to address and resolve and thus prevent interruptions in service.

Duties and Responsibilities

Mr. John Keuroghlian serves as the President and CFO for Patriot Services, Inc. and will be responsible for compliance with all government rules and regulations regarding environmental compliance, required reports, fees, and collection requirements. Mr. John Keuroghlian will be responsible for ensuring both the preparation and delivery of all requested documentation by the City about the company. He will also be responsible for coordinating all financial documents and correspondence on all City-related and operational matters. Mr. John Keuroghlian will be responsible for ensuring the financial commitments for all vehicles, educational materials, equipment, carts, and bins. He is responsible for preparing the final cost estimates identified in the RFP and the financial requirements outlined in the City's RFP. Furthermore, he will be responsible for any public relations obligations and will be representing Patriot Services, Inc. at all City meetings effectively functioning as the City contract manager.

Vartan Keuroghlian: General Manager and Operations Manager / Recycling Coordinator

Mr. Vartan Keuroghlian is a seasoned professional in the waste management industry, boasting over three decades of invaluable experience. His journey began at a young age when he honed his skills while working for his father's company, Active Disposal. Starting as a front loader and roll-off driver, he swiftly progressed through various roles, including route manager, eventually ascending to the position of operations manager.

In 2005, Mr. Vartan Keuroghlian co-founded Patriot Services, Inc. alongside his brother John, making a significant milestone in his career. He assumes multiple pivotal roles within Patriot Services, Inc., serving as the general manager, operations manager, and recycling coordinator. His expertise lies in the domain of food waste, organics, and recycling, where he ensures strict adherence to all city rules and guidelines, maintaining compliance at all times.

One of Mr. Keuroghlian's notable strengths stems from his extensive background in automotive technology. This knowledge enables him to oversee and actively contribute to the maintenance of Patriot Services' vehicle fleet. Mr. Keuroghlian's innovative service practices and detail-oriented approach ensure that all vehicles are meticulously maintained, guaranteeing they remain in excellent running condition.

In his capacity as the operations manager, Mr. Vartan Keuroghlian is tasked with optimizing route productivity, accuracy, and efficiency. He meticulously oversees the daily operations of all major customer accounts, ensuring seamless service delivery and client satisfaction. His strategic oversight and hands-on approach are instrumental in driving Patriot Services' success in the waste management industry.

Duties and Responsibilities

Mr. Vartan Keuroghlian is responsible for directing the implementation of the City's collection program proposed by Patriot Services, Inc. He trains drivers, maps and routes collection locations, initiates collection procedures, and physically monitors collections. Mr. Keuroghlian works closely with Mr. John Keuroghlian, to ensure that all collection and safety procedures are being followed to the letter of the proposed agreement. Mr. Keuroghlian is responsible for the design, implementation, and daily oversight of organic waste, food waste, and recycling programs proposed. Moreover, Mr. Keuroghlian will work with staff to uncover opportunities for recycling programs, design them specific to the customer's needs, and implement said programs with training and follow-up education. Mr. Vartan Keuroghlian will assign, direct, and administer the provisions of the contract agreement to the satisfaction of the City and oversee the collection procedures as stipulated by the proposal. He will also ensure that the proper equipment is ready and available for timely implementation, that his staff is properly trained, and that the collection methods described in this proposal are implemented as intended and as proposed.

Alfred Molina: Route Supervisor

Mr. Alfred Molina is a seasoned professional in the waste management industry, with almost twenty years of dedicated service. Mr. Molina started as a scout driver at United Pacific Waste (UPW) in 2005 and joined Patriot Services, Inc. as a scout driver in 2010. Mr. Molina displayed an exceptional work ethic and a commitment to excellence as he built a reputation as a dependable refuse operator. Based on his proficiency in handling waste management tasks, coupled with his unwavering reliability, Patriot Services promoted him to the role of roll-off truck driver and then route supervisor. In this position, Mr. Molina assumed direct responsibility for overseeing and training all refuse operators within the company.

Mr. Molina is deeply invested in elevating the standards of customer service satisfaction. Drawing from the resolution techniques and guidance from Mr. Vartan Keuroghlian, Mr. Molina consistently strives to exceed expectations and ensure that every interaction leaves a positive impression on customers. He ensures the safe and timely completion of waste pickups across residential and commercial routes. He maintains a vigilant eye over the route operations, frequently conducting checks to ensure seamless operations. Mr. Molina's proactive approach ensures that trash is collected promptly, and vehicles are fully operational at all times, minimizing disruptions and optimizing efficiency.

Duties and Responsibilities

Mr. Molina will be responsible for assisting in the implementation of the city's collection program as proposed by Patriot Services, Inc. He will assist in training refuse operators, map & route commercial, multi-family, and residential collection locations, initiate collection procedures, and physically monitor collection for the first 90 days or sooner. Mr. Molina will report directly to the operations manager to ensure that all collection and safety procedures are being followed to the letter of the agreement.

Helen Garcia: Customer Service Manager

Ms. Gacia stands as a cornerstone of Patriot Services' customer service department. She joined Patriot Services, Inc. in 2010 as a Customer Service Manager. In her role, Ms. Garica serves as the primary liaison between Patriot Services and its clients. She works directly with customers, ensuring their satisfaction by addressing inquiries promptly and efficiently. Ms. Garcia has diligently cultivated strong professional bonds with clients over time, ensuring their satisfaction remains her top priority through attentive, personalized service. Her bilingual proficiency in English and Spanish proves invaluable, facilitating seamless communication with both clients and employees.

Beyond handling the day-to-day customer inquiries, Ms. Garcia maintains meticulous billing records. Her attention to detail ensures accurate billing reports and timely collections, contributing to the financial health of the company. Ms. Garcia is well-versed in City regulations and requirements, ensuring that Patriot Services operates in compliance with local ordinances. Ms. Garcia is a team player as she understands the importance of building a strong team to deliver exceptional service consistently. Her proactive approach helps the company avoid potential pitfalls and maintain a sterling reputation within the community.

Duties and Responsibilities

Ms. Helen Garcia will be responsible for all aspects of the Customer Service Department to meet the demands of Patriot Services' customer base. Ms. Garcia will create customer service and procedures to streamline operations, enhance efficiency, and ensure consistency in service delivery. She will oversee all billing and collection. She will also oversee various communication channels to maintain positive relationships with clients, as well as work closely with employees to coordinate efforts, address customer needs, and improve overall service delivery.

Tony Torres: City Reporting Specialist / Public Outreach Coordinator

Mr. Torres draws upon years of experience in community relations and grassroots outreach throughout the greater Los Angeles area. He has worked for numerous recycling businesses conducting door to door outreach and education for commercial businesses and multi-family properties regarding recycling programs in various Cities in Los Angeles County.

Specifically, Mr. Torres has educated several hundred restaurants to source separate organic material and use organic bins instead of waste bins. This hands-on approach has been the key to changing the culture of waste by customers to a culture of recycling, reusing, and diverting waste.

Mr. Torres is familiar with reporting requirements in many industries. He and his team have extensive experience is preparing and managing reports which will always be available to the city.

Duties and Responsibilities

As our Reporting Specialist and Public Outreach Coordinator, Mr. Torres is charged with meeting business owners and property managers/owners to explain the new franchise system, conduct waste assessments, discuss new waste services for existing and new accounts. Mr. Torres will work closely with our customers to identify cost effective solutions, including reducing waste by educating customers about recycling by teaching which materials are waste and which materials are recyclable.

In addition, Mr. Torres will educate and assist customers in their source separation of organic material and use organic bins instead of waste bins where applicable. With his teams efforts out in the field Tony will then compile all the information and data on a day to day basis and prepare reports that will be sent to the city for compliance.

Mr. Torres will work closely with our customers to identify cost effective solutions for our customers, including reducing waste by educating customers about recycling by teaching which materials are waste and which materials are recyclable.

In addition, Mr. Torres will educate and assist restaurants in their source separation of organic material and use organic bins instead of waste bins.

To educate customers, we will utilize brochures, newsletters, social media, online guides, or workshops to inform our customers on waste management best practices and to provide updates on waste disposal regulations and eco-friendly practices.

Torres Consulting
Tony Torres, President
9339 Guatemala Avenue
Downey, CA 90240

Phone: 323-804-5696
Email: tonytorres1214@gmail.com



Tony Torres – President, Torres Consulting

PUBLIC AFFAIRS, COMMUNITY RELATIONS, GOVERNMENT RELATIONS, CAMPAIGN MANAGEMENT.

Tony Torres is the founder and President of Torres Consulting, a public affairs and political consulting firm which specializes in campaigns to the emerging Latino community in Southern California. Mr. Torres has over 27 years of experience in political campaigns, directing grassroots public involvement efforts, providing strategic counsel to major corporate and public agency clients and conducting effective stakeholder education campaigns. Torres consulting has built its reputation on be able to reach, engage and mobilize the Latino community all over Southern California. Our efforts have led to the success of major corporations and public agencies.

PROFESSIONAL SERVICES AND EXPERIENCE:

- Developed strategic public affairs, government relations and community outreach campaigns for a myriad of public and private sector clients.

- Daily supervision of 6 staff members to implement campaign strategies and tactics. Provided key messaging for clients on diverse issues such as air quality, public transportation, land use/development, alternative energy/environmental issues, education, and economic growth.

- Implemented effective government relations and lobbying on behalf of clients with City Councils, California State Legislature, County Governments, School Boards, Water Boards, and at City of Los Angeles Neighborhood Councils.

- Developed grassroots support for clients by meeting with local stakeholders and opinion leaders. Mobilized grassroots supporters to public hearings to illustrate support for clients, including providing public testimony or written testimony in support.

- Developed ethnic media campaigns for Latino language media outlets, including issuing press releases/advisories, acting as a spokesperson on behalf of clients, placing op-ed pieces from supporters into media outlets, scheduling and conducting editorial board meetings, and launching virtual media campaigns on YouTube, Facebook, and twitter.

- Established relationships on behalf of clients with hundreds of community organizations, neighborhood councils, homeowner associations, chambers of commerce, labor unions and associations, youth/sports associations, senior groups, and other civic organizations.

- Directed independent expenditure- political campaigns for various candidates and organizations, including the Los Angeles County Federation of Labor VIP voter program, Councilmembers Villaraigosa, Ludlow and Huizar.

Partial list of clients:
Walmart Corporation, General Electric Corporation, Los Angeles Dodgers, , Los Angeles County Metropolitan Transportation Authority, Mitsubishi Corporation, Port of Los Angeles, Port of Long Beach, City of Long Beach, City of Los Angeles, Trammell Crow Residential – Housing Developer, Southern California Edison, Nielsen Media Research, Staples Center, Central Basin Municipal Water District, Eastern Municipal Water District, Primestor Development, Athens Waste Services, Holland Construction Company, The Madison Square Gardens Company, Bridge Development Partners. Sugerman Communications, Ek and Sunkin, Lathan and Watkins.

5.2.3 Service Transition Experience

Here are three examples of customer transitions. We had three acquisitions in the time we've spent servicing the city.

The first of which as the acquisition of a collection route from United Pacific Waste in May of 2010 in the City of Los Angeles and El Segundo. This consisted of 300 customers. We maintained employment for all employees and sent notices to customers of the effective date and change of companies. All equipment was purchased to make the transition smooth and with employee retention this was seamless.

We achieved the same results when we acquired A&A Waste & Recycling in May of 2016. A small family owned company in the City of El Segundo owned by Bob & Sherri Metcalfe. This included collection routes in the City of El Segundo and City of Torrance of 250 customers.

We also acquired another small family owned business Bay West Rubbish Company in October of 2021 servicing another 75 customers in the city of El Segundo. We have maintained relationships with these customers to this day.

The primary reason for the acquisitions of A&A Waste & Recycling and Bay West Rubbish with Patriot Services Inc. was the assurance that their beloved customer base, whom they regarded as family would receive the same level of personalized service and attention that reflects family values.

We also have plenty of equipment in stock to handle an increase in customers. Our data base makes it easy for us to upload information as well. For example on these transitions we use excel spreadsheets with customer information that we can instantly upload into our database to have several hundred customer accounts created within minutes. We can also generate reports by service, customer or city and export the information back into excel if needed to make sure there are no discrepancies.

Under the new parameters of the non-exclusive agreement with the city our process remains suitable for new customers that request service.

5.2.4 - Safety Record

Our most recent BIT inspections and CHP Safety Compliance Reports are 2012 and 2014 for the fleet maintenance facility that service the vehicles used in the City of El Segundo. We did have inspections in 2016 and 2018 but the paperwork was never filed by the CHP. However if needed, we can schedule a BIT inspection with the CHP. Attached you will find supporting documents showcasing our compliance with CHP requirements for the BIT program.

Since our equipment is new, they haven't had the need for a CHP inspection yet. However we have maintained contact with the CHP and do to backlogs they have assured us they will commence inspections in the near future. Many inspections were halted due to the Covid 19 pandemic and this has created a backlog for the CHP.

Workers' compensation Annual Rating Endorsement - See attached WCIRB – we do not qualify for a rating due to our expected losses being too low.

We pride ourselves having an exemplary safety record. Below is our TRIR for the last 5 years as well as VARR.

Total Recordable Injury Rate (TRIR)

2019 - 0 incidents
2020 - 1 incident = TRIR of 25.64
2021 - 0 incidents

2022 – 0 incidents

2023 – 0 incidents
Last 5 years 1 injury = TRIR 5.13

See injury reports from 6/1/18 to 6/1/23 attached below

The Proposer's Vehicle Accident Recordable rate (VARR)

0 incidents in last 5 years

We are a safety driven company and hold safety meetings with our staff at least once a month. We emphasize the importance of maintaining strict protocol when operating equipment at our facility or out in the field. The safety of our staff and the public is something we take very serious and we feel our record proves that to be the case. Below are some examples of topics we cover in our safety meetings. They are distributed in both English and Spanish.

Pre-Trip Inspections

Safety is the most important and obvious reason to inspect your vehicle. A vehicle defect found during an inspection could save you problems later. You could have a breakdown on the road that will cost time and dollars, or even worse, a crash caused by the defect. Do not risk your life or the life of another in an unsafe vehicle.

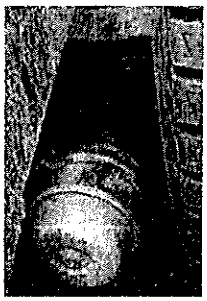


Every driver is required to complete the following:

- Check the driver spread sheet to ensure their truck is in service every morning.
- Perform a pre-tip inspection of their vehicle using the Driver Vehicle Inspection Report. This form must be completed thoroughly with all information checked and filled in prior to the truck leaving the yard.
- If an item is not satisfactory, the driver will bring the truck to the shop.
- The shop will evaluate and correct the problem or authorize release of the vehicle for duty.
- At the end of the day, drivers will perform a second vehicle inspection called a post-trip inspection. If a problem is found the driver will complete a second report (late report) and submit it to area Supervisor or Fleet Maintenance Department.

According to Title 13, Section 1215 of the California Code of Regulations state: "It shall be unlawful for the driver to drive a vehicle that is not in safe operating condition or is not equipped as required by all provisions of law and this chapter.

- A) Prior to operation, the driver shall inspect each vehicle daily to assess that it is in safe condition, it is equipped as required by all provisions of law, and all equipment is in good working order.
- B) At the completion of the driver's work or tour of duty, each driver shall submit a daily documented report to the employer indicating the condition of the vehicle and recommending any repairs deemed necessary... all vehicle defects likely to affect safe operation or cause mechanical breakdown of the vehicle shall be listed."



Don't overlook something that could save your life

Heat Stress

Heat related illnesses can occur most often during the summer months and result from continuous exertion in high temperatures with excessive loss of salt and/or water through perspiration. Sufficient fluid intake by all employees must occur daily.

Immediately notify a Supervisor if you or a co-worker experience any of these heat related illnesses.

- **Heat Cramps:** These typically occur when an individual perspires heavily and drinks a lot of water without replacing salt. An individual who is experiencing heat cramps must be removed to a cooler environment, given dilute salt replacement fluids, and allowed to rest until conditions return to normal.

  Signs and Symptoms: painful muscle spasms during and after work
  body temperature is normal

- **Heat Rash:** This typically occurs when an individual is exposed to continuously wet skin in a high temperature environment. An individual who is experiencing heat rash must change into clothing that allows evaporation of sweat from the skin.

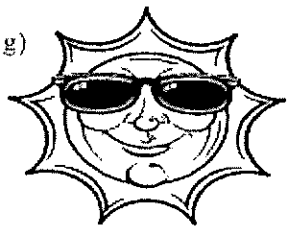
  Signs and Symptoms: tiny red blister-like eruptions on the skin surface
  prickling sensation around the eruptions

- **Heat Exhaustion:** An individual who is experiencing heat exhaustion must be removed to a cooler environment, given diluted salt replacement fluids, and allowed to rest until conditions return to normal.

  Signs and Symptoms: fatigue, weakness
  excessive sweating
  cold, moist, pale skin
  dizziness, giddiness

- **Heat Stroke:** This is a life-threatening medical emergency. This results from a failure of the body to sweat and a continual rise in body temperature. Immediate and rapid cooling is required. Emergency medical attention must be obtained.

  Signs and Symptoms: skin is hot, dry and flushed (lack of sweating)
  increased heart and respiratory rate
  headache, nausea
  dizziness, confusion
  loss of consciousness
  convulsions



Policy Insurance Company

Insured: Patriot Services, Inc

Policy Number: 46-241348-01-04

Policy Period: 06/01/19 - 06/01/20

As of:

APPLIED

Date Prepared: 04/19/24

Valuation Date: 03/31/24

All = Accident Report, W = Medical Only, T = Lost Time

Claim # / Claimant Name / Location Name / Account #	Status / Loss Type	Accident Description / Nature of Injury / Part of Body	Date of Injury / Date Reported / Date Closed	Expense Type	Incurred	Paid to Date	Outstanding	Recovery	Incurred to Claim Limit / Recovery	Deductible	Incurred to Date less Recovery less Deductible

NO LOSSES REPORTED

Policy 46-241348-01-04	Open Claims 0	Closed Claims 0	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Totals for Insured: Patriot Services, Inc

Open LT Claims	0	Closed LT Claims	0	Lost Time	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Open MO & IR Claims	0	Closed MO & IR Claims	0	MO & IR	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Claims Open	0	Total Claims Closed	0	Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Total Claims: 0

Inspection Details	CA / MCP #	DOT #	Status	Business Name / DBA	City	Location	Other Information

Viewing Inspection Results for PATRIOT SERVICES INC., CA #300539 (Active)

Controlled Substances and Alcohol Testing (CSAT) Results

Rating Date	Rating
11/13/2014	Satisfactory
08/07/2012	Satisfactory

Terminal Inspection Results

Inspection Results for Terminal #244546, PATRIOT SERVICES INC.

Current Status: Active

Location: COMMERCE, CA

Date	Maintenance Rating	Driver Rating	Equipment Rating	Hazmat Rating	Terminal Rating	Inspection Category
11/13/2014	Satisfactory	Satisfactory	Satisfactory	Not Applicable	Satisfactory	A. Truck (Not Transporting Hazmat)
8/7/2012	Satisfactory	Satisfactory	Satisfactory	Not Applicable	Satisfactory	A. Truck (Not Transporting Hazmat)

WCIRB California™
Objective. Trusted. Integral.

1901 Harrison Street, 17th Floor
Oakland, CA 94612
Voice 415.777.0777
Fax 415.778.7007
www.wcirb.com
wcirb@wcirb.com

April 19, 2024

John Keuroghlian
Patriot Services, Inc.
3041 Vail Ave.
Commerce, CA 90040

RE: Eligibility for Experience Rating
Insured: Patriot Services, Inc.
Policy Number: 462413480110
Policy Effective Dates: June 1, 2023 – June 1, 2024
Bureau File Number: 5-53-66-63

To Whom it May Concern:

Whether or not your company is eligible for experience rating is determined by a number of factors. To determine eligibility, your payroll developed during the experience period is totaled by classification code. These totals are multiplied by the expected loss rate that applies as of the effective date of the experience modification. The sum of these calculations must equal or exceed the minimum qualifying threshold for experience rating. As of September 1, 2023, the qualifying threshold for experience rating is $10,200 in expected losses. Due to insufficient expected losses, Patriot Services, Inc. currently does not qualify for experience rating effective June 1, 2024.

Additional information on how a business qualifies for experience rating can be found in the Guide to Workers' Compensation Insurance at www.wcirb.com

Sincerely,

Contact Center
WCIRB

CALIFORNIA STATE TRANSPORTATION AGENCY
DEPARTMENT OF MOTOR VEHICLES
Registration Operations Division MS H675
P.O. BOX 932370 Sacramento, CA. 94232-3700
(916) 657-8153

03/22/2024

PATRIOT SERVICES INC
PO BX 145
MONTEBELLO, CA 90640

A Public Service Agency

MOTOR CARRIER PERMIT

DEPARTMENT OF MOTOR VEHICLES
Registration Operations Division
P.O. BOX 932370 Sacramento, CA. 94232-3700

PATRIOT SERVICES INC
PO BX 145
MONTEBELLO, CA 90640

Valid From:	05/01/2024	**Valid Through:**	04/30/2025
CA#:	0300539		

The carrier named on this permit, having made written application to the Department of Motor Vehicles for a permit to operate as a motor carrier of property as defined in vehicle code section 34601, and having met the requirements and paid the appropriate fees, is granted a permit of the following classification:

Private
Full Year
Corporation

Pmt Date:	03/21/2024	Office #:	154
Account #:	427059	Tech ID:	SR
Sequence #:	0012	Amt Paid:	$287.00

!!!IMPORTANT REMINDERS!!!

1. Your permit will expire at midnight on the 'Valid Through' date. If you do not receive a renewal notice 30 days prior to the expiration date, please submit an original application and check the "Renewal" box.
2. Your insurance must remain valid through the term of your permit or a suspension action could occur.
3. Changes to your fleet are not required to be reported until your renewal.
4. Changes to your business entity may require a new CA# and application for another Motor Carrier Permit.
5. If you decide to no longer operate as a motor carrier of property, you must submit a 'Voluntary Withdrawal' form.
6. For changes to the address, business name, officers, or authorized representative's name, please complete the 'Notice of Change' form. Changes during your renewal period may be submitted on your renewal application.
7. You may download forms from the Internet at www.dmv.ca.gov or receive further information by calling: (916) 657-8153.

California Relay Telephone Service for the Deaf or Hard of Hearing from TDD Phones: 1-800-735-2929; from Voice Phones: 1-800-735-2922

Certificate of Compliance

Certification of Drug & Alcohol Monitoring Program

Patriot Services Inc.

The above company has contracted the Akeso Occupational Health to document Drug & Alcohol Testing consistent with 49 CFR Part 40 Akeso Occupational Health will provide Pre-Employment, Reasonable Suspicion, Random, Post Accident, Return to Duty and Follow-up drug testing including MRO oversight

Akeso
Occupational Health

3070 Skyway Drive, Suite #106
Santa Maria, CA 93455

2024
PROGRAM YEAR
Expires: December 31, 2024

Paul Christensen MD FACEP, MRO

Section 5.2.5 Financial Information

5.3 Technical Proposal

5.3.1 Automated Collection Services

Trash

Patriot Services offers trash collection 7 days a week in containers sizes varying from 64-gallons up to 6-yard bins, roll-off containers, and compactors.

We recently purchased a of new 2024 MACK TerraPro front load collection vehicle. Together with our current 2021 Peterbilt front load collection vehicle, these specialty waste & recycling collection vehicles enable us to service carts and bins with the same truck making our routes more efficient and reducing the number of vehicles on the streets of El Segundo.

Recyclables

Patriot Services offers 7 days a week recycling service in containers ranging in size from 35-gallons up to 6-yard bins, roll-off containers, and compactors.

Prior to starting collection with a customer, our staff meets directly with all customers to explain our recycling service and describe what materials are acceptable and not acceptable for recycling.

For customers we prepare, plan and implement a custom designed recycling program to meet each customer's specific needs. We assist customers with training and protocol to ensure the programs succeed. This involves separate waste & recycling receptacles and the types of bags used to help eliminate contamination. Pictured below is a customer that currently subscribed for recycling and organics recycling service.



Acceptable Materials for Recycling Program

- Paper Products
- Junk mail
- Newspaper
- Mixed color paper
- White paper
- Cardboard
- Magazines
- Telephone books
- Paper bags
- Egg cartons
- Steel cans
- Tin cans
- Clear, amber, green glass container
- Food cans
- Pipe tins
- Plastic Containers
- Bottles & containers
- Plastic bags
- Detergent containers
- Glass Containers
- Metal Containers
- Aluminum cans

Non-Acceptable Material for Recycling Program

- Food waste
- Fluids
- Hazardous & Electronic Waste
- Garbage
- Light Bulbs
- Styrofoam
- Batteries
- Organic waste

Organic Materials

Patriot Services offers 7 days a week service in containers ranging in size from 35-gallon up to 3-yard bins and roll-offs.

As we do with recyclables, our staff meets directly with all customers prior to commencing organic materials disposal service to explain our organic materials disposal service and describe what materials are acceptable and not acceptable for disposal as organic recycling.

In addition, customers are advised that all food waste must be placed in clear compostable liner bags. In most cases we also provide customers with complimentary liners to begin service. Customers may also throw organics waste directly in the containers without a bag if they choose.

We encourage all our customers to participate in organics recycling and explain how to properly dispose of organic waste. Any contamination in the cart or bin will be tagged.

We also have our own food waste program specifically designed for restaurants. Since food waste has a very high diversion rate, we offer daily food waste collection service with container sizes varying from 35-gallon carts to 2-yard bins.

We will be attending 2024 Waste Expo in May to participate in the Organics Recycling courses to better the nuances of the State Organics program.

Our approach is as it relates to all services we provide. Education and outreach play a vital role in successful program implementation. We want to hit the ground running which is why Torres consulting will provide a big component to the success of our programs. Tony Torres's team will begin public and outreach education efforts at the commencement of the new agreement. Town hall meetings will be organized to gather customers together to address concerns and educate them on all aspects of compliance as well as door to door visits to conduct waste characterization studies and recommend services that best suit the customer's needs. Once a customer has opted for organics recycling services and services begin our drivers are trained to look for contamination and assist us to monitor activities in the field. Drivers will report back to dispatch and customer service if any contamination is spotted. The driver may also tag the container for a

warning or possible non-collection. We rarely see this is the case but these are the tools we use to help ensure the programs succeed.

Torres consulting will document all site visits and correspondence with customers. Below is a sample of the records we keep and the information is uploaded into our database. We also provide more thorough information and update records as customers adjust to the new services and these reports will be available to the city.

	B	C	D	G
1	Account #	Name	Comments	
2	150515	Continental Development	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
3	150762	The Tavern on Main	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
4	150764	Denny's	Delivered a second 64 G for food waste. Complimented and thanked them for their efforts in pushing the food waste program.	
5	150782	Porterhouse Steakhouse	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
6	NEW	Auto Body	118 Nevada gave them a quote for 1-3-1 T and 1-96-1 for recycling. We recommended a 3 yard for recycling also. Waiting for cancelation from current hauler.	
7	150769	Whiting Franklin HOA	Customer called for a bulky item pick up. We have scheduled it for Thursday.	
8	150792	Brewport	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
9	150736	HYDROFLEX	SUBMITTED A WAIVER FOR ORGANIC WASTE AND GOT APPROVED.	
10	150499	SYCAMORE TERRACE HOA	Sent customer organics outreach materials.	
11	150385	Quest	Delivered 2-3 yard dumpster for clean up.	
12	28105	Jill Smith	815 Main St educated the customer on organic waste.	
13	NEW	Nancy Knoll	Site check and sent proposal for new customer 4-96G Trash 1-96 g for recycling and 1-64 G for organic waste.	
14				

Acceptable Items for Organics

- Leaves
- Grass clippings
- Branches
- Brush
- Kitchen paper towels & napkins
- Wooden & fiber-based utensils
- Pizza Boxes
- Tree trimming
- Saw dust
- Food soiled paper
- Food stained paper
- Certified compostable paper plates
- Compostable containers

Food waste (Placed in biodegradable compostable bags)

- ALL FOOD SCRAPS
- Meat, bones, & poultry
- Seafood & soft shells
- Pizza, rice, & pasta
- Bread and pastries
- Cereals and grains
- Cheese & dairy
- Tea Bags, coffee grounds & filters
- Fruits & vegetables
- Out of date or spoiled food
- Pet food (non-medicated)

Non-acceptable for Organics

- No Trash
- Packaging of any kind
- Plastic bags, cups, or gloves
- Recycling materials of any kind
- Animal waste or litter
- Styrofoam

- Plastic Utensils
- rocks & soil
- Fats, oils, or grease
- Napkins or paper towels containing cleaning chemicals

Sample Outreach Materials Distributed to Customers –

The following outreach flyers were mailed to our customers. The first flyer is an explanation of the new food and yard waste rules under SB 1383.

This letter outlines the reason for the changes to help eliminate methane gas from decomposing organic waste in landfills which contributes to global warming. The letter also explains that waste haulers will expand organic waste collection services for residents and businesses and the waste collected will be recycled using composting facilities that make soil amendments utilizing Anaerobic digestion technology to break down organic waste in closed spaces where there is no oxygen and create renewable natural gas.

In addition, the letter informed our customers that starting in 2022, large food-service businesses must donate surplus edible food to food recovery organizations with a 2025 goal to redirect and donate 20% of edible food to those in need.

The second handout mailed to all Patriot Services customers informing them that per SB 1383 they will be able to use your green organics container for the collection of landscaping waste, food scraps, and 100% fiber-based, food-soiled paper.

New Food & Yard Waste Rules - SB 1383

California State Senate Bill 1383 (SB 1383), requires the reduction of organic waste disposed of in landfills. Organic waste is comprised of food scraps and food-soiled paper from kitchens and food operations and yard waste such as garden and landscape waste, organic textiles and carpets and wood waste.

Reason for Changes

According to the Environmental Protection Agency, organic waste accounts for a significant portion of California's waste stream. Left to decompose in landfills, the organic waste releases methane, a gas that traps the sun's heat, warms the atmosphere and contributes to global warming. To address this issue, then-Governor Jerry Brown, signed Senate Bill 1383 into law which targets the reduction of pollutants, including methane. Cities throughout California must meet the new reduction limits through organic waste reduction.

Collection and Recycling

Starting in 2022, the City and City-certified private waste haulers will expand organic waste collection services for residents and businesses. Food and yard waste collected will be recycled using:

- Composting facilities that make soil amendments, materials that are added to soil to change and improve it.
- Anaerobic digestion facilities, technology and microorganisms break down organic waste in closed spaces where there is no oxygen and create renewable natural gas.



Food Recovery from Businesses

Starting in 2022, large food-service businesses must donate surplus edible food to food recovery organizations with additional businesses starting in 2024. California is working towards a 2025 goal to redirect and donate 20% of edible food to those in need. Learn more about SB1383 at calrecycle.ca.gov

Please contact Helen Garcia at 310-414-1122 if you have further questions about the new law that is going into effect Jan 01, 2022.

Patriot Services Inc.

Waste Collection - Recycling - Storage Containers - Rent-A-Bin - Roll Off Containers - Compactors

What is accepted in your food waste cart

- ALL FOOD SCRAPS
- Meat, bones, & poultry
- Seafood & soft shells
- Pizza, rice, & pasta
- Bread and pastries
- Cereals and grains
- Cheese & dairy
- Tea Bags, coffee grounds & filters
- Fruits & vegetables
- Out of date or spoiled food
- Pet food (non-medicated)

What is not accepted in your food waste cart

- No Trash
- Recycling of any kind plastic, aluminium, cardboard, glass or metal
- Packaging of anykind
- Plastic bags, cups or gloves
- Utensils of anykind
- Napkins or paper towels
- Styrofoam
- Fats, oils or grease
- Green waste, dirt, wood or rocks
- Animal waste or litter

All FOOD WASTE MUST BE CLEAR COMPOSTABLE LINER BAGS

Second Flyer - Organics

Patriot Services is partnering with your city to implement food scrap collection for multifamily complexes and commercial buildings. Per Senate Bill 1383, commercial and multifamily complexes across California will be required to place into their green waste container ALL their landscaping waste, food scraps, and food-soiled paper (100% fiber-based).

WHAT'S CHANGING?

You will be able to use your green organics container for the collection of landscaping waste, **food scraps, and 100% fiber-based, food-soiled paper.**

DID YOU SAY FOOD SCRAPS?

Yes, Patriot Services will accept all types of food scraps. Our American Organics compost facility converts organics waste into nutrient-rich soil amendment. The resulting compost is used by commercial farmers, city projects, garden shops, landscapers, and residents.

HOW DO I PARTICIPATE?

- To collect your kitchen food scraps, you can choose to use a portable, reusable pail-like container with a tight-fitting lid. It could be plastic, metal, or ceramic.
- Consider reusing a coffee canister, large yogurt or margarine tub, or juice pitcher.
- Pail options can be purchased at a retail store or searched online for "Kitchen Pail."
- Storage ideas can include the kitchen counter, under the sink, in the freezer, or wherever you feel is best.

WHY ORGANICS RECYCLING?

Landfills are the third largest source of methane in California. Organics waste emits 20% of the state's methane; a climate super pollutant up to 84 times more potent than carbon dioxide. By diverting organics from the landfill, you are part of the solution in helping to protect the environment and future generations.

ARE BAGS ACCEPTED?

Liners are optional. Plastic and bioplastic "compostable" bags are accepted in the organics container, but must be CLEAR or translucent-green, and bag contents must be visible. Acceptable organics will be processed, but the bags will not be recycled or composted.

WHERE CAN I GET MORE INFORMATION?

Patriot Services is here to support the community with this new program and will provide resources and training to help you get started.

If you have any questions about the new organics collection program, please contact the Patriot Services Customer Care Center at (310) 414-1122 or email us at info@patriotservinc.com
For more information on SB 1383, also check out CalRecycle.ca.gov/Organics/SLCP.

ACCEPTABLE ORGANICS WASTE

Green Waste

- Flower & hedge trimmings
- Grass clippings
- Leaves & branches
- Lumber, scrap wood, & plywood (not painted or treated)
- Weeds

Food Scraps

- Bread, rice, & pasta
- Cheese & dairy
- Coffee grounds & filters
- Fruits & vegetables
- Flowers & herbs
- Meat, bones, & poultry
- Seafood & soft shells (lobster, crab, & shrimp)
- Pet food (non-medicated)

Food-Soiled Paper*

- Food-stained paper
- Paper egg cartons
- Paper napkins & kitchen towels
- Pizza boxes
- Plates• To-go boxes (no coating)
- Wooden & fiber-based utensils

** Must be 100% fiber-based. NO materials with bio-plastic, wax, or petroleum-based plastic coating, liner, or laminate*

DO NOT INCLUDE

- All plastics
- Cacti, succulents, & yucca
- Compostable plastics (bioplastics)
- Coffee cups & pods
- Fats, oils, & grease
- Food stickers (please remove)
- Gloves
- Hard shells (clams, mussels, oysters)
- Medication
- Palm fronds
- Paper napkins & towels with cleaning chemicals
- Parchment & wax paper
- Pet waste
- Rocks & soil
- Rubber bands & twist ties
- Tea bags
- Textiles
- Tissues & wet wipes

Food waste container

Collected Weekly

- ✓ Bones, fat and gristle
- ✓ Eggs and eggshells
- ✓ Fruit and vegetable peelings
- ✓ Meat and fish
- ✓ Pasta and rice
- ✓ Tea bags and coffee grounds
- ✓ Cereal
- ✓ Bread, cakes and pastries

- ✗ Plastic bags - use compostable liners
- ✗ Oils, fats or liquids of any kind
- ✗ Nappies
- ✗ Pet Litter



Food Rescue

Starting in 2022, large food-service businesses must donate surplus edible food to food recovery organizations with additional businesses starting in 2024. California is working towards a 2025 goal to redirect and donate 20% of edible food to those in need.

To help the City of El Segundo meet the 2025 statewide goal, Patriot Services will educate their customers and the community about the benefits of food rescue providing resources and guidance on how to reduce food waste at the source.

Patriot Services will help provide incentives for businesses to donate excess food rather than disposing of it by collaborating with local food banks and non-profits to obtain surplus food.

In addition, Patriot Services is fully committed to assisting the city to help educate local businesses and residents regards the benefits of food rescue. Education and outreach is the main priority to make sure this program is successful to its fullest capacity.

With hunger all around us, we must ensure this program's success.

Diversion Requirements 5.3.2

We pride ourselves on being up to date with all state and local legislation. We have implemented recycling programs for food waste, organics, and mixed recyclables for current customers. We also use state of the art material recovery facilities to ensure a maximum level of diversion for the solid waste we pickup. We continuously seek to forge new partnerships with facilities to bolster our efforts in elevating diversion rates for solid waste, recycling, as well as food and organic waste.

Under the new agreement we will be appointing public education and outreach team manager, Mr. Tony Torres, to identify cost effective solutions for our customers, including reducing waste by educating customers more about the programs we offer as well as the terms under the new franchise agreement.

In addition, he will organize town hall meetings and "coffee and trash talk" meet & greets to educate customers and engage in their needs as well as the requirements to ensure the city meets and exceeds state legislation.

The outreach team will also go door to door to educate customers on all aspects of recycling, perform a waste characterization study, recommend recycling services based on customers' needs as well as educate them on AB 939, AB 341 and SB 1383. These efforts will help us increase recycling services to all customers in the city.

All supporting documents will be submitted to the city with our reports for compliance. We are also committed to forming new partnerships with facilities that achieve the highest diversion rates possible if needed. We are committed to using renewable natural gas for our collection vehicles.

Patriot Services will participate in and promote recycling and other diversion techniques at community events.

The overall success of our programs require consistent maintenance and continued waste characterization studies to ensure customers stick with the protocols of the programs we implement.

Our primary efforts and success start with source separated recycling. This allows us to achieve the highest diversion rates possible. This is what makes waste characterization studies so important. The study allows us to design and implement a comprehensive recycling program for customers and help maintain the program.

As part of our plan to better assist the city in meeting the State requirements it is our normal business practice to divert as much waste from the landfill as possible. This is why we currently take the majority of the waste stream we collect to materials recovery facilities. This allows us to enhance diversion and capture recyclable items that have been discarded in containers provided for waste.

It is also at this point where we do our own waste characterization studies to identify how much recyclable material we collect from waste containers and through the efforts of our drivers and staff identify those who generate and dispose of recyclables in their waste streams. Once our drivers report which customers these are we perform site visits and offer recycling services to help them save on their disposal costs and help us increase our diversion efforts and increase our overall diversion rates in the city. This in our eyes is a win-win situation. It works to everyone's benefit and customers are happier with this proactive approach.

With heavy training and standard operating procedures in place this approach has now become second nature to our staff and has been easy to maintain. This practice and approach is our standard procedure for all waste streams we collect.

We are also committed to finding new ways to reduce, reuse and recycle. We are committed to engaging with organizations around the city to help us with these efforts in any capacity. Aside from waste collection and disposal we will seek out organizations that have a use for items we may collect before they enter the waste stream. We can identify customers that normally dispose of items that can be re-used to those who may need it.

5.3.3 Collection Vehicles

Our fleet includes a brand new 2024 Mack model TerraPro front load collection vehicle pictured below. This vehicle runs on compressed natural gas and will collect waste, recycling and organics.



We also use a 2021 Peterbilt model 520 front load collection vehicle that runs on compressed natural gas. This vehicle will be used for the collection of waste, recycling and organics.

Pictured below is our 2017 Peterbilt roll-off truck. This vehicle runs on compressed natural gas and is used for waste, recycling, organics and construction debris.



All vehicles meet the state requirements under rule 1193



CALIFORNIA
AIR RESOURCES BOARD

Certificate of Reported Compliance With:

Solid Waste Collection Vehicle Regulation

Issued to: Patriot Services

This certificate confirms that the fleet owner has attested under penalty of perjury that the statements and information they provided to the California Air Resources Board (CARB) are true, accurate, and complete regarding all relevant vehicles in the fleet required to show compliance. CARB hereby finds that the fleet listed has reported compliance with California Code of Regulations (CCR):

Title 13 CCR, sections 2021 - 2021.3 (Solid Waste Collection Vehicle Regulation)

If CARB subsequently finds that the statements and information that have been provided are not true, accurate, and complete, this certificate shall be effectively revoked and the fleet subject to noncompliance penalties.

This certificate is valid until **December 31, 2024**

Jack Kitowski

Jack Kitowski
Division Chief, Mobile Source Control
Division California Air Resources Board

Printed on 2024-02-20

6 Vehicles

TRUCRS Fleet Identification

150338

To verify the authenticity of this certificate, visit www.arb.ca.gov/msprog/truckstat/fleetlookup.php

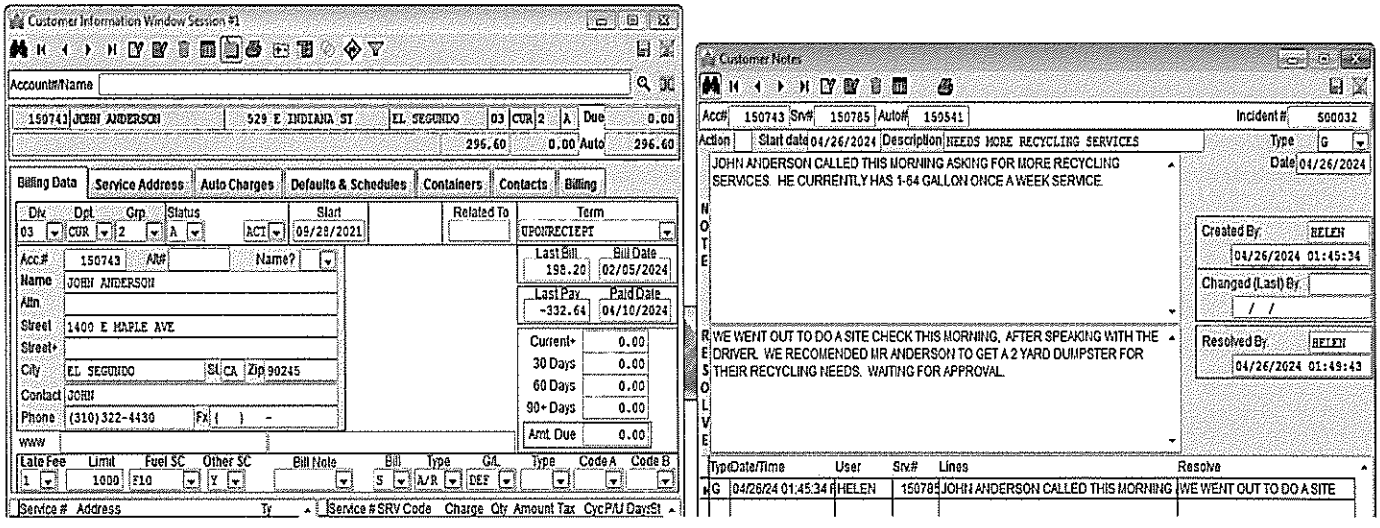
5.3.4 Billing and Customer Service

Clear and transparent billing is crucial. Our detailed invoices show services rendered and their costs. We offer multiple payment options for customer convenience.

Patriot Services customer service philosophy:

- Prioritize responsiveness.
- Address inquiries and complaints promptly and professionally.
- Educate customers on proper waste management practices to minimize issues and build trust.
- Educate customers, we provide resources such as brochures, online guides, or workshops on waste management best practices.
- Offer personalized advice based on their specific needs and challenges.
- Utilize multiple communication channels like phone, email, and chat for accessibility.
- Utilize the Customer Service software, ProWaste$_{TM}$ 9.0, a system to track and prioritize customer requests, ensuring no query goes unanswered.
- Use social media and newsletters to share tips and updates on waste disposal regulations and eco-friendly practices.
- Encourage feedback and dialogue to foster a culture of continuous learning and improvement.

Customer resolutions are handled within the same business day the call comes in and we enter notes in our data base once a customer service request is made along with a resolution note once the request is completed. Here is an example. We are also able to export these notes into a spreadsheet for reporting purposes as well.



Work orders are also created to handle customer requests. The work order serves as another efficient process since these are automatically dispatched to drivers and other staff to carry out customer requests. This is a two-step system to quantify the requests as well as having a backup to ensure and verify the requests have been completed. This is done on a daily basis.

Our customers love the fact that they can call and talk to someone live right away.

Our Customer Service software, ProWaste$_{TM}$ 9.0, is designed to conduct the following tasks to ensure billing, cart or bin delivery and customer response is handled properly;

- Online bill payment and service request
- Manage city's customer base as one centralized database
- Customer pricing and service defaults to promote speed and accuracy for customer service cross-check for duplicate customer name/address
- Cart and bin tracking by location and owner/manager
- Reroute and re-sequence easily with modeling of proposed changes to number of stops and volumes before committing final changes.

This custom software allows changes, revisions, upgrades and accurate representation of all billing, customer identification, service and location data that accurately reflects all service recipients in the City of El Segundo. All customer service calls are taken at our offices located at 3041 Vail Ave, Commerce, CA 90040.

Our call center is available 24-7 at (323) 838-9375 or (310) 414-1122

Our calls are always answered by a live operator ready to assist customers. If multiple calls are received they are automatically routed to the next available customer service representative. We don't accept leaving customers on hold for longer than a couple minutes. As mentioned earlier all customer service requests are handled promptly and we pride ourselves on carrying out task within the same business day. If a request comes in late in the day and we are unable to complete the task the task will be completed by the next business day.

All customer service representatives will be equipped with an electronic copy and paper copy of the terms and conditions required from the franchise agreement. This will allow us to ensure they carry out all duties and requests in accordance with the agreement as well as achieve customer satisfaction.

5.3.5 Customer Education and Outreach

Our new public outreach coordinator, Tony Torres and his team will be responsible to meet with business owners and property managers to explain the new franchise system, conduct waste assessments, discuss new waste services for new and existing accounts.

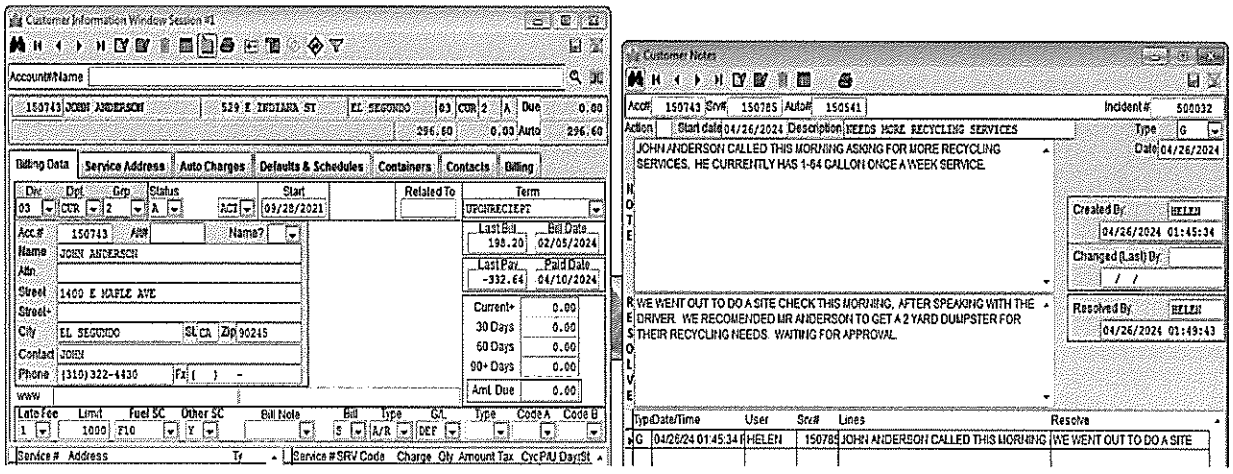
Mr. Torres will work closely with our customers to identify cost effective solutions, including reducing waste by educating customers about recycling by showcasing which materials are waste and which materials are recyclable.

In addition, Mr. Torres will educate and assist customers that generate organic waste in the source separation of organic material and use organic bins instead of waste bins.

To educate customers, we will utilize brochures, newsletters, social media, online guides, or workshops to inform our customers on best practices and to provide updates on waste disposal regulations and eco-friendly practices.

Ultimately our success and the cities success in meeting the requirements from the State of California will be consistent documentation from Patriot Services Inc. We document all interactions with customers including changes in service, additional pickups, questions regarding recycling and organics services.

Below is an example. This information can also be exported from our database and maintained as a report to comply with CalRecycle reporting requirements.



We also document all site visits we conduct with responses from customers no matter how big or small the request. Below is a sample of that report.

	B	C	D	G
1	**Account #**	**Name**	**Comments**	
2	150515	Continental Development	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
3	150762	The Tavern on Main	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
4	150764	Denny's	Delivered a second 64 G for food waste. Complimented and thanked them for their efforts in pushing the food waste program.	
5	150782	Porterhouse Steakhouse	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
6	NEW	Auto Body	118 Nevada gave them a quote for 1-3-1 T and 1-96-1 for recycling. We recommended a 3 yard for recycling also. Waiting for cancelation from current hauler.	
7	150769	Whiting Franklin HOA	Customer called for a bulky item pick up. We have scheduled it for Thursday.	
8	150792	Brewport	Delivered 1-64 G for Food Waste. Educated customer and gave them a complimentary biodergrable compostable liners.	
9	150736	HYDROFLEX	SUBMITTED A WAIVER FOR ORGANIC WASTE AND GOT APPROVED.	
10	150499	SYCAMORE TERRACE HOA	Sent customer organics outreach materials.	
11	150385	Quest	Delivered 2-3 yard dumpster for clean up.	
12	28105	Jill Smith	815 Main St educated the customer on organic waste.	
13	NEW	Nancy Knoll	Site check and sent proposal for new customer 4-96G Trash 1-96 g for recycling and 1-64 G for organic waste.	
14				

The information from field reports are uploaded into our database helping us generate detailed reports with the click of a button. We enhance the information provided with follow ups, resolutions and final results and update our database accordingly. At the end of each reporting period this information is readily available and the reports are generated by simply exporting the information from our database making compliance an easy task.

Below are samples of material we have sent customers and more examples have been provided in Section 5.3.1 Automated Collection Services. We are also planning some new material to be distributed to customers. This will also be known as a "welcome packet" that will not only describe and inform customers of all the services we offer but also state the requirements and options under the new franchise agreement.

Patriot Services Inc.

Waste Collection - Recycling - Storage Containers - Rent-A-Bin - Roll Off Containers - Compactors

New Food & Yard Waste Rules - SB 1383

California State Senate Bill 1383 (SB 1383), requires the reduction of organic waste disposed of in landfills. Organic waste is comprised of food scraps and food-soiled paper from kitchens and food operations and yard waste such as garden and landscape waste, organic textiles and carpets and wood waste.

Reason for Changes

According to the Environmental Protection Agency, organic waste accounts for a significant portion of California's waste stream. Left to decompose in landfills, the organic waste releases methane, a gas that traps the sun's heat, warms the atmosphere and contributes to global warming. To address this issue, then-Governor Jerry Brown, signed Senate Bill 1383 into law which targets the reduction of pollutants, including methane. Cities throughout California must meet the new reduction limits through organic waste reduction.

Collection and Recycling

Starting in 2022, the City and City-certified private waste haulers will expand organic waste collection services for residents and businesses. Food and yard waste collected will be recycled using:

- Composting facilities that make soil amendments, materials that are added to soil to change and improve it.
- Anaerobic digestion facilities, technology and microorganisms break down organic waste in closed spaces where there is no oxygen and create renewable natural gas.

Food waste container

Collected Weekly

- ✓ Bones, fat and gristle
- ✓ Eggs and eggshells
- ✓ Fruit and vegetable peelings
- ✓ Meat and fish
- ✓ Pasta and rice
- ✓ Tea bags and coffee grounds
- ✓ Cereal
- ✓ Bread, cakes and pastries

- ✗ Plastic bags - use compostable liners
- ✗ Oils, fats or liquids of any kind
- ✗ Nappies
- ✗ Pet Litter



5.3.6 Transition Plan

Patriot Services has provided integrated waste Disposal for the City of El Segundo since 2010. We take pride in our thorough familiarity with the unique needs, conditions, and requirements of the businesses in the City of El Segundo. Our commitment to the City is evidenced by our over decade-long service consistently delivering exceptional waste and recycling services.

We have cultivated great relationships with our customers which has given us great pride and dedication servicing the city we love. We are proud to say we currently service 179 customers in El Segundo which amount to 233 accounts representing approximately 22% of the total number of existing accounts in the city.

It is our hope that we will be given the opportunity to continue to serve our current customers as part of this RFP process.

Shortly after the contract is awarded, Patriot Services, Inc. will begin to coordinate with the existing haulers that are not awarded a franchise agreement for the transfer of all existing customer service data. Specific requests will be made to obtain general customer contact information, billing and account listings, specific special service requirements and other pertinent data such as access and key codes, cart and bin access information, and valet services. This information is critical and will assist Patriot Services, Inc. in notifying customers, routing, record keeping and reporting. Patriot Services, Inc. will verify all service addresses by each customer for residential, commercial, multi-family and industrial customers to verify the information is correct and to make sure all customers have the same equipment and pick up days for a successful transition.

One of the first items on our checklist is to contact companies not part of the franchise agreement to purchase all existing equipment and hire any personnel if available. We have the personnel and ability to handle all the service needs of the city and are willing to hire more staff if needed to help assist with any growth we may experience from this process. We would also look at giving residents of the city the opportunity to join our team.

Patriot Services, Inc. will meet with the city contract manager to finalize a transition plan that indicates customer billing information, tasks, dates, estimated timeline, goals and results as identified herein. The transition plan will include many of the implementation tasks identified in this section and may include additional subtasks, coordinated activities, cooperation with other waste haulers, cart and bin distribution and replacement and other subtasks the city deems necessary and prudent for a successful transition to collection by Patriot Services, Inc.

Vartan Keuroghlian and select staff will meet with city staff to assist in collecting this information and determine the course of action necessary for a smooth transition. The meeting will include critical-path activities which includes executing the franchise agreement, developing a chronology of events, reviewing the transition plan developed by Patriot Services, Inc. and

setting up town hall meetings to ensure the businesses and multi-family customers are adequately informed and have access to the most accurate and appropriate information available. Patriot Services, Inc. believes that city staff may be as involved or removed as it desires. Although the city's participation is appreciated we understand the impact it may have on city staff. Patriot Services, Inc. will keep the city well informed on everything we are involved in during the transition and in day to day operations. Patriot Services, Inc. will also be looking toward the community for local hiring preference. We will work with the City in developing hiring opportunities through job fairs and local organizations to promote opportunities for drivers and office staff.

For customers and prospects that call our office a live receptionist will pave the way to select the correct department to answer all questions necessary to satisfy the customers concerns. Representatives in all departments speak fluent English and Spanish and are ready to respond to any questions or concerns the customers may have during the transition process. Information will also be established on the Patriot Services, Inc. website to ensure continuity of message and instruction.

Our facility is also located only 22 miles away from the City of El Segundo making it easy to dispatch equipment in a moment's notice. We will also look at temporarily renting a property near or in the city limits to expedite service and equipment needs for customers during the transition.

We will begin the procurement process for refuse and recycling containers within fifteen (15) days of execution of the Agreement. Our vendors have assured us that containers will be fabricated, painted and delivered to us within the timelines for distribution to commercial and multifamily customers. The number of containers procured includes a significant inventory for replacements and special services such as recycling, green waste and organics. We also have a significant surplus of equipment currently in stock and are ready to take on customer needs at a moment's notice.

Public Education Plan – Patriot Services, Inc. will develop a public education plan and shall be submitted to the city for review within sixty (15) days of contract award.

- Annual Brochures/Mailings
- Recycling Curriculum
- Community Events
- How-To Brochure for New Customers
- Mailing Promotional Media
- Article and Press Release Assistance
- Patriot Services, Inc. Newsletter
- Material Recycling Updates

- Commercial & Multi-Family Recycling Outreach and "How to Brochures"
- Website for payment options and dedicated City of El Segundo page for information on "how it works" for Commercial and Multifamily customers as well as contacts for customer service for clarification to customer needs.

Patriot Services, Inc. will develop, design and print educational and outreach materials including the following:

- Introductory Packets
- How-To Brochures
- Quarterly Newsletter
- Webpages

Initial Mailing

Within forty-five (45) days prior to collection, Patriot Services, Inc. will prepare, receive city's approval and send an initial mailing to all commercial and multifamily customers explaining in detail the transition from the existing collection program to the new collection system, newly offered programs and contractual obligations of Patriot Services, Inc.. The mailing will describe program changes, route changes if any, dates of diversion program implementation, recycling methods, cart and bin distribution, recycling and diversion programs offered and other information. Patriot Services, Inc. will also send a survey to commercial customers regarding the available recycling programs to get feedback from customers on their needs.

In addition to the Initial Mailing, businesses and multifamily customers will receive additional notices and updates throughout the transition period. General information about Patriot Services, Inc. and key goals of the Implementation Plan will be distributed periodically. Invitations to townhall meetings, cart and bin delivery schedule and collection day schedules will follow. This will help keep the community involved, informed and prepared. Patriot Services, Inc. will maintain and upgrade an internal program of notifying, educating and contacting businesses and multifamily customers on the methods, events and needs of the city's goal to reduce, reuse and recycle.

Town Hall Meetings

Patriot Services, Inc. will conduct public town hall meetings. At each of these events, we will display samples of recycling containers. These events will be advertised through public notices, newspaper ads and our website.

Patriot Services, Inc. will also contact the Chamber of Commerce and other affiliated organizations to schedule presentations to the business sector of the City at their regularly scheduled meetings.. Patriot Services, Inc. and these service groups will adequately publicize the events and promote participation to all businesses regardless of their membership.

For all public gatherings, Patriot Services, Inc. will develop a PowerPoint Presentation outlining the transition, waste, recycling and organics recycling. The Presentation will include but is not limited to:

- AB 939, AB341 and SB1383 Background
- Why the Change in Franchised Haulers
- Types of Containers and Ease of Use
- Customer Service and Follow-up
- Recycling Programs Offered and Impact on the Environment
- Recycling Program Incentives for the Business Community

Tony Torres and his team will be tasked with coordinating these meetings as well as his boots on the ground approach to begin in person door to door outreach to inform customers of the new franchise agreement and assist them with their waste & recycling service needs. Below is an example cast study to showcase the experience of his firm.

TORRES
CONSULTING

CASE STUDY

City of Los Angeles
Solid Waste Integrated Resources Plan – 2006 to 2010
COMMUNITY OUTREACH AND EDUATION

SCOPE: Public Outreach
DURATION: 2006 - 2010
LOCATION: City of Los Angeles – citywide effort
Outreach Budget: $400,000

PROJECT DESCRIPTION

Torres Consulting were instrumental in the community outreach process for the City of Los Angeles Solid Waste Integrated Resources Plan. They conducted over 60 "house meetings" throughout the City of Los Angeles, from Wilmington to Sun Valley and all areas in between, to listen to stakeholders about their issues, concerns and ideas for waste hauling services. In addition, our team members assisted the City of Los Angeles to conduct several citywide conventions to "talk trash" with stakeholders from throughout the region. The conventions all had attendances that exceed 300 stakeholders with the largest convention drawing an estimated 500 attendees.

Many of the suggestions and ideas from these meetings are now incorporated into the City's vision for private waste hauling services to commercial and multi-family residential customers.

REFERENCE:

Enrique Zaldivar, General Manager
CITY OF LOS ANGELES **BUREAU OF SANITATION**
1149 South Broadway, 9th Floor Los Angeles, CA 90015
(213) 485-2210 e-mail: Enrique.Zaldivar@lacity.org

Instructional "How-to" Packet Accompanying Patriot Services, Inc.-Provided Containers

An information packet designed by Patriot Services, Inc. and the City of El Segundo will be mailed to all Customers during implementation. The informational packet will describe available services, recycling programs, economic incentives, method of cart and bin placement, description of color-coded carts, tags and containers, dedicated website access, list of materials to be placed in carts and containers, collection schedule for holidays and Patriot Services, Inc.'s customer service phone number.

This is a good way to educate the multifamily and commercial customers on the transition to Patriot Services, Inc. while presenting cost-effective recycling and diversion alternatives required by AB 939, AB 341 and SB1383. Materials will include the following:

- Instructional Brochure on Recycling
- List of Items Source Separated and Commingled for Recycling
- Acceptable and Non-Acceptable Items for Placement in Color-Coded Containers
- Self-Conducting Waste Audit Forms and Assistance from Patriot Services, INC. Recycling Staff
- Regulatory Compliance Issues
- Billing Methods

Website

Patriot Services, Inc. will dedicate one section of the company website to city solid waste collection services, including, at a minimum, listing contact names and numbers for customer service, schedule of collection, holidays and information on bulky items. In order to educate the customers prior to distribution of carts and containers, Patriot Services, Inc. will present a timeline for the transition and provide pictures of carts by color, containers by color, vehicles and indicate the benefits and environmental enhancements of the new collection program. The webpage will also include the following:

1. Temporary services
2. Extra service orders
3. Equipment replacement requests

Receive and Review Route Data

Route data received by other waste haulers will be reviewed by operations and compiled and proofed. The route data sheets will be cross-referenced with available data, county parcel records and city specific information such as business license lists, and other pertinent information. The intent of this task is to produce accurate route data for efficient collection services and ensures all multi-family customers and businesses receive carts, containers and educational materials about the new franchise during and after the transition period.

Driver Training

Vartan Keuroghlian and the operations department have developed a driver training program that will be utilized in the City of El Segundo. 30 days prior to start of the contract we will conduct training sessions to all new drivers and helpers hired by Patriot Services, Inc. The driver training program includes detailed information on the types of customers involved, Customer routes, number and type of vehicles, proper vehicle equipment operation and safety and daily reporting and tagging requirements. New drivers will be trained on Hazardous Waste Protocol and screening of potentially dangerous materials found in the waste stream. Each driver will also be equipped with tags for non-collection and presence of hazardous or toxic wastes.

New drivers will be trained to conduct a pre-and post-inspection of collection vehicles on a daily basis consistent with Patriot Services, Inc.'s current practices. The Driver Inspection Form is designed to prevent and uncover any potential mechanical problems, large and small, which must be addressed before leaving the Commerce yard to ensure safe operation while servicing the city.

Customer Service Training

Helen Garcia will be responsible for overseeing customer service, performing training seminars for all departments on use of the expanded and upgraded customer service system, handle high priority calls and coordinate response turnaround time with department heads during the transition period. The training seminars will focus on how to handle customers who may not be aware of the change in service providers. Training will include handling high volume calls in a short period of time, knowledge of the transition and franchise service requirements, quantity and location of customers, and transition concerns.

Items of focus include but are not limited to:

1. Training on the use of ProWaste$_{tm}$ Manager 9.0
2. Entering and assigning work orders for additional and temporary services
3. Answering questions from account holders
4. Starting accounts
5. Entering inquiry numbers for complaints/concerns/questions
6. Code and dispatch bin exchanges
7. Track and monitor excess waste, e-waste, u-waste and bulky items

8. Respond to on-line billing questions, setup and credit card payments

Training will be conducted "live" using the existing Patriot Services, Inc. customer database and call center as well as presentations to CSRs for the development and advancement of required skills. At Patriot Services, Inc., Customer service is of primary importance to our firm, and the highest degree of knowledge, patience and professionalism is required of all CSRs.

Billing and Customer Response

During the first week of collection service, Patriot Services, Inc. will bill all multifamily, commercial and permanent roll off customers in accordance with reviewed and compiled commercial customer route sheets and account data verified by Patriot Services, Inc. The containers will be distributed by address, size and number, required level of service and other operational constraints. Our database is capable impeccable record keeping ensuring accurate delivery, data entry for recording cart, bin and service data and other information necessary to avoid confusion and provide correct billing. Customer service personnel will be trained and ready to answer any questions regarding billing, invoice accuracy, cart and bin size and quantity, customer name and location information. Customer service will be available to correct any inaccurate information contained on route sheets or equipment delivery spreadsheets to reflect actual customer data.

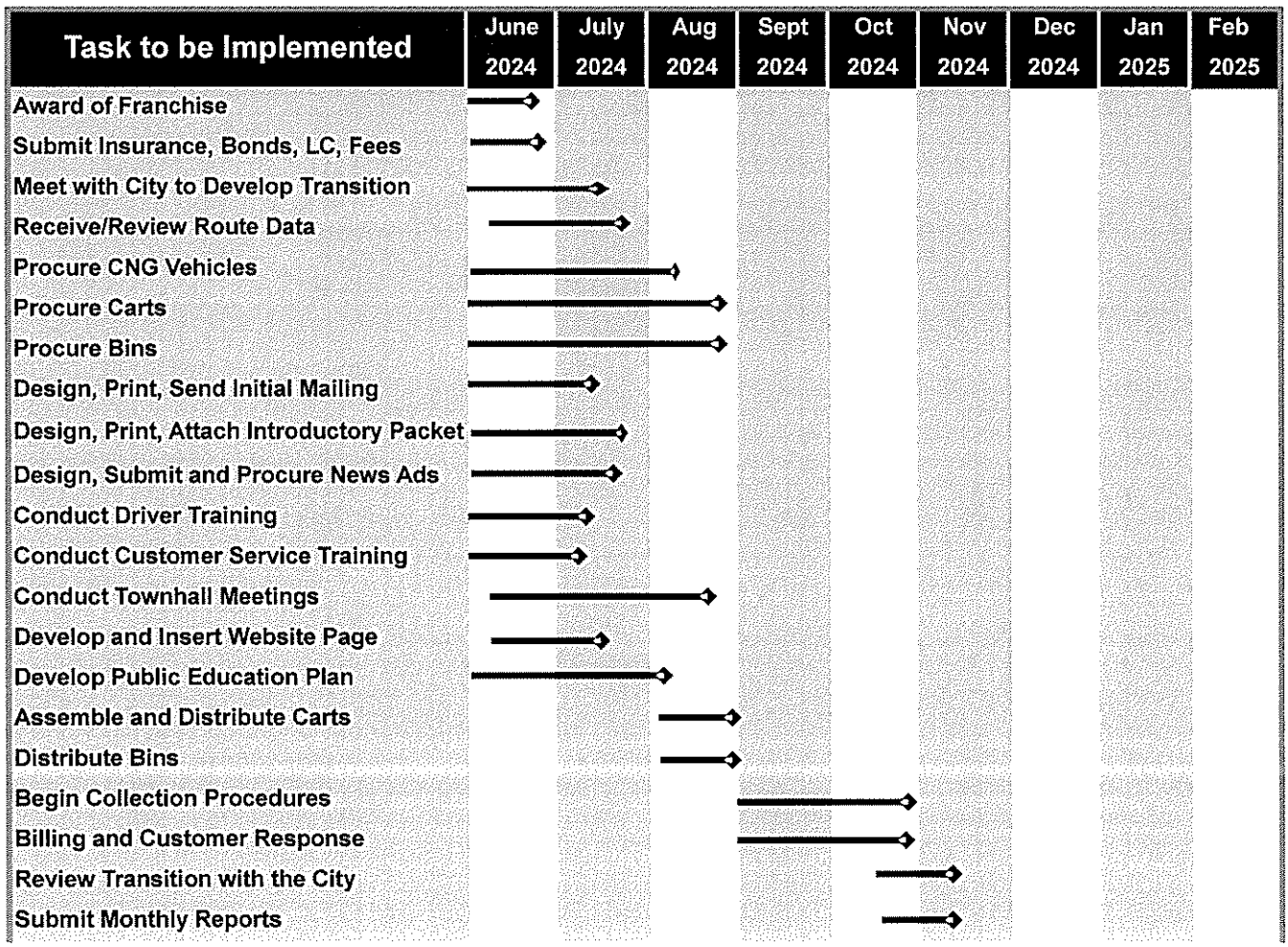
The customer service software, ProWaste$_{TM}$ 9.0, is designed to conduct the following tasks to ensure billing, cart/bin delivery and customer response is handled properly;

- Online Bill Payment and Service Request
- Manage Customer information in one centralized database
- Customer pricing and service defaults to promote speed and accuracy for Customer Service Cross-check for duplicate customer name/address
- Cart and bin tracking by location and owner/manager
- Reroute and re-sequence easily with modeling of proposed changes to number of stops and volumes before committing final changes.

This custom software installed by Patriot Services, Inc. allows changes, revisions, upgrades and accurate representation of all billing, customer identification, service and location data that accurately reflects all service recipients in the City of El Segundo.

Begin Collection

Simultaneous with the distribution of containers to all multifamily and commercial customers, Patriot Services, Inc. will begin collection of all refuse and recyclables in in accordance with the route sheets developed by Patriot Services, Inc. The route supervisor, Alfred Molina and operations manager will be available on-location and within city boundaries to address customer concerns, oversee the rollout and ensure collection occurs in a precise and professional manner. The route supervisor will be in communications with Helen Garcia and the customer service department directly and address all calls and complaints during the transition on a daily basis. Patriot Services, Inc. will commit all staff, management and route personnel during this period and after, if necessary.



5.3.7 - Facilities

Transfer stations/Disposal Facilities

American Waste Transfer Station
1449 Rosecrans Ave
Gardena CA 90249
$75.04 per ton
No diversion rate available

Republic Services Compton Station
2509 Rosecrans Ave
Los Angeles CA 90059
$75.04 per ton
No diversion rate available

Universal Waste Systems
9016 Norwalk Blvd
Santa Fe Springs CA 90670
$75.00 per ton
No diversion rate available for waste

Our relationship with these facilities is business only
No capacity guarantees are being offered at this time

Processing Facilities

Puente Hills Material Recover Facility
2808 Workman Mill Rd
Whittier CA 90601
Mixed Waste $93.99 per ton Diversion rate is 5%
Food Waste $91.25 per ton Diversion rate is 93%
Organics $117.67 per ton Diversion rate is 93%

Universal Waste Systems
9016 Norwalk Blvd
Santa Fe Springs CA 90670
Commingled Recycling $78.00 diversion rate is 80%

MB Nursery
724 E El Segundo Blvd
Los Angeles CA 90059
Wood Grinding/Sawdust/Clean Dirt diversion rate is 95%
Priced Flat Rate Per Load
$50-$350

Green Wise Soil Technologies
10120 Miller Way
South Gate CA 90280
Green Waste/Organics $72.50 per ton diversion rate is 89%
Wood Loads $50.00 per ton diversion rate is 95%

Downey Area Recycling & Transfer
9770 Washburn Rd
Downey CA 90241
Currently in negotiation for mixed waste processing

Paramount Resource Recycling
7230 E Patterson Ln
Paramount CA 90723
Currently in negotiation for mixed waste processing

Our relationship with these facilities is business only

No capacity guarantees are being offered at this time however the Puente Hills Material Recovery Facility currently has capacity of 4,400 tons per day

Additional Processing Facilities

California Waste Services
621 W 152nd St
Gardena CA 90247
C&D waste $95 per ton
Diversion rate is 80%

Ace Diversion
1530 Date St
Montebello,CA 90640
C&D waste $75 per ton
Diversion rate is 90%

Our relationship with these facilities is business only
No capacity guarantees are offered at this time

5.3.8 Office and Maintenance Facilities

Our office and maintenance facility is located at:

3041 Vail Ave

Commerce, CA 90040

All aspects related to the franchise agreement will be run out of this facility.

5.3.9 – Optional Additional Information or Proposal Enhancements

We would like to include letters of support from current customers in the city.

Mar Ventures, Inc.

April 26, 2024

City of El Segundo
350 Main Street
El Segundo, CA 90245

To Whom It May Concern,

As a company owning multiple buildings in both El Segundo and Torrance, we have had the pleasure of working closely with Patriot Services for our waste management needs. We have been consistently impressed with the level of service they provide. From the initial stages of our building projects, Patriot Services demonstrated a proactive approach when their owners personally visited our construction sites to discuss optimal trash bin locations and service schedules. Their hands-on involvement and attention to detail ensured that the waste disposal and recycling process was efficiently integrated into the design and operation of our properties.

Patriot Services has exceptional customer service. Whenever there are issues or concerns, their team is readily available and responsive, addressing any challenges with professionalism and efficiency. This dedication to customer satisfaction has fostered a strong and trusting relationship between our company and Patriot Services.

We have full confidence in Patriot Services' ability to continue delivering outstanding waste and recycling services for us, and we highly recommend that they continue servicing in the City of El Segundo.

Sincerely,
Mar Ventures, Inc.

Kelly J Crawford Digitally signed by Kelly J Crawford Date: 2024.04.26 11:02:07 -07'00'

Kelly J. Crawford
Senior Property Manager

721 North Douglas•El Segundo•California•90245•310.782.2525•Fax:310.781.9253•www.marventures.com

El Segundo
Chamber
THE VOICE FOR BUSINESS

April 23, 2024

City of El Segundo
350 Main Street
El Segundo, CA 90245

To Whom it May Concern,

On behalf of the El Segundo Chamber, we would like to submit this letter on behalf of Patriot Services.

Patriot Services has been a member of the El Segundo Chamber of Commerce for 9 years since 2015. They have been a supporter of the community as well as involved with many events and programs. Patriot Services has sponsored several events such as the El Segundo Holiday Parade and are always ready to step up to support our community.

We are proud to partner with Patriot Services and highly recommend them. If you have any questions or need additional information, please do not hesitate to reach out to me.

Best,

Marsha

Marsha Hansen
CEO/President
El Segundo Chamber of Commerce

CONTINENTAL DEVELOPMENT CORPORATION

April 25, 2024

City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245

Re: Commercial Solid Waste Collection, Recycling, and Disposal Services

To Whom It May Concern:

Continental Development Corporation is aware of the RFP process underway for the referenced services and would like to recommend Patriot Services, Inc. as one of the approved contractors.

Waste hauling at our properties in El Segundo has been provided by Patriot Services, Inc. since April 2016. As a family run business, Continental Development appreciates the fact that Patriot Services is also a family owned business, allowing them to focus on our needs on an immediate basis. The owners are always available to address concerns or issues in a timely manner; they advise us regarding changes to office and retail waste requirements; and the drivers are in direct communication with our maintenance staff on a daily basis, as needed. We are not so fortunate with waste hauling services at our properties in Manhattan Beach, which are under contract with Waste Management, a huge conglomerate that doesn't know our company, our business standards, or requirements. Dealing with Waste Management entails calling an 800 number and speaking to someone in Arizona, working remotely from home.

Our preference is to continue working with Patriot Services and we highly recommend them for a City of El Segundo waste hauling contract. Thank you for your consideration.

Sincerely,

CONTINENTAL DEVELOPMENT CORPORATION

Lianne Ibarra
Vice President, Property Management
libarra@continentaldevelopment.com

April 19, 2024

Patriot Services, Inc. has been servicing our four buildings in the city of El Segundo since September 2021. They are a family- owned business and have been doing a great job for all the buildings. They are always on time, hard-working, neat, clean, honest and easy to communicate with. Also, their pricing has continually been consistent and reasonable, unlike the previous trash companies we had used. The tenants love their service and would like to keep them.

The reason we changed trash companies is because the 2 companies we had in the past were very dishonest and had put us in very long-term contracts. They continually increased their charges claiming they had to pay extra. After the contracts ended, we informed the companies that we were terminating their services. Despite the adequate notice, the companies continued to bill us even though they stopped servicing the buildings. When we didn't pay these charges, they put us into collection, resulting in us having to hire an attorney. Took a lot of time and money but we were finally able to get rid of those companies. They are large companies servicing El Segundo so hopefully they won't be selected.

We highly recommend Patriot Services, Inc and know they will do a great job servicing buildings in the city of El Segundo. If you would have any questions, I can be reached at 323-791-5188 or by email at gracekadv711@yahoo.com.

Grace Kadoya

CERTIFIED
RECYCLING • WASTE SOLUTIONS
Recycle Today for a Better Tomorrow

April 23, 2024

Dept. of Public Works
Trash & Recycling
City of El Segundo
350 Main Street
El Segundo, CA 90245

RE: Patriot Services Inc.

Dear Staff,

This is a letter of recommendation for Patriot Services Inc. They are participating in the City of El Segundo's application process that will select two (2) franchise haulers for trash and recycling services.

Patriot Services provides outstanding hauler services for commercial properties to which we provide waste consulting and management of waste services in El Segundo and other Southern California cities. Patriot Services consistently delivers professional, high quality, and timely services. Patriot's drivers are conscientious and respectful of property surroundings and work hard to do a good job with every service. Customer Service and accounting are excellent. Patriot Services' ownership is engaged every day. They run the company with integrity and high standards.

CERTIFIED provides waste consulting and manages waste services for hundreds of properties in both franchised and open markets in Southern California. We work with 100% of trash haulers that service the cities. We hold Patriot Services Inc. with the highest regard and appreciation. CERTIFIED highly recommends Patriot to be selected as a franchise hauler for El Segundo.

Kind regards,

Leo Lovato
Leo Lovato
Chief Commercial Officer

555 S. Rose Street, Anaheim, CA 92805 Office (714) 635-2181 www.certifiedwastesolutions.com

To Whom it May Concern, 4/23/2024

We are strong supporters of Patriot Service. They have always gone out of their way to provide excellent service. We would still like to continue with Patriot Service.

Thank you
Andy Balk
Marathon LLC
903 Main St.
El Segundo, Ca. 90245

Huntoon Brothers Inc.
Create • Construct • Complete

Huntoon Brothers Inc.
Create • Construct • Complete

316 E. Sycamore Ave
El Segundo, CA 90245
Phone 310.702.5716
www.huntoonbrothers.com
info@huntoonbrothers.com
CA License # B-945267

DATE: 4 - 19 - 2024

FOR: CITY OF EL SEGUNDO
350 MAIN ST.
EL SEGUNDO, CA. 90245

#	LOCATION	DESCRIPTION	TOTAL
		TO WHOM IT MAY CONCERN	
		I'M WRITING TO YOU TODAY ABOUT PATROIT SERVICES	
		I'VE LIVED IN EL SEGUNDO FOR 40 YEARS - I'M A BUILDING CONTRACTOR.	
		I'VE WORKED ON OVER 200 ADDRESSES IN THIS CITY.	
		I LOVE THIS CITY --- MY WIFE DOES HAIR AT A SALON IN TOWN - WE LOVE THIS CITY	
		I'VE WORKED WITH PATRIOT SERVICES FOR OVER 10 YEARS.	
		JOHN & HIS BROTHER VARTON HAVE HELPED US FOR OVER 10 YEARS -	
		WHENEVER WE NEED A DUMPSTER OR DIRTBOX THEY ALWAYS ANSWER THE PHONE	
		AND HELP US RIGHT AWAY.	
		THEY NEVER COMPLAIN ABOUT THE SHORT NOTICE - THEY UNDERSTAND AND WORK	
		WITH US --- THAT MEANS A LOT TO ME.	
		THEY ARE GOOD FAMILY MEN WITH A FAMILY BUSINESS - THAT MEANS A LOT TO US.	
		EL SEGUNDO IS KNOWN FOR BEING A FAMILY COMMUNITY & I HOPE YOU KEEP	
		PATRIOT SERVICES IN OUR FAMILY.	
		THANK YOU	
		JOHN HUNTOON	

THANK YOU FOR YOUR BUSINESS!

To: City of El Segundo 4/22/2024

From: Jill & Barry Smith, Owners

526 Illinois St
El Segundo, CA 90245

Re: Continuing Waste P/U with Patriot Services

To Whom It May Concern,

We have been long time customers of Patriot Services for our waste pick up service in El Segundo. Having had the opportunity to deal with numerous waste companies in the South Bay area with our other apartment buildings, Patriot Services is by far the most efficient company we have used for p/u of waste services. Their drivers are friendly, they do a great job picking up trash on their regular scheduled route for our building and they have maintained fair prices. We support Patriot Services as a Waste Vendor in El Segundo and hope they can continue to provide service to the El Segundo Community for many years to come. Please reissue their contract and allow Patriot Services to continue serving the El Segundo community.

Best Regards,

Jill & Barry Smith

bsmithmbi@aol.com

(310) 994-8956

tapizón

April 25, 2024
City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245

To Whom It May Concern,
Since the inception of our restaurant in El Segundo, we have had the pleasure of partnering with Patriot Services for our waste management needs. From the initial stages of construction to our current operational phase, Patriot Services has been an integral part of our journey. We have found their trash services to be exemplary, consistently maintaining high standards of efficiency and reliability. The ease of communication and responsiveness exhibited by Patriot Services truly sets them apart. Also, as proprietors of a family-owned restaurant ourselves, the fact that Patriot Services is a family-owned company resonates with us.
Patriot Services has efficiently managed our various waste streams, including trash, food waste, organics, and comingled recycling services. Their comprehensive approach to waste management has significantly contributed to our sustainability efforts, aligning perfectly with our commitment to environmental stewardship.
Based on our positive experiences, we wholeheartedly recommend Patriot Services for El Segundo's waste hauling contract, as we believe that their personalized approach to service would make them an invaluable asset to the community. We are eager to continue our partnership with Patriot Services.

Sincerely,
Almir Araujo
President Almeric, LLC



To Whom It May Concern,

I recommend Patriot for all of El Segundo waste management solutions. I use them at both my personal multi unit as well as at my office and they are superior to their competitors.

Furthermore, I have recommended Patriot to all of my commercial clients in town and every client has switched their commercial proeperty services to Patriot because of the superior level of service. Patriot also maintains a cleaner environment for our community which is so important.

I'm constantly being asked for a recommendation for trash service because none of the competitors are any good and no one likes working with anyone but Patriot! No one will be satisfied with any other service provider.

Local Agent Inc

Stacy Metcalfe, CEO

310.720.5450

5.4 – Exceptions to Draft Non-Exclusive Franchise Agreement

We do not have any exceptions to the franchise agreement

Section 5.5 Rate Proposal Forms

City of El Segundo Rate Proposal Form
Proposer Name: PATRIOT SERVICES INC

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one recycling service bin

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$75.00	2yd	$115.00	3yd	$150.00	3yd Compactor	$375.00	4yd	$195.00	4yd Compactor	$585.00
2 x p/wk	1.5 yd	$150.00	2yd	$230.00	3yd	$300.00	3yd Compactor	$750.00	4yd	$390.00	4yd Compactor	$1,170.00
3 x p/wk	1.5 yd	$225.00	2yd	$345.00	3yd	$450.00	3yd Compactor	$1,125.00	4yd	$595.00	4yd Compactor	$1,785.00
4 x p/wk	1.5 yd	$300.00	2yd	$460.00	3yd	$600.00	3yd Compactor	$1,500.00	4yd	$780.00	4yd Compactor	$2,340.00
5 x p/wk	1.5 yd	$375.00	2yd	$575.00	3yd	$750.00	3yd Compactor	$1,875.00	4yd	$975.00	4yd Compactor	$2,925.00
6 x p/wk	1.5 yd	$450.00	2yd	$690.00	3yd	$900.00	3yd Compactor	$2,250.00	4yd	$1,170.00	4yd Compactor	$3,510.00

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	$65.00	65-gallon cart	$92.00	2yd	$135.00	3 yd	$180.00
2 x p/wk	35-gallon cart	$130.00	65-gallon cart	$184.00	2yd	$270.00	3 yd	$360.00
3 x p/wk	35-gallon cart	$195.00	65-gallon cart	$276.00	2yd	$405.00	3 yd	$540.00
4 x p/wk	35-gallon cart	$260.00	65-gallon cart	$368.00	2yd	$540.00	3 yd	$720.00
5 x p/wk	35-gallon cart	$325.00	65-gallon cart	$460.00	2yd	$675.00	3 yd	$900.00
6 x p/wk	35-gallon cart	$390.00	65-gallon cart	$552.00	2yd	$810.00	3 yd	$1,080.00

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	$15.00
Locking Bins - installation	0
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	Refuse 65g $55/95g $65 Recycling 65g $45/95g $55
Second refuse cart, 65 or 95 gallon-Monthly Charge	65=$55/95=$65
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	65g=$55/95g=$65
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	65g=$35/95g=$45
3yd / 4yd Compactor - Additional pick-up	3Y=$375 / 4Y=$585
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$70.00
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$70.00
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$50.00
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	2 Y= $70 / 3Y =$90
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$90.00
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$90.00
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$70.00

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee	$300.00 plus $95.00 per ton
Drop-off box - plus actual processing fee	$300.00 plus $95.00 per ton
Drop-off box-Source Separated - Flat rate	$300.00 plus $95.00 per ton
Compactor - plus actual landfill fee	$300.00 plus $95.00 per ton
Compactor - plus actual processing fee	$300.00 plus $95.00 per ton
Processing Fee - per ton	$95.00
Green waste Fee - per ton	$75.00

Clean-up Bins	Rate
Clean-up Bin Weekly rental	$150.00
Clean-up Bin Weekly-recycling	$100.00
Clean-up Bin over weight additional charge	$50.00
3 yd bin after 7 days (rental) - per day	$20.00
Clean-up Bin trip charge	$100.00

Proposal for El Segundo Commercial Solid Waste Collection Services

Solicitation Number: RFP-Commercial Solid Waste Collection, Recycling, and Disposal Services

REPUBLIC SERVICES

Sustainability in Action

April 29, 2024

City Clerk
City of El Segundo
350 Main Street
El Segundo, CA 90245

Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo

Dear City of El Segundo

Consolidated Disposal Service, LLC d/b/a Republic Services (Republic) is pleased to provide the City of El Segundo with its response to the City's Requests for Proposals. Republic has thoroughly reviewed and understands the City's *RFP*, draft agreement, all attachments, exhibits, addenda, and other documents relative to the *RFP*. Republic Services has reviewed Addendum No. 1, (Answers to Questions), issued on April 18, 2023, and incorporated those answers and revisions into our response. Republic has conducted all necessary due diligence to investigate and confirm the material facts upon which this proposal is based.

Consolidated Disposal Service, LLC is a subsidiary of Republic Services, Inc., a leading national provider of recycling, organics composting and solid waste services. Republic Services is one of the most experienced solid waste service providers in the Los Angeles area and is one of the incumbent haulers in El Segundo with over 20 years of experience providing service within the city and its business community. Republic has the financial, technical, and operational wherewithal to continue performing all of the required services per the City's *RFP*, while doing so with the utmost reliability and professionalism. Republic is fully equipped to facilitate a smooth expansion of the City's commercial collection services and offers full compliance with all statewide recycling initiatives, including AB 939, AB 341, AB 1826, and SB1383.

As the current provider of over 250 customers (roughly ¼ of the Cities customers) Republic Services is uniquely equipped to continue providing excellent services at fair pricing for the business community of El Segundo. All of our current customers are compliant with SB1383, and we have extensive reporting capabilities to ensure the needs of the city are met.

Republic is confident in its ability to meet and/or exceed all requirements presented in the *RFP*. In addition to being the incumbent provider, Republic has the financial assets and capability to procure recycling processing, and composting infrastructure.

Republic own all the facilities required to service the City of El Segundo's waste, recycling, and composting needs.

As indicated in the following Certificate of Secretary, I am authorized to make representations for Republic Services during the proposal process and I am authorized to execute the contract with the City on behalf of Republic Service. The terms and rates proposed are valid for a period of 180 days from the submission

deadline, April 20, 2024. I may be reached at (602) 475-1290 or dkincaid@republicservices.com and my physical address is 14905 S. San Pedro St, Gardena CA 90247.

We appreciate the City of El Segundo's consideration of Republic's response and look forward to the opportunity to continue providing excellent service to the residents of your great city.

Sincerely,

Devin Kincaid

Devin Kincaid
General Manager
Republic Services

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Executive Summary

Republic Services is the national leader in environmental services. We currently partner with more than 2,000 municipalities to deliver essential services while making meaningful progress toward your climate action plans.

Customer Care

Republic Services is so much more than a traditional hauler of municipal recycling and waste. By offering differentiated products, services, and experiences to meet our customers' wants and needs, we drive customer loyalty and satisfaction. We continue to invest in and enhance our customer-facing technology. We also use our RISE platform for visibility into our dispatch and collection operations. This technology equips our dispatchers with real-time routing information and enhanced data visualization tools. RISE has significantly increased connectivity with our customers, offering them the ability to "Track My Truck" — which further improves productivity and transforms our overall operations.

We know our customers care about recycling, and they have demonstrated a willingness to pay for it. We work with our municipal partners in transforming recycling into a more durable, economically sustainable business model. Recycling is essential to our sustainability platform, and we continue to invest in it for the long term. Most evident is our innovation and investment to develop the nation's first polymer and Blue Polymer centers, which deliver the production-quality plastic polymers and olefins to enable true plastic circularity, with capacity to cover all of our operations in North America.

Republic Services is your low-risk, best value partner

- 25 years continuously serving City of El Segundo
- Customer-centric – 94% customer retention
- Safer – 33% better safety performance than industry average over the last decade
- Environmental Responsibility – #15 on Barron's 2023 100 Most Sustainable Companies
- The country's second largest collector of plastics

Our Values

*Figure 1. **Your Low-Risk, Best Value** Partner. Republic Services is proud to lead the industry in many key factors that make us a preferred partner for municipal recycling and waste services.*

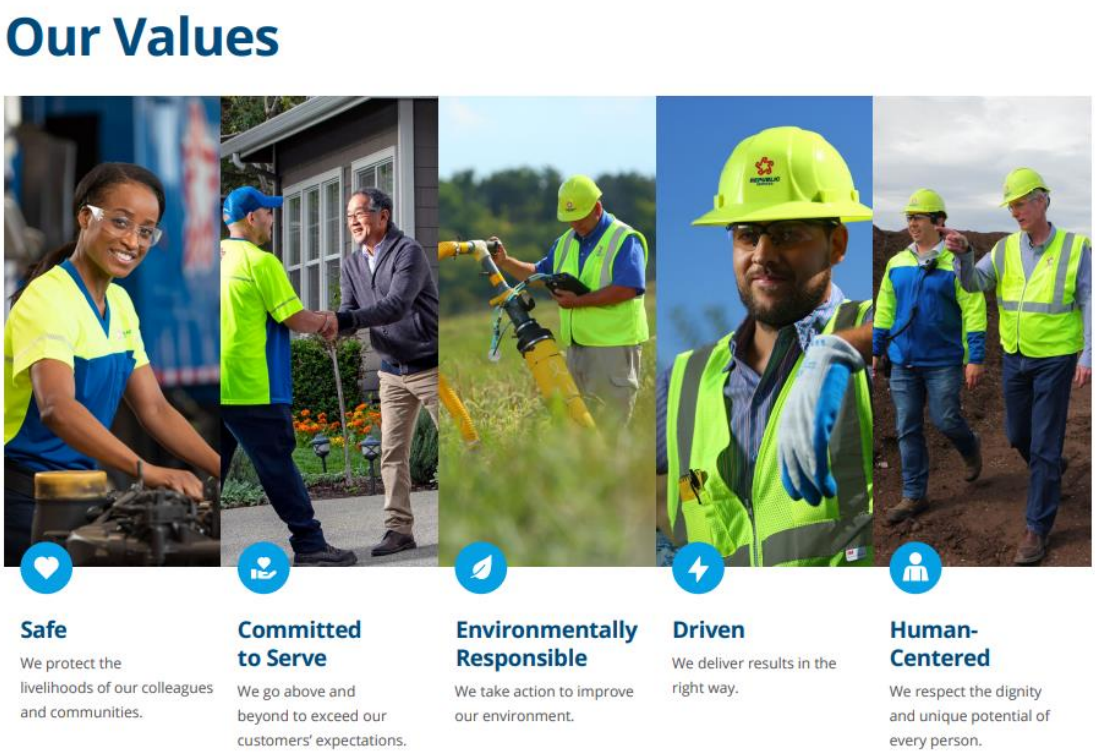
Strengths of our Company	Benefits to Municipality
99.9% pickup reliability rate	Happy community; fewer calls to city hall
33% better safety performance than industry average over the last decade	Fewer incidents; safer community streets for children at play
Simple solutions for your community recycling and waste needs	Easy access to solutions for the growing number of waste streams
Recognized as #15 on the 2023 Barron's list of 100 Most Sustainable Companies	Peace of mind that your partner is a global leader in sustainable initiatives
Most advanced, integrated Customer Resource Centers in the industry	Hundreds of trained agents networked together nationwide, organized in pods that focus on your market
Web- and smartphone-based app for easy access by community residents to relevant information	Stronger communications and easier alert and news dissemination
Robust community education and outreach	Communities educated on recycling produce less contamination and greater diversion

Our company culture is anchored in five core values that guide us as we serve our customers every day.

- **Safe** – We protect the livelihoods of our colleagues and our communities.
- **Committed to Serve** – We go above and beyond to exceed our customers' expectations.
- **Environmentally Responsible** – We take action to improve our environment.
- **Driven** – We deliver results the right way.
- **Human-Centered** – We respect the dignity and unique potential of every person.

By adhering to these core values, and constantly striving to improve on them, we deliver superior service and lead the industry as the most sustainable partner for municipalities.

*Figure 2. **Five core values** guide us as we serve our customers every day.*



Local Leadership with National Support

Our local team is vital to the City Of El Segundo successful delivery of this contract and its daily operations. This team's unique combination of experience ensures quality service for the duration of the contract. Our local and area management teams have extensive experience operating and managing waste companies, and they have longevity in the region. Because of this, we are proactive in anticipating customers' needs and adjusting to market changes. We also implement best practices to continue improving our operations and customer service.

Devin Kincaid – General Manager

David Yen – Chief Financial Officer

Jeremy Jones- Operations Manager

Rutillio Baca- Route Supervisor

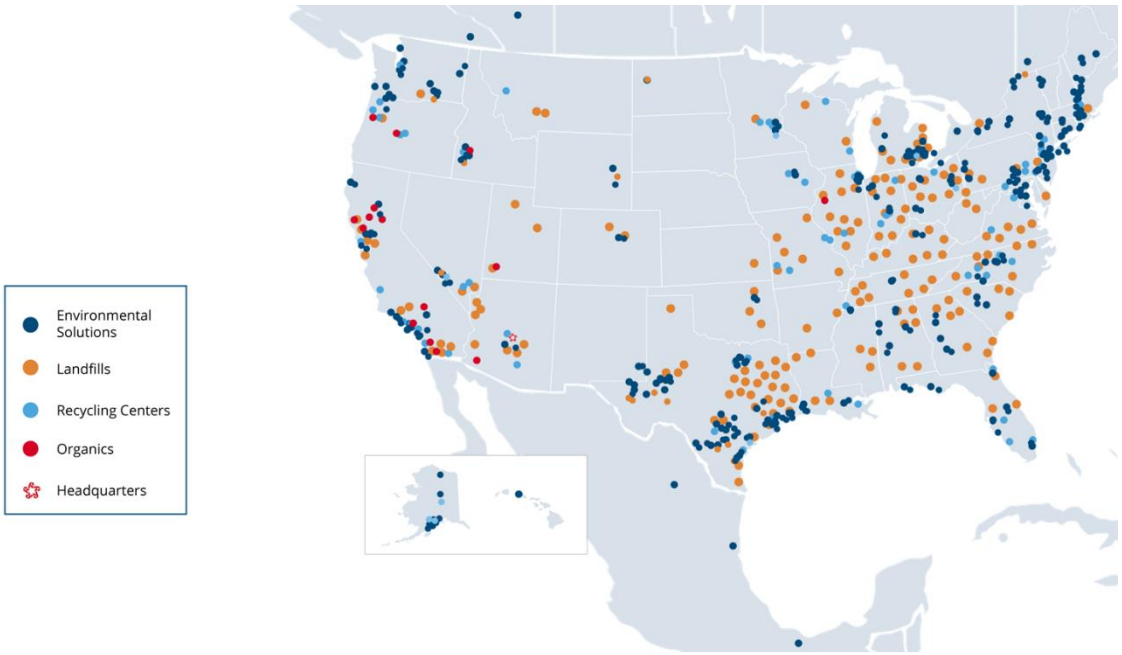
Sonja Van Patten – Customer Service Manager

Leslie Najera – City Reporting Specialist

Crystal Sosa – Sales Manager/Public Outreach Coordinator

While our local business operation teams are fully empowered and accountable for delivering on our commitments, they are also backed by the support and breadth of our area and corporate leadership teams. Together these teams are capable of amassing expertise and support to respond to any challenge, even during times of crisis such as COVID-19 and natural disasters. In times like this, our area and corporate teams activate to ensure our people are safe and assets are operational so we can quickly return to normal operations. This is a considerable benefit and risk mitigation to City of El Segundo that many other providers in the industry are unable match.

Figure 3. ***Local team with a national network.*** *Republic Services delivers essential services and Emergency Response across North America.*



Sustainability

The breadth and scope of our sustainability platform is earning noteworthy recognition. Our safety program leads the industry. Our fleet is reducing its carbon impact. And our landfills generate renewable energy.

We are **Sustainability in Action**™. We are guardians of our environment and shoulder the responsibility of protecting it. We lead by example, working diligently to decrease our vehicle emissions, create innovative landfill technologies, generate, and use renewable energy, and cultivate community engagement and employee growth opportunities. We are privileged to serve millions of customers nationwide.

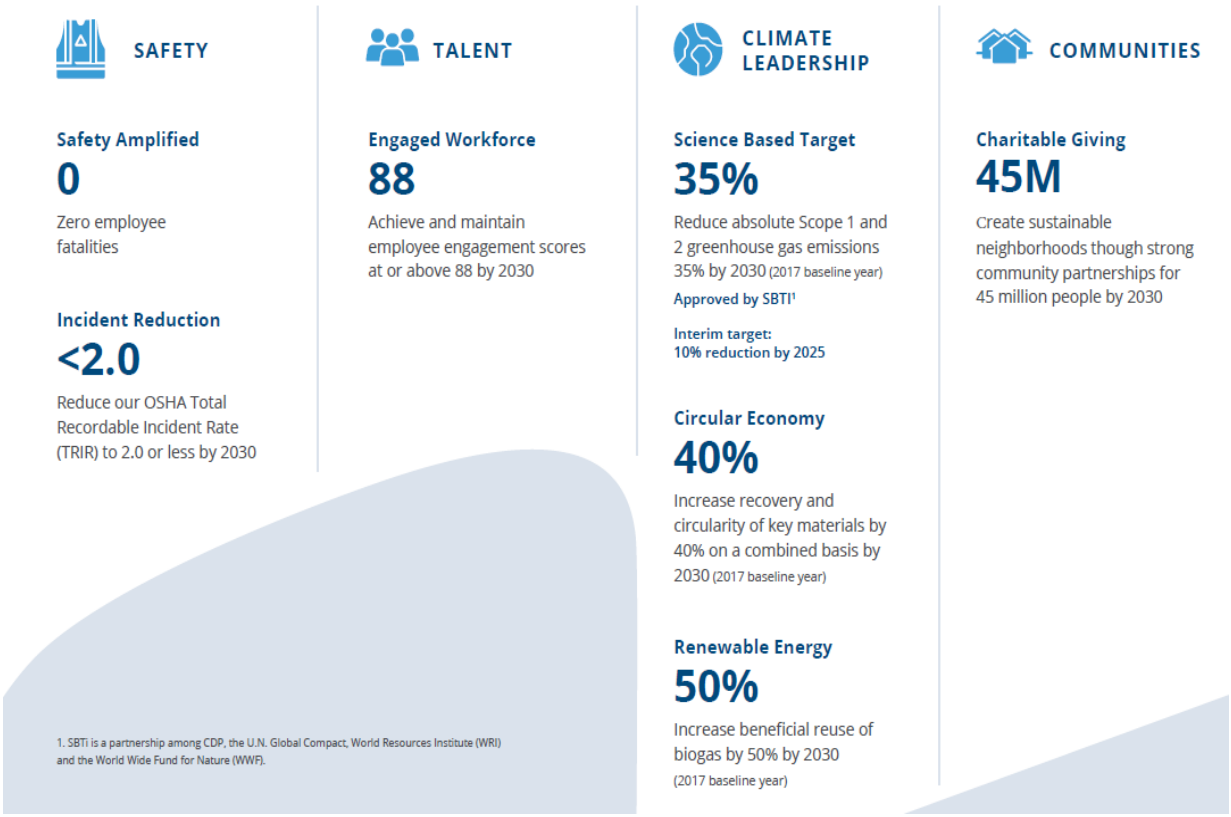
Republic Services' multifaceted sustainability platform revolves around four elements: Safety, Talent, Climate Leadership and Communities. These elements form the foundation of our 2030 Sustainability Goals.

Safety

We prioritize safety above all else. When people feel safe, they can fully participate in the daily opportunities available to them.

Republic Services has a consistently low occurrence of incidents and accidents. We're known for our strict focus on safety and corresponding best-in-industry, multi-faceted and well-organized safety program. We have a 33% better safety performance than the industry average for the last 10 years based on OSHA recordable data. Employees, the public and rate payers all benefit from our dedication to safety. We have been and will continue striving to be the safest waste services company in North America.

Figure 4. ***Our 2030 Sustainability Goals encompass Safety, Talent, Communities and Climate Leadership.***



Talent

Engaged employees are the greatest indicator of our success. We provide ongoing job training, growth and development opportunities for our employees at every level. We are invested in them and look for meaningful ways to demonstrate our appreciation for the hard work and dedication they show every day. Our inclusion and diversity efforts help to ensure everyone can bring their best selves to work each day.

Republic Services' local offices are staffed with a team of nearly 357 professionals who take personal responsibility for serving customers with care. We are an industry leader with a national network, decades of experience, diversified capabilities and expertise serving clients of all sizes — including, proudly, City of El Segundo , City of LA , City of Inglewood and the City of Hawthorne**.**

Climate Leadership

In 2017, Republic Services announced its Sustainability Platform, and from it, our 2030 Sustainability Goals were born. These ambitious goals help us do best by our environment, keep us accountable to responsible disposal and benchmark our successes.

Communities

We are dedicated to being a good neighbor in the communities where we live and work. This includes investing in customer engagement, philanthropic giving, volunteerism, environmentally responsible infrastructure, and operating in our markets at the highest standards.

Republic Services' community engagement plan is based on the needs of community-based organizations and civic and business entities in City of El Segundo. We have a track record of giving to and spending in City of El Segundo.

Sustainability as a Platform for Growth

Our sustainability efforts include major investments in our planet's future. We actively innovate and drive the industry in new directions, which will ultimately transform the ways in which recyclable materials achieve circularity. We are also dramatically reducing emissions attributed to landfills and fleet vehicles. Four relevant examples of our effort and leadership are outlined below and directly relate to our third-party recognition and awards.

Renewable Energy

Our landfills safely and responsibly handle our customers' waste. These sites also provide a lesser-known benefit: renewable energy production.

When organic waste breaks down in a landfill, the natural process creates biogas, which largely consists of methane. We capture this gas though collection systems and, for many years, have utilized it to generate energy. Our legacy landfill gas-to-energy (LFGTE) projects produce electricity for the public utility grid.

Today, demand for renewable energy is driven by efforts to decarbonize and reduce emissions, so our focus has shifted to producing renewable natural gas (RNG). RNG can be used for a variety of applications to displace conventional gas from fossil fuels. As a transportation fuel, RNG can reduce emissions up to 70%, which has made it highly valued in the marketplace.

To help meet this rapidly growing demand, we recently announced a joint venture with bp to develop 40 landfill RNG projects across the U.S. This venture is the nation's largest RNG portfolio build-out to date, offering both environmental and economic sustainability.

Once fully operational, these projects are expected to generate approximately 12.5 million MMBtu of RNG annually — equivalent to the average annual natural gas usage of nearly 200,000 residential customers in the United States. We are already engaged in 68 LFGTE projects around the country, and these additional deployments give us scale to make a significant, direct climate impact.

Once all 40 projects are operational in 2027, we anticipate capturing and beneficially reusing 70% of our total landfill gas and making significant progress toward our Renewable Energy goal.

Polymer Centers/Blue Polymer

Plastics circularity has traditionally been a challenge in the recycling industry. While many people do their best to recycle, the lifecycle potential of different recycled materials is not broadly understood. While an aluminum can is generally recycled back into a new can, a water bottle or detergent jug is more likely to be remade into products such as textiles, carpet or construction pipe instead of a new bottle or jug. These "downcycled" products have few options for further recycling, so their lifecycle tends to be finite — not circular.

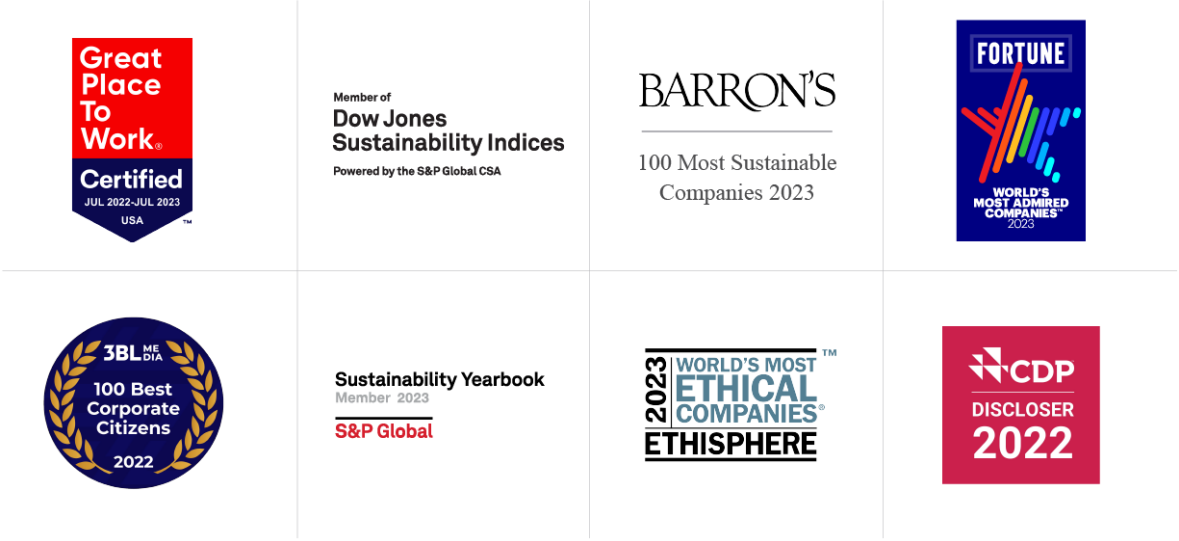
But demand is growing for recycled plastics that can be reused in consumer packaging, and the current supply is not keeping up. Republic Services wants to keep plastic packaging in the circular economy.

We have an innovative solution: the Republic Services Polymer Center, the nation's first integrated plastics recycling facility. The facility is designed to directly address increasing demand from consumer brands and packaging manufacturers for recycled plastic, driving value for recovered resins and enabling greater circularity.

Our first Polymer Center in Las Vegas processes plastics from Republic Services' recycling facilities. More centers are planned.

Republic Services has entered into a joint venture with Ravago, a leader in polymer recycling and distribution, to create Blue Polymers, a partnership to advance circularity in the plastics industry. The new facilities will utilize recycled polyethylene and polypropylene from Republic Services' Polymer Centers to create high-quality, recycled resin for consumer packaging and other applications. The process will convert high-density polyethylene and polypropylene into fully formulated products for use in both food-grade and non-food-grade sustainable applications.

Figure 5. ***Recognition supports our approach.*** *Engaged employees and leadership make Republic Services an employer of choice.*



Environmental Services

In May 2022, Republic Services acquired US Ecology, a leading provider of environmental solutions offering treatment, recycling and disposal of hazardous, non-hazardous and special waste.

This acquisition allows us to provide customers with the most complete set of environmental services in the industry.

US Ecology adds a national platform of difficult-to-replicate assets and talent to Republic Services, including: nine specialty waste landfills with five hazardous waste landfills; 16 RCRA-permitted treatment, storage and disposal facilities (TSDFs); seven wastewater treatment facilities; and more than 100 environmental services field locations.

Customers with multiple recycling and waste service needs value the ability to consolidate services with a single partner that has a successful track record of safety, compliance and environmental responsibility.

These important new service capabilities mean we can now safely and responsibly manage more of the non-standard waste collection and processing tasks that are critical to all municipalities across the country. Residential customers can enjoy drop-off or collection programs for household hazardous waste, electronics, universal waste or medical sharps. Commercial and industrial customers can now expand their collection program to include vacuum cleanout services, collection of oils or solvents, or other unique materials that come from the business or manufacturing process.

Lastly, municipalities can now enjoy a single partner that supports cleanups of abandoned waste, homeless encampments and drug labs seized by police, as well as emergency response to spills, remediation, or natural disasters.

For example, the Republic Services team was at the forefront of cleanup efforts after an oil spill off Southern California's coast in October 2021. A third party's pipeline had ruptured, resulting in more than 125,000 gallons of crude oil washing ashore. When called into service, we quickly mobilized 250 people who supported recovery efforts including the collection, transport and disposal of oil-soaked waste.

Republic Services invests in our communities by continuing to provide customers with safe, customer-service-focused solutions.

- Municipalities that partner with Republic Services typically renew or extend their contracts about 90% of the time. We've had some partnerships for longer than 50 years.
- Our 16,000 drivers execute more than 5M pickups/day nationwide.
- Republic Services Charitable Foundation gives back to communities through our National Neighborhood Promise and community-based grant programs.
- Republic Services provides services for 127 commercial, and 99 Multifamily, in Market.
- Republic Services deploys 4 trucks daily from its local collection operations.

*Figure 6. **Emergency Response Services** – We were at the forefront of cleanup efforts after an oil spill off Southern California's coast in October 2021.*



Company Overview

Republic Services is a national leader in environmental services, delivering essential services to more than 2,000 communities, and 13 million customers.

Local Presence

For decades, Republic Services has partnered with municipalities, residents, and businesses to provide solid waste, recycling, yard waste, and bulky item collection services.

We place great importance on talent and recognize that our employees are our most important asset. Republic Services endeavors to provide the very best working conditions, including a safe environment, competitive pay and benefits, and many opportunities for personal and professional growth. In fact, 25% of our supervisors and managers began their careers at Republic Services as drivers, landfill operators or technicians.

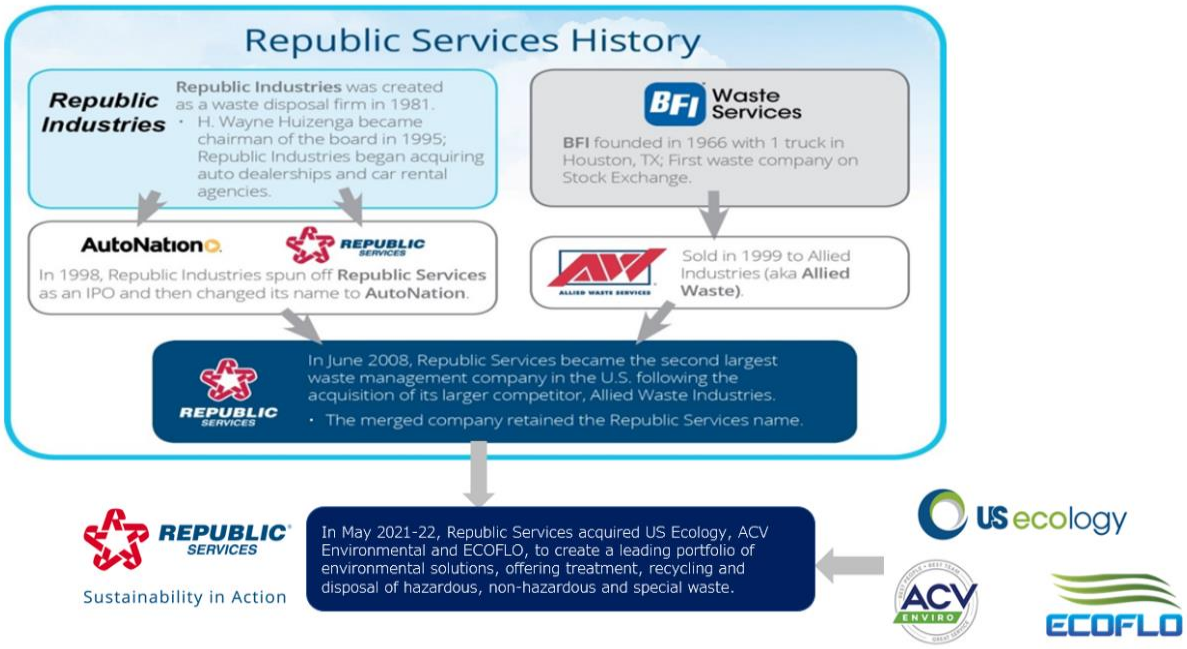
Our Company

Republic Services is an industry leader in environmental services, recycling and waste. With the acquisition of US Ecology in 2022, we can now offer customers the most comprehensive set of products and services available from a single company.

With 39,000 employees and 16,000 trucks on the road, we operate the fifth largest vocational fleet, and we're able to serve customers throughout the nation and beyond. Our extensive infrastructure includes 198 active, modern landfills and 71 recycling centers.

In addition to our daily operations, we have our eyes on the future, currently operating 77 landfill gas and renewable energy projects, and we're adding 39 more in a joint venture with Archaea Energy/bp in the next decade.

*Figure 7. **Company History**. Today's Republic Services is the product of three former industry leaders in recycling and solid waste, and the 2022 addition of three prominent leaders in environmental services.*



Our Promise

Sustainability in Action™ is our promise and it's more than just a promise for us. It's who we are and what we do. As an environmental services leader, we make a commitment to operate in the most responsible way possible. We're not waiting for tomorrow; we're doing the hard work of sustainability today, within every facet of our business.

Our Vision

Republic Services' vision is: Partnering with customers to create a more sustainable world. This vision is intentionally ambitious and demonstrates our commitment to achieve real sustainability. We also partner with customers to help them follow through on their commitments and responsibilities.

Values

We believe that empowered and engaged employees are the greatest indicator of our success. We are guided by the principles we have adopted as our core values. These include:

Safe – We protect the livelihoods of our colleagues and communities.

Committed to Serve – We go above and beyond to exceed our customers' expectations.

Environmentally Responsible – We take action to improve our environment.

*Figure 8. **Environmental Responsibility**. We believe there will always be more we can do to enhance our sustainability efforts, and, in the process, strengthen our business.*



Driven – We deliver results in the right way.

Human-centered – We respect the dignity and unique potential of every person.

Sustainability

At Republic Services, we are dedicated environmental stewards entrusted to properly handle materials every day by driving increased recycling, generating renewable energy and helping our customers be more resourceful. Republic Services leads by example, working diligently to improve our relationship with the environment and society through decreased vehicle emissions, innovative landfill technologies, use of renewable energy, community engagement and employee growth opportunities.

Sustainability contributes to a cleaner world, provides opportunities to increase customer loyalty, grows our business, motivates our employees and differentiates Republic Services from our competitors.

People

Our people are the center of our success. Attracting, developing and engaging the best talent is critical to our success. Whether it's through our dedication to safety, robust learning and talent development programs or expanding our diversity and inclusion initiatives, we are committed to making Republic Services an employer of choice where the best and brightest come to work.

Leadership

Republic Services' operations are expansive in scope and network but local in operations and service. The dynamics and opportunities differ in each of our markets.

Our national presence allows us to identify and incorporate best practices that drive greater overall operating efficiency across the company while maintaining day-to-day operating decisions at the local level, closest to the customer. We manage our operations through 12 geographic operating areas, consisting of multiple business units and divisions that each provide recycling and

waste collection, transportation and disposal services.

Your municipal contract will be executed locally, by our seasoned team located at [14905 San Pedro , CA 90248]. This team is fully empowered within our company structure to serve you. This local team has the backing and support of corporate staff.

Ownership

Republic Services, Inc. is a publicly traded company on the New York Stock Exchange (NYSE symbol: RSG).

The following figure shows information as of April 2024 with respect to the ownership of common stock by shareholder who is known by Republic Services to own more than 5 percent of our outstanding common stock:

Credit Rating

Republic Services, Inc. has an "investment-grade" rating.

Associations

Republic Services is a member of the following associations. Our employees are actively engaged in these organizations and serve on the board of directors and/or are elected officers in many cases.

- National Waste & Recycling Association (NWRA)
- National Waste & Recycling Association (NWRA)
- Solid Waste Association of North America (SWANA)
- Environmental Research and Education Foundation (EREF)
- United States Green Building Council (USGBC)
- Public Affairs Council
- U.S. Conference of Mayors, Solid Waste Advisory Council
- National League of Cities (NLC)
- International City Managers Association (ICMA)
- International Facility Managers Association (IFMA)
- New bullet

Figure 9. Ownership beyond five percent

Name of Owner	Percent Owned
Cascade Investment, LLC	34.8%
BlackRock, Inc.	6.5%
The Vanguard Group, Inc.	5.6%

Key Personnel

Our operations are run locally, by seasoned industry veterans who live in your community, and are backed by the experience and strength of their area and corporate leadership teams. e

Republic Services' structure allows for local decision-making by managers with direct responsibility and experience relevant to the contract operations. Local leadership is knowledgeable of local collection and post-collection processing activities. However, all areas are supported by the extensive resource recovery, technical expertise, infrastructure, and financial strength of a large, nationwide company with a corporate headquarters.

Republic Services' in-house training, personnel advancement, recruitment programs and workforce development are some of the most comprehensive in the industry. This enables Republic Services to attract and retain the most highly qualified, dedicated, and experienced professionals in the business today.

Local Leadership

Our local personnel are vital to the successful delivery of this contract and its daily operations. We will manage the various operational and administrative components of contract implementation and ongoing service to the City of El Segundo. Our local and area management teams' unique combination of operating and managing solid waste companies, recycling expertise and innovative management systems will ensure quality service for the duration of the contract. This allows us to quickly respond and meet your needs all while staying in

touch with your local businesses and residents.

Area Leadership

We believe our strong area management team allows us to effectively drive our initiatives and helps ensure consistency across the organization. These teams have extensive authority, responsibility, and autonomy for operations within their geographic markets. Because we retain experienced managers with extensive knowledge of their local communities, we are proactive in anticipating customers' needs and adjusting to changes in the markets. We also seek to implement the best practices of our various business units throughout our operations to continue improving our operations and service.

National Backing

Each of our local business operations is fully empowered and accountable for delivering on our commitments to our customers. They are however, backed by the support and breadth of our area and corporate leadership teams, capable of massing expertise and corporate might to assist or respond to any challenge during the term of the contract. An example of this benefit to you is the response capabilities during times of crisis such as hurricanes, tornados, or other natural disasters. In times of challenges like these, our area and corporate teams activate to ensure people are safe and our assets are operational, so we can return to normal operations as soon as possible.

Key Personnel Bios

Your local team has been working together for years, serving __5_ municipalities in your area. The key positions and roles involved in the delivery of this contract are listed below:

General Manager

Devin Kincaid has been with Republic Services since 6 and has been responsible for leading the business unit in Gardena/LA County. Responsibilities include 357 employees, 5 municipal contracts, 1 landfill, 4 transfer stations, and 2 recycling centers. He comes to Republic Services with a wealth of management skills including operations,

Your local business unit has more than 35 years of combined industry experience

- We provide jobs to more than 39,000 people nationwide.
- The local General Manager and his business unit are fully empowered to serve your needs.
- Every business unit is completely supported by area and corporate staff

P&L management, risk management, customer relations and satisfaction, sales, and marketing management.

Finance Manager

David Yen has 23 years within the solid waste industry and is currently responsible for all administrative, accounting, and statistical reporting functions for Republic Services. He ensures that financial controls and records are maintained in accordance with company policy and legal requirements. He is responsible for providing and reviewing financial statements and variance analyses, billing, and account reconciliation. In addition, Mr.Yen is responsible for providing analytical support and assistance for the division goals and action plans. He develops and coordinates the annual budget, negotiates contract rates for municipal bids, and manages and trains staff in the accounting department.

Operations Manager

Jeremy Jones has 16 years of experience in municipal daily operations. He manages the daily operations for the City of El Segundo. hauling division and ensures maximum productivity and route management systems for commercial, roll-off and residential routes and establishes productivity improvement goals where needed.

Responsibilities include the development of supervisory goals and objectives, management of labor hours, and disposal expenses. He directly manages the budget for the operations department, which includes approval of purchase orders and vendor pricing. He also interacts with customers and local, state, and federal

government employees to resolve customer service concerns and ensure regulatory compliance standards are met.

Operations Supervisor

Rutilio Baca supervisor is responsible for district route maps, route restructuring and supervision of employees providing waste collection and disposal.

They are responsible for developing work schedules to match staffing levels, initiating work assignments and monitoring progress to improve work efficiencies.

Customer Service Manager

Sonja Van Patten has been in the solid waste industry for 11 years. Mrs. Van Patten is responsible for managing a team of customer service representatives focused on the customers served by the business unit. She supervises customer service representatives performing customer service activities including responding to service inquiries, retaining existing accounts, and problem resolution including, but not limited to, hiring, training, and coaching representatives. Additionally, she takes corrective action to manage performance as appropriate and ensures accurate processing of employee payroll.

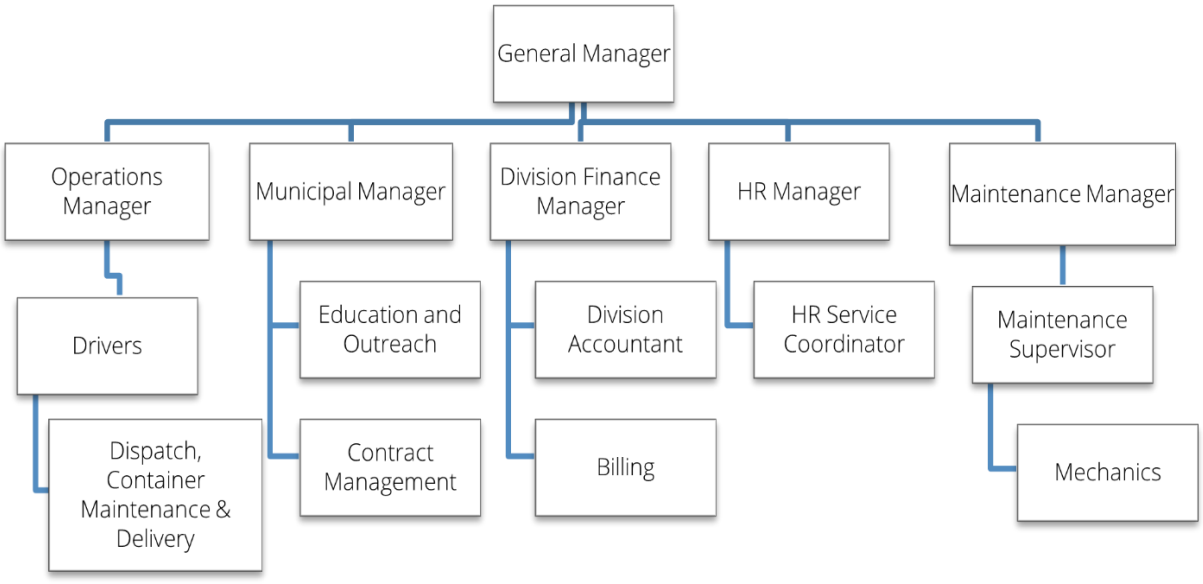
City Reporting Supervisor

Leslie Najera started her career with Republic Services in April of 2006. Hired as a Quality Assurance/Accounting Specialist, her advanced analytical skills quickly propelled her to excel in complex high-level analyses within different sectors of the business. Mrs. Najera has assumed increasing roles of responsibility throughout her tenure, currently managing the City Reporting Department. Her strength in critical thinking and process improvement have been instrumental in developing sustainable reporting processes. Comprised of a staff of five, the City Reporting Department oversees the contractual reporting obligations for the entire Southern California market. This includes but is not limited to reporting requirements for various municipalities, counties, and state.

Sales Manager/Public Outreach Coordinator

Crystal Sosa has over 10 years of waste industry experience, half that time spent in Customer Service. Crystal is very comfortable serving as a liaison and working to achieve "win-win" status for her clients and

*Figure 10. **Personal and Powerful**. Your dedicated local support backed by Republic Services infrastructure*



the company. Crystal manages 7 cities and has extensive experience overseeing contract compliance and is very knowledgeable in local and state disposal policies.

Past Performance

With approximately 2400 municipal contracts, and approximately 100 new contract starts per year, Republic Services offers deep experience and past performance that is low risk and best value.

Our performance and customer satisfaction is reflected in the length of our partnerships. Almost 90% of contracts that are in a negotiating cycle choose to stay with our service.

Performance Anchored in our Values.

Our municipal partners give us strong scores on performance because we place such a high priority on our 5 core values every day.

- **Safe** – We protect the livelihoods of our colleagues and our communities.
- **Committed to Serve** – We go above and beyond to exceed our customer's expectations.
- **Environmentally Responsible** – We take action to improve our environment.
- **Driven** – We deliver results the right way.
- **Human-Centered** – We respect the dignity and unique potential of every person.

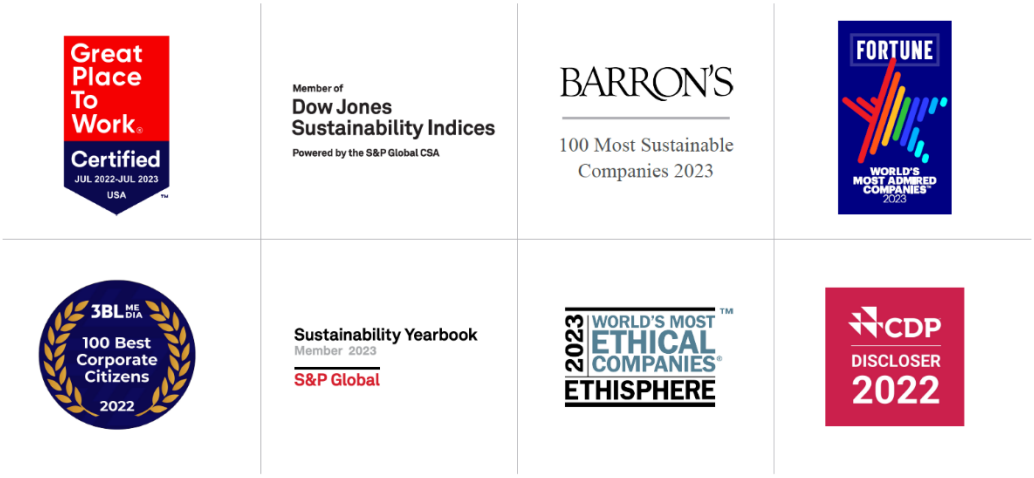
Republic Services past performance proves that it is the low-risk, best value partner for the city of City Name

- Environmental Responsibility – approximately 21% of the fleet operates on natural gas.
- Safer – 38% fewer incidents than industry average
- Environmental Responsibility – #15 on the 2023 Barron's 100 Most Sustainable Companies
- Currently serving over 5 million customers per day nationwide.

References

Republic Services is proud to partner with approximately 2000 municipalities across the nation. To assist in obtaining feedback from partners that best align with your requested services and size, we offer the following references with contact information.

Figure 11. ***Republic Services prioritizes customer loyalty and satisfaction*** *by providing comprehensive environmental services and making meaningful progress towards climate action plans.*



Municipal References

City of Los Angeles Exclusive Franchise – July 2017 - Present	
Contact Person	Dan Meyers
Address	City of Los Angeles Solid Resources Commercial Franchise Division LA Sanitation 1149 S. Broadway St, 5th FL Los Angeles, California 90015
Phone	626-570-5011
Email	Meyers@LAcity.org
Service Types	Multi-family, Commercial, and Industrial
Services performed:	Recycling, commercial and roll off, solid waste services and recycling services, including green waste and organics collection

City of Inglewood Collection Contract – Exclusive Franchise 2012 - Present	
Contact Person	Angela Williams
Address	City of Inglewood Environmental Services Manager One Manchester Boulevard Inglewood, CA 90301
Phone	310-412-8722
Email	awilliams@cityofinglewood.org
Service Types	Residential, Multi-family, Commercial, and Industrial
Services performed:	Recycling, commercial and roll off, solid waste services and recycling services, including green waste and household hazardous waste (HHW)

Service Transition Experience

Republic Services has collaborated with the City of LA leaders to transition the Los Angeles City Contract. This included:

- Managing the transition of over 18k accounts into the recycLa program
  - Waste assessments, Outreach and Education provided.
- The delivery and removal of over 35,000 commercial containers.
- Implemented and executed plans to work with businesses, institutions, and agencies throughout our designated Los Angeles Franchise Zones to onboard customers and design diversion solutions.

In markets that have transitioned from Open Market to Non-Exclusive Franchise we have experience in multiple municipalities where the transition is executed to exceed both the customers and cities expectations. Some examples are Pasadena and Torrance which we welcome you to reach out to for further questions.

Litigation History and Regulatory Compliance

Republic services has no litigation history of regulatory compliance.

Exceptions to draft agreement.

Attached in the Flash Drive is our proposed edits to Article 7 for Insurance as well as exemptions proposed by our team. We are happy to discuss.

We look forward to working through a final agreement with the City of El Segundo. COI is attached in Appendix C.

City of Torrance Collection Contract – Open Market Contract 20+ years	
Contact Person	Chris Quebert
Address	City of Torrance Sanitation Service Manager Public Works 3031 Torrance Blvd Torrance, CA 90503
Phone	310-781-6900
Email	ckuebert@torranceca.gov
Service Types	Multi-family, Commercial, and Industrial
Services performed:	Recycling, commercial and roll off, solid waste services and recycling services, including green waste and household hazardous waste (HHW)

Safety

Safety is Republic Services' highest priority. We adhere to a strict policy of safety protocols with supporting infrastructure, where employees are trained to "Think. Choose. Live.®"

Safety Overview

Republic Services has an industry leading safety record that has been 38% better than the industry average for the past ten years, based on OSHA data. In addition, we have been recipients of 72% of the industry's Driver and Operator of the Year awards since 2009.

Republic Services maintains strict compliance with all applicable OSHA, federal, state and local safety requirements while performing all work-related functions.

We recognize that a safe workforce is not simply a discussion with a new hire, but a dedicated plan to review, educate and verify employee practices constantly.

Republic Services has the lowest occurrence of incidents and crashes in the industry due to our company-wide emphasis on safety, extensive employee training and ongoing educational development programs. Republic Services requires all operations personnel to participate in extensive classroom training and testing, as well as on-road auditing and policy reinforcement.

Two of Republic Services' ambitious sustainability goals are tied to specific safety metrics. These include reducing our Occupational Safety and Health Administration Total Recordable Incident Rate to 2.0 or less and having zero employee fatalities.

Think. Choose. Live.®

Every day, drivers face a multitude of challenges and are required to make decisions that can greatly impact their safety, as well as the safety of those in the communities we serve. Our best-in-class driver training program focuses on continual improvement of all our 16,000 drivers.

Our Think. Choose. Live.® philosophy helps navigate these situations by encouraging employees to Think about their actions, Choose the safest approach and Live to go home to their families at the end of each day.

Our employees are our greatest asset, and our dedication to every employee's safety is second to none
38% safer than the industry average, while maintaining the 5th largest vocational fleet in the United States
Think. Choose. Live.® embodies our company culture
Winners of 72% of industry's Driver of the Year awards since 2009

ReSOP Program

The Republic Services Observation Program (ReSOP) is paramount to decreasing incidents. Supervisors are required to conduct a minimum of two in-person employee observations per week.

*Figure 12. **Continually Improving Safety** is Top Goal for Republic Services.*



The purpose is to improve safety, customer experience and productivity. The employee and their leader work together toward excellence.

Safety Meetings & Training

Republic Services provides weekly, monthly and annual safety training for all our employees.

Safety topics are developed based on subject matter required under OSHA regulation. Republic Services prepares well-developed tailgate sessions, provides translators to engage all employees and encourages open discussion and participation.

Meeting topics may include:

- Injury and illness prevention/safety rules
- Back injury prevention
- Emergency response/fire safety
- Exposure control plan
- Drug and alcohol program
- Personal protective equipment
- Employee right-to-know
- Hearing conservation safety
- Lock out and tag out safety
- Slips, trips and falls
- Confined space entry

Safety Recognition Program

The Republic Services Dedicated to Safety and Dedicated to Excellence programs are designed to identify, recognize, and reward safe employees who are dedicated to safety and excellence in their workplace.

Employee safety and excellence is measured on six criteria including having no preventable crashes or injuries, no unscheduled lost time and no safety warning letters. Each employee who qualifies is recognized monthly, quarterly and annually.

Quality Control

To ensure extreme reliability and a consistently high level of customer service, Republic Services has a quality control program called Driver Service Management (DSM).

DSM includes an extensive driver-lead reporting process, accompanied by regular auditing, that is focused on safeguarding against procedural failures. DSM standards guarantee that all driver issues will be addressed and completely resolved by supervisors or management within seven days of discovery.

The program is monitored and conducted by a Driver Service Coordinator responsible for:

- Conducting pre- and post-route briefings with drivers
- Entering and monitoring DSM issues
- Running and distributing reports

During collection activities, drivers are instructed to make notes on their route sheets throughout the day. The objective of the post-route briefing is to collect all valuable route information from each driver. Driver Service Coordinators must complete the post-route briefing section of the Driver Check-In form and drivers must sign the form before clocking out each day.

Finally, Driver Service Coordinators must submit any findings to the appropriate department that same day. For example, customer service will receive issues such as billing concerns and questions; operations will receive issues such as poorly sequenced routes; sales will receive items such as commercial overage issues; safety will receive information pertaining low hanging wires or dangerous dumpster locations; and maintenance will be forwarded issues such as repair and replacement needs.

Should an item remain open for longer than seven days, it is forwarded to the General Manager to bring matters to an immediate resolution.

Together for Safer Roads

As the operator of the 5th largest vocational fleet in the country, with an industry leading safety record, we have a direct effect on roadway safety each day. While our strong safety performance is significant in the communities we serve, we aspire for more.

Today, we are proud to be the only recycling and waste services provider associated with

Together for Safer Roads. This innovative coalition brings together global private-sector companies across industries to collaborate on improving road safety and reducing deaths and injuries caused by road traffic crashes.

The Coalition's mission to provide guidelines.

and processes to keep employees, partners, and contractors safe on the road closely aligns with our continuous work in fostering an environment that provides ongoing road safety education.

Focus 6

Our Focus 6 program provides employees with tips and techniques to reduce the frequency of our six most common types of serious incidents. This industry-leading program involves in-class training and practical skills course exercises that have helped to reduce crashes and injuries.

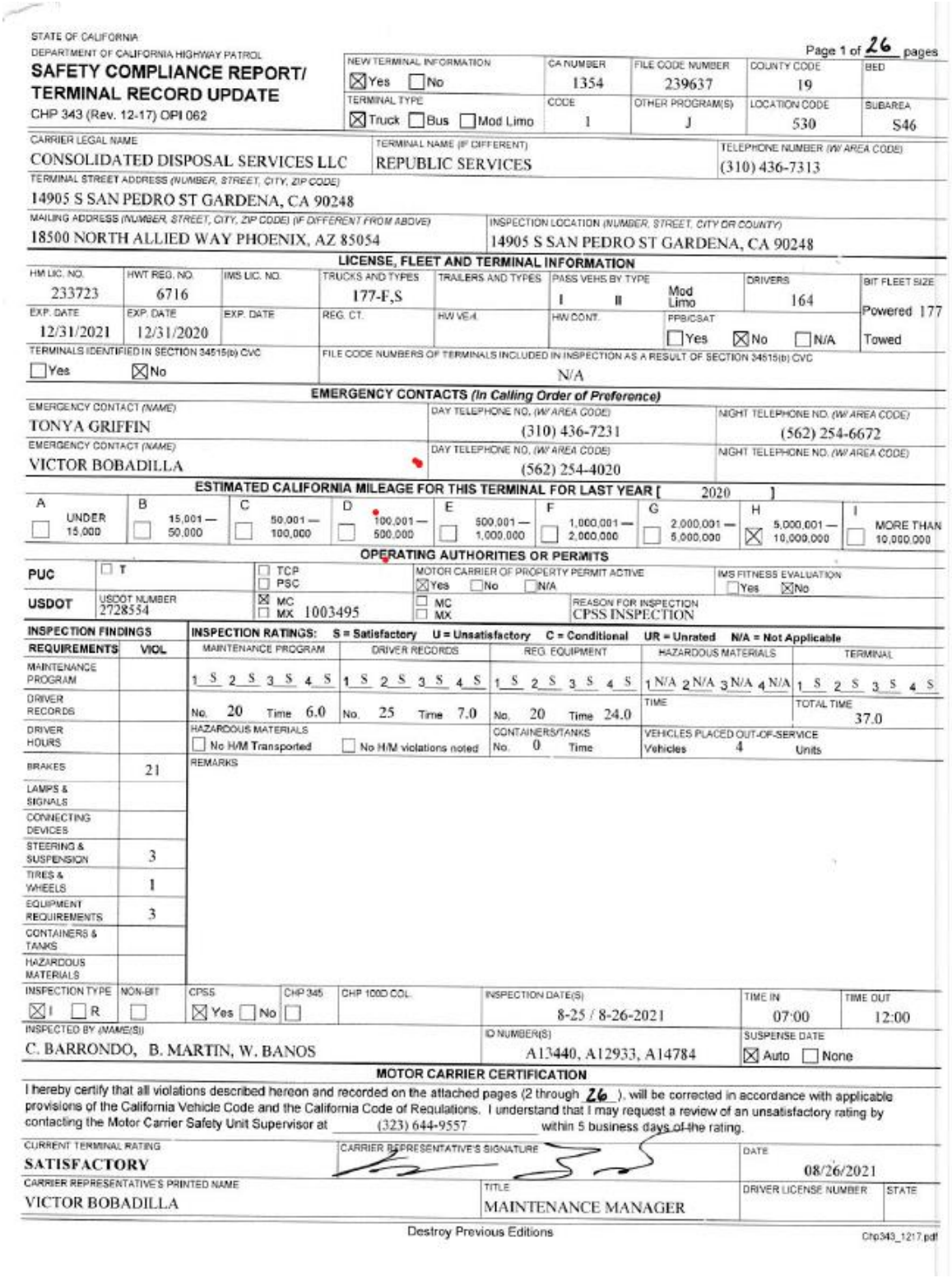
*Figure 13. **Inspections**. Driver performs pre-route inspection to ensure vehicle is safe for operating.*



the Virginia team for the entirety of his tenure and considers his coworkers to be family. His supervisor says Jason embodies what it means to be Committed to Serve, one of the Company's values, as he tirelessly works to take care of customers and the community. York County's waste

CHP Safety Compliance

Full file is on Flash drive included with submittal.



STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE
CHP 343 (Rev. 12-17) OPI 062

Page 1 of 26 pages

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☒ Yes ☐ No	1354	239637	19	
TERMINAL TYPE	**CODE**	**OTHER PROGRAM(S)**	**LOCATION CODE**	**SUBAREA**
☒ Truck ☐ Bus ☐ Mod Limo	1	J	530	S46

CARRIER LEGAL NAME: CONSOLIDATED DISPOSAL SERVICES LLC
TERMINAL NAME (IF DIFFERENT): REPUBLIC SERVICES
TELEPHONE NUMBER (W/ AREA CODE): (310) 436-7313
TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE): 14905 S SAN PEDRO ST GARDENA, CA 90248
MAILING ADDRESS (NUMBER, STREET, CITY, ZIP CODE) (IF DIFFERENT FROM ABOVE): 18500 NORTH ALLIED WAY PHOENIX, AZ 85054
INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY): 14905 S SAN PEDRO ST GARDENA, CA 90248

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHS BY TYPE	DRIVERS	BIT FLEET SIZE
233723	6716		177-F,S		I II Mod Limo	164	Powered 177
EXP. DATE	**EXP. DATE**	**EXP. DATE**	**REG. CT.**	**HW VEH.**	**HW CONT.**	**PPB/CSAT**	Towed
12/31/2021	12/31/2020					☐ Yes ☒ No ☐ N/A	

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC: ☐ Yes ☒ No
FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34515(b) CVC: N/A

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
TONYA GRIFFIN	(310) 436-7231	(562) 254-6672
VICTOR BOBADILLA	(562) 254-4020	

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL FOR LAST YEAR [2020]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001 — 100,000	☐ 100,001 — 500,000	☐ 500,001 — 1,000,000	☐ 1,000,001 — 2,000,000	☐ 2,000,001 — 5,000,000	☒ 5,000,001 — 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE: ☒ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION: ☐ Yes ☒ No
USDOT	USDOT NUMBER: 2728554	☒ MC ☐ MX 1003495	☐ MC ☐ MX	REASON FOR INSPECTION: CPSS INSPECTION

INSPECTION FINDINGS

REQUIREMENTS	VIOL
MAINTENANCE PROGRAM	
DRIVER RECORDS	
DRIVER HOURS	
BRAKES	21
LAMPS & SIGNALS	
CONNECTING DEVICES	
STEERING & SUSPENSION	3
TIRES & WHEELS	1
EQUIPMENT REQUIREMENTS	3
CONTAINERS & TANKS	
HAZARDOUS MATERIALS	

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A	1 S 2 S 3 S 4 S
No. 20 Time 6.0	No. 25 Time 7.0	No. 20 Time 24.0	TIME	TOTAL TIME 37.0
HAZARDOUS MATERIALS: ☐ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS: No. 0 Time	VEHICLES PLACED OUT-OF-SERVICE: Vehicles 4 Units	

REMARKS

INSPECTION TYPE	NON-BIT	CPSS	CHP 345	CHP 100D COL	INSPECTION DATE(S)	TIME IN	TIME OUT
☒ I ☐ R	☐	☒ Yes ☐ No	☐		8-25 / 8-26-2021	07:00	12:00

INSPECTED BY (NAME/S): C. BARRONDO, B. MARTIN, W. BANOS
ID NUMBER(S): A13440, A12933, A14784
SUSPENSE DATE: ☒ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 26), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (323) 644-9557 within 5 business days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		08/26/2021
CARRIER REPRESENTATIVE'S PRINTED NAME	**TITLE**	**DRIVER LICENSE NUMBER / STATE**
VICTOR BOBADILLA	MAINTENANCE MANAGER	

Destroy Previous Editions
Chp343_1217.pdf

Financials and Other Requested Information

Republic Services is among the leading recycling and waste services companies in the United States, with the financial strength and stability to exceed City of El Segundo's expectations for the duration of the contract and beyond.

Safety Occurrences

Republic Services is proud to have had zero safety occurrences in the City of El Segundo.

Below is the Gardena Hauling location's overall Total Recordable Injury Rate (TRIR).

- 2023 TRIR = 6.17
- 2022 TRIR = 11.77
- 2021 TRIR = 9.97
- 2020 TRIR = 7.81
- 2019 TRIR = 7.22

The VARR which accounts for recordable accidents:

- We only retain (3) years of DOT Accident Registers as required
- We only have "miles driven" stats in Power BI for two years
- Thus, we will be providing the VARR for 2023 & 2022 years only
- 2023 VARR is .39 via this calculation: (3) DOT recordable crashes X 1,000,000 / 7,585,000 miles driven in 2023
- 2022 VARR is .48 via this calculation: (3) DOT recordable crashes x 1,000,000/ 6,192,041 miles driven in 2022

Financial Overview

Republic Services' financial stability allows us to guarantee our commitments and obligations presented to City of El Segundo in our proposal. We have the capacity to continually invest in equipment and preventive maintenance, as evidenced by having one of the youngest fleets in the industry.

Republic Services does not use third party financing, meaning Republic Services owns all assets used to perform the duties of this agreement. City of El Segundo will not need to be concerned with the potential for adverse business or performance conditions affecting the ability of our company to perform or obtain financing.

The financial strength you need in a long-term partner for your municipality

- Financial capacity to continually invest in equipment and preventive maintenance.
- One of the youngest fleets in the industry and the fifth largest in the country
- Reinvesting in state-of-the-art equipment and facilities

We implore City of El Segundo to take financial stability into serious consideration when choosing a long-term partner for your recycling and waste needs. In many instances, the success of a service provider is dependent on their ability to invest in necessary equipment or personnel.

Financial Reporting

Republic Services, Inc. provides audited financial statements on behalf of its subsidiaries. Republic Services, Inc. is a publicly traded (NYSE: RSG), Fortune 300 Company and will be the signatory for the corporate guarantee.

Our most recently completed audited financial statements can be found on our website at RepublicServices.com

The Annual Reports to Shareholders have been prepared in accordance with Securities and Exchange Commission requirements, with New York Stock Exchange Commission requirements, and in accordance with generally accepted accounting principles (GAAP)

Labor Agreements and Wages

Republic Services offers a safe, respectful and rewarding workplace for our employees and provides the best training and safety programs in the industry.

Republic Services focuses on maintaining a positive and professional relationship with its workforce through continuous training and

consistent communication. We utilize this approach with both our represented and non-represented employees.

We negotiate fairly with our labor unions, carefully balancing the needs of the

workforce with the cost to provide service and the ultimate impact it will have upon the municipality we are partnering with.

Republic Services works tirelessly with our labor partners to ensure labor peace and, although the parties do not always agree, both sides work respectfully and relentlessly to reach an expeditious resolution.

Republic Services will commit to the City of El Segundo that the organization will take every reasonable measure to avoid a labor dispute or labor unrest during the term of the collection services agreement.

In the unlikely event of a labor dispute or unrest, Republic Services will immediately implement a plan to minimize the impact to the City of El Segundo by utilizing our expansive network of local facilities, equipment, and people to ensure there is minimal disruption in service.

Litigation Information

Republic Services is involved in routine judicial and administrative proceedings that arise in the ordinary course of business and that relate to, among other things, personal injury or property damage claims, employment matters and commercial and

contractual disputes. We are subject to federal, state and local environmental laws and regulations.

Due to the nature of our business, we are also often routinely a party to judicial or administrative proceedings involving governmental authorities and other interested parties related to environmental regulations or liabilities.

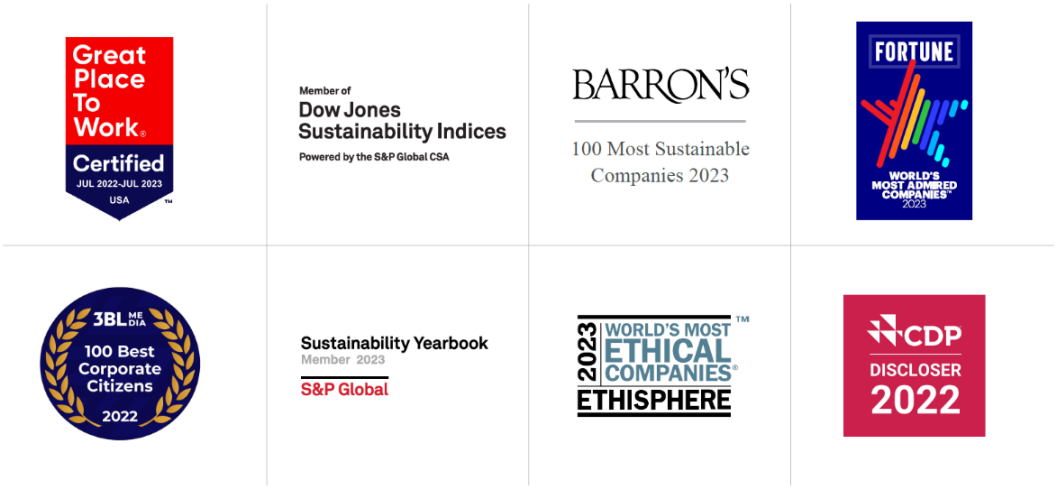
From time to time, we may also be subject to actions brought by citizens' groups, adjacent landowners, or others in connection with the permitting and licensing of our landfills or transfer stations, or alleging personal injury, environmental damage, or violations of the permits and licenses pursuant to which we operate. Additional information can be provided upon request.

In the previous five years, Republic Services has not experienced any of the following.

claims against:

- Officers of the company

*Figure 15. **Republic Services' Strengths.** Republic Services' dedication to our employees, the communities we serve, and environmental sustainability is relentless.*



blic Services ven, which ew vehicles, ogies.



- Local key personnel
- A bid or proposal
- Performance bond

Figure 16. Republic Services' Identifications, Classifications and Ratings

Republic Services Identifications, Classifications and Ratings	
Federal Employee Identification Number	65-0716904
Dun's Identification Number	61342862
U.S. Dept. of Labor (SIC) Code	4953 – Sanitary Services / Refuse Systems
North American Industry Classification System (NAICS) - Primary	562212 – Solid waste landfills combined with collection and/or hauling of waste materials
North American Industry Classification System (NAICS) – Secondary	562111 – Solid waste collection
Standard & Poor's Identification Number and Rating	562920 – Material Recovery Facilities
Moody's Identification Number and Rating	562920 – Other non-hazardous waste treatment and disposal
Fitch's Identification Number and Rating	(TIN): 13-1026995
Federal Employee Identification Number	BBB+

- Any contractual default or termination

Summary Financial

[redacted]

Bank & Credit References

All inquiries for bank references must be made by fax. Credit References are available upon quest.

Bank of America Attn: Confirmation Department Reference: Republic Services Inc. Tax ID 65-0716904 Phone: (803) 832-7770 Fax (Toll #): (900) 733-5100 Online: www.bankVOD.com
J P Morgan Chase Bank Attn: Confirmation Credit Inquiries PO Box 955200 Fort Worth TX 76155-2732 Reference AWIN Management, Inc. Tax ID 76-0353318 Phone: (800) 550 8509 Fax: (817) 345-3795
Wells Fargo Attn: Confirmation Department Reference: Republic Services, Inc. Tax ID 65-0716904 Phone: (540) 563-7323 Fax (Toll #) (844) 879-0544 (Audits and Credit Inquiries) Fax: (844) 879-0416 (Routing Number and Verification Requests)

Collections – Commercial

Republic Services provides effortless recycling and waste solutions for our commercial customers, working with them to evaluate and optimize their solution.

Commercial Solid Waste

From monthly to daily collections, and dumpster sizes ranging from 1- to 8-yards in size, Republic Services offers solid waste, recycling, and organic services with a variety of dumpster sizes and service frequencies to meet every business' needs.

Our commitment to you is simple, we will:

- Complete every collection as scheduled.
- Return the cart to its dedicated location.
- Clean loose litter or debris
- Ensure that enclosures are properly secured.

Commercial Recycling

Republic Services offers single-stream recycling, in which the customer deposits recommended empty, clean and dry recyclable materials in the one recycling cart. Republic Services then collects and transports the materials to the Recycling Centers for separation and processing.

Republic Services also offers source-separated recycling for cardboard and other commodities that can be taken directly to a local processing facility.

Commercial Organics

Republic Services offers weekly organic collection, including pre-consumer food waste and green waste, for commercial accounts upon request. Customers are provided 65 and 96gal for collections to the CVT Facility in Anaheim for processing.

Flexible, Tailored Solutions

Our dedicated team is available to consult with businesses and communities of any size to conduct a comprehensive on-site waste assessment during onboarding to determine the needed services, collection frequencies, and dumpster sizes. During the assessment, we will identify dumpster locations and access paths that allow for safe, convenient service.

Commercial customers enjoy options and tailored solutions, regardless of company size

- In-person waste audits for commercial customers confirm the right level of service
- Wide range of services, including waste, recycling, and innovative sustainable solutions
- Range of dumpster sizes, from 2 to 8 yards, with an average lifespan of more than 10 years

Right-sizing service levels can increase waste diversion, improve collection productivity, and lead to reduced costs for customers.

Dumpsters

Republic Services uses small dumpsters constructed of durable steel bodies and two plastic lids. Dumpsters range in size from 2 to 8 yards, and can be placed on casters for easy maneuverability, if necessary.

Constructed of a strong plastic resin, dumpsters are useful for small offices and businesses. Dumpsters are designed to last up to 10 years, with easily interchangeable wheels and lids.

Methodology and Procedures

Republic Services uses front-load collection vehicles to service dumpster commercial customers in City Name Customers with a 95-gallon or smaller cart are serviced with an automatic side-load (ASL) or rear load (REL) truck.

Front-Load Vehicles

We service commercial customers with front-load collection vehicles with 28-cubic yard volume bodies because:

- The supplier is a company that has proven to be among the strongest, safest and lowest maintenance trucks in the industry
- Our first-hand local knowledge shows that this truck's size and attributes will "fit" every neighborhood we service, including hard-to-service accounts

Automated Side Load Vehicles

Our automated side load vehicles (ASL) are typically dual-side-drive, with a low-entry cab, and equipped with a remote rear camera that:

- Allows easy ingress and egress to the curb.
- Improves driver and pedestrian safety.
- Reduces potential injury.
- Increases productivity.
- ASL's can compact waste at idle speeds or even while on the move and the large 5-cubic yard hopper that greatly reduces litter.

Our ASL vehicles feature an arm, with a patented vertical lift design that goes from ground-to-ground operation in 6.5 seconds, allowing for maximum curbside pickup in less time, while also preventing litter and spillage.

Holidays & Schedule Disruptions

Republic Services will take all necessary steps to notify customers prior to all holidays and unforeseen schedule disruptions via our Republic Services app and the Call-Em-All automated calling system.

Figure 18. **Dumpster Placement**. The correct placement allows for safer and consistent service.



Figure 19. Image of Front Load commercial truck



Commercial Collection

confirmation times of services and help the driver stay on top of the route until complete.

Figure 20 Commercial Collection Equipment

Spec - Body Type	Spec - Engine Make	Fuel Type	Mfg Year	Spec - Registered Weight	Spec - Weight Capacity
Fork Truck	Ford	Unleaded	2018	4,252	890lb
Cable - Outside Rail	Cummins	CNG	2015	55,000	40 yard
Cable - Outside Rail	Cummins	CNG	2016	55,000	40 yard
Cable - Outside Rail	Cummins	CNG	2016	80,000	40 yard
Cable - Outside Rail	Cummins	CNG	2016	80,000	40 yard
Cable - Outside Rail	Cummins	CNG	2016	80,000	40 yard
Cable - Outside Rail	Cummins	CNG	2016	80,000	40 yard
Cable - Outside Rail	Cummins	CNG	2018	60,000	40 yard
Cable - Outside Rail	Cummins	CNG	2017	80,000	40 yard
Commercial - FEL	Cummins	CNG	2020	60,000	28 yard
Commercial - FEL	Cummins	CNG	2021	60,000	28 yard

Equipment

The trucks currently servicing the City of El Segundo are all 2015 or newer and have been providing great services along with the driver team for many historical years. We strive to maintain our vehicles with regular preventative maintenance and target a replacement schedule of 10 years to ensure our trucks are on the road servicing our customers, not in the shop.

In addition to standard equipment, all of our vehicle are equip with spill kits, broom and pan and GPS coordinated tablets. This ensures we can do our part and clean issues at the source, and our tablets offer

If a spill or anything larger were to occur our policy is the driver do what they can to clean and contain to prevent stormwater issues and call the supervisor to coordinate a larger cleaning. We are prompt and understand that when these issues occur speed is essential to prevent a compounding issue.

Collection – Multi-Family

We provide an innovative combination of programs and services for multi-family customers.

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.

MSW collection issues such as narrow streets, traffic blockages and alleyways may require the use of a rear-load vehicle or alternative service options. In all cases, the servicing drivers are familiar with these areas and are trained to ensure the personal safety, property protection, and awareness of traffic stops, distance to parked cars and other objects.

*Figure 21. **Multi-Family Cart and Dumpster Options**. Solutions for Multi-Family complexes include carts and dumpsters, front-load, or roll-off.*



Personalized multi-family solutions to meet your needs

- Industry leading service and customized waste solutions ensures Republic Services will exceed your community's expectations.
- The latest single stream recycling technology paired with ongoing education makes certain your community is receiving best-in-class service.
- There are approximately 35M multi-family units across the US and growing

Multi-Family Recycle Collection

Republic Services will offer weekly single-stream recycling services as part of its core services for all multi-family customers. Cart options include 64- or 96-gallon capacity, or we offer dumpsters ranging in size from 2- to 8-cubic yards.

The same equipment and methodology used in single-family cart collection will be implemented when servicing multi-family recycling customers. Multi-family recycling front-load dumpsters customers will be serviced using the same methodology as multi-family trash front-load dumpster customers and will be integrated into commercial routes.

Multi-Family Yard Trimmings Collection

Republic Services will offer weekly yard trimming recycling services for multi-family customers on request.

White Goods and Bulk Collection

White goods and bulk items will be serviced at the request of a customer provided all chlorofluorocarbons (CFCs) have been removed.

Collection Operations

Great operations come from great people. Republic Services' locally based operations team draws from extensive training and the backing of a seasoned corporate support team.

Operations Overview

Successful collection operations begin with a skillful operations supervisor who knows the business as well as your community. Your Republic Services local operations supervisor is responsible for the day-to-day collection operations, including development and evaluation of routing (in conjunction with the general manager), training and oversight of drivers, as well as implementation and enforcement of safety procedures.

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-a longs 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.

*Figure 22. **Operational Excellence**. Our rigorous supervisor training program yields highly skilled operations teams.*



Republic Services' operations team is market-leading through training, collaboration and hands-on experience

- The most robust operations supervisor training in the industry
- Average of 15:1 route-to-dedicated-supervisors'-ratio – means prompt response and oversight for your community.
- Proven optimized routing process ensures efficiency, safety, and minimal impact on city streets.
- Republic Services executes more than 5M pickups per day.
- 99.9% pickup reliability rate, with an emphasis on safety, sustainable practices, and low-risk operations.

Operations Training

Our operations supervisor training programs are second to none. Every supervisor, upon starting employment at Republic Services, attends a rigorous 2-week training boot camp. Regardless of prior industry experience, this boot camp level sets all our supervisors on the Republic Services way of running operations and builds a strong peer network with those who attend the training together. After the initial training boot camp, supervisors engage in regular refresher and new training opportunities, between 2 and 4 times per year. This yields an operations supervisory team that shares best practices and constantly looks for ways to improve on the level of service in your community.

Routing Optimization

Establishing the most optimized routes for a community has dramatic effects on the quality of service, safety and efficiency of the collection operation through shorter routes, safety in the neighborhoods, and ultimately the wear and tear on the streets within the municipality.

We conduct a proven route optimization process, which involves a tight collaboration between the local team and our corporate route optimization team. Through several iterations, these teams collaborate, sharing local knowledge and details, while running

our optimization processes to yield the best routes possible for your community. For example, we evaluate planned routes to ensure that trucks are not conducting collection on streets during times that are known for congestion or traffic.

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.

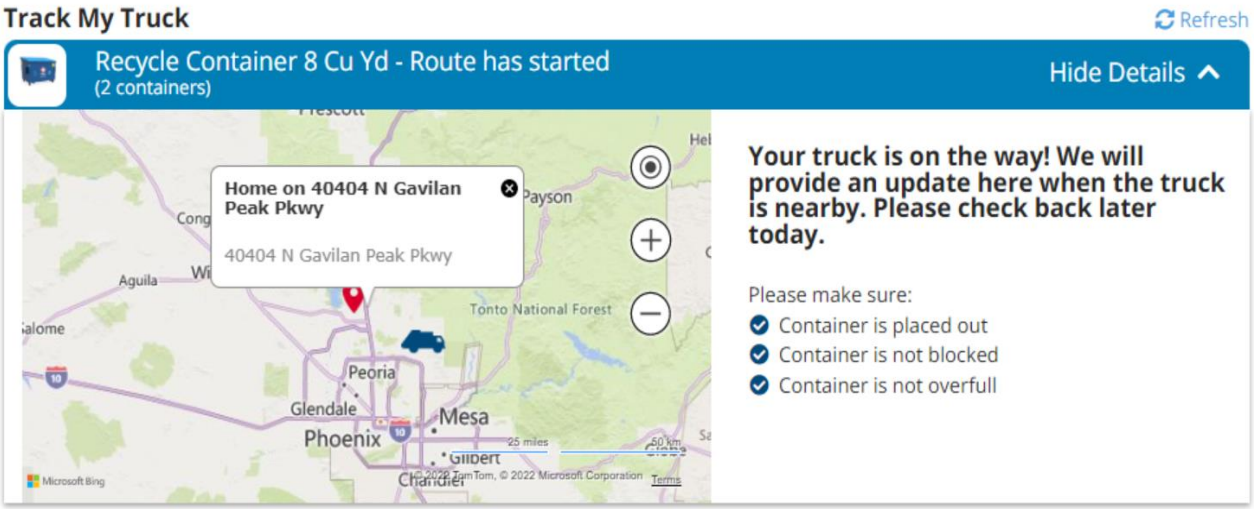
Digital Operations

We are leveraging technology to digitally connect our customers, drivers, dispatchers, supervisors and trucks via our RISE dispatch platform and in-cab technology. We are utilizing an agile iterative approach to the development and multi-year roll-out of this technology to ensure durable adoption across our driver workforce. With the roll-out of this technology, we are improving productivity through more real-time routing information and data visualization tools; increasing customer connectivity and enabling automated service verification communications; and enhancing the employee experience by providing better tools and technology designed around how our employees will interact with it.

Technological Impact

The expansion into 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. In addition to increased transparency, customers will have access to our mobile

*Figure 23. **Track My truck;** Customers can now view their truck proximity when enroute to their location.*



application, website and other resources that allow deeper interaction of their account, ability to request additional services and other items such as paperless billing and notifications.

Emerging Technology

Lastly, our innovation and technology teams are constantly monitoring emerging technologies and running operational pilots to determine capabilities that may be suitable for fielding into our live operations across the country. Many times, emerging technologies are unreliable, or struggle to scale to large operations. Other technologies attract attention based on marketing claims that often do not play out when deployed in a large operation for a long period of time.

For this reason, we monitor technologies and capabilities that offer promise, and pilot them to confirm they can be applied without impact to your contract. Once this occurs, we implement seamlessly into the operations, and notify any stakeholders who can benefit from the insertion when completed.

Figure 3. Our team has a 99.9% pickup reliability record, an industry-leading safety record, sustainable practices and low-risk operations.



Diversion Requirements

Republic Services has an extensive history of compliance with California State Laws and continue to ensure all our customers and municipalities meet the requirements of each of these laws.

Currently, all the customers serviced by Republic Services in the City of El Segundo is fully AB 939, AB 341 and SB1383 compliant. We do this through regular communication and our ability to provide great services at a competitive rate. Each customer has three containers one for trash, recycling, and organics.

As we service the customers, we gather valuable tonnage data it helps to determine what the needs are of our customer base so we can adjust outreach and education efforts.

Reporting is a major part of compliance with these laws and Republic Services proudly has a City Reporting team comprised of 10 individuals who help gather relevant data and package it in a manor that is easily digestible.

Republic Services will continue to push for diversion and full compliance and will additionally provide the City of El Segundo exactly what is required from a reporting and regulation standpoint. We look forward to continuing our strong partnership and providing excellent service to your business community.

On top of the requirements of this RFP, our structure allows for above and beyond education and outreach opportunities. The Municipal team has individuals titled Sustainability Advisors that are experts in the field and continue to visit customers, talk about their needs, and make recommendations to drive more diversion.

If the City is interested, we would be more than pleased to partner on our education and outreach to have the City review and provide proposed changes for the content we produce as we share the same common goal.

We are happy host the city as well as our customers for tours of our sites as well.

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.

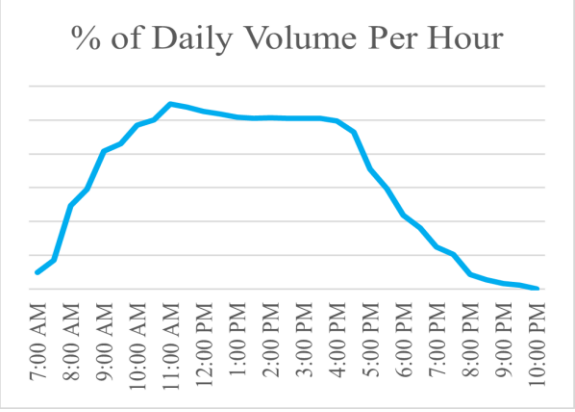
We provide an exceptional customer experience when your residents or businesses contact us for assistance

- Leverage technology and data to enable virtual agents to serve customers from any location seamlessly
- Over 1M customers expertly served each month via text, web, email, or phone
- Hours are when customer demand is highest – Monday through Friday from 7:30 a.m. – 5 p.m. for each time zone
- Web-based applications offering 24/7 access for customers on their own time
- Net Promoter Score has improved year-over-year for 5 consecutive years

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.

*Figure 24 **. 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*



Our customers now can us 24/7 via our website, 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.
- "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.

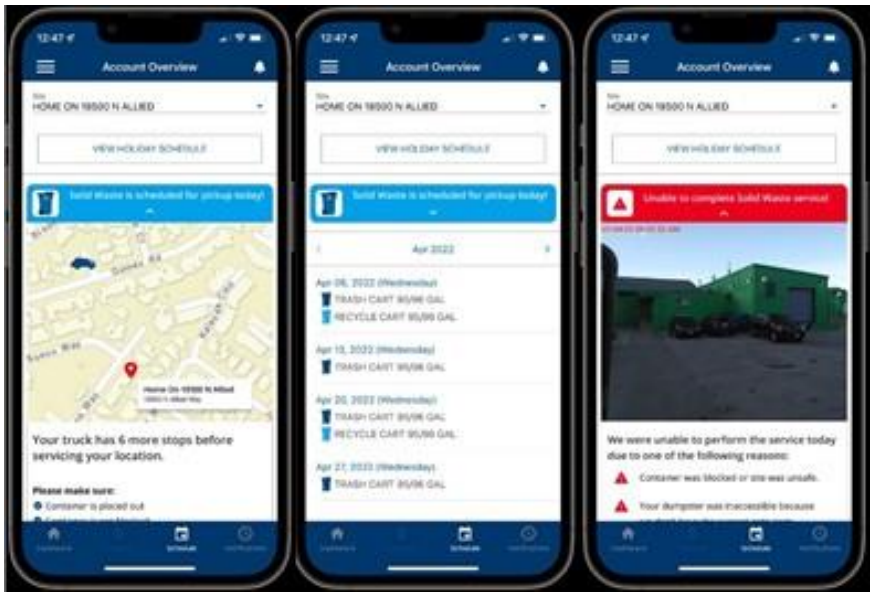
Access to Live Agents

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 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.

*Figure 25. **Track My Truck and Service Alerts** – when a customer enrolls on our mobile app.*



Organizing Agents into Pods

Although we utilize agents connected to a national network that enables remote working, we are able to organize them into teams, or "pods" that are responsible for a defined geography of contracts and customers. This allows agents to become more familiar with the municipalities that they support, and the details of the contracts as well. The result is a level of familiarity similar to having a locally based agent, but with the power of being able to hire the best agent talent in the broader market.

Process For Handling Calls

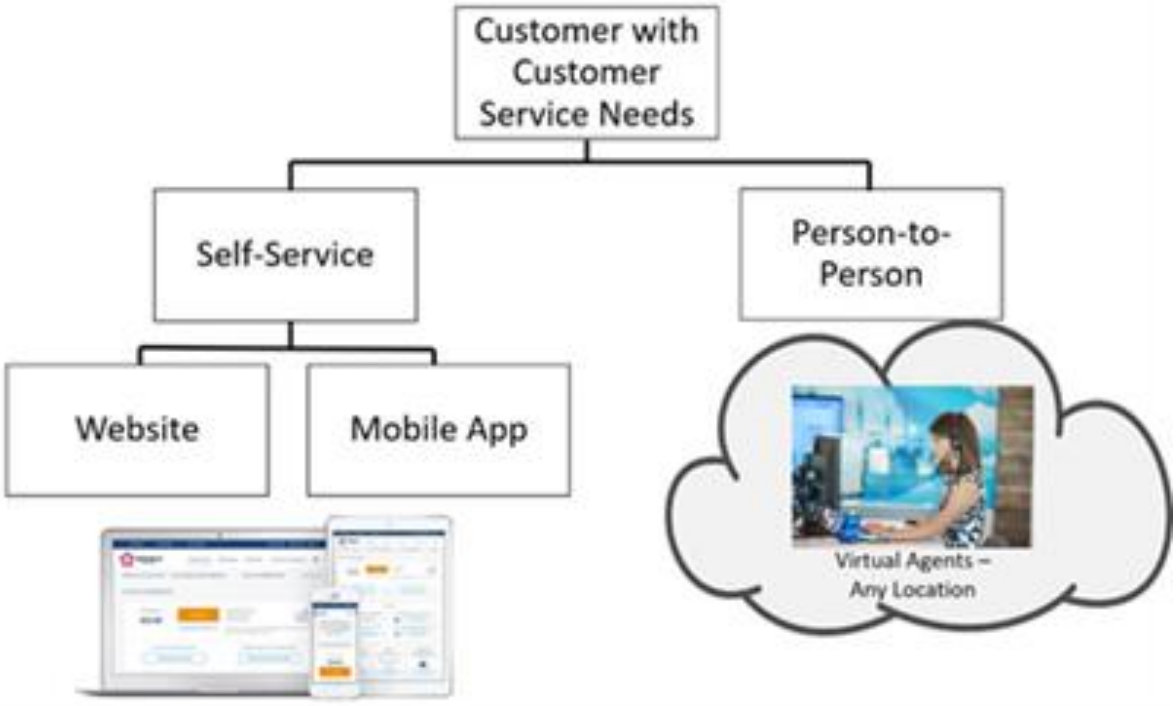
When a customer calls our Customer Service line, a sophisticated series of actions begin:

- Initial call-prompt questions for the customer help determine the complexity of the request. Simple requests are routed for agents that can handle calls remotely, while more complex needs can be routed to specialized agents with advanced skills and knowledge of the geography and local operations if appropriate.
- The customer's phone number then associates with known customer details in our database and triggers the integrated system to populate with a map of the service address, level of service, past service requests, and city-specific contract information. This knowledge-based system even shows the customer's current weather.
- The agent confirms the customer's name and service address and begins to assist the customer with their request.
- If the question requires communication with the local operations team (such as, missed pick-up or container exchange), the agent can access additional systems to run the resolution to ground.
- Often, the customer's concern is handled by the time they hang up the phone. For those calls requiring operations support the issue is scheduled for resolution in a-timely manner.

Post-Call Analysis

Customer Satisfaction Surveys

Figure 26. Comprehensive Customer Service. Our customer service offering spans self-service options to person-to-person contact to offer unmatched service, 24/7 daily.



When a call is completed, the customer is offered the opportunity to take an optional 3-question survey, enabling them to tell us if they are satisfied with the service we have provided. This immediate insight tells us daily that we are on track and enables us to take corrective action quickly if ever needed. The survey is voluntary and if customers choose to participate, they are asked 3 simple questions.

- **Question 1:** On a scale of 0-10, How likely would you be to recommend Republic Services to a friend or colleague? 0 meaning that you are 'Not at all Likely' and 10 meaning you are 'Extremely Likely' to recommend Republic Services as a recycling and waste provider.
- **Question 2**: Were we able to resolve your issue or answer your question on this call?
  - a. Press 1 if yes
  - b. Press 2 if the agent could not personally resolve your issue but told you what to expect next.
  - c. Press 3 if the agent did not resolve your issue and did not tell you what would happen next.
- **Question 3**: Once you reached an agent, how long did your call with Republic last? Did it take:
  - a. Press 1 if less time than you expected,
  - b. Press 2 if about as much time as you expected, or
  - c. Press 3 if more time than you expected.

*Figure 27 . **Immediate Customer Feedback**. Customers can answer a simple post-call survey, offering us immediate insight into customer satisfaction*.



Our 2023 results are offered in the figure at left, indicating NPS with a 9.2 out of 10 satisfactions; 97.8% of callers feeling we achieved first-call resolution; and 95.1% feeling we handled their needs in a reasonable time.

Net Promoter Score

Our Voice of Customer program captures feedback from more than 200,000 customers each year. Net Promoter Score (NPS), is at the core of our Voice of Customer program. Most anyone can recall answering the tell-tale NPS question, "On a scale of 1-10, how likely are you to recommend this service to a friend or family member?" Republic Services' strong NPS performance has demonstrated that our customers appreciate our service and our strong commitment to them.

Public Education and Outreach

Public education is critical to maintaining an efficient and cost-effective program for environmental services in your community.

The goal of Republic Services' public education and outreach program is to educate residents on industry trends and best practices, and the specific programs in your contract. We do this by engaging community groups and business associations, to educate residents and businesses about the key elements of the program, including relevant program changes, and highlighting customer service, cost, environmental benefits and state requirements.

Website

The Republic Services website is designed to be a one-stop resource for current and potential customers. They will find news updates, collection information and educational tools. The educational program provides in-depth information for both residential and commercial customers, and the programs are downloadable and can be used for outreach and environmental initiatives.

RepublicServices.com provides in-depth content specific to residential and commercial needs. If the customer is directly billed by Republic Services, they can also inquire into billing-related questions or even view and securely pay their bill. Residential customers will also find resources for recycling and environmental needs.

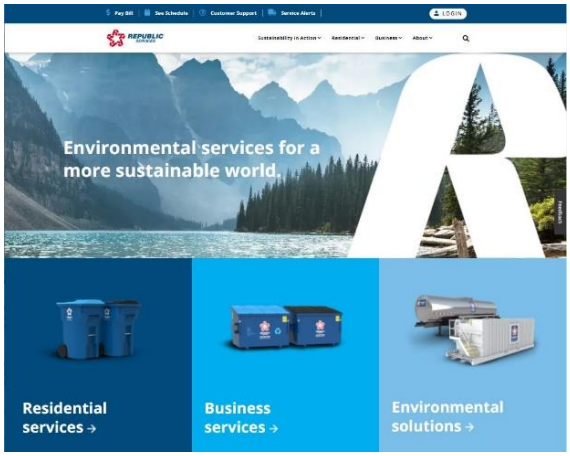
Business pages allow users to login and view/pay their bills, view billing history, and schedule pickups. Commercial users will also find resources on how to responsibly dispose of electronics waste, hazardous household material, and other environmentally harmful materials.

On the main page of RepublicServices.com, visitors will be able to view a video clip of recycling education that features our "closed loop" recycling collection program. This video can easily be edited to focus on any new initiatives agreed upon with City of El Segundo. Additionally, residents can view a video on our new Plastics Polymer center featuring our innovative techniques for creating plastics circularity.

We develop and maintain a library of public education programs and materials that our municipalities can leverage to drive awareness

- Instant access to information via website and the Republic Services app
- Facility tours
- School education and take-home materials
- Videos and public service announcements
- Community newsletters

*Figure 28. **Republic Services' Website**. RepublicServices.com is a one-stop resource.*



Republic Services App

Our application for mobile devices can be used to schedule a pick-up, report a missed pick-up, receive service notifications, search additional products and services, and much more. It can be easily downloaded from the App Store for Apple users or for Android users from Google Play.

Reference Guides & Collateral

As part of the initial program implementation our ongoing education efforts, we provide the following materials to ensure that residents are fully aware of the services provided by

Republic Services and how to properly use these services.

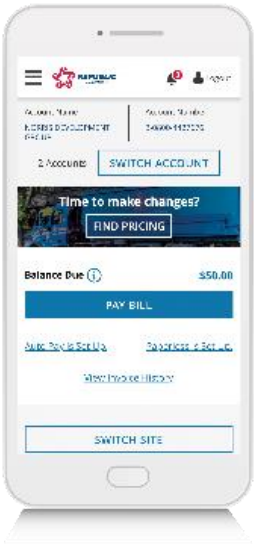
Welcome Packet

At the commencement of service, Republic Services will provide an initial information packet to residents. This packet will contain information on the services offered and proper preparation procedures. In addition, the packet will contain information on additional services and products offered by Republic Services as well as a collection day reminder for their specific location. This packet will also be made available to new residents that move into City of El Segundo.

Annual Education Updates

Republic Services will mail each household an annual reference guide for collection services. This reference guide will contain information on collection services as well as any updates for acceptable or unacceptable materials. The reference guide will also contain information on new products and services available to residents.

*Figure 29. **Online Options**. About 2.6 customers use Republic Services online and app-based solutions to instantly access important information on services.*



Oops Tags

Oops tags are our first line of education for residents that have placed unacceptable items at the curb for collect]ion. Drivers and route supervisors will leave an oops tag with the resident if a material cannot be picked up. Oops tags will provide the reason why the item was not picked up as well as a phone number to call for further follow up information.

Presentations to Schools and Other Community Organizations

Republic Services is a well-known friend, supporter and partner to local schools in City of El Segundo. We believe that providing an environmental education to students will build a foundation and an appreciation to preserving and protecting the planet. Students, in turn, bring this knowledge back to their families and become catalysts for promoting sustainable habits at home.

Republic Services provides teachers, staff and students with training on proper diversion and disposal practices. We place significant emphasis on the importance of recycling as it diverts reusable materials from being disposed in and allows for a longer lifespan for local landfills.

We provide education on all aspects of environmental stewardship including trash, electricity, water, paper, chemical, and emissions reductions. Our goal is to empower students to utilize what they have learned in their school communities about environmental sustainability to make a global impact.

Creating Sustainability Focused Generations

In order to teach and influence the future generations in our municipalities, Republic Services will engage school administrators, faculty, staff and students in efforts to drive public education in the scholls. Once enrolled, the entire school community will receive

specialized education based on that group's role in promoting recycling.

Republic Services will include the following elements when addressing the education and training needs of each community member:

1) 1.) Communication and Feedback

Republic Services will communicate the availability of educational resources to each school's administrators through a variety of outlets prior to the opening of school each fall. In addition, a recycling representative will follow up and respond to school/teacher requests for educational materials, resources, and presentations throughout the year.

2) 2.) Logistical Training

Republic Services will meet with administrators, faculty, facilities personnel, and parents (through PTA meetings and other means) initially, and as needed, to establish and provide training on internal materials capture systems. We will provide educational curriculum and program how-to information in a fun format, such as storytelling, recycling relays, competitions, waste audits and videos. Educational curriculum, activities and presentations are geared toward grade level/age groups.

3) 3.) Recycling Champions

Republic Services will work with all schools within the district to identify a recycling champion within each school who will act as the school's recycling coordinator. This coordinator will monitor faculty, staff and administrators for optimal, proper recycling program participation, knowledge, and utilization of educational resources provided by Republic Services and other sources. They will also communicate recycling program results to students and staff.

4) 4.) District Recycling Committee

Republic Services proposes that the school district recycling committee be comprised of the identified recycling champions named in item 3 above and headed by a district administrator and a Republic Services recycling representative. The recycling committee will meet according to need and district preference until recycling programs are functional in all schools.

5) 5.) Recycling Education

All educational materials will be provided in the primary languages represented in the student body of the district and can be found at RecyclingSimplified.com

Republic Services involvement with local schools goes beyond how we can help with environmental education; we also believe in supporting students at all levels. For example, we provide educational and safety programs at local schools featuring characters such as Recycling Rosie, Garbage Gus and Driver Mike.

The presentation is interactive and features information on how to recycle and teaches children how to be safe around collection vehicles. Children receive a complimentary coloring book that reinforces the safety message. At the end of the presentation, children are escorted out to the parking lot, where a Republic Services truck and driver are on hand so that children can sit in the cab, view the controls, and ask the driver questions.

Republic Services also encourages an annual recycling contest among local elementary schools. Each school is challenged to reduce waste, recycle more, and separate their food scraps for composting. Schools will compete for the greatest year-over-year diversion

*Figure 30. **Engaging kids through schools**. We believe that providing an environmental education to students will build a foundation and an appreciation to preserving and protecting the planet.*



results (measured Fall through early Spring). The winning school is rewarded with an all-expenses paid recycling fair that will feature multiple activity stations including recycled art projects, an opportunity to view the inside of a recycling collection truck, and products made from recycled materials.

In addition to providing a unique and comprehensive school outreach program, Republic Services plans to reach out to various community organizations such as the Chamber of Commerce, Rotary, business associations and other appropriate groups to provide detailed recycling outreach education and offer tools and support for successful programs.

Public Events

Republic Services will be a true leader in City of El Segundo, not only because of our dedication to excellence in service, but because we are a proud community partner.

We participate in numerous community events on an annual basis and propose to build on these existing efforts by partnering with City of El Segundo.to develop and launch a sustainability-themed outreach schedule for public events.

The program would involve creating a family of "green" recycling-specific educational hand-outs, and a common, customizable booth design that could be used at local street fairs, art festivals and concerts.

Republic Services will not only continue to provide service and assistance to community events, we will also work with event planners to bring additional value. This would include upfront planning for logistics detail, such as placement of dumpsters, providing a full contingent of dumpsters at each collection point with clear messaging to encourage recycling participation, clean up services, sponsorships and educational materials.

We see this as an opportunity to engage with the community to become even stronger and more vibrant. City of El Segundo can count on Republic Services to be a true corporate citizen and community partner in greening the City of El Segundo service area and educating residents and businesses every step of the way.

Curbing Contamination

The best way to reduce contamination is at the source, with both restricted access lids and spot checks.

Our drivers are well trained to check for and document contamination every time they service a cart or dumpster. The driver can then remotely update the account to reflect the contamination note, allowing our dedicated staff to notify the customer and offer one-on-one assistance. We work closely with each customer to develop a solution to their contamination problem. We can also provide resources to the city they can share with residents and property staff.

In addition to our drivers Republic Services Is investing in AI cameras to help detect and inform our customers when contamination occurs.

In the rate section below, you will see a small fee related to contamination. This is intended to help change behavior and not intended to be a revenue generator for Republic Services.

Transition Plan

We are seasoned experts in the successful transition of services from your current provider to Republic Services.

Through transparent collaboration with you, our seamless transition will leave the City of El Segundo and your residents happy with your choice to switch to Republic Services.

Experience Matters

Republic Services successfully implements more than 75 new municipal contracts each year, and we bring our national support and local expertise to every one of them. Each transition takes into consideration the unique needs of the contract and City of El Segundo.

Our experience has shown that relationships matter — when we need equipment, we get it. Our national footprint and buying power are leveraged for your benefit. Locally, we have secured relationships with key vendors who put our needs first in a time-critical situation.

Coordination and Planning

We know the key to a successful transition and implementation of your contract relies on open communication. Our philosophy is to constantly share updates with you, so everyone involved remains aligned and on plan.

Our local team works to provide a seamless transition by developing a detailed plan to include: [Remove or insert any additional bullets specific to the needs of your city]

Figure 31. Low Risk Transition. From contract award to service start date our teams are visible and in constant communication.



Successful transitions cover many details and require strong communication

- Communication is key to a successful transition
- Capital asset procurement and delivery
- Staging and rollout of new containers
- Driver hiring, training and route planning
- Community education and marketing

- If there is a change within the customer list we will work with the current hauler to streamline the transition with minimal impact to the city.
- Creating a transition timeline and plan, crafted in collaboration with the city. This transition plan includes milestones, roles/responsibilities, community education plan and contact information.
- Providing frequent, proactive communication with the City of El Segundo to ensure there are no surprises along the way; including weekly in-person meetings and phone calls/emails as needed.
- Coordination of dumpster/cart removal and deliveries with the current provider and our field crews. Customers need same-day service from both the incoming and outgoing providers. Our team will identify a staging site to provide an efficient transition of containers.
- Providing route maps to the city and identifying any changes from the current hauler's routes.
- Monitoring open service notes, especially when the transition date nears. The current hauler is responsible for the service up until the current contract expires; however, there may be some service issues that cannot be resolved in the time allotted and will become the new hauler's responsibility. Our operations teams, customer service professionals and data partners understand the need to keep a close eye on open service notes.

- Timely and appropriate communication, in coordination with the city, with residents and businesses — from events, mailings, website information and direct communication (phone, email, live chat).
- Daily communication with the internal team to assess project status and timeline benchmarks.
- Our operational management team meets daily with our supervisors and maintenance team to ensure critical-path items are addressed.
- Truck test drives and optimizing route development will bring a safe and well-informed team to your city.
- The transition lead (operations manager), municipal manager, customer service manager and general manager meet prior to service implementation to ensure customer-specific aspects of the rigorous training for customer service staff and drivers are met.

Contract Implementation

Once a smooth transition from one provider to another is progressing, we also work to implement the full scope of services the contract requires.

We have extensive expertise in implementing collection programs. From purchasing to operations to communications, Republic Services has the national strength and the local experts to get the job done using our network of national and local suppliers.

To ensure proper contract implementation our team takes several actions; including but not limited to:

*Figure 32. **Planning and Updates.** We develop and frequently update our Transition Plan to allow transparency to all stakeholders. If selected a transition plan like below will be provided.*

PROJECT NAME:	City of [XXXXX]	Status Key
REPORT DATE:	Wednesday, July 1, 2020	R Off track, progress in jeopardy
OVERALL PROJECT STATUS (G, Y, R, C):	G	Y Off track, mitigation strategy /action plan in place
PROJECT Goal	Transition Plan City of [XXXXX]	G On Track
		C Complete

Detailed Timeline Transition Plan City of [XXXXX]

Plan Snapshot

Mile-stone #	Description	Target Start Date	Target Completion Date	Owner	Estimated/ Actual Date	% Complete	Status	Notes
1	Implementation Overview							
1.1	Contract executed	6/1/2020	6/1/2020		6/1/2020	100%	C	
1.2	Transition kick off meeting with City staff and Republic Services	6/9/2020	6/9/2020		6/9/2020	100%	C	
1.3	Weekly meetings with City staff	On going	On going		Weekly		G	Tuesdays at 1:00 PM
1.4	Detailed Transition Plan due to City of [XXXXX]	6/10/2020	7/1/2020		7/1/2020	100%	C	
1.5	Contract start date	10/1/2020	10/1/2020		10/1/2020		G	
1.6	Republic Services permanent facility location	6/1/2020	8/1/2020			80%	G	Secured a facility and container location
2	Equipment and Procurement							
2.1	Order new collection vehicles	6/1/2020	6/5/2020		6/5/2020	100%	C	
2.2	Identify new diverted equipment for [XXXXX] contract	6/1/2020	6/15/2020		6/5/2020	100%	C	
2.3	Review vehicle specs with vendor	6/5/2020	6/26/2020		6/26/2020	100%	C	
2.4	RFP for rental equipment	6/11/2020	6/21/2020			100%	C	
2.5	Receive and inspect new collection vehicles and rental trucks	9/1/2020	9/14/2020				G	
2.6	Place rentals and new trucks into service	9/21/2020	9/25/2020				G	
2.7	Republic Services fleet and facility location	6/1/2020	9/25/2020		6/24/2020	100%	C	Under contract
2.8	Order carts for multiple container residents	6/1/2020	6/19/2020		6/19/2020	100%	C	
3	Collection Services							
3.1	Complete residential route maps for city approval	6/10/2020	6/24/2020		6/24/2020	100%	C	
3.2	Conduct audits and route surveys (Commercial & Multi-family)	8/1/2020	8/30/2020			50%	G	Looking for an updated list
3.3	Obtain gate codes	7/15/2020	8/16/2020			20%	G	Received addresses but need contact information
4	Cart and Container Delivery							
4.1	96 gallon cart delivery	1/1/2021	1/14/2021				G	
4.2	"Select My Cart" delivery	2/1/2021	2/28/2021				G	
4.3	Coordinate with existing contractor commercial containers (If applicable)	6/8/2020	8/15/2020				G	
5	Employees							
5.1	Initial hiring steps	6/15/2020	7/15/2020			45%	G	
5.2	Confirm all new hires	7/15/2020	9/1/2020				G	
5.3	Complete Republic staff contact list.	6/15/2020	9/1/2020				G	
5.4	Safety and onboarding training	9/1/2020	9/30/2020				G	
5.5	Behind the wheel instruction training	9/1/2020	9/30/2020				G	
5.6	Route familiarization/ dry run routes	9/21/2020	9/25/2020				G	
6	Customer Resource Center							
6.1	Initial meeting with CRC staff	6/11/2020	6/11/2020		6/11/2020	100%	C	
6.2	Receive Knowledge Management Tool (KMT)	8/1/2020	8/30/2020				G	
6.3	Train CRC representatives on [XXXXX] specifics	9/1/2020	9/15/2020				G	
6.4	Customer Service for City residents	9/1/2020	10/1/2020				G	
7	Customer Notification							
7.1	Communications	7/15/2020	9/15/2020				G	
7.2	Draft and approval for multiple carts customers	7/15/2020	9/1/2020			75%	G	
7.3	Draft and Approval for "Select My Cart" postcard	8/1/2020	9/21/2020			75%	G	
7.4	Draft and approval for informational brochure to the City	8/1/2020	9/1/2020			50%	G	
7.5	Draft and approval for service days and set out procedures post card	8/1/2020	9/15/2020			75%	G	

- An internal meeting with our department heads to breakdown contract requirements and assign responsibility of tasks.
- General manager, operations manager and municipal manager meet with the customer service team to set expectations and processes.
- Daily communication with the local operations team to assess route completion status and timeline benchmarks.
- Continued communication, in coordination with the city, with residents and businesses — from events, mailings, website information and direct communication (phone, email, live chat).
- Regular communication with vendors supplying carts and dumpsters, printed materials, and trucks to ensure deadlines are met.
- Weekly in-person meetings and phone calls/emails with our team and the city to provide status updates and address any concerns as the situation requires.

*Figure 33. **Cart Delivery**. Final assembly and delivery of carts takes coordination with our suppliers*



Employment of Prior Contractor Employees

Republic Services is happy to commit to interviewing existing employees of prior contractors. Are hiring process involves in depth background checks and other formal reviews. Assuming the applicants pass our system of checks and balances hiring offers will be made.

Post Collection – Transfer Stations and Landfills

Responsible waste disposal requires science, engineering, and technology to manage an evolving waste stream in a manner that is protective of the air, land, and water upon which our communities depend.

Post-Collection Process

After waste is collected the material will be delivered to one of two places: a transfer station for further consolidation and further transportation to a landfill or it will be directly hauled to a landfill for final disposal.

Transfer Station

Republic Services owns or operates 239 transfer stations throughout the United States.

In its simplest form, a transfer station is a facility with a designated receiving area where waste collection vehicles empty their loads. The waste is then consolidated and loaded into larger vehicles for more efficient transport to an area landfill. No overnight storage of waste occurs at a transfer station; waste is quickly consolidated and loaded into larger vehicles and moved offsite.

A transfer station allows waste to be efficiently transported long distances, driving down costs for businesses and residents and positively impacting the environment through reduced air emissions and energy usage. Benefits of transfer stations:

- Service customers faster
- Reduction of greenhouse gasses and traffic congestion

Local Compton Transfer Station Profile

Republic Services owns and operates the Compton Transfer Station located at 2509 Rosecrans Ave, Los Angeles, CA 90059

Service Area: LA County

Capacity: 1,500 tons per day

A national leader in compliant and sustainable transfer stations and landfills

- Our transfer stations and landfills are designed, constructed, operated using the latest resources in environmental protection and monitoring technologies.
- 77 landfill gas and renewable energy sites
- 1.4B gallons of treated water returned to nation's watershed

Accepted Materials:

Recycling

Yard Waste/Organics

Solid Waste

Hazardous waste [is not] accepted at this transfer station.

Landfill

Republic Services owns or operates 198 active landfills. As of December 31, 2018, we have approximately 37,800 permitted acres and total available permitted and probable expansion disposal capacity of approximately 5 billion in-place cubic yards.

The in-place capacity of our landfills is subject to change based on engineering factors, requirements of regulatory authorities, our ability to continue to operate our landfills in compliance with applicable regulations, and our ability to successfully renew operating

*Figure 34. **Transfer Stations** reduce greenhouse gasses and traffic congestion in your community.*



permits and obtain expansion permits at our sites. Some of our landfills accept non-hazardous special waste, including utility ash, asbestos and contaminated soils.

Most of our active landfill sites have the potential for expanded disposal capacity beyond the currently permitted acreage. We monitor the availability of permitted disposal capacity at each of our landfills and evaluate whether to pursue an expansion at a given landfill based on estimated future waste volumes and prices, market needs, remaining capacity and the likelihood of obtaining an expansion. To satisfy future disposal demand, we are currently seeking to expand permitted capacity at certain landfills.

Republic Services is committed to harnessing landfill gas, the natural byproduct of decomposing waste, and converting it to energy. The use of landfill gas provides our economy with benefits, including reducing air pollution through the capture and use of methane. As of April 2022, we operated 77 landfill gas and renewable energy projects. We also have responsibility for more than a hundred closed landfills, for which we have associated closure and post-closure obligations.

Local Sunshine Landfill Profile

Republic Services owns and operates the Sunshine Landfill located at 14747 San Fernando Rd, Sylmar, CA 91342.

Facility Hours: 6am-6pm

Service Area: LA County

Capacity: 12,100 MSW tons per day

Accepted Materials:

- Yard Waste
- Solid Waste
- Contaminated Soil
- Hazardous waste is not accepted at this landfill station.

Design

We are a permitted Subtitle D lined facility with 24 inches of 1 x 10-7 cm/s compacted clay and a 60 mil HDPE composite liner.

Leachate is managed by a dual-lined leachate collection system with side-slope riser pumps and leachate storage tanks. The designed airspace was 172 cubic yards at 12,100 tons per day. Current remaining airspace as of is 60 million cubic yards. This gives a life-expectancy of 20 years at the current daily tonnages.

Facility Operations

Operating plans and records are maintained on site. Operations are conducted in accordance with local, state and federal regulations, as well as the facility's permit requirements. 4 inbound and 4 outbound scale are utilized.

Site has 5 tippers available for tipping trailers.

A gas to energy plant is on site and is operated by Sunshine Gas Producers. Waste is covered daily with a minimum of 6" of soil or permitted Alternate Daily Cover (ADC).

Methane gas is monitored quarterly. An active gas collection system is operational and maintained. Berms, pipes, drainage ditches and sediment ponds are used to prevent runoff and run-on storm water. Monitoring is conducted in accordance with the NPDES storm water permit and the Storm Water Pollution Prevention Plan.

Figure 35.Republic Services operates 77 landfill gas-to-energy projects.



Independent consultants collect samples and perform analyses at off-site laboratories.

Closure is performed as a normal operating procedure throughout the life of the facility. Post-closure will be performed by Republic Services, for a minimum of 30 years after final closure.

Regulatory Compliance

We have an excellent record of compliance with Federal, State and local regulatory requirements. In fact, our Environmental Managers (EMs) are dedicated to this specific task. Our EMs have significant experience in the environmental and solid waste industry and have dealt with all aspects of Federal, State and local regulations. Additionally, the EMs use a Compliance Tracking and Reporting System (CTRS), which is an intranet-based software system that assists them with tracking specific compliance tasks. The CTRS provides notification of specific permit conditions so that the conditions are satisfied and documented in an appropriate timeframe.

We obtain permits for our facilities and continuously renew these permits before they expire. Our EMs are well-versed with the permitting process for all types of solid waste facilities and have excellent relationships with the staff of the State's environmental agencies. Through these relationships, our permit applications are readily reviewed and approved without comment.

*Figure 36. Each year, **Republic Services** avoids double-digit millions of metric tons of CO2 emissions in our landfills.*



Post-Collection – Recycling Centers

A leader in America with 72 recycling centers nationwide, we are committed to investing in recycling processing infrastructure where appropriate.

Recycling Overview

We believe we have a responsibility to our planet with the materials we are entrusted to handle everyday by driving increased recycling, generating renewable energy, and helping our customers be more resourceful. As consumer demand for recycling services has increased, we have met the demand by integrating recycling components to each of our collection service offerings. Based on an industry trade publication, approximately 34% of municipal solid waste is recycled.

Local Facility Capabilities

The (CVT) facility opening 2024 and is currently processing approximately up to 250 tons per day; with a total daily capacity of 500 tons. Called a Material Recovery Facility (MRF), it utilizes specialized equipment to process incoming materials, and ship finished commodities to primarily domestic markets.

There are approximately 67 full-time employees working at the CVT Recycling Center. Our facility is open 6 days per week to receive material and has an average turn time of less than 24 hours. Republic Services accepts mixed paper, cardboard, newspaper, tin cans, aluminum cans, foil, plastics, bottles, jars, ridged plastics 1-7, scrap metal and glass. Our cutting-edge recycling facility helps preserve the local environment for future generations.

Republic Services has the experience and expertise to provide recycling solutions that fit the latest market trends to best assist your community

- 72 Recycling Centers nationwide
- More than 5M tons of material collected and processed annually.
- Millions of tons of CO2 emissions are saved through our recycling operation, equivalent to our entire company's carbon footprint
- Republic Services markets material to more than 100 domestic and international customers
- Republic Services will be opening the first of several Polymer Centers in 2023 that will create greater circularity for rigid plastics.

Figure 37 ***Environmentally Responsible****. We continually expand capabilities to serve more communities or adjust to changing waste streams.*



Marketing

Republic Services' Materials Marketing Group, a regional staff positioned throughout the country, is a team of highly experienced professionals who provide our recycling facilities with assistance in the identification of material recovery opportunities and the best markets and marketing opportunities for those materials.

Changing Markets- Reducing Contamination

In response to changes in Global recycling markets since 2018 due to the China Sword policy, Republic Services has worked diligently to reduce contaminated commodities throughout recycling systems in communities across the country and in our recycling centers.

To meet more stringent recycling standard thresholds after the China Sword policy was enacted, Republic Services slowed down processing lines, increased the number of sort-line employees, and invested millions of

dollars in highly technical, automated sorting equipment.

These MRF investments help Republic Services meet quality limits, and gain the highest value for commodities sold at market possible.

Processing Cycle

Recycling trucks collect from curbside or commercial locations, take their loads to the recycling centers, weigh in and continue to the tipping area. Trucks tip their loads, and the loads are pushed by a rubber-tire loader into stockpiles in preparation for processing.

The mixed material travels to a quality control station where contaminants and undesirable material are removed. Material goes over an old corrugated cardboard triple deck screen that has a series of shafts with discs that remove cardboard from the material stream.

Remaining materials travel through the old newsprint screens which pull the lighter newsprint material over the deck while heavier materials (plastic, steel, glass, and aluminum) fall onto a debris roll screen and larger plastic and steel dumpsters roll off onto a conveyor. The spacing of the old newsprint screens allows the glass to fall through (where glass is included in the program) and then is conveyed to the glass screening system. An electromagnet pulls any metal cans out of the paper stream and the paper stream continues for further separation.

Figure 38 ***Committed to Sustainability****. Our state-of-the-art equipment minimizes residual waste.*



Residual Materials Management

Our dedication to residual management involves the entire system, not just efforts to eliminate contamination. What happens to residual materials once the processing is done is the next step in Republic Services' mission to let nothing go to waste. We are proud to send these materials to Sunshine Canyon.

Residual material sent to the landfill contributes to the gas-to-energy facility, which generates clean, renewable energy by converting the methane gas (landfill gas) to electricity. From the curb, through our facility, and in the end, Republic Services provides the most thorough and comprehensive plan to screen out non-recyclable contamination and gain the greatest benefit from the materials entrusted to us.

Method of Tracking Tonnage

Each customer is assigned a separate account in Republic Services' scale system. All inbound and outbound materials will be weighed in at the onsite scales. Transaction data will be recorded in our electronic database program. The system has been customized for use by recycling operations and allows for the recording and reporting of inbound and outbound material flow.

Inbound materials are recorded by weight, truck number, date, time, material type and city of origin. Republic Services has the

Figure 39 ***Industry Leading Recycling Capabilities****. Established screening processes to maxixe material recovery.*



capability to provide reports detailing diversion information if desired.

Permits and Regulatory Compliance

Republic Services strongly supports and advocates sustainability as a core component of our values. Republic Services understands that the sustainability of the environment depends on protecting and preserving natural resources and educating current and future generations on environmental compliance. In fact, Republic Services' sustainability program centers on the theme of "Protecting Today's Environment for a Better Tomorrow." This message is important to the quality of life and regional prosperity in the communities we serve and why compliance is so important to us.

Polymer Centers and Advanced Technology

Through innovation and investment, Republic Services is advancing circularity for plastics. It's the first time a single U.S. company will manage the plastics stream from curbside collection to delivery of high-quality recycled content for consumer packaging.

In other companies, plastic processed at the recycling center is typically sold to a company that will 'downcycle" the plastics into products like clothing, carpet, or construction piping. Although these participants in the industry do play an important role in recycling plastic commodity, the end result is typically a product that will not be recycled at the end of its useful life. The Republic Services Plastics Polymer Centers will advance circular economy for the long term, by ensuring that plastics collected at the curb are processed to be used in consumer packaging again. This means a water bottle will in fact become another water bottle.

In recent years, consumer brands have set ambitious targets to use more post-consumer content in their packaging, but the current supply of production grade recycled plastics falls short of the national demand. The Republic Services Polymer Center will meet this increasing demand for reliable, high-quality supply of recycled plastics, helping consumer brands achieve their sustainability commitments.

Rigid plastics collected from residential and commercial customers and sorted at local recycling facilities will be delivered to the Polymer Center for processing, including shredding and hot washing or sorting by color. The facility is expected to produce more than 100 million pounds per year of recycled plastic products including 100% post-consumer PET flake delivered to the food-grade marketplace to enable bottle-to-bottle circularity. In addition, HDPE, and PP packaging such as detergent jugs, which today are collected in multicolored bundles, can be separated by plastic type and color, allowing, for example, an orange jug to be recycled into another orange jug.

The first Polymer Center will open in Las Vegas in 2023, and will process plastics from Republic's recycling facilities in the West. Republic anticipates opening an additional three centers by 2025 to provide national coverage and further drive circularity.

Republic Services is proud to lead the industry in innovation and investments that promise to expand traditional recycling to meet the sustainability needs of our customers and the planet.

Organics Collection and Processing

Food and Organics programs are a key component of the circular economy, making up a third of the material that's sent to landfills. Through diversion and processing, these materials can be returned to the community as renewable energy or compost.

Organics collection is part of the "evolving ton" – it's not just trash and empty/clean/ dry recycling. Today, many municipalities are banning organics. Other communities are encouraging residents to place food scraps and food-soiled paper in the yard debris (organics) cart as well. The goal is to implement more organics programs that will achieve larger participation and greater diversion. This is driving the need for infrastructure and solutions to manage this new and evolving waste stream.

Organics Solutions

Republic Services is a leading provider of organics recycling, with 12 compost, four green waste processing, and three organics pre-processing operations in five states. In 2021, we processed more than 2 billion pounds of food and yard waste.

Recycling organic waste into compost creates a nutrient-rich soil amendment, which helps preserve natural resources and reduces water consumption.

The compost produced at our facilities is used by the agriculture and landscaping industries as well as by the cities from which the organic waste is generated.

2021 was a pivotal year for organics recycling at Republic. In addition to opening the solar powered Otay Compost Facility in the San Diego area, we expanded our Boise, Idaho, compost facility. Republic collects and processes green waste for Boise, the fastest growing city in Idaho, and the city was seeking a solution for its increasing volume. The expansion, which opened in December 2021, increased the square footage of the compost facility by nearly 40%.

Our organics solutions address the needs of the community in a compliant manner for this evolving waste stream

- Each year, we process more than 2.15 billion pounds of organic waste, producing more than a half-million tons of compost
- Republic Services operates 12 compost facilities, 3 pre-processing commercial food lines, and 4 green waste processing facilities across 5 states
- 2020 NWRA Organics Recycler of the Year
- 2022 NWRA National Organics Management Facility of the Year- Otay Compost Facility

Organics pre-processing is another way we're helping meet our customers' needs. In California, Republic operates three pre-processing operations to handle commercial food waste, including new facilities in Martinez and Sacramento. This includes table scraps and unsellable produce from customers such as supermarkets, restaurants, and hotels.

Pre-processing removes contamination such as plastic bags or cutlery from this material, resulting in clean organic material that is delivered to wastewater treatment digesters or an anaerobic digestion facility. From there, the organic material is broken down and converted into renewable energy.

Our investment in organics infrastructure is an important way Republic is supporting our municipal customers' climate action goals.

The majority of our investments have been on the West Coast, however we are looking to partner with municipal customers across the country to meet your diversion goals. Where we don't have Republic Services facilities, we have relationships with third-party vendors.

Organics Collection

For residential customers, to create an organics program, Republic Services can add one more truck to each route to collect organic materials. These materials are placed in a cart, just like the cart for solid waste or recycling.

Commercial customers generating large quantities of commercial green waste, such as golf courses, would be serviced with large commercial or industrial dumpsters.

Compost Processing

Organics management will continue to include both processing, pre-processing, and composting. This process begins with weighing the received material and identification/screening of non-acceptable material. Once acceptable materials are identified, they are processed resulting in compost, mulch or other products for beneficial use. These end products can then be packaged and sold back into the surrounding community.

Without question, composting is beneficial for the planet. But, as an organics leader, we are also working to innovate better methods for compost operations, that minimize the environmental impacts from processing food and green waste. An example of this involves using a Covered Aerated Static Pile system, rather than traditional windrow operations that require turning with a large machine. Benefits of this new, smarter system include capturing and reducing air emissions and odors, maintaining optimal pile conditions during composting, ensuring proper moisture and oxygen levels, and minimizing the facility's carbon footprint. In 2022, our compost facility using this new design in Chula Vista California was awarded the NWRA National Organics Management Facility of the year.

Anerobic Digestion

An alternative to compost processing for clean commercial food waste is anerobic digestion. This process involves pre-processing the inbound food waste material, using a hammer mill that efficiently separates the food waste from contaminates and bags. The resulting food waste is then transported to a water treatment facility or other facility that contains an anerobic digester, where the material is used to generate gas. The gas is then used to generate power, or converted to Renewable Natural Gas (RNG). Lastly, any remaining residual material is typically land applied.

Figure 40. ***Otay Compost Facility*** *– Our 2022 NWRA Organics Management Facility of the Year, located in Chula Vista, CA.*



Your Specific Solution

To address the specific organics needs of your municipality, we will utilize the three-cart system (trash, recycling, and organics). Three vehicles will service each customer at least 1x per week with a focus on driving diversion and increasing recycling/organics while reducing trash services. All material collected from the organics stream will be taken to the Compton transfer station and hauled to CVT to go through the THOR system.

This process removes bags and larger containers that should not be in the stream and leaves us with a clean, compostable, material ready to be composted. From there the materials will be sent to Agrimin OC to be added to their compost process.

The image below is the sludge like material leaving a THOR.

Figure 41. ***Commercial Food Pre-Processing*** *– Commercial food waste is pre-processed in a hammer mill before generating power in an anerobic digester.*



Facilities

Our business is ultimately about keeping communities clean and healthy while striving to be exemplary in our own environmental compliance and responsibility.

For this reason, our facilities are engineered for safe, environmentally friendly operations. Using sustainable materials that facilitate energy and water conservation, as well as design principles to enhance employee and guest safety and comfort.

Providing outstanding recycling and waste services to your community requires multiple types of facilities, including:

- Hauling companies
- Transfer stations
- Recycling centers
- Organics recycling facilities
- Landfills
- Environmental services facilities

Following is a brief description of each of our most common facility types. One or more of these facility types may reside at the same physical address/location in a city.

Hauling Company

A hauling company is where the community recycling and waste collection services are based. These facilities typically serve several important functions that are critical to delivering exceptional service to your residents:

- A yard for housing all the collection vehicles that serve the community, including fueling (or charging) infrastructure, if possible
- Storage yard for spare carts and dumpsters used to serve the residential, commercial and industrial customers in the community
- An industry leading fleet maintenance facility, delivering service for trucks, carts and dumpsters
- Training facilities to keep our workforce at the forefront of learning and safety
- Administrative offices to interact with your municipal staff

Facilities that work with the environment are basic design elements at Republic Services

- A recently constructed recycling center was constructed of 75 percent recycled steel and uses 1,776 solar panels
- Low-flow water fixtures and xeriscaping in our newest facility in the southwest reduces water consumption by 20 percent
- We responsibly operate 349 hauling companies across the country

It is typical that our largest workforce presence exists at a hauling company, to support the complex operation that goes into serving communities with a 99.9% pickup reliability rate. These facilities can range in size, from a satellite facility with a small number of trucks, to a major facility with hundreds of trucks serving multiple municipalities in the market.

Transfer Station

A transfer station is frequently used in communities that are located outside the recommended drive time to a landfill or other post-collection facility. The purpose of transfer stations is to enable the efficient transfer of recycling and municipal solid waste from the collection trucks to tractor trailers that can more efficiently transport the material to the appropriate post-collection facility. Typical transfer stations consist of a

*Figure 42. **Hauling Company**. Our hauling operations are the core of the collection service to your community, offering a truck fleet with the most tenured drivers in the industry.*



large concrete tipping floor, where collection trucks deposit the material after their trucks reach capacity on route. Once on the tip floor, material is transferred to larger tractor trailers where it is hauled to the local recycling center, landfill or other post-collection facility.

At Republic Services, our transfer stations are designed and operated to focus on safety, environmental responsibility and being a good neighbor. We invest frequently in Republic Services-operated facilities to ensure they meet appropriate standards for operations and fit seamlessly within the areas they are located.

Recycling Center

Recycling centers are very complex facilities that are designed to receive, process and package the various recyclable commodities that are collected in your community. Material collected on recycling routes is brought to the recycling centers, where it is deposited on the tipping floor. From there, the material is loaded onto a large conveyor belt that progresses through multiple stations in the facility. Each station of a recycling center is specifically engineered to separate unique types of material from the recycling stream, such that all material is uniquely separated by the time it reaches the end of the recycling center's line. Once each commodity is separated, it is baled for transportation and sale to buyers on the commodity market.

Modern recycling centers are engineered to identify and separate the five main commodities that have a robust market of buyers for secondary re-use. These include aluminum, metal, cardboard, mixed paper and plastics.

In some markets where there is a buyer within 300 miles, glass is also included in the collection programs. Otherwise, the environmental and economic impacts of transporting glass further is not feasible.

Landfill

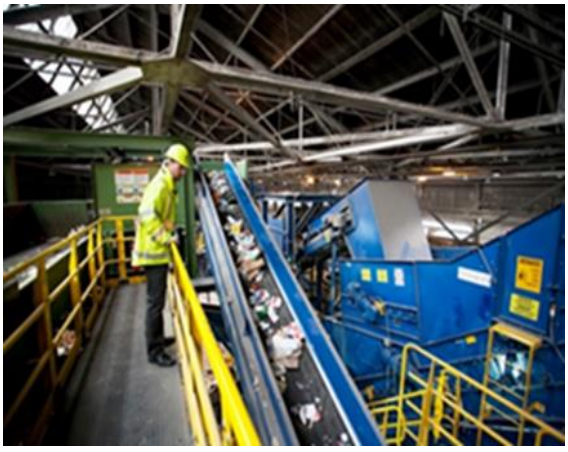
A landfill is where material that cannot be recycled in some manner is processed for disposal. Landfills are among the most complex facilities in our portfolio due to the to the tremendous responsibility we hold to appropriately handle the nation's waste.

Each landfill is segmented into cells, which are engineered in sections to handle the waste deposited at the facility. All our landfill facilities are subject to the Resource Conservation Recovery Act (RCRA) Subtitle D regulations which ensure that the facility contains:

Figure 43 ***Transfer Stations****. Reduce wear on roads and trucks by offering an efficient and local transfer of material for transport to post-collection facilities*



Figure** 44* ***Recycling Centers *- Republic Services operates some of the most advanced Recycling Centers in the country.*



- Liner in the bottom of each cell to separate the deposited waste from the environment
- Layers of daily waste deposits from the community, as well as a layer of daily cover, such as soil to help reduce odors
- An elaborate leachate system, which catches and processes rainwater that leaches through the landfill over time
- A complex system of pipes and pumps that capture and process the landfill gas (methane) which is a natural byproduct of waste over time
- An engineered cap that is placed over the top of a closed cell

Organics Recycling

Organics recycling is a key component of the circular economy. Food and yard waste make up a third of the material that's sent to landfills. Through diversion and recycling, organic waste can be returned to the community as a nutrient-rich soil amendment, which helps preserve natural resources and reduces water consumption. Republic Services is a leading provider of organics recycling, with 12 compost facilities in five states and three organics pre-processing operations. In 2021, we processed more than 2 billion pounds of food and yard waste.

An example of a leading organics facility is our Otay Compost Facility in Chula Vista, Calif. The Otay Compost Facility is California's first fully solar-powered compost operation which operates completely off the grid. A total of 144 solar panels generate power to the fans, sensors and other equipment utilized to operate the compost facility. The site boasts 573 kilowatts of battery storage, enough to power its operations for three days for the rare times the San Diego sun isn't shining. The facility is designed to take in 200 tons per day of food and yard waste from the cities of Chula Vista and Carlsbad, as well as customers in San Diego County.

Environmental Services Facilities

Republic Services' large network of owned and operated treatment, disposal and recycling facilities offers sustainable, safe and cost-effective solutions for all hazardous and non-hazardous waste streams including PFAS, PCBs, NORM/TENORM radioactive, inorganic, metals and industrial waste Our RCRA-, subtitle C- and TSCA-permitted facilities ensure compliance with all regulations, and our recycling innovations help our customers achieve their sustainability goals.

*Figure 45. **Landfill**. Our landfill operations are staffed by highly trained environmental and landfill engineers.*



*Figure 46. **Organics.** Our Otay Compost Facility in San Diego County, CA, was recognized as 2022 National Organics Management Facility of the Year.*



Facilities Serving City of El Segundo

Republic Services will serve your city with the following facilities.

In addition to the following facilities listed below for container staging and listed personnel will be at the Gardena hauling yard located at 14905 San Pedro , CA 90248

*Figure 47. **Environmental Services Facilities**. Our hazardous waste facilities include Treatment Sorting and Disposal Facilities (TSDFs) as well as permitted hazardous waste disposal facilities.*

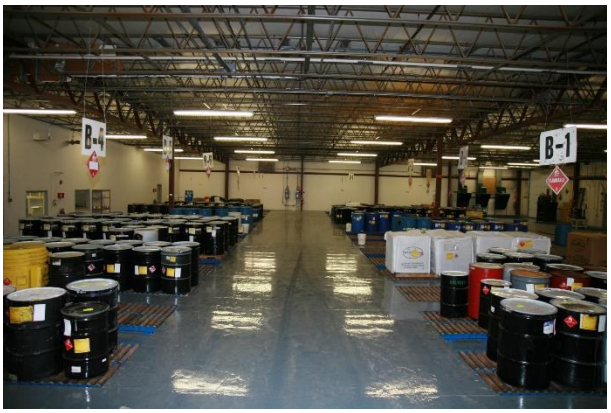


*Figure 48. **Facilities Serving You.** We plan to serve your municipality from the following facilities.*

Facility Type	Address	Distance from City	No. of Employees	Hours of Operation
Hauling Company	[14905 S San Pedro CA 90248]	[12 miles]	[357]	[6am-6pm]
Transfer Station	[2509 Rosecrans ave, LA CA 90059]	[12.2 miles]	[15]	[6am-6pm]
Material Recovery Facility	[2740 E Coronado st , Anaheim CA 92806]	[37.3miles]	[67]	[6am-6pm]
Organics facility	2740 E Coronado st , Anaheim	[37.3 miles]	[67]	[6am-6pm]
Landfill	14747 San Fernando rd., Sylmar CA 91342	[33.2 miles]	[42]	[6am-6pm]

Plastic Circularity - Polymer Center

With increasing desire to address the plastic recycling challenges, Republic Services offers a unique and leading ability to enable greater plastic circularity for our municipalities.

There is a growing gap in the North American supply chain for recovered plastics to serve Consumer Packaged Goods (CPG) manufacturers' increasing goals as well as state legislation mandating circularity. This is driven by the inability for traditional recycling centers to generate the CPG level quality that manufacturers need, as well as the barrier that exist for a third party to aggregate enough volume to make such business economically viable. Republic Services has a solution for this challenge.

Understanding the Market

Plastic packaging in North America faces a challenge to achieve circularity in recycling. For example, the likelihood of a water bottle in America becoming another water bottle is slim. This is attributed to three key factors: 1) public education, 2) lack of proper recycling opportunities, and 3) the ability of the plastic material to be properly separated and aggregated into a quality that manufacturers can accept into their production lines. work on public education, as well as comprehensive placement of recycling containers throughout the municipality, create a much higher probability that plastics will make their way to a modern recycling center, rather than a landfill. However, once plastics arrive at a modern recycling center, the technology design at these facilities yields a bale that

Our Polymer Center advances plastics circularity, addressing an unserved demand in the supply chain with a solution that is unique to Republic Services

- Of 14M tons of plastic packaging generated in America today, only 2% is recovered for circularity.
- Traditional MRF bales contain a cross contamination of plastics that downstream manufacturers do not seek.
- Manufacturers are increasing their CPG goals for recovered content, creating an unserved demand.
- Republic Services will produce high-quality washed flakes and color-sorted recycled resins at our Polymer Center to feed CPG goals of various manufacturing partners
- Our operational approach is patent-pending, and we hold an exclusive relationship with the technology supplier.

Figure 49. Changing the American Plastics Supply Chain – Republic Services Plastic Polymer Centers will ensure a higher ratio of tons recovered achieve CPG circularity.



contains a mix of cross-contamination, which means the bale contains plastic grades that are not optimized for the increasing CPG goals and quality requirements. Currently, a majority of PET that is recovered in a modern recycling center is "downcycled" into carpet and textiles.

Of roughly 14 million tons of North American consumer packaging plastics that are generated every year, 10M tons are landfilled, and 2M tons are incinerated. Of the 2M tons that are recovered through modern recycling programs and centers, 1.7M tons are "downcycled," while only 0.3M tons (2%) can achieve circularity.

Current Flaws in Supply Chain

When a CPG manufacturer purchases bales of plastics from a modern recycling center to meet their goals for recovered plastic content, they start with these "cross-contaminated" bales that are described above. Most CPG manufacturers are targeting a specific grade of plastics that they need in their process and have no use for the remainder of the bale that is cross-contaminated. For example, a company targeting PET may purchase a bale of PET water bottles, which also contains caps that are HDPE, and weigh almost as much as the PET bottle itself. In the manufacturer's process, they may strip off the caps to obtain the targeted PET that they need, but the remaining material that is not of any use to them can be as much as 40% of the bale (by weight). This "non-targeted residual" often is disposed in a landfill rather than being aggregated for benefit from a CPG manufacturer that is seeking the HDPE.

This reality exposes a growing gap in the plastic CPG supply chain, as manufacturers need a higher quality aggregated stream of targeted commodity than a modern recycling center can yield.

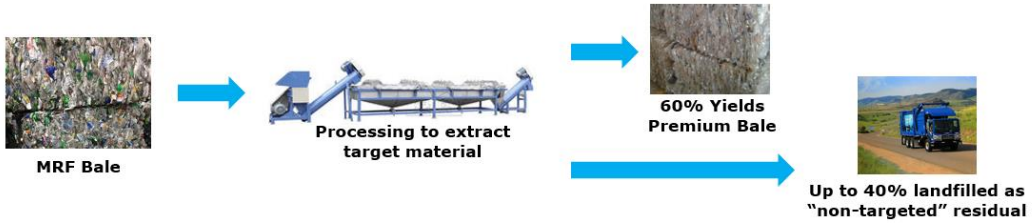
Filling the Gap

Republic Services is uniquely able to close this gap and address the growing demand in the North American CPG plastics market. We achieve this through our unwavering commitment to sustainability and by applying innovation and investment to yield a better future for our planet.

In 2023, we will open our first Polymer Center, located in Las Vegas, Nevada. This facility will be the first of its kind in the industry and serve a refined hub-and-spoke model to serve our partner municipalities from the Northwest to Texas. The Polymer Center will be designed to centralize the complex and costly operations to accurately separate the various grades of plastics into high quality commodities that meet CPG manufacturers' target requirements.

Because we are the first company to solve this complex challenge, our operational approach and technology designs are patent-pending, and our relationship with the company that manufactures the highly specialized equipment is exclusive. These two realities differentiate Republic Services as the only partner in the industry that can ensure your plastic recyclables have the highest circularity.

*Figure 50. **Current Supply Chain Flaws** – Existing CPG manufacturers often target a specific plastic stream, which leads to upwards of 40% of a MRF bale becoming "non-targeted residual".*



To complement this, we are in discussions with a growing list of CPG manufacturers who want to partner with Republic to secure a portion of these high-quality plastic commodity tons, as it increases their own ability to meet or exceed their ESG goals to their shareholders.

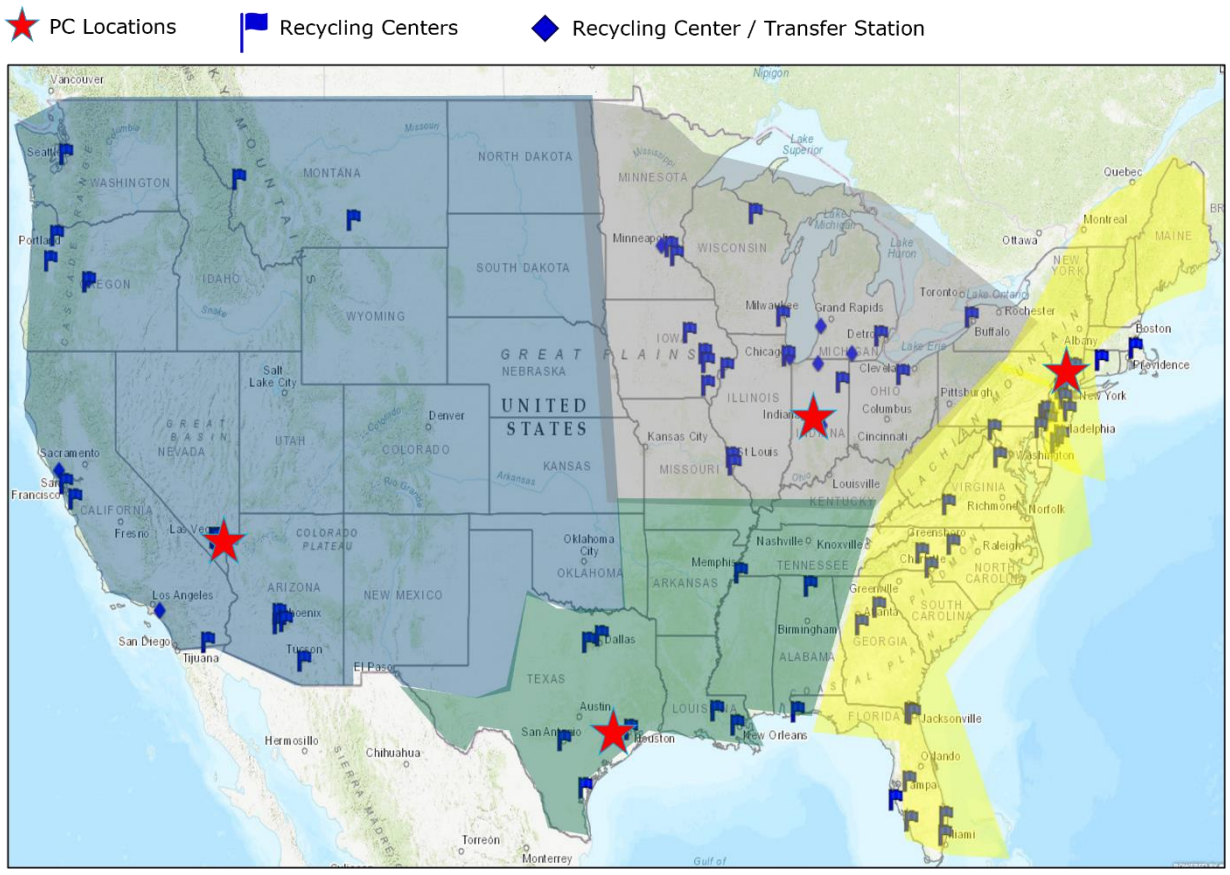
Planned National Coverage

The first Polymer Center is intentionally positioned in the West, where legislative requirements for consumer packaging is driving increased demand for recycled plastic content. We have plans to expand this operation to 3 locations across the United States, offering full coverage to all Republic Services municipal recycling partnerships in the 47 states we serve. This expansion of our operations will take place within the contract term duration of many of our municipal contracts, which makes this exciting improvement to the industry relevant for any municipality that is considering the best partner for their environmental service needs today.

Relevance to Municipalities

Our Polymer Center offering is highly relevant to municipalities considering a best value partner for several reasons.

*Figure 51. **Planned National Coverage** – We will cover all our Municipal recycling partners with 4 Polymer Centers when completed, with Texas-Alabama tons initially routed to Las Vegas.*



1. **Climate Action Goals** – Our innovation and commitment to our Polymer Centers are proof of our leading commitment to position our Municipal partners to meet or exceed Climate Action Goals and Sustainability objectives during the term of the contract. When combined with our ongoing efforts to electrify our fleet, and our major investments in acquisition of companies that expand our environmental services offerings, Republic Services is able to partner in ways that others simply cannot.
2. **Environmental Peace of Mind** – Through our commitment to our Polymer Centers, we are able to ensure a far higher degree of circularity for your plastic recyclables than any other bidder. Traditional MRF operations will continue to produce cross-contaminated MRF bales that are destined for downcycling into carpet or textiles.
3. **Affordability** – By moving the higher cost quality checks from our MRF facilities to the centralized Polymer Centers, the costs to operate our MRFs are more affordable than other processors. This translates into better processing rates per ton for your municipality.
4. **Market-Leading** – This powerful approach to meeting the growing demand for increased circularity in North America can only be delivered through a partnership with Republic Services. Our patent-pending operational design, as well as our exclusive relationship with the supplier of the highly specialized sorting equipment allow us to make that statement.

*Figure 52. **Advancing Plastics Circularity** – The Polymer Center will be the nation's first integrated plastics recycling facility. It will enable us to manage the process from curbside collection of recyclable material to production and delivery of high-quality recycled content for consumer packaging.*



Charitable Giving

We are far more than an environmental services company. We are committed to giving back through volunteerism, in-kind contributions and financial grants to help improve the communities where we live and work.

We are good neighbors. We stand for strong neighborhoods. Through our charitable giving platform centered on neighborhood revitalization, we are making a promise to help rebuild, revitalize, and restore places and spaces in need, ultimately creating stronger neighborhoods that sit at the heart of our planet. So much so, we have made one of our 2030 Sustainability Goals to positively impact 45 million people through our National Neighborhood Promise initiatives by 2030.

Our National Neighborhood Promise (NNP) is a charitable program funded by the Republic Services Charitable Foundation. This program provides financial support, in-kind products and services and volunteer opportunities to select nonprofit charitable organizations focused on neighborhood revitalizations. These partnerships create a unique opportunity to strengthen the neighborhoods where our employees and customers live and work.

Our commitment to the communities where we live and work is so strong, it is one of our 2030 Sustainability Goals

- Working to create sustainable neighborhoods through strong community partnerships for 45 million people by 2030
- Well-defined approaches to giving back to our communities
- Countless examples of projects and grants already completed

Through the NNP, we help bring projects to fruition that have the potential to impact a large group of residents. Examples of past projects include:

- Renovate/build parks & playgrounds
- Plant community gardens
- Restore public infrastructure
- Reduce neighborhood blight
- Clean up communities

*Figure 53. **Charitable Giving**. We strive to make the communities where we live and work better through three defined approaches.*

	Cycle	Project Types
Republic Services Charitable Foundation • National Neighborhood Promise grants • National grants	• Annual RFP	• Large-scale ($100K - $250K grants) funded from the Foundation
Community Grants Program • Smaller community-based grants supported by local business units • In-kind donation • Event sponsorships	• Open year-round • Organizations can only apply once in a calendar year	• Donations funded by the BU or area • Golf tournaments, event sponsorships, etc.
Employee Engagement • Volunteering • Employee Giving Program and Employee Relief Fund	• Open year-round	• Community events, charity events, NNP grant projects, etc.

How We Partner

We have three approaches to our community engagement strategy, each able to make a positive impact.

- **Republic Services Charitable Foundation** – We fund our National Neighborhood Promise grants, as well as national grants from our foundation.
- **Community Grants Program** – We make smaller, more frequent community-based grants from our local business units, as well as in-kind donations and event sponsorships.
- **Employee Engagement** – Our employees donate their time, as well as financial contributions to charities of their choice through our Employee Giving Program.

Measuring Our Impact

Since beginning our Charitable Giving program in 2019, our efforts have made a measurable impact. We have enacted dozens of National Neighborhood Promise grants through our foundation, as well as more than 2,500 local community grants through our business units. Additionally, our employees have volunteered countless hours to bring these various projects to life.

As of February 2023, our efforts have impacted about 9.4 million people, which is well on our way to our 2030 goal to reach 45 million. We look forward to engaging with you directly as your partner, to understand your local visions and objectives, so that we may lend a hand and truly be a good neighbor.

*Figure 54. **Measurable Impacts**. Since starting our Charitable Giving program in 2019, our impact is measurable and felt by the municipalities we serve. Numbers as of Q2 2022.*





Supplier Diversity

As an industry leader, Republic Services is committed to partnering with diverse business enterprises.

Our experience and interaction with state and local governments will allow Republic Services to work with our municipal partners in El Segundo, CA and adhere to government procurement law. Additionally, we can also assist qualified contractors with earning and retaining M/W/V/DBE certification, and we seek to partner and assist diverse suppliers where possible.

Our Commitment and Vision

Our team is committed to ensuring that supplier diversity is integrated into our strategic sourcing and procurement processes to generate efficiency, innovation and increased opportunities for diverse suppliers. We are dedicated to spending $150M with these suppliers by 2025.

Our vision is to create opportunities that foster inclusive procurement and promote local economic growth valuing innovation and competitive advantage.

Fostering Economic Growth

Republic Services recognizes that small business enterprises, especially those owned by minorities, women, disadvantaged individuals, veterans (VBE) and LGBTQ are an integral part in growing the El Segundo/CA economy through job creation. Republic Services partners with qualified businesses across the country.

*Figure 55. **Local Partners.** Republic Services frequently hires locally owned businesses for dumpster maintenance.*



Republic Services has proven success in building M/W/V/DBE/LGBTQ partnerships to serve our municipalities

- Partnered with qualified businesses across the country
- Promote local jobs and economic development
- Dedicated to spending $150M with diverse suppliers by 2025

We partner with these firms and offer mentoring to assist them in operating at our high standards. This often helps them establish repeatable processes and controls that lead to continued success.

Subcontracting Opportunities

Republic Services employs diverse subcontractors across our supply chain and business activities wherever possible to promote local jobs and economic development. Typically, our subcontractors have specialized skills and knowledge, which allows Republic Services to focus on our core functions.

Opportunities for subcontracting vary based on location, and often include:

- Maintenance
- Transfer station transportation
- Public education & outreach
- Cart delivery/replacement services
- Other services

Sustainability

We're committed to partnering with customers to create a more sustainable world.

This is our company vision, which is intentionally ambitious because we believe we are uniquely positioned to help our customers achieve their own sustainability goals.

Determining our Goals

As one of the largest environmental services companies in the United States, with the 5th largest vocational fleet in operation, our opportunity to make a meaningful impact on the sustainability of the country is real. Our foundational Elements of Sustainability are deeply integrated into our business and serve as the anchor for our 2030 sustainability goals.

- **Safety** drives every decision we make. Our dedication to safety extends to our customers and into our communities. We are committed to creating a safe environment for our customers, communities, and employees. Republic's safety performance has consistently been 38% better than the industry average, based on available OSHA data.
- **Talent** We employ and develop talented professionals that demonstrate an unwavering commitment to sustainability, including the well-being of our customers, communities, and each other. We proudly celebrate diversity by maintaining our culture of inclusion, a culture that allows employees to bring their whole selves to work.
- **Climate Leadership** We are focused on delivering services and solutions for a more sustainable world. Through landfill and fleet innovation, recycling and circularity of key materials, and renewable energy production, we're committed to environmentally responsible operations that increase efficiency, grow our business, and drive performance of our customers' goals.
- **Communities** Investing in the communities where our employees and customers live and work is vital, so our charitable giving platform revolves around sustainable neighborhood revitalization. We directly support people, places, and spaces in need with financial grants, in-kind donations and volunteer time.

Republic Services is a recognized leader in Sustainability, with major investments toward our 2030 goals.

- Listed on Dow Jones Sustainability Index since 2016
- Named to Barron's 100 Most Sustainable Companies
- Named to 3BL Media's 100 Best Corporate Citizens list
- Certified as Great Place to Work®
- Included in the S&P Global Sustainable Sustainability Yearbook
- Scored at Leadership Level for CDP Climate Change since 2019

*Figure 56. **Elements of Sustainability**. Republic Services is the lowest risk, best-value partner for your municipality, focusing our sustainability platform around these areas*



We have defined relevant, ambitious goals under these four elements, and are the first US environmental services company to have a greenhouse gas goal approved by the Science Based Targets Initiative (SBTi). Figure 57 offers a look at our 2030 Sustainability Goals.

Advancing our Goals

Once we had set our 2030 Sustainability Goals, we set out to identify meaningful investments and innovations that would drive the types of major changes we require to achieve the goals by the end of the decade.

In total, we invest more than $100 million per year (Confirm) in our sustainability initiatives, as a commitment to our planet. Examples of our investments to make a measurable improvement in our 2030 Sustainability Goals are offered below:

- **Reduce Emissions** – Operating the 5th largest vocational fleet in the country, we have over 16,000 trucks in operation. For this reason, our commitment to electrify our fleet will drive a meaningful portion of our GHG emission reduction goal. We have been running pilot operations for electric vehicles at multiple sites across the country with aggressive, long-term plans to grow our EV fleet each year as technology advances. In March 2023, we unveiled an electric truck designed from the frame up in collaboration with OshKosh. This design effort further demonstrates our commitment to electrification, and our willingness to innovate from scratch rather than simply retrofit a legacy vehicle.

*Figure 57. **Elements of Sustainability**. Republic Services is the lowest risk, best-value partner for your municipality, focusing our sustainability platform around these areas*



- **Reduce Emissions (and) Renewable Energy** – As the owner and operator of a large portion of landfills in the country, our ability to capture and reuse otherwise-emitting gases from those facilities will contribute to the majority of our emissions reduction goal (in addition to our EV fleet conversion). As of 2022, we had 74 landfill gas-to-energy (LFGTE) projects, generating power, or renewable natural gas (RNG), from the methane produced by the landfills. In addition to this, we announced a joint venture with Archaea Energy to develop RNG projects at 39 more landfills, above and beyond the 17 already being developed at the time of the announcement. In late 2022, Archaea announced they were acquired by BP, further strengthening our position for the success of America's largest RNG portfolio. One fifth of our collections fleet, comprising 100% of our CNG vehicles, is powered by RNG, thereby avoiding the extraction and use of fossil-gas.
- **Charitable Giving** – We continue to expand our focus on community reinvestments through our Republic Services Charitable Foundation, local Community Grants, in-kind donations and employee volunteerism. The focus of our efforts are on placemaking, which refers to projects that have the potential to make a positive impact of a large portion of the community. Our Foundation announces approximately 12 major grant projects each year, investing $2-3M annually into communities where we live and work, ranging from parks to community gardens; schools to community center revitalization. Additionally, throughout the year, our employees and local business units invest in smaller grant projects as well as volunteerism in the local community. From inception through year-end 2022, we have impacted over 5.5M people toward our goal, placing over $17M in various grants to help make a difference across the markets that we serve.

*Figure 58. **Electric Vehicle** technology is evolving quickly, enabling us to electrify our fleet over the coming years.*



- **Reduce Emissions (and) Circular Economy** – To meet the demand to further reduce emissions in landfills by diverting food and other organic waste, we have built one of the largest portfolios of organics facilities in the nation. Our drive to push the envelope as we develop these facilities led us to be named the 2020 Organics Recycler of the Year by the National Waste and Recycling Association (NWRA), recognizing Republic for innovation and

*Figure 59. **National Neighborhood Promise** is our foundation grant program for charitable giving.*



leadership in diverting food and yard waste from landfills through food recovery, organics pre-processing and composting, all of which contributes to a circular economy.

- **Circular Economy** – In order to address the growing desire to manage circularity of plastics, we announced a bold investment and innovation to create a hub and spoke network of Plastic Polymer Centers across the United States. These centers represent the first time a single North American company will manage the plastics stream from curbside collection to delivery of high-quality, and even food-grade, recycled content for consumer packaging. By keeping materials in use at their highest quality, a water bottle can live on to become another water bottle, transforming what it means to commercially recycle and bringing material circularity directly to our customers.

*Figure 60. **Organics Innovations** such as our solar-powered Otay Compost Facility in Chula Vista CA, operating entirely off-grid, have earned awards such as 2022 Organics Management Facility of the Year.*



Appendix A – Pricing Sheet, also attached in flash drive.

Commercial & Multi-Family Refuse Bin Service (Monthly)												
Additional recycling service bin												
Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$ 131.65	2yd	$ 147.96	3yd	$ 167.56	3yd Compacto	$ 459.01	4yd	$ 190.45	4yd Compactor	$ 612.02
2 x p/wk	1.5 yd	$ 210.64	2yd	$ 236.74	3yd	$ 268.09	3yd Compacto	$ 918.03	4yd	$ 304.73	4yd Compactor	$ 1,224.04
3 x p/wk	1.5 yd	$ 315.97	2yd	$ 355.11	3yd	$ 380.69	3yd Compacto	$ 1,377.04	4yd	$ 432.71	4yd Compactor	$ 1,836.06
4 x p/wk	1.5 yd	$ 421.29	2yd	$ 473.48	3yd	$ 502.51	3yd Compacto	$ 1,836.06	4yd	$ 571.18	4yd Compactor	$ 2,448.08
5 x p/wk	1.5 yd	$ 526.61	2yd	$ 591.85	3yd	$ 643.21	3yd Compacto	$ 2,295.07	4yd	$ 731.11	4yd Compactor	$ 3,060.10
6 x p/wk	1.5 yd	$ 631.93	2yd	$ 710.22	3yd	$ 771.85	3yd Compacto	$ 2,754.09	4yd	$ 877.33	4yd Compactor	$ 3,672.12

Commercial & Multi-Family Additional Services	Rate
Contamination Fees - Recycling or Organics, Per Occurrence per Bi	$ 75.00
Container Delivery/Container Removal, per Occurrence	$ 85.00
Scout/Roll Out - Monthly Rate	$ 64.95
Bulk Item Pickup, Per Item	$ 20.00

Alternative Permanent Rolloff Boxes Rates - Haul plus Dispos	Rate
Drop-Off Box Haul Rate - MSW - Per Haul	$ 270.41
Drop-Off Box Haul Rate - C&D - Per Haul	$ 277.94
Drop-Off Box Haul Rate - Recycling - Per Haul	$ 283.96
Drop-Off Box Haul Rate - Green waste - Per Haul	$ 270.41
Compactor Haul Rate - MSW - Per Haul	$ 333.65
Compactor Haul Rate - Recycling - Per Haul	$ 345.69
MSW Disposal Fee-Per Ton	$ 78.13
C&D Processing Fee-Per Ton	$ 119.60
Recycling Processing Fee - per ton	$ 171.00
Green waste Fee - per ton	$ 137.00

Additional Supplemental fee's

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)									
Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	
1 x p/wk	35-gallon cart	$ 118.14	65-gallon cart	$ 135.78	2yd	$ 175.25	3 yd	$	192.78
2 x p/wk	35-gallon cart	$ 196.83	65-gallon cart	$ 244.40	2yd	$ 315.45	3 yd	$	323.43
3 x p/wk	35-gallon cart	$ 306.18	65-gallon cart	$ 380.18	2yd	$ 490.70	3 yd	$	503.12
4 x p/wk	35-gallon cart	$ 393.66	65-gallon cart	$ 488.81	2yd	$ 630.90	3 yd	$	646.87
5 x p/wk	35-gallon cart	$ 503.01	65-gallon cart	$ 624.59	2yd	$ 806.15	3 yd	$	826.55
6 x p/wk	35-gallon cart	$ 612.36	65-gallon cart	$ 760.37	2yd	$ 981.40	3 yd	$	1,006.24

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	$ 15.00
Locking Bins - installation	$ 55.00
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	$ 240.30
Second refuse cart, 65 or 95 gallon-Monthly Charge	$ 180.23
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	$ 120.15
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	$ 120.15
3yd / 4yd Compactor - Additional pick-up	$ 131.25
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 75.00
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 78.46
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$ 90.00
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	$ 100.00
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 95.00
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 98.46

Appendix B- Certificate of Good Standing

Secretary of State
Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name:	CONSOLIDATED DISPOSAL SERVICE, L.L.C.
Entity No.:	199817510088
Registration Date:	06/24/1998
Entity Type:	Limited Liability Company - Out of State
Formed In:	DELAWARE
Status:	Active

The above referenced entity is active on the Secretary of State's records and is qualified to transact intrastate business in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of May 04, 2023.

SHIRLEY N. WEBER, PH.D.
Secretary of State

Appendix C- Certificate of Insurance

ACORD® CERTIFICATE OF LIABILITY INSURANCE Page 1 of 3 — DATE (MM/DD/YYYY) 04/17/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:
CANNON COCHRAN MANAGEMENT SERVICES, INC. 17015 NORTH SCOTTSDALE ROAD SCOTTSDALE, AZ 85255	PHONE (A/C No.Ext): FAX (A/C No.Ext): E-MAIL ADDRESS:certificateteam@ccmsi.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
REPUBLIC SERVICES, INC. 18500 N. ALLIED WAY PHOENIX, AZ 85054	INSURER A: ACE American Insurance Co.	22667
	INSURER B: Indemnity Insurance Co. of North America	43575
	INSURER C: Illinois Union Insurance Company	27960
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER: 2335509** **REVISION NUMBER: 1**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PROJECT LOC OTHER:			HDO G47334433	06/30/2023	06/30/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS -COMP/OP AGG	$ 5,000,000 $ 5,000,000 $ 5,000,000 $ 30,000,000 $ 20,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO X OWNED AUTOS ONLY X SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY			ISA H10735786	06/30/2023	06/30/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY(Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 10,000,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	
B A A C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WLR C50710397 - AOS WLR C50710324 - OR SCF C5071049A - WI WCU C50710555 - OH XS TNS C66934172 - TX NS/XS	06/30/2023 06/30/2023 06/30/2023 06/30/2023 06/30/2023	06/30/2024 06/30/2024 06/30/2024 06/30/2024 06/30/2024	X PER STATUTE OTHER E.L. EACH ACCIDENT E.L. DISEASE -EA EMPLOYEE E.L. DISEASE -POLICY LIMIT	 $ 3,000,000 $ 3,000,000 $ 3,000,000
	Contractor's Pollution Liability:			See page 2 for details	06/30/2023	06/30/2024		

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Division Number: 3895 - Named Insured Includes: Consolidated Disposal Service, L.L.C. - Dba: Republic Services - Allied Waste Services - Atlas Transport - Atlas Refuse Removal - Blue Star Disposal - Las Virgenes Disposal
Division Number: 3893 - Named Insured Includes: Consolidated Disposal Service, L.L.C. - Dba: Republic Services of Southern California – Allied Waste Services – American Waste

SECTION 1

TITLE PAGE

REQUEST FOR PROPOSALS FOR COMMERICAL SOLID WASTE COLLECTION, RECYCLING AND DISPOSAL SERVICES FOR THE CITY OF EL SEGUNDO

City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245

Universal Waste Systems, Inc.
9016 Norwalk Blvd.
Santa Fe Springs, CA 90760

UNIVERSAL WASTE SYSTEMS INC.
LARGE ENOUGH TO SERVE, SMALL ENOUGH TO CARE

B. COVER LETTER

April 29, 2024

Ms. Erica Miramontes
Public Works Department
City of El Segundo
350 Main Street
El Segundo, CA 90245

Re: REQUEST FOR PROPOSALS FOR COMMERICAL SOLID WASTE COLLECTION, RECYCLING AND DISPOSAL SERVICES FOR THE CITY OF EL SEGUNDO

Dear Ms. Miramontes:

Universal Waste Systems, Inc. (UWS) is pleased to submit the following documents in response to the City of El Segundo's Request for Proposals for Commercial Solid Waste Collection, Recycling and Disposal Services.

UWS is a family-owned privately held company established in 1986 providing waste management services to communities throughout Southern California. We have broad and extensive experience serving residential, commercial, and industrial customers in Southern California, Arizona, New Mexico and Kansas. In addition to successfully operating in exclusive franchise areas where excellent service has earned renewals and extensions, we have also been successful in the highly competitive non-exclusive environment where customers are free to change service providers based upon service quality and price.

UWS has the capability and facilities to offer the City of El Segundo a first-class operation that will provide the City with SB1383 compliant programs for their commercial customers in the city. Following competitive procurement, the City of Los Angeles awarded UWS an exclusive franchise agreement for the Northeast Commercial Franchise Zone to service commercial, multi-family, and industrial customers. This franchise was awarded and covered all services including waste, recyclable and organic collection, processing of all waste streams, facility development and construction along with a robust public education component as well as legislative compliance. During the implementation we transitioned 9,000 new accounts from 20 different service providers to a new UWS customer. Since the award of the City of Los Angeles franchise agreement, UWS has been awarded franchise agreements in the Cities of Maywood, Los Alamitos, South Gate and three large residential areas in the County of Los Angeles. This experience will be pivotal during the transition in order to ensure a smooth and timely transition of services.

Our contact person for this Proposal is:

Name:	Matt Blackburn Executive Vice-President
Mailing address:	P.O. Box 3038 Whittier, California 90605
E-mail address	matt@uwscompany.com
Telephone:	562-695-8236 (office) 909-859-5731 (cell)
Fax number:	562-941-4915

We look forward to the RFP process and the opportunity to meet and discuss the many capabilities of Universal Waste Systems and its qualified team of professionals. Please feel free to contact us with any questions or comments.

Respectfully submitted,

Matt Blackburn
Executive Vice President

C. EXECUTIVE SUMMARY

Business Structure

Universal Waste Systems, Inc. (UWS) is a privately held locally owned and operated business by the Blackburn Family. The company was established in 1986 and has family members at all levels of management within the company to ensure that it meets and/or exceeds all of its contract obligations. The City of El Segundo will have direct access to the owners of the company which will provide for a better long-term relationship and guarantee that the contract is successful and compliant. We live by our company slogan "Large enough to serve; small enough to care".

Key Personnel

UWS' President and CEO, Mark Blackburn started the company in 1986 with one truck and a few hundred bins. Since 1986, UWS has grown into one of the premier environmental waste and recycling companies in California and the nation. UWS employs over 500 employees and runs 350 trucks in 4 states with multiple operations and processing centers in the greater Southern California market available to the City of El Segundo. Under Mr. Blackburn's leadership he has created an environment where all employees are unified in their commitment to our mission, vision, and values. The company's success is a result of empowering our employees to make good decisions, implement them with the ultimate goal of the opportunity for upward mobility. We are proud that our company has become a long-term employment home for many of our valued employees.

Past Experience and Service Transition

Following a competitive procurement, the City of Los Angeles awarded UWS an exclusive franchise agreement for the Northeast Commercial Franchise Zone to service commercial, multi-family, and industrial customers. This franchise was awarded and covered all services including waste, recyclable and organic collection, processing of all waste streams, facility development and construction along with a robust public education component as well as legislative compliance. During the implementation we transitioned 9,000 new accounts from 20 different service providers to a new UWS customer. This experience will be pivotal during the transition from Waste Management in order to ensure a smooth and timely transition of services.

Safety and Injury Prevention

UWS has an extensive safety and injury prevention program that all employees are required to participate in as well as receive individual training that fits their job duties. UWS has been able to substantially reduce the number of workplace accidents through our rigorous training protocol and follow up training. Because safety is a core value of the company, we dedicated a complete section to this area which provides an in-depth look into the safety culture we have developed and continue to enforce at UWS. Please take time to review the Safey Section for more details on our approach and success.

Facility Description and Utilization

UWS' owned and operated facilities will ensure that the City of El Segundo has control over where their waste, recyclable organic materials are shipped for processing. The facilities owned and operated by UWS are in very close proximity and will ensure that UWS can meet and or exceed all of the legislative requirements facing the city. There is a detailed list and description of the facilities in Section 3. Below is a quick rundown of the proposed facilities.

- Material Recovery and Transfer Facility – Santa Fe Springs
- Mixed Waste Processing Facility – Santa Fe Springs and Pico Rivera
- Green Waste and Organic Composting Facility – South Gate
- Organic Food and Food Scrap Processing Facility – Vernon
- Truck Terminals – South Gate, Santa Fe Springs and Los Angeles

Implementation and Compliance Plan

This Service Implementation Plan will ensure an efficient and orderly transition of integrated solid waste management services for the businesses in the City of El Segundo by June 12, 2024. As noted previously in the proposal, UWS has extensive experience with service transition most recently in the City of Los Angeles, Maywood, Los Alamitos and South Gate in addition to 8 franchise areas in New Mexico. UWS will assign a City Liaison which will be Matt Blackburn (family member and owner) and he will be the primary contact for implementation and will personally oversee the transition. Matt coordinated the transition in the City of Los Angeles, Maywood, Los Alamitos and South Gate.

Outreach and Education Plan

RecycleLA, the City of Los Angeles' Zero Waste program, was designed before SB 1383 was adopted and yet the program anticipated what would become the State recycling and organic waste recycling mandate.

As a Contractor for RecyLA servicing the Northeast zone, we have been able to perfect our diversion implementation plan, recruit and train our team, and hone our customer education and outreach skills. Our Zero Waste team has extensive experience in assessing our customer needs, personalizing programs and getting results. This implementation plan is a product of that experience. Our Zero Waste Team is made up of fourteen Zero Waste Account Representatives with public relations skills and special training and expertise to personally assist Customers with tailoring solid waste services that maximize the recovery of recyclable material and organics. The Zero Waste Team will be deployed in the City of El Segundo prior to the implementation to audit, identify and construct effective recycling programs for all of the new customers.

Customer Service

UWS' roots are in the highly competitive nonexclusive franchise environment where customers are free to change providers if service quality is not maintained. Quality customer service always has been and continues to be of utmost importance to the Blackburn Family. Here the power of the personal guarantee, a UWS Core Value, is exemplified by the hands-on involvement of the key management team members to ensure that every single Customer complaint or simple inquiry is resolved to the complete satisfaction of the Customer.

Training

In the weeks leading up to starting service, we will conduct mandatory off-hour training sessions to familiarize transitioning employees with our procedures and technologies. Transitioning employees will be compensated for attending training sessions. This early activity with the personnel assigned to the City of El Segundo will again provide for a seamless transition with minimal disruption to the services.

Proposed Equipment

UWS proposes to utilize all brand new or near new equipment in the City of El Segundo. UWS has an inventory of 2023 Renewable Natural Gas (RNG) collection vehicles in stock ready for deployment after award of the contract. UWS will also outfit each commercial customer SB1383 compliant automated carts and bins (black, blue and green) at service commencement.

Minimum Recycling and Diversion Requirements

This is the Section of the proposal that will set UWS apart from all of the other competitors. UWS will guarantee the City of El Segundo complies with all the current laws on the books such as SB1383 and Ab341**.** We are so confident in our proposed diversion programs included in our response; we will guarantee this to the city thus allowing the City of El Segundo to be a leader in the County of Los Angeles. Our programs are designed to meet the threshold and be compliant with SB1383.

Procurement of Recovered Organic Waste Products

Short-Lived Climate Pollutants regulations require a jurisdiction to procure organic waste products directly, or through a service provider (Contractor), at or above the target established by CalRecycle. UWS will assist the City with meeting these requirements by procuring products that meet the criteria established in SB1383. One of the areas that will be beneficial to the city in meeting these goals will be UWS' commitment to use Renewable Natural Gas (RNG) in the City of El Segundo' collection vehicles. UWS currently uses RNG in all of its collection vehicles that operate in the Southern California market.

In addition, UWS has the only organic composting facility in the region located in the City of South Gate. This facility will provide to be a vital component in the goal of meeting the stringent goals established in SB1383.

Employment of Prior Contractor Employees

We recognize that the employees of the current contractor possess unique knowledge of the city and the customers therefore we believe it would be beneficial to join our team. We plan to offer employment opportunities for available positions to existing employees of the current contractor that would otherwise be displaced. Our owners, management and employees treat each other equally and fairly and will not engage in discrimination against anyone because of their actual or perceived race, color, religion, ancestry, national origin, disability, medical condition, marital status, domestic partner status, sex, gender, gender identity, gender expression, or sexual orientation or as a member of any other protected class.

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SECTION 2

PROPOSER INFORMATION

PROPOSER INFORMATION

A. Business Structure

UWS is a family-owned privately held company established in 1986 providing waste management services to communities throughout Southern California, Arizona, New Mexico and Kansas. We have broad and extensive experience serving residential, commercial and industrial customers in Southern California, Arizona, New Mexico and Kansas. In addition to successfully operating in exclusive franchise areas where excellent service has earned renewals and extensions, we have also been successful in the highly competitive non-exclusive environment where customers are free to change service providers based upon service quality and price.

UWS would be a perfect fit for the City of El Segundo as we are located in close proximity to the city and operate all of our processing, transfer and material recovery facilities needed to meet the requirements of the RFP.

UWS currently operates in the City of El Segundo, and we have spent considerable time in the city familiarizing ourselves with its unique characteristics and operational needs. We have performed route audits and observed the collection of the commercial routes during the current collector's workday, as well as shadowed the routes with various route observation team.

UWS is confident that we are prepared and willing to provide the city with exceptional service at a reasonable rate. We look forward to the opportunity.

Proposing Entity

Universal Waste Systems, Inc. ("UWS") is a C-corporation organized in the State of California.

Financial Statements

As the proposing entity, UWS will provide the necessary financial statements as required by the City.

Years in Operation

UWS was formed as a California corporation in 1986 and is in good standing with the California Secretary of State.

Officers

The officers of UWS are:

UWS Officers

Name	Office
Mark Blackburn	Chief Executive Officer & Chief Financial Officer
Anne Blackburn	Secretary
Matt Blackburn	Executive Vice President

Corporate Headquarters

Corporate headquarters: 9010-9016 Norwalk Boulevard, Santa Fe Springs, CA 90670.

Mailing Address: P.O. Box 3038, Whittier, CA 90605-308.

As mentioned, UWS has broad and extensive experience serving residential, commercial and industrial customers in Southern California, Arizona, New Mexico and Kansas.

Although UWS is not the largest company that will propose on the City of El Segundo, we are the one company that possesses all the capabilities necessary to serve the city and will meet and/or exceed the requirements listed in the RFP. UWS has developed into a company that prides itself on creating partnerships with our communities in order to ensure a high level of service at reasonable rates. We will be committed to the residents and businesses of the City of El Segundo by offering first-class services.

Experience in Los Angeles County

Table 1
Current Exclusive Franchise Agreements by Jurisdiction & Years of Service

Jurisdiction	Service Period	Customer Types	Service Performed	Residential Collection Method	Contact Information
City of Los Angeles Northeast Area	February 2017 to Present	Commercial, Multi-Family, Industrial	-Refuse- -Recycling- -Organic Waste- -C&D-	Multi-Family (carts & bins)	Mr. Daniel Meyers Division Manager LA Dept. of Sanitation 1149 S. Broadway St. 5th Floor Los Angeles, CA 90015 213-446-2199
County of Los Angeles					For all LA County franchise areas: Mr. Steve Milewski Senior Civil Engineer County of Los Angeles Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 626-458-3573
West Whittier Area	April 2007 to Present	Residential	Refuse, Recycling, Green waste, C&D Bulky Items, E-Waste, Shredding	Automated	

Table 2, continued
Current Exclusive Franchise Agreements, continued

Jurisdiction	Service Period	Customer Types	Service Performed	Residential Collection Method	Contact Information
County of Los Angeles, continued					*See previous page for County of Los Angeles contact info.*
Pioneer / Carson Park Area	Sept. 2011 to Present	Residential	Refuse, Recycling, Green waste, C&D Bulky Items, E-Waste, Shredding	Automated	
Mesa Heights Garbage Disposal District	July 2013 to Present	Residential, Commercial, Multi-Family	Refuse, Recycling, Green waste, C&D Bulky Items, E-Waste, Shredding	Automated	
South San Gabriel Area	July 2014 to Present	Residential	Refuse, Recycling, Green waste, C&D Bulky Items, E-Waste, Shredding	Automated	
Citrus, Charter Oak, Ramona Area	Nov. 2014 to Present	Residential	Refuse, Recycling, Green waste, C&D Bulky Items, E-Waste, Shredding	Automated	
City of Maywood	March 2020 to Present	Commercial, Multi-Family, Residential Industrial, Roll-Off	-Refuse- -Recycling- -Organic waste- -C&D-	n/a	Ms. Jennifer Vasquez 4319 E. Slauson Ave. Maywood, CA 90270 323-562-5712

Table 2
Current Non-Exclusive Franchise Agreements by Jurisdiction & Years of Service

Jurisdiction	Service Period	Customer Types	Service Performed	Residential Collection Method	Contact Information
County of Los Angeles	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Ms. Willa Zheng Administrative Assistant County of Los Angeles Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 626-458-3530
City of Malibu	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Ms. Rebecca Nelson-Brown Administrative Assistant Environmental Programs City of Malibu 23825 Stuart Ranch Rd. Malibu, CA 90265 310-456-2489, Ext. 286
City of Agoura Hills	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Mr. Louis A. Celya Deputy City Manager City of Agoura Hills 3001 Ladyface Ct. Agoura Hills, CA 91301 818-597-7314
City of Glendale	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Mr. Dennis Hargrove Assistant Director of Public Works City of Glendale 548 W. Chevy Chase Dr. Glendale, CA 91204 818-548-3916
City of Burbank	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Ms. Amy Hammes Recycling Specialist City of Burbank 500 S Flower St. Burbank, CA 91502 818-238-3903
City of Vernon	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Mr. Frederick Agyin Director Health & Environmental Control Department City of Vernon 4305 S. Santa Fe Ave. Vernon, CA 90058 323-583-8811
City of Bell Gardens	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Ms. Veronica Sanchez Administrative Specialist City of Bell Gardens 8237 Garfield Ave. Bell Gardens, CA 90201 562-806-7770

Table 2 continued on next page.

Table 2, continued
Current Non-Exclusive Franchise Agreements by Jurisdiction & Years of Service

Jurisdiction	Service Period	Customer Types	Service Performed	Residential Collection Method	Contact Information
City of Commerce	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse- -Recycling- -Organic waste- -C&D-	n/a	Linda Wright Administrative Assistant City of Commerce 2535 Commerce Way Commerce, CA 90040 323-722-4805, Ext. 2331
City of Long Beach	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse- -Recycling- -Organic waste- -C&D-	n/a	Ms. Sarah Adams Recycling Specialist City of Long Beach 2929 Willow Ave. Long Beach, CA 90807 562-570-2852
City of Montebello	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse- -Recycling- -Organic waste- -C&D-	n/a	Public Works Department 1600 W. Beverly Blvd. Montebello, CA 90604 323-887-4555
City of Pasadena	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse- -Recycling- -Organic waste- -C&D-	n/a	Mr. Carmen Rubio Department of Public Works City of Pasadena 233 W. Mountain St., #235 Pasadena, CA 91109 626-744-7162 crubio@cityofpasadena.net
City of Torrance	Feb. 2004 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse- -Recycling- -Organic waste- -C&D-	n/a	Ms. Wendy Wu 3031 Torrance Blvd. Torrance, CA 90503 310-781-7679

Continued on next page.

Experience in Orange County

Our Orange County Division is based at 2051 Placentia Ave., Costa Mesa.

Table 3
Current Exclusive and Non-Exclusive Franchise Agreements by Jurisdiction

Jurisdiction	Service Period	Customer Types	Service Performed	Residential Collection Method	Contact Information
City of Costa Mesa	Oct. 2010 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Mr. Mike Balliet City Consultant City of Costa Mesa
City of Newport Beach	Oct. 2010 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Mr. Micah Martin Deputy Public Works Director City of Newport Beach 592 Superior Ave., Bldg. A Newport Beach, CA 92663 949-718-3466
City of Irvine	Oct. 2010 to Present	Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	n/a	Public Works Department 1 Civic Center Plaza Irvine, CA 92606 949-724-6357
City of Los Alamitos	Jan. 2022 to Present	Residential, Commercial, Multi-Family, Industrial, Roll-Off	-Refuse--Recycling--Organic waste--C&D-	Automated	Ms. Michelle Muller Management Analyst City of Los Alamitos 3191 Katella Avenue Los Alamitos, CA 90720

B. Key Personnel

UWS' President and CEO, Mark Blackburn started the company in 1986 with one truck and a few hundred bins. Since 1986, UWS has grown into one of the premier environmental waste and recycling companies in California and the nation. UWS employs over 500 employee's runs 350 trucks in 3 states with multiple operations and processing centers in the greater Southern California market available to the City of El Segundo. Under Mr. Blackburn's leadership he has created an environment where all employees are unified in their commitment to our mission, vision, and values. The company's success is a result of empowering our employees to make good decision, implement them with the ultimate goal of the opportunity for upward mobility.

Mission

Universal Waste Systems exists to provide quality waste and recycling services which result in a clean and healthy environment for communities we serve by applying innovative solutions to the challenges of today and tomorrow.

Vision

To be the flagship company for comprehensive waste management services in Southern California by being the best and healthiest place to work and innovate to deliver cutting-edge environmental solutions to achieve "zero waste.

Core Values

Integrity

We operate with honesty and integrity in all dealings with customers, jurisdictional representatives and each other. We do what we say, and we say what we do.

Sustainable Practices

We are committed to planning effective waste diversion strategies and ensuring that our plans are carried out as promised. We operate our business as good stewards in a more sustainable way.

Unity of Purpose

We frequently and consistently communicate our mission and performance standards to all of our employees so as to operate with a unity of purpose at all times.

The Power of a Personal Guarantee

Our owner, family members, and management staff give their personal guarantee that every single customer issue or inquiry will be handled to the ultimate satisfaction of the customer and the City.

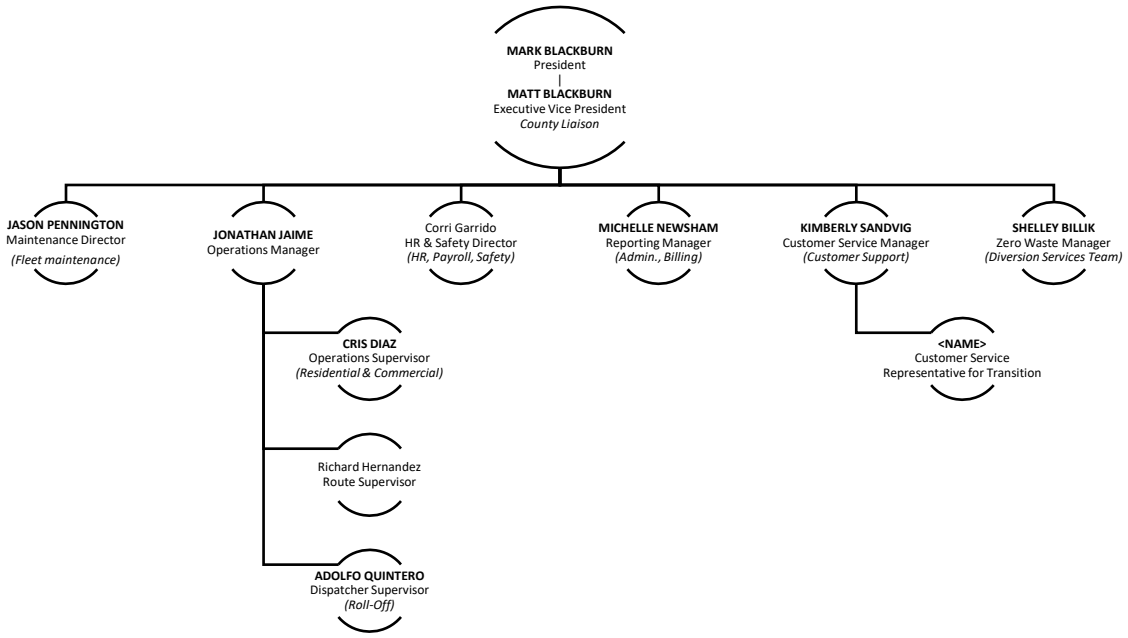
Company Slogan

"Large enough to serve; small enough to care."

Organization

Figure below illustrates the span of control of our leadership team.

Figure UWS Leadership Team.



Key personnel are grouped into teams (Executive, Operations, Customer Care, and Support Services) and are introduced on the pages that follow.

Executive Team

Mark Blackburn
President and CEO
46 years solid waste industry experience

Mark Blackburn is the company's founder, majority owner, and chief executive officer.

Mark sets the strategic direction for the company. He has piloted the company to new horizons including franchised collection operations, solid waste transfer, material recovery, organics processing, conversion technologies, and new geographic areas (New Mexico and Arizona).

Mark is an innovator who investigates and experiments with new approaches and technologies.

Experience

Mark entered the solid waste industry in 1974 working for his father (Harry Blackburn) at Signal Hill Disposal.

After a 12-year 'apprenticeship' in the industry and in entrepreneurship, Mark and wife Anne struck out on their own and founded Universal Waste Systems, Inc. in 1986.

From one truck and one account, the company now employs 500 employees and operates 350 collection vehicles from 9 locations with over $100 million in annual revenue.

Contact me:
562-941-4900
mark@
uwscompany.com

Matt Blackburn
Executive Vice President
20 years solid waste industry experience

Matt Blackburn is the Executive Vice President and Chief Operating Officer. Matt is responsible for managing day-to-day operations for waste collection and facilities. He also oversees all support services.

Matt is the primary contact for each of the jurisdictions that we serve. He has led jurisdiction transitions for UWS including the City of Los Angeles and Maywood franchise.

Matt will lead our team from transition, planning, through start-up.

Experience

Matt joined the company working in the dispatch office. Prior to assuming the role of executive vice president in 2015, he had worked in every facet of the business.

Contact me:
562-941-4900
matt@
uwscompany.com

Operations Team

Mitchell Blackburn
Vice President of Collection Operations
15 years solid waste industry experience

Michael Blackburn
Vice President of Post Collection Facilities
12 years solid waste industry experience

Jenese Blackburn
Operations Manager – Temporary Services
10 years solid waste industry experience

Ryan Blackburn
General Manager – Liquid Waste Division
14 years solid waste industry experience

Jonathan Jaime
Operations Manager
11 years solid waste industry experience

Jonathan Jaime oversees Southern California collection operations from his offices in Los Angeles and Southgate.

Experience

Jonathan has 11 years' experience in solid waste collection and material processing. He joined UWS in July 2017 to assist with the roll out of UWS services in the City of Los Angeles RecycLA Northeast commercial zone.

Prior to joining UWS, Jonathan was lead supervisor for Republic Service's nine franchises in Orange County where he managed 12 supervisors and 220 collection drivers. Jonathan began his Republic Services career as a driver.

Contact me:
562-941-4900
jonathan@
uwscompany.com

Adolfo Quintero
Dispatch Manager
17 years solid waste industry experience

Adolfo Quintero manages our system-wide dispatch function and routes daily roll-off collection services from our South Gate office. We also rely upon his expertise as a member of our transition team.

Experience

Adolfo has worked in the waste and recycling industry for over 17 years. He joined UWS in 2017. Adolfo began his solid waste career as a customer services representative at Consolidated Disposal. He later worked as a dispatcher at both United Pacific Waste and Republic Services.

Contact me:
562-941-4900
brianz@
uwscompany.com

Adolfo has been a part of transition teams for Gardena, Rowland Heights, El Monte, and the City of Los Angeles.

Jason Pennington
Maintenance Director
7 years solid waste industry experience

Jason Pennington manages vehicle maintenance and repair operations for our fleet of 500+ collection vehicles including transfer vehicles, and miscellaneous vehicles at our nine locations.

Jason is also responsible for vehicle software systems, management and development of our 50-member maintenance staff, and for equipment procurement.

He works from our South Gate and Los Angeles offices.

Experience

Jason has 18 years' experience in fleet maintenance. He joined the UWS Team in 2017.

Prior to joining UWS, he held positions of Maintenance Manager at Recology.

Contact me:
562-941-4900
jason@
uwscompany.com

Richard Hernandez
Orange County Route Manager
5 years solid waste industry experience

As the designated Orange County Route Supervisor, Richard will be assigned exclusively to the county to monitor all collections, make contact with customers regarding collection issues, and verify completion of each service work order. Richard will be available to the City's designee by cell phone, email or radio.

Experience

Richard has extensive solid waste experience. Richard has worked his way up at UWS from swamper, to driver, and now to route supervisor. Richard has experience at every level of operations.

Contact me:
562-941-4900
Richard@
uwscompany.com

Customer Care Team

Kimberly Sandvig
Customer Service Manager
7 years solid waste industry experience

Kimberly Sandvig manages our customer service operations supervising over 35 customer service representatives who assist our residential and commercial customers. Kim works from our Orange and Los Angeles office.

Contact me:
562-941-4900
kim@
uwscompany.com

Experience

Kim joined UWS in 2017 with over 7 years' solid waste experience. Prior to joining UWS, she was employed by Crown Disposal and then Recology after it acquired Crown.

Kim's prior experience includes 10 years working with special-needs children.

Public Education and Outreach

Shelley Billik
Zero Waste Outreach & Education Manager
25 years solid waste industry experience

Shelley Billik manages our Zero Waste services unit supervising 15 Zero Waste field representatives. This unit is responsible for face-to-face contact with customers to introduce them to diversion opportunities and obligations, engage customers in programs, monitor participation, and report outcomes.

Experience

Shelley began her affiliation with UWS in 2015 first designing and then directing the effort to enroll customers in recycling and organic recycling services in the newly awarded City of Los Angeles Commercial Solid Waste Franchise Northeast Zone.

Shelley has 25+ years' experience in sustainability and environmental programs. Prior to joining Clements Environmental (a UWS subcontractor), she served as Vice President of Environmental Initiatives for Warner Bros. Studios, Burbank, where she launched programs for waste prevention, reuse and recycling, supply chain management, energy efficiency, water conservation, green building, solar energy, and alternative fuels.

Contact me:
562-941-4900
shelley@
uwscompany.com

Support Services Team

Michelle Newsham
Reporting Manager
26 years solid waste industry experience

Michelle Newsham is responsible for jurisdiction reporting (disposal & diversion tonnage and city fee payments), administrative services, and customer billing and collections.

She will be a key member of our transition team.

Experience

Michelle is a 26-year employee of UWS. She has extensive experience with transitioning several service areas to UWS service including the City of Los Angeles, Maywood and Los Angeles County areas of Malibu, Mesa Heights, NW & NE

Contact me:
562-941-4900
michelle@
uwscompany.com

Mountain & Bays, West Whittier, Citrus, Pioneer/Carson, and South San Gabriel. She also was integrally involved in several business acquisitions by UWS.

Michelle began her career at UWS as a customer service representative and has managed the customer service function and dispatch operations.

Michelle attended Mount San Antonio College, Walnut, and Chaffey College, Rancho Cucamonga.

C. Service Transition Experience

City of Los Angeles Commercial Franchise Zone

Following a competitive procurement, the City of Los Angeles awarded UWS an exclusive franchise agreement for the Northeast Commercial Franchise Zone to service commercial, multi-family, and industrial customers. This franchise was awarded and covered all services including waste, recyclable and organic collection, processing of all waste streams, facility development and construction along with a robust public education component as well as legislative compliance.

During the 6-month period of July 2017 to January 2018, we transitioned 9,000 new accounts from 20 different service providers to a new UWS account.

The transition included: (i) creating individual customer records; (ii) conducting site inspections to establish GIS parameters; (iii) delivering over 15,000 containers; (iv) completing on-site waste assessments; and (v) initiating service.

During the transition period, we established 35 new commercial collection routes, 5 new roll-off routes, and 8 new scout routes. While we were busy establishing these 9,000 new accounts, we were also divesting 8,000 of our commercial and multi-family customers in the 10 other City franchise zones to the 6 new service providers in those zones.

The Los Angeles transition presented us with some unique challenges: subscription information was frequently incomplete or inaccurate; new subscribers resisted the change because the franchising system represented a material change in service; and the City's plan for expanded 'Zero Waste' programs brought with it some significant cost increases to the customer. In the face of these challenges, we were able to deliver 99% service reliability to our new customers during the transition.

Table 4
City of Los Angeles Transition Experience

Jurisdiction	Transition Period	Customer Types	Service Performed	Container Types	Contact Information
City of Los Angeles Northeast Franchise Zone	July 2017 to Jan. 2018	Commercial, Multi-Family, Industrial	-Refuse- -Recycling- -Organic Waste- -C&D-	Carts, bins, stationary compactors & debris boxes	Mr. Daniel Meyers Division Manager LA Dept. of Sanitation 1149 S. Broadway St. 5th Floor Los Angeles, CA 90015 213-446-2199

City of Maywood

UWS transitioned the City of Maywood in March of 2020 during the pandemic and in order to replace a non-performing contractor. The City of Maywood had contracted with a company that was not able to meet the performance requirements in the City's franchise agreement and had left the City without any notice.

The city was approached by a large private hauler which moved into the city in late December of 2019 to assist the city in making sure the trash was collected. Within a few months, the company made demands

of the City for a long-term evergreen contract with large rate increases. After a few months of negotiations, the company provided the City notice that it would be leaving at the end of February 2020 if the City would not agree to the terms of a new contract. This noticed provided the city about a week's notice to find another company to step in and perform the services.

UWS was contact by the City's consultant that they had been working with to see if there was interest in the City of Maywood. UWS met with the city and the consultant and within a few hours had a plan to begin service the week following the departure of the exiting company. The city did not have any interruption of service and the City and UWS successfully negotiated a new agreement that is in place today. As well, UWS agreed to provide the services at the previous company's rates for the balance of 2020 with a new rate structure being implemented over the next three (3) years. This transition was quick, demanding and very successful.

Table 5
City of Maywood Transition Experience

Jurisdiction	Transition Period	Customer Types	Service Performed	Container Types	Contact Information
City of Maywood	March 2020	Residential, Commercial, Multi-Family, Industrial	-Refuse- -Recycling- -Organic Waste- -C&D-	Carts, bins, stationary compactors & debris boxes	Ms. Jennifer Vasquez City Manager 4319 E. Slauson Ave. Maywood, CA 90270 (323) 562-5712

County of Los Angeles Mesa Heights Garbage Disposal District

In addition to transitioning commercial, multi-family, and industrial customers in the City of Los Angeles and Maywood, we have also transitioned service for residential customers in combination with other services for the County of Los Angeles Mesa Heights Garbage Disposal District.

In the Mesa Heights District, we transitioned 8,000 single family homes, and 100 commercial and multi-family properties during the 60-day period May to July 2013. The transition required coordination with the outgoing service provider Republic Services and included delivering approximately 25,000 containers and establishing 5 new residential routes, 1 new bulky waste/illegal dumping abatement route, and 1 new commercial route.

The scope of services in the Mesa Heights District included a 3-barrell residential program, public curbside receptacles collection, bulky item collection, mulch/compost give away, e-waste collection, and a SHARPS recycling program.

Table 6
County of Los Angeles Mesa Heights District Transition Experience

Jurisdiction	Transition Period	Customer Types	Service Performed	Container Types	Contact Information
County of Los Angeles Mesa Heights Garbage Disposal District	May 2013 to July 2013	Residential, Commercial, Multi-Family, Industrial	-Refuse- -Recycling- -Organic Waste- -C&D-	Carts, bins, stationary compactors & debris boxes	Mr. Steve Milewski Senior Civil Engineer County of Los Angeles Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 626-458-3573

City of Los Alamitos

UWS was selected for a new ten (10) year franchise agreement for solid waste collection services in November of 2021 with service commencement on January 1, 2022. The final contract was approved on December 6, 2021, with less than 30 days for implementation. UWS worked with the exiting hauler, Republic Services and was successful in deploying carts to the 2,000 residents and over 1,000 new commercial bins to the customers. Service and new programs commenced on January 1, 2022, without any interruption in service and on time.

City of Los Alamitos	Jan. 2022 to Present	Residential, Commercial, Multi-Family, Industrial, Roll-Off	-Refuse- -Recycling- -Organic waste- -C&D-	Automated	Ms. Michelle Muller Management Analyst City of Los Alamitos 3191 Katella Avenue Los Alamitos, CA 90720

City of South Gate

UWS transitioned the City of South Gate in January of 2023 for residential, commercial and temporary services. The City of South Gate had contracted with Waste Management (WM) for over 30 years and was unhappy with the service and decided to allow UWS through a competitive process to take over the collection services in January of 2023.

UWS was selected for a new ten (10) year franchise agreement for solid waste collection services in September of 2023 with service commencement on January 1, 2024. The final contract was approved in October of 2023 with approximately 90 days from implementation. UWS worked with the exiting hauler, WM and was successful in deploying carts to the 16,000 residents and over 2,500 new commercial bins to the customers. Service and new programs commenced on January 1, 2024, without any interruption in service and on time.

D. Litigation History and Regulatory Compliance

We identify two cases that are reportable as civil legal filings involving the Company, key personnel, owners and officers, and Los Angeles County-based affiliates, which are currently pending, filed, settled, or otherwise dispositioned during the last ten years.

There are no reportable misdemeanor, felony, or administrative legal filings.

Private Party Case related to a Government Filing (Dismissed in 2020)

Universal Waste Systems, Inc. ("UWS") was one of a number of the haulers in the City of Los Angeles, all of which operate under virtually identical contracts. An apartment owner's association filed an action objecting to those contracts. Accordingly, UWS was a party defendant, along with four other haulers, in a case filed in Los Angeles County Superior Court, which was captioned as follows: *Apartment Owners Association of California, Inc., et al., v. Arakelian Enterprises, Inc., et al.*, Case Number BC 705056. The party's plaintiff was (i) Apartment Owners Association of California, Inc.; Jasbir Dhillon; Gary Gillman; Anita Haeggstrom, R.M.B. Advance German Car Specialties, Corp.; the party's defendant was Arakelian Enterprises, Inc., Consolidated Disposal Service, L.L.C.; Calmet Services, Inc.; Universal Waste Systems, Inc.; USA Waste of California, Inc. The defendants, including UWS, filed motions to challenge the validity of the cases. The Court ordered dismissal on June 15, 2020.

While the City of Los Angeles was not a party to the foregoing case, that case was related to two cases in which the City is a party, numbered as "Lead Case No. BC677423" (status: pending) and "Case No. BC709658" (status: consolidated, non-lead case). Universal believes that its interest, and those of the other haulers, were generally aligned with the City of Los Angeles, and not at odds.

CEQA Cases Re Proposed Transfer Station in Pomona (Settled in 2012)

The following three cases involved a challenge by the Coalition for Environmental Justice in Pomona ("CEJP") to the approvals granted and Final Environmental Impact Report certified by the City of Pomona in June 2007 for a proposed transfer station project by Universal Waste Systems, Inc. ("UWS"). The parties to the actions are as indicated in the titles of the cases, with the additions of UWS being named as the Real Party in interest ion the 2007 Action, and CEPJ being an intervener in the 2010 Action and, it is believed, having filed a brief in the Appeal. All of these cases were dismissed and abandoned with prejudice pursuant to a Settlement Agreement and Releases, dated March 19, 2012. The settlement was, in part, entered into in connection with a sale by UWS and its affiliates of their rights in the project and certain other assets to a third party.

Coalition for Environmental Justice in Pomona v. City of Pomona, City Council of Pomona, Los Angeles Superior Court Case No. BS 110029, filed on July 19, 2007 (the "2007 Action"); *Universal Waste Systems, Inc. v. City of Pomona and City Council of Pomona*, Los Angeles Superior Court Case No. BS 128165, filed on September 3, 2010 (the "2010 Action"); and *Universal Waste Systems, Inc. v. City of Pomona and City Council of Pomona*, Los Angeles Superior Court Case No. B 234518, filed on July 23, 2011 (the "Appeal").

Regulatory Compliance

None to report

E. Safety Record

Proof of insurance will be provided upon request. UWS meets all of the overage limits required in the RFP and Draft Franchise Agreement. Below is a list of the policies and policy numbers.

Type of Insurance	*Firm*	*Policy Number*	*Contact*
General Liability	Crum & Forster	EPK-136137	Erin Viker (208) 577-6769
Automotive	National Interstate	WAR8310012-04	Same
Workers Compensation	National Interstate	WAR8310012-02	Same
Environmental	Crum & Forster	EPK136137	Same

Workers Compensation Experience Modification Rate

1. Workers Compensation Experience Modification (Exmod) for the business, and or all rated subsidiaries operating in California (if the business has not operated in California, please provide all data for the business in other States)

   Experience Mod currently is .98.

Included is a copy of our Safety Plan and/or Documents including but not limited to Injury and Illness Prevention Plan (IIPP), Code of Safety Practices and other Safety Plans

See attached documents labeled:

- Injury and Illness Prevention Program (IIPP)
- Code of Safe Practices
- Hearing Conservation Program
- Hot Work Program
- Covid Infectious Disease Preparedness and Response Plan
- Contractor Safety Program

Company's Safety Program

Accidents are caused, they do not just happen. Therefore, we believe that nearly all accidents are preventable. Accidents destroy manpower and material resources. They are a waste of assets that we cannot afford to waste. Because accidents are both preventable and wasteful, we want all employees to join with us and participate in an aggressive, effective and continuing accident prevention and control program.

To the best of our ability, we provide the best equipment, the safest facilities, and necessary people to accomplish all our tasks safely and economically.

The real power behind production without accidents is personal concern and motivation. We expect each supervisor and every single employee to participate in the program. The prevention of accidents is not someone else's concern, it is our concern and our employees' concern. We expect supervisors to provide for the prompt and aggressive investigation of accidents and near misses, to determine their causes. We expect personal and prompt corrective action to be taken after each accident. Further, periodic safety inspections are performed of each work area to

determine what corrective actions must be taken to insure a safe and healthful working environment.

Each employee is, to a large degree, directly responsible for, and in control of, his personal safety both on and off the job. To promote the individual safety of each of us and those with whom we come in contact with, rules and regulations must be adhered to.

We expect each employee, from our most senior to our newest trainee, to comply with these regulations at all times. These safety regulations are designed with but one objective in mind, to keep from getting hurt and to avoid hurting others.

The price of accidents and injuries in human suffering and in dollars and cents is high and rising. It can only be stopped and reduced if everyone knows, accepts and fully carries out accident prevention as his/her own personal responsibility. In order to reach the goal of having an accident-free work environment, UWS has created its workplace safety program. The program is comprised of many parts. These parts include:

- The pre-hire processes.
- The new hire process/safety orientation
- New hire mentoring
- Safety program implementation
- Personal Protective Equipment
- Training
- Evaluation/Observations
- Inspections
- Accident Investigations and Corrective Actions
- Record Keeping

Pre-hire Process

Before someone is hired as a team member at UWS, they are interviewed and evaluated by experienced staff members to assure that they are not just technically qualified for the position they are applying for, but that they also have the proper mindset to want to work safely and professionally. This creates the base for a safe employee.

New Hire Process

All new UWS employees undergo a New Hire Safety Orientation on their first day of employment, regardless of their position in our organization. Any position in any workplace has inherent hazards and therefore a new hire orientation prepares new employees with the knowledge to recognize work related hazards of all types, as well as how to mitigate or eliminate them. Knowledge is a powerful tool in injury prevention, therefore learning about our safe practices, policies and programs is important. The safety orientation is normally performed by a member of the Safety Department and covers various topics, such as our Injury & Illness Prevention Program, Lockout/Tagout, First Aid basics, Fire Prevention and Extinguisher use, Heat Illness Prevention, Personal Protective Equipment, etc.

New Hire Mentoring

New hires also go through some level of mentoring by other skilled and experienced employees in their departments. Not only do they first get to observe and acclimate to their positions, but they are also mentored on how to perform their duties safely. This is an important stage for all new hires because they get the opportunity to learn how to perform their duties safely from someone else who has performed similar duties for years. For example, for drivers, the mentoring involves a period of ride-a-longs with an experienced driver that will observe driving skills, vehicle inspections and overall job performance. It also helps remove some of the anxiety of working in a new position, which allows the individual to better concentrate on his/her tasks.

Safety Program Implementation

In order to develop a safe work environment, UWS has created safety programs to help set the structure for developing safe work practices and also for complying with OSHA standards. Safety programs are living documents and must not only be developed and implemented, but also modified from time to time to remain current with regulations or to adjust to changes in work related hazards. Typical safety programs at UWS include:

- IIPP
- Heat Illness Prevention
- Emergency Action Plan/Fire Prevention Plan
- Hazard Communication
- Hazardous Waste Identification
- Infectious Disease & Response Plan
- Hearing Conservation Program
- Energy Control (lockout/tagout)
- Code of Safe Practices
- Hot work Program

Personal Protective Equipment

Whenever administrative controls or engineering controls are not enough to eliminate a hazard, then we must consider personal protective equipment (PPE) to further protect our employees. Typical considerations for protecting our employees are the nature of the hazard, such as dust or abrasion hazards, as well as the part of the body that may be affected. PPE is carefully selected for our employees in order to provide them a product that will offer them the appropriate level of protection, while also offering comfort and mobility. Examples of PPE used at UWS for certain parts of the body are as follows:

- Head Protection: Hard hats, Welding caps.
- Face and Eye Protection: Face shields, Safety Glasses, Goggles, Cutting Glasses, Welding Hoods
- Respiratory Protection: Cloth masks, KN95s, N95s
- Hearing Protection: Ear Plugs, Earmuffs
- Body Protection: Uniforms, Welding Leathers, Tyvek Suits, Denim Sleeves
- Hand Protection: Leather gloves, Nitrile Disposable Gloves, Nitrile Coated and Rubber Coated Abrasion Resistant Gloves

- Foot Protection: PVC boots, Safety Toe Boots

The aforementioned PPE is provided at no cost to our employees and is replaced as necessary to keep our team injury free while working with various commodities, surfaces and environments.

Training

As mentioned previously, the more knowledgeable an employee is regarding how to perform his/her job safely, the less likely it will be that he/she will suffer a work-related injury. Our employees therefore receive new hire safety training on their first day of employment, on-the-job training and regular safety training in the form of weekly safety meetings. The safety meetings not only cover regulatory topics such as Heat Illness Prevention or PPE but cover function specific topics such as proper lifting techniques or distracted driving. In the following list are examples of other topics covered during the safety training sessions:

- Slips and Falls
- Driving in the Rain
- Blind Spot Awareness
- Covid Prevention
- How to Inspect a Fire Extinguisher
- Emergency Procedures for Load Fires
- Backing Safely
- Staying Hydrated
- Rodent, Snakes and Insects
- Lithium Battery Fire Safety
- Cell Phone Distractions

As you can see from this small sampling of topics, the variety spans the safety spectrum. Additionally, certain employee groups also receive specialized training such as forklift and aerial lift certification training and our drivers attend Smith System Defensive Driving training.

Evaluation/Observations

Informal safety and performance evaluations are performed on a daily basis by supervisors and lead employees while their team members are in the field, servicing customers or while working within our facilities. This allows for lead and supervisory personnel to evaluate the safe work habits of their peers. If areas of improvement are observed, they bring them to the individual's attention right away in order to prevent an injury. Additionally, our management team may also select certain individuals for more formalized observations either for random assessments or for post incident reviews. These observations are documented on a specific safety observation form. Individuals are observed for safe work habits and are then provided with feedback on both positive actions as well as areas for improvement. This type of activity helps to strengthen the concept that workplace safety is always an important consideration in any task and promotes discussion of safe work concepts.

Inspections

Safety inspections are part of a regular process to look for safety hazards and if found, to develop corrective actions to mitigate or eliminate them promptly. On the day-to-day level, drivers and

equipment operators perform daily vehicle and equipment inspections to assure that prior to using these units, that they are safe for operation. If they discover an out of service safety item such as a non-functioning backup alarm, the unit is taken out of service until repaired. Additionally, facility personnel perform daily informal walkthrough inspections of their work areas to address hazards prior to the start of their workday. On a monthly basis, a member of the Safety Department also performs a documented safety inspection and prepares a report with his/her findings and distributes it to the facility manager for the correction of any noted deficiencies.

Accident Investigations and Corrective Actions

On occasion, a situation may arise which leads to the undesirable consequence of an incident, such as an auto accident or of an injury. Since most incidents and injuries are preventable because they are caused by an unsafe act or unsafe condition, whenever such an occurrence takes place, it is important to investigate its cause. It is the UWS practice to have a supervisor investigate an injury or incident immediately. If the incident occurs offsite, the supervisor will drive to the scene to assure that any injured parties are taken care of and to gather as much evidence as possible before the scene is disturbed. All incidents undergo a root cause investigation to determine to true cause and therefore to determine the appropriate corrective action. Investigations are documented initially via the UWS 6 Hour Report and documented further as deemed necessary.

Recordkeeping

Records that document the implementation of our safety programs will be maintained by the Safety Department. These records will be maintained for the appropriate time frames and consist of:

- OSHA Logs
- Inspection Reports
- Investigation Files
- Safety Training Records
- Medical Surveillance Records
- Exposure Records

These records are typically confidential in nature and maintained for in-house use and only released to appropriate authorized personnel or authorized agencies.

Currently UWS follows any/all inspection requirements (pertaining to our business type) set forth by both the California CHP BIT program as well as the Department of Transportation CFR (Code of Federal Regulations) sections 396.11 through 396.25 Regarding Inspections and record keeping. (see below for reference).

Out of Service Criteria

UWS adheres to FMCSA/CVSA North American Standard of out of Service Criteria. In the event that a defect is discovered/reported and is identified as an Out of Service defect based on the North American Standard of out of Service Criteria, the unit is placed Out of Service until safely repaired.

Fleetio Maintenance software

Universal waste Systems utilizes an app-based Maintenance Software system named Fleetio to track and monitor vehicle inspections performed by both drivers and inspector qualified maintenance personal.

Driver vehicle inspection report(s)

Driver pre and post trip Inspections are submitted digitally twice a day through Fleetio. Drivers have the ability to comment as well as photograph any defect found on their inspection form at the time of inspection. Following the completion of a drivers pre/post trip inspection, Fleetio notifies, via email, multiple maintenance personal of any reported defect, providing maintenance staff the ability to see reported defects in real time. (See sample form below)

Maintenance Vehicle Inspections

Vehicle Maintenance inspections are performed every ninety days in accordance with the California BIT program set forth and monitored by the California Highway Patrol. Maintenance inspections are performed digitally using Fleetio and defects are emailed in real time to multiple Maintenance staff. Technicians have the ability to comment, and/or submit a photograph of any defect discovered at the time of inspection. If a discovered defect is falls under the Out of service Criteria the vehicle is placed Out of Service until safely repaired.

F. Financial Information

UWS has provided the required Financial Information as noted in this Section in a sealed envelope marked "Confidential – Financial Statements". UWS has provided reviewed Financial Statements for 2022. We request that the Financial Statements remain confidential and only available to the review committee and not released to the Public. At the conclusion of the review period, we ask they be returned in their entirety.

SECTION 3

TECHNICAL PROPOSAL

SECTION 3 – TECHINCAL PROPOSAL

A. Collection Services

Training

In the weeks leading up to starting service, we will conduct mandatory off-hour training sessions to familiarize transitioning employees with our procedures and technologies. Transitioning employees will be compensated for attending training sessions. This early activity with the personnel assigned to the City of Los Alamitos will again provide for a seamless transition with minimal disruption to the services.

Routing

We will optimize our collection routes with a computerized routing system and onboard devices that provide each driver all needed information for each stop including turn-by-turn directions. These data-driven driver assists will enable our drivers to complete routes error free. We will work to match the existing routes deployed by your current service provider in order to minimize the disruption to the customers.

Collection Vehicles



We currently have a sufficient number of new Renewable Natural Gas (RNG) powered collection vehicles to fulfill the requirements of the Agreement. We will not need to procure any additional equipment to meet the service requirements in the agreement.

Collection vehicles used in the City of El Segundo will be equipped with 3rd Eye Systems fleet management and recording mobile camera systems. This latest technology provides us with turn-by-turn review of the driver's activities as well as a camera system that provides documentation of our services and records the driver's daily performance.

Commercial (Bin Service) Collection Vehicles

Qty	Make	Area #	Body	Model Year	Fuel Type
6	Mack MR	South Gate	Front loader	2022 0r 23	RNG

Roll-Off Collection Vehicles

Qty	Make	Area #	Body	Model Year	Fuel Type
3	Mack MR	South Gate	Roll-Off	2019	RNG

Qty	Make	Area #	Body	Model Year	Fuel Type
3	Ford or GMC	South Gate	Scout and Bin Trucks	2022	Gas

Carts

Following execution of the agreement, we will place the order for the carts if necessary to be distributed to Commercial customers receiving individual cart collection or carts for recyclable and organic waste collection. We currently have stock of carts with our manufacture that could fulfill the cart requirements for the City of El Segundo.

Each commercial customer utilizing cart service will receive a new set of carts one-week prior to their collection day at the latest in order to prepare for commencement of service on June 12, 2024. For most customers, that delivery schedule should synchronize with the last scheduled collection day performed by the outgoing service provider.

All commercial customers will be outfitted with a cart or bin for waste, a cart of bin for recyclables and a cart of bin for the collection of organic waste. This new three (3) cart/bin system will comply with the City's RFP and SB1383. UWS will ensure that the carts and bins meet the color requirements of SB1383.

Commercial Bins & Roll-Off Containers

We currently maintain a working inventory of commercial bins and roll-off containers to meet the needs of our existing Customers. Following execution of the agreement, we will place orders for additional commercial bins and roll-off boxes if necessary, so that we have a sufficient number of containers to satisfy the needs of the customers.

UWS will procure additional containers if necessary and coordinate delivery of our containers with the remove of the current contractor's containers at one time. This approach eases the coordination of container removals and deliveries, works best with limited enclosure space and makes for a seamless transition for the Customer.

The implementation timeline assumes that container assets will be acquired from the outgoing service provider.

The following is a description of the carts that we propose for the City of El Segundo.

Manufacturer

Carts provided by UWS will be two-wheeled industry standard carts manufactured by Toter, a Wastequip brand (https://www.toter.com/waste-haulers) or equivalent.

Carts will be manufactured of medium density polyethylene (MDPE) using a stress-free rotational molding process.

All carts shall be equipped with 2 wheels mounted on a steel axle, handles integrally molded as part of the cart body, and permanently attached lids.

Toter brand carts are manufactured of up to 50% recycled plastic and steel parts contain up to 80% recycled steel.





Cart Sizes

Subscribers utilizing cart service will have a choice of three (3) cart sizes for each material:

- 32-gallon (70-pound minimum load capacity).
- 64-gallon (130-pound minimum load capacity; and,
- 96-gallon (200-pound minimum load capacity.

SB 1383 Compliance

The carts described herein comply with SB 1383 requirements for purpose, color, identification and labeling.

Identification

The top of each cart lid will be hot stamped denoting the acceptable material type for that cart (e.g., 'Refuse', 'Recyclable Materials', 'Organic Waste') in English, Spanish, and Mandarin.

Labels

An adhesive label will be affixed to the underside of the lid of each cart indicating the primary materials accepted and the primary materials prohibited for each container. We intend to utilize the model labeling provided by CalRecycle.



Commercial Food Waste

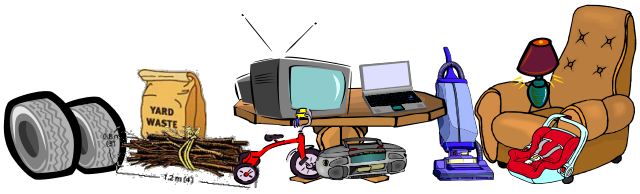
When volumes or storage space warrant, generators of commercial food waste will be provided a cart with a BROWN lid for depositing source-separated food waste for collection.

Cart Condition

All carts provided to customers at the inception of service will be newly manufactured and unused.

Subsequently, carts provided to customers as additions or replacements may be refurbished carts in good serviceable condition and steam cleaned so as to be free of debris and contaminants.

BULKY ITEM COLLECTION



After reviewing the draft agreement, UWS proposes to handle the bulky-item collection as required in the RFP as well as provide an on-call service if a multi-family resident is in need of additional service.

UWS proposes to use a flatbed collection vehicle to complete the bulky item collection program. Using a flatbed for collection will allow us to bring the items back to our fleet yard to determine the best use for the items prior to disposal.

UWS will use best management practices to follow the hierarchy of reuse, disassemble for reuse or recycling, recycle, and disposal. UWS will encourage customers to provide accurate information of the items that are being collected. UWS will encourage customers to donate to Goodwill or Salvation Army similar programs as much as possible.

E-Waste Collection

Included as part of the bulky-item collection, UWS will collect e-waste items (televisions, and computer monitors and other electronic equipment) that fall under the definition of e-waste. These items will be collected from multi-family residents on their normal collection day prior advanced notice has been made. The items will be disposed of in accordance with proper guidelines.

B. Diversion Requirements



Our preferred collection system is a Three-Container Collection System with the option for a hybrid Two -Container System with processing of the mixed waste at one of our High Diversion Facilities:

Three-Container Collection System (SB1383 Compliant)

Subscribers

The three-container collection system will be used for collections from:

- Multi-Family dwellings that do not have bin collection, and
- Commercial premises that are NOT food preparation or eating establishments that generate large volumes or organics.

Containers

(Note: All references to a container of a particular color means the color of lid.)

In the Three-Container Collection System, waste generators will be provided three collection containers:

1. A GREY container for the disposal of refuse including organic waste including food and food scraps.
2. A BLUE container for diversion of commingled recyclables including paper products; and,

3. A GREEN container for diversion of food, yard and wood waste

In the Three-Container Collection System, 'containers' will be industry-standard Carts, Bins, Roll-Off Boxes, or Stationary Compactors appropriate for the subscriber.

- Waste generators receiving collections from Carts will generally be:
    - Residential premises subscribing to individual collection,
    - Multi-Family dwellings, generally with fewer than five dwellings and subscribing to individual collection, and
    - Commercial premises generating low volumes or that are unable to subscribe to bin service due to a lack of bin enclosure space.
- Waste generators receiving collections from Bins will generally be:
    - Multi-Family complexes generally with five or more dwellings, and
    - Commercial and Industrial premises
- Waste generators receiving collections from Roll-Off Boxes and Stationary Compactors will generally be Commercial establishments generating large volumes of Solid Waste destined for disposal, source-separated Recyclables, including paper products, and/or source-separated Yard and Organic Waste.

Comprehensive List of Acceptable Waste

Three-Container Organic Waste Recycling

ACCEPTED MATERIAL	PROHIBITED MATERIAL
GREY Container	
General Solid Waste including organic waste containing food and food scraps	All recyclable materials
BLUE Container	
All paper products, cardboard, hard recyclables including glass, tin cans, aluminum cans, plastics 1-7, film plastic etc.	All refuse and organic waste
GREEN Container	
Yard and wood waste including trimmings and grass clippings.	All recyclable materials and organic waste

Customer In-House Preparation of Organic Waste

Customers disposing of Organic Waste in the Three-Container Collection System will be required to adhere to the following in-house preparations:

- GREY container:
    - General solid waste including organic waste such as food and food scraps that are not accepted in the blue or green containers.
- BLUE container:
    - Source-separated Commingled Recyclables including paper products, cardboard, glass, aluminum and tin cans, plastics 1-7 and other recyclable materials.
- GREEN container:
    - Yard, green, wood and food waste must be placed in the container un-bagged and untied free of contamination.

Two-Container Collection System (SB1383 Compliant)

Subscribers

UWS is offering a Two-Container Collection System for the collection from Commercial and Multi-family premises that are not food preparation or eating establishments that generate significant volumes of Food Waste or Food Scraps. This system will rely on the Organic Processing system that is described in Facility Description Section.

As mentioned in the facility section, we will utilize the OREX-500 to press the organic fraction from the mixed solid waste stream and ship it to the Anaergia AD facility located in Rialto where it will be made into Renewable Natural Gas (RNG) and high-quality soil amendment. This proposed system will allow businesses and multi-family complexes with limited space for containers to have a compliant system that only requires two containers.

Containers

In the Two-Container Collection System, waste generators will be provided two collection containers:

1. A GREY container for disposed Refuse, Food Waste and Scraps.
2. A BLUE container for source-separated commingled Recyclable Materials

As previously stated, ‘containers’ will be industry-standard Carts, Bins, Roll-Off Boxes, or Stationary Compactors as appropriate for the subscriber.

Comprehensive List of Organic Waste

The chart on the following page identifies the Organic Waste 'Accepted' and 'NOT Accepted' in the Two-Container Collection System.

ACCEPTED MATERIAL	PROHIBITED MATERIAL
GREY Container	
General refuse including all food waste and food scraps as well as other organic materials	All recyclable materials
BLUE Container	
All paper products, cardboard, hard recyclables including glass, tin cans, aluminum cans, plastics 1-7, film plastic etc.	All refuse and organic waste

Source Separated Collection of Organic Waste (SB1383 Compliant)

UWS is proposing source separated collection of organics (food waste and scraps) from customers that generate sufficient amounts to support separate collection and have adequate space for a separate container. In these cases, UWS will provide various carts and/or bins for the collection of organic material including food waste and scraps. As noted, this material would be collected and shipped to our Organic Processing facility for processing of the material to be shipped to the Anaergia AD facility.

Proposed Container Sizes

32-gallon automated organic cart

64-gallon automated organic cart

2-yard front loader organic bin

All carts and containers are available to be collected on multiple days per week.

RECYCLABLES AND ORGANIC MATERIALS

ACCEPTED MATERIAL	PROHIBITED MATERIAL
Plastic Recycling	Appliances
Milk jugs.	Batteries
Water & soda containers	Bubble wrap
Shampoo, soap, detergent bottles.	Christmas lights
Metal Recycling	Coat hangers
Aluminum beverage cans	Diapers
Food cans	Electrical cords
Aerosol cans, completely empty	Facial tissue
Glass Recycling	Food stained pizza boxes
Beverage containers	Food waste
Food jars	Food wrap
Paper Product Recycling	Garden hoses
Printing & writing paper.	Napkins
Newspaper	Padded envelopes
Egg cartons	Paper towel
Envelopes	Pet waste
Junk mail	Plastic bags
Phone books	Polystyrene
Brochures	Receipts
Magazines	Rubber balls
Ream wrapping paper	Sports equipment
Cardboard Recycling	Sticker-backed paper
Cardboard boxes (flattened)	Stuffed animals
Cereal boxes	Syringes/razor blades
Frozen food boxes	Tires
Poster board	Toys
File folders	Waxed cartons
Paper towel roll core tubes	Yard waste
Shoe boxes	
Toilet paper roll core tubes	
Wood Recycling	
Clean lumber	

ACCEPTED MATERIAL	PROHIBITED MATERIAL
Green Waste/Landscaping	Painted or composite Wood
Grass clippings	Palm Fronds
Leaves	All food containers
Branches/twigs	Plastic packaging
Clean lumber (untreated, unpainted, in small pieces only)	Polystyrene
Food Discards	All Bioplastics (cutlery, cups, bags)
All vegetables	Grease
All fruit	Pet waste
Egg shells	Human waste
Coffee grounds (paper filters ok)	Feminine Products
Tea Bags (paper only)	Waxed cardboard
Meat, bones	Plastic lined paperboard containers
All bread products	
All grains	
Food soiled napkins, paper towels	

Introductory Mailing

Our introductory mailing to all Commercial Customers about the transition to UWS services will include information about food recovery and the requirements for covered Commercial Customers.

Initial Visit

When our Zero Waste Account Representatives conduct their initial site visits to arrange service with UWS, they will categorize customers that generate food waste as 'Covered' or 'Not Covered' by the Regulations.

Covered establishments will be further categorized as 'Tier One' or 'Tier Two' food establishments.

- Tier One Commercial Edible Food Generators (supermarkets, grocery stores ≥ 10,000 sq. ft., food service providers, food distributors, wholesale food vendors); and,
- Tier Two Commercial Edible Food Generators (restaurants ≥ 250 seats or ≥ 5,000 sq. ft., Hotels with an on-site food facility and ≥ 200 rooms, health facilities with an on-site food facility and ≥ 100 beds, large venues, large events, state agencies ≥ 250 seats or ≥ 5,000 sq. ft., local education agencies with an on-site food facility.

During the initial visit, covered Tier One Customers will be provided a handout explaining food recovery requirements and opportunities.

Follow-Up Visits

During the calendar quarter January through March 2023 and annually thereafter, our Zero Waste Account representatives will perform follow-up visits with Covered Tier One Edible Food Generators (to again disseminate a food recovery brochure and assist establishments not yet connected with food recovery outlets with making those connections.

Beginning with the calendar quarter July through September 2023 and annually thereafter, Covered Tier Two Edible Food Generators will be added to the follow-up visits.

Ongoing Outreach

Commencing January 1, 2023, and annually thereafter, we will provide Tier One Commercial Edible Food Generators with:

- Information about the Edible Food Recovery Program.
- Information about requirements of generators under 14 CCR Chapter 12 article 10.
- Information about Food Recovery organizations and services; and,
- Information about actions that generators can take to prevent Food waste.

Commencing January 1, 2024, the above distribution will be expanded to include Tier Two Commercial Edible Food Generators

This information will be distributed as billing inserts or with other regularly disseminated information.

Food Recovery Network

As a result of our work in other jurisdictions, we have on-going working relationships with a network of food rescue and recovery organizations who are expert in the laws, logistics, and recipient matching necessary for successful programs.

Compliance Reviews & Reporting

By January 1, 2024, and annually thereafter, our Zero Waste Account Representatives will conduct compliance reviews of each covered Tier One Commercial Edible Food Generator.

Our annual report to the city of the annual compliance reviews will include:

- Total number of covered establishments, by type;
- Total number of covered establishments in compliance, by type;
- Total number of covered establishments not in compliance, by type;
- Listing of covered establishments not in compliance, by type; and,
- Barriers to compliance as reported by covered establishments.

Commencing January 1, 2024, and annually thereafter, we will complete a report to the City the compliance status of Tier Two Commercial Edible Food Generators as follows:

- Total number of covered establishments, by type;
- Total number of covered establishments in compliance, by type;
- Total number of covered establishments not in compliance, by type;
- Listing of covered establishments not in compliance, by type; and,
- Barriers to compliance as reported by covered establishments.

Enforcement

We will support the City of El Segunda with enforcement of its Food Recovery regulations by conducting investigations of individual edible food generator's compliance upon written direction by the County. Such investigations will be completed within ninety (90) days of receipt of the complaint or request.

PROVISIONS OF ORGANIC WASTE PRODUCTS

SB 1383 Requirement

Article 12 of the proposed Short-Lived Climate Pollutants regulations requires a jurisdiction to procure organic waste products directly, or through a service provider (Contractor), at or above the target established by CalRecycle.

Procurement Target

The CalRecycle-proposed procurement target is 0.08 tons (160 pounds) per resident per year, adjusted annually based upon the California Department of Finance published population estimate for the cities or counties, and is recalculated annually. [18993.1]

Programs

Compost Giveaway Program

In accordance with Agreement, we will deliver 40-cubic yard Roll-Off loads of finished compost to a site specified by the county for residents to fill their own containers on a first -come, first-served basis at no additional cost.

City Facilities Program

We will deliver, at no cost to City or customers, bulk recovered organic waste product of the type and volume to any county Facility(ies) directed by City for its own use or for giveaway. The City shall be responsible for the cost of storing, distributing, and applying the recovered organic waste product.

Assumptions

Density Conversion

One ton of bulk compost or bulk mulch equals 1.45 cubic yards [18993.1].

Product Application

Finished compost is typically used as an amendment tilled into the soil for enhancing soil structure, preventing soil compaction, and building organic matter, and applied 2 to 3 inches and worked into the soil at a depth of about 6 inches.

(An application of 3 inches of bulk compost per acre equals approximately 403.3 cubic yards.)

Mulch is typically used as a soil covering to control weeds and retain moisture in non-turf areas and applied over bare spoil at a depth of 3 to 4 inches.

(An application of 4 inches of bulk mulch per acre equals approximately 532.4 cubic yards.)

Record Keeping

We will maintain a record of recovered organic products provided to the city through the above-described programs, including the delivery dates, delivery locations, number of loads, cubic yards, and tons of recovered organic product.

C. Collection Vehicles



We currently have a sufficient number of new Renewable Natural Gas (RNG) powered collection vehicles to fulfill the requirements of the Agreement. We will not need to procure any additional equipment to meet the service requirements in the agreement.

Collection vehicles used in the City of El Segundo will be equipped with 3rd Eye Systems fleet management and recording mobile camera systems. This latest technology provides us with turn-by-turn review of the driver's activities as well as a camera system that provides documentation of our services and records the driver's daily performance.

Alternative Powered Vehicles

In addition to the Renewable Natural Gas (RNG) trucks that are currently and will be deployed in the City of El Segundo, UWS is at the forefront of transitioning to Electric Vehicles (EV) as required by the California Air Resources Board (CARB). UWS is testing two EV collections trucks in our services areas currently and is planning to add additional EV's to the fleet as required under the Advanced Clean Fleet (ACF) rule as the first compliance date approaches in 2030.

Along with our transition into EV's, UWS is also investigating and will begin testing Hydrogen powered vehicles as they become available for the waste industry. Most of our collection vehicles are Class 7 or 8 vehicles and as of today, there are a limited amount of manufacturers that currently produce these types of vehicles, therefore we will continue to monitor the production and begin testing the Hydrogen vehicles as they become available.

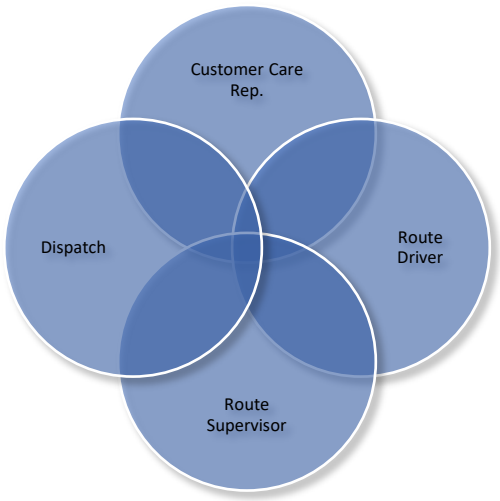
D. Billing and Customer Service

UWS roots are in the highly competitive nonexclusive franchise environment where customers are free to change providers if service quality is not maintained. Quality customer service always has been and continues to be of utmost importance to the Blackburn Family. Here the power of the personal guarantee, a UWS Core Value, is exemplified by the hands-on involvement of the key management team members to ensure that every single Customer complaint or simple inquiry is resolved to the complete satisfaction of the Customer.

Customer-Initiated Contacts

At UWS, Customer service is a team effort. The 'Customer service team' consists of our Customer Care Representatives, our Dispatchers, our Route Supervisors, and Route Drivers.

UWS Customer Care Team



Our **Customer Care Representatives** receive Customer calls, message chats, and emails. They are well versed in policies and procedures and able to answer questions. If a customer contact involves a service issue, a Service Order is generated through the Customer Record Management (CRM) system.

A central figure of the Customer care team is our **Dispatch Office**. Dispatch assigns service orders to the appropriate route, monitors the status of open orders, and closes them out when completed.

Route Drivers receive service orders on their on-board screen, perform the work, and log the Service Order action taken.

Route Supervisors are our quality control inspectors. They follow-up to see that service orders are fulfilled in a timely and quality manner. If warranted by the nature of the contact, the Route Supervisor will make in-person contact with the Customer to ensure satisfaction.

Driver-Initiated Reports

Our customer care model works in reverse as well.

Drivers report to Dispatch when there is an issue with service such as an inaccessible bin and then either the Dispatcher or the Customer Care Representative will initiate contact with the Customer.

Documentation

Whether the Customer or our Driver initiates the contact, notes are added to the account so that any Customer Care Representative accessing the account in the future has full access to the account history.

Fulfillment Policy

Our goal is to complete all service orders the same day that are received by 1:00 P.M.

If a Customer Care Representative cannot complete a customer request during the call, the caller will be advised that they can expect follow-up either before the end of that day or no later than the next business day.

Jurisdiction Specific Information

Customer Care Representatives receive continuing education regarding the service, programs and policies of the jurisdictions that we serve. Weekly briefings keep our representatives abreast of events and changes upcoming in jurisdictions. In addition to the jurisdiction-specific information that appears on the Customer record, each Customer Care Representative has at hand a database of common services, rates & policies, and even the franchise agreement/contract, for each jurisdiction. These procedures will ensure that the calling customer receives timely and accurate information from our Customer Care Representative, ideally in one call.

Staffing

We operate a stand-alone Customer care center in our Orange and Los Angeles Counties offices staffed by over twenty-five (25) representatives. The center operates Monday through Friday from 7:00 A.M. to 5:00 P.M. and 8:00 A.M. to 12:00 P.M. on Saturday. Peak staffing is provided Monday through Friday between the hours of 8:00 A.M. and 4:00 P.M.

Hiring

We select Customer Care Representatives based on their positive attitude and their desire to help others.

One-Stop-Shop

Our goal is for our Customer Care Center to be a 'One-Stop-Shop'. Besides addressing service questions and issues, our Customer Care Representatives are trained to handle credits, adjustments, billing disputes, opening and closing of accounts, service level changes, management or ownership changes, processing payments and enrolling the Customer in auto pay. They can also walk the Customer through the pay online feature if assistance is needed.

Complaint Resolution Protocol

Customer Care Representatives are trained to follow our Customer Service Protocol:

- The Customer Is Always Right
- Every Customer inquiry or complaint is deemed urgent and legitimate until proven otherwise.

- Company resources should immediately be redirected to achieve an expedient resolution of the matter.
- Some matters need to be moved to a more senior member if needed to expedite resolution.
- Relentless follow-up is expected to ensure resolution is achieved within 24 hours.
- Post resolution Customer feedback is crucial to constantly improving service quality.

We utilize the AMCS Tower Customer service software system for Customer record management.

Telephone System

We utilize the NEC9300 telephone communications platform.

The telephone system gives our Customer Care Team the ability to see the hold queue and respond access the next up call. If all

The system is scalable and adaptable to the changes and growth of our business.

System Metrics

We are able to monitor call metrics system-wide and for individual jurisdictions. *Telephony Metrics table below* is a real example of telephony metrics from our system.

Telephony Metrics

Metric	Value	Unit
Monthly average percent of calls answered within 60 seconds	99	%
Abandoned calls	1	%
Abandoned call rate, peak hours	1	%
Abandoned call rate, off-peak hours	0	%
Average amount of time it takes call center staff to complete a customer support call/session, including documentation (inbound)	3:14	Minutes
Average amount of time it takes call center staff to complete a customer support call/session, including documentation (outbound)	1:28	Minutes
Number of calls (inbound)	2,199	Number
Number of calls (outbound)	1,567	Number
Average call wait time	34	Seconds
Average amount of time to respond to Customer inquiry via the web, email, mobile app, etc.	7	Minutes
Average amount of time callers spends in agent-induced hold	3:48	Minutes
Percent of logged-in time spent in a 'work' state (for calls, a work state is generally talk and after call work time)	8.4	%
Total number of contacts received for processing per day	2,219	Number

E. Customer Education and Outreach

AB 341 (Mandatory Commercial Recycling) – Requires commercial establishments (i.e., businesses including public entities that generate 4 cubic yards or more of solid waste per week, and multi-family complexes of 5 or more dwelling units) to arrange for recycling services (i.e., recycling of containers and fiber products).

AB 827 (Recycling Containers) – Requires that businesses subject to AB 341 and AB 1826 and that are frequented by the public must provide recycling containers for public use.

AB 1826 (Mandatory Commercial Organic Waste Recycling) – Requires businesses that generate 2 cubic yards or more of commercial solid waste per week to arrange for organic waste recycling services.

SB 1383 (Organic Waste Methane Emissions Reduction – Requires a 75% reduction in the 2014 disposal of organic waste including a 20% recovery edible food waste for human consumption.

Three key dates established by SB 1383 will occur during the term of the Franchise Agreement:

January 1, 2022. CalRecycle's regulations to meet the organic waste reduction and the edible food recovery targets take effect. Also, on this date, the enforcement provisions, including penalties for noncompliance issued by the State, take effect. Legislation (SB619 Laird) passed in 2021 has made some changes to the potential penalties and fines associated with the bill, however Cities are still required to move forward with implementation and compliance.

January 1, 2024. CalRecycle's regulations may require local jurisdictions to impose penalties for noncompliance on regulated entities subject to their authority.

January 1, 2025. The State (and presumably each jurisdiction) must achieve 75% reduction in the disposal of organic waste (from 2104 levels); and not less than 20% of currently disposed edible food must be recovered for human consumption.

Experience

RecycleLA, the City of Los Angeles' Zero Waste program, was designed before SB 1383 was adopted and yet the program anticipated what would become the State recycling and organic waste recycling mandate.

As a Contractor for RecyLA servicing the Northeast zone, we have been able to perfect our diversion implementation plan, recruit and train our team, and hone our customer education and outreach skills. Our Zero Waste team has extensive experience in assessing our customer needs, personalizing programs and getting results. This implementation plan is a product of that experience.

Staffing

Our Zero Waste Team is made up of fourteen Zero Waste Account Representatives with public relations skills and special training and expertise to personally assist Customers with tailoring solid waste services that maximize the recovery of recyclable material and organics.

Some of the UWS Zero Waste Team.



Hear our Zero Waste Account Representatives speak RecycLA:
https://youtu.be/vgfa-g1j870

Identification & Outreach

The first step in compliance begins with identifying the customer and assessing their waste and recycling needs. We accomplish this by following the steps listed below.

Introductory Mailing

Sixty (60) days before the start of service, we will introduce the Recyclable and Organic Waste Recycling Program to Commercial and Multi-family Customers with a direct mailing to each Customer.

Initial Visit

Thirty (30) days following the introductory mailing, members of our Zero Waste Team will begin making personal visits with each account to introduce UWS services, confirm account information, perform a waste assessment, and create a service order with new service recommendations. The initial visit is a very important part of our outreach and education process.

Outreach & Education

In the initial visit, Zero Waste Account Representatives will provide Customers with literature introducing UWS and explaining Recycling, Organic Recycling, and Food Donation opportunities.

Confirm Account Information

Zero Waste account Representatives will verify the service and billing address, contact information, and service levels.

Waste Assessment

In the waste assessment portion of the initial visit, Zero Waste Account Representatives will make determinations about container location, container fullness on service days, use of recycling containers, willingness to donate edible food (if applicable), and issues that might impede collections.

Another objective of the initial visit will be to explain ways that the Customer can reduce costs while complying with diversion mandates.

During the initial visit, our Zero Waste Account Representatives will also make a determination regarding the Customer's compliance with AB341, AB1826 and AB827. When compiled, these individual determinations will become the City's database for compliance monitoring, enforcement, and reporting to CalRecycle.

When a customer performs Recyclable or Organic Waste Recycling by self-hauling or through another authorized provider (e.g., yard waste removal by a landscape maintenance contractor), this information will be recorded.

Technology

Each member of our Zero Waste Account Team uses a Zero Waste Compliance Tool tablet application that guides the account representative through the initial visit process. It will also be used for follow-ups, monitoring, and enforcement procedures. The app allows the representative to attach photographs to the Customer record. Sample screenshots of the app are provided.

Zero Waste Compliance Tool tablet sample screenshots



Monitoring

Compliance monitoring will be an ongoing procedure conducted by our Zero Waste Team. The monitoring process will consist of two elements: (1) Enrollment monitoring; and (2) Contamination monitoring.

Enrollment Monitoring

Accounts that do not enroll in the appropriate diversion services will be identified in monthly exception reports generated for Zero Waste Team members to revisit the account and attempt to arrange services. A listing of accounts that fail to enroll in required diversion services that will be provided to the city monthly for enforcement action.

Participation Monitoring

Accounts that are enrolled in recyclable and Organic Waste recycling services will be inspected on a periodic basis to confirm their participation and inspect for container contamination in a procedure referred to a *lid flipping*.

Customers not utilizing BLUE, GREEN or BROWN containers as intended will be personally contacted by a Zero Waste Account Representative as an outreach and education measure. Customers who do not make themselves available or who refuse to comply will be documented and the information will be shared with the city.

If contamination of BLUE, GREEN or BROWN containers is found to be an issue, the Zero Waste Account Representative will arrange a training session with the Customer to rectify the issues. Ongoing contamination issues will incur extra charges and potential removal of containers resulting in the Customer being reported to the City as not being in compliance.

All monitoring inspections and their outcomes are recorded in the Zero Waste Compliance Tool.

Zero Waste Account Representatives documenting BLUE bin contents.



Reporting

Within 30-days following the start of service and monthly thereafter, UWS will transmit a report to the city identifying the following:

- AB 341
    - Total number of covered businesses
    - Total number of exempt businesses
    - Listing of exempt businesses
    - Total number of covered businesses recycling
    - Total number of covered businesses not recycling
    - Listing of each business not recycling
    - Total number of covered multi-family complexes
    - Total number of exempt multi-family complexes
    - Listing of exempt multi-family complexes
    - Total number of covered multi-family complexes recycling

- Total number of covered multi-family complexes not recycling
- Listing of each multi-family complex not recycling

- AB 1826
  - Total number of covered businesses
  - Total number of exempt businesses
  - Listing of exempt businesses
  - Total number of covered businesses recycling organic waste
  - Total number of covered businesses not recycling organic waste
  - Listing of each business not recycling organic waste
  - Total number of covered multi-family complexes
  - Total number of exempt multi-family complexes
  - Listing of exempt multi-family complexes
  - Total number of covered multi-family complexes recycling organic waste
  - Total number of covered multi-family complexes not recycling organic waste
  - Listing of each multi-family complex not recycling organic waste
- AB 827
  - Total number of businesses
  - Total number of exempt businesses
  - Total number of businesses in compliance
  - Total number of businesses not in compliance
  - Listing of each business not in compliance

Enforcement

UWS will support City's enforcement efforts and assist with follow-up outreach and education efforts as necessary.

F. Transition Plan

This Service Transition Plan will ensure an efficient and orderly transition of integrated solid waste management services for the businesses in the City of El Segundo by June 12, 2024. As noted previously in the proposal, UWS has extensive experience with service transition most recently in the City of Los Angeles, Maywood, Los Alamitos and South Gate to mention a few.

UWS will assign a City Liaison which will be Matt Blackburn and he will be the primary contact for implementation and will personally oversee the transition. Matt coordinated the transition in the City of Los Angeles, Maywood, Los Alamitos and South Gate.

For purposes of the Timeline, it is assumed that the City Council will award the Franchise Agreement in May of 2024 and that service will commence on June 12, 2024.

Pre-Award Activities

Proposal Clarification

At the convenience of the City's evaluation team, UWS will respond to questions about our Proposal and provide supplemental information in a timely manner to ensure that the City can meet the timeline established in the RFP.

Facilities Tour

We invite the evaluation team to a guided in-person or virtual tour of our headquarters, transfer, material recovery and processing facilities. We believe the closer you look at the UWS team and facilities the better. We believe our team and facilities are a perfect fit for the City of El Segundo.

Presentation

We are available to deliver a virtual summary presentation of our Proposal to the City's evaluation team or other designated parties and respond to their questions in a timely manner.

Contract Award

Our executive team will be present in-person (or virtually as conditions may dictate) to ensure that we meet the timeline established in the RFP. Our Executive Management team includes the Owners and Senior Management personnel.

Execution of Agreement

Within five (5) calendar days following award of the contract, our executive team will be prepared to execute the Agreement and provide all supplemental exhibits and forms.

Certificates of insurance

Upon execution of the Agreement, we will file with the City Clerk copies of the certificates of liability policy forms and required endorsements evidencing the insurance required in Franchise Agreement.

Performance Bond and/or Letter of Credit

Within five (5) calendar days following execution of the Agreement, we will provide a Performance Bond and/or Letter of Credit described in Franchise Agreement.

Recruiting

Job Announcement

Following the award of the franchise agreement by the City Council, our representatives will post, and distribute an Employment Announcement for employees of the current service provider who may be displaced due to the change in contractors. The announcement will provide details on a proposed job fair where UWS representatives will be available to answer questions, describe pay and benefits and offer employment. Our goal would be to employ any and all displaced workers from the current service provider.

One-On-One Visit

Prospective employees are also invited to meet individually by appointment with a representative of our Human Resources Department to hear more about the benefits of working for UWS.

New Employee Orientation

We will host a mandatory New Employee Orientation for each prospective qualified individual that joins our team. The Orientation will be held approximately 60 to 90 days before we commence services in order to ensure a safe and smooth transition. Employees will be compensated for attending the orientation.

Customer Support Activities

Customer Service Representative Training

In the weeks leading up to the start of service, reference materials for use by our Customer Service Representatives will be prepared and the Customer Service Representatives will undergo training before education and outreach activities commence so that they are prepared to receive and respond to Customer inquiries. This is an area that UWS has developed over the past few transitions and has been the key to a smooth and seamless transition. We will work diligently with our CSR's to make sure that are ready to address question during and after the transition.

Customer Record Management

We will solicit customer information from the outgoing contractor and the city in order to maximize the accuracy. If we can start with an accurate data base of information, we will have a successful transition. UWS has worked successfully with many haulers during their transition so we are confident that we can safely assume the experience would be similar with Waste Management.

Outreach Activities

We will employ a multi-faceted approach to our public outreach campaign to help the businesses comply with the new program requirements, mandates and gain the most from our services. Below is a list of media we will use to ensure successful implementation.

Website

As the recommended service provider, we will prepare a web page to illustrate our approach to public outreach. This web page will initially be available for private review by City officials and will go public after the City Council approves the Agreement. This will be a place where businesses can go to receive update to date information in real time.

Social Media

After award of the agreement, we will initiate and continually utilize traditional social media outlets to inform our followers about our services and educate them regarding policies, procedures, and local and State mandates. We have found this type of communication is very effective and provides excellent data for the residents and businesses.

Brochures

For service roll-out, we will distribute professionally prepared literature designed to: welcome customers, explain our services, announce service and holiday schedules, and describe local and state requirements. This brochure will be tailored to the city, the programs and provide detailed information on all ancillary services.

Town Hall Meeting

Prior to the start of service, we will host multiple town hall meetings to introduce ourselves to the community and describe services and local and state requirements. UWS believes this is a good way to get out in front of the community so they can but face with the name of the company. UWS is prepared to provide for multiple town hall meetings in necessary.

Business Organizations

We will arrange to meet with members of business organizations to explain our services and local and state requirements. A special focus of this outreach will be directed owners and managers of eating and drinking establishments to help them understand their recycling and organic waste recycling obligations.

Public Facility Managers

We will reach out to individual public agency facility managers in an effort to establish model programs that maximize diversion.

Mandatory Recycling Program Outreach

As described in the Mandatory Recycling Programs Implementation Plan Section, our Zero Waste Account Representatives will make in-person contact with the representatives of each business establishment and each multi-family complex to confirm account information, explain service options and requirements, and arrange for service subscriptions.

G. Employment of Prior Contractor Employees

We recognize that the employees of the current contractor possess unique knowledge of the city and the customers therefore we believe they would be beneficial to join our team.

We will offer employment opportunities for available positions to existing employees of the current contractor that would otherwise be displaced.

(a) Non-Discrimination Policy

Our owners, management and employees treat each other equally and fairly and will not engage in discrimination against anyone because of their actual or perceived race, color, religion, ancestry, national origin, disability, medical condition, marital status, domestic partner status, sex, gender, gender identity, gender expression, or sexual orientation or as a member of any other protected class.

(b) Procedures

Offer of Employment

Following the award of the Franchise Agreement to UWS, we will post an opportunity to employ individuals currently employed by existing service provider and deployed to service the City of Los Alamitos. Any offer of employment will be subject to the potential employee meeting the company's pre-employment and screening requirements.

One-On-One Visit

Prospective employees are also invited to meet individually by appointment with a representative of our Human Resources Department.

New Employee Orientation

We will host a mandatory New Employee Orientation for each qualified individual that joins our team. The Orientation will be held approximately 15-30 days before we commence service. Employees will be compensated for attending the orientation.

Training

In the week leading up to our commencing service, we will conduct mandatory off-hour training sessions to familiarize transitioning employees with our procedures and technologies. Transitioning employees will be compensated for attending training sessions.

(c) Limitations

The following are the only conditions to employment that will apply.

Available Positions

Employees of the prior contractor will be given hiring priority to fill available positions for City of Los Alamitos. If sufficient positions are not available, we reserve the right to assign employees to a different position or to another jurisdiction. If assigned to another jurisdiction, every attempt will be made for the assignment to be within the same general area.

Full-time Employees

To be considered for employment by us as a displaced worker, individuals must have been employed by the current contractor and assigned full-time to the City of Los Alamitos for a minimum of ninety (90) consecutive days.

Criminal Background & Driving Record Check

Offers of employment are conditioned upon our conducting a pre-employment background screening investigation, which includes criminal and driving record history. Prospective employees must also prove insurable by our provider.

Post Offer Physical Exam

Each prospective employee must pass a pre-employment physical examination, at our cost, to determine fitness to perform the assigned work.

Drug Screening

For the safety of our employees and the public, it is important that we maintain a drug-free work environment. Each prospective employee must pass a drug-screening test prior to employment. All safety-sensitive positions are also subject to random drug screening while employed. Drivers of our equipment are subject to post-accident drug testing in accordance with Department of Transportation guidelines.

Continued Employment

With good job performance, a job with UWS can become a career. Continued employment is conditioned upon adherence to UWS policies and satisfactory job performance.

Seniority

When employed by UWS, employees will retain their years of service seniority as their original date of employment by the previous contractor (subject to verification).

Wages & Benefits

When employed by UWS, employees will be offered the same wages and benefits as regular UWS employees.

H. Transfer, Disposal and Processing Facilities



UWS' Santa Fe Springs Material Recovery and Transfer Facility (MRF) is designed for 3,000 tons per day and currently operating at about 1,500 tons per day. This facility has a full solid waste facility permit capable of processing all types of waste streams.

UWS is proposing to use this facility as the main hub for waste and recyclable materials to be delivered. This facility currently has enough capacity to accommodate the tonnage from the City of El Segundo without the need to re-permit or make any modifications to the operation. This facility will also be used for process of various other waste stream which will provide for more efficient routing and program management. UWS has deployed this program design in other jurisdictions with a high degree of success and will work with the city staff to make this available to the El Segundo customer base.

In addition to the Santa Fe Springs transfer Facility, UWS has a contractual relationship with the transfer stations owned by Republic Services in the Cities of Long Beach, Vernon and East Los Angeles which will be available to UWS if necessary.

UWS Transfer Facility

i. Facility name & address	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
ii. Owner / Operator	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
iii. Relationship with Proposer	Proposer owned
iv. CalRecycle SWIS #	19-AA-1140
v. Material processed	Municipal Solid Waste (MSW), Source-Separated and Commingled Recyclables and Transfer of material.
vi. Price per ton	Available upon request
vii. Capacity guarantee	UWS will guarantee adequate tonnage capacity for the City of South Gate to service the proposed franchise agreement.
viii. Estimated diversion rate	(a) Residential source-separated mixed recyclables (85%) (b) Commercial source-separated mixed recyclables (85%) (c) Commercial source-separated OCC (98%) (d) Mixed Waste Processing (25 to 35%)

Processing Facilities

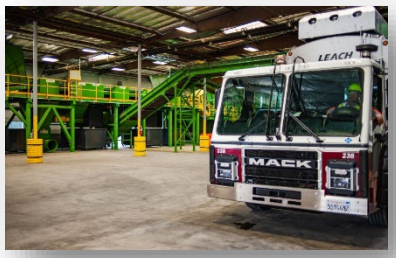
Source-Separated Recyclable Processing

The source separate or commingled recyclable materials collected in the BLUE Container from Multi-Family and Commercial sources will be delivered to the UWS-owned and operated material recovery facility (MRF) in Santa Fe Springs. Here recyclables are sorted, consolidated and shipped to market through our state-of-the-art MRF complete with optical sorters, robotic arms and mechanical separation.

Residuals

Residual waste from the recyclable processing operation at the MRF will be shipped Sunshine Canyon or Chiquita Canyon landfill for disposal. As mentioned above, these are long-term relationships with guaranteed capacity for the UWS waste stream.

Mixed Waste Processing



UWS' Santa Fe Springs Material Recovery and Transfer Facility (MRF) is designed for 3,000 tons per day and currently operating at about 1,500 tons per day. This facility has a full solid waste facility permit capable of processing all types of waste streams.

UWS is proposing to process select commercial loads ("A" route) with high levels of recyclables at this facility for the recovery of recyclable materials. This program will be deployed to any customer that does not generate food waste or is not participating in the source separated commingled recycling program. The benefit of this type of additional processing program is the ability to ensure that 100% of the commercial customers are participating in some form of recycling program.

UWS has deployed this program in other jurisdictions with a high degree of success and will work with the city staff to make this available to El Segundo customer base.

Source-Separated Recyclable and Mixed Waste Processing

i. Facility name & address	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
ii. Owner / Operator	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
iii. Relationship with Proposer	Proposer owned
iv. CalRecycle SWIS #	19-AA-1140
v. Material processed	Municipal Solid Waste (MSW), Source-Separated and Commingled Recyclables and Transfer of material.
vi. Price per ton	Available upon request

vii. Capacity guarantee	UWS will guarantee adequate tonnage capacity for the City of El Segundo to service the proposed franchise agreement.
viii. Estimated diversion rate	(a) Residential source-separated mixed recyclables (85%) (b) Commercial source-separated mixed recyclables (85%) (c) Commercial source-separated OCC (98%) (d) Mixed Waste Processing (25 to 35%)

Green Waste Processing

The source separated green and wood waste collected in the GREEN Container from Multi-Family and Commercial generators will be delivered to the UWS-owned Greenwise Soil Technologies compost facility in South Gate. The facility has a maximum permitted capacity of 250 tons per day and provides a local in town outlet for the organic green waste from the City.



Material delivered to Greenwise will be screened through a series of devices, size reduced, composted and blended in order to make a rich soil amendment available for the commercial market. UWS through its many end-use markets (Moon Valley Nursery, Kellogg's and Bandini) to name a few will use our long relationships to ensure that the material coming from the City of El Segundo always has a home and will not be landfilled or used as alternative daily cover (ADC).

The residuals and small fractions from the compost process will be returned to the one of the landfills for disposal.

Green Material Processing

i. Facility name & address	Greenwise Soil Technologies 10120 Miller Way South Gate, CA 90280
ii. Owner / Operator	(a) Landowner: City of South Gate 8650 California Ave. South Gate, CA 90280 (213) 563-9531 (b) Facility owner/operator: Greenwise Soil Technologies 9016 Norwalk Blvd. Santa Fe Springs, CA 90670 (562) 806-6366
iii. Relationship to Proposer	Proposer owned
iv. CalRecycle SWIS #	19-AA-1064
v. Material processed	Green material, wood waste
vi. Price per ton	Available upon request

vii. Capacity guarantee	UWS will reserve capacity at this facility to process 100% of source-separated green material collected in the City of El Segundo during the proposed franchise agreement.
viii. Estimated diversion rate	Residential GREEN Container diversion (98%). Commercial GREEN Container diversion (98%).

Organic (Food Scraps) Waste Processing

UWS is proposing multiple options for the processing of the organic waste from the City of El Segundo to meet the compliance requirements in SB1383. Because this area of diversion and recovery is still developing, we believe it is beneficial to have multiple options available to the city to meet the new legislation and diversion requirements. Therefore, we have prepared a menu of options that are priced into our rate structure and will be available to the customers.

Source-Separated Commercial Food Waste and Scraps (Large Generators)

The source separated Organic Container (brown) collected from Commercial customers that meet the minimum threshold as outlined in SB1383 will be provided with a separate container for the separation and collection of food waste and scraps. This material will be transferred through the SFS MRF or delivered directly to the 24th Street High Diversion Facility located in Los Angeles for processing. At the 24th Street facility, the source separated organic material will be processed through the OREX-500 for separation of the organic material from the non-organic waste. Once the organic fraction is separated, it will be delivered to the Anaergia Bio-Energy facility in Rialto for further conversion into renewable natural gas (RNG) and as well as an organic rich fertilizer. This proposed program will yield a diversion rate of approximately 85 to 90% of the organic material.

Co-collected Waste and Organics (food) Container from Multi-family and Commercial Customers

UWS proposes a co-collection of waste and organics from the multi-family and commercial customers for delivery to our 24th Street High Diversion Facility. This co-collection program allows for the existing collection of waste from multi-family and some commercial customers to remain in place and not require these customers to subscribe to a separate program for the collection of organics. As you know, multi-family customers and some of the commercial customers are traditionally transient in nature and education is difficult and the programs are thus tough to manage. With this proposed program, the food waste and scraps would be placed in the waste cart where most of this material is going today in order to ensure a high level of participation and the best opportunity to recover the organic material. This material will be transferred through the SFS MRF or delivered directly to the 24th Street High Diversion Facility located in Los Angeles for processing. At the 24th street facility, the waste with the organic material will be processed through the OREX-500 for separation of the organic fraction from the non-organic waste. Once the organic fraction is separated, it will be delivered to the Anaergia Bio-Energy facility in Rialto for further conversion into renewable natural gas (RNG) and as well



as an organic rich fertilizer. This proposed program will yield a diversion rate of approximately 35 to 50% of the organic material.

Conversion to Renewable Natural Gas (RNG) and High-Quality Fertilizer – Anaergia Energy

With mixed collection to AD, organics can be separated from MSW using Anaergia's Organics Extrusion Press (OREX) and fed to an anaerobic digester to generate renewable energy. This approach utilizes existing infrastructure within the community to generate energy and fertilizer. In contrast, collecting organics in source separated bins is more costly, adds trucks to the road, and sending organics to compost facilities generates fertilizer that is volatile in value and thus causes capacity and tip fees to fluctuate unpredictably. Mixed waste collection and processing at the High Diversion Facility leverages local and existing anaerobic digestion infrastructure. This strategy avoids additional collection cost, new truck routes, and reliance on human separation. This strategy also provides certainty in processing all organics with reliable and long-term fixed price capacity at Anaergia Energy Facility.

High Diversion Organic Processing

i. Facility name & address	UWS 24th Street Facility 2460 E. 24th Street Los Angeles, CA 90016	Rialto BioEnergy Facility 503 E. Santa Ana Ave. Rialto, CA 92376
ii. Owner / Operator	UWS	(a) Landowner: City of Rialto 150 S. Palm Ave. Rialto, CA 92376 (909) 820-2525 (b) Owner / Operator Anaergia, Inc. 5780 Fleet Street, Suite 310 Carlsbad, CA 92008 (760) 436-8870
iii. Relationship to Proposer	Proposer owned	Contractual relationship
iv. CalRecycle SWIS #	19-AA-1251	36-AA-0446
v. Material processed	Food Waste and Scraps	Food Waste and Scraps
vi. Price per ton	Available upon request	
vii. Capacity guarantee	UWS will guarantee adequate tonnage capacity for the City of El Segundo to service the proposed franchise agreement.	
viii. Estimated diversion rate	See percentages list above	

Disposal Facilities

The GREY Container for waste collected from Multi-family and Commercial sources once all recyclables and organics have been recovered will be delivered to the Sunshine Canyon Landfill or Chiquita Canyon Landfill owned by Waste Connections. We have included our documentation of our agreement and capacity guarantees from both of these facilities. UWS has been utilizing these facilities over the past 10 plus years and we anticipate that this relationship will continue for the foreseeable future.



I. Office and Maintenance Facilities



City of South Gate Operating Facility

UWS - South Gate Truck Terminal and Compost Facility

10120 Miller Way

South Gate, CA 90280

Santa Fe Springs Operating Facility

UWS Truck Terminal, Material Recovery and Transfer Facility

9016-9030 Norwalk Blvd.

Santa Fe Springs, CA 90670

Customer Service Center

UWS Truck Terminal and Customer Service Facility

1645 N. Main Street

Los Angeles, CA 90012

Billing/ Franchise Administration/ Public Relations

Corporate Office

9010-9030 Norwalk Blvd.

Santa Fe Springs, CA 90670

J. Optional Additional Information

Two-Container Collection System (SB1383 Compliant)

UWS is the one of the only companies that can offering a Two-Container Collection System for the collection from Commercial and Multi-family premises that are not food preparation or eating establishments that generate significant volumes of Food Waste or Food Scraps. This system will rely on the Organic Processing system that is described in Facility Description Section.

As mentioned in the facility section, we will utilize the OREX-500 to process the mixed solid waste stream except for the recyclable materials to press out the organic fraction from the mixed solid waste stream and ship it to the Anaergia AD facility located in Rialto where it will be made into Renewable Natural Gas (RNG) and high-quality soil amendment. This proposed system will allow businesses and multi-family complexes with limited space for containers to have a compliant system that only requires two containers.

Containers

In the Two-Container Collection System, waste generators will be provided two collection containers:

K. A GREY container for disposing of Refuse, Food Waste and Scraps and will be processed at the 24th Street facility

L. A BLUE container for source-separated commingled Recyclable Materials

As previously stated, 'containers' will be industry-standard Carts, Bins, Roll-Off Boxes, or Stationary Compactors as appropriate for the subscriber.

Optional Rate Adjustment Methodology

In reviewing the RFP as well as the questions and answers received from City staff, UWS is concerned that there is not a proposed rate adjustment methodology in the franchise agreement and all rate setting is left to the franchisee. In the franchise agreement it states, "Franchisee is responsible for setting the rates for its services."

Rate setting left to the franchisee without any oversight by the City could potentially lead to large unwarranted rate increase by the selected haulers. Therefore, UWS is proposing the following addition to our franchise agreement to provide the city and its businesses with a fair rate and the start of the franchise agreement and to ensure that the rates adjust based on a traditional Consumer Price Increase (CPI) adjustment method. By incorporating this rate adjustment methodology, the City Council and Staff will ensure that the commercial rates are not adjusted arbitrarily. In other words, a proposer could offer rates at the start of the franchise agreement when submitting their response to the RFP and maintain them for 6 months or so and then potentially adjust the rates or event double the rates without any control of the City. In the past, competition with having multiple haulers in the city has prevented this from happening, however with a limited number of haulers say 2 or 3, this could become a larger concern going forward.

UWS is proposing the following rate adjustment methodology and guarantees.

1. UWS will guarantee the rates proposed in the RFP for one (1) year from the effective date of the franchise agreement.

2. UWS will use a Consumer Price Index (CPI) index for adjusting rates in the future. UWS proposes to use the Trash and Garbage Collection (CUUR0000SEH) index published by the Bureau of labor Statistics to make its rate adjustments. The first increase would be 12 months after the effective date of the agreement.
3. All landfill increases will be pro-rata of the actual rate adjustment by the specific landfill and/or the County Sanitation District of Los Angeles County.
4. UWS will cap all future rate adjustments to its rates at eight (8) percent. Example: should the CPI for 2025 for the Trash and Garbage Collection index be four (4) percent, then UWS will adjust the rates by 4%.

UWS believes incorporating this into the final franchise agreement will ensure that the City's new franchise systems starts with fair and equitable rates and provides a methodology to ensure that the rates in the future are fair and protect the business and other customers.

SECTION 4

EXCEPTIONS TO DRAFT NON-EXCLUSIVE FRANCHISE AGREEMENT

SECTION 4: EXCEPTIONS TO DRAFT NON-EXCLUSIVE FRANCHISE AGREEMENT

Universal Waste Systems, Inc. (UWS) has reviewed the non-exclusive franchise agreement. Based on our review of the proposed agreement, UWS has not identified any requests for exceptions to the proposed draft agreement.

UWS does however reserve the right to request changes during negotiations should the City of El Segundo make substantial changes to the draft agreement that has been proposed.

SECTION 5

RATE PROPOSAL FORMS

City of El Segundo Rate Proposal Form
Proposer Name: Universal Waste Systems, Inc.

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one recycling

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	197.43	2yd	207.82	3yd	229.22	3yd Compactor	573.42	4yd	250.62	4yd Compactor	651.15
2 x p/wk	1.5 yd	379.62	2yd	399.60	3yd	405.08	3yd Compactor	1146.85	4yd	485.20	4yd Compactor	1302.32
3 x p/wk	1.5 yd	549.85	2yd	578.79	3yd	580.93	3yd Compactor	1720.27	4yd	735.82	4yd Compactor	1953.70
4 x p/wk	1.5 yd	716.70	2yd	754.42	3yd	756.79	3yd Compactor	2293.70	4yd	986.46	4yd Compactor	2604.64
5 x p/wk	1.5 yd	883.97	2yd	930.50	3yd	932.64	3yd Compactor	2867.12	4yd	1237.08	4yd Compactor	3255.79
6 x p/wk	1.5 yd	1051.04	2yd	1106.36	3yd	1108.50	3yd Compactor	3440.55	4yd	1487.71	4yd Compactor	3906.96

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size		Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	63.42	65-gallon cart	73.42	2yd	112.35	3 yd	168.52
2 x p/wk	35-gallon cart	136.84	65-gallon cart	146.84	2yd	224.70	3 yd	337.05
3 x p/wk	35-gallon cart	210.25	65-gallon cart	220.25	2yd	337.05	3 yd	505.57
4 x p/wk	35-gallon cart	256.48	65-gallon cart	266.48	2yd	449.40	3 yd	674.10
5 x p/wk	35-gallon cart	460.80	65-gallon cart	470.80	2yd	561.75	3 yd	842.63
6 x p/wk	35-gallon cart	554.96	65-gallon cart	564.96	2yd	674.10	3 yd	1011.15

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	17.23
Locking Bins - installation	50.00
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	98.50
Second refuse cart, 65 or 95 gallon-Monthly Charge	13.49
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	13.49
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	13.49
3yd / 4yd Compactor - Additional pick-up	61.28
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	61.28
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	61.28
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	61.28
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	61.28
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	71.28
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	71.28
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	71.28

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee	286.85
Drop-off box - plus actual processing fee	286.85
Drop-off box-Source Separated - Flat rate	724.93
Compactor - plus actual landfill fee	336.85
Compactor - plus actual processing fee	336.85
Processing Fee - per ton	80.79
Green waste Fee - per ton	95.00

Clean-up Bins	Rate
Clean-up Bin Weekly rental	267.50
Clean-up Bin Weekly-recycling	267.50
Clean-up Bin over weight additional charge	133.75
3 yd bin after 7 days (rental) - per day	7.50
Clean-up Bin trip charge	133.75



CITY OF EL SEGUNDO

Commercial Solid Waste Collection, Recycling, and Disposal Services
Due April 29, 2024 by 11:00am

SUBMITTED BY

USA Waste of California, Inc., dba Waste Management

CONTACT

Erick Quintero | Senior Account Executive
(562) 335-3143 | equinter@wm.com

USA Waste of California, Inc., dba Waste Management
407 E El Segundo Blvd.
Compton, CA 90222

April 29, 2024

City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245

Attn: Erica Miramontes, Senior Management Analyst

Dear Ms. Miramontes:

USA Waste of California, Inc., dba Waste Management (WM) is pleased to provide the following response to the City of El Segundo's (the City) Request for Proposals (RFP) for Commercial Solid Waste Collection, Recycling, and Disposal Services. We thank you for the opportunity to present our proposal.

The key contact person for our proposal is Erick Quintero. His contact information is as follows:

KEY COTACT PERSON	
NAME:	Erick Quintero
TITLE:	Senior Account Executive
ADDRESS:	407 E El Segundo Blvd., Compton, CA 90222
TELEPHONE:	(562) 335-3143
EMAIL:	equinter@wm.com

USA Waste of California, Inc. warrants that we have reviewed the draft agreement, the RFP, and all of its addenda; and we have conducted all necessary due diligence to investigate and confirm the material facts upon which the proposal is based.

USA Waste of California, Inc. acknowledges the validity of the proposed terms and rates for a period of 180 days after the submission deadline.

As President of the Southern California Area for USA Waste of California, Inc., I confirm that I am authorized to bind USA Waste of California, Inc.

Backed by North America's largest and most well-respected company in the industry, our operations at our Compton Hauling District are tried, tested, and proven to be best-in-class. We will bring a team of experienced operational personnel and drivers when servicing your locations. We use our vast experience to set a higher standard for our services and drive continuous improvement in our operations.

The highlights of our proposal include the following:

- Proven experience to guide SB 1383 service enhancements
- Seamless transition plans founded on local knowledge
- Competitive rates with maximum value

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- Programs to help the City meet diversion compliance
- Consistent, reliable, and quality service

In summary, our proposal responds to all elements of the RFP in detail while bringing a host of services and experience that only WM can provide.

Our expertise and successful service history in California and across North America make WM the best environmental solutions provider for your unique community. WM offers a complete and reliable waste management approach to meet the requirements outlined in the RFP, including weekly commercial trash collection, weekly commercial recycling materials collection, and weekly commercial organic materials collection. We will provide the appropriate waste bins, in good condition, for each customer, in compliance with the color and labeling requirements specified by the City.

WM has extensive experience working with our customers to meet the compliance requirements of AB 939, AB 341, and SB 1383. Further, since the introduction of new recycling regulations under SB 1383, WM has invested substantial resources to design and launch a "SB 1383 Toolbox" with programs and technology to support our municipal customers' compliance expectations. We look forward to presenting and further discussing these tools and technology. Our collaborations with municipalities are built on providing solutions through our unmatched network of processing facilities, award-winning outreach and education programs, and innovative technology.

One of our hallmarks is that we view ourselves as not a "trash service" but a community service provider. Although our resources are nationwide, our approach to service is intensely local. We roll up our sleeves to help the community achieve cost savings and compliance status with state mandates. What's more, WM has the right people for the job. We are confident in stating that our local team is exceptionally qualified with invaluable and irreplaceable experience servicing customers in the City.

We would like to sincerely thank you for the opportunity to participate in your selection of an environmental services provider. Our team remains committed to going above and beyond to deliver best-in-class service for your City.

Should you have any questions regarding our proposal, please feel free to contact Erick Quintero, Senior Account Executive at (562) 335-3143 or equinter@wm.com.

Sincerely,

Michael Hammer, President – Southern California Area
USA Waste of California, Inc.
(818) 252-3148 | MHammer@wm.com

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Data contained in this proposal represents the most recently published information for WM's wholly owned operations, unless otherwise indicated.

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1 | Proposer Information

Business Structure

Provide information about the entity with which the City will enter into an agreement, including the following:

- *Identify the legal entity that would execute the non-exclusive franchise agreement. State whether the entity is a sole proprietorship, partnership, or corporation. If the entity is a corporation, identify the state and year of incorporation.*

USA Waste of California, Inc., dba Waste Management would execute the non-exclusive franchise agreement. USA Waste of California, Inc. is a corporation, incorporated in Delaware on June 25, 1993.

- *If proposer is a corporation, provide a copy of the corporation's "Certificate of Good Standing" with the State of California or state of incorporation and the most recent "Statement by Domestic (or Foreign) Stock Corporation" as filed with the California Secretary of State or state of incorporation. If Proposer's most recent Statement has only the "No change in information" box checked, the Proposer must also submit the most recent endorsed "Statement of Information", which includes a list of corporate officers. The "Statement of Information" must list the corporate officers.*

Please see the following pages for a copy of our Certificate of Good Standing and the most recent Statement by Domestic Stock Corporation.

Certificate of Good Standing

Secretary of State
Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name:	USA WASTE OF CALIFORNIA, INC.
Entity No.:	1992530
Registration Date:	10/28/1996
Entity Type:	Stock Corporation - Out of State - Stock
Formed In:	DELAWARE
Status:	Active

The above referenced entity is active on the Secretary of State's records and is qualified to transact intrastate business in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of March 22, 2024.

SHIRLEY N. WEBER, PH.D.
Secretary of State

Certificate No.: 193528528

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at bizfileOnline.sos.ca.gov.

Statement of Information

BA20231150248

STATE OF CALIFORNIA
Office of the Secretary of State
STATEMENT OF INFORMATION
CORPORATION
California Secretary of State
1500 11th Street
Sacramento, California 95814
(916) 653-3516

For Office Use Only
-FILED-
File No.: BA20231150248
Date Filed: 7/21/2023

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Entity Details

Corporation Name	USA WASTE OF CALIFORNIA, INC.
Entity No.	1992530
Formed In	DELAWARE

Street Address of Principal Office of Corporation

Principal Address	800 CAPITOL STREET, SUITE 3000 HOUSTON, TX 77002

Mailing Address of Corporation

Mailing Address	800 CAPITOL STREET, SUITE 3000 HOUSTON, TX 77002
Attention	MARK A. LOCKETT

Street Address of California Office of Corporation

Street Address of California Office	330 N BRAND BLVD STE 700 GLENDALE, CA 91203

Officers

Officer Name	Officer Address	Position(s)
MICHAEL S. HAMMER	800 CAPITOL STREET, SUITE 3000 HOUSTON, TX 77002	Chief Executive Officer
COURTNEY A. TIPPY	800 CAPITOL STREET, SUITE 3000 HOUSTON, TX 77002	Secretary
+ JOHN A. CARROLL	800 CAPITOL STREET SUITE 3000 HOUSTON, TX 77002	Chief Financial Officer

Additional Officers

Officer Name	Officer Address	Position	Stated Position
MARK A. LOCKETT	800 CAPITOL STREET SUITE 3000 HOUSTON, TX 77002	Vice President	
+ LESLIE K. NAGY	800 CAPITOL STREET SUITE 3000 HOUSTON, TX 77002	Treasurer	
+ BARRY S. SKOLNICK	800 CAPITOL STREET SUITE 3000 HOUSTON, TX 77002	Other	DIRECTOR
+ MICHAEL S. HAMMER	800 CAPITOL STREET SUITE 3000 HOUSTON, TX 77002	Other	DIRECTOR

Agent for Service of Process

California Registered Corporate Agent (1505)	C T CORPORATION SYSTEM Registered Corporate 1505 Agent

Type of Business

Page 1 of 2

Type of Business	REMEDIATION AND OTHER WASTE SERVICES
Email Notifications Opt-in Email Notifications	Yes, I opt-in to receive entity notifications via email.

Labor Judgment

No Officer or Director of this Corporation has an outstanding final judgment issued by the Division of Labor Standards Enforcement or a court of law, for which no appeal therefrom is pending, for the violation of any wage order or provision of the Labor Code.

Electronic Signature

☒ By signing, I affirm that the information herein is true and correct and that I am authorized by California law to sign.

MARK A. LOCKETT
Signature

07/21/2023
Date

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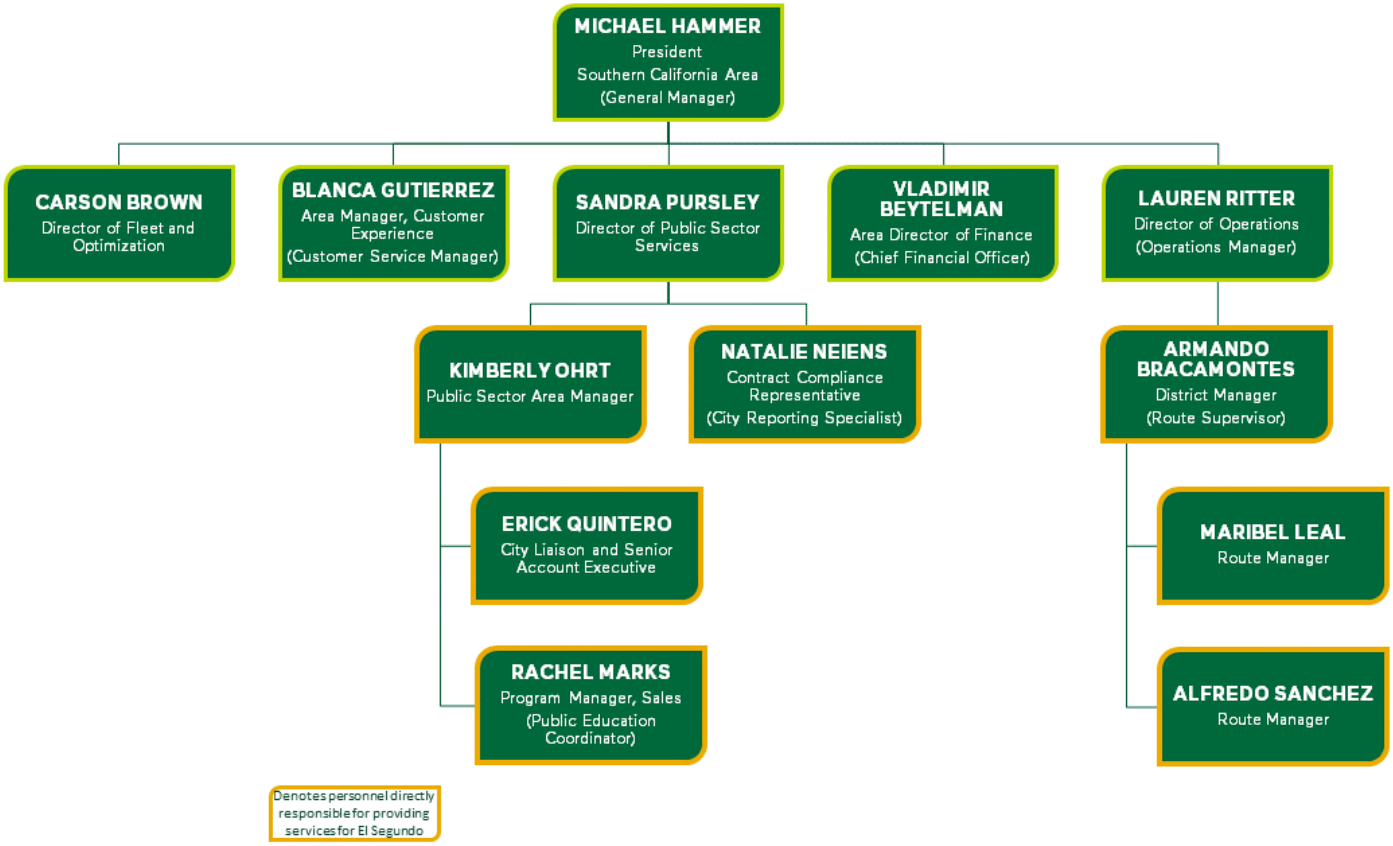
Key Personnel

Provide an organization chart for key personnel and brief descriptions of the qualifications and experience of the individuals who will administer the franchise agreement, including the:

- *General manager*
- *Chief financial officer*
- *Operations manager*
- *Route supervisor*
- *Customer service manager*
- *City reporting specialist*
- *Public outreach coordinator*

Organizational Chart

Please see below for an organizational chart for the senior leadership team and key personnel.



WM Team

Senior Leadership

Together with our WM Local Team and our SB 1383 Regulatory Team, the following WM Area leaders provide support and resources required to execute the daily operations.

Michael Hammer, President of Southern California

Michael has over 20 years of experience in management within the waste and recycling industry. He is responsible for the overall leadership of our Southern California Market Area and its strategic direction, and for leading WM's Southern California teams through continued successful and sustainable operations.

Lauren Ritter, Director of Operations

Lauren has been with WM for nearly 15 years and has held various roles throughout her career. She started with WM by working directly on the front lines with our customers to ensure they received the Gold-level service that each had become accustomed to while being a WM customer. After spending a few years on the Sales team, she transitioned over to operations where she was in charge of all maintenance and procurement of containers for the Southern California region. After a couple of years in this role, she decided to run her own operation and became the District Manager of Corona Hauling, responsible for overseeing the successful operations related to five franchise agreements in the region. In her current role of nearly two years, Lauren is responsible for over $500M in annual revenue spread across San Diego, Orange, and LA Counties; with 13 different facilities ranging from hauling sites, to compost facilities, to transfer stations, to our soon-to-be State Of The Art (SOTA) recycling facility.

Throughout all of her roles at WM, Lauren has never strayed from her customer service roots and believes that there is nothing more important than providing excellent service while always conducting ourselves in a safe and professional manner.

Sandra Pursley, Director of Public Sector Services

Sandra has more than 15 years' experience in every aspect of the waste and recycling industry. She oversees all Public Sector responsibilities including new programs, community outreach/education, pricing, sustainable solutions, and contract compliance. Sandra is part of our Southern California leadership team that sets the Public Sector strategy and manages the implementation of AB 341, AB 1826, and SB 1383 compliant programs. Establishing community relationships and providing an exceptional customer service to our municipal customers is a goal for all her team. Sandra's resourcefulness and public sector knowledge, when combined with her renowned leadership skills have earned recognition for her team and the respect of the customers she serves.

Vladimir Beytelman, Area Director of Finance

Vladimir has more than 15 years' experience as finance director for several Fortune 500 companies including 10 years as the Manager North America FP&A for Mattel, Inc. As our Area director of Finance, Vladimir leads our finance department that covers Hawaii, Los Angeles, Riverside, San Bernardino, San Diego, Orange, Ventura, Santa Barbara, San Luis Obispo, Fresno, Kerns, Kings, Tulare, and Madera Counties. He will oversee financial and operating performance and certify compliance with financial obligations throughout the agreement's term.

Carson Brown, Director of Fleet and Optimization

Carson has worked in the trucking industry for 36 years and in management for 27 of those years. He has been with WM 17 years, running Fleet Operations across Southern California and has currently oversees all area logistics and data operations for WM of Southern California.

Local Team

Kimberly Ohrt, Public Sector Area Manager



Kim has over 12 years' experience in the recycling industry and over 15 years in the field of public relations and communications. She earned her BA at Arizona State University in Communications followed by her Executive Master's in Business Administration at Pepperdine. Prior to joining WM, Kim was at Edelman Public Relations where she worked with top tier corporations such as Microsoft, Starbucks, Warner Bros, and Nissan to help gain customer notoriety and increase their revenue. In addition, from 2003 to 2008, Kim managed and oversaw all aspects of the County of Los Angeles – Smart Business Recycling Program, an educational program designed to help small, middle, or large businesses implement recycling programs.

She currently oversees the City of Los Angeles Exclusive Franchise Contract. Her duties include establishing and maintaining a high level of customer satisfaction; coordinating operations and community relations to meet municipal customer expectations; developing the sales and retention effectiveness of municipal marketing representatives; solving both commonly encountered as well as complex issues; and implementing management or operating practices to enhance methods, services, products, processes, and/or procedures.

Erick Quintero, City Liaison and Senior Account Executive



Erick has been with WM for five years as a Public Sector Manager. Erick has over eight years' experience in collaborating between non-profit organizations, municipalities/government agencies, and corporate organizations. He previously supported our San Gabriel Valley team with recycling and organics public education outreach.

Erick recently graduated from Chapman University with a master's degree in Business Administration and holds a BA in Political Science from the University of California, Los Angeles (UCLA).

Armando Bracamontes, District Manager (Compton, CA)



Armando joined WM in 2006 as a Customer Service Representative at our Santa Ana office. He was quickly promoted to Operations Manager Trainee where he made significant contributions to the San Diego/Orange County area by assisting with local site re-routes resulting in greater driver efficiency. By 2010, Armando was promoted to Route Manager where he oversaw our commercial line of businesses. Prior to his promotion to District Manager, Armando was leading two of our local transfer stations. Armando is now the District Manager to our local hauling operations that services the City of El Segundo.

Alfredo Sanchez, Route Manager (Compton, CA)



Alfredo has been a WM Route Manager for over five years. During those five years, he has been working with drivers servicing the City of El Segundo. Alfredo meets with commercial and industrial drivers every morning where he covers various safety topics and ensures that all vehicles used to service El Segundo are functioning properly. Throughout the day, he works closely with dispatch and our drivers out in the field to guarantee all customers are serviced in a timely manner.

Maribel Leal, Route Manager (Compton, CA)



Maribel has over five years of experience with WM and has worked in our Dispatch Center and our South Gate Transfer Station Supervisor. As a Route Manager, she manages the day-to-day operations in various cities including El Segundo and works with drivers to ensure no customer is left behind. Maribel meets with all drivers at the end of the day to highlight areas of opportunity that can improve the service to our customers.

Natalie Neiens, City Reporting Specialist and Contract Compliance Representative



Natalie has been at WM for two years, serving as the Contract Compliance Representative for the last year. In this role, she handles the preparation and submission of monthly, quarterly, and annual reports, ensuring regulatory compliance for AB 939, AB 901, AB 1594, AB 341, AB 1826, and SB 1383, among other requirements. She performs contract audits, rate adjustments, and contractually required reporting. Additionally, she supports our services by providing contractual verification for all contract service information and rates listed in WM Knowledge, our customer database.

Rachel Marks, Public Education Coordinator



Rachel has been with WM for five years, serving as our Total Recycling Program Manager. In her tole, she helps guide companies towards zero waste aspirations and transform their operations with sustainability practices. With over a decade of experience in dedicated sustainability, Rachel specializes in crafting impactful recycling and food waste programs that lead to meaningful change. Her work encompasses facilitating training sessions, conducting insightful site visits, and leveraging the comprehensive understanding of environmental legislation to drive progress. Rachel will serve as WM's lead Public Education Coordinator for the City of El Segundo.

Our Drivers - The Backbone of Our Daily Operations



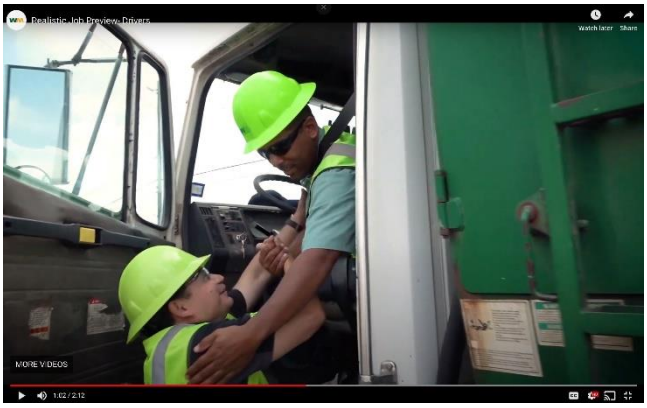
At WM, we believe our employees are our greatest assets, and if we take care of them, they will take care of our customers, our communities, our shareholders, our environment, and each other.

Our team of highly trained, experienced drivers are the backbone of our daily operations and are dedicated to providing the City with world-class service. These men and women are more than just your waste collection drivers - they are your friends and neighbors, and they take great pride in helping preserve your environment today and for future generations.

Collection drivers not only have to be well-trained when it comes to operating vehicles, but they have to constantly be on the lookout for other drivers on the road. We employ best-in-class safety training, standards and performance metrics to provide the safest service in the industry. Once hired, our drivers undergo intensive immersion training at our centralized training centers. Drivers gain experience through classroom training and simulated driving courses that reflect real-life obstacles. At the end of training, each driver receives a comprehensive evaluation that confirms their understanding of and commitment to WM's culture of safety.

Our diligent pre-employment screening process includes a comprehensive background check, and drug testing. All candidates and employees are subject to WM's Drug and Alcohol-Free Workplace Policy, which includes regular, ongoing screenings for employees who operate company vehicles.

Our employees are the lifeblood of the work we do every day. That's why we focus on developing talent at every level of the organization through career path planning and best-in-class training that is specifically designed for success in the service industry. At the heart of our engagement and retention strategy is a steadfast commitment to WM's values of people first and success with integrity.



What's it like to be a WM driver? See how our drivers get the job done while prioritizing safety and utilizing technology by clicking or going to: youtu.be/2ED8z3LYAdY.

Service Transition Experience

Provide three reference projects for which the proposer initiated a new collection contract or new collection services. Include the following for each reference project:

- *The name of the jurisdiction and the month and year of the service transition.*
- *A description of the service initiation performed (i.e., rollout of new carts, takeover of previous service provider, etc.).*
- *The name, address, and telephone number of the jurisdiction representative responsible for overseeing the service transition.*
- *The number of customers involved in the transition.*
- *Any notable challenges that occurred during the service transition, and the solutions implemented to address the challenges.*

For over 30 years, WM has been a trusted environmental solutions provider for communities throughout California. We provide collection services to small towns and large cities alike, including many similar in size to the City of El Segundo. We provide services to many of the City's neighbors. We have included these customers in the following list of references. We encourage you to contact them so that you may learn firsthand about our excellent record of service with other customers.

References: Don't Just Take Our Word for It

Reference 1 – City of Chino Hills

We initiated a service transition for the City of Chino Hills on July 1, 2022. After being awarded the contract in January 2022, we executed a seamless citywide—residential and commercial—transition in five months. Chino Hills represents close to 20,000 residential accounts and over 300 commercial accounts. Despite not having received accurate customer data, and their previous hauler unexpectedly not upholding their obligation to remove their carts, our Transition Team was so well

prepared that we transitioned with very minimal, if any, customer service disruptions. Please see highlights below.

The name of the jurisdiction and the month and year of the service transition.	**City of Chino Hills** July 2022
A description of the service initiation performed (i.e., rollout of new carts, takeover of previous service provider, etc.).	Residential Cart Service (solid waste, recyclable and organics collection), Curbside Bulk Collection Service, E-waste, Sharps, Used Motor Oil, Community Cleanups, Temp bin service Commercial Bins, Roll-off Box (solid waste, recyclable and organics collection), SB 1383 Technical assistance - Free Site Audits & Recycling training, and Food Recovery Assistance Industrial- Roll Off Service (solid waste, recyclable and organics collection) and Compactor Service (solid waste, recyclable, organics collection) C&D Collection & Recycling- provided through Roll Off service
The name, address, and telephone number of the jurisdiction representative responsible for overseeing the service transition.	City Manager's Office 14000 City Center Drive Chino Hills, CA 91709 Susan Shaker, Senior Management Analyst (909) 364-2633, sshaker@chinohills.org Rod Hill, Assistant City Manager (909) 364-2612, rhill@chinohills.org
The number of customers involved in the transition.	Commercial - 253 accounts MF Accounts - 22 accounts Industrial - 49 accounts Residential – 19,949 customers

Any notable challenges that occurred during the service transition, and the solutions implemented to address the challenges.

Our most recent transition was in the City of Chino Hills, July 1, 2022. After being awarded the contract in January 2022, we executed a seamless citywide—residential and commercial—transition in five months! Chino Hills represents close to 20,000 residential accounts and over 300 commercial accounts. Despite not having received accurate customer data, and their previous hauler unexpectedly not upholding their obligation to remove their carts, our Transition Team was so well prepared that we transitioned with very minimal, if any, customer service disruptions.

WM delivered and removed 796 commercial customer containers; delivered 66,897 and removed approximately 35,000 residential customer carts.

During the first week of service, despite falling in the middle of a National Holiday, we only recorded: 14 residential missed pick-ups and one commercial missed pick-up.

Our service success was due to our meticulous planning and dedicated team of route managers that we pulled from neighboring hauling districts to provide field support during this important transition period, thus ensuring every route was completed.

We conducted three residential and two commercial workshops, provided ample information to all customers via hard copy mailouts and social media, and stationed a dedicated team of Recycling Representatives at City Hall for two weeks after the contract started to provide immediate customer support for questions or concerns. To address commercial compliance, we completed site visits and assistance with waiver approvals. Commercial compliance with SB 1383 is 98%.

Reference 2 – County of Los Angeles

The name of the jurisdiction and the month and year of the service transition.	**County of Los Angeles** October 2022
A description of the service initiation performed (i.e., rollout of new carts, takeover of previous service provider, etc.).	Commercial Bins, Roll-off Box (solid waste, recyclable and organics collection), SB 1383 Technical assistance - Free Site Audits & Recycling Training. Industrial- Roll Off Service (solid waste, recyclable and organics collection) and Compactor Service (solid waste, recyclable, organics collection).
The name, address, and telephone number of the jurisdiction representative responsible for overseeing the service transition.	Los Angeles County Public Works 900 S Fremont Ave Alhambra, CA 91803 Christopher Sheppard, Principal Engineer (626) 320-9625, csheppard@dpw.lacounty.gov Clark Ajwani, Senior Civil Engineer (626) 458-5163, cajwani@dpw.lacounty.gov
The number of customers involved in the transition.	Commercial/Multi-Family – 2,491 accounts Industrial - 281 accounts
Any notable challenges that occurred during the service transition, and the solutions implemented to address the challenges.	During the transition, WM collaborated with over fourteen (14) haulers across the three County awarded service areas. Due to the complexity of this transition our team made sure to have additional containers readily available in the event we came across an account that was not accounted for in our initial data. We did some across some accounts that had containers removed by haulers without notice, but we were able to get customers containers by the same day or the following morning. If it was not for the inventory management process we set in place, we would have not been able to adapt to challenges. We also set up a customer service process where any customers that called WM within our new franchised zones would be connected to our local field representative to provide immediate support. The field representative would be able to reconcile the information provided by other haulers and successfully rectify issues.

Reference 3 – City of Eastvale

The name of the jurisdiction and the month and year of the service transition.	**Eastvale** July 2022
A description of the service initiation performed (i.e., rollout of new carts, takeover of previous service provider, etc.).	Before the service transition on July 1, 2022, the City had two haulers. WM took over the area previously serviced by another provider, making WM the City's sole hauler. This transition mainly involved commercial and industrial services. WM also provided SB 1383 technical assistance, offering free site audits and recycling training to ensure compliance.
The name, address, and telephone number of the jurisdiction representative responsible for overseeing the service transition.	City of Eastvale 12363 Limonite Ave., Suite 910 Eastvale, CA 91752 Simone Blackwell, Environmental Compliance Analyst (951) 703-4405, sblackwell@eastvaleca.gov
The number of customers involved in the transition.	150
Any notable challenges that occurred during the service transition, and the solutions implemented to address the challenges.	None to report

Safety Record

Provide information about the proposer's safety record. Proposers must provide:

- *The proposer's two most recent CHP Safety Compliance Reports (BIT inspection reports) for the fleet maintenance facility that will service the vehicles used in the City.*

BIT Inspection Reports

Please see the following pages for the most recent BIT inspection reports for the Compton Hauling District.

2015 BIT Report

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
BIT PROGRAM
ADMINISTRATIVE REVIEW
CHP 342 (Rev. 5-00) OPI 062

Page 1 of ___ pages

TERMINAL INFORMATION CHANGED	CARRIER ID NUMBERS
☐ Yes ☒ No	CA 1243
TELEPHONE NUMBER (INCLUDE AREA CODE) (559) 246-2841	FCN 131368

TERMINAL NAME
USA WASTE OF CALIFORNIA INC

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
407 E EL SEGUNDO BLVD COMPTON CA 90222

TERMINAL MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE) (IF DIFFERENT FROM ABOVE)

COUNTY/CODE NUMBER: 19

LICENSE AND FLEET INFORMATION

HM Lic. No.	HWT Reg. No.	IMS Lic. No.	LOCATION CODE	SUBAREA	ADMINISTRATIVE REVIEW
Exp. Date	Exp. Date	Exp. Date	530	S47	☐ First ☒ Second

TRUCKS AND TYPES		TRAILERS AND TYPES		BUSES BY TYPE		REG. CT.	HW. VEH.	HW. CONT.	DRIVERS
61		1	S	I -	II -				48

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY PHONE NO. (INCLUDE AREA CODE)	NIGHT PHONE NO. (INCLUDE AREA CODE)
HEROS KESHISHZADEH	(310) 522-6526	(310) 863-8913
MIKE GRIM	(310) 864-5130	

CHECK THE ESTIMATED TERMINAL MILEAGE WITHIN CALIFORNIA DURING THE LAST YEAR

YEAR 2014

- A ☐ Under 15,000
- B ☐ 15,001 – 50,000
- C ☐ 50,001 – 100,000
- D ☐ 100,001 – 500,000
- E ☒ 500,001 – 1,000,000
- F ☐ 1,000,001 – 2,000,000
- G ☐ 2,000,001 – 5,000,000
- H ☐ 5,000,001 – 10,000,000
- I ☐ More than – 10,000,000

OPERATING AUTHORITIES

CALIFORNIA PUC NUMBERS

T -	T -	T -
PSG ☐ TCP ☐ PSC	PSG ☐ TCP ☐ PSC	PSG ☐ TCP ☐ PSC

ICC NUMBERS		DOT NUMBER
☐ MC ☐ MX	☐ MC ☐ MX	

ADMINISTRATIVE REVIEW

REVIEWER'S COMMENTS
REVIEWED MISTER REPORT WITH CARRIER . VERIFIED ALL DRIVERS CURRENTLY ENROLLED IN CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM. THIS IS THE 2ND ADMIN/REVIEW FOR THIS TERMINAL.

SATISFACTORY RATINGS ARE CARRIED FORWARD IN THE FOLLOWING CATEGORIES	CHP 100D COLUMN NO	CARRIER TYPE/CODE	TIME IN	TIME OUT
☒ Maintenance Program ☒ Driver Records ☒ Regulated Equipment ☐ Hazardous Materials ☒ Terminal		T / I		

MOTOR CARRIER REQUEST AND CERTIFICATION

As _____, I request that this terminal receive an administrative review in lieu of the required Biennial Inspection of Terminals (BIT) Program inspection. I understand that requesting a review in lieu of inspection will not result in proration of inspection fees, and that this terminal's previous compliance rating of satisfactory will be extended for 25 months. This terminal will continue to maintain a satisfactory level of compliance during the next 25-month inspection term. As a condition for receiving the administrative review(s) in lieu of inspections, I agree to accept random, unannounced inspections of this terminal by the Department.

CARRIER REPRESENTATIVE'S NAME AND TITLE	SIGNATURE	DATE
YAMEL CALDERA/CONTAINER DEPT. SUPERVISOR		08/12/2015

REVIEW CONDUCTED BY	I.D. NUMBER	DATE OF REVIEW	SUSPENSE DATE
DEANNA M. RIVERA	A09114	08/12/2015	8/2017

Use previous editions until depleted.

Chp342_0613.pdf

2018 BIT Report

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE
CHP 343 (Rev 12-17) OPI 062

Page 1 of 15 pages

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☑ Yes ☐ No	1243	131368	19	
TERMINAL TYPE	**CODE**	**OTHER PROGRAM(S)**	**LOCATION CODE**	**SUBAREA**
☑ Truck ☐ Bus ☐ Mod Limo	1		530	S48

CARRIER LEGAL NAME	TERMINAL NAME (IF DIFFERENT)	TELEPHONE NUMBER (W/AREA CODE)
USA WASTE OF CALIFORNIA INC	USA WASTE OF CALIFORNIA INC	310 863 8913

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
407 EAST EL SEGUNDO BLVD. COMPTON CA, 90222

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE)	INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)
407 EAST EL SEGUNDO BLVD. COMPTON CA, 90222	407 EAST EL SEGUNDO BLVD. COMPTON CA, 90222

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHS BY TYPE	DRIVERS	BIT FLEET SIZE
218492	N/A	N/A	39S,1X	N/A	I N/A II N/A Mod Limo N/A	40	Powered 40
EXP. DATE	**EXP. DATE**	**EXP. DATE**	**REG. CT**	**HW VEH.**	**HW CONT.**	**PPB / CSAT**	
01/31/19	N/A	N/A	N/A	N/A	N/A	☐ Yes ☑ No ☐ N/A	Towed 0

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC: ☑ Yes ☐ No
FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34515(b) CVC:

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/AREA CODE)	NIGHT TELEPHONE NO. (W/AREA CODE)
HAROS KESHISHZADEH	310 605 6092	
EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/AREA CODE)	NIGHT TELEPHONE NO. (W/AREA CODE)

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2017]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☑ 50,001— 100,000	☐ 100,001— 500,000	☐ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T N/A	☐ TCP ☐ PSC N/A	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE: ☑ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION: ☐ Yes ☑ No	
USDOT	USDOT NUMBER: 375375	☐ MC ☐ MX 265711	☐ MC ☐ MX N/A	REASON FOR INSPECTION: CPSS INSPECTION	

INSPECTION FINDINGS		INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable				
REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 9 Time 2.5	No. 20 Time 3.5	No. 9 Time 8.0	TIME	TOTAL TIME 14.0
DRIVER HOURS		HAZARDOUS MATERIALS: ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles 1 Units 415496	
BRAKES	2	REMARKS				
LAMPS & SIGNALS		13CCR 1233 Inspection rating. Carriers maintenance records, driver records and regulated equipment were inspected and found to be at an acceptable level of compliance and assigned a satisfactory rating.				
CONNECTING DEVICES		See attached pages for mechanical inspection(s) & violations				
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS						
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

INSPECTION TYPE	NON-BIT	CPSS	CHP 345	CHP 100D COL	INSPECTION DATE(S)	TIME IN	TIME OUT
☑ I ☐ R	☐	☐ Yes ☑ No	☐		6/5,6/6 2018		
INSPECTED BY (NAME(S))					**ID NUMBER(S)**	**SUSPENSE DATE**	
T.GARCIA					A15194	☑ Auto ☐ None	

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 15), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at AT 323 644 9557 within 5 business days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		6/7/2018
CARRIER REPRESENTATIVE'S PRINTED NAME	**TITLE**	**DRIVER LICENSE NUMBER / STATE**
YAMEL CALDERA	SHOP SUPERVISOR	B4931802 CA

Destroy Previous Editions

Chp343_1217.xls

US DOT # 375375	Legal: USA WASTE OF CALIFORNIA INC Operating (DBA):

MC/MX #: 265711 **State #:** 1243 **Federal Tax ID:**68-0306154 (EIN)

Review Type: Non-ratable Review - Special Study

Scope: Terminal **Location of Review/Audit:** Company facility in the U. S. **Territory:** C

Operation Types	Interstate	Intrastate
Carrier:	HM	N/A
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation
Gross Revenue: **for year ending:**

Company Physical Address:

1001 FANNIN STREET
HOUSTON, TX 77002

Contact Name: HEROS KESHISHZADEH
Phone numbers: **(1)** 831- 750-8863 **(2)** **Fax**
E-Mail Address:

Company Mailing Address:

13793 REDWOOD STREET
CHINO, CA 91710

Carrier Classification

Authorized for Hire

Cargo Classification

Garbage, Refuse, Trash

Hazardous Materials

9 (Hazardous waste)	Carried	Non-Bulk

Equipment

	Owned	Term Leased	Trip Leased		Owned	Term Leased	Trip Leased
Truck	39	0	0	Truck Tractor	1	0	0

Power units used in the U.S.: 40
Percentage of time used in the U.S.: 100

Does carrier transport placardable quantities of HM? Yes
Is an HM Permit required? N/A

Driver Information

	Inter	Intra
< 100 Miles:		40
>= 100 Miles:		

Average trip leased drivers/month: 0
Total Drivers: 40
CDL Drivers: 40

6/7/2018 7:25:55 AM Page 1 of 2 P9WTK4CA55EAA Capri 6.8.10.2

	USA WASTE OF CALIFORNIA INC - Terminal U.S. DOT #: 375375 State #: 1243	Review Date: 06/07/2018

Part A

Questions regarding this reports may be directed to the Commercial Vehicle Section
Motor Carriers at:

PO BOX 942898
SARAMENTO CA 94298-0001
916 843 3400

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: HAROS KESHISHZADEH **Title:** SUPERVISOR
Name: **Title:**

	USA WASTE OF CALIFORNIA INC - Terminal U.S. DOT #: 375375 State #: 1243	Review Date: 06/07/2018

Part B Violations

1 STATE	Primary: 13CCR1213(f)	**Discovered** 1	**Checked** 1	**Drivers/Vehicles In Violation** 6	**Checked** 20

Description

Incomplete or false records. No motor carrier shall allow or require, and no driver shall prepare or submit, a record of duty status which is not true and accurate. Failure to complete the record of duty activities of this section or section 1213.2, failure to preserve a record of such duty activities, or making false reports in connection with such duty activities shall make the driver and/or carrier liable to prosecution.

Example

At time of inspection a review of drivers time keeping records for the month of May indicate drivers submitted falsified records to carrier upon the competion of each day worked over 12 consecutive hours.

On 5/04/18 driver Jeorge Aleman submitted a log book indicating a start time of 05:00am and an end time of 05:30pm. Carriers time detail sheet indicates driver started at 4:59am and completed his shift at 06:25pm.

On 05/04/18 driver Mauro Zamora submitted a log book indicating a start time of 05:30am and an end time of 05:45pm. Carriers time detail sheet indicates driver started at 05:30am and completed his shift at 06:58pm.

On 05/04/18 dirver Luis A Gomez submitted a log book indicating a start time of 05:00am and an end time of 05:00om. Carriers time detail sheet indicates driver started at 04:58am and completed his shift at 06:34pm.

On 05/04/18 driver Jose Martinez submited a log book indicating a start time of 05:30am and an end time of 04:15pm. Carriers time datail sheet indicates driver started at 04:59am and completed his shift at 03:42pm.

On 05/07/18 driver Eduardo Martinez submited a logbook indicating a start time of 06:00am and an end time of 04:30pm. Carriers time detail sheet indicates driver started at 06:01am and completed his shift at 07:02pm.

On 05/17/18 driver Francisco Rodriguez submited a logbook indicating a start time of 05:30am and an end time of 07:00pm. Carriers time detail sheet indicates driver started at 05:30am and completed his shift at 07:24pm.

Safety Fitness Rating Information:			
Total Miles Operated	80,000	**OOS Vehicle (CR):**	0
Recordable Accidents	0	**Number of Vehicle Inspected (CR):**	9
		OOS Vehicle (MCMIS):	0
		Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

This Review is not Rated.

6/7/2018 7:26:02 AM Page 1 of 1 P9WTK4CA55EAA Capri 6.8.10.2

	USA WASTE OF CALIFORNIA INC - Terminal U.S. DOT #: 375375 State #: 1243	Review Date: 06/07/2018

Part B Requirements and/or Recommendations

1. Carrier is directed to:

   Ensure all drivers complete and submit true and accurate timekeeping records upon the completion of each day worked.

Printed on **100%** post-consumer recycled paper.
Please recycle after use.

USA WASTE OF CALIFORNIA INC - Terminal
U.S. DOT #: 375375 State #: 1243

Review Date: 06/07/2018

Part C

Reason for Review: Other CPSS INSPECTION
Planned Action: Compliance Monitoring

Parts Reviewed Certification:

325	382	383	387	390	391	392	393	395	396	397	398	399	171	172	173	177	178	180
					✓	✓	✓	✓	✓									

Prior Reviews
5/30/2018
5/25/2018
5/24/2018

Prior Prosecutions

Reason not Rated: Special Study **Study Code:** CA

Unsat/Unfit Information

Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?

Does carrier transport placardable quantities of hazardous materials? Yes - Interstate

Unsat/Unfit rule: Not Applicable

Corporate Contact: HAROS KESHISHZADEH
Corporate Contact Title: SUPERVISOR

Special Study Information:

Remarks:
Terminal Name: USA WASTE OF CALIFORNIA INC. CA # - 1243
Terminal Address: 407 EAST EL SEGUNDO BLVD. FCN# - 131368
COMPTON CA, 90744

Rating Information:
In accordance with 13 CCR 1233, this terminal has been rated Satisfactory at this time.

Upload Authorized:	**Yes**	**No**	
Authorized by:		**Date:**	
Uploaded:	**Yes**	**No**	**Failure Code:**
Verified by:		**Date:**	

6/7/2018 7:26:16 AM Page 1 of 1 Capri 6.8.10.2

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940846
Inspection Date: 06/05/2018
Start: 2:03 PM PT **End:** 2:18 PM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:

Location: COMPTON
Highway:
County: LOS ANGELES
Milepost: **Shipper:** N/A
Origin: N/A
Destination: N/A
Bill of Lading: N/A
Cargo: N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TT	FRHT	2012	CA	9E65001	175011	1FUBC5DX8CHBL5457	35000		

BRAKE ADJUSTMENTS

Axle #	1	2
Right	N/A	N/A
Left	N/A	N/A
Chamber	DISC	DISC

VIOLATIONS: No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
eat/Sub Area: S48; Odometer: 15677; File Code Number: 131363; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: CNG; Veh #1 Type: 26

Report Prepared By: A. Garcia
Badge #: A15194
Copy Received By:

X _____ X _____

Page 1 of 1

00375375 CA CAA151940846

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940847
Inspection Date: 06/05/2018
Start: 2:20 PM PT **End:** 2:42 PM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Location: COMPTON
Highway:
County: LOS ANGELES

Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2015	CA	03997T1	211829	3BPZX20X1FF273230	62000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4
Right	N/A	N/A	N/A	1
Left	N/A	N/A	N/A	1
Chamber	DISC	DISC	DISC	C-30

VIOLATIONS: No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 93258; File Code Number: 131368; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: CNG; Veh #1 Type: 27

Report Prepared By: A. Garcia
Badge #: A15194

Copy Received By:

X _____ X _____

Page 1 of 1

00375375 CA CAA151940847

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940848
Inspection Date: 06/05/2018
Start: 2:44 PM PT **End:** 3:05 PM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Location: COMPTON
Highway:
County: LOS ANGELES

Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2016	CA	85263A2	415064	2BPZLH0X7GF107312	66000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	N/A	N/A	N/A
Left	N/A	N/A	N/A
Chamber	DISC	DISC	DISC

VIOLATIONS: No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 49514; File Code Number: 13168; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: CNG; Veh #1 Type: 27

Report Prepared By: A. Garcia
Badge #: A15194

Copy Received By:

X _____ X _____

Page 1 of 1

00375375 CA CAA151940848

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940844
Inspection Date: 06/05/2018
Start: 11:17 AM PT **End:** 11:59 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375 **Phone#:** (831)750-8863
MC/MX#: 265711 **Fax#:** (831)632-0180
State#:
Location: COMPTON
Highway:
County: LOS ANGELES

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2015	CA	17629U1	211827	3BPZX20X3FF273228	62000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4
Right	N/A	N/A	N/A	1
Left	N/A	N/A	N/A	1
Chamber	DISC	DISC	DISC	C-30

VIOLATIONS: No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 69283; File Code Number: 131368; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: CNG; Veh #1 Type: 27

Report Prepared By: A. Garcia
Badge #: A15194

Copy Received By:

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Page 1 of 1

00375375 CA CAA151940844

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940843
Inspection Date: 06/05/2018
Start: 10:31 AM PT **End:** 11:15 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:

Location: COMPTON
Highway:
County: LOS ANGELES
Milepost: **Shipper:** N/A
Origin: N/A
Destination: N/A
Bill of Lading: N/A
Cargo: N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	AUTO	2011	CA	07019D1	103722	5VCACRLE0BH212654	66000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4
Right	N/A	N/A	N/A	1
Left	N/A	N/A	N/A	1
Chamber	DISC	DISC	DISC	C-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 86388; File Code Number: 131368; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: D; Veh #1 Type: 27

Report Prepared By: A. Garcia
Badge #: A15194

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00375375 CA CAA151940843

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940842
Inspection Date: 06/05/2018
Start: 10:02 AM PT **End:** 10:25 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:

Location: COMPTON
Highway:
County: LOS ANGELES
Milepost: **Shipper:** N/A
Origin: N/A
Destination: N/A
Bill of Lading: N/A
Cargo: N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2017	CA	13945D2	415496	3BPZL20X8HF173950	66000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	N/A	N/A	N/A
Left	N/A	N/A	N/A
Chamber	DISC	DISC	DISC

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
1245(K)(2) CCR	S	1	Y		U	N	**Applied air loss--396.3A1: applied air loss at a proper connection. axle 3 right side brake chamber service side fitting.**

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 25949; File Code Number: 131368; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: D; Veh #1 Type: 27

__ I hereby declare each vehicle with a Y in the OOS column of the violation section of this report to be OUT-OF-SERVICE. No person shall operate such vehicle until all OUT-OF-SERVICE defects have been repaired and the vehicle has been restored to safe operating condition.

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

Report Prepared By: A. Garcia
Badge #: A15194

Copy Received By:

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Page 1 of 1

00375375 CA CAA151940842

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940840
Inspection Date: 06/05/2018
Start: 9:32 AM PT **End:** 9:56 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Location: COMPTON
Highway:
County: LOS ANGELES

Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: **Bill of Lading:** N/A
Destination: **Cargo:**

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2016	CA	85261A2	212558	3BPZX20X4GF107253	62000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4
Right	N/A	N/A	N/A	1
Left	N/A	N/A	N/A	1
Chamber	DISC	DISC	DISC	C-30

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
26508(F)	S	1	N		N	N	Emergency stopping system not capable of being applied, released, and reapplied--392.2: primary and secondary air system not isolated, plumbed to same air tank.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 44631; File Code Number: 131368; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: D; Veh #1 Type: 27

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

Report Prepared By: A. Garcia
Badge #: A15194

Copy Received By:

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00375375 CA CAA151940840

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940839
Inspection Date: 06/05/2018
Start: 8:30 AM PT **End:** 9:19 AM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Location: COMPTON
Highway:
County: LOS ANGELES

Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: **Bill of Lading:** N/A
Destination: **Cargo:**

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2015	CA	03998T1	104716	3BPZX20X0FF270951	62000		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4
Right	N/A	N/A	N/A	1
Left	N/A	N/A	N/A	1
Chamber	DISC	DISC	DISC	C-30

VIOLATIONS:No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 28428; File Code Number: 131368; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: D; Veh #1 Type: 27

Report Prepared By: A. Garcia
Badge #: A15194

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00375375 CA CAA151940839

CHP407F/343A-inSPECT **DRIVER/VEHICLE EXAMINATION REPORT** inSPECT 1.100.1

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA151940845
Inspection Date: 06/05/2018
Start: 1:43 PM PT **End:** 2:02 PM PT
Inspection Level: V - Terminal
HM Inspection Type: None

USA WASTE OF CALIFORNIA INC
1001 FANNIN STREET
HOUSTON, TX, 77002
USDOT: 375375
MC/MX#: 265711
State#:
Location: COMPTON
Highway:
County: LOS ANGELES

Phone#: (831)750-8863
Fax#: (831)632-0180

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: **Bill of Lading:** N/A
Destination: **Cargo:**

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	PTRB	2015	CA	17901U1	414314	3BPZLH0X2FF273218	66000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right	N/A	N/A	N/A
Left	N/A	N/A	N/A
Chamber	DISC	DISC	DISC

VIOLATIONS: No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S48; Odometer: 68405; File Code Number: 131368; Regulated Vehicle: Y; Pre-Cleared Vehicle: N; Fuel Type: CNG; Veh #1 Type: 27

Report Prepared By: A. Garcia
Badge #: A15194

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00375375 CA CAA151940845

- *The most recent workers compensation Annual Rating Endorsement (or other insurance document) that shows the proposer's most recent workers compensation Rating Plan Modifier (also known as an 'experience modification factor').*

Experience Modification Rate (EMR)

Experience Modification Rate (EMR) is a classification used by insurance providers to determine the risk potential of organizations. A company's EMR is established each year by aggregating the past costs of workplace injuries. Low EMRs are an indicator of safe working conditions. The industry standard EMR is 1.0. WM's current EMR is .91 as illustrated in the letter from Lockton Companies, LLC, shown on the following page.

LOCKTON
UNCOMMONLY INDEPENDENT

To: Waste Management and all entities/divisions
800 Capitol Street, Suite 3000
Houston, TX 77002

Re: Experience Modifier

To Whom It May Concern:

This letter will confirm the current Experience Modifier for Waste Management and all entities/divisions, including Waste Management National Services, Inc. for 2024, plus the past five years:

Rating Effective	EMR
01/01/2024 - 01/01/2025	.91
01/01/2023 - 01/01/2024	.93
01/01/2022 – 01/01/2023	.92
01/01/2021 – 01/01/2022	.86
01/01/2020 – 01/01/2021	.84
01/01/2019 – 01/01/2020	.79

If you have any questions regarding the above, please do not hesitate to contact me.

Regards,

Justianna Thai
Account Manager

LOCKTON COMPANIES, LLC
Insurance and Risk Management Specialists
3657 Briarpark Drive, Suite 700
Houston, TX 77042
713-458-5200 / FAX 713-458-5299

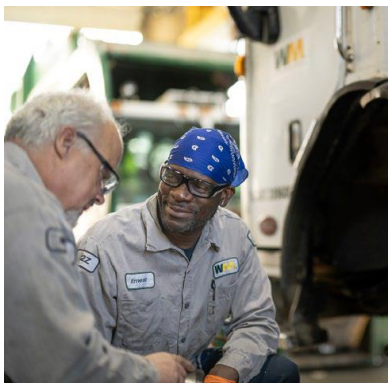
1

Proposers are requested to provide the following safety metrics. These are the safety metrics the City would prefer to use to compare the safety records of the proposers. If the information used to calculate these metrics is not readily available, the proposer may provide alternate safety metrics along with an explanation of how the proposer's alternate safety metrics can assist the City in comparing the proposer's safety record to those of other companies in the solid waste industry.

- *Total Recordable Injury Rate (TRIR) for the most recent five calendar years. The TRIR is the rate of recordable workplace injuries, normalized per 100 workers per year. The factor is derived by multiplying the number of recordable injuries in a calendar year by 200,000 (100 employees working 2,000 hours per year) and dividing that number by the total person-hours actually worked in the year. A 'Recordable Incident' is defined as: Occupational death, nonfatal occupational illness, and those nonfatal occupational injuries which involve one or more of the following: loss of consciousness, restriction of work or motion, transfer to another job, or medical treatment (other than first aid).*

- *The proposer's Vehicle Accident Recordable Rate (VARR) for the most recent five calendar years. The VARR is the number of Recordable Vehicle Accidents per 1,000,000 miles driven. The factor is derived by multiplying the number of Recordable Vehicle Accidents by 1,000,000 and dividing that number by the actual number of miles driven. A 'Recordable Vehicle Accident' is defined as: as an occurrence involving a commercial motor vehicle operating on a highway in interstate or intrastate commerce which results in: 1) a fatality, 2) bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident, or, 3) one or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle. It excludes occurrences involving only boarding and alighting from a stationary motor vehicle or involving only the loading or unloading of cargo.*

Safety Metrics and Continuous Improvement



The safety of our team members is a core value at WM. We employ a comprehensive Environmental, Health, and Safety (EHS) management system to track and document safety at all of our sites. We have dedicated professionals at every site to ensure that the EHS protocols are implemented. They track safety data and integrate it with our central EHS program regularly.

In addition, we strive to keep the communities and neighborhoods where we operate safe. We follow, and expect those we work with to follow, critical safety rules, which outline standards of behavior required in different locations, such as on-site or on trucks.

WM has long exceeded the waste industry's performance regarding critical metrics like the rate of on-the-job injuries. Total Recordable Injury Rate (TRIR) is used by the Occupational Safety and Health Administration (OSHA) to track and report work-related injuries and illnesses. Over almost two decades, our rate of injuries per employee hours worked has continued to fall. According to published U.S. Bureau of Labor Statistics (BLS) data, WM has consistently outperformed our industry on TRIR since 2005. WM continues to take active steps to prevent injuries through our injury and illness management program, hazardous energy control program, and other initiatives tied to seasonal risks, including heat illnesses in the summer and slips, trips, and falls in the fall and winter.

Additionally, OSHA uses Days Away/Restricted or Transfer (DART) to track and report work-related injuries and illnesses that result in lost time, restricted duty, or transfer to another work function. WM has outperformed our industry since 2005, including days away from work due to injury, and this metric has continued to decrease. In addition to programs and awareness campaigns undertaken to prevent all injuries and illnesses, WM has taken a structured approach to reducing the severity of incidents through safety processes that limit risk. We also work to provide prompt and complete medical care for employees who have suffered a work-related injury or illness to support their return to full duty as quickly as possible.

The following table shows WM's five-year safety record, including TRIR and VARR.

Our Safety Record

Workforce data is for WM's total workforce unless otherwise stated.	2018	2019	2020	2021	2022
Safety					
Days Away/Restricted or Transfer (per 200,000 work hours) - Employees	2.9	2.2	2.3	2.4	**2.6**
Days Away/Restricted or Transfer (per 200,000 work hours) - Contractors and Contingent Labor	0.150	0.110	0.110	0.087	**0.040**
Vehicle Accident Recordable Rate (total driver hours/vehicle accidents)	19,729	19,371	22,059	19,631	**19,851**
Hourly Accident Recordable Rate (total driver hours/all vehicle incidents)	10,776	11,684	12,272	11,611	**10,791**
Total Recordable Injury Rate (per 200,000 work hours)	2.9	2.8	2.8	3.0	**3.02**

As part of our commitment to continuous safety improvement, we set a goal to reduce our TRIR to 2.0 or lower by 2030. To achieve this, we:

- Conduct ongoing safety training.
- Document recorded incidents and track and analyze high-risk incidents, or "near misses," to identify areas where we can improve safety.
- Established "Get Home Safe Every Day," a refresh to our safety mission.
- Reallocated responsibilities for key frontline leaders to allow them to better focus on safety.
- Increased the use of automation technology in our facilities and advanced driver assistance technologies in our fleet.

We also support the development of a safer industry. We are committed to sharing best practices on safety with our peers through our membership in organizations like the Solid Waste Association of North America (SWANA) and the National Waste and Recycling Association (NWRA).

Safety Training

Proper and regular training is critical to maintaining safe operations. Our two extensive training facilities in Florida and Arizona provide an intensive two-week program for new drivers and fleet technicians — with a capacity for 500 employees every month. Beyond onboarding training, all field operation positions complete an on-the-job training phase that includes observation, hands-on training, and on-site coaching. Additionally, there are monthly calls involving all WM facilities focused on safety performance and professional development.

Our training involves empowering employees to flag unsafe working conditions without fear of repercussions. All employees are granted stop-work authority to pause operations when they observe unsafe conditions. This applies to facility operations as well as driving and collection operations.

Financial Information

Submit financial statements for the most-recently completed fiscal year for the legal entity that would execute the franchise agreement. Proposers that operate on a nationwide basis may submit the financial statements of their parent company. However, if the proposer is a wholly owned corporation of a nationwide company, the City may require a parental guarantee as part of any franchise agreement.

Financial Strength: The Foundation for Our Commitment

As a wholly–owned, indirect subsidiary of Waste Management, Inc., USA Waste of California, Inc. does not report financial results. All financial reporting occurs through our parent entity. As a publicly traded company, WM is held to the most stringent regulations for accurate and timely financial disclosure.

Revenue in 2023 was $20.4 billion, and WM has an asset base of $32.8 billion. The company generates strong and consistent cash flow and has access to an extensive line of credit. WM's financial strength is the foundation for our commitment to serve our customers, perform our obligations, and protect the environment in carrying out our broad services.

Full financial results are available on our website at investors.wm.com.

WM has achieved solid investment-grade credit ratings from three major rating agencies. Most recently, the company has been assigned ratings of A-/A-2 (Stable) by Standard & Poor's, A- (Stable) by Fitch, and Baa1 (Positive) by Moody's. The ratings are based on expectations that management will maintain good liquidity, pursue a moderate financial policy, and allocate capital in a disciplined manner. The credit outlook from each agency for WM is characterized as stable.

WM's financial strength, as summarized above, gives City assurance that we can and will fulfill our obligations.

- WM is committed and financially able to perform all operations in full compliance with applicable federal, state, and local regulations and to provide clear documentation of that compliance.
- WM offers the most extensive network providing waste management services in North America, including transportation, disposal, treatment, recovery, remediation, waste identification, and several other specialty services. This network enables us to provide a single source of responsibility, from transportation through disposal of waste.

- Typically, new capital requirements are internally financed by WM using cash flow from existing operations - freeing our new trucks, carts, containers, and facility investments from the timelines and terms of third-party creditors.

WM's financial strength helps us to continually advance services for all of the customers we serve, including City, and we are committed to maintaining that strength.

Please see the following pages for WM's latest audited financial statements.

2023 Audited Financial Statements

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REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Stockholders and the Board of Directors of Waste Management, Inc.

Opinion on Internal Control Over Financial Reporting

We have audited Waste Management, Inc.'s internal control over financial reporting as of December 31, 2023, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework) (the COSO criteria). In our opinion, Waste Management, Inc. (the Company) maintained, in all material respects, effective internal control over financial reporting as of December 31, 2023, based on the COSO criteria.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the 2023 consolidated financial statements of the Company, and our report dated February 13, 2024 expressed an unqualified opinion thereon.

Basis for Opinion
The Company's management is responsible for maintaining effective internal control over financial reporting and for its assessment of the effectiveness of internal control over financial reporting included in the accompanying Management's Report on Internal Control Over Financial Reporting. Our responsibility is to express an opinion on the Company's internal control over financial reporting based on our audit. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audit in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether effective internal control over financial reporting was maintained in all material respects.

Our audit included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, testing and evaluating the design and operating effectiveness of internal control based on the assessed risk, and performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion.

Definition and Limitations of Internal Control Over Financial Reporting
A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

/s/ ERNST & YOUNG LLP

Houston, Texas
February 13, 2024

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REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Stockholders and the Board of Directors of Waste Management, Inc.

Opinion on the Financial Statements
We have audited the accompanying consolidated balance sheets of Waste Management, Inc. (the Company) as of December 31, 2023 and 2022, the related consolidated statements of operations, comprehensive income, cash flows, and changes in equity for each of the three years in the period ended December 31, 2023, and the related notes (collectively referred to as the "consolidated financial statements"). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company at December 31, 2023 and 2022, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2023, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company's internal control over financial reporting as of December 31, 2023, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework), and our report dated February 13, 2024 expressed an unqualified opinion thereon.

Basis for Opinion
These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on the Company's financial statements based on our audits. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether due to error or fraud. Our audits included performing procedures to assess the risks of material misstatement of the financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that our audits provide a reasonable basis for our opinion.

Critical Audit Matters
The critical audit matters communicated below are matters arising from the current period audit of the financial statements that were communicated or required to be communicated to the audit committee and that: (1) relate to accounts or disclosures that are material to the financial statements and (2) involved our especially challenging, subjective or complex judgments. The communication of critical audit matters does not alter in any way our opinion on the consolidated financial statements, taken as a whole, and we are not, by communicating the critical audit matters below, providing separate opinions on the critical audit matters or on the accounts or disclosures to which they relate.

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Landfill Depletion

Description of the Matter	At December 31, 2023, the Company's landfill assets, net of accumulated depletion, totaled $7.8 billion and the associated depletion expense for 2023 was $745 million. As discussed in Note 2 of the financial statements, the Company updates the estimates used to calculate individual landfill depletion rates at least annually, or more often if significant facts change. Landfill depletion rates are used in the computation of landfill depletion expense. Auditing landfill depletion rates and related depletion expense is complex due to the highly judgmental nature of assumptions used in estimating the rates. Significant assumptions used in the calculation of the rates include: estimated future development costs associated with the construction and retirement of the landfill, estimated remaining permitted and expansion airspace, and airspace utilization factors.
How We Addressed the Matter in Our Audit	We obtained an understanding, evaluated the design, and tested the operating effectiveness of the Company's controls over determining landfill depletion rates and calculating depletion expense. Our audit procedures included, among others, testing controls over: the Company's process for evaluating and updating the significant assumptions used in the development of the landfill depletion rates, management's review of those significant assumptions, and the mathematical accuracy of the calculation and recording of depletion expense. To test the landfill asset depletion rates, our audit procedures included, among others, assessing methodologies used by the Company and testing the significant assumptions discussed above, inclusive of the underlying data used by the Company in its development of these assumptions. We compared the significant assumptions used by management to historical trends and, when available, to comparable size landfills accepting a similar type of waste. Regarding expansion airspace, we evaluated the Company's criteria for inclusion in remaining airspace. In addition, we considered the professional qualifications and objectivity of management's internal engineers responsible for developing the assumptions. We involved EY engineering specialists to assist with the evaluation of the Company's landfill future development cost and airspace assumptions. We also tested the completeness and accuracy of the historical data utilized in the development of the landfill depletion rates.

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Landfill – Final Capping, Closure and Post-Closure Costs

Description of the Matter	At December 31, 2023, the carrying value of the Company's landfill asset retirement obligations related to final capping, closure and post-closure costs totaled $2.9 billion. As discussed in Note 2 of the financial statements, the Company updates the estimates used to measure the asset retirement obligations annually, or more often if significant facts change. Auditing the landfill asset retirement obligation is complex due to the highly judgmental nature of the assumptions used in the measurement process. Significant assumptions include: estimated future costs associated with the capping, closure and post closure activities at each specific landfill, airspace consumed to date in relation to total estimated permitted and expansion airspace and the projected remaining landfill life.
How We Addressed the Matter in Our Audit	We obtained an understanding, evaluated the design, and tested the operating effectiveness of the Company's controls over the calculation of landfill asset retirement obligations. Our audit procedures included, among others, testing the Company's controls over the landfill asset retirement obligation estimation process and management's review of the significant assumptions used in the estimation of the liability, including the amount and timing of retirement costs. To test the landfill asset retirement obligation valuation, we performed audit procedures that included, among others, assessing methodologies used by the Company, testing the completeness of activities included in the estimate (e.g., gas monitoring and extraction), and testing the significant assumptions discussed above, inclusive of the underlying data used by the Company in its development of these assumptions. We compared the significant assumptions used by management to historical trends and, when available, to comparable size landfills accepting the same type of waste. In addition, we considered the professional qualifications and objectivity of management's internal engineers responsible for developing the assumptions. We involved EY engineering specialists to assist us with these procedures. Specifically, we utilized the EY engineering specialists to evaluate the reasons for significant changes in assumptions from the historical trend, and to determine whether the change from the historical trend was appropriate and identified timely. We also tested the completeness and accuracy of the historical data utilized in preparing the estimate.

/s/ ERNST & YOUNG LLP

We have served as the Company's auditor since 2002.

Houston, Texas
February 13, 2024

ACORD

CERTIFICATE OF LIABILITY INSURANCE

1/1/2025

DATE (MM/DD/YYYY) 12/13/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	LOCKTON COMPANIES 3657 BRIARPARK DRIVE, SUITE 700 HOUSTON TX 77042 866-260-3538
CONTACT NAME:	
PHONE (A/C, No, Ext):	FAX (A/C, No):
E-MAIL ADDRESS:	

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	Indemnity Insurance Co of North America	43575
INSURER B :	ACE American Insurance Company	22667
INSURER C :	ACE Fire Underwriters Insurance Company	20702
INSURER D :	ACE Property and Casualty Insurance Company	20699
INSURER E :		
INSURER F :		

INSURED 1300299
WASTE MANAGEMENT HOLDINGS, INC. & ALL AFFILIATED, RELATED & SUBSIDIARY COMPANIES INCLUDING: WASTE MANAGEMENT, INC.
800 CAPITOL STREET, SUITE 3000
HOUSTON TX 77002

COVERAGES CORPORATE CERTIFICATE NUMBER: 19287819 REVISION NUMBER: XXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR X XCU INCLUDED X ISO FORM CG00010413 GEN'L AGGREGATE LIMIT APPLIES PER: POLICY [X] PRO-JECT [X] LOC OTHER:	Y	Y	HDO G48902339	1/1/2024	1/1/2025	EACH OCCURRENCE	$ 5,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 5,000,000
							MED EXP (Any one person)	$ XXXXXXX
							PERSONAL & ADV INJURY	$ 5,000,000
							GENERAL AGGREGATE	$ 6,000,000
							PRODUCTS - COMP/OP AGG	$ 6,000,000
								$
B	AUTOMOBILE LIABILITY X ANY AUTO X OWNED AUTOS ONLY [ ] SCHEDULED AUTOS X HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY X MCS-90	Y	Y	MMT H10822294	1/1/2024	1/1/2025	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$ XXXXXXX
							BODILY INJURY (Per accident)	$ XXXXXXX
							PROPERTY DAMAGE (Per accident)	$ XXXXXXX
								$ XXXXXXX
D	X UMBRELLA LIAB [X] OCCUR EXCESS LIAB [ ] CLAIMS-MADE DED [ ] RETENTION $	Y	Y	XEU G27929242 009	1/1/2024	1/1/2025	EACH OCCURRENCE	$ 15,000,000
							AGGREGATE	$ 15,000,000
								$ XXXXXXX
A B C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	WLR C55517010 (AOS) WLR C55516881 (AZ,CA & MA) SCF C55517083 (WI)	1/1/2024 1/1/2024 1/1/2024	1/1/2025 1/1/2025 1/1/2025	X PER STATUTE [ ] OTH-ER	
							E.L. EACH ACCIDENT	$ 3,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 3,000,000
							E.L. DISEASE - POLICY LIMIT	$ 3,000,000
B	EXCESS AUTO LIABILITY	Y	Y	XSA H10822233	1/1/2024	1/1/2025	COMBINED SINGLE LIMIT $9,000,000 (EACH ACCIDENT)	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
BLANKET WAIVER OF SUBROGATION IS GRANTED IN FAVOR OF CERTIFICATE HOLDER ON ALL POLICIES WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT WHERE PERMISSIBLE BY LAW. CERTIFICATE HOLDER IS NAMED AS AN ADDITIONAL INSURED ON ALL POLICIES (EXCEPT FOR WORKERS' COMP/EMPLOYER'S LIABILITY) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.

CERTIFICATE HOLDER

19287819

FOR INFORMATION PURPOSES ONLY

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



ACORD 25 (2016/03)

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2 | Technical Proposal

Collection Services

Trash

Proposers shall describe the format of trash collection, and the type of containers proposed.

Trash Collection

WM will provide weekly trash collection for retail/industrial and multi-family accounts.

Front End Load (FEL) Collection

WM will use the Front End Load vehicles to collect commercial customers' waste.

Our Front End Load vehicles are designed for collecting solid waste, recyclables and organics in 35-gallon to six-yard containers, using two hydraulically-powered, movable forks positioned at the front of the truck. A significant advantage front load trucks have is their high load capacity. Most front load garbage trucks can hold significantly more trash than other types of trucks, meaning less trips to landfills, resulting in less wear and tear on the roads and transportation costs. These trucks are made to store and transport waste, so the chance of accidentally spilling trash into the street is lower than most other truck varieties. Using FELs helps ensure waste is transported without polluting your cities or endangering other drivers on the road. FELs are also made to effectively operate in narrow spaces, which also increases the overall safety that these trucks bring to your community.

Additional information on our FELs is provided below in the Collection Vehicles section of our proposal.

As one of the incumbent providers for commercial solid waste collection, WM is extremely familiar with the City.

Front-Load Trash Containers

WM front-load containers come in a variety of sizes to fit your needs.



Containers will have lids that will keep contents dry, keep pests out and reduce fly-away litter, and will comply with applicable Federal regulations for bin safety. Bins shall comply with color and labeling requirements specified by CalRecycle under SB 1383.

Roll Off Collection

WM will also use the Roll Off vehicles to collect commercial customers' waste.

Our Roll Off vehicles are designed for collecting solid waste, recyclables, and organics in 10 to 40-yard boxes, using a hydraulic lift and cable with hook attachment. The hydraulic lift can be controlled by the driver inside or outside of the cab.

Additional information on our Roll Off vehicles is provided below in the Collection Vehicles section of our proposal.

Roll-Off Containers

WM roll-off containers come in a variety of sizes to fit your needs.



10-Yard Roll Off Dumpster



12-Yard Roll Off Dumpster



15-Yard Roll Off Dumpster



20-Yard Roll Off Dumpster



30-Yard Roll Off Dumpster



40-Yard Roll Off Dumpster

WM will keep all Roll Off Boxes clean, free from graffiti, and equipped with reflectors. WM will properly cover all Roll Off Boxes during transport, as required by the State Vehicle Code. All Roll Off Boxes shall comply with color and labeling requirements specified by CalRecycle under SB 1383.

Container Repair/Cleaning

WM will maintain each container in a clean, functional state by repairing, steam cleaning, and repainting the units. Repairs will be made to correct any deficiencies with a unit to render a completely refurbished container, including repainting. Cleaning will be accomplished by a method

to a standard that eliminates all foreign material and renders the unit free from offensive odors and stains.

Recyclables

Proposers shall describe the format of recyclables materials program, including the type of containers proposed, customer in-house preparation of recyclables prior to collection, and a list of recyclables that are acceptable and not acceptable in the program.

Recyclables Collection

WM will provide weekly recycling materials collection for retail/industrial and multi-family accounts.

WM will use the Front End Load vehicles, as described above, to collect commercial customers' recyclables.

Front-Load Recycling Containers

WM front-load containers come in a variety of sizes to fit your needs. Blue lids indicate containers for recycling materials. Containers will have lids that will keep contents dry, keep pests out and reduce fly-away litter, and will comply with applicable Federal regulations for bin safety. Bins shall comply with color and labeling requirements specified by CalRecycle under SB 1383.



Containers will have lids that will keep contents dry, keep pests out and reduce fly-away litter, and will comply with applicable Federal regulations for bin safety. Bins shall comply with color and labeling requirements specified by CalRecycle under SB 1383.

Material and Delivery Specifications

As a society, we understand that recycling is important, but in order for recycling to make an impact, we have to recycle right. Today's most successful and sustainable recycling programs emphasize the value of the acceptable materials. We must ask ourselves, does this material have a viable market? If the answer is yes, we must also ensure the material we are recycling is properly prepared, clean, and free from contamination.

Our list of acceptable materials is reflective of today's market reality and includes only materials that meet industry quality standards and have viable market demands. However, due to the length of our Contract with City, it is important to allow for the possibility that this list may need to be adjusted at some point. Contract language must support our collective need to make changes to acceptable materials in order to respond to global market demands as well as protect the quality of material we process.

Please see below for our list of acceptable materials from El Segundo's businesses and multi-family properties.

SINGLE STREAM RECYCLABLE MATERIALS	
ACCEPTABLE MATERIALS	**UNACCEPTABLE MATERIALS**
Paper	
White paper, colored paper, envelopes, junk mail, soft cover books/manuals, glossy paper, shredded paper, brown paper bags, packaging, wrapping paper, and carbonless paper	Paper tissues, paper towels, paper with plastic coating, (i.e., photographs, label paper), paper with food, waxed paper, foil lined paper, hard cover books manuals, Tyvek (non-tearing) envelopes, and non-paper bags
Cardboard	
Cardboard, Chipboard/boxboard, Milk/Juice cartons, Egg cartons	Waxed cardboard
Aluminum and Tin	
Empty aluminum cans, Empty aerosol cans, Tin cans, Loose jar lids	
Glass	
Glass including empty glass beverage containers, Empty glass food containers, all glass colors	Windows, mirrors, dishware, ceramics, light bulbs, fluorescent tubes, Pyrex or similar material
Plastic	
Empty PET bottles #1, HDPE bottles #2, Plastics #3, #4. #6 and #7, HDPE bottles #5	Plastic liners (i.e., Cereal bags), Bubble wrap, Plastic Film
Other	
	Wood furniture, Styrofoam, Solid Waste, Hazardous Waste, fiberglass materials, tarps, textiles, clothes, shoes. E-Waste, U-waste and small manufactured goods (e.g., purses. handbags and backpacks)

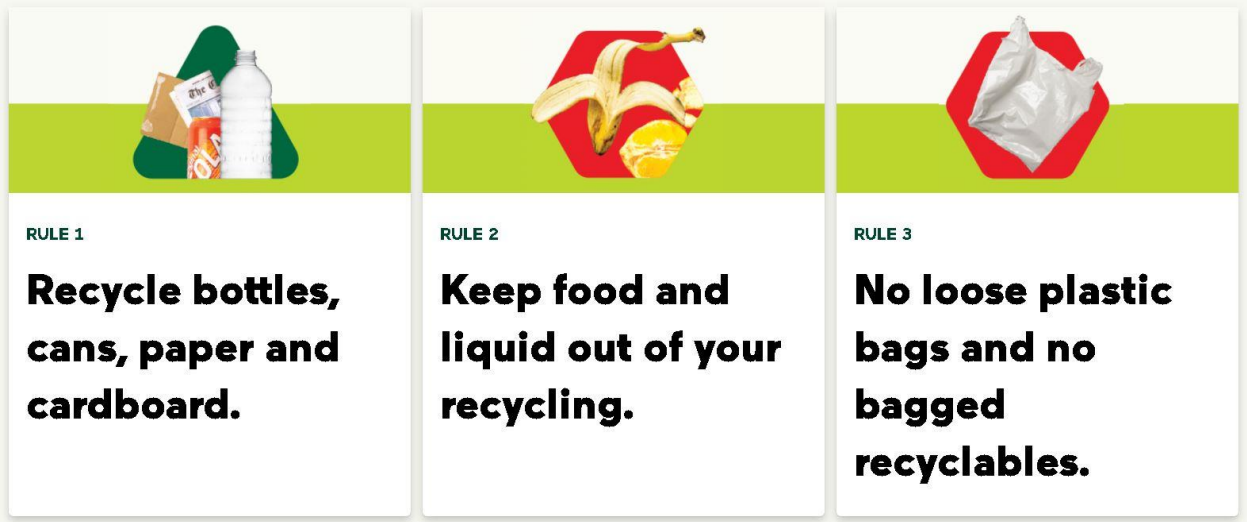
Why it is So Important to Recycle Right

In the midst of the challenges facing recycling programs, we must remember to pause to think about why we recycle. We recycle to reduce our environmental impacts in a socially and economically responsible way. Recycling reduces greenhouse gas emissions, conserves resources, saves energy, and reduces landfill usage. Contamination threatens that by preventing thousands of tons of recyclables from ever seeing a second life. The sustainability of all recycling programs is dependent upon collecting high quality recyclable materials free of unacceptable materials.

To certify that our local recycling programs remain viable, our local team works closely with customers to provide recycling education and training and closely monitor the contamination levels of our recycling stream.

WM has dedicated manpower and made a significant investment in our Recycle Right education program to aid in the changing of consumer recycling behavior. The comprehensive, complimentary offerings found on the Recycle Right website provide tailored tools for everyone. Recycle Right is successful at getting customers to change their recycling habits because we:

1. Clearly define the problem (recycling confusion and contamination)
2. Simplify the message – we use 3 simple rules
3. Give consumers a reason why they should do something



These customer-specific tools and resources recognize that recycling presents different challenges in different environments. Multifamily property managers need tools that are formatted in a way that makes it easy for them to educate residents - a "what goes where" doorhanger or a new resident welcome letter, while a business may really benefit from posters designed specifically for break rooms or desk side recycling tips.

The Recycle Right program includes educational videos, printed inserts, posters, bin decals and bookmarks, a robust social media campaign, and even elementary school resources that include a STEM-approved Curriculum for grades K-5. We are constantly adding new tools and resources to our Recycle Right education program and have designed the program to be an ongoing resource for our customers with fresh materials and content appearing regularly. A valuable part of the Recycle Right website, in addition to the tools and resources, is what we call Recycling 101. Here, visitors can easily find what items are acceptable to recycle or dig into some common recycling myths to ensure that you are recycling right.

wm.com/recycleright

WM firmly believes in education – it is the foundation of everything we do regarding recycling. On the following page is an example of a Recycle Right poster available to you on wm.com/recycleright:

RECYCLE RIGHT

To learn more,
visit **wm.com/recycleright**

Always Recycle



Plastic Bottles & Containers
Botellas y Envases De Plástico



Glass Bottles & Containers
Botellas y Frascos De Vidrio



Food & Beverage Cans
Latas De Alimentos y Bebidas



Paper
Papeles



Flattened Cardboard & Paperboard
Cartón y Cartulina Aplastados

Do Not Include In Your Mixed Recycling Container



No Food or Liquids
No Comida o Líquidos



No Loose Plastic Bags, Recyclables in Plastic Bags, or Film
Empty recyclables directly into your cart
No Bolsas y Envolturas de Plastico Sueltas, o Materiales Recyclables Embolsados
Vacíé directamente los materiales reciclables en nuestro carrito



No Foam Cups & Containers
No Vasos y Recipientes de Poliestireno



No Yard Waste
No Residuos de Jardín



No Clothing, Furniture or Carpet
No Ropa, Muebles y Alfombras



No Hazardous Waste or Batteries
No Residuos Peligrosos o Baterías

© 2023 WM Intellectual Property Holdings, LLC. The Recycle Right recycling education program was developed based upon national best practices. Please consult your local municipality for their acceptable materials and additional details of local programs, which may differ slightly.

Organic Materials

Proposers shall describe the format of the organic materials recycling program including type of containers proposed. Proposers should include detailed information on customer in-house preparation of material prior to disposal (e.g. bag or no bag requirements), include a comprehensive list of foods/materials (e.g., soiled paper, wood waste) that are acceptable in the program and a comprehensive list of foods/materials that are not accepted in the program. In addition, proposers are requested to submit at least two samples of outreach materials already distributed to customers in a city with a similar program in place if proposer has implemented such program.

Organics Collection



WM will provide weekly organic materials collection for retail/industrial and multi-family accounts.

WM will use the Front End Load vehicles to collect commercial customers' organic materials. The FELs used for the commercial organics route allows for the collection of carts and bins.

The bin (or lid if providing cart service) will contain a label with graphic instructions on what material should and should not be placed in the organic's container. In-mold labels will be designed to include English, Spanish, and Chinese.

Plastic Bags: Our Organics Processing Facility Partners do allow for food waste to be bagged which helps with the minimization of odors.

Per obligations outlined in the agreement, WM will help identify all Tier One and Tier Two Commercial Edible Food Generators and provide the food generators with educational material on Food Recovery Organizations. WM will also assist the City with inspections to assess SB 1383 compliance. All data collected will be shared with City on a pre-approved reporting format.

Recycling Organic Waste Has Never Been Easier

WM is committed to offering an Organic Waste Recycling Program that is convenient and cost-effective. Customers simply need to place their discarded organic materials (commingled green waste and food waste) in the organics (green) container The organic waste materials may be bagged or un-bagged. Acceptable organic material includes food scraps, meats, dairy, eggs, fish, fruits, vegetables, coffee grounds, bakery items, coffee filters, tea bags, soiled paper bags, paper towels, napkins, uncoated takeout containers, and yard waste. Below is an illustration on acceptable and non-acceptable items for our organics program:

ORGANIC MATERIALS	
ACCEPTABLE MATERIALS	**UNACCEPTABLE MATERIALS**
Food Waste	
Food scraps, meats, dairy, eggs, fish, fruits, vegetables, coffee grounds, and bakery items.	Fats, oils, or greases.
Food Soiled Paper Goods	
Coffee filters, tea bags, soiled paper bags, paper towels, napkins, and uncoated takeout containers.	Compostable serveware (plates, forks, knives, spoons, etc.).
Yard Waste	
Small tree limbs (3" in diameter or less), brush, plant materials, or grass.	
Other	
	Recyclables, loose plastic bags, food waste in plastic bags or film, foam cups or containers, hazardous waste.

ORGANICS RECYCLING | RECICLAJE DE RESIDUOS ORGÁNICOS | 有机垃圾回收

ALWAYS RECYCLE | RECICLE SIEMPRE | 始终可回收的垃圾



FOOD WASTE
Food scraps, meats, dairy, eggs, fish, fruits, vegetables, coffee grounds, and bakery items.
RESIDUOS DE ALIMENTOS
Sobras de alimentos, carnes, lácteos, huevo, pescado, frutas, verduras, residuos de café y productos de panadería.
厨余垃圾
剩饭剩菜、肉类、乳制品、蛋类、鱼类、水果、蔬菜、咖啡渣和烘焙食品。
TO REDUCE ODOR: PUT FOOD WASTE IN A PAPER BAG.
Coloque los residuos de alimentos en una bolsa de papel.
为了减少气味：请将厨余垃圾放入纸袋中。



FOOD SOILED PAPER GOODS
Coffee filters, tea bags, soiled paper bags, paper towels, napkins and uncoated takeout containers.
ARTÍCULOS DE PAPEL MANCHADOS CON ALIMENTOS
Filtros de café, bolsitas de té, bolsas de papel sucias, toallas de papel, servilletas y recipientes de comida para llevar sin recubrimiento.
沾有食物污渍的纸制品
咖啡滤纸、茶包、沾有污渍的纸袋、纸巾、餐巾纸和无涂层的外卖容器。



YARD WASTE ONLY
Small tree limbs, brush, plant materials or grass. Please do not include rocks, dirt, or soil. Please limit tree branches to 3" in diameter.
RESIDUOS DE JARDÍN
Ramas pequeñas de árboles, broza, materiales vegetales o césped. Por favor, no incluya piedras o tierra. Por favor, limite las ramas de árbol a 3" de diámetro.
只能投放园林垃圾
小树枝、灌木、植物脱落物或杂草。
请不要投放岩石、污物或泥土。请将投放的树枝直径限制在 3 英寸以内。

DO NOT INCLUDE | NO INCLUYA | 禁止投放的垃圾



NO PLASTIC BAGS OR FILM
NO BOLSAS DE PLÁSTICO O ENVOLTURA DE PLÁSTICO
禁止投放塑料袋或塑料薄膜



NO COMPOSTABLE SERVEWARE
Plates, forks, knives, spoons, etc.
NO PLATOS Y CUBIERTOS COMPOSTABLES
Platos, tenedores, cuchillos, cucharas, etc.
禁止投放可分解餐具
盘子、叉子、刀具、汤勺等。



NO DISPOSABLE PLASTIC CONTAINERS
Plastic clamshell containers, plastic bottles and containers.
NO ENVASES DE PLÁSTICO DESECHABLES
Contenedores bisagra, botellas y Recipientes de concha de plástico
禁止投放一次性塑料容器
塑料翻盖式容器，塑料瓶和容器。



NO FOAM CUPS & CONTAINERS
NO VASOS Y RECIPIENTES DE ESPUMA DE POLIESTIRENO
禁止投放泡沫塑料杯和容器



NO HAZARDOUS WASTE OR BATTERIES
NO RESIDUOS PELIGROSOS O BATERÍAS
禁止投放有害垃圾或电池



NO FATS, OILS, OR GREASES
NO GRASAS NI ACEITES
禁止投放脂肪、油或油脂

To Learn More Visit: **wm.com** | Para aprender más visite: **wm.com** | 了解更多信息，请访问：**wm.com**
(800) 423-9986

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Below is an example of outreach materials that have previously been distributed in El Segundo.



Mandatory Organics Recycling Collection Program for the City of El Segundo

Effective January 1, 2022, all California businesses, multifamily complexes and residences are required to separate organic waste from trash and subscribe to an organics collection program per State law SB 1383. Organics consists of food waste, compostable food-soiled paper, and green or yard waste. This new regulation builds on previous legislation AB 341 and AB 1826, and those bills' mandatory organic and recycling collection requirements are contained within SB 1383. SB 1383 was passed by the state of California to divert more food waste and yard trimmings from our landfills to further reduce greenhouse gas emissions, slow climate change, and achieve a 75% reduction in the level of statewide disposal of organic waste by 2025.

WM Can Help Your Business Meet SB 1383 Regulations

Step 1. Subscribe to Recycling, Organics and Trash Service
We offer free on-site or virtual visits, assessments and technical assistance to help you set up your recycling, organics and trash programs to maximize diversion cost-effectively.
Contact WM at (800) 774-0222 Monday through Friday 8 a.m. - 5 p.m. to set up collection service.

Step 2. Train and Educate Employees, Tenants, Residents and Customers to Properly Sort all Waste
WM can provide education and resources including employee training guides, posters, instructions and signage to ensure materials are disposed of properly.

Step 3. Sort Waste into Proper Containers
Materials must go into the right containers to avoid contamination and possible contamination charges. AB 827 requires businesses to provide "front of the house" recycling and/or organics containers to collect recyclable materials generated from products purchased on the premises.

SB 1383 is designed to be good for your business, your community, the state of California, and the environment.
Working together, we can:

- Reduce organic materials going to the landfill, decreasing greenhouse gas emissions
- Explore cost savings from right-sizing containers and service levels
- Help you set up a comprehensive material management program that meets requirements and is compliant with SB 1383
- Provide free in-person or virtual training for your employees to sort materials correctly and avoid contamination charges

Contact WM at (800) 774-0222 to get started preparing for SB 1383.

Establezca su sistema de desechos y reciclaje para cumplir con las disposiciones de la ley SB 1383

Los negocios comerciales tienen la obligación de contar con servicios de recolección de desechos orgánicos, de reciclaje y de basura. Permita que nuestro personal plenamente capacitado le ayude a evaluar su situación de generación de desechos para determinar el tamaño de los contenedores y los niveles de servicio adecuados que permitan maximizar la desviación de desechos, garantizar el cumplimiento de las normativas y ser rentables.

- Comuníquese con WM al (800) 774-0222 para programar una evaluación en persona o virtual
- Asegúrese de que los tres contenedores están adosados en las zonas donde los empleados generan desechos. Etiquete adecuadamente cada contenedor para fomentar una correcta clasificación.

Servicio de carritos comerciales y servicio de contenedores comerciales

Los carritos y los contenedores están disponibles en diferentes tamaños para la recolección de desechos orgánicos, de reciclaje y de basura, dependiendo de la cantidad de residuos que genere su negocio. Comuníquese con nosotros al (800) 774-0222 para programar una evaluación en persona o virtual.

Servicio de carritos comerciales

Servicio de contenedores comerciales

Asistencia técnica

Además de ayudarle a seleccionar los tamaños de los contenedores y los niveles de servicio adecuados, nuestro equipo puede ayudarle a capacitar a sus negocios y empleados para que sepan qué materiales van en cada carrito. Podemos ayudarle a cumplir las normativas proporcionándole:

- Capacitación en el sitio
- Capacitación virtual
- Letreros y afiches
- Videos y recursos
- Consultas telefónicas

Comuníquese con WM al (800) 774-0222 para comenzar a prepararse para cumplir con las disposiciones de la ley SB 1383.

Programa de reciclaje obligatorio de desechos orgánicos para la ciudad de El Segundo

A partir del 1 de enero de 2022, todos los negocios, complejos multifamiliares y residencias de California están obligados a separar los desechos orgánicos de la basura y a suscribirse a un programa de recolección de desechos orgánicos en virtud de la ley estatal SB 1383. Los desechos orgánicos consisten en residuos de comida, papel compostable manchado de comida y desechos verdes o del jardín. Esta nueva normativa se basa en la legislación anterior AB 341 y AB 1826, y los requisitos de recolección y reciclaje obligatorios de desechos orgánicos de esos proyectos de ley están contenidos en la ley SB 1383. La ley SB 1383 fue promulgada por el estado de California para desviar más desechos de alimentos y recortes de jardín de nuestros vertederos con el fin de reducir aún más las emisiones de gases de efecto invernadero, frenar el cambio climático, y lograr una reducción del 75% en el nivel de eliminación de desechos orgánicos en todo el estado para 2025.

WM puede ayudarle a su negocio para cumplir con las normativas de la ley SB 1383

Paso 1. Suscribirse a un servicio de reciclaje y de recolección de desechos orgánicos y de basura
Ofrecemos visitas gratuitas en el lugar o virtuales, evaluaciones y asistencia técnica para ayudarle a establecer sus programas de reciclaje y de recolección de desechos orgánicos y de basura con el fin de maximizar la desviación de desechos en forma económica.
Comuníquese con WM al (800) 774-0222, disponible de lunes a viernes, de 8 a.m. a 5 p.m. para establecer un servicio de recolección.

Paso 2. Capacitar y concienciar a los empleados, inquilinos, residentes y clientes para que clasifiquen correctamente todos los desechos
WM puede proporcionar información y recursos, incluyendo guías de capacitación para los empleados, afiches, instrucciones y letreros para garantizar que los desechos se eliminen correctamente.

Paso 3. Clasificar los desechos para colocarlos en los contenedores correctos
Los desechos deben colocarse en los contenedores correctos para evitar la contaminación y los posibles cargos por contaminación. La ley AB 827 requiere que los negocios proporcionen contenedores de reciclaje y/o de desechos orgánicos en áreas de uso público para recolectar los desechos reciclables generados por los productos que se compran en el local.

La ley SB 1383 está diseñada para favorecer a los negocios, a la comunidad, al estado de California y al medioambiente. Trabajando juntos, podremos:

- Reducir los desechos orgánicos que van al vertedero, así disminuyendo las emisiones de gases de efecto invernadero
- Explorar el ahorro de costos que supone el dimensionamiento correcto de los contenedores y los niveles de servicio
- Ayudarle a establecer un programa completo de manejo de desechos que satisfaga los requisitos y se ajuste a las disposiciones de la ley SB 1383
- Proporcionar capacitación gratuita en persona o virtual para que sus empleados clasifiquen los materiales correctamente y evitar así los cargos por contaminación

Comuníquese con WM al (800) 774-0222 para comenzar a prepararse para cumplir con las disposiciones de la ley SB 1383.

Set Up your Waste and Recycling System for SB 1383 Compliance

Commercial businesses are mandated to have organics, recycling and trash services. Let our fully trained staff assist you in assessing your waste generation needs to determine the right container sizes and service levels to maximize diversion, ensure compliance, and be cost effective.

- Contact WM at (800) 774-0222 to schedule an in person or virtual assessment
- Make sure all three containers are paired together in areas where employees generate waste. Properly label each container to encourage proper sorting.

Commercial Cart Service and Commercial Bin Service

Carts and bins are available in different sizes for organics, recycling and waste collection depending on the amount of waste your business generates. Contact us at (800) 774-0222 to schedule an in-person or virtual assessment.

Commercial Cart Service

Commercial Bin Service

Technical Assistance

In addition to helping you select the right container sizes and service levels, our team can help train your business and employees to know which materials go in which cart. We can help you become compliant by providing:

- Onsite Training
- Virtual Training
- Signage and Posters
- Videos and Resources
- Phone Consultation

Contact WM at (800) 774-0222 to get started preparing for SB 1383.

Please see below for SB1383 outreach material used in Manhattan Beach.

SB 1383 - New Statewide Mandatory Organic Waste Collection Regulation



What is the new law?

The California State Legislature passed Senate Bill 1383 (SB 1383) which requires cities and counties to target a reduction in organic waste disposal by 75% by 2025. Beginning January 1, 2022, all California residents, businesses, and multifamily complexes will be required to separate food waste and yard waste from their trash and recycle in a separate organics cart.

SB 1383 Goal: Reduce organic materials going to the landfill, decrease greenhouse gas emissions, and slow climate change.

What do I need to do?

1. Effective immediately, recycle food scraps with your yard trimmings in your existing green waste container.
2. Continue to Recycle Right - see the Guide below.
3. Check the Lid for instructions on how to use the carts correctly and avoid contamination.
4. **Sign up for a My WM profile** to manage your account and receive important information and tips about your services.

What Goes in the Organics Cart:



FOOD WASTE & FOOD SOILED PAPER



YARD WASTE



DO NOT INCLUDE:
- NO LOOSE PLASTIC BAGS
- NO SERVEWARE/UTENSILS
- NO PLASTIC CONTAINERS
- NO FOAM CONTAINERS
- NO HAZARDOUS WASTE

Place organics materials directly into your organics cart - don't bag your organics materials.

What Goes in the Recycling Cart:



PLASTIC BOTTLES & CONTAINERS



FOOD & BEVERAGE CANS



GLASS BOTTLES & CONTAINERS



FOOD & BEVERAGE CARTONS



PAPER



FLATTENED CARDBOARD & PAPERBOARD



DO NOT INCLUDE:
- NO LOOSE PLASTIC BAGS
- NO FOAM CONTAINERS
- NO CLOTHING, FURNITURE, CARPET
- NO HAZARDOUS WASTE

Place recyclables directly into your recycling cart - don't bag your recyclables.

What Goes in the Trash Cart:



GARDEN HOSE



BROKEN CERAMIC DISHES & POTS



CANDY, SNACK & FOOD WRAPPERS



CHIP BAGS



DIAPERS



FOAM CONTAINERS



DO NOT INCLUDE:
- NO HAZARDOUS WASTE
- NO ELECTRONICS
- NO BATTERIES, TIRES OR PAINT
- NO FLAMMABLE MATERIAL

Remember no organics.

Please describe your intended approach and activities related to SB 1383 organic waste collection and recycling services, education and outreach, capacity planning, procurement of organic waste products, reporting, contamination monitoring, and other compliance activities.

WM will Assist and Support the City in Meeting California Short-Lived Climate Pollutant Reduction SB 1383 Requirements

SB 1383 (Lara, Chapter 395, Statutes of 2016) is the most significant waste reduction mandate to be adopted in California in the last 30 years. SB 1383 requires the State to reduce organic waste (food waste, green waste, paper products, etc.) disposal by 75% by 2025. The law also requires the State to increase edible food recovery by 20% by 2025. This has significant policy and legal implications for State and local governments. Our relationship is built on providing solutions to our municipalities through our unmatched network of processing facilities, award-winning outreach and education programs, and innovative technology.

WM is fully prepared to assist the City of El Segundo in meeting the jurisdictional California Senate Bill 1383 (SB 1383) requirements. SB 1383 introduces significant changes to commercial and residential solid waste collection services. At WM, our subject matter experts researched these new requirements early on to best position our services to offer our residential and commercial customers efficient, innovative, and solution-driven SB 1383-compliant programs. We created a comprehensive SB 1383 plan and solutions to help you meet jurisdictional responsibilities, assist with capacity planning, drive compliance, diversion goals, and provide the support desired to comply with SB 1383.

WM Solutions Exceed SB 1383 Responsibilities

SB 1383 Education and Outreach Overview

SB 1383 requires jurisdictions to provide organic recycling to all residents and businesses. In addition to a three cart/container collection service, education and outreach are a key component to help the State of California reach its short-lived climate pollutants goals. Recycling education and contamination minimization continue to be a focus for all streams, WM will provide El Segundo with a community-focused comprehensive ongoing education and outreach program that leverages various channels of communication including digital to raise awareness and drive the right behavior over the entire term of the contract. All our outreach efforts share a common goal: to provide clear, concise, and relevant information and to help people understand more about source reduction, reuse, recycling, organics, and composting.

WM can help El Segundo to increase food diversion. Food waste is the largest waste stream in California. In the 2018 waste characterization study CalRecycle determined that 54% of what Californians send to landfills is food waste. To achieve the aggressive goals of SB 1383, education and outreach are vital to improving diversion, program participation, reducing contamination, and supporting your community with SB 1383 compliance.

To assist our customers in achieving compliance with AB 341 and SB 1383, we have created a communication campaign through the use of bill insert and/or direct mailers, in-person customer site visits, recycling presentations, and on-going education via WM Smart Truck® program where education material is sent out every time our team identifies contamination of collection containers.

Please see the Customer Education and Outreach section for further details.

Capacity Planning

WM will support the City in its capacity planning reporting to the County of Los Angeles. We guarantee the City capacity at WM's facility for materials collected by WM.

Procurement of Recovered Organic Waste Products

WM will comply with the City's procurement of recovered organic waste products requirements as defined in Section 8.9.10 of the Draft Agreement.

Contamination Monitoring

Keeping recycling and organics waste streams clean will help ensure the materials collected can be processed or composted. Reducing contamination helps to make certain collected materials go on to have a second life. Our proprietary technology, WM Smart Truck® Program, and adoption of Community Based Social Marketing (CBSM) outreach strategies provides your municipality tremendous value that will allow your municipality to monitor contamination and develop strategic outreach strategies effectively and efficiently. This technology enables us to audit every cart on a route to look for contaminants and provide customers feedback in the form of contamination notifications. These notifications educate customers on how to recycle right, reduce contamination, and increase diversion. Using cameras on our trucks, we document every stop and the contents of each container day in and day out – not just one time a year as required by the regulations. By auditing daily and identifying customers who need help eliminating contamination or increasing volume of organics service, we can consistently educate customers and change behavior.

WM Smart Truck® Program

CalRecycle has acknowledged and recognized that the WM Smart Truck® Program meets the SB 1383 Container Inspection Method requirements. Visual Inspections via On-Board Monitoring System (Camera on truck) through our WM Smart Truck® Program detect and verifies overages and contamination. WM then reviews the data collected, including vehicle location and photo and video service documentation. Using this technology, we can identify specific customers with ongoing contamination problems and identify problematic collection routes with higher contamination levels than others.

WM Smart Truck® Program enables WM to help influence positive behavioral change by identifying the contamination event and providing meaningful feedback in the form of an image to the resident and tips for proper recycling.

In addition, the WM Smart Truck® Program provides route review of organic, trash and recycling collection containers detailed below:

- Trash frequency, changes, and notices
- Organics frequency, changes, and notices
- Recycling frequency, changes, and notices

This provides incredible value to customers because we are performing route audits with each collection event rather than once or twice per year. This way, we can identify and understand opportunities for improvement and specifically target customers or routes that require additional education and outreach. WM's Smart Truck® Program is a real game changer because we can learn

from the data and make the appropriate strategic adjustments to our programs much quicker and with lasting results.

WM will maintain SB 1383-compliant records and report as required by contract to the municipality on contamination monitoring activities and actions taken via our new WM SB 1383 Dashboard. This Dashboard will allow the municipality to seamlessly track material streams, route reviews, and contamination notices at the municipality, route, and customer levels. Find more information in our Recordkeeping & Reporting section. WM plans to use this data to inform outreach and education decisions.

WM Smart Truck® Program Route Review Education Plan

The foundation of a successful contamination minimization strategy is education, and the WM Smart Truck® Program allows us to communicate consistently and directly with customers to provide focused, tailored education. From the initial Education Period during program rollout, to targeted contamination notices sent when customers contaminate, customers will receive multiple education touches to emphasize the message and drive behavior.

To introduce the WM Smart Truck® Program to the community, we start with a 60-day Education Period. The goal of this Education Period is to make sure all customers are familiar with the basic rules of recycling right to prevent contamination and how to avoid overages, so they can avoid any future charges. Methods of communication can include a Program Introduction Postcard, emails, bill inserts, social media posts and letters. We also encourage customers to register for a My WM Online Profile, so they can receive electronic notices, links to more recycling education, view weekly videos of their recycling and waste collection, and more.

During the 60-Day Education Period, customers may receive warning notices that are specific and tailored to the individual customer with a photo (overages) or video (contamination) of their cart, clear instructions on how to address the contamination or overage, but no charges. Video footage of every cart and data on notifications allows us to understand key contaminants by route, and target education on a municipal-wide, or neighborhood level. After the 60-Day Education Period, customers may receive charges when they contaminate or overfill their bins and will continue to receive tailored notices with each instance.

Solutions, like right-sizing carts, or links to our Recycle Right website to learn more about what is acceptable in curbside containers are conveniently accessible from the notifications sent. Direct-billed customers can manage their service online, making right-sizing behavior change more likely than if the customer had to call a number or visit a website listed on a physical tag.

Item	Minimum Proposed Start Date in Advance of the "Go Live" Date for Surcharges	Purpose and Message Ideas
Introductory Communication	60 days	Introduction of upcoming contamination surcharges and reminder about avoiding overage; keeping the community clean and green.

Item	Minimum Proposed Start Date in Advance of the "Go Live" Date for Surcharges	Purpose and Message Ideas
Website	60 days and ongoing	Refresh websites with updated information about surcharges and educational information to avoid contamination.
Digital Assets	60 days and ongoing	Includes messages such as: Avoid Contamination, Keep it Green, Keep Lids Closed, Lose the Bag. For use in newsletters and social media.
Smart Truck® Surcharge Warning Notices	30 days and ongoing	Smart Truck® notices (letter/email) let the customer know their container was contaminated, provide photo, help, remind customers to correct before Go Live date.
Bill Inserts	30 days and ongoing	Include messaging on how to properly sort and manage material to avoid contamination surcharges (organics and recycling) and container overages
Smart Truck® Surcharge Charge Notices	Go Live Date	Smart Truck® notices (letter/email) let the customer know their container was contaminated, provide photo, help, and include the charge amount.
Email notifications	Go Live Date	Warning and charge versions, cart, and cart/bin versions

Notes

- Communications designed by WM and developed in conjunction with approval from City staff.
- Communications can start earlier based on timing of approvals and confirmation of the Go Live date.
- These are proposed; communications may be added or removed based on direction from City staff and WM guidance and learnings.

SB 1383 Route Audit Contamination Tracking Dashboard

WM's SB 1383 Dashboard will be a key reporting tool to manage SB 1383 compliance and progress. The Dashboard aggregates data from the WM Smart Truck® program and other internal systems to provide one location to monitor key SB 1383 metrics, and additional regulations like AB 341. Views such as Top 25 Customers by the Number of Contamination Incidents and Top 10 Most Contaminated Routes, will help target education and outreach to reduce contamination and improve diversion in the municipality. We will also be tracking all education outreach efforts through this Dashboard.

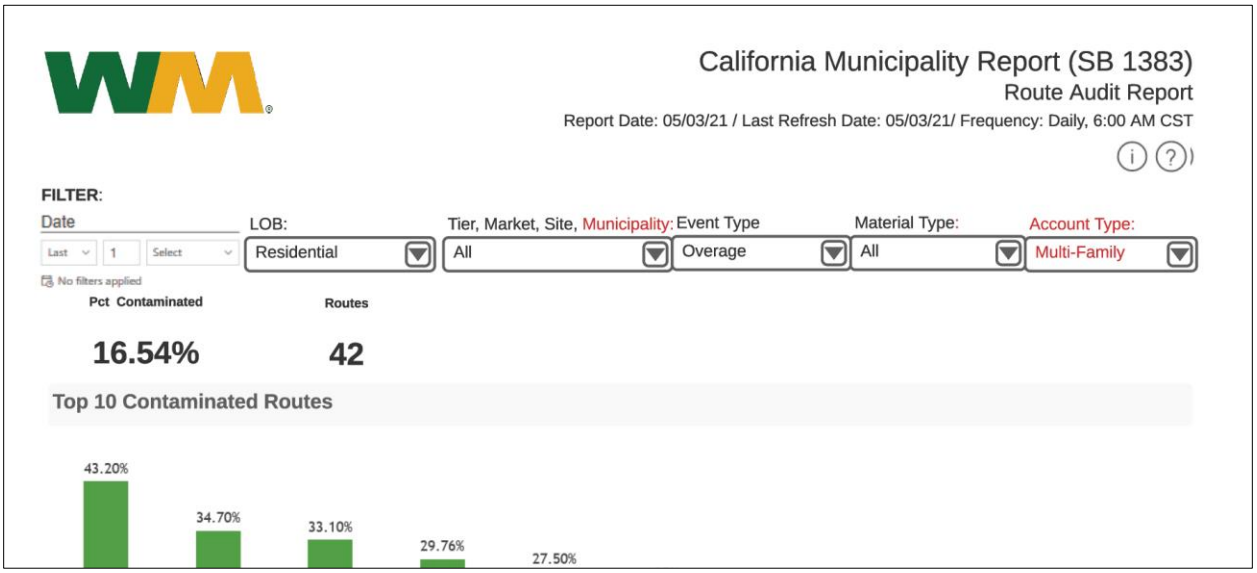


Figure 1 Sample Route Audit Level Contamination Detail

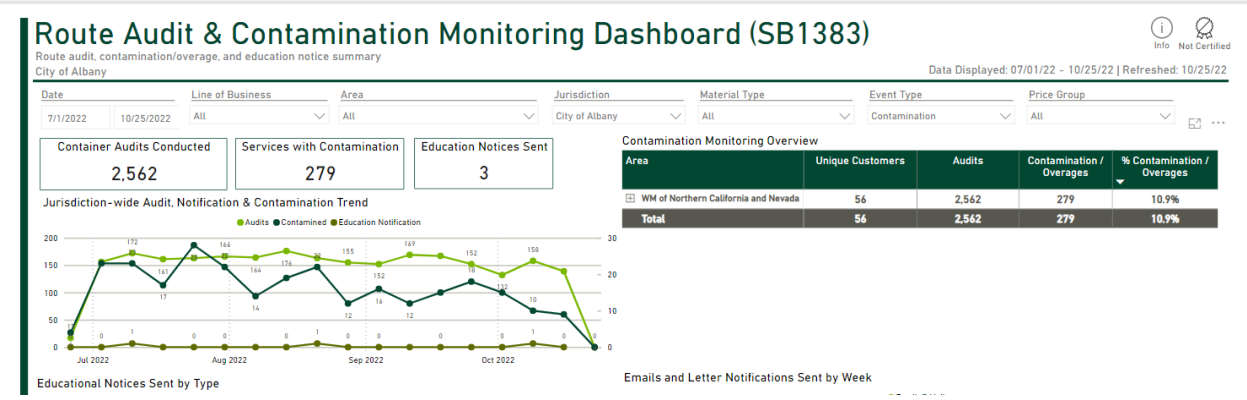


Image for directional purposes only.

WM will maintain accounting, operational, statistical, and other records related to our performance to develop state-mandated reports and to respond to requests of the municipality. Also, WM will conduct data collection, information and record keeping, and reporting activities needed to comply with and to meet the reporting and solid waste program management needs of the municipality, AB 341, AB 1826, SB 1383, and other Applicable Laws in accordance with the contract terms of the franchise agreement.

Compliance and Technical Assistance

The Compliance and Technical Assistance dashboard informs WM Public Sector Analysts and External Municipal Customers about customers that have MSW, but do not have organics or recycling. The data can be used for reporting to CalRecycle and to identify customers to bring them into compliance by adding service or applying for a waiver.

Route Audit & Contamination Monitoring

SB 1383 requires jurisdictions to monitor and report the results of container audits for contamination, representing all routes within a Jurisdiction. The Route Audit & Contamination Monitoring section of the Dashboard provides an aggregation of key data points by Jurisdiction and line of business, allowing El Segundo to be compliant with mandated reporting requirements. Additionally, this data gives WM the ability to further refine and analyze contamination and overage data for El Segundo to target education efforts, reduce contamination and provide more value to customers.

Customer Disputes

As with the current overage program, if a customer believes there is a mistake with a contamination notice, they can contact WM. If a customer is incorrectly charged, the charge will be adjusted off their account for reasons such as: blurry image, no visible contamination, did not meet El Segundo's audit guidelines, or not the customer's container in the picture.

Complaint Resolution or Management Program

When a complaint is received, WM will track complaints and resolutions for the municipality and consult with the municipality as needed to make an initial assessment of the validity of the complaint, and then if deemed valid, the scope and extent of follow up investigation. Following completion of the investigation, WM's information will be provided to the municipality to assist in making its enforcement decision.

Food Rescue

Proposers shall describe their proposed efforts to assist the City and its customers with a food rescue and donation program to comply with SB 1383, which establishes a target that not less than 20 percent of currently disposed edible food, is recovered for human consumption by 2025.

Food Recovery and Rescue Overview

According to the California Association of Food Banks, "California produces nearly half of the nation's fruits and vegetables, yet 1 in 5 Californians — that's about 8 million — currently struggle with food insecurity." By redirecting perfectly edible food that is currently being disposed to feed those in need can help alleviate this injustice. Additionally, for every 2 ½ tons of food rescued, that is the equivalent of taking one car off the road for a year. (https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator). Due to the current food insecurity in California, WM is committed at maximizing the amount of food being donated by our customers in the City.

WM's priority when it comes to establishing organics programs with our customers is that they have a food donation program in place to ensure that any food that can go to people in need does not get into our organics containers. WM will help the City identify any Tier One and Tier Two generators within our customer base in the City and provide information on local food recovery organizations like the Los Angeles Regional Food Bank, Salvation Army of Redondo Beach, or St. Margaret's Center. Additionally, WM will perform quarterly examinations for additional food donation opportunities.

Please see below for a flyer about WM's Food Recovery Program.

Commercial Edible Food Recovery Program Overview



Program Requirements

California State Senate Bill 1383 (SB 1383) includes a goal to increase the recovery of currently disposed edible food by 20% before January 1, 2025. To meet this statewide goal, the law requires each jurisdiction in California to establish and monitor a robust food recovery program, requiring certain food businesses to send the maximum amount of edible food they would otherwise dispose to food recovery organizations.

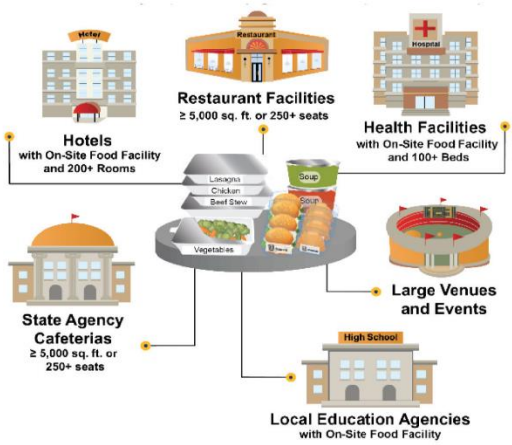
Defining Tier One and Tier Two Commercial Edible Food Generators

SB 1383 places commercial edible food generators into two tiers to allow businesses and jurisdictions time to expand or build new food recovery infrastructure and capacity to donate foods that are harder to safely store and distribute.

Tier 1
Tier one businesses typically have more produce, fresh grocery, and shelf-stable foods to donate.



Tier 2
Tier two businesses typically have more prepared foods to donate, which often require more careful handling to meet food safety requirements (e.g. time and temperature controls).



Tier One Donors
Required to Send Surplus Food to Food Organizations Starting January 1, 2022

- Supermarkets with revenue ≥ $2million.
- Grocery Stores with Facilities ≥10,000 sq. ft.
- Food Service Providers
- Food Distributors
- Wholesale Food Vendors

Tier Two Donors
Required to Send Surplus Food to Food Organizations Starting January 1, 2024

Restaurants with Facilities ≥ 5,000sq. ft. or 250+ seats

- Hotels with an On-Site Food Facility and 200+ Rooms
- Health Facilities with an On-Site Food Facility and 100+ Beds
- Large Venues and Events
- State Agency Cafeterias with Facilities ≥ 5,000 sq. ft. or 250+ seats
- Local Education Agency with an On-Site Food Facility
- Non-Local Entities



Tips to prevent food waste

- Order only the food inventory that you need.
- Prepare only the amount of food that you reasonably expect to be purchased or consumed.
- Allow customers to take unconsumed food with them.
- Repurpose unused prepared foods into new dishes.

Major Feeding Agencies For Direct Donation

Salvation Army Redondo Beach
125 W Beryl St, Redondo Beach, CA 90277
(310) 318-2827
https://redondobeach.salvationarmy.org/

House of Yahweh
4046 Marine Ave, Lawndale, CA 90260
(310) 675-1384
https://www.hoy-southbay.org/

Los Angeles Regional Food Bank
1434 E 41st St, Los Angeles, CA 90058
(323) 234-3030
https://www.lafoodbank.org/

St Margaret's Center
10217 S Inglewood Ave, Inglewood, CA 90304
(310) 672-2208
https://sites.google.com/site/smcxmas/about-us?authuser=0

Diversion Requirements

Proposer shall describe how they will ensure the City complies with AB 939 diversion requirements, AB 341 diversion requirements and diversion requirements under SB 1383. Proposers should demonstrate how they plan to divert the sufficient waste to reach diversion requirements. Company should describe any additional diversion programs proposed that are over and above those required by this RFP.

Commitment to Meeting the City's Diversion Goals

WM will comply with the diversion requirements of the El Segundo non-exclusive franchise agreement.

WM will work collaboratively with the City and customers in El Segundo to ensure program compliance with AB 341 and SB 1383. Our local team will work with any non-compliant customer and have them enroll to necessary recycling and organics programs. Additionally, our team will provide customers with educational resources to yield proper source separation and minimize contamination. Additionally, WM will quantify any back-hauling and third party recycling efforts by customers in El Segundo and capture the diverted tons in our reporting to the City.

Maximize Technology to Drive Diversion Numbers

As mentioned throughout the proposal, WM has the technology in place to support improving diversion numbers. Following are some examples of the technology we already successfully use day in and day out:

Routing: WM will use its proprietary eRouteLogistics® software to design individual routes for each line of material to be collected that will optimize efficiency and diversion of recyclables and organics.

> **What this means for City**: As WM outreach and education efforts translate to collecting more recyclable and organic materials, eRouteLogistics will allow us to easily rebalance routes according to the relative volumes and tons of each material type.

WM Smart Truck enables businesses and residents to partner with WM to increase their knowledge of waste diversion and recycling participation. Smart Truck documents overloaded containers and contamination (non-recyclable material in recycling containers) as well as validates service levels.

> **What this means for City:** Working with the City, we can use this Smart Truck data to develop programs to further increase diversion, improve recycling participation, and identify overloaded containers that might cause litter.

Strong Partnership with our Recycling Facilities

The world is ever-changing and we here at WM are facing our planet's greatest challenges head-on the way we always have – by applying hard work and expertise at every level. Our technology innovations make our facilities, collections, and recycling operations more efficient, our landfills safer, and produce readily-available new forms of renewable energy to ensure a cleaner, brighter future.



Bales of materials are stacked at a recycling facility awaiting shipment.

One area where changes happen daily is at our recycling facilities, where we enable smart sorting for a second life. WM recycling facilities are made up of the best, most technologically advanced equipment to sort our customers' recyclables to the highest quality possible. Further, as global commodity markets have shifted, our highly specialized Materials Marketing Team has worked diligently with manufacturers and producers to create new domestic markets that provide truly sustainable economic value to communities, right here at home

The Impact of Plastics on the Environment

Nowhere can this be witnessed more than in our response to global concerns about plastics in the environment.

In 2019, WM's Materials Material Marketing Team, for the first time in our long and successful history, **committed to shipping 100% of the plastic collected on residential recycling routes and processed in our single stream material recovery facilities to domestic markets within North America**. This shift to domestic markets enhances our environmental sustainability by not only reducing our greenhouse gas emissions by removing oceanic travel and maximizing the use of rail freight which is three to four times more fuel efficient than trucks, but by also ensuring that our purchasers are running environmental and economically sustainable operations – a control safeguard difficult to achieve in international markets.

Even in the face of changing international markets, China's environmental policy shift, or a global pandemic as seen with the novel COVID-19 virus, WM is proud of our ability and track record of not once having to change our "acceptable" list of recyclables.

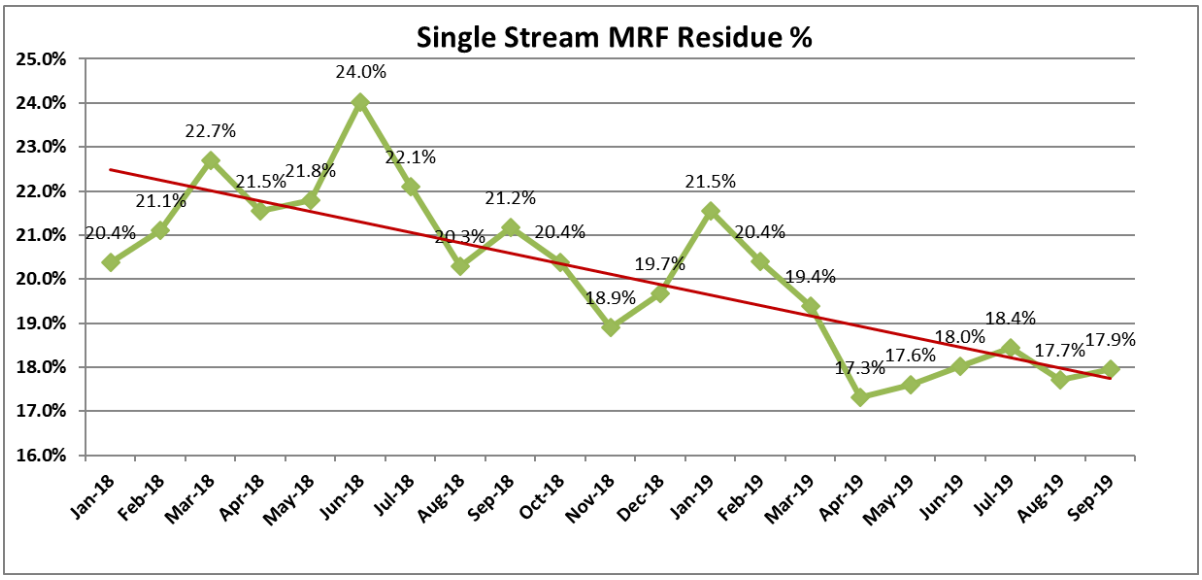


Staff sorts inbound materials at a recycling facility.

But it doesn't stop there. WM's commitment also extends to investment in advancing technology in our recycling facilities. In 2020, we placed our first robot in a recycling facility located at our headquarters in Houston, Texas with plans of piloting this program across the nation. Robotics at recycling facilities is seen as a major leap forward to help with quality control and to enhance worker safety.

Locally, WM's Sun Valley Recycling Park and Azusa Recycling Facility constantly evaluates and implements the latest technology. Besides the investment of optical sorting, it's currently one of the site's that is evaluating the introduction of Robotics to increase the quality and quantity of the material being sorted.

The graph below provides irrefutable evidence that a look at WM's recycling facilities nation-wide, reflects a gentle but steady improvement in quality, which shows that the focus and combination of education and technology is helping to make a difference.



For information about our education programs that support diversion rate goals, please see the Customer Education and Outreach section below.

Collection Vehicles

Please provide the following information for each vehicle to be used under the collector agreement.

1) *Make*
2) *Model*
3) *Model Year*
4) *Type of fuel to be used (e.g. LNG, CNG). As per Addendum #3 from RFQ #23-06, The Company must be able to operate only with trucks that utilize SB 1383-compliant renewable fuel within one year of non-exclusive franchise agreement execution. This condition will be stated in the Agreement.*
5) *Waste stream(s) to be collected (e.g. trash, recycling, organics)*

Please see below for a list of vehicles for the City of El Segundo.

VEHICLE #	TRUCK TYPE	MAKE	MODEL	YEAR	FUEL TYPE	WASTE STREAM
PRIMARY VEHICLES						
217315	FEL	PETERBILT	520	2024	CNG	Recycle
213879	FEL	AUTOCAR	ACX64	2019	CNG	Trash
212970	FEL	PETERBILT	320	2017	CNG	Trash
212559	FEL	PETERBILT	320	2016	CNG	Organic
415496	Roll off	PETERBILT	320	2017	CNG	Trash/Recycle/ Organic
415497	Roll off	PETERBILT	320	2017	CNG	Trash/Recycle/ Organic
BACK-UP VEHICLES						
211825	FEL	PETERBILT	320	2015	CNG	Trash
211831	FEL	PETERBILT	320	2015	CNG	Trash
211832	FEL	PETERBILT	320	2015	CNG	Trash
211833	FEL	PETERBILT	320	2015	CNG	Trash
212558	FEL	PETERBILT	320	2016	CNG	Trash
215323	FEL	AUTOCAR	ACX64	2020	CNG	Recycle
217140	FEL	AUTOCAR	ACX64	2023	CNG	Trash
217316	FEL	PETERBILT	520	2024	CNG	Trash
265965	FEL	AUTOCAR	ACX64	2018	CNG	Trash
414315	Roll off	PETERBILT	320	2015	CNG	Trash/Recycle/ Organic
414318	Roll off	PETERBILT	320	2015	CNG	Trash/Recycle/ Organic
414319	Roll off	PETERBILT	320	2015	CNG	Trash/Recycle/ Organic
414320	Roll off	PETERBILT	320	2015	CNG	Trash/Recycle/ Organic

State-of-the Art Vehicles

With more than 32,000 collection and support vehicles on the road throughout North America, WM trucks are a familiar sight and one of the most visible symbols of our company. Our state-of-the-art fleet - navigating your city – assures the City is provided safe, quiet, efficient, and environmentally friendly collections.

All of our vehicles are fully enclosed and designed to be leak-proof with self-contained mechanisms to compress the material collected. The vehicles are painted in a uniform color and are easily identifiable as they adhere to specific branding guidelines. Vehicles are marked with unique unit identification numbers on both sides and the rear. We maintain detailed records of each collection vehicle and all vehicles are meticulously maintained for a clean and orderly appearance, as well as good working condition.

WM's industry-leading onboard technology minimizes the environmental impacts of our collections while maximizing reliability and efficiency. From our advanced onboard computing system that streamlines communication, to our eRouteLogistics® mapping and routing software with real-time GPS, to our onboard digital cameras, to trucks powered by cleaner and more cost-effective natural gas - a partnership with WM means that City receives the latest advancements in always-evolving industry technology.

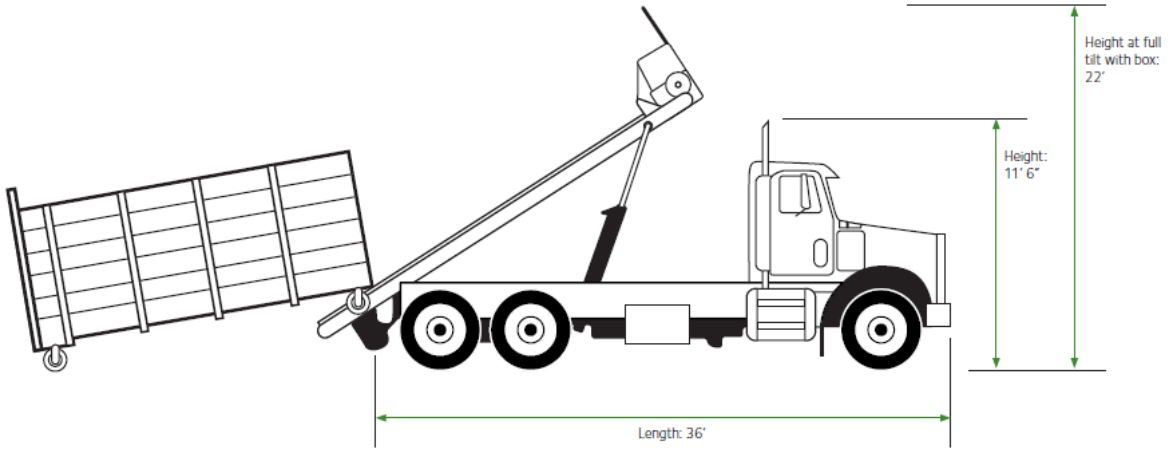
Commercial Front End Load Vehicles

As previously discussed, our Front End Load vehicles are designed for collecting solid waste, recyclables and organics in 35 gallon to six yard containers, using two hydraulically-powered, movable forks positioned at the front of the truck. A few features that we are incorporating into our trucks include the following technology:



Roll-Off

Our top priority in receiving, delivering, and emptying containers is safety. Upon arrival at the site, our drivers will conduct a thorough inspection of the area for any potential concerns, such as access to alleys or roads, and nearby foot traffic, assessing if there is sufficient room to deliver a container while safely maneuvering the vehicle in and out of the site. Once picked up by our vehicle, the container will be driven to our facility to unload. After the containers are emptied, they are driven back to the site and placed in the pre-determined area. Turn-around time is based on the distance from your location to our WM facility. Heavier or lighter traffic patterns and wait times at the disposal/processing facility may result in a timing difference.



Width: 11' (with mirrors)	Maximum Weight: 54,000 lbs (Interstate)
Empty Weight: 32,000 lbs.	

Collection Vehicle Fuel

WM has been an early adopter of clean energy technology since the early 1990s and currently has the largest fleet of natural gas vehicles in our industry. WM has invested $ 2.5 billion on natural gas vehicles and an additional $ 550 million on fueling infrastructure. Our 2,000 natural gas collection trucks in California are the largest heavy-duty natural gas truck fleet of its kind in the state. WM's California fleet (as well as other haulers' fleets) currently runs solely on renewable natural gas (RNG) procured from GHG feedstocks, most notably dairy RNG. However, California's refuse fleets are one of the largest consumers of RNG in the state of California. As such, it is critical to note that the prospective future supply of SB 1383 compliant RNG is only a fraction of what the state's refuse fleets consume today. Further, WM is not aware of any source of in-state RNG that complies with the SB 1383 definition sufficient to fuel a fleet necessary to service the City. Infrastructure for the production of renewable energy in the form of renewable natural gas transportation fuel is developing, and this renewable fuel may become available in adequate quantities in future years. WM is closely monitoring those developments.

WM's ongoing investments in RNG production facilities, coupled with a robust natural gas fleet, are assisting the County and State in achieving a near-zero emissions collection fleet.

While we understand that the City of El Segundo requires awarded haulers to have the ability to operate trucks that only utilize SB 1383-compliant fuel within one year of non-exclusive franchise

execution, it is unknown at the time if RNG as defined in SB 1383 will be commercially available in the City.

At the moment, in lieu of SB 1383 compliant RNG, WM can offer the City of El Segundo procurement credit to meet SB 1383 purchasing requirements through the sale of organic material on behalf of the City to comply with the procurement requirement of the franchise agreement. This process, approved by CalRecycle is an appropriate means to meet the obligation, requires no additional City staff time, expense, or liability on the part of the City. The transaction is handled entirely by WM on the City's behalf and documents for the sake of CalRecycle reporting.

WM believes that its alternative proposal to RNG compliant to SB 1383 procurement will yield comparable results for the City in its reporting to CalRecycle. WM remains committed to using RNG as defined in SB 1383 once it becomes commercially available in the region, and will continue to use RNG procured from other sources until that time.

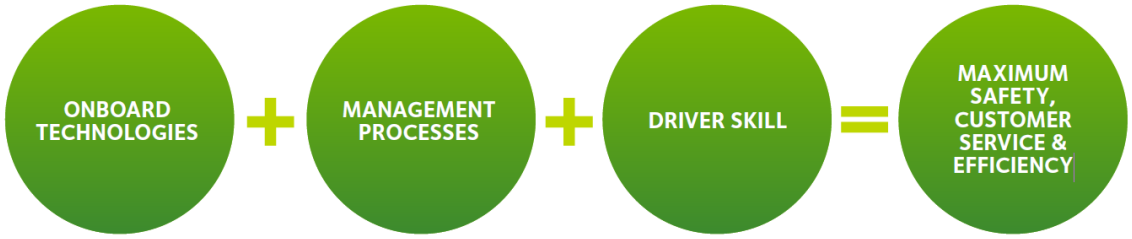
Collection Vehicle Phase Out Plan

Pursuant to the City's responses to bidder questions relating to collection vehicle age requirements, WM's vehicles are compliant. Vehicles that exceed the 10-year requirement will be phased out of the service area accordingly.

Industry-Leading Onboard Technology

State-of-the-art trucks alone are not enough to meet expectations. Through our comprehensive operations framework, WM Way, we harmonize the technology used onboard our trucks with our logistics management processes, and the skills of our drivers. With technology, processes and people working in sync, we are able to maximize safety, customer service, and efficiency while collecting routes.

The Power of Our People and Technology



Onboard Computing System Provides Real-Time Driver Feedback

Our fleet of trucks for City is equipped with our onboard computing system (OCS), which enhances communication between our operations and customer service teams. OCS replaced paper route books with electronic route sheets that are updated in real time. Collection drivers see all stops and service tickets on their touch screens, which can be updated remotely and in actual time by our route managers and dispatchers. Drivers use their OCS to log completion of each service performed.

OCS is also a key tool for noting and communicating route exceptions such as blocked containers, extras, and contamination. Each exception has a designated code. Drivers log the appropriate code at the time of collection and have the option to add supplementary notes. If OCS becomes

unavailable, our drivers use a traditional paper route sheet to perform scheduled collections and manually enter routing exceptions. The primary benefits of OCS are:

- **Service exceptions:** When a driver encounters a condition that prevents providing service or requires a service beyond emptying a container, such as removing extras and noting contamination, he or she touches the "service exception" button. Drivers can touch the exception button on the customer order list or from the customer order detail screen, which triggers an "exception" pick list on the display. Drivers touch the role containing the appropriate service exception.
- **Proactive Customer Communication:** Drivers document any issues associated with attempting to service the customer account, including carts not being out, blocked access or ancillary pickups. This allows us to proactively address issues with our customers and prevent inconveniences, such as a missed collection.

Our OCS is complemented by the following industry-leading software and technology for real-time routing and dispatch communication:

Technology	Function	Benefit
eRouteLogistics®	Mapping and routing software system used to develop and modify routes	✓ Takes into account traffic patterns in the community, vehicle capacity, location of disposal sites, and travel times to create the most efficient routes possible to provide the best value to the customer ✓ Fully integrated with our billing and customer database, Mid-America Systems (MAS), to capture new customers and service changes
Plan Versus Actual (PvA) Technology	Software that plots planned route versus actual route status	✓ Identifies routes that may be running behind typical schedule that customers are accustomed to, enabling WM to proactively redistribute routes to prevent missed or late pickups
Onboard Computer System Dispatch (OCSD)	In-office software connecting dispatch and route management to driver OCS	✓ Route modifications are made in real-time and instantly appear on drivers' tablets so that any potential for service disruption is eliminated ✓ Enables dispatch and managers to electronically assign service tickets and communicate with drivers for immediate customer issue resolution (e.g., blocked container, late set out, etc.)

DriveCam®: Intelligent Dashcam Technology for Safer Collection

DriveCam®, one of the safety innovations onboard our trucks, goes beyond traditional dashcams by pairing machine vision with artificial intelligence to identify risks as they occur on the road and respond to the driver with real-time coaching.

DriveCam is mounted on the windshield of the interior cab with cab-facing and road-facing cameras. When an unsafe condition is detected, such as critical following distance, lane departure, or imminent collision, the device visually and audibly alerts our drivers, providing an opportunity for self-correction.



Additionally, if an event is detected, video data is sent to WM route managers for follow-up performance coaching with the driver. Recorded events also help us appreciate the many times that our drivers avoid collisions through using proper defensive driving techniques. We believe our investment in DriveCam has contributed to reducing our reported vehicle accidents by almost 80% since 2005.



For an in-depth look at DriveCam, visit https://youtu.be/NDvaclfHxy8.

Extra Eyes on Your Roads

WM drivers can manually trigger recording of video on the DriveCam in the event they witness an emergency situation or suspicious activity.

Smart Onboard Cameras Assist in Right-Sizing Service

As our drivers arrive at a customer's location, they follow a standardized Snapshot process to check for any abnormalities, such as overflowing bin(s), waste surrounding the container, or contamination. Using WM's proprietary onboard computing system, our drivers notate and photograph customer-specific collection challenges. This information is automatically tagged to the customer's account and allows us to proactively reach out with a customized service recommendation or solution based on a customer's exact needs. Solutions may include changing collection frequency, container sizes, or expanding recycling efforts and providing additional recycling education.

Billing and Customer Service

Proposers will be responsible for direct billing of commercial customers.

WM agrees that we will bill customers directly.

Customer service is very important to the City. When a customer has a request for, or an issue with, solid waste service, the customer's first contact with the solid waste provider is the company's call center. Describe the company's call-in center procedures, including how each call is initially answered (e.g. phone tree, live operator). Include all geographical locations customer service calls will be answered from (e.g., out-of-state, international call centers, or California based). Describe the company's ability to monitor the average time customer is on hold and response time to complete a work order from time of request.

Customers can contact WM during normal business hours - 8 a.m. to 5 p.m. local time. The Customer Service Center is closed on nationally observed holidays. However, our easy-to-use self-service channels - WM.com, My WM, Virtual Assistant Chatbot and more - are available to support customers' needs 24 hours a day, seven days a week, 365 days a year.

WM's phone system is equipped with convenient callback functionality, so customers never have to wait on hold, especially during peak call hours. Customers can simply choose to be called back rather than wait on hold in the phone queue and "hold their place in line" while they continue with their day. A Customer Service Representative (CSR) will call back the customer once available.

In addition to this time-saving feature, WM offers robust online self-service capabilities through our Interactive Voice Response (IVR) phone system and wm.com so customers can easily resolve their requests on their own. WM also provides customers the convenience of submitting their request or question, via an online intake form which will route to a customer service representative to then resolve their needs without a customer having to even pick up the phone.

Customer Service, For Tomorrow®

WM believes in putting our customers first and staying ahead of our customers' ever-changing needs. That's why we have built upon our traditional call center and continue to invest in advanced customer service technologies, like those mentioned above.

These technologies are shaping the future of customer service at WM and making our customers' experience even better:

- **Interactive Voice Response (IVR):** Our voice driven conversational IVR platform, seamlessly guides customers to self-service options without menu prompts and connects them with the right resources for a convenient and efficient experience.
- **Callback System:** Our contact back functionality ensures customers never have to wait on hold. With the callback or text option, customers will receive a call from a Customer Service Representative as soon as they are available, or customers receive a text allowing them to continue the conversation at their convenience.
- **Live Chat:** Our self-aware Live Chat Support allows customers to get quick answers to questions and solve issues faster than email exchanges or waiting on hold in the call queue. And with each customer conversation, the chatbot learns and evolves to provide an even faster solution.
- **Contact Back:** Our new digital offering allows customers to briefly describe their issues in writing, anytime, anywhere, through a digital intake form. The support request form is presented to customers with complex issues that require a specialized WM agent to resolve.

Customer Experience Channels

Our IVR, Contact Back System, Intuitive website and Live Chat Support customer experience channels are just a part of our commitment to delivering exceptional customer service. We are continually working to expand self-service tools that put the value of our customers' time front and center.

wm.com	Gives customers a seamless and intuitive way to discover the services and solutions available in the community.
Customer Support Resources	Allows customers to explore a collection of resources by topic to find quick solutions to top asked questions.
Social Media Platforms	Provides extra convenience and a new way to connect with WM.
My WM/My WM App	This platform empowers our customers with the tools and technologies for on-demand digital account management and self-service solutions.
Customer Service Center	Provides a comprehensive and dedicated one-on-one assistance to address and resolve complicated issues.

Onboard Computer Technology Provides Constant Contact with Drivers and Vehicles

WM's onboard computer technology allows us to improve workflow efficiency, reduce emissions in the communities we serve, and makes it easier to provide effective solutions for our customers by:

- Obtaining real-time information related to all truck locations, stops serviced, service status.
- One-touch cart service verification.
- Proactively generating service tickets for cart repair or replacements for customers.
- Centralized customer service for immediate and efficient issue resolution, including on-call requests, rerouting, and customer service's needs.

Integrated Information Systems to connect the Driver, Customer, and Customer Service

Our proprietary web-based Employee Console Application is a single source of truth for sharing, organizing, and managing contract-specific information so any team members at WM have accurate information based on your communities' available services, rates, and collection schedules.

Employee Console Application is accessible to all our Customer Service Representatives nationwide, enabling our network of experienced CSRs to instantly access service-related information, allowing WM to provide consistent, accurate information during the most critical emergency situations.

Our Employee Console Application incorporates customer data from key WM systems into a single application, allowing our CSRs access to comprehensive customer information, including customer invoice and payment history, WM's integrated billing system, and onboard computing that captures service history and service status:

- Administrative actions (online pay/autopay/paperless invoicing
- Holiday schedules
- Service/pickup schedule
- Bulky/large item collection
- How to Recycle Right
- Sustainability education
- Commercial – extra pickup, service changes
- Service schedule changes
- Weather and natural disasters alerts

Measuring Our Customer Service Performance

WM strives to meet customer needs quickly and consistently by utilizing key performance metrics and detailed customer feedback to continuously improve call handling quality and customer satisfaction.

Key Performance Metrics that include Monitoring Customer Hold Time

We monitor, measure, and coach key performance metrics to validate availability to service our customers when they have a need or problem to resolve. We benchmark world-class industry standards to set our goals:

- **Average Speed of Answer (ASA):** On average, we answer our customer calls in less than 30 seconds.
- **Average Call Handle Time (AHT):** On average, we've addressed our customers' needs in less than 5 minutes and 30 seconds. Our goal is to resolve every issue at the first point of contact and dedicate as much time as necessary to guarantee customer satisfaction.

As discussed above, WM's phone system offers "scheduled" call backs, which allow customers to "hold their place in line" allowing for agents to call the customer back once they are available. This valuable feature ensures customers can continue with the demands of their day and not be inconvenienced by holding for live help. In addition, WM is pleased to offer robust online self-service capabilities. Our customers can get assistance faster than ever before and don't need to worry about call center hold times.

Customer Insights - The Voice of Our Customers Matters

As part of our commitment to continuously keep our customers at the center of everything we do, we recently launched a new Voice of Our Customers (VOC) survey. The results from this survey provide our team with real-time, actionable feedback to improve service delivery.



Every month, we invite thousands of customers across the nation to complete the survey, either online or by phone. Our prior survey took seven to eight minutes on average to complete; the new user-friendly version only takes three to four minutes on average. We receive about 12,000 survey responses per month.

The survey initially focuses on core questions related to the customer's overall relationship with WM, then expands into targeted questions regarding the customer's service experience with our company. This new survey provides us with unprecedented insights into

our customers' service experience, needs, and priorities, which gives us the data we need to develop proactive solutions to not only meet but exceed their expectations every day.

Indicate procedures taken to ensure that each resident will receive information accurate to the City's contract. Describe procedures to respond satisfactorily to common customer complaints.

WM develops El Segundo-specific content in Knowledge, our online customer information database that allows WM CSRs to pull up account-specific service information, service offerings, and rates within a matter of seconds. Each time a mailing is sent out, it is uploaded to Knowledge allowing agents to reference and look at the same documents that the customer is viewing. Our CSRs use this tool during every call to provide customers with the most accurate service

Complaint Resolution

We take complaints seriously at WM. Your dedicated contract liaison and operations team are committed to resolving them promptly, with a focus on proactively reducing the number of complaints received.



Here are the steps we take to address issues and find solutions.

1) **Documentation:** When a complaint is received, it is dated, timestamped and documented with the action needed for resolution. Proper documentation allows us to effectively address the complaint and track the resolution progress.
2) **Ticket Submittal:** A complaint submitted via our self-serve channels generates a ticket that is promptly submitted to the relevant WM area for resolution. This streamlined process helps ensure a faster and smoother resolution.
3) **Urgent Escalation:** A ticket is escalated to urgent for issues requiring immediate attention or a repeat occurrence. When a ticket is escalated to urgent, our system prioritizes it for a swifter resolution.
4) **Dedicated Team:** Our skilled Complaint Resolution team and Workflow Manager assigned to the complaint ticket work diligently with the customer to resolve the complaint within 24 business hours.
5) **Supervisor Support:** If we cannot resolve a complaint within the deadline, our Supervisors collaborate with our operations team and speed up the resolution process for a satisfactory outcome.

Customer Education and Outreach

Proposers shall describe the methods they will use to assist City in gathering required Customer data, performing site visits, public outreach, and other requirements in order to comply with State requirements and regulations such as AB 939, Electronic Annual Report (EAR), Mandatory Commercial (AB 341) Recycling, and control of short-lived climate pollutants (SB 1383). Proposers may include any additional efforts (such as one-time, first year efforts), and examples of public outreach pieces applicable to agreement requirements that demonstrate the quality of the materials proposed to be used in the City.

Gathering Customer Data

WM's local team will assist in identifying businesses that must comply with AB 341 and SB 1383 regulations. All customers that are non-compliant will receive a site visit from our Public Education Coordinator to ensure compliance with recycling and organics diversion programs. Additionally, our team will aid customers in the submission of any necessary SB 1383 waivers and document any customer third-party and/or self-managed diversion programs. Third-party tonnage documentation will allow WM and the City to capture additional diversion for CalRecycle reporting. Third-party data will be provided to the City along with WM's contractual reporting.

WM will provide the City with all requested data for reporting purposes like the CalRecycle Electronic Annual Report (EAR).

Performing Site Visits

During site visits, our Public Education Coordinator will provide customers with additional education material on current regulations and on proper source separation. The Public Education Coordinator will perform an audit of the customer's waste stream to estimate solid waste, recyclable material, and organics materials generated by the customer. The Public Education Coordinator will also identify locations throughout the property where recyclable and organic materials are generated to further assess the volume produced onsite. For non-compliant customers, the Public Education Coordinator can use the waste characterization summary to recommend service levels and frequencies and provide the associated costs and alternative options if needed. The Public Education Coordinator will be able to refer to the customer's information and pricing and propose a right-sized recycling and/or food waste recycling program. If the customer accepts the proposed services, the Public Education Coordinator will organize with WM's local Operations team to adjust the account and organize delivery of the recycling and/or organics container.

Additionally, the Public Education Coordinator will have the opportunity, during site visits, to provide information regarding AB 827, to food establishment business operators who need to comply with this regulation. The Public Education Coordinator can provide the information to both the CalRecycle website and WM's education website where customers can obtain the posters and signs required to be in compliance.

WM utilzies the "3Cs" approach when establishing recycling and organics programs at commercial and multi-family properties. The 3Cs include program convienence, clarity, and capacity.

WM's "3Cs" Approach for Recycling Program Success



CONVENIENCE	CLARITY	CAPACITY
Recycling and garbage containers must be equally convenient for customers to access. This generally requires co-location of containers wherever possible. • We advise property managers on optimal container location and ensure pairing of recycling, food waste and garbage containers.	It must be clear to customers which container is for garbage and which container is for recycling. • We provide container labels with images and in multiple languages to differentiate recycling, food waste and garbage.	There must be sufficient room in recycling containers for customers to place their recyclables. For most properties, recycling service should be approximately 50% of total service volume. • We help property managers determine the best service level for their customer's or tenant's needs. We add recycling containers or pickup days to increase recycling collection capacity. • In some cases, we advise reducing the size or number of garbage containers to eliminate excess garbage capacity and make space for recycling and food waste containers.

Public Outreach and Examples

WM utilizes multifaceted methods and different communication channels. All our outreach efforts share a common goal: to provide clear, concise, and relevant information and to help people understand more about source reduction, reuse, recycling, organics, and composting.

Whether it is a new contract implementation, communicating with new businesses, or providing ongoing education to improve programs and address challenges such as contamination, your businesses and multi-family properties will want to know:

- Who will be picking up my materials and how do I contact them?
- What are the major changes and how will those changes impact me at home or at work? What do I need to do differently? What behaviors do I need to learn?

- What are the service offerings and related service changes, and when do they go into effect?
- How do I properly participate in services and programs?
- Where can I go for more information?

WM will proactively answer these questions and engage customers through multiple media sources. WM agrees to print, produce, and distribute education materials and conduct outreach, as required by the non-exclusive franchise agreement. All public education material will be submitted to the City's Administrator for review or comment prior to distribution.

Multifamily and Commercial Customer Outreach Program

WM looks forward to helping your community's businesses and multifamily residents understand the importance of separating recycling and organics from municipal solid waste (MSW). WM will distribute customer outreach materials containing information to assist educating on proper source separation of all available recycling material, including green, yard, and food waste. Included in the outreach efforts are the following:

New Services Guide. WM will provide all current and new customers with a guide that details all of WM's service offerings in the City of El Segundo, information on how to create a WM online account to manage services, an overview of all regulatory requirements, and resources to help with proper source separation. Customers properties will also be provided information on WM's bulky item program, which will best support multi-family residents for any move-in's or move-outs. WM will provide customers with a copy of this guide at least annually, or more periodically as requested by customers.

Quarterly Outreach. WM will, on a quarterly basis, distribute to customers newsletters or bill inserts that describe and discuss the following: the percent of waste and materials WM has diverted from disposal during the previous six months, upcoming local events for the collection of hazardous and universal waste, planned changes to WM's services including collection schedule changes, how to prepare and place materials in the designated containers, and additional information on WM services that may be impacted by customer behavior like contamination of recycling and organics containers.

On-Site Visits and Technical Assistance: During our in-person visits, WM will conduct an on-site audit to identify major components of the waste stream by location and identify special wastes or sourced separated materials potentials. WM will make recommendations for waste reduction, contamination prevention, and service level or frequency modifications. WM will produce and distribute to property managers and/or owners' brochures or flyers explaining the new and enhanced collection services, new regulatory requirements, including SB 1383, and the effective date of the change.

Recycling and Organics Training: WM will offer and conduct training for customers on recycling and organic services. Training will include on-site trainings and assistance, distribution of outreach material, and tips on source reduction and reuse.

What Goes Where Signage: The WM work approach for assisting customers with SB 1383 includes What Goes Where signage for use during on-site customer trainings and for property managers to post in on their properties.



Please also see below for our Business Recycling Toolkit.

BUSINESS RECYCLING TOOLKIT

Set up your workplace and your employees for recycling success. Download these Recycle Right resources at wm.com/recycleright. Acceptable materials may differ based on local or state regulations or municipal contracts. *If your recycling program does not recycle glass, download our* ***Busines Recycling Toolkit (Glass Not Accepted)****. (Download)*



1. LABEL ALL CONTAINERS

Labeling internal and external recycling and trash containers is one of the best ways to prevent contamination. Always place trash and recycling containers side by side as a set.

Download or call your Sales rep for recycling decals for your external containers.



Recycling Bin Decal
(Glass Accepted) *(Download)*



Recycling Cart Decal
(Glass Accepted) *(Download)*



Label internal containers so employees are clear what materials are acceptable to recycle. Download and print Trash, Recycling and Organics labels (for businesses that recycle food) for your internal containers.



Trash Bin Label
(Food Waste Accepted)
(Download)



Trash Bin Label (Food
Waste Not Accepted)
(Download)



Recycling Bin Label
(Glass Accepted)
(Download)



Organics Bin Label
(Download)



2. RECYCLING EDUCATION

Remind employees how easy it is to Recycle Right at work and at home with our video posters and brochure. Use the Set Up Workplace Recycling guide to get everyone on board.

- **Setting up Workplace Recycling** - A simple list of everything you need to set up a successful recycling system in six simple steps. *(Download)*
- **Recycling at Work Video** – An overview of what is and isn't recyclable, with additional tips to set up your recycling systems. *(Click to View)*
- **Recycling Posters** - It is easy to show what is and isn't recyclable in your new bins, and should be posted by every recycling container. *(Download)*
- **Most Common Contaminants** - Find out which items cause recycling contamination and what to do with them. *(Download)*
- **Recycle Right Brochure for Business.** - Learn the benefits of recycling for your business with the recycling basics. *(Download)*



Setting Up
Workplace Recycling



Recycle Right
Poster



Most Comon
Contaminants
Poster



Recycle Right
Brochure for Business

3. ADDITIONAL RECYCLING BIN LABELS

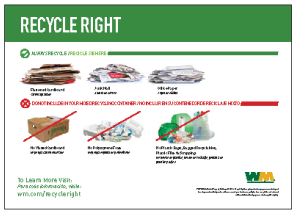
For businesses that separate their materials and recycle Cardboard only or Mixed Fiber only, download or call your Sales rep to get these decals to help your employees Recycle Right. Remember, providing education where your employees recycle (on the bin) is one of the most effective ways to prevent contamination.

Download or call your Sales rep to get these recycling decals.

- **Recycling Container Label Cardboard Only** - For facilities that only accept cardboard. *(Download)*
- **Recycling Container Label Mixed Fiber Only** - For facilities that only accept mixed fiber, like cardboard and paper. *(Download)*



Recycling Container Label Cardboard Only



Recycling Container Label Mixed Fiber Only

4. NO BAGGED RECYCLABLES TOOLS

Plastic bags are one of the most common contaminants that spoil perfectly good recyclables. It's easier to recycle without using plastic bags than you think!

Don't bag your recyclables - if you collect materials in plastic bags inside your workplace, empty those bags directly into your final bin. And no loose plastic bags either - they wrap around the recycling machinery and pose safety threats to employees who have to remove them.

Download and print our No Bagged Recyclables Tools to help your business recycle without using plastic bags.

- **No Plastic Bags FAQs** - Get answers to why plastic bags are detrimental to successful recycling programs. *(Download)*
- **Janitorial Tag** - Engage your janitorial staff to alert employees that plastic bags do not belong in the recycling. *(Download)*
- **No Bagged Recyclables Label** - Give employees a clear directive NOT to bag recyclables. *(Download)*
- **No Bagged Recyclables Handout** - Kick off your 'No Plastic Bags' initiative with simple next steps. *(Download)*
- **Employee Email** - Explain why proper recycling matters and how your employees can help. *(Download)*



No Plastic Bag FAQ



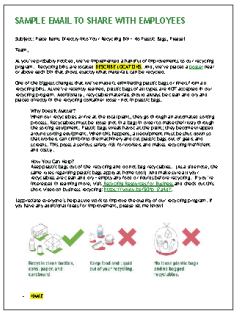
Janitorial Tag



No Bagged Recyclables Label



No Bagged Recyclables Handout



Sample Employee Email

To learn more, visit
wm.com/recycleright

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Corrective Action Notice: In instances where a commercial customer sets out inappropriate materials or overloaded containers, a Corrective Action Notice will be used. The notice will be provided electronically via WM's Smart Truck® Program or by the customer's preference for notifications (mail, email, or text). All notifications methods are approved by CalRecycle for SB 1383 contamination monitoring and annual route reviews. All corrective action notices will be filed for recall during annual reporting period.

Recycling Education:

Continuing to educate on the importance of recycling right and keeping contamination out of single stream recycling is important. That is why WM has made a significant investment in our Recycle Right education program. The comprehensive, complimentary offerings found on the Recycle Right website provide tailored tools for everyone from residents to businesses to educators to property managers as well as our government customers. We are eager to share that we are in the process of updating the site to include an organics education section.

WM Adoption of Community Based Social Marketing – Personalized Feedback

Our implementation of SB 1383 and technical assistance strategy is and will be based on behavior change principles of Community Based Social Marketing (CBSM). CBSM takes behavioral science principles and applies them to marketing, a process that involves behavior selection, identifying barriers and benefits, innovative tools of change, and evaluation (McKenzie-Mohr, 2011).

CBSM strategies are effective because they utilize direct contact and engagement with the target audience. The more personal and direct the marketing, the more behavior change that occurs. Traditional marketing methods with broad reach have been shown to raise awareness or change perceptions but not to lead to behavior change. Interventions that are more direct, like personalized feedback message, or an in-person visit, are required to cause a consumer to change their actions.

This is an exciting opportunity to help the municipality continue to increase diversion and drive compliance with SB 1383. WM suggests a data-driven, customer-focused approach to engage and educate customers to successfully move the needle and contribute to the municipality's diversion goals.



Start with a Strong Data Foundation

A comprehensive, targeted CBSM campaign that integrates education and outreach is required early on to attain the desired recycling behavior and knowledge base among residents and businesses. A key ingredient to a successful behavior changes campaign is identifying and understanding attitudes and characteristics related to recycling, as well as the barriers preventing businesses or multifamily residents from recycling the right materials. These characteristics will be unique for each group and will even vary by subsegments.

The following table demonstrates examples of how we will target customer subsegments to address the inherent barriers related to recycling in different business types and develop customized plans and training.

ORGANIC TIERS 1 & 2	How They Do Business	Barriers	Corresponding Outreach Strategies
 **Relevant Subsectors** ▪ Restaurants and food services ▪ Food stores and wholesalers ▪ Food manufacturing **Target Materials** ▪ Pre- and post-consumer food scraps ▪ Edible food ▪ Food/beverage containers	▪ Back-of-house tends to generate the most waste ▪ Often located in multi-tenant properties ▪ Family-run businesses ▪ Unique work schedules ▪ Often different languages spoken by back and front of house staffs **Key decision makers:** ▪ Owner ▪ Head chef ▪ Sustainability director	▪ High level of competition resulting in low margins ▪ Lack of customer participation in FOH recycling ▪ The 'ick' factor ▪ Space constraints in the kitchen ▪ High staff turnover rates ▪ Employee injuries from lifting heavy organics bins ▪ Perceived risk associated with surplus food donation	**Theme:** Reduce waste costs at your restaurant, store, or food plant **Methods:** ▪ Point to space-efficient bin options, esp. kitchens & plant floor ▪ Emphasize importance of ongoing staff training (videos) ▪ Suggest smaller organics bins to prevent lifting injuries ▪ Address edible food recovery legal protections and connect with local food banks/programs (Good Samaritan laws) ▪ Suggest customer-facing marketing materials ▪ Provide education & training for both front of house and back of house

Transition Plan

The City anticipates an award of this agreement in June 2024, and phased period of June-August 2024. With full implementation by September 1, 2024. In consideration of this timeline, proposers should provide a transition schedule that demonstrates that your company has the ability to implement the services in accordance with the service start date, including meeting equipment, personnel, administration, maintenance, public outreach plan, and a timeline showing how the proposer would implement billing services. Proposers should describe the assumptions regarding City staff's participation and (if appropriate) the current Company's participation. City staff participation should be minimal.

WM Represents a Stress- and Worry-Free Transition

As the incumbent service provider, WM can offer a stress- and worry-free transition and implementation. We own our local facility and, along with our fleet of vehicles, equipment, and trained, dependable staff. WM's local team is experienced with complex transitions and has an exceptional track-record of working collaboratively with other haulers to ensure a smooth and seamless transition. Most recently, our local team transitioned three County of Los Angeles service areas with a geographic span ranging from the South Bay to Santa Clarita Valley. The City can rest assured that our team is ready and able to handle any transition that arises from the City's non-exclusive commercial franchise RFP process with limited City staff involvement.

Benefits of Selecting WM:

- We are already an existing provider for commercial collection.
- Our years of serving the City gives our team in-depth knowledge and insight about the community—We are already familiar with every street and every neighborhood.
- We already have some customer account data and systems in place to support a seamless transition.
- We have a superior service and safety record in the region—a standard of performance that the people in our service areas count on and deserve.
- You cannot fake commitment. The City of El Segundo can be assured that we will manage the contract implementation with the same care and attention that we have provided since day one.

Don't take our word for it - We have a proven record to have successfully transitioned into the City of Chino Hills as the new residential and commercial service provider in July 2022. Our local team went above and beyond to execute the transition plan with a successful outcome.

Chino Hills – A Successful City Transition
20,000 Residential Customers
300 Commercial Customers
66,897 Carts Exchanged
796 Commercial Containers Exchanged
98% SB 1383 Compliance
100% Heart and Commitment

Transition Plan

In the section that follows, we have outlined our approach to the most critical components of the new contract implementation.

The "Welcome to WM" approach five steps: 1. Preparation and Planning, 2. Connecting with Customers, 3. New Services Rollout, 4. Service Delivery Optimization (SDO) and 5. Transition Completion.

STEP 1: Preparations and Planning
June 2024

A seamless transition starts with thorough preparation and planning. Immediately following the award of the franchise, WM's local management team, Kimberly Ohrt, PSS Area Manager, Erick Quintero, City Liaison and Public Sector Manager, and Armando Bracamontes, District Manager, will have a kick-off meeting with the City to identify which customers may be needing services from a franchised hauler. Once our team has that level of information the level, WM will need the City to review and approve of all educational material as requested in the non-exclusive franchise agreement.

Equipment Planning

WM currently has vehicles and containers to support the El Segundo transition and will coordinate with haulers and customers directly to prepare for the delivery and removal of old containers. All WM containers are SB 1383 compliant with the appropriate color and labeling requirements.

STEP 2: Connecting with Customers: Pre-Outreach and Education
June 2024

WM will also have representatives visit accounts that require service to verify existing levels of service, conduct a preliminary waste audit to identify service challenges and recycling/food rescue opportunities (if applicable), and gather service and billing information.

Outreach and Education Collateral

To support our outreach and education programs, WM will utilize its internal marketing and communication team to create customized collateral to meet contractual obligations and present service information in a clear, engaging formats for all customer types. Upon award of the agreement, City Liaison Erick Quintero, will coordinate with City staff and WM's marketing team to develop all necessary customer collateral to support the transition.

STEP 3: New Services Rollout
June 2024 – August 2024

Commercial and multifamily customers will receive a "New Services Guide" to introduce WM services and amenities, container options, and rate structure. A note will be added that WM's Public Education Coordinator is available to provide recycling training and conduct in-person site visits to address any questions and/or concerns.

Commercial, Multifamily, and City Facility Site Assessments

Site assessments are a critical component to ensure a seamless transition. At this mid-point, WM's Public Education Coordinator and City Liaison, Erick Quintero will meet with City staff to provide an update on the site assessments and present any support requested from the City.

Container Delivery

WM will work closely with the outgoing hauler to coordinate that the delivery of the container occurs same day as the removal to avoid service disruption.

STEP 4: Implementation & WM Way

WM Way is focused on adjusting routing, service levels, container sizes and quantities to meet customer needs.

Beginning June 12, 2024, WM would begin to provide the new contract services. During the first 60 days, Route managers and our Public Education Coordinator will spend the majority of the day in the field personally addressing customer concerns. WM will host two virtual workshops with customers to go discuss service changes, regulatory requirements, and recycling best practices. We want to be present for customers during this transition to best support them and their needs.

STEP 5: Transition Completion: Assessment & Next Steps
September 2024

Ongoing Service Delivery Management

Following the full implementation date of September 1, 2024, WM will move from service implementation to ongoing management and maintenance.

For commercial and multifamily customers who did not participate in a waste assessment, the Public Education Coordinator, will continue to conduct site visits and waste audits, engaging with customers, right-sizing service levels and identifying opportunity for greater diversion and contamination reduction.

Assessment, Transition Report and Next Steps

Following the conclusion of the transition, City Liaison, Erick Quintero will meet with City staff to review and assess the transition process. At the City's discretion, WM can prepare a report and presentation covering the results of the transition, including final customer counts, containers delivered, assessments completed, diversion improvement opportunities identified and provide a preview of the new diversion programs to be rolled out throughout the first year of service.

Key Implementation Tasks and Timeline

This Implementation Plan will be revised with more specific dates once we meet and review with City staff.

Tasks	Start Date
Notice of award	June 12, 2024
Development of Transition Checklist	June 4, 2024
WM Transition Team- Begins project management calls/meetings to confirm milestones	June 5, 20244
Transition Meeting with City Staff	June 10, 2024 – June 14, 2024
Equipment	
Collection Vehicles Procurement	N/A. WM has the collection vehicles in place for this agreement.
Container Procurement	N/A. WM has the containers in place for this agreement.

Tasks	Start Date
Develop Container Delivery Plan for New Accounts	August 2024
Create Container Delivery Work Orders	August 2024
Container Delivery	August 2024
Vehicle Maintenance. WM inspects vehicles daily to ensure they are in proper working condition. All vehicles also undergo a preventative maintenance schedule depending on the service hours and miles driven.	Ongoing
Personnel	
Driver recruitment and onboarding	N/A. WM has the personnel in place for this agreement.
Administration	
Update Customer Service Database (Knowledge) with new contract information	June 4, 2024
Upload all transition public education material to Knowledge for Customer Service Representatives	Upon approval from City
Update website public education material	Upon approval from City
Management conducts new agreement training with Customer Service Representatives	June 2024 – August 2024
New Knowledge Content Goes Live	June 12, 2024
Knowledge Content Edits (If Needed)	June 12, 2024 – August 2024
Data Maintenance	
Develop routes using existing routes where possible (Commercial)	June 2024 – August 2024
Finalize routing plan. Review with City staff	August 2024
Route field-testing (prior to go-live)	August 2024
Creation of final route maps	August 2024
Routes Go Live	September 2024
Public Education Plan	
Develop all educational material required for agreement	Immediately upon award
Send educational material to City for approval	June 2024
Distribute New Service Guide	June 2024 – August 2024
Begin transition site visits with current and new customers	June 2024 – August 2024
1st Virtual Customer Workshop	August 2024
2nd Virtual Customer Workshop	August 2024
Smart Truck Education	Ongoing
Ongoing site visits	Ongoing
Data and Billing	
Coordinate and conduct data transfers with outgoing service provider	June 2024 – August 2024

Tasks	Start Date
Audit and verify data accuracy, upload to MAS, and assign WM account numbers	August 2024
Develop comprehensive contract compliance checklist for contract implementation	August 2024
Establish reporting process and template in accordance with contract specifications	August 2024
Review all updates to wm.com and city website for accuracy and compliance with contract terms and maximize cross-promotion	August 2024
Full Implementation	September 2024

Highlights of Key Tasks to Support a Seamless Transition:

Implementation Meetings, Coordination, and Course Correction

WM's transition team will meet weekly throughout planning and implementation. At the onset, these meetings will include our regional team of experts. As the contract start date approaches, the local district operations team will meet daily to review the most critical components of service delivery. Our team is committed to keeping El Segundo informed of our implementation progress, and we will ask for your feedback as we customize our transition efforts to reflect the needs of your community. For example, if a proposed communication or outreach method is not working or does not make sense, we are not afraid to scratch the idea and discuss an alternative. From the onset of our transition, we propose meeting with City staff to review key implementation milestones, our progress, and any proposed changes. WM local's team will also coordinate closely with your outgoing service provider. From our experience, many outgoing service providers are cooperative and helpful during contract transitions, and we often make their exit easier and more efficient. We will coordinate with them on the removal of their containers and commercial customer data exchanges.

Driver Screening, Hiring, and Training

As the current service provider, we already have our drivers in place, and already familiar with your City. In the event that any new drivers are needed throughout the term of the agreement, all candidates will go through WM's onboarding and training. Qualified driver applicants must undergo a comprehensive background check, fingerprinting, and drug testing before joining our team. At WM, new drivers participate in more than 80 hours of classroom and in-field new hire training – regardless of prior, relevant experience.

Route Development

As WM onboards new accounts in the City, routing will be updated to ensure those customers are serviced on time. All WM routes are developed using our proprietary routing software, eRouteLogistics®, to minimize customer impact and maximize safety and efficiency.

Contingency Planning

Our longstanding supplier relationships, smart technologies, and our regional network of equipment and personnel make it possible to carry on with collections should a delay or unexpected event occur during a new contract implementation. Key contingency plans address:

- **Staffing.** Additional route management staff will be brought in from surrounding districts to provide in-field support during our implementation period. Our staffing plan includes personnel to fill in for employees who are sick, on vacation, in training, or to provide extra help due to spikes in collection volume.
- **Collection Vehicles**. Collection vehicles will be inspected and prepared for service. Each of our districts across the nation maintains a spare ratio of 15%, allowing us to draw from our existing fleet of backup collection vehicles if needed.
- **Containers**. We currently have ample container inventory to support the El Segundo transition. In the event that our team runs low on containers, we can pull inventory from other WM Districts to ensure we have the inventory needed for the El Segundo transition. We also are able to reassign container orders from our supplier manufacturing locations to get containers more quickly.
- **Customer Service.** Our online customer database, Knowledge, is accessible to our CSRs across the nation, enabling us to enlist backup support from other regional centers in the event we receive a major spike in call volume for any reason, at any time.

Transfer, Disposal, and Processing Facilities

Please see below for the requested information for our transfer, disposal, and processing facilities.

Transfer Stations

For each transfer station if any, intended to be used by the Company, provide the following information

- *The name and address of the facility*
- *Statement regarding any relationship between the proposer and the facility owner/operator (if any)*
- *The price per ton for transfer and disposal of trash*
- *Estimated date for start of operation, if facility is not currently in operation*
- *Indicate any solid waste facility capacity guarantees being offered.*

Facility Name	Carson Transfer Station
Address	321 West Francisco Street Carson, CA 90745
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
Price Per Ton	Trash - $137.48 Construction and Demolition - $149.16 Greenwaste - $143.67
Estimated date for start of operation, if facility is not currently in operation	N/A
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.

Facility Name	South Gate Transfer Station
Address	4489 Ardine Street South Gate, CA 90280
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
Price Per Ton	Trash - $119.85 Construction and Demolition - $127.96 Greenwaste - $163.93
Estimated date for start of operation, if facility is not currently in operation	N/A
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.

Disposal Facilities

Proposers must identify in their proposals the facilities they plan to use to dispose of trash. For each disposal facility to be used by Company, provide the following information:

- *The name and location of the facility*
- *A statement regarding any relationship between the proposer and the facility owner/operator (if any)*
- *The price per ton*
- *Indicate any solid waste facility capacity guarantees being offered.*

These four items must be included for each facility to be used.

Facility Name	El Sobrante Landfill
Address	10910 Dawson Canyon Road Corona, CA 92883
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
Price Per Ton	Trash - $49.82
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.

Facility Name	Antelope Valley Public Landfill
Address	1200 W. City Ranch Rd. Palmdale, CA 93551
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
Price Per Ton	Trash - $93.60
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.

Facility Name	Simi Valley Landfill & Recycling Center
Address	2801 Madera Road Simi Valley, CA 93065
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
Price Per Ton	Trash - $87.45
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.

Processing Facilities

Proposers must indicate in their proposal the facilities they intend to use for the following:

- *Processing of commingled recyclables*
- *Processing of green waste*
- *Processing of mixed waste*
- *Transformation of trash/waste-to-energy (if applicable)*
- *Processing of food waste*

For each facility, provide the following information:

- *The name and location of the facility*
- *A statement regarding any relationship between the proposer and the facility owner/operator (if any)*
- *The material to be processed (green waste, food waste, commingled recyclables, mixed waste)*
- *The price per ton*
- *Indicate any solid waste facility capacity guarantees being offered.*
- *Estimated diversion rate for processing of residential recyclables and organic materials.*

Processing of commingled recyclables

Facility Name	Sun Valley Transfer and Recycling Facility
Address	9227 Tujunga Avenue Sun Valley, CA 91352
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
The material to be processed (green waste, food waste, commingled recyclables, mixed waste)	Commingled recyclables
Price Per Ton	Recycling - $125.00* **Rate per ton is subject to change and heavily dependent on commodity market.*
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.
Estimated diversion rate for processing of residential recyclables and organic materials	Recycle and organic diversion rate upwards of 90% is dependent on materials composition.

Facility Name	Azusa Transfer and Recycling Facility
Address	1501 W. Gladstone Azusa, CA 91701
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
The material to be processed (green waste, food waste, commingled recyclables, mixed waste)	Commingled Recyclables
Price Per Ton	Recycling - $125.00* **Rate per ton is subject to change and heavily dependent on commodity market.*
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.
Estimated diversion rate for processing of residential recyclables and organic materials	Recycle and organic diversion rate upwards of 90% is dependent on materials composition.

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Please recycle after use.

Facility Name	Waste Management of Orange
Address	2050 Glassell Street Orange, CA 92865
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
The material to be processed (green waste, food waste, commingled recyclables, mixed waste)	Commingled Recyclables
Price Per Ton	Recycling - $125.00* **Rate per ton is subject to change and heavily dependent on commodity market.*
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.
Estimated diversion rate for processing of residential recyclables and organic materials	Recycle and organic diversion rate upwards of 90% is dependent on materials composition.

Processing of Organics – food waste and green waste

Facility Name	Sun Valley Transfer and Recycling Facility
Address	9227 Tujunga Avenue Sun Valley, CA 91352
Statement regarding any relationship between the propose and the facility owned/operated (if any)	WM owns and/or operates the facility
The material to be processed (green waste, food waste, commingled recyclables, mixed waste)	Green waste and food waste
Price Per Ton	Greenwaste - $117.97 Organics - $161.12
Indicate any solid waste facility capacity guarantees being offered	We guarantee the City capacity at WM's facility for materials collected by WM.
Estimated diversion rate for processing of residential recyclables and organic materials	Recycle and organic diversion rate upwards of 90% is dependent on materials composition.

Processing of mixed waste

Not applicable.

Transformation of trash/waste-to-energy (if applicable)

Not applicable.

Office and Maintenance Facilities

Proposers must indicated any operating facilities they intend to use for this agreement, including:

- *Yard address for equipment and personnel staging and arrangements for maintenance of equipment;*

407 E El Segundo Blvd.
Compton, CA 90222

- *Office address for customer service, public relations, billing, and franchise administration; and,*

Customer service is handled remotely. Please refer to the Billing and Customer Service section above for further details. Additionally, the City may reach out to your primary point of contact, who is based locally, Erick Quintero at (562) 335-3143 or equinter@wm.com.

The address for public relations, billing, and franchise administration is 9081 Tujunga Ave, Sun Valley, CA 91352.

- *Other operating facilities to be used in providing service under this agreement.*

None.

Optional Additional Information

If the proposer has submitted a proposal that meets all of the minimum requirements of this RFP, the proposer may also offer additional enhancements that exceed the requirements of this RFP and the franchise agreement. Any such enhancements shall be listed by number under this section in the RFP, or it may be omitted from the proposal evaluation. Proposers should include the following information for each enhancement:

- *The additional charge, if any, to the customer for enhancement*
- *How the enhancement exceeds RFP requirements*
- *How the enhancement benefits the customer and/or City and how it would be incorporated into the contract service requirements or rate schedule.*

WM is not proposing any additional enhancements at this time.

4 | Rate Proposal Forms

Rate proposal forms are included in Appendix A. A corresponding Excel workbook will be provided to all potential proposers. Detailed instructions on completing the forms are included within the forms in Appendix A. Proposers must also include an electronic copy of the Excel workbook of the completed rate proposal forms on the thumb drive they submit with their PDF copy of their proposal.

WM provides each customer exceptional service at an outstanding value. Our goal is to provide the most value to our customers through our assets, skilled employees that can focus on safety, unparalleled customer service, and innovative technology - all while providing consistent, quality service over the full life of the contract.

USA Waste of California, Inc. acknowledges the validity of the proposed terms and rates for a period of 180 days after the submission deadline.

Please see below and our separately attached Excel file for our completed rate proposal form. Proposed rates are not inclusive of WM invoiced surcharges (e.g., Energy Surcharge).

Printed on **100%** post-consumer recycled paper.
Please recycle after use.

City of El Segundo Rate Proposal Form
Proposer Name: *USA Waste of California, Inc. dba WM*

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes one solid waste collection bin and disposal and one recycling **Includes 1 96g RCY & 1 64g ORG Cart**

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$ 202.99	2yd	$ 212.26	3yd	$ 230.96	3yd Compactor	$ 356.69	4yd	$ 249.48	4yd Compactor	$ 393.73
2 x p/wk	1.5 yd	$ 395.58	2yd	$ 413.26	3yd	$ 448.80	3yd Compactor	$ 688.63	4yd	$ 484.18	4yd Compactor	$ 759.38
3 x p/wk	1.5 yd	$ 588.18	2yd	$ 614.28	3yd	$ 666.68	3yd Compactor	$ 1,020.60	4yd	$ 718.89	4yd Compactor	$ 1,125.05
4 x p/wk	1.5 yd	$ 780.77	2yd	$ 815.30	3yd	$ 884.53	3yd Compactor	$ 1,352.57	4yd	$ 953.59	4yd Compactor	$ 1,490.68
5 x p/wk	1.5 yd	$ 973.35	2yd	$ 1,016.31	3yd	$ 1,102.38	3yd Compactor	$ 1,684.52	4yd	$ 1,188.29	4yd Compactor	$ 1,856.32
6 x p/wk	1.5 yd	$ 1,165.94	2yd	$ 1,217.31	3yd	$ 1,320.24	3yd Compactor	$ 2,016.47	4yd	$ 1,422.98	4yd Compactor	$ 2,221.97

Multi-Family Recycling Bin Service (Monthly)				**Recycling Stand Alone Pricing**								
Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$ 64.37	2yd	$ 70.13	3yd	$ 81.10	3yd Compactor	$ 162.20	4yd	$ 91.93	4yd Compactor	$ 183.84
2 x p/wk	1.5 yd	$ 121.16	2yd	$ 131.58	3yd	$ 151.88	3yd Compactor	$ 303.75	4yd	$ 172.02	4yd Compactor	$ 344.03
3 x p/wk	1.5 yd	$ 177.95	2yd	$ 193.03	3yd	$ 222.64	3yd Compactor	$ 445.29	4yd	$ 252.11	4yd Compactor	$ 504.22
4 x p/wk	1.5 yd	$ 234.74	2yd	$ 254.48	3yd	$ 293.42	3yd Compactor	$ 586.85	4yd	$ 332.20	4yd Compactor	$ 664.40
5 x p/wk	1.5 yd	$ 291.53	2yd	$ 315.94	3yd	$ 364.19	3yd Compactor	$ 728.38	4yd	$ 412.29	4yd Compactor	$ 824.59
6 x p/wk	1.5 yd	$ 348.32	2yd	$ 377.39	3yd	$ 434.97	3yd Compactor	$ 869.93	4yd	$ 492.39	4yd Compactor	$ 984.77

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only **Organics Stand Alone Pricing**

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	$ 56.99	65-gallon cart	$ 60.34	2yd	$ 104.95	3 yd	$ 129.13
2 x p/wk	35-gallon cart	$ 113.50	65-gallon cart	$ 120.14	2yd	$ 203.38	3 yd	$ 250.52
3 x p/wk	35-gallon cart	$ 170.02	65-gallon cart	$ 179.95	2yd	$ 301.82	3 yd	$ 371.92
4 x p/wk	35-gallon cart	$ 226.54	65-gallon cart	$ 239.76	2yd	$ 400.27	3 yd	$ 493.30
5 x p/wk	35-gallon cart	$ 283.05	65-gallon cart	$ 299.57	2yd	$ 498.70	3 yd	$ 614.69
6 x p/wk	35-gallon cart	$ 339.56	65-gallon cart	$ 359.38	2yd	$ 597.14	3 yd	$ 736.08

City of El Segundo Rate Proposal Form
Proposer Name: *USA Waste of California, Inc. dba WM*

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin **per Occurrence**	$ 10.70
Locking Bins - installation	$ 75.00
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	$ 132.10
Second refuse cart, 65 or 95 gallon-Monthly Charge	$ 80.48
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	$ 80.48
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	$ 80.43
3yd / 4yd Compactor - Additional pick-up	$ 101.04
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurrence	$ 48.29
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurrence	$ 48.29
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurrence	$ 48.29
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurrence	$ 48.29
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurrence	$ 48.29
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurrence	$ 48.29
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurrence	$ 48.29
Contamination Charge - **(Per Yard)**	$ 11.00

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee - **MSW - No Tons Included**	$ 275.00
Drop-off box - plus actual processing fee - **RCY No Tons Included**	$ 275.00
Drop-off box-Source Separated - Flat rate	$ 500.00
Compactor - plus actual landfill fee - **MSW - No Tons Included**	$ 300.00
Compactor - plus actual processing fee - **RCY No Tons Included**	$ 300.00
Processing Fee - per ton	$ 99.20
Green waste Fee - per ton	$ 165.21
MSW Fee - per ton	$ 80.70

Clean-up Bins	Rate	
Clean-up Bin Weekly rental	$ 195.00	(Includes 1st 7 days of rental, plus disposal)
Clean-up Bin Weekly-recycling	$ 195.00	(Includes 1st 7 days of rental, plus disposal)
Clean-up Bin over weight additional charge	$ 48.29	
3 yd bin after 7 days (rental) - per day	$ 7.00	
Clean-up Bin trip charge	$ 49.00	



5 | Conclusion

USA Waste of California, Inc. (WM) is your longtime environmental solutions provider. You are familiar with our company, our team, and our professional approach over the long term, and we are excited about the opportunity to continue to work with you in further managing the City's commercial waste management needs.

We have fulfilled the individual tenets and each requirement of your RFP and have organized this response to provide our proposal in response to each element outlined in the RFP.

We believe this to be a significant contract for both WM and the City. As one of your existing providers, we are strongly invested in your city and want to be your waste solutions provider of the future. We understand your priorities, the way you work, and what makes your city such a great place to live, work, and play. This makes us highly qualified to provide tailored services to meet your operational needs and the ever-evolving expectations.

We are committed to strengthening our current relationship by continuing to provide high-quality, reliable service for the entire term of the Agreement. We have already shown ourselves to be a dependable partner in our current agreement. We have the resources to make needed adjustments, when necessary, to facilitate continued satisfaction for your locations. WM intends to continue to offer uninterrupted stability backed by innovation, value, and price, and to be an active ally in attaining City's goals and objectives.

Lastly, continuing a partnership with WM will provide your city with uninterrupted, reliable service delivery for an essential and highly regulated operation. There will be no transition period where costly mistakes and problems are most likely to occur, as our team is intimately familiar with your operations and has developed a strong working partnership with your staff. Our best-in-class transfer stations, landfills, and recycling operations, along with our industry-leading safety and environmental practices, should give you the peace of mind that your waste is being managed in full compliance with all regulatory requirements and standards.

WM is dedicated to being the best environmental solutions partner now and in the future.

REQUEST FOR PROPOSALS FOR COMMERCIAL SOLID WASTE COLLECTION, RECYCLING, AND DISPOSAL SERVICES

Presented to:

City of El Segundo

City Clerk
City of El Segundo
350 Main Street
El Segundo, CA 90245

Attention: Erica Miramontes



Presented by:

Ware Disposal Inc.

Mailing Address:
PO Box 1318
Santa Ana, CA 92702

Telephone: 877.714.9273
Facsimile: 714.664.0696

Key Contact:
Jay Ware
jay@waredisposal.com
www.WareDisposal.com



Certified WBENC Women's Business Enterprise

Submittal Date

April 29, 2024

Ware Disposal Is a Certified Woman-Owned Business Enterprise

April 29, 2024

City of El Segundo
Office of the City Clerk
350 Main Street
El Segundo, CA 90245

Attention: Ms. Erica Miramontes

Subject: Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo| Letter Of Transmittal

Dear Ms. Miramontes,

Ware Disposal Inc. (hereinafter referred to as "Ware Disposal") respectfully submits its proposal in response to the City of El Segundo (City) Request for Proposal. As a brief background, Ware Disposal is a woman-owned enterprise established in 1968 and a zero waste company, handling all facets of solid waste, processing and recycling throughout Southern California. Ware Disposal is committed to the triple bottom line – people, planet and prosperity. Ware Disposal is also diversified, with a workforce reflective of the communities served.

Ware Disposal understands that it will be providing services addressing all aspects of AB 939, AB 341, AB 1826 and SB 1383 requirements. Waste Disposal is fully prepared to deliver expert collection, processing, recycling and disposal services to all multifamily and commercial premises, for which we are selected by customers through cost efficiency and effectiveness. We will adroitly offer these services addressing refuse, organics, and recoverable materials, and do so in a safe and community-based approach that serves local needs and sensitivities.

Ware Disposal has thoroughly read and is familiar with the RFP, and has read the questions and answers review provided by the City. Ware Disposal has conducted its own investigation and any research it deemed necessary to obtain additional data and/or verify the information contained in the RFP in order to submit this proposal. Ware Disposal hereby warranties that the information provided in our proposal to the best of our knowledge is true and complete as of the date of this proposal submission to the City.

The person signing this Proposal on behalf of Ware Disposal is authorized to do so. In addition, the proposed rates provided in this proposal are valid for no less than 180 after the submission deadline.

As requested, the list of individuals authorized to make representations, their titles, addresses, e-mail addresses, and telephone numbers, are provided below.

Judith Helaine Ware
President/Chief Executive Officer
P.O. Box 8089
Newport Beach, California 92658
Tel. 877.714.9273
Facsimile No.: 714.664.0696

Jay Ware (Key Contact)
General Manager
P.O. Box 1318
Santa Ana, California 92702
Tel. 877.714.9273
Email Address: jay@waredisposal.com

The most significant and unique attributes of our proposal and firm is our longevity in the industry, our experience working as a permittee in the City of El Segundo, the fact that our collection and processing labor force is 100% unionized with Teamsters, our responsiveness to customer needs, and our independently evaluated diversion capabilities, wherein our firm was rated as having the highest diversion rate at the least cost among Orange County-based service providers by the national organization SWEEP, Solid Waste Environmental Excellence Performance Standard (https://sweepstandard.org/).

In summary, we are confident we meet and exceed all the requirements detailed in the RFP. We look forward to providing exemplary solid waste and recycling collection and diversion services to the City for years to come. We invite you to visit us on any Internet-connected device at the following URL: https://www.waredisposal.com/.

Environmentally Yours,

JUDITH HELAINE WARE
President/Chief Executive Officer
Ware Disposal, Inc.

enclosure

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Attachment A Business Structure Information
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Attachment D Educational & Outreach Samples
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4. PROPOSAL NARRATIVE

1. Title page

Ware Disposal provides a title page showing the Proposer's name, title of the service requested, local address, telephone number, and date of submittal. This item is prepared as a cover sheet. The Title Page has an inferred pagination of “i.”

2. Cover Letter

The Cover Letter follows the Title Page and is paginated as “ii” and “iii.”

3. Table of Contents

Ware Disposal has prepared a comprehensive Table of Contents which lists all materials included in the Proposal. The Table of Contents has the pagination of “iv.”

4. Proposer Information

4.1 Business Structure

Ware Disposal, Inc., is the firm’s legal name, and is hereinafter referred to as “Ware Disposal”, or as the “firm.” The firm was founded in 1968 and was legally incorporated as a C-corporation in the State of California on June 14, 1982.

The firm has been continuously operating for 54 years since its establishment. Ware Disposal remains one of the longest standing, locally-owned and operated solid waste and recycling providers in Southern California. Judith Helaine Ware and Ben Marlon Ware are the only owners/stockholders of Ware Disposal, which is a certified Woman-owned business enterprise (WBENC #1700803). As Ms. Ware holds a majority of the stock, she is responsible for the corporation as CEO and President; and she takes an active role in its management.

Ware Disposal is based in Santa Ana, California. It’s ranked as the 37th largest refuse and recycling hauler in the United States according to the industry journal ***Waste Today***.

Ware Disposal has provided a copy of its corporation's "Certificate of Good Standing" with the State of California. Our "Statement of Information" lists the corporate officers. This information is provided in Attachment A.

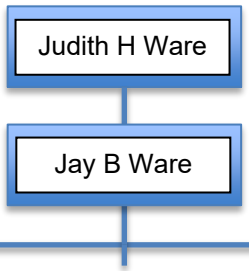
4.2 Key Personnel

In this section, Ware Disposal provides a chart of its organizational structure and the roles of all personnel involved by name and position. This structure is shown below.

Management functions are divided into three (3) regular areas:

- Administration
- Operations
- Education & Outreach

Judith Ware as the CEO retains overall managerial direction and oversight. She delegates many day-to-day responsibilities to her son, Jay Ware, General Manager. Each area is headed up by an experienced organizational team member. For administration, Michael Shaffer, CFO, directs personnel in charge of labor and human relations, purchasing, invoicing and accounts payable, and select aspects of customer service. Harry Hoshiyama, Senior Operations Manager, supervises personnel in charge of trucking staff, equipment, equipment maintenance, routing, and materials processing. Finally, Jason Rush oversees Education & Outreach including reporting, customer services, outreach and education of the community, and development of materials used in outreach.



Administration	Operations	Education & Customer Srvcs
Michael Shaffer-CFO	Manuel Gonzalez-Mgr.	Jason Rush-Mgr.
Reeta Raj	Brad Timmons	Keenan Johnson
Yolanda Mora	Frank Torres	Martin Figueroa
	Eddie Lara	Harry Hoshiyama

Our management team is stationed primarily at Ware Disposal's corporate offices at 1035 E. 4th Street, Santa Ana, California. This is also the site of our vertically integrated MRF processing and transfer station named Madison Materials. Fleet operations are centered primarily at 1451 Manhattan Avenue, Fullerton, California.

The capsule resumes of key personnel begin with our President and CEO, Judith H. Ware.

JUDITH HELAINE WARE

President & CEO/Signatory



Judith Helaine Ware has been the President and CEO of Ware Disposal since the mid-1980s and the CFO of the Company since its inception in 1968. She understands the accounting principles utilized by large-scale CPA firms to produce the Company's financials and to adhere to generally accepted accounting principles. She develops the Company's overall corporate strategy

and deals with financing/leasing companies in securing the requisite financing of capital equipment.

Ms. Ware has participated in many seminars and conferences in the state, and she has supported municipalities' attempts to develop permanent solutions in meeting their requirements under AB 939, the State of California's Integrated Waste Management Act of 1989. Her participation in a number of these seminars led several municipalities to implement construction and demolition and green waste programs to capture additional diversion. She has 45 years of experience, possessing extensive knowledge of the solid waste and recycling industry.

While managing the Company, she is also highly active in civic affairs and sits on a number of corporate/non-profit boards, including the California Women's Leadership Association, the Boys and Girls Club of Santa Ana, the Raise Foundation, the Orange County Marathon and the Orange County Taxpayer's Association. She is a community partner, like the rest of the Company, and has been happily married since 1968. She has one son (i.e., the Company's General Manager) and a daughter.

JAY B. WARE

General Manager (Primary Contact)

Jay Ware began his career in the industry by driving routes and signing up customers. He attended the Solid Waste Association of North America's Construction and Demolition course in Salt Lake City in July 2001; the first time the course had ever been offered by SWANA. He was a panelist on construction and demolition facility operations for the California Resource Recovery Association's Construction and Demolition Council at the City of San Diego on 27 February 2003, and currently is an executive member of the organization's Construction and Demolition Council (CDC). Lastly, he is a current board member of the California Waste and Recycling Association (CWRA). The CWRA is made up of solid waste haulers, recyclers, facility owners and operators, and associate members whose goods and services support small haulers and recyclers.



Mr. Ware has had an instrumental role in the tremendous growth at Ware Disposal over the last decade. Through his leadership, Ware Disposal now has all of its collection fleet operating on low-emission compressed natural gas (CNG), as well as maintaining the average age of the fleet at no older than four (4) years. Ultimately, it is his goal to have Ware Disposal's entire fleet run on RNG fuel and, eventually, on electrification.

Mr. Ware has been instrumental in developing and implementing the firm's state-of-the-art diversion systems including its A:B (wet and dry) routing system, curbside recycling programs, C&D debris recycling system, and, most recently, its organics recycling operations.

He will be the point person as part of the transition from prior service providers. He has coordinated several previous service transitions, including City of Los Angeles Southeast Zero Waste Franchise Zone, City of Monterey Park, the unincorporated areas of South Whittier, Lennox GDD and East Charter Oak for the County of Los Angeles, the City of Laguna Woods, Orange County El Modena permit area number 5, the Irvine Company, and several school districts across Los Angeles and Orange Counties.

He graduated in 1992 from the University of Southern California (USC) with majors in business administration and communications.

MICHAEL SHAFFER

Chief Financial Officer



Michael Shaffer is the firm's CFO, and he possesses more than 20 years of progressively responsible experience managing accounting and finance functions for companies in a variety of industries. Mr. Shaffer has led accounting groups at both large Fortune 500 companies as well as small early-stage growth enterprises. Among his significant previous positions, Mr. Shaffer served as Vice President of Administration and CFO of Nakoma Group, a California-based management consulting firm specializing in Oracle-based ERP system implementations and upgrades. He was the Finance Director (Division Controller) for Endeavors Technology, a US subsidiary of the publicly traded UK firm, Tadpole Technology. Prior to his years with Endeavors, Mr. Shaffer held various accounting-related roles at the Fortune 500 energy services firm, Sempra Energy (NYSE:SRE).

BEN MARLON WARE

Vice President/Secretary of the Board

Ben Ware is an original founder of Ware Disposal, and he possesses 54 years of experience in the solid waste and recycling industry. He has a full understanding of managing the daily operations of a large-scale truck fleet and oversees the dispatch operations for the Company. He also possesses over 45 years of mechanical experience. When he established the Company in 1968, he first collected recyclable material and prevented it from being landfilled well before AB 939 was passed in 1989.

Mr. Ware is a seasoned voice for the firm's franchise transitions, a characteristic that will assist the Company well during the transition from the previous service providers to Ware

Disposal. His role will be that of the Senior Technical Relations Coordinator and to coordinate special projects during the transition from the previous service provider(s) to Ware Disposal.

JASON BRYCE RUSH

Legislative Director, Public Relations and Recycling Coordinator

Jason Bryce Rush is the Legislative Affairs Director and Corporate Recycling Coordinator for Ware Disposal, a position he has held for more than 25 years. He joined Ware Disposal after working for two (2) years as an environmental policy analyst in the California State Assembly. His understanding of environmental rules, regulations, AB 939, and the governmental process is extensive.

Mr. Rush has attended numerous seminars/conferences in the solid waste and recycling industries allowing him to remain well-versed in technologies, regulations, and business strategies related to recycling, and zero waste management systems. His specialty with business accounts and local municipalities has been "performance auditing," a process by which he analyzes an existing waste management program and waste supply, and then integrates this information with existing and potential demand (domestic and foreign recycling markets). This process can easily optimize services to reduce a client's overall disposal costs and increase recycling.

Mr. Rush is responsible for all reporting for Ware Disposal's franchise contracts. He will be responsible for reporting, monitoring, and compliance.

HARRY HOSHIYAMA

Operations Manager

At Ware Disposal, Mr. Hoshiyama started as a roll off dispatcher, and was promoted to Senior Operations Manager at Ware Disposal, where he oversees the day-to-day operations of all vehicles, roll-offs and trailers, as well as operations at our Fullerton Corporate Yard.

REETANJALLI "REETA" RAJ

Accounts Payable

Ms. Reeta Raj is Ware Disposal's accounts payable clerk for over a decade. Previously, she worked for the Charles Krishna Tax and Accounting service as an Accounts Clerk for three (3) years. Additionally, she has worked for Punjas Ltd. in the Fiji Islands as an Accounts Payable Supervisor for two (2) years prior to emigrating to the United States of America. Ms. Raj possesses a BS in Accounting and Information Systems from the University of the South Pacific, Fiji Islands.

BRAD TIMMONS

Operations Management Specialist (Route Manager)

Brad Timmons has over 25 years of experience in the solid waste and recycling industries. He possesses many years of practical experience in single-family and multi-family residential and commercial MSW collection and routing. Brad is also an accomplished public relations manager. He will assist the Company and the City in the following ways:

Routing—He will confirm routing the entire residential and nonresidential sectors of the City areas, while ensuring minimal disruption to the customers' current service frequency. This assumes no major changes initially; however, later we may be able to identify ways to enhance or improve collection and resource recovery efficiency as our routes mature.

Marketing—He will assist the Company in targeting key franchise areas to increase participation in recycling/diversion programs (i.e., the multi-family and commercial sectors) so that the City maintains its overall AB 939/AB 341 obligations, and we meet our diversion obligations.

Developing recycling programs—He will utilize his many years of industry experience to assist in the implementation of specific recycling and diversion programs for the City's commercial sector and ensure that they ultimately become highly successful.

FRANK TORRES

Senior Operations Manager –Madison Materials

Frank Torres is the Operations Manager at Madison Materials, the MRF division of Ware Disposal. He possesses an extensive background in the trucking and solid waste industry with 12 years of supervision responsibilities. For over 15 years, he was the Operations Manager for American West Trucking in Anaheim, California, where he supervised approximately 60 employees and managed the day-to-day operations of maintaining the Department of Transportation logs, supervised the dispatch operations and other affiliated personnel. Because of that position, he possesses the necessary experience and training for operating equipment like forklifts, wheel loaders and excavators.

Mr. Torres has the responsibility at Ware Disposal's Madison Materials Resource Recovery facility to market the processed recyclable products, so they are returned to the end-user marketplace. Annually, he successfully markets over 100,000 tons of recyclable materials (processing over 150,000 per annum at Madison Materials), including finding new markets for organics, green waste, recoverable materials, and construction and demolition fines for beneficial reuse. He also has the responsibility of developing and maintaining the facility's safety policies, managing the facility's 50+ employees, supervising the mechanics, providing the necessary incentive for workers on the sort line to increase productivity, and identifying

methods to improve the quality of the overall product. Mr. Torres is bi-lingual, fluent in English and Spanish.

YOLANDA MORA

Accountant and Billing, Residential & Commercial Customer Service Manager

Yolanda Mora is responsible for Ware Disposal's financial reporting and other fiscal matters on the subject contract. She has six (6) years of supervision experience and an extensive background in accounting and finance and management information systems, resulting in significant improvements in cost reporting and controls. Before joining Ware Disposal, she worked for manufacturing companies in Orange and Los Angeles County. Ms. Mora will assist the General Manager and the CFO to ensure that the services provided are cost-efficient and sustainable. Ms. Mora has a diploma from the Southern California Institute of Technology in computer sciences.

Working for Ware Disposal in Accounts Receivables, Ms. Mora incorporates that same personalized approach with the residents. She manages the Los Angeles County Residential Customer Service for the three County franchise communities and County area commercial accounts. She handles the customer requests, billing, collections, customer call logs, and creates the quarterly recycling newsletters that communicate important information to promote awareness about recycling in their communities. She also assists with commercial customer needs or wherever else she is needed.

MANUEL GONZALES

Senior Operations Manager

Mr. Manuel Gonzales has been the Senior Operations Manager for Ware Disposal for the past twelve (12) years. Prior to becoming the Senior Operations Manager, he was Ware Disposal's chief mechanic, and got his entry into the firm as a driver for the Company. He will be one of the lead individuals to ensure a smooth transition.

Mr. Gonzales has assisted the Company in making the Company's routes more efficient and was the leading force for implementing a GPS system in all Company's trucks in 2002. His work was instrumental in implementing the cloud-based online real-time tracking and monitoring system utilized on all fleet vehicles.

He will assist the Company to locate and place all of the containers for the commercial, industrial, and multi-family customers. Mr. Gonzales will also be one of the key individuals involved in recruiting and training new drivers and service staff. Mr. Gonzales is fluent in English and Spanish languages.

KEENAN JOSE JOHNSON

Customer Service Relations Manager

Jose Johnson is the Customer Service Relations Manager at Ware Disposal, with six (6) years of supervision experience. Mr. Johnson is responsible for assuring that all customer requests and complaints are handled quickly and in a responsive manner. It is the duty and objective of Mr. Johnson and Ware Disposal to provide the residents and businesses with a 100% satisfaction "guarantee."

He possesses over 10 years in customer service and large account management. His experience includes accounting/financial management, retail management and construction/inspection management. He will be responsible for supervising all customer relations with the public and businesses in the City. He will directly supervise all Customer Service Representatives (CSRs) involved with the transition and ongoing public relations.

As the Customer Service Relations Manager for Ware Disposal, Mr. Johnson has maintained multiple large volume accounts over the past three years. His customer service skills have created positive relations with the company's clients and seek to provide the best possible service at all times. Mr. Johnson has implemented organizational management tools to promote an accurate and consistent system. He assists in educating and implementing Ware Disposal's recycling programs, so the Company's clients are aware of any current state and/or local government measures and/or programs. He possesses superior knowledge of operations as it relates to the solid waste industry.

MARTIN FIGUEROA

Zero Waste Representative Manager

Martin Figueroa is our Customer Services Manager and our customer service representative for all County of Los Angeles franchises. He oversees over a dozen team members highly trained in customer service. Mr. Figueroa has worked for Ware Disposal since June 2018. Besides his managerial role, he performs the following duties:

- Oversee in-house billing; invoicing procedures for high priority accounts (LA County, DOT, School Districts)
- Establish new client accounts into our database
- Generate AR collection reports on a weekly basis to assist both upper management and accounting staff
- Corresponded via email and telephone collecting on past due accounts, resolving disputes and questions, researching misapplied payments
- Answer a high volume of customer relations phone calls
- Process payroll and maintain timecards for approximately 300 employees

- Assist AP with sorting and filing incoming bills, entering invoices in QuickBooks for payment and help maintain a healthy aging
- Assist HR by performing orientations; reporting all accidents/injuries

4.3 Service Transition Experience

Ware Disposal has a wealth of transitional experience with solid waste services for dozens of communities. References for each of three examples are provided below in order of presentation.

In Los Angeles, for instance, Ware Disposal received a commercial zero waste zone in the huge RecycLA program in mid-2017. Over 2,000 commercial customers were transitioned from several haulers to Ware Disposal. There were many issues involved in this transition as the zones developed by the City of Los Angeles had never had any franchise hauler before, nor were there any established rates for service.

For Los Angeles County, Ware Disposal conducted several transitions. One was a particularly difficult transition in South Whittier for over 14,000 residential accounts where the outgoing hauler provided very little assistance and the program had to be done within 30 days. Ware Disposal was successful in making the transition happen.

In 2017, Ware Disposal was involved in a commercial transition from Athens Services in Monterey Park. The City was pleased with the outcome in which Athens Services was required to divest itself of accounts and Ware Disposal was required to initiate services. In fact, the City recently awarded Ware Disposal the entire residential franchise, replacing Athens Services which had provided services for over 20 years. Ware Disposal is currently engaged in rolling out a new three container system to over 14,000 accounts which replaces the old and ineffective two cart system employed by Athens.

Daniel Meyers, (2017) Exclusive Services Program Manager
City of Los Angeles LASAN
1149 South Broadway, 5th Floor, MS 944
Los Angeles, California 90015 2213
T 213 473 8158
F 213 473 8232
dkmeyers@san.lacity.org

Steve Milewski (2008) Exclusive Residential Services (East Charter Oak, South Whittier and Lennox GDD) Residential Franchise Manager
County of Los Angeles
900 South Fremont Avenue
3d Floor Annex
Alhambra, California 91803 1331

T 626 458 3573
F 626 458 3593
smilewski@dpw.lacounty.gov

Ms. Xochitl Tipan (2017), Semi-Exclusive Services
Principal Management Analyst
City of Monterey Park
320 West Newmark Avenue
Monterey Park, California 91754 2896
T 626 307 1383
F 626 307 2500
xtipan@montereypark.ca.gov

4.4 Litigation History and Regulatory Compliance

Ware Disposal has a relatively clean history for litigation and regulatory compliance. In the last seven years, there were three court cases. One was Salomon Sandoval vs Ware Disposal Inc, Case Number BC605732 in County of Los Angeles Superior Court. Litigation concerned an alleged violation of CA Labor Code Sections 226.7 and 512, and the case was settled as approved November 20, 2017. In another case, number 30-2016-00861007, County of Orange Superior Court, litigation was brought by Salvador Luna alleging violations of wrongful termination. Case was remanded to an independent arbitrator to resolve but was instead dismissed. Finally, in 2021, the Orange County Coastkeeper brought a lawsuit against Ware Disposal for an alleged violation of its storm water permit at its MRF, Madison Materials. The case, number 8:20-cv-1565, was settled out of court in November of 2021.

In the past 10 years there have not been any regulatory compliance issues with state, local or regional agencies; nor any issues with franchises or contracts with municipalities. Ware Disposal has always fulfilled the terms of every contract and franchise.

4.5 Safety Record

In this section, Ware Disposal provides information about its safety record. In Attachment B, we have included:

- The two most recent CHP Safety Compliance Reports (BIT inspection reports) for the fleet maintenance facility that will service the vehicles used in the City.
- The most recent workers compensation Annual Rating Endorsement that shows the proposer's most recent workers compensation Rating Plan Modifier.

Additionally, and as requested, we have provided the TRIR and the VARR safety metrics for our firm by year.

Year	TRIR	VARR
2019	4.77	1.93
2020	8.08	1.22
2021	4.48	1.17
2022	2.16	1.39
2023	2.86	1.85

4.6 Financial Information

We have submitted our interim financial statement for the most-recently completed fiscal year, 2023. These are included as Attachment C. Our reviewed financial statement will be available May 3, 2024, and we can provide that upon request.

Finally, as an indication of the strength of the organization -- given that Ware Disposal will be the guarantor -- we possess a wonderful relationship with BMO Bank and Wells Fargo Bank as part of their commitments to funding clean energy/green type projects across California. We currently have approximately $4 million of pre-approved equipment credit lines in place.

The following are our general financial references.

John Treiber
Vice President, Sr. Relationship Manager
BMO Bank
4400 MacArthur Boulevard, Suite 600 | Newport Beach, CA 92660
O 949.797.1988 | **M** 949.933.1018
John.Treiber@BankoftheWest.com

Ed Roberts
Senior Vice President, Specialty Markets - Transportation
Wells Fargo Equipment Finance | 600 S 4TH ST Floor 10 | Minneapolis, MN 55415-1526
MAC: N9300-100
Tel 612-759-6184 | eFax 855 888 5904
ed.roberts@wellsfargo.com

5. Technical Proposal

5.1 Automated Collection Services

Commercial customers are to be provided trash, recycling, and organic materials containers including bins and carts as appropriate. All commercial customers will have an opportunity to request one bin exchange at no charge each year. Subsequent bin exchanges can be requested in accordance with the rate schedule. Bins shall comply with color and labeling requirements specified by the City and CalRecycle. The firm will be responsible for bin repair and maintenance, and replacing lost, stolen or damaged bins within three (3) business days at no additional charge to the Customer or to the City.



5.1.1 Trash

All commercial customers will receive, at minimum, weekly trash collection. Ware Disposal utilizes a three-container collection system of black (trash), blue (recyclables), and green (for yard waste) with a 4th cart for food waste.

5.1.2 Recyclables

Commercial customers will receive, at minimum, weekly recycling collection on the same day as their trash collection. Customers may request additional recycling bins at no additional charge.



Blue containers will contain: “Paper” to include all clean dry paper; “cardboard” to include paperboard boxes and chipboard, cardboard boxes (broken down and flattened); “cartons” to include all refrigerated, shelf-stable, aseptic packaging; “metals” to include all aluminum, tin, metal, and bi-metal cans (wiped clean, if possible); “glass” to include all glass bottles and jars, wiped clean, if possible (including broken bottles); “plastics” to include all plastics numbers 1 through 7 (empty plastic containers,

wiped clean, if possible), all clean plastic bags (grocery bags, dry cleaner bags, and film plastics), and car seats (cloth removed).

5.1.3 Organic Materials

Commercial customers will receive, at minimum, weekly organic materials collection on the same day as their trash collection. Customers may request additional organics waste bins at no additional charge. If a green bin is not used by an account, a smaller food waste cart will be provided, unless the account has been exempted by waiver.



Green Container: "Yard trimmings" include all organic materials from the yard or landscaping such as plant trimmings, branches, and flowers, grass clippings, leaves and branches, fruits and vegetables, including only fruits or vegetables grown in your yard/garden that are whole, uneaten, and unprepared. *All other food and food scraps should be placed in a 4th brown cart for proper recycling*. Typically, multifamily residential (MFR) complexes and commercial premises have third-parties conduct landscaping work and usually require groundskeepers to haul away cut greens for recycling. In any event, Ware Disposal will work with all its accounts to assure that third-party landscapers recycle their collected materials. If they don't, Ware Disposal will work with them and affected complexes to arrange for weekly green waste service using a roll off or other container. In all cases, MFRs will receive a food waste cart unless specifically exempted by waiver.



Organic food waste containers will contain source separated food scraps, food-soiled paper, and compostable plastics. Food waste is a subset of SSGCOW. "Food Scraps" means all food stuff such as, but not limited to, fruits, vegetables, meat, poultry, seafood, shellfish, bones, rice, beans, pasta, bread, cheese, and eggshells. Food Scraps exclude fats, oils, grease when such materials are source separated from other food scraps. "Food-Soiled Paper" means compostable paper material that has come in contact with food or liquid, such as, but not

limited to, compostable paper plates, paper coffee cups, napkins, pizza boxes, and milk cartons. Edible Food separated for food recovery will not be considered food waste. It is noted that food-soiled paper and plastics of any type are excluded from delivery of food wastes to the Puente Hill MRF since their Doda process cannot process such materials.

5.1.4 Food Rescue



Ware Disposal has an exemplary record of conformance with SB 1383 and the requirements of edible food recovery. Ware Disposal is very adept at providing food rescue and donation programs for the commercial sector. We work closely with the LA Food Policy Council (https://www.goodfoodla.org/), with Abound Food Care (https://www.aboundfoodcare.org/), and with Food Forward (https://foodforward.org/).

We believe *Good Food for All* is possible and that all communities deserve access to good food, grown in a way that respects people and the planet. We work to create a local food system free from hunger, rooted in equity and access, supportive of farmers and food workers, and guided by principles of environmental stewardship and regeneration. To accomplish this vision, we coordinate and connect people in our franchise areas, including government, business and community groups working on food.

One way that has worked very successfully is an incentive program with our food donation partners, such as Food Forward. In 2017, Ware Disposal paid Food Forward over $5,000 for edible food collected from our food scraps generating accounts in the Southeast LA City Zero Waste Zone. This cash-incentive program is thriving today.

Additionally, we worked with St. Francis Food Pantry to rescue nearly 290 tons of food in six months from July to December 2017; and this was redistributed to hundreds of homeless and needy people and families. At 5 lbs /person/day, this is the equivalent of feeding 100,000 people. This rescue effort has only increased since this inaugural period.



More recently, we are working closely with the Tustin Unified School District and the Irvine Unified School District on food rescue programs with the assistance of Abound Food Care. Our firm wrote a winning grant on behalf of the Tustin Unified School District in which we are providing logistical support (infrastructure and collection) for edible food from up to 27

schools in the TUSD for distribution to the needy in the immediate area. With the concurrence of the City of Irvine, CalRecycle, and Abound Food Care, we recently expanded the grant program to include the Irvine Unified School District and many of the estimated 50 schools will be included ultimately.

Electronic Waste: Includes appliances and all batteries (including car batteries, household batteries, and rechargeable batteries). E-waste is accepted by special appointment (contact our Call Center).

Hazardous Materials: Includes syringes and needles, medical waste, drugs (pills, liquids, gel caps, vials, and injectables), all partially filled aerosol cans and containers for cleaning fluids, automotive fluids, pesticides, oil-based paint, garden chemicals, and pool cleaners. These items have special handling requirements; so, customers are asked to please contact the Ware Disposal Customer Care Center for information on how to dispose of such items.

Bulky Items that are too large to fit in the black bin, such as furniture, oversized toys, etc., are considered bulky items. These items are eligible for our bulky item program, which will conform to the contractual requirements as indicated in the draft contract.

5.2 Diversion Requirements

The main goal of Ware Disposal's waste diversion program is to assist the City in meeting its AB 939, AB 341, AB 1826, and SB 1383 diversion mandates. Our objectives are as follows: (1) elevate the awareness of parcel occupants of recycling opportunities available to them, as well as bulky item collection (annual and on-call), (2) promote waste prevention including reduce and reuse opportunities for certain items and wastes, (3) educate on the proper disposal of materials not accepted through Ware Disposal's programs, and (4) promote general resource conservation to enhance everyone's commitment to a more sustainable way of life.

Ware Disposal has Customer Service Guides (CSG) that describe how to place containers for collection, which materials should be placed in each container and what is prohibited materials with instructions on how to dispose of such materials safely using alternative methods. Customers will be encouraged not to use bags in recycling and organics containers. Our toll-free number will be included to answer any remaining questions. The CSG will be printed and delivered annually to all accounts, premises, and units.

Ware Disposal has prepared different service guides for multi-family, commercial generators, and commercial edible food generators. Ware Disposal will, at its sole expense, revise, re-print, and redistribute service guides once every two (2) years or at least 60 days prior to a change in the accepted or prohibited materials for any program. Ware Disposal will make the service guide available in an electronic format through its website. Ware Disposal may provide an electronic version of the instructional service guide rather than a printed version,

if requested by the customer.

Ware Disposal has the experience and capacity to collect and process all waste generated within the service area using a three (3) single-stream system plus food waste cart. This method of collection and processing will use a blue, green or brown, and black bin separation process which also includes wet and dry routing to maximize post-collection diversion and minimize contamination.

Below outlines the process for each material diversion. This is fundamental to achieving higher rates of diversion:

What Accounts Do	What Ware Disposal Does
Separate their discards into 3 single streams	Collects all discards separately
1. Single-stream recyclables (blue container) – Customers sort fiber, plastics, metals, glass, wood and more into blue cart/bin	Collects and processes materials at Madison Materials or another Material Recovery Facility for recycling (>90% recovery)
2. Single-stream organics (green or brown container) – Customers sort organics into green container or food waste container	Collects and processes materials at Madison Materials or another Material Recovery Facility for recycling (>90% recovery)
3. Single-stream refuse (black container) – Commercial premises do nothing other than place their refuse into the black bin and do not realize any difference in collection or collection cost; Ware Disposal determines routing for wet-dry collection post-separate collection	Collects refuse in dry and wet routes to enhance post-collection processing at Madison Materials, or another Materials Recovery Facility, for up to 40% recovery: 1. *Dry, fiber-rich accounts*: all sources related to offices, retailers, services and industries, C&D debris sites, & distribution centers 2. *Wet, organic-rich accounts*: all sources that generate organics such as residences, food-related businesses, grounds-related sources, & hospitality sources

We have provided several examples of public education and outreach materials used to educate customers in Attachment D and as described in Section 5.5 of this proposal.

5.3 Collection Vehicles

The following chart outlines the requested information for vehicles to be used in the area by make, model, model year, type of fuel, waste sector collected, and number of vehicles. Ware Disposal currently has an inventory of over 125 vehicles from which to choose. It will purchase additional vehicles as needed. The front loaders will be divided into four vehicles

for trash and four vehicles for recycling. Two roll offs are projected to be assigned to the City. Finally, a boxbed truck will collect food wastes while a scout utility truck will assist in bin placement, identifying abandoned items, and handling other duties are required.

Service Details	Front End Loader	Roll Off	Boxbed Truck	Scout Utility
No. of Vehicles	8	2	1	1
Make	Peterbilt	Peterbilt	Isuzu	Isuzu
Model	520	520	--	--
Model Year	2022	2022	2022	2022
Type of Fuel	CRNG	CRNG	CRNG	CRNG
Safety Features	*	*		
Waste Sectors	Commercial & MFR	Commercial	Commercial & MFR	As needed
Wastestream	Refuse & recyclables	Refuse & recyclables	Organics & OBW**	

* GPS systems to show vehicle locations online/real time; PreView Side Defender®II "Right-hand" safety notification cameras and alert system; Safety labeling of trucks

** OBW – Oversized bulky wastes

Ware Disposal possesses its own CNG/RNG fueling infrastructure at its corporate yard located at 1451 Manhattan Avenue, Fullerton, California. It is noted that by the time this contract is ready to be implemented, Ware Disposal will have upgraded its Mission Road facility in Los Angeles to include its own CNG/RNG fueling station.

Our vehicles have features that enhance safety. These include:

- Low overhead clearance by placing CNG equipment behind the cab rather than atop the truck body
- Day and night vision cameras on each side of the truck and PreView Side Defender®II
- Side guards
- Enlarged side and cross view mirrors custom-fitted to the front of each truck to allow for a wider front and side view of the vehicle
- Easily visible placarding and labeling
- Dual-station cab with two nearly identical work environments including dual controls for the parking brakes, HVAC system and stereo



- Angled console sides for easy visibility and access to the same controls and displays from the right and left
- An enhanced HVAC system for improved airflow and climate control
- Pantograph wipers that cover 27 percent more of the windshield than previous designs for increased safety during inclement weather

Finally, Ware Disposal has an established inspection and maintenance program to ensure that all equipment and vehicles to be used are safe to operate all times in accordance with all applicable regulations and requirements promulgated by local, county, state, and federal agencies.

The crux of the Ware Disposal maintenance program begins with the driver. Each vehicle is inspected daily by its assigned driver, and the condition of the vehicle is noted on the Ware Disposal VCR reports. This inspection includes but is not limited to vehicle engine, exhaust, tires, safety systems, cameras, body, compaction mechanism, brakes, onboard computers, and electrical systems. Regardless of condition, routine maintenance is performed every 30 days and more thoroughly once every 90 days. Drivers denote the status of their vehicles, including what's wrong with the vehicle, in the daily VCR report. Every day, this VCR report goes directly to the maintenance department (see Attachment F for a copy of the form).

If a condition does not impair the operation of the vehicle, the driver will use the vehicle and the maintenance department will conduct the reported repair the next day service. If a condition would appear to impair vehicle operation, the driver will report this to their maintenance supervisor and dispatch, and a spare vehicle will be assigned for the day while the vehicle is repaired. If the vehicle requires more extensive repair, it will be temporarily replaced by a spare or another vehicle permanently.

All maintenance under the franchise will be performed at the corporate and maintenance yard located at 995 N. Mission Road, Los Angeles, California. This is where trucks will be stationed as well. It is noted that vehicles will be fueled temporarily at the Gas Company station located in Monterey Park.

5.4 Billing and Customer Service

5.4.1 Billing

Ware Disposal provides a seamless billing and invoicing system. Our Soft-Pak software is integrated so that customer service information can be used by operations for routing purposes and accounting for billing purposes. Since 2010, Ware Disposal has had the ability of sending out invoices via email to customers, thus reducing the amount of paper used and potentially landfilled. It is also integrated into our website so customers can set up easy-pay options.

Customers will be billed on a monthly basis that will cover the prior month's service period. Options to pay by mail, online, and phone or through our Customer Service Center are provided. If a customer is overbilled, CSR will promptly credit the account for the full amount that was overbilled. The customer will have a choice of refund in the form of a check or credit.

5.4.2 Customer Service

Ware Disposal's customer service and call center procedures are predicated on customer satisfaction. All staff and customer service representatives (CSRs) are trained to maintain a professional and courteous demeanor. Every customer is treated courteously and provided with timely, responsive and thorough solutions to problems and requests for information. The services provided are vital in protecting human health, safety, and the environment.

At all times, Ware Disposal strives to be responsive, competent, reliable, and professional in every aspect of its business. Each and every employee interacting with the public is thoroughly trained to understand their vital role in the provision of excellent customer service. Furthermore, Ware Disposal understands the City's emphasis on a smooth transition. We have decades of industry experience servicing the public and our customer service representatives are a critical part of our daily success.

Our goals are as follows:

- Every call is received and answered promptly
- Ensure the customer has direct contact with a live person 100% of the time
- Reduce the amount of telephone call volume by being proactive according to the calendar of events and time of year
- Reduce, to the degree feasible, hold times
- Monitor average call handling, tracking metrics on a daily, weekly, and monthly basis
- Ensure the appropriate level of staffing during the course of a calendar year or in transitions
- Ensure accuracy in reporting
- Monitor telephone calls with clients to ensure accuracy, quality and professionalism
- Refer to supervisor reports, especially the reason for escalation to a supervisor, etc.

The customer service protocol outlined below describes Ware's on-going commitment for excellence in customer satisfaction which includes

- Customer service call center performance
- Staffing, response timing, and other service metrics
- Website content and utilization
- Customer information systems
- Commercial and residential customer service responsiveness

5.4.3 Customer Service Call Centers

Ware Disposal maintains its main ***customer service call center*** at its corporate offices at 1035 E. 4th Street, Santa Ana, California. It serves as the primary telephone point of contact and information for all services. It is noted that all calls to Ware Disposal Customer Service are handled by the same system and call center; however, an option will be provided so that City residents and businesses can select from a menu and contact the CSRs dedicated to the City especially during the transitional period.

Ware Disposal utilizes the service of the Mitel 5330 IP phone service. This VoIP (Voice Over Internet Protocol) call center and our waste accounting management software system (Soft-Pak) provide us a dynamic process that automatically matches a customer's incoming telephone number with that customer's address, service description and account history. The telephone system has a direct link between our Santa Ana headquarters/MRF and the Fullerton corporate yard so any overflow of calls can be answered on either end for prompt service.

The Company lists a toll-free number and extensive website in English and Spanish, other languages available as required by the City. Any information such as pamphlets, post cards, fliers, notices, billings, etc., will always bear the phone number in bold lettering.

Ware Disposal has an automated system to answer all telephone calls. Telephone calls will be answered within one (1) ring. Ware Disposal's toll-free telephone number at 877-714-9273 is staffed by customer service representatives during normal business hours of 7:00 am through 5:00 pm Monday through Friday, and 7:00 am through noon on Saturday. We also provide easy-to-use click-to-call and online ordering systems.

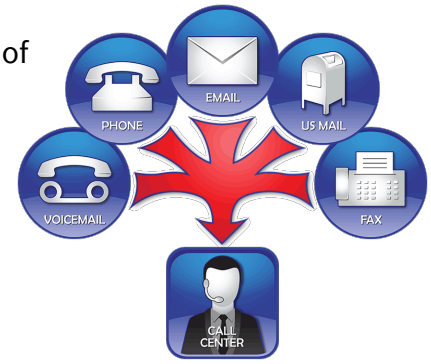
When placing a call, customers can choose between "English or Spanish" language and is then followed by a menu of options including customer service, billing, and general mailbox. After the initial answer, the telephone system can broadcast public education messages to customers placed on hold while waiting to speak with a CSR. The system is designed to allow for no more than two recorded options before the customer speaks to a live customer service representative. Ware Disposal will be available during regular office hours at the numbers assigned to receive calls from the City, customers and the general public regarding its Performance Obligations, Franchise Services including subscription orders, complaints, payments and other services. Ware Disposal will provide an answering service at the numbers to service customers after regular hours.

5.4.4 Call Centers Staffing

Ware Disposal's customer service group consists of 12 trained customer service representatives who function under two (2) customer service supervisors and the General Manager, Jay Ware. As it relates to the City, this staffing level is more than adequate to assure

our high level of service during the non-transition and to maintain our response times. Our CSR supervisor will carefully monitor the situation and, if additional staff are needed, we will furnish them.

Our supervisors exist to provide daily guidance to CSRs with on-going customer service etiquette training, use of the Soft-Pak software system, reviewing and monitoring of telephone calls and emails, etc. Ware Disposal has a supervisor in each location to ensure company policies are followed at all times and to maintain our excellent record of customer service. Ware Disposal conducts monthly staff meetings to review prior CSR performance, provide new and refresher training courses, government rules and regulations and, augment field experience. All of Ware Disposal's supervisors have been employed by the Company for over five years and, in a number of cases, a decade or more.



Examples of daily CSR functions are as follows: entering in bulky item pick-ups, ordering a SHARPS container, answering billing questions, establishing new service with the Company, and determining Senior Citizen qualification.

5.4.5 State-of-the-Art Responsive Design Website

Ware Disposal has a state-of-the-art website that serves as the primary web-based point of contact and information for all services. The website is updated frequently and is available for viewing at http://www.waredisposal.com/. As can be seen from the graphic Figure on the next page, residential and commercial customers can access their account, make online payments at no additional charge, schedule on-call bulky item pick-ups, extra pick-ups, make service changes and cancellations, and contact Ware Disposal to order service and record any complaints or relay messages. The toll-free phone number is prominently displayed at the top of the page along with a menu listing of municipalities served by Ware Disposal, to help customers easily identify that they are on the correct site. Responsively designed, most customers actually use the mobile version to contact Ware Disposal. Customers will be given the website URL in all of the outreach and educational materials provided. Customers will enter the URL into their browser to reach the site. When customers reach the home page, they can easily navigate to their desired topic using the main tool bar.

5.4.6 Customer Information System

The Ware Disposal customer information system is replete with software applications capable of fully documenting all correspondence between Ware Disposal and its customers, as well as any other applicable service or customer contract information. Ware Disposal utilizes the Soft-Pak software system to maintain routing and customer service information. Furthermore, Ware Disposal utilizes AT&T mobile telephones and a GPS system to monitor

where all field personnel are at all times to be as responsive to our clients as possible.

The Soft-Pak software system is easy to use and understand, giving us the ability of providing timely accessibility of information to the City. It provides great flexibility in producing customized reports that can isolate data by date range, route and call type. With this system, we can prepare reports on a wide variety of query metrics including, but not limited to, AB 939 materials diversion reports, complaints, responses, and summary reports. Field Supervisors and Operations Managers have all been trained in the software and review complaints on a daily, weekly, and monthly basis. The system is a real-time system updated daily upon completion or resolution of service. Management utilizes this data to determine customer satisfaction, appropriate service levels, time it requires to perform service, potential service enhancements, etc.

Furthermore, any information from our billing management or telephone system may be downloaded into Excel or Word documents for review by the City.

All telephone calls will be directed to our 877-toll free telephone number that can be answered at our Santa Ana location, our Los Angeles office, or at our Fullerton facility. Ware Disposal possesses a unified telephone system, meaning it utilizes the same system for all jurisdictions in which it provides service.

As described above, the Soft-Pak software is integrated so that customer service information can be used by operations for routing purposes when the need arises and by accounting for billing purposes. Since 2010, Ware Disposal has had the ability of sending out invoices via email to customers, thus reducing the amount of paper used and potentially landfilled. It is also integrated into our website so customers can set up easy-pay options.

5.4.7 Customer Service Responsiveness

Ware Disposal is fully aware of the need for protection of public health, safety and well-being which requires that Customer complaints be acted on promptly and that records be maintained to permit the City and Ware to identify potential public health and safety problems. All subscription orders will direct the Customer to make all complaints to the telephone numbers that will be identified on the order form. Ware Disposal will address all Customer complaints by the end of the service day following the Customer contact.

If Ware Disposal is contacted by the City or a Customer before 3 p.m. the service requirement will be completed before 6 p.m. of the same workday. If the complaint is received after 3 p.m. the service requirements will be resolved on the next workday. All staff follow procedures when taking calls by asking for the name of the person calling, confirm primary and request secondary numbers, cross streets, entry of complaint, assign to date and complete by printing and documenting into the customer account a brief description from the reason of the call. The system automatically attaches the date, time and name of the CSR who handled

the customer for easy history viewing. The resolution of all complaints is to achieve said goal within 24 hours unless further research is necessary in order to resolve the complaint. Ware Disposal will maintain a "Customer Complaint Log" that will record, in computerized format, all Customer complaints and the resolution to each one in accordance with the Franchise Agreement. The log will be available to the City, via e-mail, during City Office Hours: (1) those Records and (2) the complaining Customer's Customer Service Charge and Subscription Order. A copy or summary of this log will be included, in summary format, with the Ware Disposal Monthly Report.

Ware Disposal currently measures success by retaining its existing customer base in open competition areas and responsiveness and accuracy in responses in reduced contact with the governing jurisdiction. Given our existing situation, there are no real hold times of the customer service call center as the telephone is answered immediately and identifies to the customer that he/she has reached Ware Disposal.



Ware Disposal's complaint resolution process is as follows:

- The CSR resolves the problem,
- If the CSR fails to resolve the problem, his/her CSR manager will resolve it,
- If the problem requires a solution involving the collection crew, a ticket is generated for route managers to forward to drivers, with a tracking system to assure the issue has been resolved to the customer's satisfaction,
- If a problem persists, then our General Manager becomes involved, but this rarely happens,
- Once the issue is resolved, it is appropriately logged into the database and reports can be generated from these situations to determine trends, potential future problems, etc. Please note that it is Ware Disposal's goal to resolve all issues before the conclusion of the business day wherever possible.

As noted above, Ware Disposal uses an automated answering system, so the number of rings is maxed at only one (1) to where a customer reaches a voice answering, "Thank you for contacting Ware Disposal." Customers are then provided a menu of options including entering an extension, customer service, etc., with the automated messaging varying to an after-hours message during non-regular business hours. The average time any customer is waiting for a live operator is less than 30 seconds. Finally, the maximum time on hold is no

more than one (1) minute unless there is a specific reason for the delay such as researching an issue for a customer. If the delay is more than a minute, the CSR will provide the caller with the option for a call-back or to wait.

Customer Service Record

Factors	Residential	Commercial	Totals	% or Fraction
Number of accounts	24,000	5,000	29,000	n/a
Number of calls daily	450	50	500	100
Number of calls answered daily	450	50	500	100
Calls placed on queue	0	0	0	0
Complaints daily	1	<1	1	0.00003
Total claims on contracts	0	0	0	0

5.5 Customer Education and Outreach

Ware Disposal will develop, disseminate, and conduct comprehensive public education and outreach regarding services to maximize diversion of recyclables, green waste, bulky items, sharps, and e-waste. This education and outreach campaigning will also markedly focus on waste prevention. Specific required materials to be distributed include the following.

- The first step will be to roll-out new coverage information, so customers are made aware of changes in new regulations, what the expectations are, who the contractor is, and how to operate the system.
- Second, there is a need to provide a clear line of communications between the customer and Ware Disposal.
- Third, there is a need to educate the customers to continue proper operation of the system, and to begin a life-long process of becoming environmental stewards through reducing their net output of waste.

Our program consists of the elements provided on the following pages.

5.5.1 Customer Terms & Conditions

Outreach is an absolute requirement right from the beginning; and program details, schedules, rates, and more, must be efficiently and effectively communicated right away to customers. Ware Disposal can handle this by doing one or more of the following:

- Advertising for, setting up, and conducting at a two town hall event for commercial

businesses and multi-family complexes to inform customers of any change(s) and how it will affect them

- Preparing and distributing to each and every commercial and multi-family complex a welcome packet of information about the updated program, its operation, key phone numbers, and more
- Preparing a letter and/or post card informing the businesses and multi-family residential managers about the updated program and encouraging their active participation at the town hall meeting and to feel free to contact Ware Disposal to alert us to their special needs

A sample of a multi-lingual newsletter from Fall 2021 distributed is shown on the next two (2) pages.

Rest of page left intentionally blank

IT'S TIME FOR - ORGANICS WASTE AND FOOD RECOVERY

Effective 2022, Senate Bill (SB) 1383 will require that all California jurisdictions offer organic waste collection and recover 20% of surplus edible food from being disposed into landfills. Organic material includes: food scraps and yard debris. All of the City of LA businesses and multi-family properties must participate in recycLA's organics waste collection or self-haul organic waste to a composting facility or other collection program.

Who will have to participate?



Tier 1 Businesses (January 2022): Businesses that are food distributors, food service providers, grocery stores and supermarkets that are more than 10,000 sq. ft. and wholesale food vendors.

Tier 2 Businesses (January 2024): Businesses that are health facilities (with onsite food facility & 100+ beds), hotels (with onsite food facility & 200+ rooms), large venues and events, and restaurant facilities (less than 5,000 sq. ft. or 250+ seats).

WARE Disposal will be contacting customers who will be required to participate in this program. In the meantime, if you would like to set up an organics collection for your business or multi-family property, call the LASAN Customer Care Center at (800) 773-2489.

ES TIEMPO PARA - RESIDUOS ORGÁNICOS Y RECUPERACIÓN DE ALIMENTOS

A partir de 2022, el Proyecto de Ley del Senado (SB) 1383 requerirá que todas las jurisdicciones de California ofrezcan recolección de desechos orgánicos y recuperen el 20% de los alimentos comestibles excedentes para que no se desechen en los vertederos. El material orgánico incluye: restos de comida y escombros de jardín. Todas las empresas y propiedades multi-familiares de la Ciudad de Los Ángeles deben participar en la recolección de desechos orgánicos de recycling o transportar los desechos orgánicos a una instalación de compostaje o otro programa de recolección.

¿Quién tendrá que participar?



Empresas de nivel 1(Enero de 2022): Empresas que son distribuidores de alimentos, proveedores de servicios de alimentos, tiendas de comestibles y supermercados de mas de 10,000 pies cuadrados y vendedores de alimentos al por mayor.

Empresas de nivel 2 (Enero de 2024): Empresas que son instalaciones de salud (con instalaciones de alimentos en el lugar y más de 100 camas), hoteles (con instalaciones de alimentos en el lugar y más de 200 habitaciones), lugares y eventos grandes e instalaciones de restaurantes (menos de 5,000 pies cuadrados). ft. o 250+ asientos).

WARE Disposal se pondrá en contacto con los clientes que deberán participar en este programa. Mientras tanto, sí desea configurar una colección de productos orgánicos para su negocio o propiedad multi-familiar, llame al Centro de atención al cliente de LASAN al (800) 773-2489.

What goes where?

Reminder!

BLACK BIN	- Ceramic, porcelain, bubble wrap, bathroom & facial tissues, disposable gloves, unusable clothing & fabric, diapers, pet waste, juice pouches, paper coffee cups, etc.
BLUE BIN	- Plastics #1-7, paper, cardboard boxes, glass bottles & jars, aluminum cans, foil, scrap metals, newspaper, magazines, paper bags, etc.
GREEN BIN	- Branches, flowers, food scraps, fruits, vegetables, kitchen napkins, paper towels, leaves, grass clippings, etc.

¿Qué va a dónde?

CONTENEDOR NEGRO	- Cerámica, porcelana, plástico de burbujas, pañuelos faciales y de baño, guantes desechables, ropa y telas inutilizables, pañales, desechos de mascotas, bolsas de jugo, tazas de café de papel, etc.
CONTENEDOR AZUL	- Plásticos #1-7, papel, cajas de cartón, frascos y frascos de vidrio, latas de aluminio, papel de aluminio, chatarra, periódicos, revistas, bolsas de papel, etc.
CONTENEDOR VERDE	- Ramas, flores, restos de comida, frutas, verduras, servilletas de cocina, toallas de papel, hojas, recortes de césped, etc.



Holiday Schedule / Horario de Dias Festivos

New Year's Day / Año Nuevo
Labor Day / Día del Trabajo
Independence Day / Día de la Independencia
Thanksgiving / Día de Acción de Gracias
Christmas / Navidad

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week / Cuando un día festivo cae en un día entre semana, la recolección se retrasará un día por el resto de la semana.

As a covered entity under Tittle II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.
En relación con el Articulo II de Acto de Americanos con Incapacidades, la Ciudad de Los Angeles no discrimina en base de incapacidad física, y si usted lo pide, la Ciudad proveerá en un nivel razonable igual acceso a sus programas, servicios y actividades.

5.5.2 Site Visits and Waste Assessments

Ware Disposal will provide its commercial customers with a complimentary on-site visit and waste assessment prior to the delivery of containers and commencement of service. Ware Disposal will schedule appointments on a Monday through Friday basis, assigning between three (3) and seven (7) zero waste representatives over one (1) month prior to the beginning of the new franchise services. Each representative is expected to conduct approximately a dozen on-site visit and waste assessments per day. The on-site visit would entail the following to 'right-size' each customer's needs based on waste generation along with recommendations and goals to improve diversion and reduce waste to landfills.

Each on-site waste assessment will include:

- Pictures of materials discarded in all containers
- Waste characteristics type and amount
- Written recommendations for 'right-sizing service levels for refuse, recyclables and organic waste creating diversion opportunities and goals
- Outreach and education materials appropriate to the customer
- On-site training for commercial customer's staff based on type of business
- Determination of signage placement
- Determination of any on-going training needs
- Determination of any access needs
- Documentation of any special service needs
- Documentation of records of communications with the customer and/or occupant

Ware Disposal will coordinate with the City on requested format and any additional information required. Ware Disposal will generate a report of all site-visits and provide the City with detailed information collected for their assessment and review.

5.5.3 Ongoing Site Visits and Waste Assessments

Ware Disposal will schedule follow-up on-site visits and waste assessments within one year of the initial site assessment and with subsequent assessments scheduled every other year. We can perform more frequent on-site reviews of select customers if diversion appears to lag or there is non-participation in any aspect of the diversion programs.

5.5.4 Outreach and Education

Within 60 days prior to the commencement of service, Ware Disposal will prepare a bilingual letter/newsletter/post card outlining changes from the existing collection programs to new programs, and identify a link to the following key information pieces: online Subscription Order Form, rate schedules, cost of extra services fees, Customer Bill of Rights and Responsibilities, Hauler Route changes, dates of program implementation, how to properly

sort separate materials based on Ware Disposal's collection methods to comply with SB 1383 regulations, information on compliance with the Mandatory Commercial Recycling and Mandatory Commercial Organics Recycling laws, recycling and landfill disposal reduction programs available, food DROP program and website link, holiday collection schedules, proper handling and disposal of Household Hazardous Waste, the hauler's contact information and location of customer service center, and any other timely pertinent educational or information to assist customers.

The initial letters/newsletter/post card will be printed and mailed, or hand delivered to customers, and will also be made available in an electronic format through Ware Disposal's website. Ware Disposal may provide a customer with an electronic version of the initial mailer, rather than a printed version, if specifically requested by the customer.

5.5.5 On-going Customer Education and Outreach

In addition to the transitional Outreach and Education effort, Ware Disposal has a comprehensive outreach strategy that provides ongoing education and information to customers on the proper and successful operation of systems. This will occur through regular and frequent outreach.

Our standard forms of outreach will include but not be limited to:

- Truck signage
- Other brochures
- Magnets, if warranted
- Billing inserts, as necessary
- Online educational academy
- Newspaper articles and ads
- PSAs
- Posters (see picture to the right)



The specific outreach programs will include the following items:

- The initial outreach piece, which is mandatory prior to the commencement of services—it is the best opportunity to educate customers about service guidelines
- The annual summary of information and notice: Once per calendar year, Ware Disposal will send each service recipients a summary of program guidelines, holiday information and updated program information; Results from the contamination

audits will be published outlining suggestions to achieve higher diversion rates

- Information regarding self-hauling requirements such as submitting a self-management plan to the City; composting on-site, and third -party utilization
- Customer recyclables diversion education program
- Information on how organic waste is being diverted by Ware Disposal
- Tips on recycling and waste reduction and reuse
- Information on the edible food donation programs and reduction tips to reduce wasting
- Safe disposal customer education program
- Ware Disposal agrees to distribute brochures, newsletters, or other information developed by the City as attachments to any customer invoices at no additional charge; Ware Disposal will comply with such request during its next billing cycle for the targeted customer group; Ware Disposal will perform this service with no additional requirement for compensation
- Ware Disposal will provide any multi-family and commercial customers with source separated recyclable materials, green wastes, SSGCOW, and gray container waste program guidelines, including posters to be placed in collection areas and enclosure areas where discarded materials are stored
- Ware Disposal will create all public education materials and conduct education programs and activities described in this plan at its own expense and distribute in both electronically and printed form with a maximum of five sheets of paper per outreach item

5.5.6 Annual Newsletter

Once each year, Ware Disposal will provide a promotional and educational bilingual newsletter promoting solid waste reduction, recycling, and organic waste diversion. This will be prepared and submitted to the City for review about 45 days prior to distribution. Nothing will be finalized or implemented without approval of the City. Upon approval, it will be distributed annually on the anniversary of the franchise start-up or as close to that date as feasible. Distribution will occur within 30 days of the City's approval of materials and sent out electronically or upon the customers' requests via U.S. Postal Service or door-to-door.

The annual newsletter will specify the target audience for services provided, include upcoming promotions for ongoing and known special events, identify program objectives, individual tasks, public education material to be developed or updated, opportunities for expanded partnerships, and a timeline for implementation.

5.5.7 Education Materials for Parcel Owners and Tenants

As outlined in the Ongoing Customer Education and Outreach section, Ware Disposal will assist commercial and multi-family accounts by communicating the benefits and

opportunities of source reduction, reuse, and recycling. In general, Ware Disposal will include all of content identified in this plan with the purpose of:

- Inform accounts about the services that are provided under this Agreement with specific focus on describing the methods and benefits of source reduction, reuse, and reduction of solid waste disposal
- Instruct generators on the proper method for placing materials in containers for collection and setting containers out for collection with specific focus on minimizing contamination of source separated recyclable materials and SSGCOW
- Clearly define excluded waste and educate generators about the hazards of such materials and their opportunities for proper handling
- Discourage generators from buying products if the product and its packaging are not readily reusable, recyclable, or compostable
- Inform generators subject to food recovery requirements under SB 1383 Regulations of their obligation to recover edible food and actions they can take to prevent the creation of food waste
- Encourage the use of compost and
- Encourage generators to purchase products/packaging made with recycled-material

The cumulative intended effort is to reduce each generator's reliance on the amount of solid waste disposal. Ware Disposal agrees to support and encourage such activities; and agrees not to undermine or interfere with any third party efforts.

5.5.8 Community Meetings

A key component of our customer satisfaction approach is our involvement with the community. Ware Disposal will be available as requested by the City to attend community meetings and events to present or report educational/informational data using the format specified by the City, in person or through teleconferencing using software application designated by the Director.

5.5.9 Additional Outreach

Ware Disposal will provide educational materials to non-compliant entities under this Agreement as specified in its Educational Plan.

Ware Disposal will annually provide multi-family complexes and commercial business owners with public education materials for their distribution to all tenants, employees, contractors, and customers of the properties and businesses. Ware Disposal's public education materials will include, at a minimum, information about organic waste and recyclable materials recovery requirements and proper sorting of discarded materials.

At least annually the Ware Disposal will provide commercial edible food generators with the

following information:

1. Information about the City edible food recovery program;
2. Information about the commercial edible food generator requirements
3. Information about food recovery organization and food recovery services operating within the City, and where a list of those food recovery organizations and food recovery services can be found; and,
4. Information about actions that commercial food generators can take to prevent the creation of food waste.

Below, Ware Disposal provides an easy-to-follow chart of the above outreach and deliverable information.

Outreach Deliverable	Description	Milestone
Site Visit and Waste Assessment	Conduct site visits to all accounts in area awarded; Make recommendations as applicable for rightsizing and reducing container sizes; Create an online survey, with letter and checklist; All data will be compiled in the cloud and available to both the contractor and the City real time; Information will include: • Pictures of all Containers' contents • Establishment information and characteristics • Written recommendations for optimal service level • Applicable and appropriate outreach material • On-site training for Commercial Customer's employees/staff that handle any Solid Waste and determine if any on-going training is necessary • Determine placement of signage • Determine needs for access • Document the need for special services, such as a seasonal automated on-call compactor	Annually
Welcome Packet	• Letter from the City if available • Letter from Contractor (Bilingual) • CONTRACTOR introduction • Community meeting date if any • Subscription order form, including rate schedules and fees for extra services • City Exclusive Commercial Franchise System and Service Area information	At franchise start-up

	• Billing information and customer service center location • Customer Bill of Rights and Responsibilities • Newsletter • Service Brochure • State waste Diversion goals and mandates • Education material for training purposes on how-to properly Recycle Organic Waste and Recyclables • Food DROP Program information	
Annual outreach (bilingual)	Provide customers education and outreach material to maximize Diversion of Recyclables, Organic Waste (both Food and Green Waste), Bulky Items, Sharps, and E-waste	Upon anniversary of franchise start-up
Annual newsletter	Provide customers education and outreach material to maximize Diversion of Recyclables, Organic Waste (both Food and Green Waste), Bulky Items, Sharps, and E-waste	Upon anniversary of franchise start-up
Non-Collection Notices	Red or yellow tags designed to alert customers when their materials will not be collected for reasons of noncompliance with source separation requirements or placement of regulated wastes in any of the containers; yellow tags will be used to denote a warning that the container will be subject to non-collection while red tags denote non-collection	As warranted
Container Labels	Every container will be appropriately labeled, with refuse, recyclables, organics labeling	All containers from the date of placement
Notices for corrections or issues if necessary	Any specific information required to correct any deficiency will be noticed with an official letter from the contractor's contract manager, with a cc to the City; photos will be taken real time and provided online, and tagged with the GPS location and date	As warranted
Social Media signage, posts	Social media will be initiated from the beginning of the contract term; Signage will be provided as warranted for each account along with any additional information needed or desired by the customer; Instagram and Facebook will be the minimum social media sites used	Upon anniversary of franchise start-up and updated as warranted

5.5.10 Bilingual Correspondence

As mentioned, Ware Disposal will prepare and distribute all promotional and educational material in both English and Spanish. As requested by the City, Ware Disposal will also provide materials in additional languages in response to shifting demographics within the City; updates to State requirements or applicable law; or any other reason deemed appropriate or necessary.

5.5.11 Social Media

Ware Disposal will develop and maintain a website (with a unique URL specific to the City) that is specifically dedicated to the franchise areas awarded to provide Generators with detailed service information. The website or webpage shall be accessible by the public and will include all education and outreach materials being provided, without requirements for login. Ware Disposal will update the website regularly so that the information provided is current. This website is accessible compliant and responsively designed for any mobile device or desk top computer at https://waredisposal.com.

5.5.12 Assistance with City Educational Efforts

Ware Disposal acknowledges that it is part of a multi-party effort to educate the public about the recycling and waste management. Ware Disposal will cooperate and coordinate with the City and its other service providers on public education activities to minimize duplicative, inconsistent, or inappropriately timed education campaigns.

Ware Disposal shall not publish or distribute public educational materials without the full support and approval of the City. Ware Disposal will obtain approval from the City on all of its public education materials outside of the City's outreach and education plan, including, but not limited to print, radio, television, or internet media before publication, distribution, and/or release. At the request of the City, Ware Disposal will include City identification and contact information on public education materials.

5.6 Transition Plan

The City anticipates an award of this agreement in June 2024, and phased period of June-August 2024. Full implementation is slated to occur by September 1, 2024.

Not less than 30 days after the contract award date, Ware Disposal will submit for approval to the City a final 'start-up transition and container roll-out plan' - including both timeline and tasks. Ware Disposal will submit its final plan outlining details and roll-out of the Work Plan as identified in the RFP and summarized below.

- Ordering any needed vehicles and/or containers
- Vehicle and/or container delivery from manufacturer

- Container assembly
- Distributing containers to customers and occupants
- Public outreach and education activities
- Determining routes
- Training route drivers
- Collecting old containers
- Commencement date of collection
- Implement the approved start-up transition roll-out plan for an orderly transition of Refuse services from one contractor to another; Ware Disposal will work with and coordinate with outgoing contractor of Task 1 Services to ensure a smooth transition.
- Ware Disposal agrees that, if necessary, for the orderly transition of collection services, it will do the following:
    - Collect solid waste from OUTGOING contractors containers
    - Allow OUTGOING contractor to collect from containers
    - Service, remove, and store OUTGOING contractor's containers after transition
    - Continue occupant's services, container quantity and sizes, and discounts from OIUTGOING contractor's customer service list, including not providing containers to addresses not utilizing OUTGOING contractor's services.
- The City will approve the transition services agreement between the outgoing contractor and Ware Disposal.

Milestone Date	Suggested Activity (Pending City Approval)
April 28, 2024	Proposals due
June 2024	Award by City
June 2024	Contract Negotiation
June 2024	Contract Approval; Execution
Between June-August 2024	Conduct transition meeting with current service provider to acquire existing bins and carts, and arrange for smooth transition of service; Acquire route and account information (all routes will be kept as is for at least 180 days after service startup to assure no change is experienced by accounts); Additional trucks and containers ordered; Initiate outreach activities including planning for Town Hall meetings; and publicize and conduct any Town Hall Meeting
By August 2024	Receive trucks and containers
By August 2024	Deliver outreach and education packets to all customers; Mail postcard and letter(s) to inform customers; complete initial analysis of routing requirements and special conditions

By August 2024	Additional equipment received; initiate staging of additional equipment
By September 1, 2024	Conduct roll out; distribution of additional bins and carts to customers; otherwise, existing bins and carts will be used; initiate billing cycle
September 1, 2024	Start of Service
By December 1, 2024	AB 287, AB 341, AB 1826, and SB 1383 programs as agreed upon with City
Within 30 days	Initial Transition Report
Within 60 days	Complete Transition Report
Monthly Reports	Within 15 days of end of preceding month
Quarterly Reports	Within 15 days of end of preceding quarter
Annual Reports	Within 20 days of end of preceding year

5.7 Employment of Prior Contractor Employees

Ware Disposal is pleased to offer employment for available positions to existing employees of the current contractor that may be displaced if the current contractor is not retained. Any offerings will be limited to those existing employees who work within the City and are directly displaced.

Our procedure is to work with the existing contractor to inform their employees, who are expected to be terminated as a result of the transition, to know that they could be hired by our company. These employees would be given our contact information; and would be encouraged to make a direct application to our company through email, phone call, or other communication. Our usual procedure is to vet each applicant; but, obviously, potential employees who are very knowledgeable in the particular service areas from actual experience would receive great consideration if additional hires are to be made. Please note that our firm is unionized with the International Brotherhood of Teamsters Local 396 and enjoys a good partnership with the group.

In all cases, every candidate is considered based on qualifications and other factors including but not limited to, years of experience, and applicable knowledge and skills commensurate with the position.

Our policy states that:

"*Ware Disposal is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.*"

This is especially true as our workforce, including management, is truly weighed to all qualified individuals regardless of race, color, religion, sex, sexual orientation, gender identify, national origin, and veteran or disability status. In fact, Ware Disposal:

- Features a higher-than-normal proportion for our industry of minority drivers, field crews, and management personnel;
- Ware Disposal is a certified woman-owned firm, one of the few in the industry; and
- Our hiring practices include opportunities for formerly incarcerated people.

In addition, Ware Disposal works closely with the Teamsters Union to provide a safe and service quality environment for all its personnel.

5.8 Transfer, Disposal, and Processing Facilities

The below chart outlines the facilities to be used, and their associated diversion rate achieved for recyclables, organics (e.g., green waste and organic food waste) and C&D debris.

Ware Disposal has secured written and oral commitments from (1) the Rialto BioEnergy Facility (RBF) – which will provide ample organic waste recycling capacity – and (2) Universal Waste Systems 24th Street Facility for receipt and processing into RBF-required dewatered filter cake. The resultant material will be processed at about 95% recovery which will more than exceed the mandated diversion requirements within the City.

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Name of Facility	Facility Diversion Rate	Organics Diversion Rate	C&D Debris Diversion Rate	Location
24th Street Transfer Facility SWIS 19-AR-1251	50%	95%	--	Owned and operated by Universal Waste Systems 2460 East 24th St, Los Angeles CA 90058
Universal Resource and Recovery SWIS 19-AA-1140	50%	95%	--	Owned and operated by Universal Waste Systems 9010 Norwalk Blvd., Santa Fe Springs, CA 90670
Puente Hills MRF SWIS 19-AA-1043	50%	95%	--	Owned and operated by the Sanitation Districts of Los Angeles County; 2808 Workman Mill Rd., Whittier, CA 90601
Madison Materials SWIS30-AB-0386	40%	95%	75%	Owned and operated by Madison Materials, Inc.; 1035 E 4th St, Santa Ana, CA 92701
Rialto BioEnergy Facility SWIS #36-AA-0446	95%	95%	--	Owned and operated by Anaergia; 503 East Santa Ana Avenue Rialto, CA 92376

The Rialto BioEnergy Facility (RBF) is a solid waste-permitted organics waste diversion facility, as defined by SB 1383, and it is located in Rialto. RBF has committed to accept supplies of pre-processed digestible organic wastes either in diluted (slurry) form or in filter cake (solid) form as indicated in the letter of intent on the following page.

The RBF operates an in-vessel anaerobic digestor which can receive and process by permit up to 700 tons per day (tpd) of digestible organic wastes derived from municipal solid waste generators. The facility recycles organics into Renewable Natural Gas (RNG) and digestate suitable for direct land application and for composting into valuable soil amendment with negligible residuals.

Additionally, Ware Disposal can utilize Imperial Western Products (Denali Corporation) located in the Inland Empire. IWP accepts organic waste for recycling into feed, fertilizer and fuel. More information can be found at their website: https://www.denalicorp.com/

5.9 Office and Maintenance Facilities

The locations of Ware Disposal's two (2) administrative offices and two (2) corporate and maintenance yards are provided below. For purposes of the City franchise, administrative and operational activities will be conducted out of the Los Angeles locations.

Location	Address
Corporate Campus / Main Office	1035 E. 4th Street, Santa Ana, CA
Madison Materials Recovery Facility	1035 E. 4th Street, Santa Ana, CA
OC Corporate Yard & Fueling Station	1451 Manhattan Avenue, Fullerton, CA
LA Administrative Office	1740 Los Angeles St, #213, Los Angeles, CA
LA Corporate & Maintenance Yard	995 N Mission Rd, Los Angeles, CA

It is noted that Ware Disposal operates as the exclusive residential and nonresidential contractor for the Lennox Garbage Disposal District (Los Angeles County) which is in close proximity to the City. It also shares a competitive exclusive commercial franchise in Monterey Park with Athens Services, so it is familiar with franchise arrangements desired by the City of El Segundo.

5.10 Optional Additional Information

5.10.1 Quality Assurance Program

Ware Disposal has a Quality Assurance Program (QAP) that will be utilized as a self-monitoring tool to ensure that services are performed in accordance with the City's Contract requirements and recommendations. The QAP will ensure service deliveries outlined in the franchise agreement are completed in a timely manner; that the services will be free of defects; and assure that the promised results are achieved. The QAP comprehensively addresses our organizational process for consistently delivering those requirements. The QAP addresses that a qualified inspector will be available to monitor compliance with the Program and deal with customer complaints and inquiries.

Ware Disposal employs state-of-the-art tracking and procedural systems in its daily work activities. For instance, it uses a biometric time accounting system so that no one other than an employee can clock in and out of work. Furthermore, instead of just one person having responsibility, Ware Disposal employs a committee of individuals who regularly meet weekly and share data and results, culminating in regular updates and modifications to the policies, procedures, and systems. Michael Schaffer is the officer who reviews all financials from month to month, quarterly, semiannually, and annually. Reeta Raj is Ware Disposal's HR officer and Accounting Manager. Ms. Raj uses "quick books" and "Paychex" for payroll and time management. Maintenance is supervised by Harry Hoshiyama. Jason Rush does the

diversion reporting, tonnage tracking, specific material quantities, exemptions and waivers, participation and set out rates, and much more.

The Ware Disposal customer information system is replete with software applications capable of fully documenting all correspondence between Ware Disposal and its customers, as well as any other applicable service or customer contract information.

Ware Disposal utilizes the Soft-Pak software system to maintain routing and customer service information. Ware Disposal has a cloud-based data management system with which we can allow access to the City for online, real time inspection. Soft-Pak is tied to our vehicle onboard and online real time tracking with tablets (PC-based). The Soft-Pak software system is easy to use and understand; and since it is integrated with our communications and GPS system, it gives us the ability to provide timely accessibility of information to the City. It provides great flexibility in producing customized reports that can isolate data by date range, route, and call type.

Furthermore, Ware Disposal utilizes AT&T mobile telephones and a GPS system to monitor where all field personnel are at all times to be as responsive to our clients as possible.

With the Soft-Pak and AT&T communications systems, we can prepare reports on a wide variety of query metrics including, but not limited to, AB 939 materials diversion reports, complaints, responses, pick-ups and deliveries, and summary reports. Field Supervisors and Operations Managers have all been trained in the software and review any and all complaints on a daily, weekly, and monthly basis. Management utilizes this data to determine customer satisfaction, appropriate service levels, time it requires to perform service, potential service enhancements, and much more.

Also, we participate in the online SWIMS Documentation program operated by LA County. Forms are uploaded by Jason Rush on a monthly, quarterly, and annual basis. Additionally, clean up data in our franchise areas are compiled by Eddie Lara including South Whittier and Lennox. This includes coordinating clean-up sweeps throughout our franchise communities.

The Soft-Pak system utilizes mobile devices (iPads) installed in every vehicle to record and document participation, collection, contamination and container weight. Ware Disposal is required by many jurisdictional entities to maintain accurate and complete records on its total operations including collection, processing, disposal, and marketing of materials. This includes:

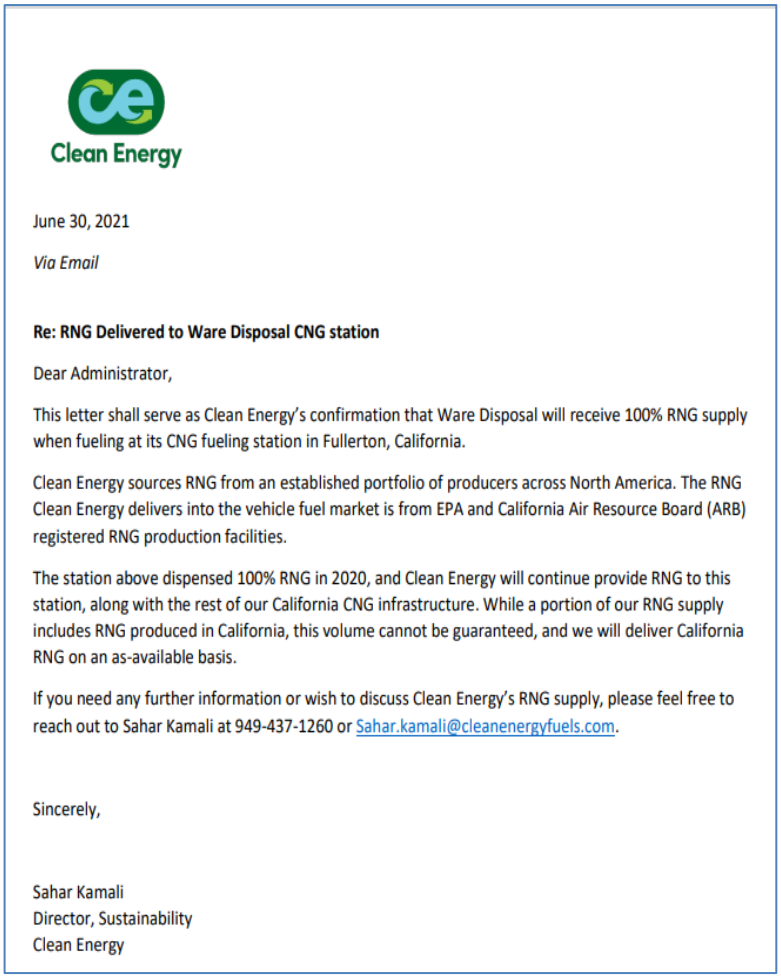
- Vehicle forms—daily VCRs from the drivers, response to the VCR's performed by the mechanics, the 30-60-90-day vehicle inspections performed at WDCO and MM (including that performed by Safety Research Consultants under contract with Ware Disposal)
- Facility inspections—this specifically relates to stormwater—we review both facilities

on a monthly basis to ensure the BMPs are good enough, etc.

- Dispatch—Soft-Pak has a program that will analyze route performance by each driver on a weekly basis to provide necessary feedback
- CSR—our telephone system allows us to record all calls for quality control assurance and reviewed at the weekly CSR meetings

5.10.2 Procurement of Recovered Organic Waste Products

Alternative procurement can be attained by RNG procurement amounting to 25% of total fuel usage for the Service Area. Ware Disposal cam meet the SB 1383 procurement obligations for the City through its partnership with Clean Energy, a leader in development and distribution of alternative fuel and renewable natural gas (see letter to the right). It was noted earlier that Ware Disposal will have upgraded its Los Angeles Corporate & Maintenance Yard to include CNG/RNG fuel dispensing facilities. The utilization of onsite fueling will reduce driver time and operational costs through elimination of time spent refueling, reducing Ware Disposal's environmental footprint, and positively impacting City congestion and air quality. We will also provide mulch and compost without charge at the City's direction.



Clean Energy

June 30, 2021

Via Email

Re: RNG Delivered to Ware Disposal CNG station

Dear Administrator,

This letter shall serve as Clean Energy's confirmation that Ware Disposal will receive 100% RNG supply when fueling at its CNG fueling station in Fullerton, California.

Clean Energy sources RNG from an established portfolio of producers across North America. The RNG Clean Energy delivers into the vehicle fuel market is from EPA and California Air Resource Board (ARB) registered RNG production facilities.

The station above dispensed 100% RNG in 2020, and Clean Energy will continue provide RNG to this station, along with the rest of our California CNG infrastructure. While a portion of our RNG supply includes RNG produced in California, this volume cannot be guaranteed, and we will deliver California RNG on an as-available basis.

If you need any further information or wish to discuss Clean Energy's RNG supply, please feel free to reach out to Sahar Kamali at 949-437-1260 or Sahar.kamali@cleanenergyfuels.com.

Sincerely,

Sahar Kamali
Director, Sustainability
Clean Energy

5.10.3 Contamination Monitoring Plan

In accordance with Section 18984.5 of the SB 1383 regulations Ware Disposal will, at its sole expense, conduct hauler route reviews for prohibited container contaminants in each customer's recycling and organic waste containers. The reviews will be done in a manner that is deemed safe and approved by the City; and results in all hauler routes being reviewed at a minimum annually.

Ware Disposal's hauler route review methodology will minimize container contaminants in collection containers and such methodology and will comply with the requirements of 14 CCR Section 18984.5(b). Ware Disposal's hauler route review methodology includes not only container inspections, but also may include real time visual inspections of containers by Ware Disposal drivers using video screen monitoring to capture contamination of customers out of compliance. Ware Disposal will commence with the proposed methodology upon franchise start-up.

Today, the average contamination rate among communities and businesses sits at around 25%. That means that roughly 1 in 4 items placed in a recycling container are actually not recyclable through curbside recycling programs (blue bins and food waste containers), and this creates enormous problems for end users in recycling. Contamination significantly increases the cost to process blue bin recyclables while commodity prices for recyclables have fallen significantly. Obviously, the higher the recycling contamination, the less we can recycle – that is the challenge we are all facing, and it is a national problem.

Ware Disposal's recycling containers will be considered contaminated if they contain more than twenty percent (20%) non-recyclable material by weight or volume. The organic waste containers will be considered contaminated if they contain more than twenty percent (20%) non-organic waste material by weight or volume.

Ware Disposal will take appropriate actions following contamination monitoring. These actions will be submitted for approval to the City and will likely include but not be limited to the following:

Item	Description
1st Incident	Upon finding Container Contaminants, Ware Disposal will photograph and provide written notice to the customer. Written notice will include information regarding properly separating materials and will be left on the container, at the door, and/or notice may be mailed, emailed, or electronically messaged so that customer receives the notice prior to the next collection. The below proposed format of the contamination notification and disposal will include the following and will be submitted to the City for approval prior to implementation: a. The number of Hauler Route reviews conducted. b. Description of Ware Disposal's process for determining the level of contamination; c. Summary report of non-collection notices, and courtesy collection notices issued, which for each notice shall include the date of issuance, customer name, and service address. d. A record of each inspection and contamination incident, which shall include, at a minimum: – Name of the customer

	– Address of the customer – The date the contaminated container was observed – The staff who conducted the inspection – The total number of violations found, and a description of what action was taken for each – Copies of all notices issued to generators with prohibited container contaminants – Any photographic documentation or supporting evidence.
2nd Incident	If a second incident is observed, Ware Disposal will provide a photograph and written notice to the customer and provide a warning to the customer that they will be charged a contamination fee if no compliance is attained by next collection day.
3rd Incident	If a third incident is observed, Ware Disposal will provide a photograph, written notice, and shall collect the contaminated container and may charge the customer a contamination fee. Prior to executing any of the following: Non-collection, extra fees or charges, and any recommended actions Ware Disposal will submit to the City for approval before implementing, which would include photographic evidence along with justification.
Disposal of Contaminated Materials	When container contaminants in a customer's container(s) are observed, Ware Disposal will dispose of the container's contents, following compliance, notification, and approval by City of requirements set forth above.
Additional Requirements	Any other information reasonably requested by the City or specified in contamination monitoring provisions of this Agreement.

5.10.4 Environmental Programs

Ware Disposal has already or will implement the below identified environmental programs.

Environmental Program	Specifications	Diversion Impact
Water and power conservation measures	All of Ware Disposal collection vehicles are alternative fueled using compressed natural gas (CNG) & compressed renewable natural gas (CRNG)	No discernible impact
Waste reduction and reuse	Award and Recognition Ware Disposal will develop and promote an annual award program that recognizes the best Zero Wasters in the community; The program will target the commercial businesses and multifamily apartment owners/managers/tenants; We suggest to call this award the Zero Hero Award recognizing customer achievements in Zero Waste; However, we can work with the City to develop some other recognition name, perhaps in honor of valued citizens, societal heroes, or others who have "gone the extra step" for others	Encourage awareness of wasting and incentivize waste prevention
Procuring buy-recycled	Ware Disposal will help the City meet its SB 1383	See below for the

products and minimum recycled-content	procurement requirements with its entire fleet of CNG trucks used in the service area. Ware Disposal will procure 25% of its natural gas as CRNG from the Gas Company based in Monterey Park or its facilities at its own Mission Road corporate & maintenance yard.	proposed service area
Alternative SB 1383 Procurement Requirement (25% Procurement)		
City of El Segundo	Estimation Method: 50 DGEs per day x 82 trips week x 52 weeks = 213,200 TTL DGEs /Yr. x 25%	53,300 DGEs
Bulk Compost and Mulch	Bulk Compost and/or Mulch Giveaway – Ware Disposal will make available to the City bulk compost and mulch that meet requirements defined in SB 1383, and shall transport such material to City locations and events upon request, for City use in parks and facilities, or for resident usage, at no cost	This amount is estimated to be range from 80 tons to 160 tons per year

Practices that reduce the amount of green waste yield significant economic and environmental benefits. Direct savings include reduced maintenance, labor, water, and fertilizer cost, and reduced hauling and disposal fees. On-site management of yard trimmings returns valuable high-quality nutrients and organic matter to the soil. This encourages healthier disease- and pest-resistant plants that improve appearance, prevent erosion, and increase property values.

6. Exceptions to Draft Non-Exclusive Franchise Agreement

Ware Disposal takes no exceptions to the draft non-exclusive franchise agreement.

7. Rate Proposal Forms

The Rate proposal forms are provided in Attachment E.

Attachments

Attachment A Business Structure Information

Attachment B Safety Records TRIR & VARR

Attachment C Financial Statement

Attachment D Educational & Outreach Samples

Attachment E Rate Proposal Form (Appendix A)

Secretary of State
Certificate of Status

I, SHIRLEY N. WEBER, Ph.D., Secretary of State of the State of California, hereby certify:

Entity Name:	WARE DISPOSAL, INC.
File Number:	C1114555
Registration Date:	06/14/1982
Entity Type:	DOMESTIC STOCK CORPORATION
Jurisdiction:	CALIFORNIA
Status:	ACTIVE (GOOD STANDING)

As of January 5, 2022 (Certification Date), the entity is authorized to exercise all of its powers, rights and privileges in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the Certification Date and does not reflect documents that are pending review or other events that may affect status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of January 6, 2022.

SHIRLEY N. WEBER, Ph.D.
Secretary of State

Certificate Verification Number: Y683LLZ

To verify the issuance of this Certificate, use the Certificate Verification Number above with the Secretary of State Certification Verification Search available at bebizfile.sos.ca.gov/certification/index.

California Secretary of State
Electronic Certified Copy

I, SHIRLEY N. WEBER, Ph.D., Secretary of State of the State of California, hereby certify that the attached transcript of 2 pages is a full, true and correct copy of the original record in the custody of the California Secretary of State's office.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California on this day of April 08, 2021

SHIRLEY N. WEBER, Ph.D.
Secretary of State

Verification Number: KA2ZV1W
Entity (File) Number: C1114555

To verify the issuance of this Certificate, use the Verification Number above with the Secretary of State Electronic Verification Search available at *bizfile.sos.ca.gov*

California Secretary of State
Electronic Filing

FILED
Secretary of State
State of California

Corporation - Statement of Information

Entity Name: WARE DISPOSAL, INC.

Entity (File) Number: C1114555
File Date: 04/06/2021
Entity Type: Corporation
Jurisdiction: CALIFORNIA
Document ID: GS31391

Detailed Filing Information

1. Entity Name: WARE DISPOSAL, INC.

2. Business Addresses:
   a. Street Address of Principal Office in California:
   1035 EAST FOURTH STREET
   SANTA ANA, California 92701-4750
   United States of America

   b. Mailing Address:
   PO BOX 1318
   SANTA ANA, California 92702-1318
   United States of America

   c. Street Address of Principal Executive Office:
   1035 EAST FOURTH STREET
   SANTA ANA, California 92701-4750
   United States of America

3. Officers:
   a. Chief Executive Officer:
   JUDITH HELAINE WARE
   1035 EAST FOURTH STREET
   SANTA ANA, California 92701-4750
   United States of America

   b. Secretary:
   BEN MARLON WARE
   1035 EAST FOURTH STREET
   SANTA ANA, California 92701-4750
   United States of America

Certificate Verification Number: KA2ZV1W
Use bizfile.sos.ca.gov to verify the certified copy.

Document ID: GS31391

California Secretary of State
Electronic Filing

Officers (cont'd):

c. Chief Financial Officer:

JUDITH HELAINE WARE
1035 EAST FOURTH STREET
SANTA ANA, California 92701-4750
United States of America

4. Director:

JUDITH HELAINE WARE
1035 EAST FOURTH STREET
SANTA ANA, California 92701-4750
United States of America

Number of Vacancies on the Board of Directors:

0

5. Agent for Service of Process:

JUDITH HELAINE WARE
1035 EAST FOURTH STREET
SANTA ANA, California 92701-4750
United States of America

6. Type of Business:

INTEGRATED SOLID WASTE MANAGEMENT PROVIDER

By signing this document, I certify that the information is true and correct and that I am authorized by California law to sign.

Electronic Signature: JUDITH HELAINE WARE

Use bizfile.sos.ca.gov for online filings, searches, business records, and resources.

Certificate Verification Number: KA2ZV1W
Use bizfile.sos.ca.gov to verify the certified copy.

Document ID: GS31391

HUB International Insurance Services Inc.

701 University Ave., Suite 100
Sacramento, CA 95825
(916) 974-7800 • Fax (916) 974-6120

hubinternational.com

April 24, 2024

Ms. Reeta Raj
Ware Disposal Inc.
P.O. Box 1318
Santa Ana, CA 92702

Re: 5 Year WC Experience Rating

Dear Reeta,

Below are the 5 years Workers' Compensation Experience Rating Modification factors for Ware Disposal Inc.

2023	191%
2022	146%
2021	124% (8-1-21-3-12-22) / (3/12/22-8/1/22 125%)
2020	106%
2019	127%

Let me know if you need anything additional.

Respectfully,

Rocio Leon
Account Manager
916-480-4134
Rocio.leon@hubinternational.com

Year	Miles	Accidents with Injuries	Incidents involving Vehicles being Towed Away	Total Accidents	Factor	VARR
2019	3,629,750	4	3	7	1,000,000	1.93
2020	3,266,775	0	4	4	1,000,000	1.22
2021	3,430,114	1	3	4	1,000,000	1.17
2022	3,601,620	0	5	5	1,000,000	1.39
2023	3,781,700	2	5	7	1,000,000	1.85

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

CARRIER INSPECTION

CHP 343D (Rev. 2-99) OPI 062

☐ This report contains **CONFIDENTIAL** pages.

CARRIER NAME	CA NUMBER	LOC. CODE	SUBAREA
WARE DISPOSAL INC	55393	670	B6
STREET ADDRESS, CITY, STATE, ZIP CODE	PHONE NUMBER	DATE	
1035 E. 4th St. SANTA ANA CA 92701	(714) 834-0234	02/07/2023	
CARRIER REPRESENTATIVE	TITLE	TIME IN	TIME OUT
REETA RAJ	HR MANAGER	1200	1400
INSPECTION LOCATION *(if other than the carrier's principal place of business)*	U.S. DOT NUMBER	MC NUMBER	

On this date, the above named motor carrier was inspected by the California Highway Patrol. The inspection evaluated the carrier's compliance with the following requirements:

☒ CONTROLLED SUBSTANCES & ALCOHOL TESTING PROGRAM [VC 34520 & 49 CFR 382]

☐ OTHER: _____

REMARKS

Carrier is enrolled with

FOLEY DRUG AND ALCOHOL

HARTFORD CT

860-633-2660

As a result of the inspection noted above, this carrier was assigned a compliance rating of SATISFACTORY
This rating applies only to carrier requirements - Terminals are rated separately.

RATING HISTORY	NO. OF RECORDS INSPECTED	NO. OF VIOLATIONS	CHP 345 ISSUED	SUSPENSE DATE	CHP 100D COLUMN NO.
1 S 2 S 3 S 4 S	70		☐	☒ Auto ☐ None	

INSPECTED BY *(Name)*	ID NUMBER	CARRIER TYPE
R. BARTLING	A17263	☒ Truck ☐ Bus

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations recorded hereon and on the attached pages (2 through 6) will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the BORDER Division Motor Carrier Safety Unit Supervisor at 858-944-6345 within 5 calendar days of the rating.

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
REETA RAJ	HR MANAGER		
CARRIER REPRESENTATIVE'S SIGNATURE	CURRENT CARRIER RATING	DATE	
	SATISFACTORY	02/07/2023	

Destroy previous editions.

California Highway Patrol

US DOT #	Legal: WARE DISPOSAL INC
2664243	Operating (DBA):

MC/MX #: **State #:** 55393 **Federal Tax ID:** 95-3743725 (EIN)

Review Type: Non-ratable Review - Special Study

Scope: Terminal **Location of Review/Audit:** Company facility in the U. S. **Territory:**

Operation Types	Interstate	Intrastate
Carrier:	N/A	Non-HM
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation

Gross Revenue: **for year ending:**

Company Physical Address:

1035 E 4TH STREET
SANTA ANA, CA 92701

Contact Name: REETA RAJ
Phone numbers: **(1)** 714- 644-0677 **(2)** **Fax**
E-Mail Address:

Company Mailing Address:

P O BOX 1318
SANTA ANA, CA 92702

Carrier Classification

Authorized for Hire

Cargo Classification

Garbage, Refuse, Trash

Equipment

	Owned	Term Leased	Trip Leased	Owned	Term Leased	Trip Leased
Truck	80	0	0			

Power units used in the U.S.: 80
Percentage of time used in the U.S.: 100

Does carrier transport placardable quantities of HM? No
Is an HM Permit required? N/A

Driver Information

	Inter	Intra
< 100 Miles:		70
>= 100 Miles:		

Average trip leased drivers/month: 0
Total Drivers: 70
CDL Drivers: 70

WARE DISPOSAL INC - Terminal U.S. DOT #: 2664243	State #: 55393	Review Date: 02/07/2023

Part A

California Highway Patrol. Questions should be directed to the Federal Motor Carrier Safety Administration office nearest you.

California Highway Patrol
9330 Farnham Street
San Diego, CA 92123 858-944-6345

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: REETA RAJ **Title:** HR MANAGER

Name: **Title:**

WARE DISPOSAL INC - Terminal U.S. DOT #: 2664243	State #: 55393	Review Date: 02/07/2023

Part B Violations

Safety Fitness Rating Information:		**OOS Vehicle (CR):**	0
Total Miles Operated	1,000,000	**Number of Vehicle Inspected (CR):**	0
Recordable Accidents	0	**OOS Vehicle (MCMIS):**	0
		Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

This Review is not Rated.

WARE DISPOSAL INC - Terminal U.S. DOT #: 2664243	State #: 55393	Review Date: 02/07/2023

Part B Requirements and/or Recommendations

1.

13CCR 1233.5 Carrier is required to notify the Department, in writing, of any change of address or cessation of regulated activity at any of the carrier's terminal. Such notification shall be made within 15 days of the change and shall be forwarded to:
CALIFORNIA HIGHWAY PATROL
COMMERCIAL RECORDS UNIT
P.O. BOX 942898
SACRAMENTO, CA 94298-0001

2. Forms and publications are available at the CHP internet website at: http://www.chp.ca.gov/publications/index.html

3. D.O.T. website www.FMCSA.DOT.gov

WARE DISPOSAL INC - Terminal
U.S. DOT #: 2664243 State #: 55393

Review Date: 02/07/2023

Part C

Reason for Review: Other CSAT
Planned Action: Compliance Monitoring

Parts Reviewed Certification:
325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews
7/9/2020
7/2/2020
4/16/2019

Prior Prosecutions

Reason not Rated: Special Study

Study Code: CA

Unsat/Unfit Information

Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?

Does carrier transport placardable quantities of hazardous materials?

Unsat/Unfit rule: Not Applicable

Corporate Contact: REETA RAJ
Corporate Contact Title: HR MANAGER

Special Study Information:

Remarks:

CARRIER NAME: WARE DISPOSAL INC CA # - 55393
Carrier Address: 1305 E 4th ST. SANTA ANA CA 92701

RATING INFORMATION:
In accordance with 13 CCR 1233, this carrier has been rated SATISFACTORY at this time.

Drug and Alcohol Testing Violations:
No violations noted

Upload Authorized:	**Yes**	**No**	
Authorized by:			**Date:**
Uploaded:	**Yes**	**No**	**Failure Code:**
Verified by:			**Date:**

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev. 12-17) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☒ Yes ☐ No	55393	88876	30	
TERMINAL TYPE	**CODE**	**OTHER PROGRAM(S)**	**LOCATION CODE**	**SUBAREA**
☒ Truck ☐ Bus ☐ Mod Limo	1		670	B4

CARRIER LEGAL NAME	TERMINAL NAME (IF DIFFERENT)	TELEPHONE NUMBER (W/ AREA CODE)
WARE DISPOSAL INC.		(714) 834-0234

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
1451 MANHATTAN AVE., FULLERTON, CA. 92831

MAILING ADDRESS (NUMBER, STREET, CITY, ZIP CODE) (IF DIFFERENT FROM ABOVE)	INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)
P.O. BOX 8089, NEWPORT BEACH, CA. 92658	1451 MANHATTAN AVE., FULLERTON, CA. 92831

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHS BY TYPE	DRIVERS	BIT FLEET SIZE
			70D		I II Mod Limo	80	Powered
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT.	HW VEH.	HW CONT.	PPB/CSAT	Towed
						☐ Yes ☒ No ☐ N/A	

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC ☐ Yes ☐ No

FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34515(b) CVC

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
MANNY GONZALEZ	(714) 834-0234	(714) 488-0866
JAY WARE	(714) 664-0159	(714) 906-2887

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL FOR LAST YEAR [2019]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001 — 100,000	☐ 100,001 — 500,000	☒ 500,001 — 1,000,000	☐ 1,000,001 — 2,000,000	☐ 2,000,001 — 5,000,000	☐ 5,000,001 — 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE ☒ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION ☐ Yes ☐ No
USDOT	USDOT NUMBER 2664243	☐ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION BIT CPSS

INSPECTION FINDINGS — **INSPECTION RATINGS:** S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM	1	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 14 Time	No. 12 Time	No. 14 Time	TIME	TOTAL TIME
DRIVER HOURS		HAZARDOUS MATERIALS ☐ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles 1 Units	
BRAKES	7	REMARKS				
LAMPS & SIGNALS	4	See following pages for details				
CONNECTING DEVICES						
STEERING & SUSPENSION	4					
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS	3					
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

INSPECTION TYPE	NON-BIT	CPSS	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☒ Yes ☐ No	☐		7/2/2020		

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
C.CIERLEY	A12888	☒ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through _____), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (858) 650-3655 within 5 business days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY	Manny Gonzalez	07/09/2020

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
MANNY GONZALEZ	OPERATIONS MANAGER		

CALIFORNIA HIGHWAY PATROL

US DOT #	Legal: WARE DISPOSAL INC
2664243	Operating (DBA):

MC/MX #: **State #:** 55393 **Federal Tax ID:** 95-3743725 (EIN)

Review Type: Non-ratable Review - Special Study

Scope: Terminal **Location of Review/Audit:** Company facility in the U. S. **Territory:**

Operation Types	Interstate	Intrastate
Carrier:	N/A	Non-HM
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation

Gross Revenue: **for year ending:**

Company Physical Address:

1035 E 4TH STREET
SANTA ANA, CA 92701

Contact Name: MANNY GONZALEZ
Phone numbers: (1) 714- 644-0677 (2) **Fax**
E-Mail Address:

Company Mailing Address:

P O BOX 1318
SANTA ANA, CA 92702

Carrier Classification

Private Property

Cargo Classification

Garbage, Refuse, Trash

Equipment

	Owned	Term Leased	Trip Leased	Owned	Term Leased	Trip Leased
Truck	70	0	0			

Power units used in the U.S.: 70
Percentage of time used in the U.S.: 100

Does carrier transport placardable quantities of HM? No
Is an HM Permit required? N/A

Driver Information

	Inter	Intra
< 100 Miles:		80
>= 100 Miles:		

Average trip leased drivers/month: 0
Total Drivers: 80
CDL Drivers:

QCSRE3CA2OOAA

Part A

QUESTIONS regarding this report may be directed to the
Border Division Motor Carrier Safety Unit at:

9330 Farnham Street
San Diego, CA 92123
(858) 650-3655

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: MANNY GONZALEZ **Title:** OPERATIONS MANAGER

Name: **Title:**

WARE DISPOSAL INC - Terminal U.S. DOT #: 2664243	State #: 55393	Review Date: 07/09/2020

Part B Violations

				Drivers/Vehicles	
1 STATE	Primary: 13CCR 1232(a) CFR Equivalent: 396.3(a)(1)	Discovered	Checked	In Violation	Checked
		1	1	1	1

Description
Carrier's preventive maintenance program is not adequate to ensure all vehicles are kept in safe and proper operating condition. Vehicle condition indicates more frequent and / or thorough systematic inspection is necessary.

Example
Condition of several vehicles during this audit indicate more frequent maintenance inspections are required.

Safety Fitness Rating Information:			
Total Miles Operated	500,001	**OOS Vehicle (CR):**	0
Recordable Accidents	0	**Number of Vehicle Inspected (CR):**	7
		OOS Vehicle (MCMIS):	0
		Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

This Review is not Rated.

	WARE DISPOSAL INC - Terminal U.S. DOT #: 2664243 State #: 55393	Review Date: 07/09/2020

Part B Requirements and/or Recommendations

1. Ensure that the persons or entities that perform preventative maintenance inspections on your equipment are abiding by agreed time or mileage intervals. Ensure that records are kept of such periodic preventative maintenance inspections. Take corrective action, if schedules are not being adhered to.

2. Review with your drivers periodically the procedures for doing pre-trip and post-trip inspections. Ensure that safety defects reported by drivers on their Vehicle Inspection Reports (VIR) are repaired before the vehicle is re-dispatched. Require drivers to prepare Vehicle Inspection Reports on a daily basis. Keep them on file for 90 days.

3. Implement more thorough and/or frequent safety inspections to ensure vehicles are kept in safe and proper operating condition.

4. Ensure vehicle Out-of-Service conditions are properly repaired before being returned to highway service.

WARE DISPOSAL INC - Terminal U.S. DOT #: 2664243	State #: 55393	Review Date: 07/09/2020

Part C

Reason for Review: Other — CPSS BIT INSPECTION
Planned Action: Compliance Monitoring

Parts Reviewed Certification:
325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews **Prior Prosecutions** **Reason not Rated:** Special Study **Study Code:** CA

Unsat/Unfit Information
Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?
Does carrier transport placardable quantities of hazardous materials?
Unsat/Unfit rule: Not Applicable

Corporate Contact: MANNY GONZALEZ
Corporate Contact Title: OPERATIONS MANAGER
Special Study Information:

Remarks:
Terminal Name: WARE DISPOSAL INC. CA # - 55393
Terminal Address: 1451 MANHATTAN AVE., FULLERTON, CA. 92831 FCN # - 88876

On-highway inspections were used to fulfill 7 of 14 required vehicle inspections.

Rating Information:
In accordance with 13 CCR 1233, this terminal has been rated SATISFACTORY

MCS1 C. CIERLEY A12888
BORDER DIVISION
CALIFORNIA HIGHWAY PATROL
MOTOR CARRIER SAFETY UNIT

Upload Authorized:	**Yes**	**No**	
Authorized by:			**Date:**
Uploaded:	**Yes**	**No**	**Failure Code:**
Verified by:			**Date:**

MORe

Mandatory Organics Recycling
AB 1826 CA State Mandate





Requirements

Businesses and Multi-family Residential Dwellings must have an organics (green waste) recycling program in place by:

April 1, 2016	Generators of ***8*** **or more cubic yards** of organic waste per week
January 1, 2017	Generators of ***4*** **or more cubic yards** of organic waste per week
January 1, 2019	Generators of ***4*** **or more cubic yards** of solid waste per week
Summer/Fall 2021	Generators of ***2*** **or more cubic yards** of solid waste per week, if statewide disposal of organic waste is not decreased by 50%

Organics: *defined by the State as food waste, green waste, landscape and pruning waste, nonhazardous wood waste, and food-soiled paper waste that is mixed in with food waste.*

***Note:** Multi-family residential dwellings are NOT required to recycle food waste at this time.

How to Comply

- Source-separate organic waste from other waste and subscribe to an organic waste recycling service that specifically includes collection and recycling of organic waste.
- Recycle organic waste onsite or self-haul for organics recycling.
- Subscribe to an organic waste recycling service that includes mixed-waste processing that specifically recycles organic waste.
- Sell or donate the generated organic waste (food rescue).

FOR MORE INFORMATION: Contact Phone: (877) 714-9273 Contact Email: LAinfo@waredisposal.com

www.calrecycle.ca.gov/recycle/commercial/organics or www.ab341la.org

WARE DISPOSAL, INC.

recycLA Make waste history

CITY OF LOS ANGELES FOUNDED 1781

LA SANITATION environment CITY OF LOS ANGELES

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles do not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

IT'S TIME TO recycLA

Make waste history

AT YOUR WAREHOUSE OR SHIPPING DEPARTMENT

CLEAN AND FULLY EMPTIED ITEMS



CLEAN & DRY PAPER



FLATTENED CARDBOARD & PAPERBOARD



BAGGED SHREDDED PAPER



BEVERAGE CONTAINERS



PLASTIC



MISC. METALS







recycLA.com (800) 773-2489

WARE DISPOSAL, INC.

WARE DISPOSAL, INC.

SOUTH WHITTIER RECYCLING BULLETIN

Sponsored by Ware Disposal, Inc.

Winter 2023

Holiday Waste Pick-up

Ware Disposal, Inc. observes the following holiday:

Christmas Day (Sunday, December 25, 2022)

Since Christmas day falls on a Sunday, there will be no service on Monday December 26. Residential collection service will be delayed one day during the week due to the holiday.

RESIDENTIAL ORGANIC WASTE RECYCLING

Senate Bill 1383 requires every jurisdiction in the State of California to provide mandatory organic waste collection services to all residents and business/property owners to divert organic waste from landfills.

What is organic waste?

Organic waste includes food scraps, food-soiled paper products and yard or green waste.

Why is it important to keep organic waste out of landfills?

When organic waste is buried in a landfill and decomposes, it releases methane, a greenhouse gas that contributes to climate change.

What are the benefits?

When organic waste is collected separately from trash, it can be kept out of landfills and processed to create useful products such as compost, renewable electricity and transportation fuel while reducing emissions of methane into the atmosphere.

What do I have to do?

Residents must separate organic waste from their regular trash and place it into the green bin, in plastic bags.

Questions?

Contact us at (877)714-9273.

Reminder! Christmas Tree and Foliage Recycling

Christmas trees/foliage will be collected from **December 26, 2022 through January 13, 2023**
Please remember to:

1. Remove all lights, ornaments, tinsel and stand.
2. Ensure trees/foliage are cut into sections shorter than six feet.
3. Place the tree/foliage at the curb next to your trash receptacle on your regular collection day (do not block streets, alleys or sidewalks).



Plastic trees /foliage are not recycled or accepted. Please call (877) 714-9273 to schedule a bulky item pick-up.

Rainy Day Pick-Ups

Storms with heavy rainfall may cause debris to be washed onto the street. Help prevent pollution caused by spillage from waste, recycling or green waste carts by taking the following steps:

- Be aware of potential stormwater runoff in and around your property.
- Place bins three feet away from the curb so that they are not in the stormwater runoff area.
- Place bins back on your property immediately after being serviced to prevent bins from getting washed away.



For questions, please contact our Customer Service Department at (877) 714– 9273.

Cut here and save this to keep our contact information accessible!

For additional information, please call **Ware Disposal** customer service at **(877) 714-9273,** Monday - Friday, 8 a.m. - 5 p.m., or Los Angeles County Public Works at (888) CLEAN-LA, Monday -Thursday, 7 a.m. - 5 p.m.

WARE DISPOSAL, INC.

SOUTH WHITTIER BOLETÍN DE RECICLAJE

Patrocinado por Ware Disposal, Inc.

Invierno 2023

Día Feriado de Recogida de Basura

Ware Disposal, Inc. Observa el siguiente día feriado:

Navidad (domingo 25 de diciembre de 2022)

Debido que el día de Navidad cae en domingo, no habrá servicio el lunes 26 de diciembre. El servicio de recolección residencial se retrasará un día durante la semana debido a el día feriado.

RECICLAJE DE RESIDUOS ORGÁNICOS RESIDENCIALES

El Proyecto de Ley del Senado 1383 requiere todas las jurisdicciones en el estado de California a proporcionar servicios de recolección obligatorios de desechos orgánicos a todos los residentes y propietarios de negocios / propiedades para desviar los residuos orgánicos de los vertederos.

¿Qué son los residuos orgánicos?

Los desechos orgánicos son materiales, como restos de alimentos, productos de papel sucios de alimentos y desechos de jardín o verdes.

Por qué es importante mantener los residuos orgánicos fuera de los vertederos?

Cuando los residuos orgánicos se entierran en un vertedero y se descomponen, liberan metano, un gas de efecto invernadero que contribuye al cambio climático.

¿Cuáles son los beneficios?

Cuando los residuos orgánicos se recogen por separado de la basura, se pueden mantener fuera de los vertederos y procesarse para crear productos útiles como abono, electricidad renovable y combustible de transporte, al tiempo que se reducen las emisiones de metano a la atmósfera.

¿Qué tengo que hacer?

Residentes deben separar los desechos orgánicos de su basura regular y colocarlo en su carrito verde, en bolsas de plástico.

¿Preguntas? Contáctanos al (877) 714-9273.

¡recordatorio! Reciclaje de árboles navideños y follaje

Los árboles navideños/follaje se recogerán desde el **26 de diciembre de 2022 a el 13 de enero de 2023**.

Por favor, recuerde:

1. Quitar todas las luces, adornos, guirnaldas y soportes.
2. Corte los árboles/follaje en secciones de menos de seis pies.
3. Coloque los árbol/follaje en la acera al lado de su contenedor de basura (no bloquee las calles, callejones o aceras).



Los árboles/follaje de plástico no serán reciclados o aceptados. Llame al (877) 714– 9273 para programar una recolección de artículos voluminosos.

Recolección en días de lluvia

Las tormentas con fuertes lluvias pueden causar desechos para ser lavados a la calle. Siga estos pasos para evitar que los contenedores de basura, reciclaje y desechos verdes se agreguen al problema:

- Sea consciente de los posibles flujos de aguas pluviales alrededor de su propiedad.
- Coloque contenedores tres pies afuera de la acera para que no estén en el área de drenaje de aguas pluviales.
- Coloque los contenedores inmediatamente en su propiedad después de ser atendidos para evitar ser arrastrados por el agua.



Si tiene preguntas, comuníquese con nuestro Departamento de Servicio al Cliente al (877) 714-9273.

¡Corte aquí y guarde esto para mantener nuestra información de contacto!

Para más información, llame a la línea de servicio al cliente de Ware Disposal al (877) 714-9273 de lunes a viernes de 8 a.m. a 5 p.m., o a la línea directa de Obras Públicas del Condado de Los Ángeles al (888) CLEAN-LA de lunes a jueves, de 7 a.m. a 5 p.m.



THE ECO EXPRESS

recycLA Make waste history

WARE DISPOSAL, INC.

WARE Disposal is proud to service the South East Los Angeles Commercial and Multi-Family Residential Customers!

What's New?

> E-WASTE

> Food Waste - What goes in?

>Food Recovery

Contact Us

LA Sanitation
800-773-2489
Open 24 hrs/7 days a week
recycLA.com

WARE Disposal -
Customer Care Center
1740 S Los Angeles St.
Suite 206
Los Angeles CA 90015
213-275-1146

Hours

Monday-Friday, 8 am-5 pm
Saturday, 8 am-12 pm

Lainfo@waredisposal.com

www.waredisposal.com

E-WASTE! IT'S TOXIC! DON'T PLACE IN BLUE OR BLACK BIN



E-waste can be recycled and reused, however it should never be placed in the black or blue bin! E-waste requires special handling for both disposal and recycling and therefore must be handled separately. E-waste is more than just your old mobile phone, it is any electronic waste that is no longer useful to you, whether it works or not. This includes televisions, tablets, cables/wires, computers, cell phones, microwaves, etc. These devices serve great use in our day-to-day life, but have severe environmental consequences. According to the EPA, "17.4% of e-waste that is thrown out is actually recycled. The United States generated 6.92 million tons of e-waste in 2020, and only recycled 15% of that material." While it might be tempting to just dump it in the black or blue bin, it should never be placed in these containers and should be properly recycled! LA Sanitation has multiple S.A.F.E Center locations where small business generators and multi-family residences can drop off electronics. For more information contact LA Sanitation at 1-800-773-2489 or visit www.lacitysan.org/safecenters.

¡RESIDUOS ELECTRÓNICOS! ¡ES TÓXICO! NO COLOQUE EN EL CONTENEDOR AZUL O NEGRO

Los desechos electrónicos se pueden reciclar y reutilizar, sin embargo, ¡nunca deben colocarse en el contenedor negro o azul! Los desechos electrónicos requieren un manejo especial tanto para la eliminación como para el reciclaje y, por lo tanto, deben manejarse por separado. E-waste es más que tu viejo teléfono móvil, es cualquier desecho electrónico que ya no te es útil, funcione o no. Esto incluye televisores, tabletas, cables, computadoras, teléfonos celulares, microondas, etc. Estos dispositivos tienen un gran uso en nuestra vida cotidiana, pero tienen graves consecuencias ambientales. Según la EPA, "el 17,4 % de los desechos electrónicos que se desechan en realidad se reciclan. Estados Unidos generó 6,92 millones de toneladas de desechos electrónicos en 2020 y solo recicló el 15 % de ese material". ¡Recicle correctamente! LA Sanitation tiene varios Centros SAFE donde los generadores de pequeñas empresas y las residencias multi-familiares pueden dejar sus dispositivos electrónicos. Para obtener más información, comuníquese con LA Sanitation al 1-800-773-2489 o visite www.lacitysan.org/safecenters.

FOOD WASTE! WHAT GOES IN THE GREEN BIN?

Green bins are part of the new CA SB1383 requirement for all businesses. Throughout 2022, businesses will begin to sign up for the organics collection service - which will require them to sort their organic waste and place it in the green bin. Acceptable materials include food scraps, tea bags, yard trimmings, coffee grounds, food soiled paper, etc. To set up organics collection service, contact the LASAN Customer Care Center at 1-800-773-2489.

¡DESECHOS ALIMENTARIOS! ¿QUÉ VA EN EL CONTENEDOR VERDE?

Los contenedores verdes son parte del nuevo requisito CA SB1383 para todas las empresas. A lo largo de 2022, las empresas comenzarán a suscribirse al servicio de recolección de orgánicos, que requerirá que clasifiquen sus desechos orgánicos y los coloquen en el contenedor verde. Los materiales aceptables incluyen restos de comida, bolsitas de té, recortes de jardín, posos de café, papel sucio con comida, etc. Para configurar el servicio de recolección de orgánicos, comuníquese con el Centro de atención al cliente de LASAN al 1-800-773-2489.





FREE WASTE ASSESSMENTS & RECYCLING TRAINING

Do you want to increase your recycling and potentially reduce your monthly trash expenses? WARE Disposal is here to help. We offer FREE waste assessments of your current service needs and recommend the best level of service. A waste assessment is a review of your solid waste generation to identify ways to increase your recycling, and recommend levels of services that will save you money. In addition, we offer onsite recycling training to provide you with a better understanding of what is recyclable. Contact LASAN Customer Care Center to schedule a waste assessment at 1-800-773-2489.



¿Quiere aumentar su reciclaje y potencialmente reducir su gasto mensual de basura? WARE Disposal está aquí para ayudar. Ofrecemos evaluaciones de residuos GRATUITAS de sus necesidades de servicio actuales y recomendamos el mejor nivel de servicio. Una evaluación de desechos es una revisión de su generación de desechos sólidos para identificar formas de aumentar su reciclaje y recomendar niveles de servicios que le permitirán ahorrar dinero. Además, ofrecemos capacitación en reciclaje en el sitio para brindarle una mejor comprensión de lo que es reciclable. Comuníquese con el Centro de atención al cliente de LASAN para programar una evaluación de desechos al 1-800-773-2489.

FOOD RESCUE - DONATE YOUR SURPLUS EDIBLE FOOD

Does your business have a surplus of edible food? Ware has partnered with two food rescue organizations that can help your business recover edible food. By donating your surplus of food, you help address the food insecurities in the City of LA. Your donation goes to food banks and soup kitchens that help feed your local communities. Food rescue not only helps feed people but also helps the environment by diverting food waste from landfills. This in turn lowers methane emissions and reduces climate pollution. Ready to participate? Call the LASAN Customer Care Center to schedule an onsite visit at 1-800-773-2489.

RESCATE DE ALIMENTOS - DONE SU ALIMENTO COMESTIBLE EXCEDENTE

¿Tiene su negocio un excedente de alimentos comestibles? Ware se ha asociado con dos organizaciones de rescate de alimentos que pueden ayudar a su empresa a recuperar alimentos comestibles. Al donar su excedente de alimentos, ayuda a abordar la inseguridad alimentaria en la Ciudad de Los Ángeles. Su donación se destina a bancos de alimentos y comedores populares que ayudan a alimentar a sus comunidades locales. El rescate de alimentos no solo ayuda a alimentar a las personas, sino que también ayuda al medio ambiente al desviar los desechos de alimentos de los vertederos. Esto, a su vez, reduce las emisiones de metano y reduce la contaminación climática. ¿Listo para participar? Llame al Centro de atención al cliente de LASAN para programar una visita en el sitio al 1-800-773-2489.

Holiday Schedule / Horario de Dias Festivos

New Year's Day / Año Nuevo (January 1st, 2022)
Labor Day / Día del Trabajo (September 5th, 2022)
Independence Day / Día de la Independencia (July 4th, 2022)
Thanksgiving / Día de Acción de Gracias (November 24, 2022)
Christmas / Navidad (December 25, 2022)

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week / Cuando un día festivo cae en un día entre semana, la recolección se retrasará un día por el resto de la semana.

As a covered entity under Tittle II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.
En relación con el Articulo II de Acto de Americanos con Incapacidades, la Ciudad de Los Angeles no discrimina en base de incapacidad física, y si usted lo pide, la Ciudad proveerá en un nivel razonable igual acceso a sus programas, servicios y actividades.

City of El Segundo Rate Proposal Form

Proposer Name: **Ware Disposal, Inc**

Commercial & Multi-Family Refuse Bin Service (Monthly)

Includes one solid waste collection bin and disposal and one

Frequency	Container Size	Rate $	Container Size	Rate $	Container Size	Rate $	Container Size	Rate $	Container Size	Rate $	Container Size	Rate $
1 x p/w k	1.5 yd	150	2yd	185	3yd	190	3yd Compactor	220	4yd	250	4yd Compactor	320
2 x p/w k	1.5 yd	300	2yd	340	3yd	370	3yd Compactor	380	4yd	420	4yd Compactor	480
3 x p/w k	1.5 yd	425	2yd	524	3yd	500	3yd Compactor	560	4yd	600	4yd Compactor	660
4 x p/w k	1.5 yd	575	2yd	740	3yd	690	3yd Compactor	740	4yd	800	4yd Compactor	840
5 x p/w k	1.5 yd	724	2yd	875	3yd	880	3yd Compactor	900	4yd	1000	4yd Compactor	1040
6 x p/w k	1.5 yd	900	2yd	1000	3yd	970	3yd Compactor	1050	4yd	1100	4yd Compactor	1150

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate $	Container Size	Rate $	Container Size	Rate $	Container Size	Rate
1 x p/w k	35-gallon cart	67	65-gallon cart	75	2yd	90	3 yd	98
2 x p/w k	35-gallon cart	120	65-gallon cart	145	2yd	180	3 yd	200
3 x p/w k	35-gallon cart	180	65-gallon cart	190	2yd	270	3 yd	300
4 x p/w k	35-gallon cart	240	65-gallon cart	250	2yd	360	3 yd	400
5 x p/w k	35-gallon cart	300	65-gallon cart	320	2yd	430	3 yd	500
6 x p/w k	35-gallon cart	350	65-gallon cart	380	2yd	500	3 yd	600

Commercial & Multi-Family Additional Services	Rate $
Locking Bin Charge Per Bin	25
Locking Bins - installation	110
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charg	160
Second refuse cart, 65 or 95 gallon-Monthly Charge	25
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	28
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	27
3yd / 4yd Compactor - Additional pick-up	90
3yd-Bin Overflow /extra dumps-Mixed Waste Charge Per Occurance	90
3yd-Bin Overflow /extra dumps-w ith lock Charge Per Occurance	90
3yd-Bin Overflow /extra dumps-Recycling Charge Per Occurance	90
2 or 3yd Bin Overflow /extra dumps-Organics Charge Per Occurance	90
4yd-Bin Overflow /extra dumps-Mixed Waste Charge Per Occurance	110
4yd-Bin Overflow /extra dumps-w ith lock Charge Per Occurance	110
4yd-Bin Overflow /extra dumps-Recycling Charge Per Occurance	

Permanent Rolloff Boxes Refuse Rates	Rate $
Drop-off box - plus actual landfill fee	155
Drop-off box - plus actual processing fee	165
Drop-off box-Source Separated - Flat rate	450
Compactor - plus actual landfill fee	225
Compactor - plus actual processing fee	225
Processing Fee - per ton	78
Green w aste Fee - per ton	72

Clean-up Bins	Rate $
Clean-up Bin Weekly rental	90
Clean-up Bin Weekly-recycling	90
Clean-up Bin over w eight additional charge	86
3 yd bin after 7 days (rental) - per day	15
Clean-up Bin trip charge	145

WASTE AND RECYCLING SERVICES,INC.

Response to Request for Proposals for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo

Submitted by:

Waste and Recycling Services, Inc.
13714 Chestnut St
Whittier, California 90605

Submitted to:

City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245

April 29, 2024

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Aplril 29, 2024

Erica Miramontes
City of El Segundo
Public Works Department
350 Main Street
El Segundo, California 90245

Dear Ms. Miramontes;

Thank you for selecting Waste and Recycling Services, Inc. (WRS) to respond to the City of El Segundo RFP for Commercial Solid Waste Collection, Recycling, and Disposal Services (Proposal). I am Mark Klistoff and I am the sole owner of Waste and Recycling Services, Inc. and submitting this Proposal as an integrated solid waste, organics and recycling hauler with the qualifications required by the City of El Segundo. I have read the Draft Agreement and have no exceptions. I have also read the RFP, addenda, questions and answers and have conducted my due diligence to propose on the RFP and warrant my investigation into all the facts and documents. I hereby acknowledging the validity of the proposed terms and rates for a period of 180 days after the submission deadline.

The WRS Proposal is characterized by 50% Diversion Guarantee, long term relationships with solid waste facilities and MRFs and has proposed on all the diversion, compliance and program requirements set forth in the RFP. Our unique qualifications is the number of years in the industry (28) and the experience with he types of services offered. WRS has been under my control for many years and I am the person authorized to bond my firm to the statements and facts of the RFP Response.

Name of Company: Waste and Recycling Services, Inc.
Address of Company: 638 Giano Ave, La Puente, California 91744
Chief Executive Officer: Mark Klistoff, 562-201-5049, customerservice@4wrs.com

I, Mark Klistoff, hereby indicate and commit my intention to submit a State of Qualifications in response to the City's RFQ #23-06 as confirmed by my signature below.

From the Desk of Mark Klistoff, CEO

Mark Klistoff

Mark Klistoff
CEO

INTRODUCTION

Waste and Recycling Services, Inc. (WRS) has developed this Proposal to the City of El Segundo RFP to be considered as a qualified franchised hauler to collect commercial, business and multi-family, construction and demolition, recyclable and organic waste for the City's customers. WRS has successfully implemented and continues to hold franchise agreements in cities that require sophisticated recycling, diversion and environmental compliance programs required by the State of California and Calrecycle. This Response will indicate WRS' willingness, experience, ability and capacity to perform the services required in the RFQ.

WRS uses cNG vehicles only which is currently compliant with SB 1383 and can transition into RNG recommended or purchased by the City of El Segundo. In short, WRS will adhere to the principles defined at Calrecycle in accordance with the following:

> *"CalRecycle maintains resources, such as a list of anaerobic digestion facilities in California, that may help jurisdictions find renewable gas that may be eligible towards their SB 1383 procurement obligations. Please note it will be important for jurisdictions to verify and ensure all products and facilities considered meet the regulatory requirements and standards for the procurement to count towards their procurement targets. Renewable gas from anaerobic digestion may be procured and used for electricity, transportation fuel, or heating applications to fulfill a jurisdiction's procurement target [see 14 CCR Section 18993.1(f)]. Renewable gas is defined as gas derived from organic waste that has been diverted from a landfill and processed at an in-vessel digestion facility that is permitted or otherwise authorized by Title 14 to recover organic waste [see 14 CCR Section 18982(a)(62)]. To see if the in-vessel facility in question is permitted or otherwise authorized to recover organic waste, jurisdictions may find the permitting status through CalRecycle's SWIS Database"*

When RNG fuel, compliant with SB 1383 Procurement Guidelines becomes available and is offered to the City's haulers, WRS will utilize the fuel recommended and the locations where fuel is available.

WRS is in good standing with all of its franchises and has had no enforcement actions within the last 5 years. Please see the contacts for each of WRS' franchise cities for confirmation of good standing, diversion requirements met and franchise obligations realized. A copy of jurisdictional contacts for WRS is attached in Exhibit I References.

3. WRS CORPORATE INFORMATION

1. **Company Name:** Waste and Recycling Services, Inc.
2. **DBA:** Waste and Recycling Services, Inc.
3. **Corporate or Parent/Affiliate**: None
4. **Physical Location**: 638 Giano Ave, La Puente, California 91744
5. **Company Type**: California Corporation
6. **Years in Business**: Twenty-Six (26) Years in Southern California
7. **Contact Person:** Louis C. Ippolito, 909-289-4321 – Municipal Marketing

8 **Contact Mailing Address**: 13714 Chestnut St, Whittier, California 90605

9. **Company Binding Authority:** Mark Klistoff – CEO, 100% Ownership

10. **Company Officers:** Mark Klistoff, President Diana Klistoff, Secretary

11. Additional Company Information:

- Number of Employees - Twenty-Eight (28)
- Hours of Operation - 6 am to 6 pm, Monday through Saturday
- Vehicles - 11 Rolloffs, 5 Frontloaders, 3 Scouts, 2, 5-Bin Trucks Motor Carrier Permit
- Seven (7) Franchise Permits
- Health and Safety Permits – OSHA
- LA County Department Solid Waste Permit
- State CalRecycle Registration
- RDRS Registration

4. WRS BUSINESS STRUCTURE

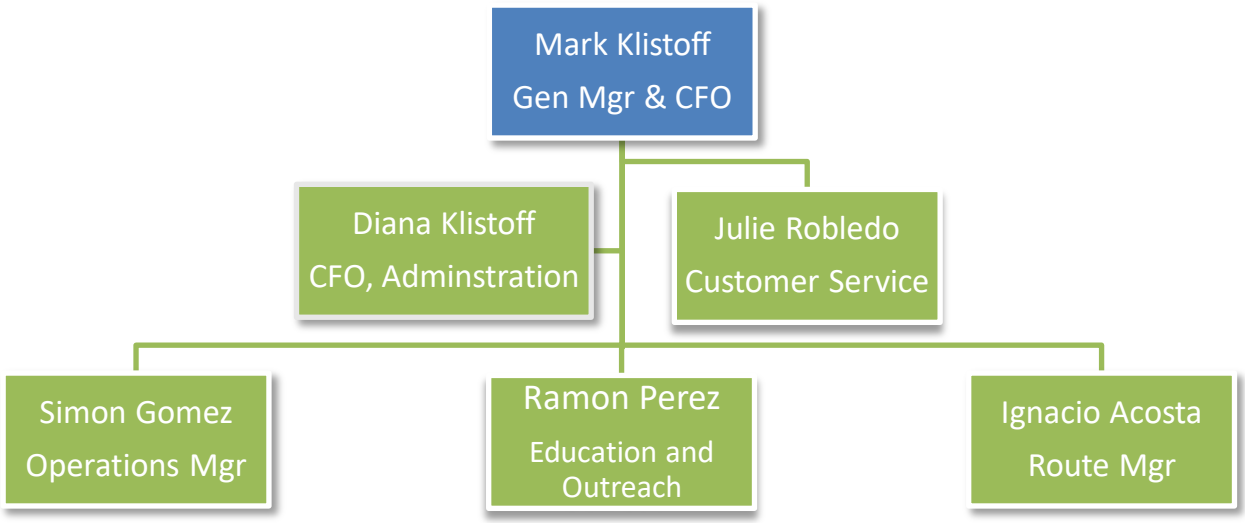
Waste & Recycling Services, Inc. is a California corporation in good standing with the Attorney Generals Office, Franchise Tax Board and Secretary of State as indicated in Exhibit II Corporate Status. In addition, the current Motor Carrier Permit number is also attached in Exhibit II.

5. WRS KEY PERSONNEL

The Key Personnel proposed below reflect Mr. Klistoff's personal choices as to the best-qualified diverse group of experts available to serve the City of El Segundo for years to come. The WRS staff is a small but capable group of experienced and qualified industry professionals. Mr. Klistoff has worked hard to be sure that each staff member is proficient in collection and recycling, and excels in work with government entities throughout Los Angeles County:

- Mark Klistoff, General Manager, Chief Financial Offier
- Diana Klistoff, CFO, Corporate Admin, Municipal Reporting
- Simon Gomez, Operations Manager
- Ramon Perez, Route Supervisor
- Ignacio Acosta, Public Outreach and Education
- Diane Sneider, Customer Service Manager

An Organizational Chart is attached on the following page to indicate the Key Personnel and their respective positions with WRS that will be working on implementing the Non-Exclusive Franchise program in the City of El Segundo.



RESUMES OF KEY PERSONNEL AND PROPOSAL TASKS

Mark Klistoff: President, Chief Executive Officer, Chief Operating Officer

Mr. Klistoff has more than thirty-eight (38) years of experience in solid waste collection, hauling, recycling and management. Mr. Klistoff is known for his ethics and integrity. There is no substitute for a working knowledge of how day-to-day business gets done in the real world. Mr. Klistoff has implemented every phase of collection, processing, disposal, maintenance and management in the solid waste industry and thus has practical familiarity in addition to his quality management and leadership skills. While providing excellent service in communities that include Pasadena, Glendale, Vernon and Los Angeles, he has implemented recycling and waste reduction programs in malls, strip malls, warehouses, business and multi-family complexes and high-rise office buildings. Making recycling easy and even appealing is crucial in response to the overwhelming private demand spurred by AB 939 and subsequent legislation. Mr. Klistoff is the leader behind WRS' flexibility and ultimately, its success. He has developed and implemented innovative recycling programs in Vernon and Pasadena because these cities present varied circumstances that do not allow a one-size fits all recycling program. Mr. Klistoff is a hands-on owner with extensive firsthand knowledge and expertise in every aspect of solid waste management and operations. He has positioned WRS squarely in the refuse hauling and recycling industry in the County of Los Angeles, and has earned the loyalty of the many local customers he serves. Mr. Klistoff has created and grown a stable waste collection company with a commitment to old-fashioned, personalized customer service.

Key Responsibilities:

Mr. Klistoff will direct and oversee other key personnel dedicated to making the City of El Segundo franchise transition and ongoing service delivery a success. Assisted by his administrative and legal teams, he will also be responsible for compliance with government regulations regarding environmental compliance, reports, fees and collection guidelines. Mr. Klistoff will direct his workforce, oversee the preparation of all requested documentation pertaining to WRS under the

franchise agreement, and personally ensure that all services proposed herein are provided to the City of El Segundo in a timely and efficient manner. The City of El Segundo and management will have direct access to Mr. Klistoff.

Diana Klistoff: Administration and Finance Director

Diana Klistoff functions as a chief administrative officer and chief financial officer. She brings over twenty-two (22) years of management, administration, finance, customer service and recycling/reporting experience to the WRS management team. She is well-versed in all aspects of the waste industry, particularly in operations, customer service operations, personnel management, and administration. She gained this valuable experience by learning the business from the ground floor, having worked as a Dispatcher, Safety Manager, Customer Service and Administrative Manager. Her broad experience allows her to successfully perform the duties of a CAO and CFO. As the Administration and Finance Director, Ms. Klistoff has a very important task at WRS: keeping operations, finance, management and the employees on the same page. She also directs the company's customer services in close cooperation with Mr. Klistoff. Ms. Klistoff is the central person at WRS who coordinates the company's many functions. She is also fully responsible for internal and external financial and compliance reporting.

Key Responsibilities

Diana Klistoff will serve as the WRS direct customer service and administrative support liaison to the City of El Segundo. She will administratively manage the City of El Segundo's collection, transportation, disposal and diversion programs to ensure excellent service and satisfaction throughout the City of El Segundo. She will be responsible for providing all WRS documents, financial instruments, bonds, payments, fees, environmental documents and reports to the City of El Segundo. She will also be responsible for managing the billing process. Ms. Klistoff will ensure that the proper equipment is purchased, ready and available for timely implementation of WRS services to the City of El Segundo, that the entire staff is properly trained, and that the collection methods described in this Proposal are implemented as proposed and within projected timelines. She will also act as a resource for the WRS staff and the City of El Segundo's contract manager. Her initial duties will be to manage and administer the commencement of WRS service under the franchise agreement to the City of El Segundo's satisfaction.

Ms. Diana Klistoff will be responsible for meeting the financial requirements outlined in the City of El Segundo's RFP. She will coordinate and oversee the work of the outside accountants, attorneys, and other professionals engaged by WRS, and interact with all financial institutions, insurance companies, bonding firms and vendors doing business with WRS. In doing so, she will ensure that all franchise contractual obligations are met prior to and during the life of the contract. This includes overseeing the billing process for the City of El Segundo and overseeing Customer Service.

Simon Gomez: Operations Manager

Simon Gomez has over fifteen (15) years in the solid waste industry and is tasked with executing all operations and related matters including professionally addressing field issues that arise while resolving collection issues. Mr. Gomez works with both customers and WRS personnel, directing alternative pick-ups as needed to resolve issues. Typical issues that Mr. Gomez routinely resolves include trash being placed in the wrong receptacle, or access being denied to a container. He is an excellent, bilingual representative of WRS with extensive knowledge of the waste hauling industry. Mr. Gomez is the supervisor of all drivers and reports directly to the CEO. He works closely with the COO to find the right people for each job at WRS. He participates in screening for all of the company's prospective employees, and determines that each is capable of performing his/her job at a level consistent with the high standards that make WRS what it is. He has extensive experience in Operations and Route Supervision and is currently overseeing all WRS municipal franchise routes and private collection services.

Key Responsibilities

Mr. Gomez will be directly responsible for all field operations for the City of El Segundo. He will help ensure that the transition to WRS from the City's present hauler does not impact residents and local businesses adversely. The WRS hands on approach includes Mr. Gomez driving throughout the City of El Segundo to ensure Driver Safety and identify any inconsistencies with the proposed agreement.

Ignacio Acosta: Route Supervisor

Ignacio Acosta has been with WRS since April 2003. WRS is proud to have Mr. Acosta on the team. He has various jobs very well and moved up the ranks at WRS into the supervisory position.

Key Responsibilities

Mr. Acosta will be responsible for directing the implementation of the City's collection program proposed by WRS. He will train drivers, map and route residential, commercial, and business and multi-family collection locations, initiate collection procedures and physically monitor collections for the first 90 days of the collection program. Mr. Gonzalez will work closely with Mr. Klistoff on the transition from the existing hauler to WRS.

Ramon Perez: Education and Outreach

Ramon Perez is the company's municipal education and outreach contact who has developed various brochures, technical seminars, town hall meetings and outreach documents for WRS in English and Spanish. He is also responsible for leading weekly meetings focusing on the needs of the various franchises to ensure all diversion programs are well publicized, consistent with WRS policy and responsive City needs. Mr. Perez ensures that all collection and diversion procedures are transparent and easy to implement for the City's business community.

Key Responsibilities

Mr. Perez will be responsible for conducting weekly health and safety meetings while addressing concerns that may arise from the City of El Segundo. He will train drivers, map and route residential, commercial, and business and multi-family collection locations, initiate collection procedures and physically monitor collections for the first 90 days of the collection program. Mr. Gonzalez will work closely with Mr. Klistoff on the transition from the existing hauler to WRS.

Diane Snider: Customer Service Manager

Diane Snider is bilingual in Spanish and has outstanding people skills. Her background boasts seventeen (17) years of supervisory experience with ten (10) of those being exclusively in customer service. She is highly experienced in training and supervising teams of twelve or more customer service representatives for a Fortune 500 company. All employees, including drivers, are trained to follow the chain of command, and to respond immediately to a customer's needs. Mr. Klistoff's policy of immediate response would be the responsibility of Ms. Snider.

Key Responsibilities

Upon the award of the franchise, Ms. Snider will be reporting to the Administration Director. She will develop and institute supplemental practices to maintain the company's overall customer satisfaction rate. She will supervise a team of three (3) professional customer service representatives (CSRs). It is anticipated the Agreement with the City will require WRS to hire an additional CSR to provide adequate coverage before collection begins and throughout the term of the Agreement. Ms. Snider will be responsible for performing training seminars for all CSRs on use of the customer services system tailored to the needs of the City of El Segundo. Further, she will handle high priority calls and minimize response turnaround time with other key personnel. Ms. Snider will be working out of the El Segundo office.

6. SERVICE TRANSITION EXPERIENCE

WRS offers the experience, vision and leadership necessary to conduct a ***successful transition*** in and ensure a smooth changeover from the City's existing open-market system for the services proposed by WRS and required by the City. Quality in transition services, including a thorough plan, excellent communication with the City, adequate and trained personnel and the immediate resolution of any transition issues is of paramount importance in any change from one solid waste hauler to another. The WRS team's flexibility, knowledge base, and core values will make for the quality transition that the City deserves. WRS has successfully conducted numerous transition services for the many large cities and school districts we serve with the Key Personnel and company resources identified in this Proposal.

Transition Example 1: Lynwood School District

WRS transitioned into the Lynwood Unified School District 11 years ago from Waste Management. The transition was professional as Waste Management worked with WRS route supervisor and operations manager to remove and replace 3 cubic yard bins, and 10 and 40 cubic yard rolloff containers. WRS worked with Waste Management route supervisor in passing along the following:

- ❑ Collection Schedule
- ❑ Number and Size of Bins
- ❑ Duration of Service
- ❑ Education of Teachers and Students on Recycling

Transition was completed within 60 days of the commencement of cooperation with the incumbent hauler, Waste Management, Inc. A total of 69 bins were swapped for twenty-five (5) schools and District offices, food prep areas and service departments as indicated as following:

Table 5 List of Schools and Departments in the Lynwood Unified School District

SCHOOL/SITE LOCATION	Consultant Audited and Recommended Service		
	Bin Quantity	Bin Size	Frequency
ABBOTT	3	3	3
ADULT SCHOOL A	1	3	3
ADULT SCHOOL B	1	3	3
CENTRAL KITCHEN	2	3	3
CENTRAL KITCHEN	1	3	3
CESAR CHAVEZ	3	3	3
FIREBAUGH	4	3	3
HELEN KELLER	3	3	3
HOSLER MIDDLE	5	3	3
LINCOLN	2	3	3
LINDBERGH	3	3	3
LUGO ELEMENTARY	1	3	3
LUSD OFFICE A	3	3	3
LUSD OFFICE B	2	3	3
LYNWOOD HIGH	6	3	3
LYNWOOD MID A	3	3	3
LYNWOOD MID B	2	3	3
MARK TWAIN	3	3	3
ROOSEVELT	3	3	3
ROSA PARKS A	2	3	3
ROSA PARKS B	2	3	3
SERVICE CENTER	3	3	3
THURGOOD	2	3	3
WASHINGTON	3	3	3
WILL ROGERS	3	3	3
WILSON	3	3	3
Totals	69		

Transition Example 2: Vernon

WRS is constantly competing in the City of Vernon for recycling and organics program customers. During each account assumption, WRS works closely with the existing hauling community in the City to ensure all customers are compliant with City environmental requirements.

Lewis Pozzebon: Director of Health Department, City of Vernon (Retired)

Transition Example 3: Los Angeles

Almost 7 years ago, the City of Los Angeles transitioned a non-exclusive franchise system into a Zone Franchise system. All haulers not selected for a franchise Zone were required to work with the incoming franchisees to transition service and sometimes equipment. WRS had to divest fifty-seven (57) commercial accounts that included recycling and solid waste collection. Some of the accounts included electronic waste services and subcontractors. WRS performed professionally and cooperated with Nasa Disposal, Athens Services, Valley Vista Services, Universal Waste Systems, Waste Management, Republic and Ware Disposal in providing commercial account data, invoicing

samples of existing customers, number and type of equipment used for collection, route data and frequency of service and other important aspects of transition required.

Karen Coca: Solid Waste Manager, City of Los Angeles (Retired)

7. LITIGATION HISTORY

WRS Litigation History has previously been submitted and is attached in Exhibit III WRS Litigation History.

8. WRS SAFETY RECORD

WRS Safety Record is attached in Exhibit IV WRS Safety Record and Supporting Data.

9. FINANCIAL STATEMENTS

WRS has attached Financial statements for the most recent year completed. This Financial Statement can be found under Exhibit V Financial Statements and is marked "Confidential Financial Information".

10. TECHNICAL PROPOSAL

Automated Collection Services

WRS provides automated collection services utilizing frontloader vehicles powered by Compressed Natural Gas (CNG) as well as Rolloff Vehicles which convey, swap and return various sizes of rolloff containers for the services described herein. For 64 or 96 Gallon Carts, WRS utilizes an automated lifter on the forks of a Frontloader Vehicle where an affixed 4 cubic yard bin is used for storage and emptying of the waste materials.

Trash Collection and Disposal

WRS provides the following bins, containers and dumpsters for commercial, business and multi-family and construction and demolition debris customers:

- 1 to 6 Cubic Yard Bins for Scheduled Trash Collection Services
- 3 and 4 Cubic Yard Bins for Temporary Trash Collection Services
- 10 Cubic Yard Open Top Rolloff Containers for Inert Solids and Trash Collection Services
- 64 or 96 Gallon Automated Carts for Scheduled Trash Collection Services
- 20, 30 and 40 Cubic Yard Containers for all Scheduled and Temporary Trash Collection Services
- 30, 40 Cubic Yard Compactor Containers and Units for Scheduled Trash Collection

All containers are in stock at WRS yard and are provided for collection and disposal of non-recyclable trash which will be taken to one of the Solid Waste Facilities located under Facilities in Section X.

All Bins and Rolloff Containers or Carts for trash disposal are new or newer. Bins and Rolloff Containers are made of welded steel construction with heavy duty casters and tightly fitting lids that may be locked upon

request of the customers. WRS cleans and maintains all rolloff containers of 10 to 40 Cubic Yards by power-spraying and sanitizing after each use. WRS employes the services of a Bin and Cart Cleaning firm identified herein as EcoWash Industries, LLC.

Recyclables Collection and Diversion Programs

WRS will implement a comprehensive and effective recyclables materials program using the following components:

- Source Separated Recyclables
- Commingled Commercial Recycling
- Mixed Plastics Recycling
- Construction and Demolition Debris Recycling (C&D Debris)
- Commingled Bottle and Can Recycling
- Mixed Clean Commercial Waste

WRS is in compliance with existing Non-Exclusive Franchises held in the following jurisdiction together with our corresponding diversion rates:

Table 1 Jurisdictions Served and Customer Account and Diversion Data

Franchised Jurisdiction	Duration of Service	Waste Streams of Service	Diversion Rate	Total Accounts	Facilities Used for Disposal	Facilities Used for Diversion and Recycling
Pasadena	1997 to Now	Com, MF, C&D	58%	825	PHMRF, La Puente	PHMRF, Angelus-Western, Corridor Rec
Vernon	2006 to Now	Com, C&D	54%	123	PHMRF, La Puente	PHMRF, Angelus-Western, Corridor Rec
LA County	1997 to Now	Com, C&D	78%	128	CWS, Gardena	PHMRF, Angelus-Western, Corridor Rec
LA City	2011 to Now	Rec, C&D	79%	359	CWS, Gardena	PHMRF, Angelus-Western, Corridor Rec

WRS recommends the appropriate containers, carts and bins to the prospective customer and provides in-house education for preparation of recyclables designated for collection. WRS also provides a list of recyclables that are acceptable and not acceptable in the various program selected.

Containers, carts and bins used for a diverse recycling collection program include the following:

- 96 Gal Carts for Commercial Mixed Recyclables
- 2 to 6 Cubic Yard Bins for Mixed Commercial Recyclables, OCC, Mixed Paper, etc.
- 10 Cubic Yard Open Top Rolloff Containers for Inert Solids, C & D Debris and Wood Waste
- 20, 30 and 40 Cubic Yard Open Top Containers for all Recyclable Services
- 42 Cubic Yard Compactor Containers for Recyclable Materials such as OCC, MP, MRP

All recycling, solid waste and organic plastic carts or plastic 3 cubic yard bins are made in California with no less than 35% Post Consumer Plastic material coming directly from recycled carts retired from residential solid waste collection. This allows for the immediate compliance for SB 54 impending legislative requirements.

SB 54 Plastic Pollution Prevention and Packaging Producer Responsibility Act

This Act imposes minimum PCR content requirements for single-use packaging, commercial packaging and plastic food service ware, to be achieved through an extended producer responsibility (EPR) program with enforcement and oversight. WRS has been working closely with the Pico Rivera Material Recovery Facility with

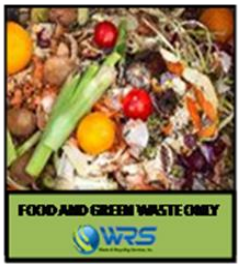
is currently implementing Circular Programs such as collection, processing and return of materials collected at a packaging producer or manufacturer. WRS has the ability to conduct the following with respect to SB 54:

- Waste Audit and Identification of Targeted Packaging Materials
- Educate, Setup and Implement Circular Programs that Return PCR to the Origin of Generation
- Assist Municipalities in the Implementation of SB 54 and Minimize Enforcement Exposure



WRS has been preparing for the implementation of SB 54 for existing and prospective customers needing to comply with packaging recycling, circularity and return of PCR to the original generator in pellet form or finished product. WRS understands that if we all work together as one cohesive unit, 1) Generator; 2) Hauler/Recycler; 3) Processor, Formulator; and 4) Municipality, the compliance of SB 54 has a good chance of success.

Organic Materials and Implementation of SB 1383



WRS has successfully implemented SB 1383 Organics Recycling Programs in four (4) cities so far where we possess a Non-Exclusive Franchise for that jurisdiction. WRS collects organics from a comprehensive list of foods and food waste materials, including paper and wood, that foster compliance and flexibility in commercial and multifamily programs. The approach to SB 1383 developed by WRS and implemented in other Non-Exclusive Franchises include various pre-consumer and post-consumer food waste and organics waste streams. The feedstocks targeted by WRS include:

- Pre-Consumer Packaged, Expired, Boxed and Containerized Organic Waste
- Pre-Consume Rotting Vegetables, Produce, Bakery and Kitchen Scraps
- Post-Consumer Restaurant Food Waste, Soiled Paper, Paper Packaging
- Food Waste Contaminated with Packaging Materials

These waste streams are collected by WRS in the appropriate carts, bins or containers and delivered to any one or more of the following Organics Diversion Facilities:

- Animal Feed Farms and Processors
- Compost Facilities and Processors
- Low Solid Anaerobic Digestors
- High Solids Anaerobic Digestors

These facilities and their management are contained in Section X Organic Waste Facilities and include the type of material processed, contact, operator and location of each.

WRS utilizes the following vehicles, containers and mode of operations to ensure all of our commercial and multifamily customers have an opportunity to comply with SB 1383. The vehicles and their end use processing operations are as follows:

WRS Vehicles, End Use of Feedstock and Containment Methods for Organic Waste

Container Type	Volume in CY3	End Use Product	Collection Program Feedstock	Details of Program Operations and Collection Type
Bin	1, 2, 3, 4	AD	Post Consumer	Frontloader, Rack Truck, Bin Scout
Tote	1.5	Feed	Pre, Post-Consumer	Dry Van, Bobtail, Rack Truck, Flatbed
Rolloff	10, 20, 40	AD/Feed	Pre, Post Consumer	Rolloff CNG Vehicle
Rolloff	10, 20, 40	Compost	Post Consumer	Rolloff CNG Vehicle
Bobtail	60	FRO	Donations	Bobtail Truck for Pallets, Totes, Boxes
Dry Van	89, 152	Feed	Pre-Consumer	40', 53' Dry Vans for Pallets, Totes, Boxes

Food Rescue and Donation Program

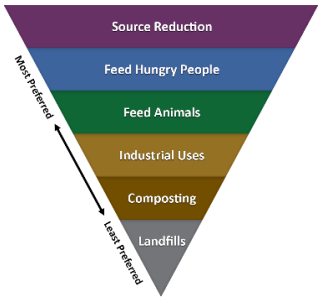
WRS, in conjunction with Rios Organics Recovery, LLC of Ontario, is contracted with a Non-Profit Food Recovery Organization (FRO) approved and permitted by the State of California and the IRS to receive, sort, separate and distribute uncontaminated food to families in need. Over 450 seniors and families are fed weekly by Friends Uniting Neighbors, Inc. with food products from WRS and others. The estimate of material donated to this and other food banks and FROs is great than 26% by weight of food collected. Documentation from Friends Uniting Neighbors, Inc. is included in Exhibit VI FUN Group Food Recovery Organization.







WRS follows the EPA and CDFA Food Hierarchy almost perfectly as we focus on the aforementioned programs as indicated in the Food Triangle from the CDFA. With respect source reduction, WRS is willing and able to assist all food generators to minimize the amount of organics they dispose, divert or compost.



Source Reduction is the most difficult to achieve of all the SB 1383 programs but, at a minimum, WRS will develop educational materials that focus on 1) Producing less; 2) marketing strategies to sell before decomposition; 3) employee training; 4) technology upgrades.

Samples of Organic Waste Brochures/Educational Materials

WRS has inserted two (2) brochures for organic waste and recycling services. WRS anticipates that the Organic Waste Brochure and educational materials will be upgraded and relevant to the customer base of the City.



Additional Collection Benefits, Safeguards, and Procedures

All container labels shall be SB 1383-compliant and marked with the name and customer service telephone number of the franchisee and shall advise the customer to not dispose of hazardous materials or universal waste. A telephone number for information on the proper disposal of these items shall be included. The label shall also indicate that the customer should contact the franchisee for repair or replacement of damaged containers. All bins and roll-offs shall include a sticker or label with a safety warning. WRS affixes appropriate safety stickers on all rolloff containers, carts and bins as identified herein.





WRS operates a Maintenance and Repair Shop and Exchange of Containers for all customer containers. These containers utilized in the City of El Segundo shall be maintained in good condition and must be kept clear of graffiti. Broken or damaged carts and bins shall be repaired or replaced by the franchisee at no charge to the customer or City. Bins, particularly those used for the collection of food waste, shall be cleaned as needed to eliminate odors and discourage vermin infestation. WRS has a rack truck that we use to deliver additional bins, provide clean and repaired bins and carts and collect those that need cleaning, repair or free of graffiti. WRS uses a sanitary cleaning firm to conduct weekly cleaning and sanitizing of all bins, carts and rolloff containers used in our franchise cities as needed. The firm employed by WRS isEcoWash Industries, which can be found at https://www.ecowashindustries.com/:



EcoWash Solid Waste Industries Bin Cleaner and Management System for Cities

WRS also has over 36 compactor service customers, on-call and scheduled, for various levels of service and compactor unit and container ownership. Our customers may own their compactor box ranging from 30 to 42 cubic yard capacity or they have the option of renting receiver boxes from WRS.



In addition, WRS provides roll-out services through our Scout Program for multiple customers in franchised cities prior to collection from business and multi-family complexes, industrial parks, strip malls and other commercial and residential locations. The Scout Service employes a 3-Bin Scout Carrier with a Ford F450 Cab and a custom chassis with hydraulic forks for delivering and retrieving 1 to 6 cubic yard bins. The bins are conveyed as much as 50 yards to the refuse or recycling collection vehicle for final deposition and transportation. Upon depositing the contents in the WRS frontloader, the bin is returned to its original location for continued use.

Diversion Program and Goal Requirements

WRS has implemented various programs that have achieved Diversion Compliance for the cities served under Non-Exclusive Franchise arrangements. WRS has been in the franchise solid waste industry for the past 28 (twenty-eight) years in southern California alone. The following 4 (four) franchise agreements are held by the cities represented in the table below which also includes name, number, diversion rate and type of service rendered:

Table 3 Diversion Compliance with Municipalities Under Franchise Agreement with WRS

WRS Franchised Jurisdiction Served	Duration of Service	Waste Streams of Service	Diversion Rate	No. of Accounts	Muncipal Contact	Telephone Number	Facilities Used for Disposal	Facilities Used for Diversion and Recycling
City of Pasadena	1997 to Present	Com, MF, C&D	58%	825	Maya Ruiz Espara	(626) 744-7119	PHMRF, La Puente	PHMRF, Angelus-Western, Corridor Rec
City of Vernon	2006 to Present	Com, C&D	54%	123	Veronica Petroysian	(323) 826-1448	PHMRF, La Puente	PHMRF, Angelus-Western, Corridor Rec
Los Angeles County	1997 to Present	Com, C&D	78%	128	Vivan Hoang	(626) 458-2539	CWS, Gardena	PHMRF, Angelus-Western, Corridor Rec
Burbank	2011 to Present	Com, C&D	52%	87	Daniel Gavin	(818) 238-3900	CWS, Gardena	PHMRF, Angelus-Western, Corridor Rec

The Diversion Compliance will be achieved by the programs and collection methods described herein with facilities and feedstock commitments negotiated by WRS for its franchise cities.

Collection Vehicles

WRS operates a variety of vehicles for the collection, transportation, compaction and storage of all solid wastes generated by municipalities in the state of California. The Excel table below is an accurate depiction of the type, quantity, age and operations in the WRS Fleet:

Make of Vehicles	Model of Vehcle	Years Manufactured	Number of Vehicles	Type of Fuel Used
Mack	Frontloader	2018	1	CNG
Volvo	Frontloader	2014	1	CNG
Volvo	Frontloader	Diesel Backup	1	Diesel
Autocar	Frontloader	2019, 2018, 2015	3	CNG
Mack	Rolloffs	2@2024, 4@2020	7	CNG
Mack	Rolloffs	1 Deisel Backup	1	Diesel
Freightliner	Rolloffs	2@2017, 2@2024	4	CNG
Freightliner	Rolloffs	1 Diesel Backup	1	Diesel
Autocar	Rolloffs	2019, 2018, 2015	2	CNG
Hino	Flatbed 26'	2017	1	Diesel
Chevy 2500 HD	Scout Trucks	2019, 2017, 2015	3	Diesel
Ford F-350	Utility Truck	2017	1	Gas
Chevy 1500	Pickup Trucks	2017, 2018, 2019	3	Gas

All Dry Vans and Reefers utilized by WRS for the collection of edible food or animal feed is subcontracted to the owner of the Rios Organics Recovery Facility where animal feed, post and pre-consumer food waste and other organics are processed.

Billing and Customer Service

WRS will bill all commercial, industrial and C&D Debris customers directly and will field all issues relating to Customer Services including:

- ❑ Missed Pickups
- ❑ Contamination
- ❑ Extra Service
- ❑ Container Selection
- ❑ Service Adjustment
- ❑ Recycling Program Information
- ❑ Education and Outreach Materials
- ❑ Aspects of the Franchise Agreement
- ❑ Explanation of Maximum Rates

WRS is very adept at ensuring Customer Service Protocol is adhered to and focuses on the following important service items:

- Average time customer is on hold; and
- Response time to complete a work order from time of request.
- Indicate procedures taken to ensure that each aller will receive accurate information
- Describe procedures and inquiries from non-English speaking customers.

With respect to billing, WRS shall provide an integrated invoice, itemized for the type of service rendered, fees required, environmental event notices, and additional services. A copy of a similar invoice is located in Attachment F for your review and confirmation of proper invoicing techniques.

Customer Education and Outreach

WRS currently implements highly successful Recycling Programs in the City of Pasadena, Vernon and others. Using this proven approach, the WRS program has achieved Diversion Compliance**.** The success of the WRS program is directly linked to our responsiveness to customers and the effectiveness of the educational campaigns. WRS is committed to not only being in full compliance with all regulatory standards, but also exceeding the expectations of the municipalities we serve.

All commercial businesses and multifamily dwellings will receive comprehensive educational materials. WRS will produce and provide public information specifically outlining the Recycling Programs. The first step to educational outreach will be a bilingual mailer describing the recycling program and its benefits. The second step will include distributing a brochure describing recycling services and options as well as helpful tips to promote and increase recycling participation among residents. The brochure will be published in English and Spanish and it will be distributed a minimum of once a year during the term of the contract.

In addition to the public information materials, a key component to obtaining high diversion rates at businesses an business and multi-family dwellings is our disposal strategy. This strategy has allowed us to meet or exceed the standards set forth by AB 341. WRS sends most business and multi-family dwelling refuse to Materials Reclamation Facilities (MRFs) that achieve 50% diversion rates. WRS also offers businesses and business and multi-family dwellings a disposal, organic and recycling bin and follow up with education, outreach and attention to the customers needs. The source separated collection of mixed recyclables and organics program achieves higher diversion rate due to the reduction in contamination of the material.

To reduce the potential for household hazardous (HHW) materials to be placed in refuse bins, WRS will engage in proactive educational campaigns and community outreach regarding recycling e-waste, universal waste, HHW, and other materials. WRS will also have provide collection programs to all businesses and multifamily residents to help recycle some of these special materials.

A description of the programs designed by WRS for implementation in the City of El Segundo is inserted on the following page.

Table 4 Description of Education and Outreach Program

Program Component	Description
Printed Communications	WRS will provide informational fliers to promote business and multi-family recycling and describe recycling options. When feasible, outreach material utilizing paper that is provided and distributed by WRS will be made from a high percentage post-consumer recycled-content paper.
Initial Mailer	WRS will have delivered to each El Segundo business and multi-family customer an initial mailer that describes the commercial recycling collection services that will be initiated. The mailer will explain the transition from the existing programs to the new programs, and describe program changes, route changes, dates of program implementation and will promote all available recycling programs.
Dedicated Website and Online Information	WRS will provide business and multi-family recycling program information details in an electronic format that is available on the WRS website and available for placement on the City of El Segundo website. The WRS website will have a dedicated page for the El Segundo community.
Multi-Family Customer Contact	WRS has been built on personalized, premium service. We will offer to meet with business and multi-family customers where recycling service is not currently being utilized for the purpose of establishing a recycling program. These meetings may include site visits. We will also be available to assist customers with improving their existing recycling programs.
"How To" Brochure	Each year, WRS will prepare and mail a brochure with information for City of El Segundo business and multi-family customers on how to use available services, recycling tips, holiday collection schedules and customer service contact information.

Transition Plan

WRS anticipates a transition from existing haulers to the new franchise system. WRS is friendly with most haulers in LA County and will conduct ourselves accordingly.

WRS will develop a timeline and service protocol for the City of El Segundo to ensure implementation of the proposed services with the start date. This includes equipment status, personnel readiness, administrative tasks proposed, a comprehensive public outreach and education program presented to City Staff and transition of billing and invoice delivery to prospective customers.

When an existing Service Agreement is encountered with a hauler not franchised with the City, WRS will conduct the following professional procedures:

- ❑ Contact Owner/Manager of Prospective Customer
- ❑ Work with Hauler to Transition Service
- ❑ Develop a Transition Plan with Hauler
- ❑ Contact Prospective Customer and Notify Service Change
- ❑ Determine Existing Service Levels
- ❑ Establish Current Recycling Programs
- ❑ Transition to WRS Route
- ❑ Replace Bins, Carts or Containers Chronologically with Hauler Cooperation
- ❑ Transfer Billing, Invoicing and Account

The City anticipates an award of this agreement in June 2024, and phased period of June-August 2024. With full implementation by September 1, 2024. In consideration of this timeline, WRS is ready and able to conform to the transition in the new franchise agreement with the City of El Segundo.

11. FACILITIES USED BY WRS

Disposal Facilities

The table below indicates the solid waste facilities used by WRS for disposal of non-recyclable waste:

Disposal Facilities Used by WRS for Non-Recyclable Waste

Disposal Facility Under Contract	Disposal Tons Per Month	Disposal Facility Address and Location	SWIS Database Facility Number
Puente Hills MRF	100	2808 Workman Mill Rd, Whittier, CA 90601	19-AA-1043
Grand Central Transfer	600	999 S Hatcher Ave, Industry, CA 91748	19-AA-1042
American Waste Transfer	1100	1449 W. Rosecrans Ave, Gardena, CA 90249	19-AA-0001
Waste Mgt, South Gate	780	4489 Ardine Street **South Gate**, CA 90280	19-AA-0856
Total Disposal Capacity =	**2,580.00**		

WRS has long term capacity agreements with Puente Hills MRF and Grand Central Transfer operated by Valley Vista Services, Inc. The price per ton of waste for disposal at the Puente Hills MRF is $93.99 but WRS has a volume discount for materials disposed. The tipping fee at Valley Vista Services, Inc. for WRS is $75.98 per ton for solid waste disposed.

C&D Processing Facilities

WRS utilizes the Downtown Diversion Facility, Waste Management, South Gate, California Waste Services, Inc. and Direct Waste and Transfer Station to obtain no less than 70.28% diversion of all construction and demolition debris collected in the franchise cities served. The locations of the facilities to the right. The tipping fee per ton ranges from $79.50 to $95.50 per ton. WRS has been utilizing Waste Management's Downtown Diversion Facility for over 12 years and has implied capacity for C&D Debris.

City of Los Angeles Certified Mixed C&D Processors
C&D Recycling Rates without Landfill Alternative Daily Cover (ADC) for Calendar Year 2023
Can be used to calculate the diversion that is specified in the **LEED®** v4 credit language
(Updated on 12/20/2022)

PROCESSOR NAME*	Mixed C&D Waste Recycling Rate
California Waste Services 621 W. 152nd St., Gardena, CA 90247 (310) 538-5998	78.37%
Construction & Demolition Recycling 9309 Rayo Ave., South Gate, CA 90280 (323) 357-6900	77.69%
CWS-DTLA 3720 Noakes St., Los Angeles, CA 90023(323) 262-1604	70.28%
Downtown Diversion 2424 E. Olympic Blvd., LA, CA 90021 (213) 612-5005	77.80%

Organics Diversion Facilities

WRS is quite familiar with the requirements of SB 1383 and are required by each of our franchised cities to collect all forms of organic material including, green, wood and food wase. Our focus has been on food waste from the commercial sector. WRS is running Organic Waste Collection programs, as required, in the cities of Burbank, Pasadena and Vernon. Each of these franchised cities requires implementation, collection, education and reporting of SB 1383 organic waste. WRS is in full compliance with our SB 1383 programs for the cities identified in this Response to the RFQ. The facilities used for pre and post-consumer food waste and organics is as follows:

- Puente Hills MRF – 100% Diversion of Post-Consumer Organics to Anaerobic Digestion
- Puente Hills MRF – 91% Food and Green Waste Mixed
- Rios Organics Recovery – 96% Diversion of Commercial Food Waste to Animal Feed
- American Organics Composting Facility – 92% Diversion Post-Consumer Food Waste
- Puente Hills MRF – 90% Diversion of Green Waste - $89.37 per ton

Based` on the type of organics, the level of contamination and the volume of packaging materials, these facilities range from $35.50 per ton for Dry Organic Food Waste, to $75 per ton for Produce to $91.25 per ton for Mixed Organic Waste and $117.67 for Co-Collected Green and Food Waste Mixed. These waste streams are pre-consumer, pre-consumer and post-consumer respectively and provide significant opportunities in GHG Reduction as shown in Section 12 Reporting.

Recyclables and Co-Collected Food Waste

The facilities used for pre-consumer and post-consumer organic waste, primarily food waste, are:

- Puente Hills MRF – 14% Diversion of Mixed Commercial Waste - $93.99 pr ton
- Grand Central Transfer – 96% Diversion for Clean Commercial Waste - $98.95 per ton
- Pico Rivera Material Recovery Facility – 97% Diversion for Dry Commercial Waste - $48 per ton

Facility information and contacts are inserted in the table below as required by the Ciy's RFP:

Facility Used by WRS	Location	Telephone	Contact	TPD	Waste Streams	Agreement Details
Puente Hills MRF	Whittier	562-908-4288	Erayna Chang	60	Organics, Dry Commercial, Disposal	Letter of Commitment
Rios Organics Recovery	Ontario	951-377-4888	Cesar Rios	80	Organics, Post and Pre-Consumer	Feedstock Agreement
Pico Rivera MRF	Pico Rivera	951-479-1597	Juan Hernandez	30	Dry Commercial Recyclables	Feedstock Agreement
American Organics	Victorville	760-246-7946	Efrain Raiz	40	Post Consumer Organics	Letter of Commitment
Pre-Zero Organics USA	Ontario	323-346-6084	Craig Kopulsky	20	Packaged Organics, Produce	Feedstock Agreement
Grand Central Transfer	Industry	626-855-5538	David Perez	50	Disposal, Dry Commercial, Organics	Feedstock Agreement

Office and Maintenance Facilities

WRS has a main office and yard for operations. The Operations Yard and Main Office are co-located at:

Waste and Recycling Services, Inc.
638 Giano Ave, La Puente, CA 91744

All operations, equipment, administration, equipment, dispatching and customer service is maintained at the address above. Some of WRS Feedstock agreements are attached in Exhibit VII Feedstock Agreements.

12. *Disposal, Diversion, Processing and Compliance Reporting*

WRS shall provide a written contract record of compost, recycling and disposal tonnage collected each month for the City. The Monthly Diversion Report will contain details such as container collection method, material type, diversion quantities, name of permitted facility and date of disposition. WRS shall provide this Monthly Diversion Report to the Contract Manager, via email, no less than fifteen (15) days from the end of a given service month. The Monthly Diversion Report shall include but not limited to:

WRS will utilize the following information to ensure monthly reports are valid and useful:

- ❑ Diversion Percent for Each Material Type Collected
- ❑ Environmental Standards of Natural Resource Savings as Determined by the EPA
- ❑ CO2e and Greenhouse Gas Reductions from Diverting Recyclables and Organics
- ❑ Proof of Environmental Compliance with SB 32, AB 341, AB 1826 and SB 1383

Waste & Recycling Services, Inc.

4WRS.COM 1-562-201-5049

GHG and Benefits Calculator
Food Waste Prevention and Rescue Program
Senate Bill 1383

Diversion Report for City of ABC
Jan 1 2023 to Dec 1 2023



Mandatory Organics Recycling Program
Greenhouse Gas Reduction Act SB 32

SB 1383 Compliance Status: Complete

Food Waste Diversion Quarter 2023	Edible Food Diverted in Tons	Food Waste Anaerobically Digested in Tons	Food Waste Rescued in Tons	Net Tons of Material Diverted in Tons	GHG Reduced Metric Tons Equivalent ($MTCO_2e$)*	GHG Reduced Metric Tons Equivalent Per Month (Pro Rata)
January	193.00	96.67	22.56	312.22	249.10	20.76
February	124.00	62.00	14.47	200.46	159.93	13.33
March	89.98	44.99	10.50	145.47	116.06	9.67
April	113.96	56.98	13.30	184.23	146.98	12.25
May	56.86	28.43	6.63	91.93	73.34	6.11
June	110.95	55.47	12.94	179.36	143.10	11.92
July	119.89	59.94	13.99	193.82	154.63	12.89
August	115.25	57.62	13.45	186.32	148.65	12.39
September	204.49	102.25	23.86	330.60	263.76	21.98
October	130.09	65.05	15.18	210.32	167.79	13.98
November	139.01	69.50	16.22	224.73	179.29	14.94
December	0.00	0.00	0.00	0.00	0.00	0.00
Totals	**1,397.47**	**698.90**	**163.09**	**2,259.46**	**1,802.65**	**150.22**

50% Diversion Guarantee

WRS will guarantee 50% diversion of all waste collected based on the recycling of various mixed and clean recyclable and organic materials.

Mark Klistoff _____

City of El Segundo Rate Proposal Form

Proposer Name: Waste and Recycling Services, Inc.

Commercial & Multi-Family Refuse Bin Service (Monthly)

Includes one solid waste collection bin and disposal and one recycling serv

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	$ 210.74	2yd	$ 221.28	3yd	$ 243.41	3yd Compactor	$ 365.11	4yd	$ 284.79	4yd Compactor	$ 438.14
2 x p/wk	1.5 yd	$ 389.88	2yd	$ 409.37	3yd	$ 450.31	3yd Compactor	$ 547.67	4yd	$ 526.86	4yd Compactor	$ 657.21
3 x p/wk	1.5 yd	$ 600.62	2yd	$ 630.65	3yd	$ 693.72	3yd Compactor	$ 821.51	4yd	$ 811.65	4yd Compactor	$ 985.81
4 x p/wk	1.5 yd	$ 790.29	2yd	$ 829.80	3yd	$ 912.78	3yd Compactor	$ 1,199.40	4yd	$ 1,067.96	4yd Compactor	$ 1,439.28
5 x p/wk	1.5 yd	$ 979.96	2yd	$ 1,028.96	3yd	$ 1,131.85	3yd Compactor	$ 1,619.19	4yd	$ 1,245.04	4yd Compactor	$ 1,943.03
6 x p/wk	1.5 yd	$ 1,148.55	2yd	$ 1,205.98	3yd	$ 1,326.58	3yd Compactor	$ 2,104.95	4yd	$ 1,552.10	4yd Compactor	$ 2,525.94

Commercial & Multi-Family Food and Green Waste, or Green Waste Bin Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gallon cart	$ 79.74	65-gallon cart	$ 89.95	2yd	$ 222.75	3 yd	$ 245.03
2 x p/wk	35-gallon cart	$ 119.61	65-gallon cart	$ 153.81	2yd	$ 414.32	3 yd	$ 455.75
3 x p/wk	35-gallon cart	$ 161.47	65-gallon cart	$ 207.64	2yd	$ 683.62	3 yd	$ 751.98
4 x p/wk	35-gallon cart	$ 201.84	65-gallon cart	$ 259.55	2yd	$ 803.62	3 yd	$ 883.98
5 x p/wk	35-gallon cart	$ 242.21	65-gallon cart	$ 311.46	2yd	$ 1,004.52	3 yd	$ 1,104.98
6 x p/wk	35-gallon cart	$ 295.49	65-gallon cart	$ 379.98	2yd	$ 1,235.57	3 yd	$ 1,359.12

Commercial & Multi-Family Additional Services	Rate
Locking Bin Charge Per Bin	$ 17.50
Locking Bins - installation	$ 55.00
65 or 95 gallon set of 2 (refuse and recycle) in lieu of bins-Monthly Charge	$ 127.50
Second refuse cart, 65 or 95 gallon-Monthly Charge	$ 98.00
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	$ 98.00
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	$ 76.00
3yd / 4yd Compactor - Additional pick-up	$ 185.00
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 165.00
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 165.00
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$ 125.00
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurance	$ 175.00
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurance	$ 165.00
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurance	$ 165.00
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurance	$ 125.00

Permanent Rolloff Boxes Refuse Rates	Rate
Drop-off box - plus actual landfill fee	$ 325.00
Drop-off box - plus actual processing fee	$ 325.00
Drop-off box-Source Separated - Flat rate	$ 325.00
Compactor - plus actual landfill fee	$ 345.00
Compactor - plus actual processing fee	$ 345.00
Processing Fee - per ton	See Proposal
Green waste Fee - per ton	$ 89.37

Clean-up Bins	Rate
Clean-up Bin Weekly rental	$ 125.00
Clean-up Bin Weekly-recycling	$ 105.00
Clean-up Bin over weight additional charge	$ 45.00
3 yd bin after 7 days (rental) - per day	$ 15.00
Clean-up Bin trip charge	$ 75.00

Exhibit I WRS References

Government Entity Served by WRS	Years of Service	Commercial Service Units	Primary Contact and Address	Methods of Diversion Implemented	Collection Service Methods Employed	Franchise or Contract
Lynwood Unified School District	8 2015 to Present	22	Susan Trevino Lynwood Unified School District 11321 Bullis Rd. Lynwood, Ca 90262 310-437-3125	Mixed Material Recycling Organics Composting Food Waste Donations Organics to Animal Feed Waste Disposal	Automated Sideloader for Carts Ten Wheelers for Rolloff Box Commercial Frontloader	Yes
City of Vernon	17 2006 to Present	192	Leonard Grossberg 4305 Santa Fe Avenue Vernon, CA. 90058 323-583-8811 x231 lgrossberg@ci.vernon.ca.us	Mixed Material Recycling Organics Composting Food Waste Donations Organics to Animal Feed Waste Disposal	Automated Sideloader for Carts Tandems for Rolloff Boxes Commercial Frontloader	Yes
County of Los Angeles	26 1997 to Present	115	Jesus Castillo Public Works County of Los Angeles, 900 South Fremont Avenue Alhambra, CA. 91803-1331 626-458-4055 jcastill@dpw.lacounty.gov	Mixed Material Recycling Organics Composting Food Waste Donations Organics to Animal Feed Waste Disposal	Automated Sideloader for Carts Tandems for Rolloff Boxes Commercial Frontloader	Yes
City of Pasadena	26 1997 to Present	265	Myra Ruizeparza City of Pasadena Dept. of Public Works P.O. Box 7115 Pasadena, CA 91109-9866 626-744-7162 crubio@cityofpasadena.net	Mixed Material Recycling Organics Composting Food Waste Donations Organics to Animal Feed Waste Disposal	Automated Sideloader for Carts Tandems for Rolloff Boxes Commercial Frontloader	Yes
City of Los Angeles	7 2011 to 2017	63	Karen Coca City of LA Bureau of Sanitation Los Angeles, CA 90015-2213 213-485-2260 karen.coca@lacity.org	Mixed Material Recycling Organics Composting Food Waste Donations Organics to Animal Feed Waste Disposal	Automated Sideloader for Carts Tandems for Rolloff Boxes Commercial Frontloader	Yes
City of Burbank	19 2004 to Present	28	Kreigh Hampel Burbank Recycle Center 500 S. Flower St. Burbank, CA. 91502-2106 818-238-3900 khampel@ci.burbank.ca.us	Mixed Material Recycling Organics Composting Food Waste Donations Organics to Animal Feed Waste Disposal	Automated Sideloader for Carts Tandems for Rolloff Boxes Commercial Frontloader	Yes

DEPARTMENT OF PUBLIC WORKS

STREET MAINTENANCE AND INTEGRATED WASTE MANAGEMENT

May 25, 2022

To Whom It May Concern:

Re: Services of Waste & Recycling Services, Inc.

The City of Pasadena has partnered with Waste & Recycling Services, Inc. ("WRSI") in the delivery of solid waste hauling and recycling services since the 1990s. WRSI is one of Pasadena's most trusted and valued non-exclusive franchise holders. Mark Klistoff, the company's president and owner has worked closely with my predecessors and me for more than a decade to ensure that WRSI's service to Pasadena residents and businesses is delivered consistent with the City of Pasadena's high standards.

Although precise numbers vary from time to time, WRSI serves as the waste hauler for approximately two hundred fifty (250) Pasadena customers, roughly forty (40) multi-family residential properties including approximately one thousand four hundred sixty five (1,465) units, and two hundred and ten (210) commercial accounts, more or less.

In 2007, the City closed the solid waste system to any new franchisees, and adopted stringent requirements applicable to franchise renewal, including strict compliance with the municipal code, and a thorough past performance review including auditing. Since 2008, Pasadena has required a minimum diversion of sixty percent (60%) in solid waste collection, and seventy five percent (75%) for construction and demolition material.

I deal with many solid waste haulers in the course and scope of my duties to Pasadena. I am pleased to provide this recommendation of WRSI's services, and Mark Klistoff's personal brand of service and professionalism without reservations.

If you have any questions, please contact me at (626) 744-7162.

Sincerely,

Carmen Rubio
Program Coordinator
Department of Public Works-Street Maintenance & Integrated Waste Management Division

100 North Garfield Avenue · P.O. Box 7115 · Pasadena, CA 91109-9866
(626) 744-4087

Exhibit II Corporate Status and Permit to Operate

The Following is downloaded from the State of California Secretary of State website:

WASTE & RECYCLING SERVICES, INC. (2569842)

Initial Filing Date	01/01/2004
Status	Active
Standing - SOS	Good
Standing - FTB	Good
Standing - Agent	Good
Standing - VCFCF	Good
Formed In	CALIFORNIA
Entity Type	Stock Corporation - CA - General
Principal Address	13714 CHESTNUT STREET WHITTIER, CA 90605
Mailing Address	13714 CHESTNUT STREET WHITTIER,CA90605
Statement of Info Due Date	01/31/2025
Agent	1505 Corporation NORTHWEST REGISTERED AGENT, INC.

The Following is downloaded from the State of California Motor Carrier Permit website:

CA number:	0379993
Page 1 Reset:	1
Legal Name:	WASTE & RECYCLING SERVICES INC
Business phone:	(310) 3446553
Date Eff:	3/1/2023
DBA Name:	
Liability Insurance Co:	XL Specialty Insurance Company
WDate Eff:	10/1/2023
Workers Comp. Insurance Co:	ACE AMERICAN INSURANCE COMPANY NAIC 22667
index along Table (Down):	3

Parameter1

Exhibit III WRS Litigation History

E. Litigation History

1. Provide details on any litigation filed within the past ten years between your company, parent company, or subsidiaries and a California public agency that related to a contract, permit, or franchise for solid waste services. If you need additional space, please use the format below and submit an attachment to your proposal.

1.1 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

Waste and Recycling Services, Inc. is not involved in any legislation regarding performance, franchise requirement obligations, permitted services, or administrative requirements or for any other reason whatsoever.

☐

1.2 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

Not Applicable, None

☐

1.3 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

Not Applicable, None

☐

1.4 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

Not Applicable, None

☐

Exhibit IV WRS Safety Record

WCIRB California
Objective. Trusted. Integral.

Workers' Compensation Experience Rating Form

BARRETT BUSINESS SERVICES, INC.
LCF WASTE & RECYCLING SERVICES, INC.
WASTE RECYCLING SERVICES, INC.
8100 NE PARKWAY DRIVE STE. 200
VANCOUVER WA 98662

Bureau Number 3-23-37-07-R
Page 1 of 1
Effective Date **10/01/2022**
Issue Date 06/30/2022
Experience Modification **172%**
Insurer ACE AMERICAN INSURANCE COMPANY
Insurer Group ACE LIMITED
Policy Number C69977121
Issuing Office PHILADELPHIA #1
Experience Period 01/01/2018 to 01/01/2021

Summary of Payroll and Expected Losses

Class Code	Payroll	Expected Loss Rate per $100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
Insurer: 103 Policy Period : 10/01/2020 to 10/01/2021						
8810	276,263	0.09	249	0.390	97	152
9403	1,247,557	2.69	33,559	0.296	9,933	23,626
Totals	**1,523,820**		**33,808**		**10,030**	**23,778**
Insurer: 103 Policy Period : 10/01/2019 to 10/01/2020						
8810	207,042	0.09	186	0.390	73	113
9403	1,119,053	2.69	30,103	0.296	8,910	21,193
Totals	**1,326,095**		**30,289**		**8,983**	**21,306**
Insurer: 103 Policy Period : 10/01/2018 to 10/01/2019						
8810	152,107	0.09	137	0.390	53	84
9403	993,215	2.69	26,717	0.296	7,908	18,809
Totals	**1,145,322**		**26,854**		**7,961**	**18,893**

Summary of Claims and Actual Losses Primary Threshold: 17,500

Claim Number	Injury Type	Open / Closed	Actual Losses	Actual Primary Losses
8I0031399	06	Closed	803	553
8I0032199	06	Closed	1,473	1,223
8I0032593	06	Closed	884	634
8I0034601	05	Open	32,504	17,250
8I0034987	06	Open	14,000	13,750
Totals	5		49,664	**33,410**
8I0027259	05	Open	90,671	17,250
8I0027641	05	Open	138,491	17,250
8I0027724	06	Closed	335	85
8I0029049	06	Closed	1,706	1,456
8I0031431	06	Open	14,600	14,350
Totals	5		245,803	**50,391**
8I0023372	06	Closed	840	590
8I0024551	05	Closed	7,718	7,468
8I0026297	06	Closed	535	285
Totals	3		9,093	**8,343**

	Expected Losses	Expected Primary Losses	Expected Excess Losses	Number of Claims	Actual Losses	Actual Primary Losses
Experience Period Totals	[C] 90,951	26,974	[B] 63,977	13	304,560	[A] 92,144

[[A] Actual Primary Losses 92,144 + [B] Expected Excess Losses 63,977] / [C] Expected Losses 90,951 = **172%** Experience Modification

Loss-Free Rating: 70%

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

VARR REPORT

WRS' Vehicle Accident Recordable Rate (VARR) for the most recent five calendar years. The VARR is the number of Recordable Vehicle Accidents per 1,000,000 miles driven. The factor is derived by multiplying the number of Recordable Vehicle Accidents by 1,000,000 and dividing that number by the actual number of miles driven. A 'Recordable Vehicle Accident' is defined as an occurrence involving a commercial motor vehicle

Supporting documentation regarding days without an accident is calculated in the table below which indicates no Recordable Vehicle Accidents for the last 5 years at WRS:

Vehicle Accidents 5 Year Timeline

Year of Operation	Rolloff Vehicles	Frontloader Vehicles	Scout Vehicles and Bin Trucks	Miles Per Day	Days Per Week	Miles Per Month	Annual Total Miles
2019	8	4	3	1040	6	27019.2	324,230.40
2020	10	4	4	1300	7	39403	472,836.00
2021	10	5	5	1300	8	45032	540,384.00
2022	11	5	5	1430	9	55727.1	668,725.20
2023	11	5	5	1430	10	61919	743,028.00
					Total for 5 Years =		**2,749,203.60**

Exhibit VI FUN Group Food Recovery Organization

INTERNAL REVENUE SERVICE
P. O. BOX 2508
CINCINNATI, OH 45201

DEPARTMENT OF THE TREASURY

Date: MAY 04 2018

FRIENDS UNITING NEIGHBORS INC
31805 TEMECULA PKWY 218
TEMECULA, CA 92592-9804

Employer Identification Number:
82-2214642
DLN:
26053513005638
Contact Person:
CUSTOMER SERVICE ID# 31954
Contact Telephone Number:
(877) 829-5500
Accounting Period Ending:
December 31
Public Charity Status:
509(a)(2)
Form 990/990-EZ/990-N Required:
Yes
Effective Date of Exemption:
June 27, 2017
Contribution Deductibility:
Yes
Addendum Applies:
No

Dear Applicant:

We're pleased to tell you we determined you're exempt from federal income tax under Internal Revenue Code (IRC) Section 501(c)(3). Donors can deduct contributions they make to you under IRC Section 170. You're also qualified to receive tax deductible bequests, devises, transfers or gifts under Section 2055, 2106, or 2522. This letter could help resolve questions on your exempt status. Please keep it for your records.

Organizations exempt under IRC Section 501(c)(3) are further classified as either public charities or private foundations. We determined you're a public charity under the IRC Section listed at the top of this letter.

If we indicated at the top of this letter that you're required to file Form 990/990-EZ/990-N, our records show you're required to file an annual information return (Form 990 or Form 990-EZ) or electronic notice (Form 990-N, the e-Postcard). If you don't file a required return or notice for three consecutive years, your exempt status will be automatically revoked.

If we indicated at the top of this letter that an addendum applies, the enclosed addendum is an integral part of this letter.

For important information about your responsibilities as a tax-exempt organization, go to www.irs.gov/charities. Enter "4221-PC" in the search bar to view Publication 4221-PC, Compliance Guide for 501(c)(3) Public Charities, which describes your recordkeeping, reporting, and disclosure requirements.

Letter 947

Exhibit VII Feedstock Agreements for Processing

SUSTAINABLE RESOURCE MANAGEMENT
1588 Batavia, Suite 1D
Orange, Ca 92867
Ph. (951) 377 4888 Fax 1-800 418 7304

February 18, 2022

Waste and Recycling Services
Mark Klistoff, CEO
13714 Chestnut St
Whittier, CA 90605

Mr. Klistoff, as promised, please review and sign this Letter of Intent which guarantees Organics Diversion and Compliance for SB 1383 for 100 tons per day of certain organics at the Rios Organics Recovery Facility in the City of Ontario.

Organic Waste Feedstock Commitment for Waste and Recycling Services, Inc.

Waste and Recycling Services, Inc. shall hereby receive Organics Diversion Capacity from ROR, Inc. where delivery to the ROR Facility at 10573 Edison Ave, Ontario, California 91761 shall result in 95% Organics Diversion or more in accordance with the following hierarchy of delivered materials:

1. Edible Food Donations
2. Processing into Animal Feed
3. Anaerobic Digestion
4. Co-collection Composting
5. Residual Disposal

Whereas, ROR, Inc. is seeking to retain various organic waste materials and streams for the ROR Facility in order to provide SB 1383 Compliance for its customer base. Under the terms of this agreement, the following materials are allowed for delivery for a minimum of two (2) years with an option to extend to five (5) years with an automatic annual renewal thereafter.

1. OFMSW – Food Waste and Organics

2. Unprocessed SSO – Commercial Food Waste and Organics

4. Yard & Garden

6. Paper/OCC/Waxed Cardboard

We will accept Paper/OCC/Waxed Cardboard up to 25% of the total volume of other feedstock indicated above. For example, of your goal to deliver 100 tons per day of OFMSW & SSO, we will accept up to 25 tons of Paper/OCC/Waxed Cardboard.

Processed and unprocessed SSO materials shall be in accordance with specifications provided by ROR, Inc. and can include food and food residuals from groceries and markets, school districts, cafeterias and restaurants, food processors and production facilities, greenhouses, wineries as well as residential source separated organics. All waste may include small amounts of waxed cardboard and compostable food service items, but with the exception of OFMSW, shall be reasonably free of plastics, glass, ceramic, metal and other non-digestible residuals. All material shall be free of heavy metals and follow certain specific operating permits of ROR as provided in Exhibit A CDFA Permits. Highly contaminated material will be subject to variable pricing based on composition, unless previously approved by ROR, Inc.

Waste and Recycling Services, Inc. shall supply to ROR, Inc. acceptable wastes to the designated facility at a tip fee paid to ROR, Inc.. The fee paid will be determined by a number of factors including the location of the source in relation to the facility, quality and characteristics of the wastes and level of contamination.

Mark Klistoff _____ Date: 4/4/23

Mark Klistoff
Waste and Recycling Services, Inc.
CEO

_____ Date: 4/4/2023

Cesar Rios
Rios Organics Recovery, Inc.
Principal

Grand Central Recycling
& Transfer Station, Inc.
Solid Waste Recycling and Transfer
999 South Hatcher Avenue • City of Industry, California 91748 • (626) 855-5538 • Fax (626) 855-5507 • www.gcrts.com
Recovering the Earth's Resources

Commercial Commingled Recycling Agreement

This Agreement is entered into this day of June 1, 2014 between Waste and Recycling Services Inc. (WRS) 13714 Chestnut Street Whittier CA. 90605 and Grand Central Recycling (GCR) 999 Hatcher Street Industry CA 91748.

Whereas, GCR is a fully permitted Material Recovery Facility (MRF) Currently Processing Municipal Solid Waste for Cities throughout Los Angeles County and,

Whereas, GCR provides Commercial Waste Processing services for Waste Collection Companies seeking to maintain Compliance with AB 939 and the Mandatory Commercial Recycling Portion of AB 32 and,

Whereas, WRS requires the Processing Services of GCR for a Commercial Commingled Recycling Route in the City of Huntington Park California 90255,

NOW THEREFORE GCR AND WRS DO HEREBY COVENANT AND AGREE AS FOLLOWS.

WRS shall deliver Between 1 – 20 tons of Commercial Commingled Recyclables to GCR for Processing Monday thru Friday.

Reporting – Waste Characterization Surveys Shall be performed quarterly to determine Diversion Rates for AB 939 Support Documentation

Term – The Term of this Agreement Shall be for (8) Eight Years.

Cost for Processing
Minimum Recovery Rate 60% - $48.00 Ton
Minimum Recovery Rate 50% - $58.00 Ton

Rate Adjustment Multiplier
Operations Cost Component
The multiplier for the Operations Component shall be the Percentage Change in the January Consumer Price Index for All Urban Consumers, Los Angeles-Riverside-Orange County Area.

Disposal Cost Component
The multiplier for the Disposal Component shall be the Percentage Change to the Average Percentage Change in the per ton charge for depositing Municipal Solid Waste at each of the following Disposal Facilities.

1. Brea Olinda Alpha Landfill - 1942 North Valencia Avenue, Brea, CA 92823
2. El Sobrante Landfill - 10910 Dawson Canyon Road, Corona, CA 92883
3. Mid-Valley Landfill - 2390 N. Alder Avenue, Rialto
4. San Timoteo Landfill - 31 Refuse Road, Redlands

Grand Central Recycling

Signed By: ---------- Date: ----------

Print Name and Title

Waste and Recycling Services

Signed By: ---------- Date: ----------

Print Name and Title

Printed on Recycled Paper

COUNTY SANITATION DISTRICTS
OF LOS ANGELES COUNTY

1955 Workman Mill Road, Whittier, CA 90601-1400
Mailing Address: P.O. Box 4998, Whittier, CA 90607-4998
Telephone: (562) 699-7411, FAX: (562) 699-5422
www.lacsd.org

GRACE ROBINSON HYDE
Chief Engineer and General Manager

May 2, 2014

Mr. Mark Klistoff
Waste and Recycling Services, Inc.
13714 Chestnut St.
Whittier, CA 90605

Dear Mr. Klistoff:

Available Capacity at Facilities Operated by the Sanitation Districts

Waste and Recycling Services, Inc. (WRSI) and the Sanitation Districts are party to a Waste Disposal and Processing Agreement (WDPA). The WDPA reserves capacity at the Sanitation Districts' Puente Hills Materials Recovery Facility, the Downey Area Recycling and Transfer Facility, and the South Gate Transfer Facility for waste and recyclables from WRSI. The WDPA provides WRSI with the ability to reserve in excess of 4,000 tons per month of additional capacity for waste and recyclables at these facilities.

If you have any questions regarding this matter please call me at (562) 908-4288, extension 6002.

Very truly yours,

Grace Robinson Hyde

Robert Asgian
Division Engineer
Solid Waste Management Department

RGA:lmg

DOC#2964147

Recycled Paper

City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245

RFP Submittal for Commercial Solid Waste Collection, Recycling, and Disposal Services for the City of El Segundo



Submitted to:
City of El Segundo - City Clerk's Office
Attn: Erica Miramontes, Senior Management Analyst

Prepared by:
Waste Resources, Inc.
1501 Hughes Way, Suite 300
Long Beach, CA 90810
T: 310-366-7600
F: 310-366-7606

Submittal Date:
April 29, 2024, by 11:00 a.m.

Waste Resources, Inc.
a WRT Company

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Waste Resources
a WRT Company

April 29, 2024

City Clerk's Office
Attn: Erica Miramontes, Senior Management Analyst
City of El Segundo
350 E. Main Street
El Segundo, CA 90245

Subject: RFP Submittal for Commercial Solid Waste Collection, Recycling and Disposal Services for the City of El Segundo

Dear Erica:

Waste Resource Technologies, Inc., on behalf of its California Operating Division Waste Resources (WRI), is pleased to present the City of El Segundo (City) with the attached Proposal for Commercial Solid Waste Collection, Recycling, and Disposal Services to provide solid waste, recyclables and organics collection at multi-family and commercial locations non-exclusively within the city.

WRI is a long-serving municipal solid waste and recycling company operating throughout Los Angeles County, possessing vast experience over a cross-section of communities under exclusive franchise, including Carson, as WRI's largest client agency, to Hawaiian Gardens, a smaller community. WRI prides itself on its prompt service building its client relationships through close interaction with each of our customers and the cities we service.

Each community is indeed unique, and WRI is prepared to personalize, implement, and maintain a service plan that fulfills the needs and expectations of El Segundo, both now and in the future.

Services will include high quality waste collection and disposal at all multi-family homes and businesses; special services such as weekly curbside bulky item collection; affordable temporary bin and roll-off services for clean-up projects and large-scale construction sites; progressive materials recovery programs for recyclables as well as food and organic waste; and finally, a plan to complement our existing near-zero clean fuel fleet with the addition of electric vehicles, as we currently operate full time in the City of Carson, positioning El Segundo as a regional leader in environmental sustainability.

The City will also be guaranteed full compliance with all current and future waste and recycling legislation; at present, this will include compliance with SB 1383's impending mandate for 50% recovery of food and organic waste at all residential and commercial properties within the City in addition to customer education and outreach in the multi-family and commercial sector that will drive participation in source separated collection of recyclables under AB 341, while complementing the mandatory source separation of food and organic waste.

In addition to uncompromised service, WRI understands that value also includes fair and responsible pricing that forms the cornerstone of long-term price stability - WRI's pricing is verifiably based on sustainable economics.

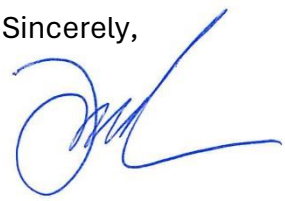
WRT is a privately owned corporation, headquartered in Newport Beach, whose management represents over a century of combined, local experience in all aspects of municipal solid waste and recycling. WRI prides itself on delivering superior, cost-effective waste and recycling solutions to protect public health and safety, improve the environment, and enhance the quality of life in each of the communities it serves.

Please be assured that this Proposal meets and/or exceeds all minimum requirements of the RFP. Also, after a thorough review of the Draft Franchise Agreement (Appendix B of the RFP), observations were made that warrant input on the part of WRI, which has been reduced to the suggestions and/or comments found in Section 3 of the Proposal; but no material exceptions are being raised. Further, reliance has also been placed on the representations contained in the City's Questions and Answers email, received April 19, 2024.

Lastly, on behalf of the Company, we are declaring that the signatory possesses binding authority on behalf of the Proposer; to wit, I, Tommy Gendal, am an officer and agent of the corporation, duly empowered to enter WRT into a contractual service relationship with the City of El Segundo. In the event of questions or the need for clarification, please feel free to contact me at the office at (323) 923-5353, cellular (323) 304-4835 or via email at tgendal@wasteresource.tech.

appreciate the opportunity to submit our proposal and look forward to an expanded dialog as the City of El Segundo deems timely and appropriate. It would be our honor to serve the beautiful City of El Segundo.

Sincerely,



Tommy Gendal
Executive Vice President/
Chief Operating Officer

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Section 1 Proposer Information

1.1 Business Structure

Waste Resources Inc. (WRI) was incorporated as a privately held, California corporation in November 2002. The company's primary business is solid waste, recyclables, and organics collection, processing, and disposal for municipalities in Southern California and the State of Hawaii. At present, the company locally maintains four exclusively franchised integrated solid waste collection services for the cities of Gardena, Lynwood, Carson, and Hawaiian Gardens, California for residential, commercial, construction/demolition and industrial streams; in addition, WRI was awarded a non-exclusive commercial franchise for one of four (4) zones for the City of the Glendale, California.

WRI also provides services to open market areas of Los Angeles County as well as open market commercial/industrial refuse and recycling collection services including Torrance and El Segundo along with other jurisdictions in Los Angeles County. In Hawaii, on the Big Island, our Pacific Waste company services 80% of the commercial, construction and demolition, and industrial streams on the island.

In 2017, parent company Waste Resource Technologies, Inc. (WRT) was formed and is the holding company for all subsidiaries, although the legal name of the proposing entity remains WRI. WRT was incorporated in the State of Delaware on September 29, 2017.

The State of Delaware Certificate of Good Standing is included as Appendix A.

The California Secretary of State Certificate of Status is included as Appendix B.

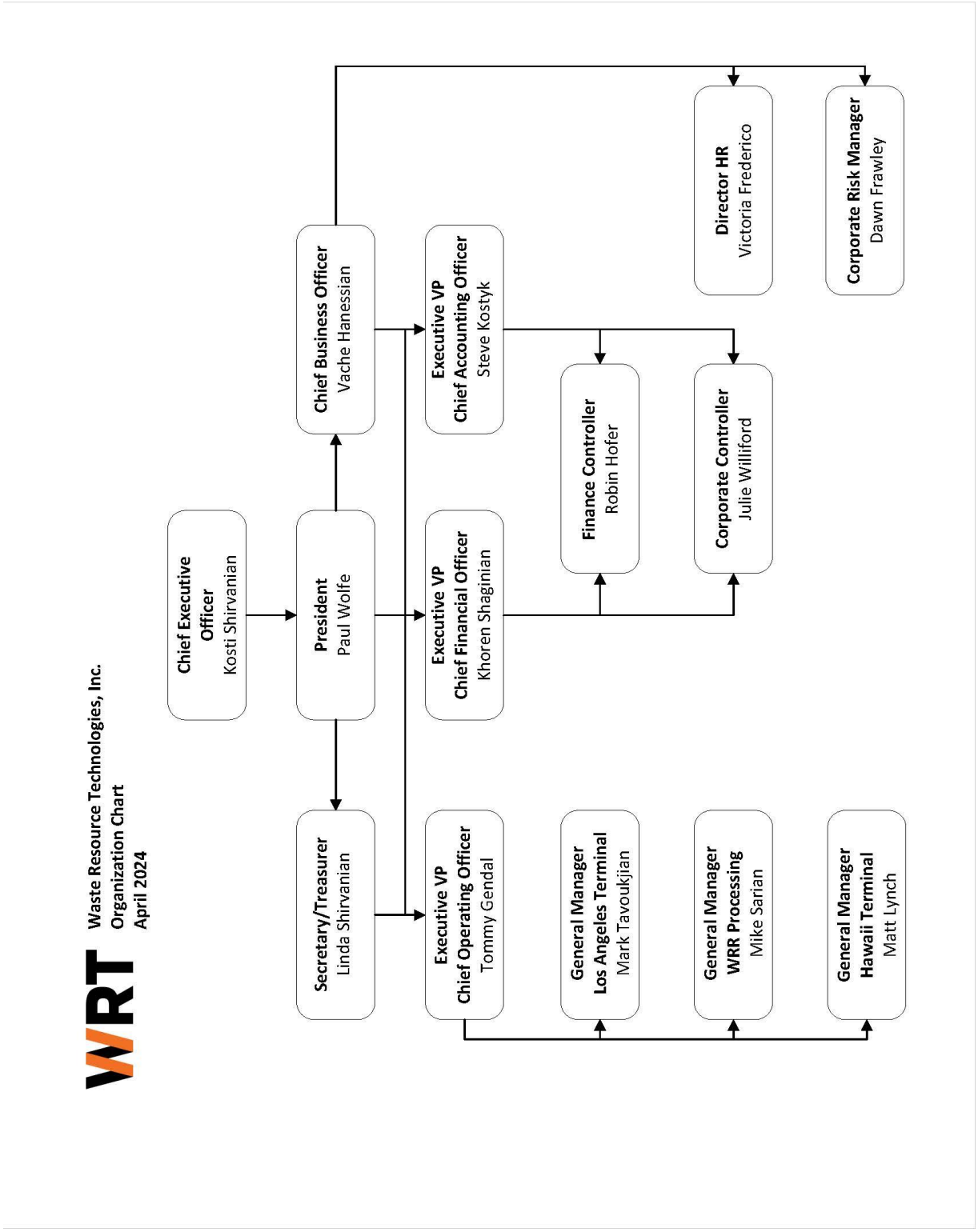
The California Statement of Information Corporation is included as Appendix C.

WRT will be the legal entity the City of El Segundo will enter into an agreement with.

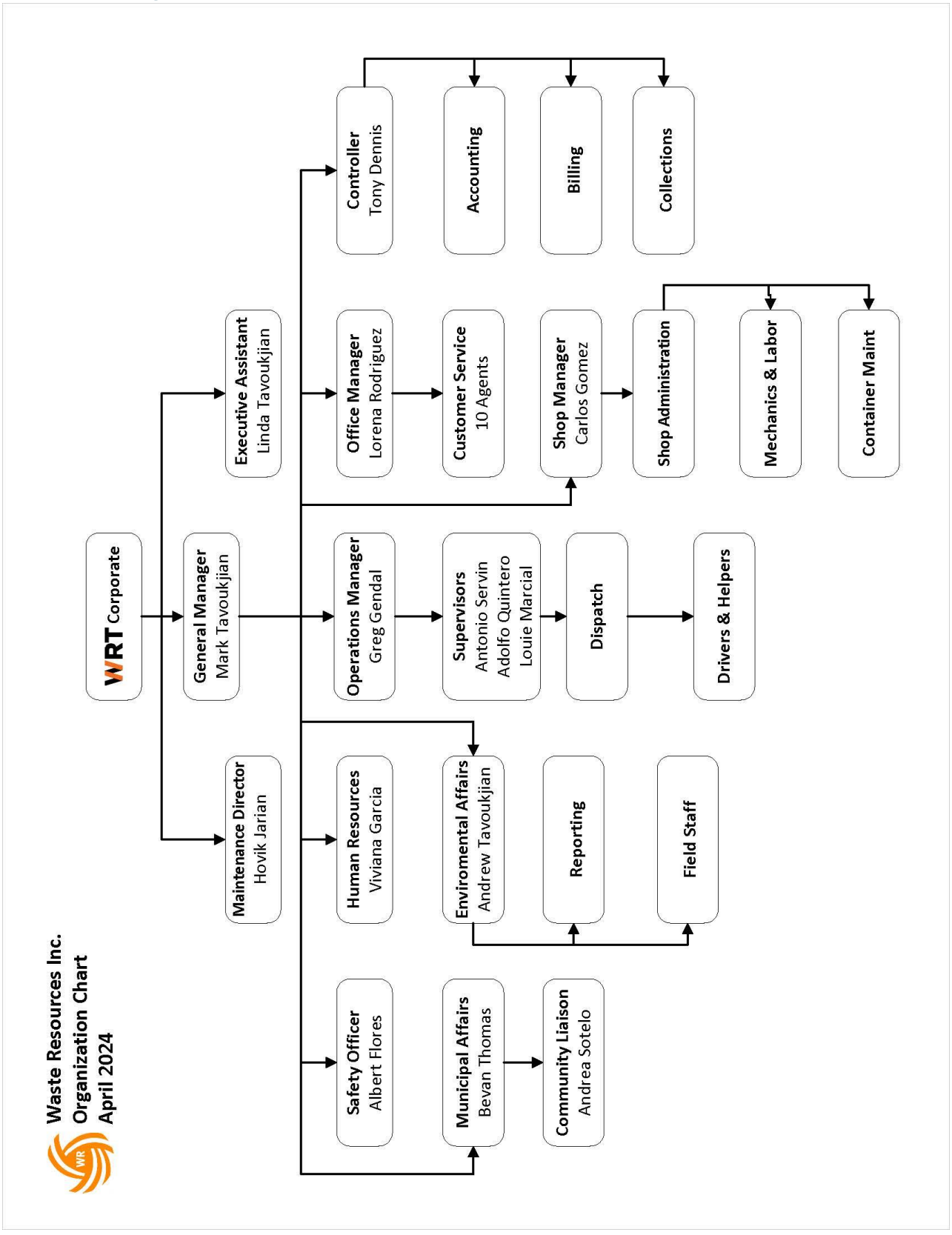
Also, WRT will execute the non-exclusive franchise agreement and submit the financial statements, insurance certificates and execute any guarantees.

1.2 Key Personnel

1.2.1 WRT Organizational Chart



1.2.2 WRI Organizational Chart



1.2.3 Key Personnel Qualifications and Experience

Kosti Shirvanian, Chairman and Chief Executive Officer

Mr. Shirvanian is a highly experienced leader and pioneer in the U.S. waste management industry with more than 60 years' experience. He is the Co-Founder, Chairman and Chief Executive Officer of WRI and its parent company, WRT.

Prior to founding our company, Mr. Shirvanian served as President and CEO of Western Waste Industries from 1956 to 1996 when the company merged with USA Waste Services (now Waste Management). Western Waste Industries was a leading waste management company that provided solid waste collection services, landfills, transfer stations, and recycling operations in seven states - specializing in fulfilling more than 100 municipal contracts. Under Mr. Shirvanian's leadership, Western Waste Industries' annual revenues grew to $400 million and employed 2,000 people nationwide.

His vision and leadership are the primary reasons why WRI can offer a comprehensive package of integrated solid waste management services.

Mr. Shirvanian sets the tone for internal controls, he develops and implements overall strategic plans, makes executive decisions, and manages the overall resources of the company.

Tommy Gendal, Chief Operating Officer/EVP

Mr. Gendal is the Co-Founder, Chief Operating Officer, and Executive Vice President of WRT. A Political Science graduate of California State University Northridge, Mr. Gendal has skillfully applied his experience at WRI and its subsidiaries since inception, contributing to the company's diversification, growth, and success.

Formerly Vice President of Operations for Western Waste Industries, working alongside Mr. Shirvanian, Mr. Gendal has accumulated over 40 years' experience in the solid waste industry. In 1998, after the acquisition of Waste Management by Western/USA Waste, Mr. Gendal decided to venture on his own and founded WasteWorks, LLC, a waste recycling company. In 2002, he merged WasteWorks with Mr. Shirvanian, creating Waste Resources, Inc.

Mr. Gendal has full authority over all operational functions companywide, including Hawaii, with a broad scope that covers facilities management, enforcement of corporate policy, procurement, transportation/logistics, production management, service quality, revenue growth, recyclable commodities, cost controls and profitability. He serves on WRT's Executive Committee, which determines the overall direction of the company.

Khoren Shaginian, Chief Financial Officer/EVP

Mr. Shaginian is the Chief Financial Officer of WRT. Mr. Shaginian is responsible for managing all aspects of finance, accounting and financial reporting, strategic planning,

acquisitions, and legal matters. He has over 30 years' experience in senior management responsible for the supervision, coordination, and production of financial reporting, information systems design and implementation, and business plans and strategies.

Mr. Shaginian monitors the financial performance of the company, manages banking relationships, secures financing, and ensures that the company's financial statements comply with Generally Accepted Accounting Principles (GAAP). Mr. Shaginian presently serves on WRI's Executive Committee and is responsible for the overall management and direction of the company.

Steve Kostyk, EVP of Accounting and Tax

Mr. Kostyk serves as the Executive Vice-President, Chief Accounting Officer for WRT and has been with the organization since 2010. Prior to joining WRT, Mr. Kostyk served as the Senior Controller for Komar Development and Assael Automotive, Inc.

As a key member of the executive management team, Mr. Kostyk reports directly to the CEO and President and is responsible for the fiscal management of the parent and all subsidiaries. His corporate duties include financial analysis, internal and regulatory reporting, cash management, corporate accounting, tax reporting, budgeting and forecasting, internal and external auditing, human resources and payroll.

Mark Tavoukjian, General Manager

Mr. Tavoukjian has over 30 years of solid waste management experience, inclusive of municipal solid waste, recycling, and hazardous waste transportation, and disposal operations. Beginning his career at Western Waste Industries in Carson, Mr. Tavoukjian has held the position of Operations Manager at various regional waste companies, eventually overseeing a workforce of more than 300 employees.

As WRI's General Manager, Mr. Tavoukjian leads a team of mid-level managers, supervisors, dispatchers, and operational staff who are responsible for the daily delivery of all services within WRI franchised and open market service areas. Mr. Tavoukjian monitors productivity levels as well as service quality in all business lines, which include core and ancillary services for residential, commercial, and industrial sector customers, both permanent and temporary. Unlike some upper-tier managers, Mr. Tavoukjian insists on being hands-on with customer issues and their correct and prompt resolution.

Mr. Tavoukjian has managed many successful municipal franchise transitions over his career in the waste industry. Since joining WRI, he has been personally responsible for the planning, routing, recruiting, training, container deployment, and the data conversion that enabled smooth transitions in the City of Carson, and more recently, in Hawaiian Gardens and Glendale. Mr. Tavoukjian reports directly to Mr. Gendal, WRT's Chief Operating Officer.

Tony Dennis, Controller of California Operations

Mr. Dennis serves as the Controller for all WRI's California operations and has been with the organization since 2022. Prior to joining WRI, Mr. Dennis served as Controller in various industries for over 16 years of his 32-year career in Accounting. He has also served as the Director of Finance and Administration.

Mr. Dennis has an MBA from Xavier University along with a Bachelor of Science with a concentration in Accounting. Mr. Dennis is a member of AICPA, SHRM, and is a CPA candidate.

Mr. Dennis oversees all the accounting functions for WRI's California operations including the staff, fiscal analysis, internal reporting, cash management, collections, annual rate adjustments, various license renewals, property taxes, and assisting both the CFO and the CAO with any additional projects.

Hovik Jarian, Director, Fleet and Asset Management

Mr. Jarian is employed directly by the parent company, WRT, and is responsible for fleet and asset management company-wide, which includes all primary and auxiliary collection vehicles, bulk transportation vehicles, repair and upkeep of all materials processing machinery and equipment at fixed locations, in addition to vehicle and container procurement. Hovik's experience seems limitless as he previously was engaged with the California Highway Patrol, as a Commercial Vehicle Inspection Specialist and later as Terminal Inspection (BIT) Program officer. His expertise has become an integral resource for WRT and its operating companies.

Andrew Tavoukjian, Reporting & Compliance Manager, Environmental Affairs

City Reporting Specialist

Mr. Tavoukjian manages WRI's environmental division, leading and coordinating the activities and productivity of our field team relating to city- and state-mandated service and diversion regulations. He is responsible for ensuring compliance with contract reporting and program monitoring to meet the goals of AB 939, AB 341, and AB 1826, and SB 1383 for our jurisdictions.

Currently a Master of Public Health student at Azusa Pacific University, Mr. Tavoukjian has over 7 years of diverse experience in diversion program design and implementation. He has worked with our municipalities on a variety of solid waste management elements including zero waste strategy and planning, program development and support, and public education and engagement. Mr. Tavoukjian takes point as WRI's liaison between city, county, and state (CalRecycle) representatives; working diligently to understand and cater to the various needs of these entities and provide all required information and reports outlined in our five (5) franchise agreements.

Mr. Tavoukjian skillset and involvement encompass many aspects of our operation including diversion program planning and analysis, waste generation analysis and projections, facility development, compliance, and permitting, post-collection processing, and operations support. Andrew is currently a member of the Solid Waste Association of North America (SWANA) and the California Resource Recovery Association (CRRA) and is certified in Zero Waste Principles and Practices.

Since joining WRI, Mr. Tavoukjian has been pivotal in data conversion and contract compliance training to ensure a seamless workflow during municipal franchise transitions and will continue to do so for the City of El Segundo. He reports directly to Mr. Mark Tavoukjian, General Manager.

Greg Gendal, Operations Manager/Routing Administrator

Mr. Gendal has over 14 years of solid waste management experience, inclusive of municipal solid waste and recycling collection and routing operations. Beginning his career at WasteWorks, LLC in Los Angeles, Greg has held the positions of lead driver, route auditor, dispatcher, route manager and currently Operations Manager.

Mr. Gendal provides experience to a team of supervisors, dispatchers, operations clerks, drivers, and helpers, who are responsible for providing exemplary services to commercial, roll-off and residential customers, ensuring maximum productivity while adhering to operating and safety standards. He also insists on being hands-on with customer issues and their correct and prompt resolution.

Throughout his career, Greg has helped manage several successful transitions. He will be responsible for the routing, training, container deployment, and data conversion for El Segundo's Non-Exclusive Solid Waste Franchise. He reports directly to Mr. Tavoukjian, General Manager.

Antonio Servin, Route Supervisor

Mr. Servin has over 30 years of experience in the waste and recycling industry. He recently worked for Western Waste and Waste Management. Prior to that, he worked with Western Waste Industries. Mr. Servin joined WRI in January 2018, as a Route Supervisor, providing excellent service and training to all collection operations staff.

Mr. Servin will assist the operational transition with container delivery logistics, collection truck routing and customer "meet and greet" data collection regarding the new non-exclusive franchise. Mr. Servin reports to Mr. Gendal, Operations Manager.

Lorena Rodriguez, Office & Customer Service Manager

Ms. Rodriguez is WRI's Office & Customer Service Manager, responsible for customer service, managing the information flow that supports billing, customer service, and data input. Prior to joining the WRI team, Ms. Rodriguez served as Office Manager for Western Waste Industries, followed by Operations Manager for WasteWorks, LLC. Lorena has

grown her knowledge and understanding of the industry through promoting upward in various levels of employment while working for WWI and WRI.

Lorena is responsible for ensuring that the Customer Service Department operates efficiently and meets and exceeds the company's service standards; also, overseeing the call center and monitoring phone system metrics to uphold efficiency and quality.

She also provides progressive training on the various skill sets required; then, provides coaching and support when performance needs improvement, while recognizing areas of excellence. In addition, she reviews and tracks work orders for accuracy and timely execution. She provides customer feedback to senior management on a regular basis. She establishes and maintains good working relationships with City personnel, responding promptly to City requests.

Ms. Rodriguez will assist the transition team and will then play an ongoing role in managing various aspects of the new City franchise.

Lorena will assist the operational transition, including data conversion for the City of El Segundo. Ms. Rodriguez reports directly to Mr. Tavoukjian, General Manager.

Andrea Sotelo, Community Liaison, Public Outreach Coordinator

Ms. Sotelo has over 10 years' experience in community outreach and organizing. Her background consists of working for the City of Los Angeles as a liaison to elected representatives and community leaders on constituents' issues and concerns. Prior to joining the WRI Team, she worked for a major development group on projects in Los Angeles.

As Community Liaison, Andrea maintains communication with City Council Members, City Staff, local businesses, and members of the community. She also extends outreach through several community organizations such as Block Watch, the Chamber of Commerce, the Rotary Club, school districts, law enforcement, and with local legislative offices. Other duties included, but are not limited to, event planning for city special events.

As Public Outreach Coordinator, Ms. Sotelo will oversee the schedule and activities of the field representatives, especially regarding program compliance under SB 1383. All scheduled and/or random waste monitoring activities will be coordinated by Andrea, which is particularly critical at the time, as it pertains to CalRecycle's regulatory requirements and reporting.

Andrea will be a member of the transition team for the City of El Segundo. Andrea reports to Mr. Mark Tavoukjian, General Manager.

1.3 Service Transition Experience

Following are three (3) reference projects for which WRI initiated a new collection contract or new collection services:

Name of Jurisdiction: City of Gardena, California
Date: April 2010

Service Initiation: Roll-Out New Exclusive Integrated Solid Waste Services

- Modifying and upgrading systems.
- Acquiring and validating data
- Contacting customers and creating new customer accounts.
- Conducting an initial education and outreach campaign.
- Executing broader single & multi-family and business community campaigns.
- Expanding and training an augmented workforce.
- Procuring, preparing and distributing new carts and bins.
- Procuring and preparing new vehicles.
- Developing optimized route schedules.
- Securing arrangements with processors to offload materials.

Jurisdiction Representative:

Clint Osorio, City Manager
1700 West 162nd Street
Gardena, CA 90247
(310) 217-9503
cosorio@cityofgardena.org

Number of Customers Involved:

Residential: 12,998
Commercial: 1,646

Notable Challenges/Solutions:

Most notable challenge was retrieving data from open market commercial haulers which we resolved by contacting each customer individually to confirm billing & service addresses, service size and frequency, property access and contact info.

Name of Jurisdiction: City of Carson, California
Date: September 2018

Service Initiation: Roll-Out New Exclusive Integrated Solid Waste Services

- Modifying and upgrading systems.
- Acquiring and validating data
- Contacting customers and creating new customer accounts.
- Conducting an initial education and outreach campaign.
- Executing broader single & multi-family and business community campaigns.
- Expanding and training an augmented workforce.
- Procuring, preparing and distributing new carts and bins.
- Procuring and preparing new vehicles.
- Developing optimized route schedules.
- Securing arrangements with processors to offload materials.

Jurisdiction Representative:

David Roberts, City Manager
701 E. Carson Street
Carson, CA 90745
(310) 952-1730
droberts@carsonca.gov

Number of Customers Involved:

Residential: 21.996
Commercial: 2,078

Notable Challenges/Solutions:

Most notable challenge was retrieving data from an uncooperative previous service provider which we resolved by contacting each customer individually to confirm billing & service addresses, service size and frequency, property access and contact info.

Senior citizens 62+ were offered discounts for service with certain requirements. We identified them with a series of sign-up workshops with containers present for cart size and service address and contact confirmations including email addresses.

Name of Jurisdiction: City of Glendale, California
Date: December 2021

Service Initiation: Roll-Out New Non-Exclusive Commercial Integrated Solid Waste Services

- Modifying and upgrading systems.
- Acquiring and validating data
- Contacting customers and creating new customer accounts.
- Conducting an initial education and outreach campaign.
- Executing broader multi-family and business community campaigns.
- Expanding and training an augmented workforce.
- Procuring, preparing and distributing new carts and bins.
- Procuring and preparing new vehicles.
- Developing optimized route schedules.
- Securing arrangements with processors to offload materials.

Jurisdiction Representative:

Roubik Golanian, City Manager
613 E. Broadway
Glendale, CA 91206
(818) 548-4844
rgolanian@glendaleca.gov

Number of Customers Involved:

Commercial: 1,384

Notable Challenges/Solutions:

Equipment purchases of trucks and containers were challenging due to the slowed production resulting from the Covid affect. Computer chips from overseas was difficult for manufacturers to receive. We solved the trucks by using our spare vehicles in the interim to service accounts. We had enough carts in our inventory and purchased and refurbished the City's old containers which were obsolete at the time.

1.4 Safety Record

WRI prioritizes safety and implements measures to protect our team members and the public. This includes providing the appropriate safety training ensuring the proper use of personal protective equipment, maintaining equipment in good condition, and promoting a culture of safety within the organization.

1.4.1 CHP Safety Compliance Reports (BIT Inspection Reports)

The latest BIT Inspection Report is included as Appendix D.

WRI's record retention policy store records for up to 10 years. We visited the CHP offices to attain previous years and learned the CHP destroys records beyond 5 years.

CHP does not conduct BIT inspections every 2 years as they have before. Today they only conduct inspections every 6 years and performance-based inspections in the event of an accident due to mechanical and driver related issues. (Logbooks, excessive hours of service, etc.)

1.4.2 Workers Compensation Rating Modifier

The latest Workers Comp Rating Modifier is included as Appendix E.

1.4.3 Safety Metrics

Waste Industry benchmarks for the safety incident rate vary based on factors such as the size of the organization, geographic location, and specific activities involved in waste management. Companies compare their rates against industry averages to determine areas for improvement.

The formula we use to calculate the safety incident rate is:

Safety Incident Rate = (Number of Workplace Accidents and Injuries/ Total Number Full Time Equivalent Employees) x 100.

This is our experience with past proposals we have participated in.

1.4.4 Total Recordable Injury Rate (TRIR)

The latest Total Recordable Injury Rate (TRIR) is included as Appendix F.

1.4.5 Vehicle Accident Recordable Rate (VARR)

In California for 5 years, WRI has driven 472,840 miles.
The number of recordable accidents is 6.

Therefore, (6 x 1,000,000)/472,840 = 12.69
WRI, which represents California only, has a VARR of 12.69

1.5 Financial Information

All such financial information will be marked as confidential and released on the condition of non-disclosure under Govt. Code Section 6254(k) (California's Public Records Act), which provides an exemption from disclosure under California Evidence Code Provisions. Evidence Code Section 1060 provides a privilege for a trade secret as defined by Civil Code Section 3426.1(d) that includes financial statements. Therefore, WRT will require that all financial information provided be withheld and maintained strictly confidential.

WRT's 2023 Financial Statements are provided under separate cover/envelope marked "Confidential WRT Financial Information" in the submitted package.

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Section 2 Technical Proposal

2.1 Collection Services

WRI will employ the three (3) cart collection format for regular, weekly solid waste services to be provided in both the residential and commercial service sectors. Within either of the services, permanent and temporary for all container types & sizes, as serviced at any weekly collection frequency to which the customer subscribes, will be delivered consistent with the standards and specifications provided. Ancillary services of every type, particularly bulky-item collection, will be executed timely to safeguard the public health-and-safety for all in El Segundo.



2.1.1 Trash

Our format of trash collection is the method where customers place their trash loose or bagged in carts or bins at designated collection points for businesses or curbside for residential multi-family units (in the event the property doesn't have room for on-site service) on specific days of the week with street sweeping schedules taken into consideration. The size of carts or bins is directly proportional of the amount of trash generated.

Trash Carts

Upon delivery, cart serial numbers will be scanned and addressed accordingly by physical address and geocode. At the end of each delivery day, data from the scanned carts will be uploaded to our waste collection management software recording all deliveries performed updating the database.



All carts will include a "Start-Up Kit" describing all the services to be provided and directions on proper loading of the carts, bulky item instructions, sharps program, WRI contact info, holiday schedule and other important data made available to customers.



The body of all carts shall be a uniform gray color with a **black** lid including identifying graphics that this container is for trash only. Inside the lid decals are placed to educate what is and is not acceptable to place in the container.

All carts will be designed and manufactured to meet the minimum performance requirements described below. Carts will be available in three sizes: 96-gallon, 64-gallon, and 32-gallon. Depending on the capacity, the carts will have a maximum load capacity as

shown on the side without cart distortion, damage, or reduction in maneuverability or any other functions as required herein.

Cart Size (gallons)	Maximum Load Capacity (pounds)
96	200
64	130
32	70

Carts will remain durable, and at a minimum, shall meet the following durability requirements to satisfy its intended use and performance, for the term of the initial agreement:

- Maintain its original shape and appearance.
- Be resistant to kicks and blows.
- Require no routine maintenance and essentially be maintenance-free.
- Not warp, crack, rust, discolor, or otherwise deteriorate over time in a manner that will interfere with its intended use.
- Resist degradation from ultraviolet radiation.
- Be incapable of penetration by biting or clawing of household pets (i.e., dogs and cats).
- The bottoms of cart bodies must remain impervious to any damage, that would interfere with the cart's intended use after repeated contact with gravel, concrete, asphalt, or any other rough and abrasive surface.
- All wheel and axle assemblies are to provide continuous maneuverability and mobility as originally designed and intended; and
- Resist degradation by other airborne gases or particulate matter currently present in the ambient air of the area.

Trash carts will be labeled inside the lids in English and Spanish and hot stamped with graphics on top of the lids. Trash carts are serviced by dedicated routes for the collection of trash only.

Trash Bins

WRI will collect trash from multi-family dwellings and commercial customers (collectively, "bin service customers") as frequently as scheduled by the customer, up to six times per week but not less than once per week (some exceptions for Sunday collection). Non-putrescible materials that have been segregated for collection in bins may be collected less often than once per week.



WRI will have both plastic and metal bins available for El Segundo customers. All bins will have split lids and wheels where necessary. Plastic bins are used especially for wet wastes such as that found at restaurants. These bins are quieter, lighter, maintain their water

tightness and are easier to clean. Bins will be sized to match the RFP's requirements. WRI will provide the required size and quantity of bins for bin service customers. Bins for trash will be colored orange with **black** lids. Trash containers are serviced by dedicated routes for the collection of trash only.

Customer's In-house Preparation of Trash Materials:

Believe it or not trash needs to be prepared prior to depositing in the trash containers to avoid contamination of the load due to the discovery of recyclable, organic, C&D and hazardous materials.



Following is a list of acceptable and unacceptable materials for trash containers:

Waste Resources
a WRT company

Trash Collection Program
(Residential and Multi-Family Sector)

Materials **allowed**:

- ✓Animal and pet waste
- ✓Batteries
- ✓Broken dishes and glasses
- ✓Cacti, succulents, and yucca
- ✓Chip/snack bags or candy wrappers
- ✓Coffee cups and pods
- ✓Food waste
- ✓Gloves, hoses, or hairnets
- ✓Hangers
- ✓Liquids (limited quantities)
- ✓Multi-material items (some juice boxes and multi-layered food containers)
- ✓Packing peanuts
- ✓Palm fronds
- ✓Parchment & wax paper
- ✓Plastic cups, lids, utensils, straws
- ✓Rocks and soil
- ✓Rubber bands
- ✓Shoes
- ✓Shrink wrap material and metal bands
- ✓Styrofoam
- ✓Textiles
- ✓Wet Strength Board
- ✓Wipes
- ✓Wrapping and tissue paper

Materials **not allowed**:

- × Car or truck parts, motors
- × Construction/remodeling debris (call for C&D pickup)
- × Dimensional lumber (call for C&D pickup)
- × Dry recyclables (see **Recycling** list)
- × Food scraps and food-soiled paper (see **Organics** list)
- × Lawn and garden debris (see **Organics** list)
- × Medical waste
- × Medication
- × Pallets (call for bulky pickup)
- × Rocks and soil (call for C&D pickup)
- × Tires
- × Tree branches or firewood (call for bulky pickup)

Waste Resources
a WRT company

Trash Collection Program
(Commercial Sector)

Materials **allowed**:

- ✓Animal and pet waste
- ✓Batteries
- ✓Broken dishes and glasses
- ✓Cacti, succulents, and yucca
- ✓Chip/snack bags or candy wrappers
- ✓Coffee cups and pods
- ✓Food waste
- ✓Gloves, hoses, or hairnets
- ✓Hangers
- ✓Liquids (limited quantities)
- ✓Multi-material items (some juice boxes and multi-layered food containers)
- ✓Packing peanuts
- ✓Palm fronds
- ✓Parchment & wax paper
- ✓Plastic cups, lids, utensils, straws
- ✓Rocks and soil
- ✓Rubber bands
- ✓Shoes
- ✓Shrink wrap material and metal bands
- ✓Styrofoam
- ✓Textiles
- ✓Wet Strength Board
- ✓Wipes
- ✓Wrapping and tissue paper

Materials **not allowed**:

- × Car or truck parts, motors
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- × Dimensional lumber (call for C&D pickup)
- × Dry recyclables (see **Recycling** list)
- × Food scraps and food-soiled paper (see **Organics** list)
- × Lawn and garden debris (see **Organics** list)
- × Medical waste
- × Medication
- × Pallets (call for bulky pickup)
- × Rocks and soil (call for C&D pickup)
- × Tires
- × Tree branches or firewood (call for bulky pickup)

2.1.2 Recyclables

Our format of recyclables collection is the method where customers place their dry recyclables loose in carts or bins at designated private property collection points for multi-family and businesses or curbside for cart collection. The size of carts or bins is directly proportional of the volume of recyclables generated.

Recycle Carts

Upon delivery, cart serial numbers will be scanned and addressed accordingly by physical address and geocode. At the end of each delivery day, data for the scanned carts will be uploaded to our waste collection management software recording all deliveries performed and update the database.
All Recycle carts will include a "new service packet" describing all the services to be provided and directions on proper loading of the carts, bulky item instructions, sharps program, WRI contact info, holiday schedule and other important data made available to customers.



The body of all carts shall be a uniform gray color with a **blue** lid including identifying graphics that this container is for recycle only.

All carts will be designed and manufactured to meet the minimum performance requirements described to the side. Carts will be available in three sizes: 96-gallon, 64-gallon, and 32-gallon. Depending on the capacity, the carts will have a maximum load capacity as shown below without cart distortion, damage, or reduction in maneuverability or any other functions as required herein.

Cart Size (gallons)	Maximum Load Capacity (pounds)
96	200
64	130
32	70

Carts will remain durable, and at a minimum, shall meet the following durability requirements to satisfy its intended use and performance, for the term of the initial agreement:

- Maintain its original shape and appearance.
- Be resistant to kicks and blows.
- Require no routine maintenance and essentially be maintenance-free.
- Not warp, crack, rust, discolor, or otherwise deteriorate over time in a manner that will interfere with its intended use.
- Resist degradation from ultraviolet radiation.
- Be incapable of penetration by biting or clawing of household pets (i.e., dogs and cats).
- The bottoms of cart bodies must remain impervious to any damage, that would interfere with the cart's intended use after repeated contact with gravel, concrete, asphalt, or any other rough and abrasive surface.

- All wheel and axle assemblies are to provide continuous maneuverability and mobility as originally designed and intended.
- Resist degradation by other airborne gases or particulate matter currently present in the ambient air of the area.

Recycle carts will be labeled on the inside of lids in English and Spanish and with graphics hot stamped on top of the lids. Recycle carts are serviced by dedicated routes for the collection of recyclables only.



Recycle Bins

WRI will collect recyclables from multi-family dwellings and commercial customers (collectively, "bin service customers") as frequently as scheduled by the customer, up to six times per week but not less than once per week.

WRI will have both plastic and metal bins available for El Segundo customers. All bins will have split lids and wheels where necessary. Plastic bins maybe used especially for multi-family areas since these bins are quieter, lighter, maintain their water tightness and are easier to clean. Bins will be sized to match the RFP's requirements. WRI will provide the required size and quantity of bins for bin service customers. Bins for recycle will be colored orange with **blue** lids.

Recycle bins are serviced by dedicated routes for the collection of recyclables only.

Customer's In-house Preparation of Recyclable Materials:

Recyclables need to be prepared prior to depositing them in the recycling containers to avoid rejection due to contamination.

Following is a list of acceptable and unacceptable materials for recycle containers:



Following is a list of acceptable and unacceptable materials for trash containers:

Waste Resources
a WRT company

Recycling Collection Program
(Residential and Multi-Family Sector)

Materials **allowed**:

- ✓ Metal
  - ✓ Empty aerosol cans
  - ✓ Aluminum cans
  - ✓ Tin cans
  - ✓ Food/Juice cans
  - ✓ Empty paint cans
  - ✓ Clean aluminum foil
- ✓ Paper
  - ✓ Cardboard (dry and without food residue)
  - ✓ Junk mail
  - ✓ Magazines
  - ✓ Phone books
  - ✓ Cereal/cracker boxes
  - ✓ Newspaper
  - ✓ Computer paper & white paper
  - ✓ Mixed color paper
- ✓ Plastic
  - ✓ Drink bottles
  - ✓ Detergent containers
  - ✓ Water bottles
  - ✓ Milk containers
- ✓ Glass
  - ✓ Bottles
  - ✓ Food jars

Materials **NOT allowed**:

- × Animal and pet waste
- × Batteries
- × Broken dishes and glasses
- × Cacti, succulents, & yucca
- × Car or truck parts
- × Chip/snack bags or candy wrappers
- × Coffee cups and pods
- × Dimensional lumber
- × Food waste
- × Gloves or hoses
- × Hangers
- × Liquids
- × Medical waste
- × Medication
- × Motors
- × Multi-material items (some juice boxes and multi-layered food containers)
- × Organics, other than clean paper/cardboard
- × Packing peanuts
- × Pallets
- × Palm fronds
- × Parchment & wax paper
- × Plastic cups, lids, utensils, straws
- × Rocks and soil
- × Rubber bands
- × Shoes
- × Shrink wrap material
- × Styrofoam
- × Textiles (clothing, shoes that can't be donated)
- × Tires
- × Tree branches or firewood (call for bulky pickup)
- × Toys
- × Wipes
- × Wrapping and tissue paper

Waste Resources
a WRT company

Recycling Collection Program
(Commercial Sector)

Materials **allowed**:

- ✓ Metal
  - ✓ Empty aerosol cans
  - ✓ Aluminum cans
  - ✓ Tin cans
  - ✓ Food/Juice cans
  - ✓ Empty paint cans
  - ✓ Clean aluminum foil
- ✓ Paper
  - ✓ Cardboard (dry and without food residue)
  - ✓ Junk mail
  - ✓ Magazines
  - ✓ Phone books
  - ✓ Cereal/cracker boxes
  - ✓ Newspaper
  - ✓ Computer paper & white paper
  - ✓ Mixed color paper
- ✓ Plastic
  - ✓ Drink bottles
  - ✓ Detergent containers
  - ✓ Water bottles
  - ✓ Milk containers
- ✓ Glass
  - ✓ Bottles
  - ✓ Food jars

Materials **NOT allowed**:

- × Animal and pet waste
- × Batteries
- × Broken dishes and glasses
- × Cacti, succulents, & yucca
- × Car or truck parts
- × Chip/snack bags or candy wrappers
- × Coffee cups and pods
- × Dimensional lumber
- × Food waste
- × Gloves, hoses, or hairnets
- × Hangers
- × Liquids
- × Medical waste
- × Medication
- × Motors
- × Multi-material items (some juice boxes and multi-layered food containers)
- × Organics, other than clean paper/cardboard
- × Packing peanuts
- × Pallets
- × Palm fronds
- × Parchment & wax paper
- × Plastic cups, lids, utensils, straws
- × Rocks and soil
- × Rubber bands
- × Shoes
- × Shrink wrap material
- × Styrofoam
- × Textiles
- × Tires
- × Tree branches or firewood
- × Wet Strength Board
- × Wipes
- × Wrapping and tissue paper

2.1.3 Organic Materials

Organics Carts

Upon delivery, cart serial numbers will be scanned and addressed accordingly by physical address and geocode. At the end of each delivery day, data for the scanned carts will be uploaded to our waste collection management software recording all deliveries performed and update the database.



All organic carts will include a "new service packet" describing all the services to be provided and directions on proper loading of the carts, bulky item instructions, sharps program, WRI contact info, holiday schedule and other important data made available to customers.

The body of all carts shall be a uniform gray color with a **green** lid including identifying graphics that this container is for recycle only.

All carts will be designed and manufactured to meet the minimum performance requirements described to the side. Carts will be available in three sizes: 96-gallon, 64-gallon, and 32-gallon. Depending on the capacity, the carts will have a maximum load capacity as shown below without cart distortion, damage, or reduction in maneuverability or any other functions as required herein.

Cart Size (gallons)	Maximum Load Capacity (pounds)
96	200
64	130
32	70

Carts will remain durable, and at a minimum, shall meet the following durability requirements to satisfy its intended use and performance, for the term of the initial agreement:

- Maintain its original shape and appearance.
- Be resistant to kicks and blows.
- Require no routine maintenance and essentially be maintenance-free.
- Not warp, crack, rust, discolor, or otherwise deteriorate over time in a manner that will interfere with its intended use.
- Resist degradation from ultraviolet radiation.
- Be incapable of penetration by biting or clawing of household pets (i.e., dogs and cats).
- The bottoms of cart bodies must remain impervious to any damage, that would interfere with the cart's intended use after repeated contact with gravel, concrete, asphalt, or any other rough and abrasive surface.
- All wheel and axle assemblies are to provide continuous maneuverability and mobility as originally designed and intended; and
- Resist degradation by other airborne gases or particulate matter currently present in the ambient air of the area.

Organic carts will be labeled on the inside in English and Spanish and with graphics and also have hot stamp graphics on the lids. Organic carts are serviced by dedicated routes for the collection of organics only.

Organic Bins

WRI will collect Organics from multi-family dwellings and commercial customers (collectively, "bin service customers") as frequently as scheduled by the customer, up to six times per week but not less than once per week (some exceptions for Sunday collection). Non-putrescible materials that have been segregated for collection in bins may be collected less often than once per week.

WRI will have both plastic and metal bins available for El Segundo customers. All bins will have split lids and wheels where necessary. Plastic bins maybe used especially for Multifamily areas since these bins are quieter, lighter, maintain their water tightness and are easier to clean. Bins will be sized to match the RFP's requirements. WRI will provide the required size and quantity of bins for bin service customers. Bins for organics will be colored orange with **green** lids. Organic bins are serviced by dedicated routes for the collection of organics only.

Customer's In-house Preparation of Recyclable Materials:

Organics need to be prepared prior to depositing them in the organic containers to avoid rejection due to contamination.

WRI's organics collection program allows bagged food waste to be placed in the containers for easy separation from green garden wastes at our processing facilities.



Following is a list of acceptable and unacceptable materials for organics containers for both multifamily and commercial customers:

Waste Resources
a WRT company

Mixed Organics Collection Program
(Residential and Multi-Family Sector)

Food Scraps (must be bagged in clear bags only):

- ✓ All fruits and vegetables (pits and shells are permitted)
- ✓ Pasta, grains, rice, beans
- ✓ Coffee grounds and loose tea
- ✓ Cheese and dairy products
- ✓ Eggshells and eggs
- ✓ Leftovers and spoiled food
- ✓ Meats and bones
- ✓ Seafoods and soft shells
- ✓ Breads and pastries
- ✓ *Food-Soiled Paper:*
  - ✓ Coffee filters and tea bags
  - ✓ Paper cups, bags, trays, and plates
  - ✓ Paper egg cartons
  - ✓ Paper ice cream containers
  - ✓ Paper napkins, tissues and paper towels
  - ✓ Greasy pizza boxes and paper
  - ✓ Biodegradable paper serviceware (100% paper)
  - ✓ Paper bags
  - ✓ Wooden and fiber-based utensils

Green Waste and other Organics (must be loose):

- ✓ Grass clippings, leaves, and flowers
- ✓ Small branches (less than 3 inches thick and 4 feet long)
- ✓ Untreated, clean wood scraps
- ✓ Lumber, scrap wood, & plywood (not painted or treated)
- ✓ Weeds
- ✓ Wet cardboard

Materials **NOT allowed**:

- × Aluminum foil or trays
- × Animal and pet waste
- × Batteries
- × Cacti, succulents, & yucca
- × Car or Truck parts
- × Chip/snack bags or candy wrappers
- × Coffee cups and pods
- × Electronics
- × Food stickers (please remove)
- × Glass bottles or jars
- × Gloves
- × Hangers
- × Medical waste
- × Medication
- × Motors
- × Multi-material items (juice boxes, multi-layered food containers)
- × Pallets
- × Palm fronds
- × Paper napkins & towels with cleaning chemicals
- × Parchment & wax paper
- × Plastics (including bioplastics)
- × Remodeling waste
- × Rocks and soil
- × Rubber bands
- × Shoes
- × Shrink wrap material
- × Steel
- × Styrofoam
- × Textiles
- × Textiles
- × Tires
- × Treated wood
- × Tree branches or firewood (will require Bulky Item pickup)
- × Wipes

Waste Resources
a WRT company

Mixed Organics Collection Program
(Commercial Sector)

Food Scraps (examples):

- ✓ All fruits and vegetables (pits and shells are permitted)
- ✓ Pasta, grains, rice, beans
- ✓ Coffee grounds and loose tea
- ✓ Cheese and dairy products
- ✓ Eggshells and eggs
- ✓ Leftovers and spoiled food
- ✓ Meats* (including bones)
- ✓ Seafoods* (excluding large concentrations of shellfish)
- ✓ Breads and pastries

- ✓ *Food-Soiled Paper (in limited amounts):*
  - ✓ Coffee filters and tea bags
  - ✓ Paper cups, bags, trays, and plates
  - ✓ Paper egg cartons
  - ✓ Paper ice cream containers (metal rim is OK)
  - ✓ Paper napkins, tissues and paper towels
  - ✓ Greasy pizza boxes and paper
  - ✓ Biodegradable paper serviceware (100% paper)
  - ✓ Paper bags
  - ✓ Wooden and fiber-based utensils

Materials **allowed**:

- ✓ Organics in loose form
- ✓ Organics in clear bags and packaging used for organics waste (but no plastic wrap/bags inside it)
- ✓ Organics in their original packaging of paper, plastic, Tetra Pak's or metal (pre-consumer) or spoiled and expired food (up to 3 gallon)
- ✓ Wet cardboard
- ✓ Styrofoam or plastic take-out containers (with clamshell hinged lids or dome lids) of any size and shape (note these should be limited)

Materials **NOT allowed**:

- × Aluminum foil or trays
- × Animal and pet waste
- × Batteries
- × Cacti, succulents, & yucca
- × Car or Truck parts
- × Chip/snack bags or candy wrappers
- × Coffee cups and pods
- × Dimensional lumber
- × Electronics
- × Food stickers (please remove)
- × Glass bottles or jars
- × Gloves
- × Hangers
- × Medical waste
- × Medication
- × Motors
- × Multi-material items (juice boxes and multi-layered food containers)
- × Pallets
- × Palm fronds
- × Paper napkins & towels with cleaning chemicals
- × Parchment & wax paper
- × Plastics, including bioplastics
- × Rocks and soil
- × Rubber bands
- × Shoes
- × Shrink wrap material
- × Steel (not including canned foods)
- × Styrofoam, except for food containers
- × Textiles
- × Tires
- × Tree branches or firewood
- × Wipes
- × Wet Strength Board

2.1.4 SB1383; California's Response to Greenhouse Gas Emissions

As of January 1, 2022, all residents and businesses in California need to stop sending organic material to landfills and instead divert it to other facilities that will compost or otherwise process this material to reduce the amount of methane and other greenhouse gases that occur when organic material decomposes in an anaerobic environment (landfills).

That means beginning in 2022, all customers in California needed to start separating more organic material and keep it out of the trash. WRI is helping its customers comply by providing a 3-container collection system (1 each for organics, recycling, and trash). City-specific information on the services provided by WRI is available on our distributed outreach material and on our WRI website for their convenience.

The biggest change you will notice is that food scraps and food-soiled paper move from the trash container to the organics container. Remember to follow these simple steps:

Collect and separate organic & compostable materials throughout your location.

Bag your food scraps and food-soiled paper in a clear bag and place in your green container. If you don't have a green lid container, you'll be getting one soon. Place the bags in your GREEN mixed organics container.

All leaves, grass, flowers, etc. that already go in your green container continue as-is (unbagged). Place them loose in your GREEN mixed organics container.



If you do not generate green gardening or landscaping waste, we can provide a BROWN lid container dedicated only for clean unbagged food wastes to keep it separated and away from the trash stream.

Compliance is MANDATORY and contamination fees may apply for accounts that do not comply with proper container usage. Be a good steward for the environment by recycling the right way!

Finding clear bags around the house isn't as tough as it seems!

- Bread bags.
- Produce bags.
- Twist-tie storage bags.
- Clear trash bags.
- Clear biodegradable bags.
- Clear shopping bags.

Clear bags need to be used so that prohibited items are removed to preserve compost quality and our equipment. You can also use paper bags in a pinch. All plastic bags will be removed prior to processing the material.

2.1.5 SB1383 Approach and Activities

WRI's approach and activities relating to SB1383 include:

A. Organic Waste Collection and Recycling Services-
WRI provides a 3 Container Integrated Solid Waste Collection System
One (1) **BLUE**-lid container for dry recyclables.
One (1) **GREEN**-lid container for mixed organic waste;
One (1) **BLACK**-lid container for inert, non-organic, and non-recyclable waste.



B. 1383 Education and Outreach
WRI plans to employ the following transition tools to inform the residential, business, and multi-family sectors of upcoming changes to their solid waste and recycling services. Under Phase I of the effort, the steps include the following:

Draft a letter from the Mayor or designated City representative introducing the new company to residents and businesses;

- Prepare a colorful mailer explaining the various programs and the different options available, such as bin/cart sizes and quantity options.
- Deliver a detailed brochure to each customer that describes the various services and types of materials to be recycled, collection days, holiday schedules, billing, and customer service contact information, what not to place in the carts, and other information. Brochures will also be made available to businesses at City Hall and other designated City facilities.
- Provide a separate page on Waste Resources' website (www.wasteresources.com) for the City that will outline the new services for each sector. Our IT group can also work with the City to provide links to and from the City's website to ensure consistent messaging; and
- WRI will work with Local Cable TV to provide Public Service Announcements that outline services and provide our contact information.

Upon completion of these tasks, WRI will execute the second phase of the community education process once all collection services are transitioned to WRI. These activities include:

1. Implement a full range of public relations strategies to encourage participation in both the residential and commercial integrated waste management programs. Upon completion of an initial meeting with the City Staff, several alternatives will be outlined to promote solid waste collection, organics and recycling activities, based on the items listed in the agreement.
2. Press releases, advertising, social media, media interviews, feature articles, and letters to the editor, as well as public service announcements and the use of

public access television are some of the tools WRIC enlists in its communications campaigns. These avenues of information have proven successful to WRI in the past and will play an integral part in the success of each program in the City.

3. Provide a wide array of materials in both English and Spanish. These materials are used as handouts at speaking engagements, special events, or placed in public information areas within the City. We also employ several bilingual Customer Service Representatives that can help answer questions and provide information to our diverse customer base.
4. Develop and employ "Oops!" notices to document corrective actions needed.
5. Include WRI- or City-developed bill inserts in monthly billing. WRI will need the piece by the end of the month for inclusion in the next billing cycle.
6. Participate in community events by providing information and giveaways that promote the goals of the City's solid waste program.

In terms of City involvement, WRI believes that City staff may be as involved or removed as it desires. We welcome the City's participation, but we are also sensitive to the realities of today's economic forces and the impact it has had on staffing. Our pledge is to keep the City informed on everything we are involved with both during the transition and in day-to-day operations.

One important point to keep in mind is that to minimize any disruption to current collection methodologies, we do not intend to make any significant operational changes. Prior to Start Up, our Operations personnel will meet and confer with City staff and will cover a broad range of subjects including safety, operations, and benefits information.

For several years, WRI has been actively involved in helping our commercial customer base start and expand waste prevention and recycling programs. By diverting recyclables from the waste stream, costs for disposal can be significantly reduced. Keeping these commodities out of the trash will cut down on the number of waste bins needed and limit the frequency of pickups.

On an on-going basis, commercial customers will be contacted by our Recycling Specialists to assist them to help reduce waste. We evaluate existing programs and make improved adjustments or set-up new custom-tailored programs. With all the challenges and priorities our customers face in business, waste is not at the top of their lists, but profit is. That's why WRI will regularly contact customers via mail, print and media advertising, social media and e-mail marketing, and site visits to discuss waste minimization and cost management.

We give our customers very good reasons to look in their bins:

- Potential Cost Savings.
- Convenient Service Options.

- Resource Conservation.
- State Requirement to Reduce Waste (AB 939, AB341, AB1826 and SB1383).
- Environmental Issues and Safety.

2.1.6 SB1383 Capacity Planning

WRI has the available capacity to service the customers of El Segundo for trash, recycling and organics collection and processing at our Waste Resources Recovery facility in LA County near the cities of Gardena and Carson. Our facility processes organics wastes onsite. Capacity at our destination facilities is reserved for us as agreed to by our vendors.

2.1.7 SB1383 Procurement of Organic Waste Products

The procurement requirements regarding recovered organic waste products (14 CCR Sections 18993.1 and 18993.2) apply to jurisdictions such as cities, counties, or cities and counties. The recycled-content paper procurement requirements (14 CCR Sections 18993.3 and 18993.4), however, apply to all types of jurisdictions [see 14 CCR Section 18982(a)(36)] districts that provide solid waste collection services.

El Segundo needs to adopt, in case it hasn't yet, plans to procure mulch to comply with its procurement obligations under SB 1383 [see 14 CCR Section 18993.1(f)(4)(A)]. The ordinance must require that the mulch procured by the jurisdiction comply with specific land application standards [14 CCR Section 18993.1(f)(4)(A)]. This is important to prevent the application of contaminated material and to ensure that the mulch procured meets public health and safety standards.

CalRecycle will assign an annual procurement target to each jurisdiction based on its population. Jurisdictions can fulfill their target by procuring any combination of these recovered organic waste products: Compost, Mulch, Renewable Energy (RNG),and Service Provider Benefits.

In 2021, El Segundo's Procurement Target is 1,333 tons.

County/City	Total Population (1/1/2021 Population Estimate)	Annual Procurement Target (Tons of Organic Waste)
El Segundo	16,660	1,333

WRI will provide its share of compost and mulch to assist in reaching the procurement target for the most current year.

WRI has compost and mulch available for the City of El Segundo from our green waste processor Green Wise Soil Technologies which per SB1383 is a recovered organic waste product.

Also, the procurement of recycled content office paper by the City of El Segundo purchasing is also a must-do and included in SB1383.

2.1.8 SB1383 Reporting

As an integrated waste collector, WRI will submit quarterly reports directly to the City of El Segundo and its consultants. This report includes collection totals, customer lists, waste types, destinations, diversion data, outreach summaries, and commercial compliance metrics. WRI will also include other information pertaining to SB 1383 reporting requirements as requested by the City including, but not limited to, route review data, contamination monitoring, and waiver processing and documentation.

As a transfer/processing facility, WRR submits monthly reports to the LA County SWIMS database for Disposal and Waste Origin reporting. On a quarterly basis, they submit recycling and disposal data through CalRecycle's Recycling and Disposal Reporting System (RDRS). This includes results of the facility's 10-day sampling obligations as outlined by SB 1383.

2.1.9 SB1383 Contamination Monitoring

The monitoring of contamination in the three waste streams is a challenge faced today in the waste industry. WRI initially met with this challenge conducting "lid-flips" of containers to observe customer disposal habits and trends. While this practice is widely accepted and utilized, it does not depict the full scope of customer disposal habits as this methodology limits inspectors to the top contents of the container. To ameliorate this limitation, WRI has recently acquired a new routing and contamination monitoring software powered by artificial intelligence (AI) to observe a clearer representation of disposal and recycling habits.

Cameras installed in the hopper of select collection vehicles clearly capture images of container contents upon disposal, while cameras installed on the collection arms of these vehicles have a clear view of the generator in question. The AI software itself can identify contaminants falling into the hopper as assigned by WRI as acceptable or prohibited in the respective waste stream being monitored. The captured images get logged into the generator's service history and are then reviewed in-house for accuracy and contamination occurrences.





2404 West 141st Street

For purposes of conducting formal route audits, a reflective sample of the collection route is pulled out of the captured images and are then summarized and generated into a report in PDF format to be made available to the City. This software also can auto-create a contamination warning to notify generators of the incident, of which WRI staff will determine and implement its dissemination.

This methodology is much more effective in monitoring contamination levels and documenting any future contamination fines, while also serving as a powerful asset in educating generators to properly separate waste at the source.

2.1.10 Other SB1383 Compliance Activities

Waivers

Some businesses and multi-family properties may be granted an exemption from city and state mandated recycling or organics collection service. Allowable exemptions include verified third-party recycling efforts, verified self-hauling of material to a recycler, lack of space, or minimal "*de minimus*" generation of organic material (< 20 gallons of organics for ≥ 2 cubic yards of waste per week; < 10 gallons of organics for < 2 cubic yards of waste per week). To encourage SB 1383 participation and increased diversion, WRI would not recommend multi-family properties of any size be granted exemptions for claims of *de minimus* generation of organics. Applications of strict space constraints or other forms of on-site organic waste management will be considered for this sector, only after diligent exploration of all options to implement an on-site organics program.

Exemption requests need to be approved by the City. Upon receipt of the waiver application request, WRI field representatives will perform an on-site inspection of the generator's waste stream to provide a recommendation of approval or denial of the exemption. WRI will redirect our findings and recommendations to the appropriate City

staff members in a timely manner for the jurisdiction's ultimate decision on approval or denial.

2.1.11 Food Rescue

Starting January 1, 2022, organic waste recycling kicked into high gear, thanks to the implementation of SB 1383. One element of SB 1383 is a requirement that by 2025, California will recover 20 percent of edible food that would otherwise be sent to landfills, to feed people in need. The law directs the following:

- Jurisdictions must establish food recovery programs and strengthen their existing food recovery networks.
- Food donors must arrange to recover the maximum amount of their edible food that would otherwise go to landfills.
- Food recovery organizations and services that participate in SB 1383 must maintain records.

WRI has been working and is an active sponsor with Food Finders in Los Angeles to forge an operational alliance to ensure that available and edible food generated at restaurants, commercial kitchens, or other food establishments in the City of El Segundo is recovered.

Simply having the ability to collect and effectively manage food waste does not go far enough in providing a comprehensive solution that addresses aspects of food security that impact so many in our communities who routinely do not have enough high-quality food to eat.

In its promotion of commercial organics recycling, WRI will include food rescue options that are perfect outlets for unwanted, yet usable food items. Food Finders is one such local resource and is currently used in our promotion to encourage food service locations (catering, cafeterias, and the like) to use them instead of simply throwing away serviceable food or having WRI collect and manage the material.

When gathering 3rd party diversion data, WRI will include food rescue as a waste minimization item and track this program's usage.

2.11.12 Bulky Item Pick Up

WRI is offers Bulky Items Pickup to its customers. These pickups are "on call" and scheduled for the customers next regularly scheduled collection day.

There are no other size or weight restrictions with respect to Bulky Items except that WRI is not required to remove automobile bodies, or any other items which may not be safety handled by two persons. Mattresses need to be bagged to protect employees from lice and bedbug infestation.

Bulky Items collected may not be landfilled or disposed of until the following hierarchy has been followed:
A. Reuse as is.
B. Disassemble for reuse or recycling.
C. Transport Bulky Items and reusable items to the appropriate Approve Facility for reuse, processing.
D. Transport yard waste to the Approved Organic Materials Processing Facility.

2.11.13 Sharps Recycling Program

Home-generated needles and other sharps thrown into household waste present a great risk to sanitation and sewage treatment workers, janitors, housekeepers, children - even pets. California now prohibits disposal of needles in regular household waste. El Segundo multifamily residential customers will be able to dispose needles, lancets, and other sharps conveniently and responsibly from homes with mail-back containers provided by WRI.

The sharps are handled in three steps.



- Step 1: Residents call WRI to request a free Sharps Kit (includes a container, a pre-paid postage label and a form). The kit will be delivered the following week.
- Step 2: Residents fill up the container with Sharps.
- Step 3: Residents mail the container back for safe disposal by using the pre-paid postage label provided and sign the form included inside pocket of the kit.

Residents will receive one free Sharps Mail-Back Kit per quarter, with a second kit, third, and so on available for $20.00 co-pay each time. Limit one kit at a time.

WRI will receive a certificate after the container has been properly emptied that documents that the sharps were safely and completely processed. That information will be added to the customer's account data for future review and reference.

2.2 Diversion Requirements

Article 8.01A of the Draft Franchise Agreement prescribes a minimum diversion threshold of fifty percent (50%) of all discarded materials collected and cannot rely on demonstrating a "good faith effort" to satisfy this diversion rate.

WRI is amenable to this level but concurrently requests that consideration be given to providing the Contractor with a right cure if it fails to meet this diversion rate for any year, due to extraneous factors outside of the Contractor's control. (Ex. Covid, Facility Shutdowns/Closures etc.)

Regarding Indemnification, WRI is amenable to the language contained in the Sample Agreement and will indemnify and hold harmless the City and its agents in accordance with the parameters contained in said section.

The construct of diversion, as introduced by AB939, has now become a performance standard that if not met by franchised solid waste and recycling companies, places municipalities in a precarious position, and creates significant exposure for the franchising agency due to the threat of potential fines of up to $10,000 per day from the State for failing to meet diversion goals.

These dynamics have served as a catalyst for WRI, who contractually assumes these potential liabilities on behalf of its client-Cities; but more importantly, it has never failed to perform. WR stands prepared to take on this responsibility on behalf of the City and deliver progressive waste recovery programs and environmental advances (e.g. carbon neutral vehicles) that ensure El Segundo not only achieves the goals set forth by AB939, AB341, AB1826, and SB1383, but surpasses them.

The current programs offered by WR, in addition to the plans underway for expanded organics recovery capabilities closing in on 100%, are outlined in this section for the City's review and consideration.

The key to compliance is program efficacy. WR proposes a standard, three (3) cart collection system in the residential (multi-family) sector: Grey, Green, and Blue. The Commercial sector would receive standard bin /roll-off services, plus additional containers as required to facilitate source-separation under AB 341 & AB 1826.

Cities are offered latitude regarding the approach they may use to achieve compliance with the organics recovery goals set by SB 1383, which are 50%, starting on 1/1/22 and 75% by 2025. Organics collection requirements are prescribed to effectively regulate collection services in both the residential and commercial sectors. Services provided under this constitute champions the ethos proactivity and personal duty to the environment. Everyone should play a part.

By comparison, Cities can adopt the "Performance Based" approach that appears similar in collection system options, but is less interactive with generators, requiring Cities and their Contractor(s) to provide integrated services to 90% of properties. Although the organics recovery goals remain the same between approaches, this method is actually provisional, in that a city would revert automatically to the Standard Compliance approach if minimum standards were not met using this approach.WRI is an advocate and practitioner of the Standard Compliance approach and is proposing to roll-out a three-cart residential system in El Segundo as depicted in the illustrations below:

Green Container

Materials: Source-separated organic materials such as food waste, food-soiled paper, and yard waste

Jurisdictions may choose to send green container material directly to an organic waste recovery activity,* or they may send it to a transfer/processing facility or operation for processing and then send the material to an organic waste recovery activity.

Blue Container

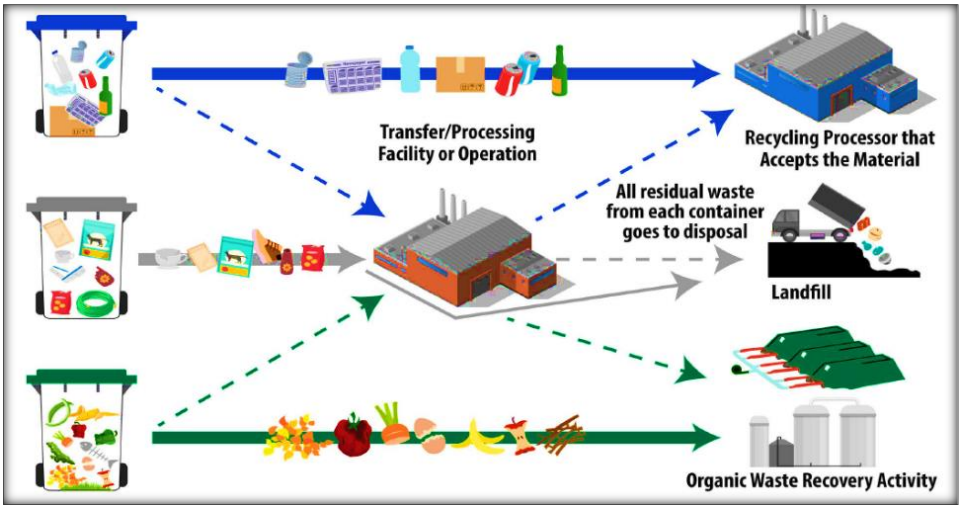
Materials: Recyclable materials such as metal, glass, plastic, paper, and cardboard

Jurisdictions may choose to send blue container material directly to a recycling processor that can accept that material,* or they may send it to a transfer/processing facility or operation for processing and then send the material to a recycling processor.

Gray Container

Materials: Solid waste (trash)

Jurisdictions may send gray container material directly to a landfill for disposal,* or they can send it to a transfer/processing facility or operation for additional processing, with all residual waste going to a landfill for disposal.



Green Cart

This system is centered on Source Separated Green Cart Organic Waste (SSGCOW) collection, and it is a conventional system that is popular among cities as it obviates the need for costly technology that extracts organics from mixed waste (trash).

As indicated, food waste would be deposited in the Green Waste Cart, which in this case, will require that residents first place the Food in compostable plastic bags.

Blue Container

WRI believes that recycling should be carried out if at all possible, even under circumstances some would deem dire.

Regardless, if overall program costs are balanced, there is no reason to abstain from this especially important practice that embodies the principles and objectives set forth back in 1989 with AB 939.

At present, WRI's Blue Cart materials are sent to mixed recyclables processing facilities for further separation and conversion into recycled materials products.

The items acceptable under WRI's Blue Cart Recycling program currently include:

- All plastics #1-5: containers, bottles, tubs, jars, and clear plastic film bags.
- Newspaper, magazines, phone books, envelopes, clean white & colored paper, mixed paper.
- Aluminum, tin, metal, bi-metal cans, metal hangers.
- Glass bottles and jars.
- Milk, juice, and soup cartons (aka aseptic packaging).
- Cardboard and paperboard (i.e. cereal boxes).

2.2.1 Commercial Recycling – AB 341 & AB 1826/SB 1383

WR actively promotes commercial source-separation of recyclables and organics with all businesses, regardless of the size or nature of the enterprise.

Recyclables

WRI provides source-separated recyclables collection to all businesses that generate a minimum of four (4) cubic yards of commercial waste per week. Pursuant to 14 CCR § 18837, businesses that meet this criterion are deemed "Covered" and therefore subject to AB 341, California's Mandatory Commercial Recycling (MCR) Law.

Businesses in El Segundo that meet this criterion will receive one (1) ninety-six (96) gallon recycling cart by default and subscribe to collection service at a minimum frequency of one (1) time per week; all businesses will be compelled to participate as required under the City's authority.

Organics

As of September 2020, all businesses in California that generate a minimum of two (2) cubic yards of commercial waste per week are subject to the requirements of AB 1826 - the Mandatory Commercial Organics Recycling (MORe) law, stipulating that local governments must establish and implement the separation of commercial organic waste from the waste stream by diverting it from landfills.

SB 1383 effectively eliminates the concept of "Covered" businesses, subjecting all commercial waste generators to compulsory organics collection, and requiring businesses to do one of the following:

- Subscribe to and participate in their jurisdiction's organics curbside collection service; or,
- Self-haul organic waste to a specified composting facility, community composting program, or collection activity or program.

All businesses will receive one (1) sixty-four (64) gallon organics cart by default and subscribe to collection service at a minimum frequency of one (1) time per week; all businesses will be compelled to participate as required under the City's authority.

CalRecycle ranks source-separation above mixed waste processing as the method of choice to be promoted by the local jurisdiction and its contracted commercial waste hauler(s); these mandatory programs will be conducted and maintained using the Standard Compliance model described above.

2.2.2 Program Enforcement

This can be found on CalRecycle's website: "The enforcement provisions in SB 1383 will assist jurisdictions, non-local entities, local education districts, state, federal facilities, and CalRecycle to achieve the state's climate goals and the 75 percent organic waste diversion goal by 2025 and into the future." This was to take effect January 1, 2024, but has been delayed to January 1, 2025.

WRI understands that CalRecycle envisions effective program enforcement by way of collaboration among all stakeholders, placing an emphasis on the program provider (waste hauler) due to its frontline access and ability to exercise vigilance on a real-time basis when servicing accounts receiving SB 1383 designated organics collection.

WRI's fleet is equipped with 360° surround-safe cameras, including a camara trained directly on the collection zone, capturing the precise moment in which the actual service is occurring in real time. Visible contamination and/or other abuses can be photographed and uploaded to the customer's account via an onboard computer system and subsequently reviewed for further action if appropriate.

Regarding the on-site inspections, auxiliary personnel employed by WRI will perform the inspections, as well as regularly monitor organic waste output from the point of collection at random properties throughout the City, exercising vigilance to cite excessive contamination in the organic fraction that may warrant a warning, or citation, while mitigating recurrence of these types of violations in the future - safeguarding the integrity of the program. The City can expect WRI's full engagement.

2.3 Collection Vehicles

WRI is currently 100% compliant with SCAQMD Rule 1193 with its route fleet of next-gen CNG engines that is near-zero for emissions (aka NZ CNG), further adding to the environmental benefit of CNG fuel.

All WRI collection vehicles are equipped with GPS systems and are fitted with AMCS Mobile Solutions, which enables drivers to access real-time routing and dispatching by wireless communication to WRI offices to receive instructions from the company's AMCS Tower operating system. The AMCS Tower Street Manager module will be continuously updated so that routes and stops are sequenced to maximize routing efficiency. As an added benefit, this also cuts down on the amount of paper used.

WRI is proud to be the first franchised waste hauling firm in Southern California to purchase and operate a fully electric class 8 vehicle for daily use. WRI uses this vehicle for dry recyclables cart collection.

WRI's Vehicle Information follows:

Unit#	Type	Make	Model	Model Year	SB1383 Compliant Fuel	Waste Stream
124	FEL	Peterbilt	520	2020	Yes CNG	Trash
125	FEL	Peterbilt	520	2020	Yes CNG	Recycle
134	FEL	Peterbilt	520	2023	Yes CNG	Organics
217	RO	Peterbilt	348	2020	Yes CNG	Various
317	ASL	Mack	LR633	2019	Yes CNG	Organics
319	ASL	Mack	LR633	2019	Yes CNG	Recycle

WRI does not dedicate trucks to cities. Our routes are dedicated to cities. Trucks are rotated between routes for maintenance purposes.

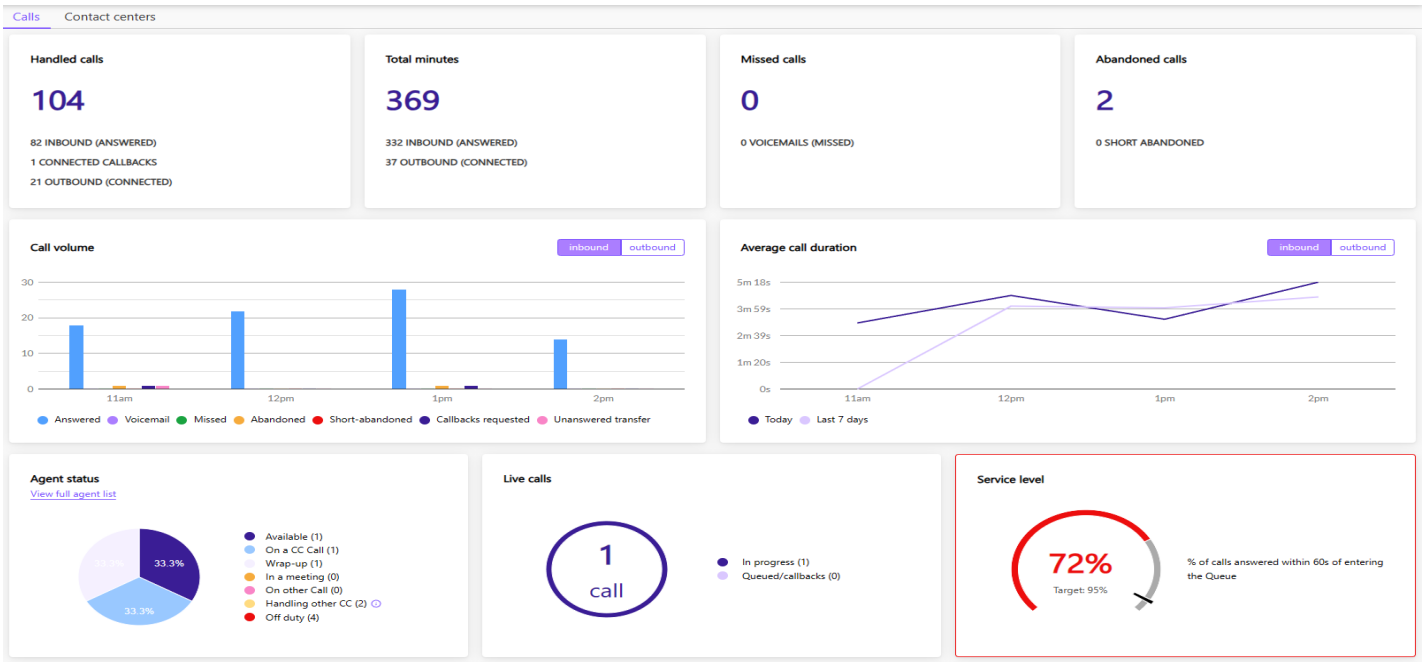
2.4 Billing and Customer Service

2.4.1 Multi-Family Residential, Commercial, and Industrial Accounts Billing

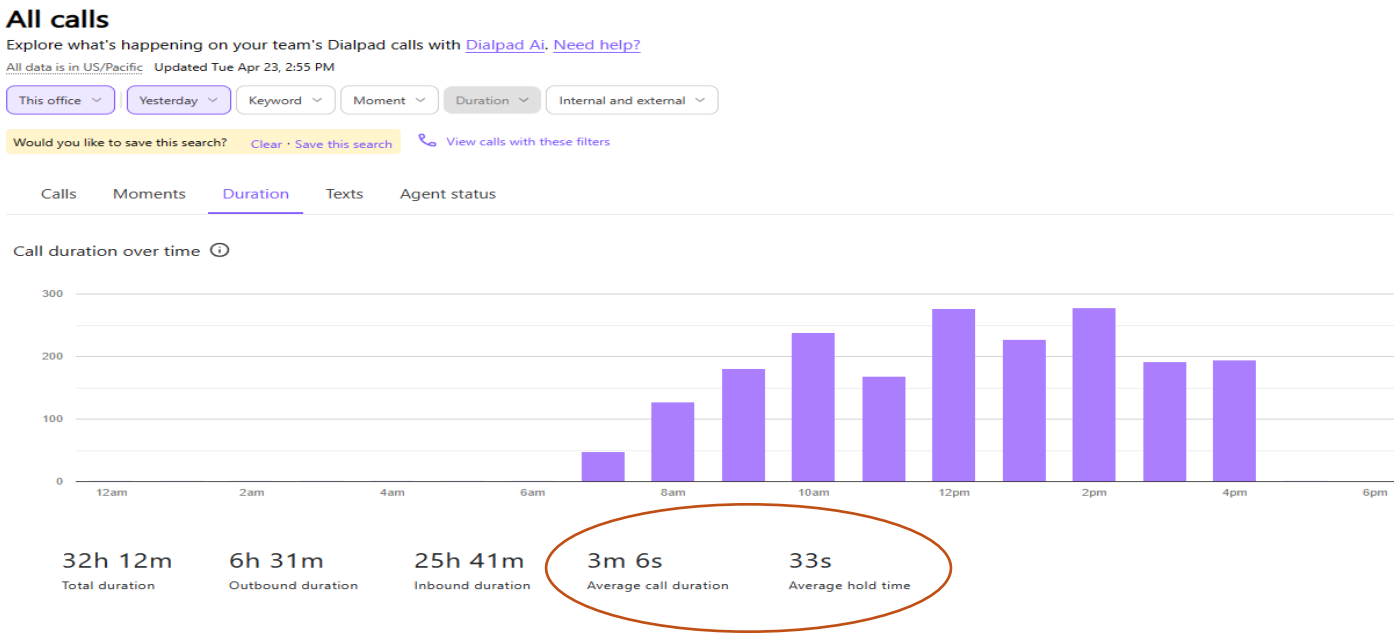
WRI is responsible for direct billing of customer accounts. All types regularly scheduled, weekly collection service fees are billed monthly, in advance. Fees for any billable extras or temporary services ordered during the month, are added to the next month's bill, subject to approval of customer's credit application; or, in lieu thereof, a hold placed on a credit card for the desired service; or, in the worst-case scenario, full payment upon delivery (COD).

2.4.2 Customer Service and Call Center

All WRI customer calls are managed by our Dialpad Ai Call Center located in our Administrative Offices located at 1501 Huges Way, Long Beach, California 90810. Each call is initially answered by our phone system with a phone tree and with a live switchboard operator accessible from the phone tree that will send the call to the correct department agent. Our system provides a live dashboard to instantly review the days call efficiency:



On 4-23-24 24 we experienced an average hold time of 33 seconds and an average call duration of 3 minutes 6 seconds.



Our Contact Center Team is trained to respond to each City contract's procedures and services provided. They all have reference screens to refer to by City about the particulars of the contract.

WRI has established four classes of protocols to respond to customer needs: Routine, Complaint, Special Service, and Emergency.

1. The Routine Protocol is followed for customers with service requests such as start and stop service orders, extra/replacement container or bin requests, additional pick-ups, or billing questions.

2. The Complaint Protocol is followed for any customer who voices a complaint such as missed pick-up, improperly placed bin, or billing error.

3. The Special Needs Protocol is initiated when any contact is received from a Special Needs customer, such as a hospital. Finally,

4. The Emergency Protocol is initiated whenever the Call Center is informed of any situation involving company equipment, vehicles, or personnel that involves injury or property damage because of an accident or prospective negligence that requires immediate attention.

All Customer Service Representatives (CSRs) are trained to first assess which protocol is to be followed based on information provided by the contacting individual. The CSR must also determine if the contacting individual is an existing customer, a new customer seeking service, a government official, a member of law enforcement, or has some other status.

If the CSR determines that the Routine Protocol is appropriate for an existing or new customer, the process depicted in the Figure on the right, is followed. The CSR determines the nature of the request and issues an appropriate work order.

For many routine requests, the CSR generates real time work orders that flow to real time dispatching. For example, if a customer calls in requesting additional carts or bins, the CSR determines the type of container requested (recycling, organic or solid waste) and checks to determine if spares are in stock. If so, the CSR directly dispatches the order in real time and then informs the customer of the earliest delivery time on the same day.

On the other hand, if a customer is having a special event on a future date at his or her business and expects that there may be insufficient capacity to accommodate the extra waste generation as limited by the regularly scheduled pick up day, he or she may decide that the pick-up should be made on the day prior to the event. In this instance, the work order would be forwarded to the Dispatch Manager who would eliminate the regularly scheduled pick up and add the early pick up to the manifest. The route optimization software would then be executed for both days to identify any changes in the normal routes to minimize Vehicle Miles Traveled (VMT).

Once the service is completed on the open work order, the driver issues a close-out from his or her field tablet. The CSR receives a message that the order was closed-out and contacts the customer to verify that the work was completed to the customer's satisfaction. If the customer is not satisfied, then the status of the order is raised to a complaint and the complaint protocol is followed to achieve quick resolution.

If the CSR determines that the customer is lodging a complaint, the Complaint Protocol is followed. The key distinction between the Routine Protocol and the Complaint Protocol is twofold: priority; and attention. Each complaint is issued a service ticket, which is then sent to the department or route that is responsible for resolving the matter (i.e. billing, dispatch, or driver). The Operation Manager also receives and reviews the status of service tickets in a daily report.

Route Supervisors and Operations Managers track and ensure that all service tickets are closed and completed within twenty-four hours. If a ticket is not closed or resolved within twenty- four hours, an alert is created and is flagged as the highest priority.

All complaints will be resolved within one business day. However, if WRI cannot resolve the complaint within the one-day timeframe, the customer will be immediately notified in person or via phone, if possible, as well as the City, describing the reason and proposed resolution of the issue.

If the complaint involves a driver, the Route Manager immediately addresses the subject with the driver.

Each Monday, the Operations Manager receives a complaint report for the prior week. Complaints that apply to the operation team are then discussed in their weekly meetings.

WRI can produce a complaint report at any time. We also include the number of complaints in the monthly report to the City which is the total number of complaints received for the previous month.

The information on the report will be as follows:

- Date of complaint
- Name.
- Address.
- Telephone number.
- The nature of the complaint.
- When and what actions were taken to remedy the complaint.

If the CSR determines that an inquiry is being made from a Special Services customer such as a hospital, the CSR identifies the nature of the request and with the customer on the line, contacts the employee assigned to handle the account. As such, Special Service customers would normally contact their assigned representative directly, although there

may be circumstances when an employee of the customer is unaware of their assigned contact. If for whatever reason, the assigned contact cannot be reached, the CSR determines if he or she could fulfil the request from a predefined set of eligible actions (e.g., dropping off an extra container) that does not require the specialized knowledge of the assigned contact. If the request is not on the approved list of actions that a CSR can authorize, the CSR contacts a backup representative who is authorized to execute more complex requests. If the backup representative cannot be found, then the CSR contacts a senior management person to address the customer's request.

Finally, if the CSR determines that the emergency involves injury or property damage, the CSR follows the Emergency Protocol. Depending on the nature of the emergency, the CSR immediately calls 911 and requests medical, police, or fire department dispatch to the location using the geocoded location if one of the company's vehicles is involved. The CSR then informs senior management of the incident. The CSR then operates in dedicated standby mode to handle any communications needs relative to the incident until released by management. Other CSRs continue to respond to customer inquiries.

These existing protocols would be amended or revised as necessary to meet communication requirements or other factors conforming with City policies as they are defined should the company be selected as a franchisee by the City.

2.5 Customer Education and Outreach

2.5.1 Education and Outreach

WRI will collaborate with the City to ensure that the multi-lingual literature and materials distributed in El Segundo are crisp and effective in carrying the message of organic waste recycling and community-based food recovery; events will include community workshops and family fun days.

It is understood that effective public Outreach is integral - if not indispensable - to overcoming initial objections and achieving program success.

Based with the precepts set forth by the City and CalRecycle, WRI will lead a campaign centered on these overarching objectives, adhering to the timelines promulgated by the City.

For several years, WRI has been actively involved in helping our commercial customer base start and expand waste prevention and recycling programs. By diverting recyclables from the waste stream, costs for disposal can be significantly reduced. Keeping these commodities out of the trash will cut down on the number of waste bins needed and limit the frequency of pickups.

WRI plans to employ the following transition tools in order to inform the business and multi-family sectors of the upcoming changes to their solid waste and recycling services. Under Phase I of the effort, the steps include the following:

- Draft a letter from the Mayor, City Manager, or other designated City representative introducing the new company to multi-family residents and businesses.
- Prepare a colorful mailer explaining the various programs and the different options available.
- Deliver a detailed brochure to each customer that describes the various services and types of materials to be recycled, collection days, holiday schedules, billing and customer service contact information, what not to place in the carts, and other information. Brochures will also be made available to businesses at City Hall and other designated City facilities.
- Social media postings about the service transition, then regular updates with topics such as holiday closures, HHW roundups, compliance requirements.
- Provide a separate page on Waste Resources' website (www.wasteresources.com) for the City that will outline the new services for each sector. Our IT group can also work with the City to provide links to and from the City's website to ensure consistent messaging; and
- If requested, WRI will work with local media outlets to provide Public Service Announcements that outline services and provide our contact information.

Upon completion of these tasks, WRI will execute the second phase of the community education process once all collection services are transitioned to WRI. These activities include:

- Implement a full range of public relations strategies to encourage participation in recycling programs. Upon completion of an initial meeting with the City Staff, several alternatives will be outlined to promote solid waste collection, organics and recycling activities, based on the items listed in the agreement.
- Press releases, advertising, social media, media interviews, feature articles, and letters to the editor, as well as public service announcements and the use of public access television are some of the tools WRIGL enlists in its communications campaigns. These avenues of information have proven successful to WRIT in the past and will play an integral part in the success of each program in the City; and
- Provide a wide array of materials in English and other language(s) as defined by the City. These materials are used as handouts at speaking engagements, special events, or placed in public information areas within the City. We also employ a number of bilingual Customer Service Representatives that can help answer questions and provide information to our diverse customer base.
- Develop and employ "Oops!" tag/notices to document corrective actions needed.
- Include WRI - or City- developed invoice notes or bill inserts in monthly billing. WRI will need the piece by the 15th of the prior month for inclusion in the next billing cycle.

- Participate in community events by providing information and giveaways that promote the goals of the City's solid waste program, as well as provide support to events where WRI staff is not in attendance.

On an on-going basis, commercial customers will be contacted by a Recycling Specialist to assist them to help reduce waste. We evaluate existing programs and make improved adjustments or set up new programs. With all the challenges and priorities our customers face in business, waste is not at the top of their lists - but profit is. That's why WRI will regularly contact customers via mail, print and media advertising, social media and e-mail marketing, and will include site visits to discuss waste minimization, recycling maximization, and cost management.

We give our customers very good reasons to look in their containers:

- Potential Cost Savings.
- Convenient Service Options.
- Resource Conservation.
- State Requirement to Reduce Waste (AB341 and AB1826 and soon, SB1383); and
- Environmental Issues and Safety

Samples of our outreach materials may be found at Appendices G-K.

2.5.2 Methods Used to Assist City with Compliance

WRI generates reports for customer subscription data via export from our customer service database on a quarterly basis. This data is made available in Microsoft Excel format using a template for our internal recordkeeping but can easily be tailored to another template of the City's preference. This active service data is used to identify a commercial generator's respective weekly level of service in cubic yards for each respective commodity. Based on their total level of service, WRI can determine whether or not a commercial generator is required to comply with AB 341, AB 1826, and SB 1383 regulated programs based on service level thresholds alone. City-approved waivers are also taken into consideration to account for any non-compliant generators that are exempt from mandatory service(s).

WRI's field reps conduct annual site visits to all commercial generators to verify proper container usage, conduct any "right-sizing" of current service levels, respond to exemption requests, and provide additional guidance or education upon generator request. Site visit activity data will be logged in Microsoft Excel format and be made available to the City.

WRI conducts route reviews to monitor contamination taking place on our collection routes. Using internal routing information, a reflective sample (usually 10%) of each route is randomly selected for review each year. As discussed earlier, through the utilization of camera systems and artificial intelligence (AI) software, WRI can identify contaminants in generator waste streams during collection based on the route being audited. Results of

conducted route audits are summarized and generated into a report in PDF format and be made available to the City.

WRI utilizes several outreach outlets to promote public education. These include routine social media postings across three (3) platforms, timely information on customer invoices, announcement on our website, newsletters, bill inserts, email blasts, direct mailers, and direct engagement during any in-person City-sponsored events.

All routine reports and other supporting information that is applicable to WRI can be disseminated to the City in a timely manner for purposes of their compiling of the Electronic Annual Report (EAR). This would include, but is not limited to, data for commercial generator compliance metrics, collection systems, conducted outreach, and contamination monitoring, as well as any SRRE/HHWE program data for the required reporting period.

2.5.3 Additional Efforts and Public Outreach Examples

Welcome packets/letters and Start-Up Kits are standard practice for new customers. This may include introduction to WRI as a new service provider, services we provide and brochures samples of which are provided in Appendix H-L. We also do quarterly newsletters, flyers including any City-sponsored events, as well as attending community special events in the City for in-person engagement, education and distribution of promo items.

2.6 Transition Plan

2.6.1 Transition and Implementation Plan

WRI has a successful history of providing smooth and seamless service transitions for the jurisdictions it services as evidenced by its current franchises. Nonetheless, each transition presents its own challenges and requires thoughtful planning along multiple dimensions to provide continuity of service and minimize any disruptions or inconveniences to customers.

WRI plans to carefully coordinate and integrate transition activities along ten key dimensions. These include:

- Acquiring and validating data.
- Contacting customers and creating new customer accounts.
- Conducting an initial education and outreach campaign.
- Executing a broader community campaign.
- Expanding and training an augmented workforce.
- Procuring, preparing, and distributing new carts and bins.
- Procuring and preparing new vehicles.
- Developing optimized route schedules.
- Securing arrangements with processors to offload materials.

The City anticipates an award of this agreement in June 2024, and phased period of June-August 2024

WRI's Transition Schedule is included as Appendix L.

Our Implementation Gantt Timeline is included as Appendix M.

Each task details expected sequencing to achieve a smooth transition by the start date, as well as cooperation from the current haulers regarding transition matters. WRI has successfully transitioned the City of Lynwood in 2013 and completed a 1-month residential transition in Carson in 2018. Glendale's multi-family and commercial in 2021was a comfortable 60 days.

The Systems, Containers, and Vehicles tasks require some lead times to procure the necessary hardware and equipment. The offloading task also requires careful renegotiation and preparation to negotiate cost-effective and reliable terms for service. The Data and Routing tasks can be completed by existing staff.

WRI will be ready to provide services on September 1, 2024.

2.6.2 City Staff Participation

City staff will not necessitate much participation in the transition. We do request approval of public outreach materials, the initial announcement from the City and assistance with uncooperative waste collectors who hesitate on their termination of services in the City.

WRI also expects a review of reporting forms with the City, or its consult, to have them uniform with the other non-exclusive franchise service providers to make EAR reporting easier.

2.7 Employment of Prior Contractor Employees

WRI is always open for the hiring of good, trained and safety conscious employees and will reach out to employees who have been displaced by the Non-Exclusive franchise. We will periodically conduct work fairs to meet and interview possible candidates.

2.8 Facilities

2.8.1 Transfer Stations

Transfer Stations:

Name & Location: Waste Resources Recovery (WRR)
357 W. Compton Blvd.
Gardena, CA. 90248

Relationship Statement:
WRR is a Transfer Station/MRF wholly owned by parent company, WRT, that separates, recovers, and markets non-hazardous solid waste, dry recyclables and organic wastes and sends each stream to the correct processor to gain maximum diversion.

Price Per Ton: For non-hazardous dry solid waste $98.00

Capacity Guarantees:
WRR is permitted with a maximum daily tonnage of 500TPD, with sufficient capacity reserved for El Segundo. WRI has exclusivity for up to 500 tons per day at WRR.

Residential Diversion Rate:
Multi-Family residential diversion is 11%.

The WRR facility is operational.

2.8.2 Disposal Facilities

Landfill

Name & Location: Waste Connection Landfill
29201 Henry Mayo Dr.
Castaic, CA 91384

Relationship Statement:
WRI and Chiquita Canyon have been working together since 2005 and have had an exceptionally good relationship which has resulted in a long-term daily capacity agreement.

Price Per Ton: $80.00.

Capacity Guarantees:
WRI has a 300-ton minimum capacity guarantee to meet daily and has a 450-ton daily maximum capacity reservation available.

2.8.3 Processing Facilities

Commingled Recyclables:

Name & Location: Universal Resource Recovery (URR)
9010 Norwalk Blvd.
Santa Fe Springs, CA 90670

Relationship Statement:
WRI and URR have been working together for over five years and have recently begun a working relationship to confidently process and divert commingled recyclables transferred

from WRR. WRR has since seen a spike in recycling diversion following this new partnership.

Price Per Ton: $105.00

Capacity Guarantees: None

Residential Diversion Rate: 71% including Single Family Curbside Collection.

Commingled Recyclables:

Name & Location: Waste Management Sun Valley Recycling Park
9227 Tujunga Avenue
Sun Valley, CA. 91352

Relationship Statement:

WRI and WM Recycling Park have recently commenced a working relationship to confidently process and divert commingled recyclables transferred from WRR. WRR has since seen a spike in recycling diversion following this new partnership.

Price Per Ton: $105.00

Capacity Guarantees:
Currently in negotiations

Residential Diversion Rate:
To be determined based on our actual loads

Green Waste:

Name & Location: Greenwise Soil Technologies (GWST)
10120 Miller Way
South Gate, CA 90280

Relationship Statement:
WRI and GWST have been working together for over six years and have had an exceptionally good relationship which has resulted in a long-term daily capacity agreement and subsequent procurement of compost/mulch to give back to communities.

Price Per Ton: $98.50

Capacity Guarantees:
Currently in negotiations for extension to the agreement.

Residential Diversion Rate: 92% (for direct haul and for transfer from WRR)

Mixed Waste:

Name & Location: Universal Resource Recovery (URR)
9010 Norwalk Blvd
Santa Fe Springs, CA 90670

Relationship Statement:
WRI and URR have been working together for over five years and have had an exceptionally good relationship for handling any mixed waste.
Price Per Ton: $89.50

Capacity Guarantees: None

Residential Diversion Rate: 18%

Transformation/WTE:

Name & Location: There are no local WTE facilities.

Food Waste:

Name & Location: A.K. Warren Water Resource Facility (LACSD)
24501 S Figueroa St
Carson, CA 90745

Relationship Statement: WRI and the A.K. Warren Water Resource Facility have been working together since 2021 to divert food waste following initial processing conducted at WRR.

Price Per Ton: $35.00

Capacity Guarantees: WRR has agreed to deliver up to 30 tons daily.

Residential Diversion Rate: 100% (following initial processing at WRR)

2.9 Office and Maintenance Facilities

2.9.1 Operations Yard

WRI's truck terminal, maintenance, inventory storage and staging facility is near the intersection of the 105 & 110 freeways at:

850 E. 111th Place
Los Angeles, CA 90059

This 3.5-acre facility allows room for growth in managing the City's needs. There is also an onsite RNG truck fueling station that contributes significantly to reducing VMTs for refueling. This facility is approximately 12 miles from El Segundo.

2.9.2 Administrative Offices

WRI's administrative office is near the intersection of the 405/710 freeways at:

1501 Hughes Way, Suite 300
Long Beach, California, 90810

Billing, customer service, public relations, billing, accounting, receivables, collections, environmental affairs, and franchise administration is based at this facility. This office is approximately 16 miles from El Segundo City Hall.

2.10 Optional Additional Information

2.10.1 Enhancements

This section summarizes WRI enhancements and provides information on the value of the items listed.

New Near-Zero CNG and Electric Trucks. WR will deploy a fleet of newer, near-zero CNG and electric vehicles, placing El Segundo at the forefront of California (and U.S.) cities with quiet, and environmentally friendly electric waste collection vehicles.

Plastic Bins for Commercial Service. To the extent possible, WRI will furnish new plastic bins for use by multi-family and commercial customers.

Stable List of Recyclables. Despite the changes in recycling markets, we will keep the message of what is recyclable consistent to our customers; therefore, WRI proposes no changes to the list during the life of the contract.

Local Management of Materials. In contrast to the operational plan of our competitors, WRI's proposal eliminates all extra truck miles in and out of the County for material processing, thereby reducing the carbon footprint associated with waste hauling and recycling in El Segundo.

Local Organics Management. With the startup of our facility's organics processing technology, all of the organics collected by WRI will be managed locally. Additionally, when the facility's expansion is complete, all "black bin" material will be processed for recyclables and organics to dramatically reduce the amount of material landfilled each year, beyond SB 1383 requirements.

Low Reliance on Landfills. Our entire business model is designed to convert as much waste as possible into value-added products, and to reduce and eliminate landfills. Unlike our competitors, we do not own or operate landfills.

Locally Based, High-Quality Service. WRI's senior management will be the City's primary point of contact. Our COO and CFO personally participated in the RFP process. All customer service is provided by local employees; calls are not routed through out-of-state operators, or to overseas call centers.

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Section 3 Exceptions to Draft Non-Exclusive Franchise Agreement

Exception 1
Article VIII, Diversion Standards. 8.01B "maintain a minimum 50% diversion rate".
As long as the City is open to accepting a variety of mechanisms implemented in good faith to ensure the minimum diversion requirement is met. WRI would like to review the language with the City and discuss alternatives as needed during contract negotiations.

Exception 2
City needs to clarify if the diversion is measured annually, how are the liquidated damages measured monthly.

Exception 3
SB1383 Compliant Fuel
This fuel is not commercially available yet in Southern California currently. May need additional language here.

Exception 4
Default and Remedy provisions of the agreement will be discussed in contract negotiations.

Exception 5
WRI requests like to discuss rate adjustment language during contract negotiations.

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Section 4 Rate Proposal Forms

Please find WRI's flash drive which includes the completed **"Appendix A – Rate Proposal Forms"** and the electronic copy of WRI's proposal.

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4.1 Rate Proposal Forms

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Appendix A: State of Delaware Certificate of Good Standing

Delaware

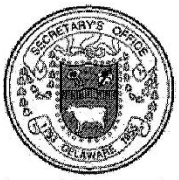
The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "WASTE RESOURCE TECHNOLOGIES, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE SEVENTEENTH DAY OF APRIL, A.D. 2024.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL REPORTS HAVE BEEN FILED TO DATE.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "WASTE RESOURCE TECHNOLOGIES, INC." WAS INCORPORATED ON THE TWENTY-NINTH DAY OF SEPTEMBER, A.D. 2017.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE BEEN PAID TO DATE.





6561558 8300

SR# 20241480025

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 203271672

Date: 04-17-24

Appendix B: CA Secretary of State Certificate of Status

Secretary of State
Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name:	WASTE RESOURCE TECHNOLOGIES, INC.
Entity No.:	4109171
Registration Date:	01/24/2018
Entity Type:	Stock Corporation - Out of State - Stock
Formed In:	DELAWARE
Status:	Active

The above referenced entity is active on the Secretary of State's records and is qualified to transact intrastate business in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of April 23, 2024.

SHIRLEY N. WEBER, PH.D.
Secretary of State

Certificate No.: 203174830

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at **biz**fileOnline.sos.ca.gov.

Appendix C: CA Statement of Information Corporation

BA20240154401

STATE OF CALIFORNIA
Office of the Secretary of State
STATEMENT OF INFORMATION
CORPORATION
California Secretary of State
1500 11th Street
Sacramento, California 95814
(916) 653-3516

For Office Use Only
-FILED-
File No.: BA20240154401
Date Filed: 1/24/2024

B2438-8341 01/24/2024 11:57 AM Received by California Secretary of State

Entity Details

Corporation Name	WASTE RESOURCE TECHNOLOGIES, INC.
Entity No.	4109171
Formed In	DELAWARE

Street Address of Principal Office of Corporation

Principal Address	23 CORPORATE PLAZA DRIVE, SUITE 247 NEWPORT BEACH, CA 92660-7934

Mailing Address of Corporation

Mailing Address	23 CORPORATE PLAZA DRIVE, SUITE 247 NEWPORT BEACH, CA 92660-7934
Attention	

Street Address of California Office of Corporation

Street Address of California Office	23 CORPORATE PLAZA DRIVE, SUITE 247 NEWPORT BEACH, CA 92660-7934

Officers

Officer Name	Officer Address	Position(s)
KOSTI SHIRVANIAN	23 CORPORATE PLAZA DRIVE, SUITE 247 NEWPORT BEACH, CA 92660-7934	Chief Executive Officer
■ Linda Shirvanian	23 CORPORATE PLAZA DRIVE, SUITE 247 Newport Beach, CA 92660-7934	Secretary
Paul Wolfe	23 Corporate Plaza Drive, Suite 247 Newport Beach, CA 92660-7934	Chief Financial Officer

Additional Officers

Officer Name	Officer Address	Position	Stated Position
None Entered			

Agent for Service of Process

Agent Name	Angel Morales
Agent Address	23 CORPORATE PLAZA DRIVE, SUITE 247 NEWPORT BEACH, CA 92660

Type of Business

Type of Business	HOLDING COMPANY

Email Notifications

Opt-in Email Notifications	Yes, I opt-in to receive entity notifications via email.

Labor Judgment

No Officer or Director of this Corporation has an outstanding final judgment issued by the Division of Labor Standards Enforcement or a court of law, for which no appeal therefrom is pending, for the violation of any wage order or provision of the Labor Code.

Page 1 of 2

Electronic Signature

☒ By signing, I affirm that the information herein is true and correct and that I am authorized by California law to sign.

Paul A. Wolfe — Signature

01/24/2024 — Date

B2438-8342 01/24/2024 11:57 AM Received by California Secretary of State

Appendix D: CHP BIT Inspections

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE
CHP 343 (Rev 6-10) OPI 062

Page 1 of 12 pages

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☑ Yes ☐ No	268947	281212	19	42488

TERMINAL TYPE	CODE	OTHER PROGRAM(S)	LOCATION CODE	SUBAREA
☑ Truck ☐ Bus	1	NONE	530	S15

TERMINAL NAME: WASTE RESOURCES INC
TELEPHONE NUMBER (W/ AREA CODE): (310) 366-7600
TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE): 850 E 111TH PL LOS ANGELES, CA 90059
MAILING ADDRESS (NUMBER, STREET CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE): PO BOX 2410 GARDENA 90248
INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY): SAME

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS	BIT FLEET SIZE
N/A	N/A	N/A	23-D,S	N/A	I- II-	20	

EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT
N/A	N/A	N/A	N/A	N/A	N/A	☑ Yes ☐ No

CONSOLIDATED TERMINALS: ☐ Yes ☑ No
FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS)

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
CARLOS GOMEZ	(310) 366-7600	
TOMMY A GENDAL	(310) 366-7600	(323) 304-4835

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2015]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001— 100,000	☑ 100,001— 500,000	☐ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE: ☑ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION: ☐ Yes ☑ No
USDOT	US DOT NUMBER: 2684275	☐ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION: CPSS INSPECTION

INSPECTION FINDINGS

REQUIREMENTS	VIOL
MAINTENANCE PROGRAM	
DRIVER RECORDS	
DRIVER HOURS	
BRAKES	3
LAMPS & SIGNALS	
CONNECTING DEVICES	
STEERING & SUSPENSION	
TIRES & WHEELS	
EQUIPMENT REQUIREMENTS	1
CONTAINERS & TANKS	
HAZARDOUS MATERIALS	

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A	1 S 2 S 3 S 4 S

No. 6 Time 2.0	No. 15 Time 1.5	No. 6 Time 3.0	TIME	TOTAL TIME
				6.5

HAZARDOUS MATERIALS	CONTAINERS/TANKS	VEHICLES PLACED OUT-OF-SERVICE
☑ No H/M Transported ☐ No H/M violations noted	No. Time	Vehicles Units

REMARKS

See CAPRI Part B and CHP 407F/343A for details.

BIT	NON - BIT	FEES DUE	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☐ Yes ☐ No	☐		4/28/2016	0600	1230

INSPECTED BY (NAME(S)): J. HOVIK/ Q. MARIO/ G. HARRISON
ID NUMBER(S): A14116/A15987/A14733
SUSPENSE DATE: ☑ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 12), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfatcory rating by contacting the Motor Carrier Safety Unit Supervisor at (323) 644-9557 within 5 calendar days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY	X	X 4/28/16

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
CARLOS GOMEZ	SHOP MANAGER		

Destroy Previous Editions
Chp343_0610.xls

California Highway Patrol

US DOT #	Legal: WASTE RESOURCES INC
2684275	Operating (DBA):

MC/MX #: **State #:** 268947 **Federal Tax ID:** 02-0692544 (EIN)

Review Type: Non-ratable Review - Special Study

Scope: Terminal **Location of Review/Audit:** Company facility in the U. S. **Territory:** C

Operation Types	Interstate	Intrastate
Carrier:	N/A	Non-HM
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation

Gross Revenue: **for year ending:**

Company Physical Address:

9109 MINER STREET
LOS ANGELES, CA 90002

Contact Name: Carlos Gomez
Phone numbers: **(1)** 310- 366-7600 **(2)** **Fax**
E-Mail Address:

Company Mailing Address:

P O BOX 2410
GARDENA, CA 90248

Carrier Classification

Other: INTRASTATE

Cargo Classification

Garbage, Refuse, Trash

Equipment

	Owned	Term Leased	Trip Leased	Owned	Term Leased	Trip Leased
Truck	23	0	0			

Power units used in the U.S.: 23
Percentage of time used in the U.S.: 100

Does carrier transport placardable quantities of HM? No
Is an HM Permit required? N/A

Driver Information

	Inter	Intra
< 100 Miles:		20
>= 100 Miles:		

Average trip leased drivers/month: 0
Total Drivers: 20
CDL Drivers: 20

	WASTE RESOURCES INC - Terminal U.S. DOT #: 2684275 State #: 268947	Review Date: 04/28/2016

Part A

Questions regarding this report may be directed to the Southern Division Motor Carrier Safety Unit at:

437 N. Vermont Ave
Los Angeles, CA 90004
(323) 644-9557.

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: Carlos Gomez **Title:** Shop Manager

Name: **Title:**

	WASTE RESOURCES INC - Terminal U.S. DOT #: 2684275 State #: 268947	Review Date: 04/28/2016

Part B Violations

Safety Fitness Rating Information:			
Total Miles Operated	100,001	**OOS Vehicle (CR):**	0
Recordable Accidents	0	**Number of Vehicle Inspected (CR):**	6
		OOS Vehicle (MCMIS):	0
		Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

This Review is not Rated.

4/28/2016 12:18:42 PM Page 1 of 1 O6CCRCCA438AA Capri 6.8.9.3

	WASTE RESOURCES INC - Terminal U.S. DOT #: 2684275 State #: 268947	Review Date: 04/28/2016

Part B Requirements and/or Recommendations

1. 13CCR 1233.5 Carrier is required to notify the Department, in writing, of any change of address or cessation of regulated activity at any of the carrier's terminal. Such notification shall be made within 15 days of the change and shall be forwarded to:

   CALIFORNIA HIGHWAY PATROL
   COMMERCIAL RECORDS UNIT
   P.O. BOX 942898
   SACRAMENTO, CA 94298-0001

4/28/2016 12:18:48 PM Page 1 of 1 O6CCRCCA438AA Capri 6.8.9.3

WASTE RESOURCES INC - Terminal
U.S. DOT #: 2684275 State #: 268947
Review Date: 04/28/2016

Part C

Reason for Review: Other CPSS Inspection
Planned Action: Compliance Monitoring

Parts Reviewed Certification:
325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews
2/9/2015
4/29/2013
10/21/2010

Prior Prosecutions

Reason not Rated: Special Study **Study Code:** CA

Unsat/Unfit Information
Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?
Does carrier transport placardable quantities of hazardous materials?
Unsat/Unfit rule: Not Applicable

Corporate Contact: Carlos Gomez
Corporate Contact Title: Shop Manager

Special Study Information:

Remarks:
Terminal Name: WASTE RESOURCES INC CA # - 268947
Terminal Address: 850 E 111TH PL LOS ANGELES, CA 90059 FCN - 281212

Rating Information:

In accordance with 13 CCR 1233, this terminal has been rated Satisfactory at this time.

MAINTENANCE PROGRAM VIOLATIONS:
No violations discovered

DRIVER RECORDS VIOLATIONS:
No violations discovered

HOURS OF SERVICE VIOLATIONS:
No violation discovered

Upload Authorized:	**Yes**	**No**	
Authorized by:			**Date:**
Uploaded:	**Yes**	**No**	**Failure Code:**
Verified by:			**Date:**

4/28/2016 12:18:53 PM Page 1 of 1 Capri 6.8.9.3

DRIVER/VEHICLE EXAMINATION REPORT

inSPECT 1.0.86

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA141160080
Inspection Date: 04/28/2016
Start: 6:00 AM PD **End:** 6:30 AM PD
Inspection Level: V - Terminal Inspection
HM Inspection Type: None

WASTE RESOURCES INC
9109 MINER STREET
LOS ANGELES, CA, 90002
USDOT: 2684275
MC/MX#:
State#:
Location: LOS ANGELES
Highway:
County: LOS ANGELES

Phone#: (310)366-7600
Fax#:

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:**

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	INTL	2005	CA	7W95474	205	1HTWGAZT35J186937	33000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right			
Left			
Chamber			

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
1245(F)(3) CCR /002	S	1	N		N	N	Axle # 1 Left side brake hose chaffing on steering arm.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: 15; File Code Number: 281212; Fuel Type: D; Odometer: 331506; Pre-Cleared Vehicle: N; Regulated Vehicle: Y; Veh #1 Type: 27

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

Report Prepared By: H. Jarian

Badge #: A14116

Copy Received By:

02684275 CA CAA141160080

X_____

X_____

DRIVER/VEHICLE EXAMINATION REPORT

inSPECT 1.0.86

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA141160081
Inspection Date: 04/28/2016
Start: 6:30 AM PD **End:** 7:00 AM PD
Inspection Level: V - Terminal Inspection
HM Inspection Type: None

WASTE RESOURCES INC
9109 MINER STREET
LOS ANGELES, CA, 90002
USDOT: 2684275 **Phone#:** (310)366-7600
MC/MX#: **Fax#:**
State#:
Location: LOS ANGELES
Highway:
County: LOS ANGELES

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	INTL	2005	CA	7Z77323	206	1HTWGAZT35J186940	33000		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right			
Left			
Chamber			

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
1245(F)(3) CCR /002	S	1	N		N	N	Axle # 3 left side brake hose chaffing on cross member.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S15; File Code Number: 281212; Fuel Type: D; Odometer: 260310; Pre-Cleared Vehicle: N; Regulated Vehicle: Y; Veh #1 Type: 27

Notes: Axle # 1 right side cross member mounting bolt is loose.

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

Report Prepared By: H. Jarian
Badge #: A14116
Copy Received By:

X_____ X_____

02684275 CA CAA141160081

DRIVER/VEHICLE EXAMINATION REPORT

inSPECT 1.0.86

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA141160082
Inspection Date: 04/28/2016
Start: 7:00 AM PD **End:** 7:30 AM PD
Inspection Level: V - Terminal Inspection
HM Inspection Type: None

WASTE RESOURCES INC
9109 MINER STREET
LOS ANGELES, CA, 90002
USDOT: 2684275 **Phone#:** (310)366-7600
MC/MX#: **Fax#:**
State#:
Location: LOS ANGELES
Highway:
County: LOS ANGELES

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	CCC	2013	CA	60375L1	115	1CYCEZ486DT050682	33204		

BRAKE ADJUSTMENTS

Axle #	1	2	3	4
Right				
Left				
Chamber				

VIOLATIONS

Section	Type	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
24607 VC	S	1	N		N	N	Rear red reflectors missing on right and left side of vehicle.

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S15; File Code Number: 281212; Fuel Type: P; Odometer: 48125; Pre-Cleared Vehicle: N; Regulated Vehicle: Y; Veh #1 Type: 27

Pursuant to Section 24004 CVC, violations recorded on this SafetyNet Inspection Report must be corrected prior to redispatch. Violations marked out of service must be corrected before the vehicle is operated on the highway. For your convenience, KEEP THIS REPORT OR A COPY IN THE VEHICLE UNTIL ALL VIOLATIONS ARE CLEARED. This document should NOT be forwarded to the court for clearance procedures. DO NOT RETURN THIS FORM TO THE CALIFORNIA HIGHWAY PATROL.

Report Prepared By: H. Jarian
Badge #: A14116
Copy Received By:

X_____ X_____

02684275 CA CAA141160082

DRIVER/VEHICLE EXAMINATION REPORT inSPECT 1.0.86

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA141160084
Inspection Date: 04/28/2016
Start: 8:00 AM PD **End:** 8:30 AM PD
Inspection Level: V - Terminal Inspection
HM Inspection Type: None

WASTE RESOURCES INC
9109 MINER STREET
LOS ANGELES, CA, 90002
USDOT: 2684275
MC/MX#:
State#:
Location: LOS ANGELES
Highway:
County: LOS ANGELES

Phone#: (310)366-7600
Fax#:

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	CCC	2013	CA	60371L1	308	1CYCLZ485DT050677	29939		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right			
Left			
Chamber			

VIOLATIONS: No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S15; File Code Number: 281212; Fuel Type: P; Odometer: 43349; Pre-Cleared Vehicle: N; Regulated Vehicle: Y; Veh #1 Type: 27

Report Prepared By: H. Jarian
Badge #: A14116
Copy Received By:

02684275 CA CAA141160084

X_____ X_____

DRIVER/VEHICLE EXAMINATION REPORT

inSPECT 1.0.86

California Highway Patrol
411 North Central Avenue, #410
Glendale, CA 91203
Phone: (323) 644-9557
Internationally Accredited Agency CHP407F/343A

Report Number: CAA141160085
Inspection Date: 04/28/2016
Start: 8:30 AM PD **End:** 9:00 AM PD
Inspection Level: V - Terminal Inspection
HM Inspection Type: None

WASTE RESOURCES INC
9109 MINER STREET
LOS ANGELES, CA, 90002
USDOT: 2684275
MC/MX#:
State#:
Location: LOS ANGELES
Highway:
County: LOS ANGELES

Phone#: (310)366-7600
Fax#:

Driver:
License#: **State:**
Date of Birth:
CoDriver:
License#: **State:**
Date of Birth:
Milepost: **Shipper:** N/A
Origin: N/A **Bill of Lading:** N/A
Destination: N/A **Cargo:** N/A

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate	Equipment ID	VIN	GVWR	CVSA Existing	CVSA #
1	TR	CCC	2013	CA	60370L1	307	1CYCLZ483DT050676	29939		

BRAKE ADJUSTMENTS

Axle #	1	2	3
Right			
Left			
Chamber			

VIOLATIONS: No violations were discovered

HazMat: No HM transported **Placard:** **Cargo Tank:**

Special Checks: No data for special checks

State Information:
Beat/Sub Area: S15; File Code Number: 281212; Fuel Type: P; Odometer: 39884; Pre-Cleared Vehicle: N; Regulated Vehicle: Y; Veh #1 Type: 27

Notes: Axle # 2 cross member 2 of 8 mounting bolts are loose. Axle not shifting.

Report Prepared By: H. Jarian
Badge #: A14116
Copy Received By:

X_____ X_____

02684275 CA CAA141160085

Terminal Inspection Results

Inspection Results for Terminal #281212, WASTE RESOURCES INC

Current Status: Active

Location: LOS ANGELES, CA

Date	Maintenance Rating	Driver Rating	Equipment Rating	Hazmat Rating	Terminal Rating	Inspection Category
4/28/2016	Satisfactory	Satisfactory	Satisfactory	Not Applicable	Satisfactory	A. Truck (Not Transporting Hazmat)
2/9/2015	Satisfactory	Satisfactory	Satisfactory	Not Applicable	Satisfactory	A. Truck (Not Transporting Hazmat)
4/29/2013	Satisfactory	Satisfactory	Satisfactory	Not Applicable	Satisfactory	A. Truck (Not Transporting Hazmat)
10/21/2010	Satisfactory	Satisfactory	Satisfactory	Not Applicable	Satisfactory	A. Truck (Not Transporting Hazmat)
9/18/2008	Satisfactory	Satisfactory	Satisfactory	Not Applicable	Satisfactory	A. Truck (Not Transporting Hazmat)

Appendix E: Workers Compensation Rating Modifier

Risk Summary Report

Bureau Number: 7-84-15-85

Date Created: April 22, 2024

Risk's Primary Name and Mailing Address:

MODERN HR INC
7590 N GLENOAKS BLVD STE 200
BURBANK, CA 91504

Experience Modification(s) -- last 10 years:			
Rating Year	**X-Mod**	**X-Mod Status**	**Rerate**
2024		Missing Experience	0
2023	96	Published	1
2022	113	Published	0
2021	112	Published	1
2020	122	Published	2
2019	133	Published	0
2018	125	Published	0
2017	124	Published	0
2016	94	Published	0
2015	DNQ	Approved	0

Classification developing the most payroll during current Experience Period		
Class Code	**Inspected**	**Description**
9403	No	Garbage/Refuse Collecting

WCIRB Assigned Classification(s):			
Class Code	**Suffix**	**Inspected**	**Description**
WCIRB has not assigned any class code to this risk.			

Additional Names on current policies
ALOHA WASTE SYSTEMS OF HONOLULU, INC.
ALOHA WASTE SYSTEMS OF HONOLULU, INC. (DBA) ALOHA WASTE OF HONOLULU
ALOHA WASTE SYSTEMS, INC.
BIOENERGY HAWAII, LLC
BIOENERGY INITIATIVE WAIMEA, LLLP
CPEHR DBA CPE
FEIN: 95-4091491
KOMAR INVESTMENTS LLC
PACIFIC WASTE, INC.
SCHOLL CANYON ORGANICS RECOVERY TO ENERGY, LLC
WASTE RESOURCE TECHNOLOGIES, INC.
WASTE RESOURCES RECOVERY, INC.
WASTE RESOURCES, INC.
WASTE RESOURCES, INC. (DBA) WASTE WORKS, LLC

Workers' Compensation Insurance Rating Bureau of California®

Appendix F: Total Recorded Injury Rate (TRIR)

All California Operations

Cases	Hours
2	80,041
9	149,519
1	35,983
12	265,543

Y2019

Total # of Cases	x 200,000	Total # of Hours	TRIR
12	2,400,000	265,543	9.04

Cases	Hours
4	88,348
8	217,863
1	30,033
13	336,244

Y2020

Total # of Cases	x 200,000	Total # of Hours	TRIR
13	2,600,000	336,244	7.73

Cases	Hours
7	74,238
3	181,033
0	23,345
10	278,616

Y2021

Total # of Cases	x 200,000	Total # of Hours	TRIR
10	2,000,000	278,616	7.18

Cases	Hours
3	221,677
3	221,677

Y2022

Total # of Cases	x 200,000	Total # of Hours	TRIR
3	600,000	221,677	2.71

Cases	Hours
0	61,082
4	241,084
1	21,483
5	323,649

Y2023

Total # of Cases	x 200,000	Total # of Hours	TRIR
5	1,000,000	323,649	3.09

Total Recordable Injury Rate

Year	TRIR
2019	9.04
2020	7.73
2021	7.18
2022	2.71
2023	3.09

Appendix G: Outreach Materials – WRI's The Pulse Newsletter

WRI's The Pulse is our quarterly newsletter which is distributed to all our customers

The Pulse



Spring/Summer 2024 — The latest information for City of Gardena regarding Trash, Recycling, and Organics

No Bags, Please!

Place dry recyclables, UNBAGGED, directly into BLUE recycling collection containers. If you collect recyclables inside your home/office in plastic bags, empty the bag into your container and reuse the bag for the next batch of recyclables. Plastic bags mixed with recyclables tangle equipment at sorting facilities and makes it harder to separate the items for recycling.

You can repurpose plastic bags to pick up pet waste, line small trash cans, hold wet clothes, and much more. Empty, clean plastic bags and other film are accepted for drop-off recycling at some retail stores. For locations near you, visit https://tinyurl.com/y7wkav6w.

¡Sin Bolsas, Por Favor!

Coloque los reciclables secos, SIN BOLSAS, directamente en los contenedores de recolección de reciclaje AZULES. Si recolecta materiales reciclables dentro de su casa/oficina en bolsas de plástico, vacíe la bolsa en su contenedor y reutilícela para el siguiente lote de materiales reciclables. Las bolsas de plástico mezcladas con materiales reciclables enredan los equipos en las instalaciones de clasificación y hacen que sea más difícil separar los artículos para su reciclaje.

Puede reutilizar las bolsas de plástico para recoger excrementos de mascotas, forrar pequeños botes de basura, guardar ropa mojada y mucho más. En algunas tiendas se aceptan bolsas de plástico vacías y limpias para reciclar. Para ubicaciones cercanas a usted, visite https://tinyurl.com/y7wkav6w.

3 Easy Steps for Recycling Success!
¡3 pasos fáciles para el éxito del reciclaje!



Keep it Loose - plastic bags can hold liquid that will ruin a recycling load

Manténgalo suelto - bolsas plásticas pueden aguantar líquido que arruinará una carga de reciclaje



Keep it Dry - wet paper can't be recycled (put in green container)

Manténgalo seco - papel mojado no se puede reciclar (póngalo en el contenedor verde)



Keep it Clean - clean out any food residue

Manténgalo limpio - limpie cualquier residuo de comida

Holiday Collection Schedule

There will be NO collection services on these holidays in 2024:

- New Year's Day, January 1
- Memorial Day, May 27
- Independence Day, July 4
- Labor Day, September 2
- Thanksgiving Day, November 28
- Christmas, December 25

Collections on and after these holidays will be delayed by one business day for the rest of that week. Download a calendar at wasteresources.com/holidays.



Horario de los Días de Fiesta

NO habrá servicios de recogida en estos días festivos en 2024:

- *Día de Año Nuevo, 1 de enero*
- *Día Conmemorativo, 27 de mayo*
- *Dia de Independencia, 4 de julio*
- *Dia Laboral, 2 de septiembre*
- *Día de Gracias, 28 de noviembre*
- *Navidad, 25 de diciembre.*



Las colecciones en y después de estos días festivos se retrasarán un día hábil por el resto de esa semana. Descargue un calendario en wasteresources.com/holidays-es.







Help Put a Stop to Illegal Dumping

- **When you see litter, pick it up.**
- **When you spot an illegal dump site, don't ignore it.** Report it to Gardena Direct at cityofgardena.org/gardena-direct/.
- **If you see someone dumping illegally, do not confront them.** Report this activity at cityofgardena.org/gardena-direct/.
- **Take advantage of the City's bulky item collection program.** Visit our website for details.
- **Timing is Everything**. Don't set large items, such as appliances or furniture, outside until 7am on your service day.
- **Take part in community cleanup programs to help keep Gardena beautiful.** Visit our website for news about upcoming neighborhood cleanup events.

Working together, we can keep our community clean and improve its appearance for residents and visitors.



Ayude a Poner Fin a los Vertidos Ilegales

- ***Cuando vea basura, recójala.***
- ***Cuando encuentre un vertedero ilegal, no lo ignore.*** *Repórtelo a Gardena Direct en cityofgardena.org/gardena-direct/.*
- ***Si ve a alguien tirando basura ilegalmente, no lo confronte.*** *Informe esta actividad en cityofgardena.org/gardena-direct/.*
- ***Aproveche del programa de recolección de artículos voluminosos de la Ciudad.*** *Visite nuestro sitio web para detalles.*
- ***Tiempo lo es todo.*** *No coloque artículos grandes, como electrodomésticos o muebles, afuera hasta las 7am el día de su servicio.*
- ***Participe en programas de limpieza comunitarios para ayudar mantener a Gardena hermosa.*** *Visite nuestro sitio web para noticias sobre los próximos eventos de limpieza del vecindario.*

Trabajando juntos, podemos mantener nuestra comunidad limpia y mejorar su apariencia para los residentes y visitantes.

Cut Down on Contamination



Contamination happens when the wrong material is placed in the wrong container. Contaminants can damage processing equipment, harm employees, and turn recyclables or compostables into trash. Recycling creates jobs, conserves natural resources, prevents pollution, and helps reduce consumption of fossil fuels, so we all need to participate correctly. **Only place accepted materials in the correct container to avoid fees and service disruptions:**

Blue - Only clean paper, cardboard, cartons, glass, metal, and plastic containers

Green - Only food scraps, food-soiled paper, grass, leaves, flowers, and branches less than three (3) inches thick

Black - State laws require recyclables and organics to be recycled. You'll get a notice if enough recyclables or organics were found in your trash that should have been in one or both of your other containers.

If contamination is found during routine servicing, you will receive a Red Tag. If contamination is found during annual route reviews, you will receive an Oops! Tag noting the issue and further instructions. Get enough of either tag, contamination fees will be assessed, with possible administrative action by the City. If your recycling or mixed organics container is serviced as trash, you will be charged a contamination fee. Not sure about what goes in each container? Visit wasteresources.com/sb1383 for detailed lists of what goes where. Still have questions? Email gardena@wasteresources.com.

Reduzca la Contaminación

La contaminación ocurre cuando se coloca el material equivocado en el recipiente equivocado. Los contaminantes pueden dañar equipo de procesamiento, dañar a los empleados, y convertir los materiales reciclables o compostables en basura. El reciclaje crea empleos, conserva los recursos naturales, previene la contaminación, y ayuda a reducir el consumo de combustibles fósiles, por lo que todos debemos participar correctamente. ***Coloque únicamente los materiales aceptados en el contenedor correcto para evitar tarifas e interrupciones en el servicio:***

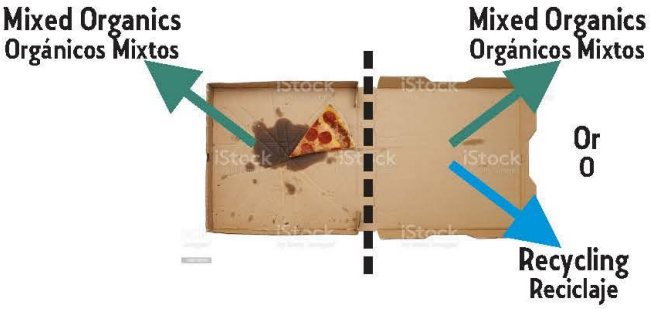
Azul - *solo papel y cartón limpio, envases limpios de vidrio, metal, y plástico*

Verde - *solo restos de comida, papel sucio con comida, pasto, hojas, flores y ramas de menos de tres (3) pulgadas de espesor*

Negro - *las leyes estatales exigen que se reciclen los materiales reciclables y orgánicos. Recibirá un aviso si se encuentran suficientes materiales reciclables u orgánicos en su basura que deberían haber estado en uno o ambos contenedores.*

Si se encuentra contaminación durante el servicio de rutina, recibirá una etiqueta roja. Si se encuentra contaminación durante las revisiones anuales de ruta, recibirá una etiqueta de ¡Ups! indicando el problema y más instrucciones. Obtenga suficiente de cualquiera de las etiqueta y se cobrarán tarifas de contaminación, con posible acción administrativa por parte de la Ciudad. Si su contenedor de reciclaje o de orgánicos mixtos se utiliza como basura, se le cobrará una tarifa por contaminación. ¿No está seguro de lo que cabe en cada contenedor? Visite wasteresources.com/sb1383-es/ para listas detalladas de qué va y dónde. ¿Aún tienes preguntas? Envíe un correo electrónico a gardena@wasteresources.com.

Got an Oops! tag? Visit wasteresources.com/oops to find out what happens next.
¿Recibió una etiqueta de Ups!? Visite wasteresources.com/oops para saber qué sucede a continuación.



Scan this QR Code to visit our SB 1383 page and for detailed lists of what goes where

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Please share with others and recycle after reading.

☎ (888) 467-7600 or (310) 366-7600
(310) 366-7606
wasteresources.com/gardena
gardena@wasteresources.com

Appendix H: Outreach Materials – City of Gardena Quarterly Mailer

Waste Resources Gardena
P.O. Box 2410
Gardena, CA 90247

To City of Gardena Customer

POSTMASTER
Dated Material. Please Deliver Promptly.

Keep the Green Clean



As you clean up around your yard this spring and summer, be sure to use your **green** container. Your **green** container is to be used only for organic material from your yard and kitchen that can become compost. This includes:

- Grass, leaves, flowers, branches less than three (3) inches thick and four (4) feet long
- Untreated, clean wood scraps
- Food scraps (including meat and dairy) and leftovers
- Coffee grounds and filters, tea bags, loose leaf tea
- Paper napkins and towels, soiled/greasy paper and boxes
- Biodegradable paper plates and bowls (100% fiberboard)

Just a little trash in your container can contaminate the entire load and ruin an entire batch of compost. The only organics NOT allowed in your green-lid container are: dirt, palm branches, yucca leaves, birds of paradise plants, animal waste, diapers, kitty litter, waxy paper / cardboard, and clothing. These, plus rocks, need to go in the trash.

Mantenga el Verde Limpio

*Mientras limpia alrededor de su jardín esta primavera y verano, asegurase de usar su contenedor **verde**. Su contenedor **verde** debe usarse solo para material orgánico de su jardín y cocina que pueda convertirse en abono. Esto incluye:*

- *Hierba, hojas, flores, ramas de menos de tres (3) pulgadas de espesor y cuatro (4) pies de largo*
- *Restos de madera limpios y sin tratamiento*
- *Desechos y sobras de comida (incluyendo carne y lácteos)*
- *Café molido y filtros, bolsas de té, té de hoja suelta*
- *Servilletas y toallas de papel, cajas y papel sucio/grasoso*
- *Platos y tazones de papel biodegradable (100% fibra de papel)*

Solo un poco de basura en su contenedor puede contaminar toda la carga y arruinar un lote completo de abono. Los únicos productos orgánicos que NO se permiten en su contenedor de tapa verde son: tierra, ramas de palma, hojas de yuca, plantas de aves del paraíso, desechos de animales, pañales, arena para gatos, papel / cartón encerado y ropa. Estos, además de las piedras, deben ir a la basura.

Gardena's **2nd** and **3rd** compost giveaways of 2024 will be 6/1 and 9/7 at Rowley Park. Visit our website for details.
*Los **2°** y **3°** sorteos de abono del 2024 de Gardena serán 1/6 y 7/9 en el parque Rowley. Visita nuestro sitio para detalles.*

Fall 2024 Bulky Item Collection Dates Set



Gardena residents will have another chance to dispose of unwanted bulky items free of charge on one day over five Saturdays, starting Sept. 28. The date corresponds to your regular collection day. Gardena residents are still eligible to receive free bulky item pickups throughout the year, with a limit of three cubic yards per pickup per quarter. Additional items or pickups are subject to fees.

Fechas de Recolección de Artículos Voluminosos Fijadas para el Otoño del 2024

Residentes de Gardena tendrán otra oportunidad de deshacerse de artículos voluminosos no deseados de gratis durante un día sobre cinco sábados, empezando el de sept. La fecha corresponde a su día habitual de recolección. Los residentes de Gardena siguen siendo elegibles para recibir recolecciones gratuitas de artículos voluminosos durante todo el año, con un límite de tres yardas cúbicas por recolección por trimestre. Los artículos o recolecciones adicionales están sujetos a tarifas.

If your normal trash day is...	Monday	Tuesday	Wednesday	Thursday	Friday
Then your cleanup day* is...	Sep. 28	Oct. 5	Oct. 12	Oct. 19	Oct. 26

* Dates subject to change



PREPARE FOR NEW FRANCHISE RATES AND PROGRAMS, EFFECTIVE DEC. 1, 2021

- ✓ Make sure you have arranged for the correct level of service with Waste Resources, based on your needs
- ✓ Separate materials by type in your business, building, or unit
- ✓ Place in the proper container for collection

MANDATORY COMMERCIAL RECYCLING

State law requires all businesses that regularly generate four (4) or more cubic yards of waste weekly and all multi-family complexes (5+ units) to recycle.

MANDATORY ORGANICS RECYCLING

State law also requires all businesses and multi-family complexes (5+) that regularly generate two (2) or more cubic yards of waste weekly to recycle their food scraps, nonhazardous wood waste, and landscape and pruning waste.

See inside for details on Waste Resources' dry recycling and organics programs.



ABOUT US

With over 50 years of operational experience and expertise in the waste industry, Waste Resources offers the highest quality integrated waste services to our customers and bring back the good old-fashioned and outstanding service enjoyed before the "mega mergers."

We provide dependable services to municipal, commercial, industrial, construction, and residential customers.

We are always striving to improve our environment with cutting edge ideas. Currently, we are testing and developing new technologies to ensure a healthy environment for our future. We hope to make landfills, like dinosaurs - extinct.

Keeping the world green with a touch of orange

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fx 310.366.7606
wasteresources.com

Printed on Recycled Paper Oct-2021

Waste Resources
a WRT company

Commercial Services Guide for Glendale Customers



Customer Service Hours: M-Sa 7am to 5pm

☎ (888) 467-7600 or (310) 366-7600

(310) 366-7606

wasteresources.com/glendale

glendale@wasteresources.com

Waste management solutions that work for your business or multi-family property.

LOCAL EXPERTISE, LOCAL SOLUTIONS, GLOBAL IMPACT.

Let us help you comply with State-mandated laws and regulations.

SERVICES AVAILABLE (call or email for more information)

MANDATORY TRASH, RECYCLING, AND ORGANICS COLLECTION

13 container sizes to maximize your service options

Recycling service costs 50% of equivalent trash service

Overfilled and contaminated containers may receive warnings and penalties

BULKY ITEM AND E-WASTE REMOVAL

Up to four (4) items or 10 bundles of greenwaste per pickup

Four free pickups per year per account; small fee for additional

SCOUT SERVICE

We'll make your containers accessible for servicing and return them to their original spot

LOCKING LIDS

Secure your recyclables and keep out scavengers

HOLIDAY TREE RECYCLING FOR MULTI-FAMILY

Through the 3rd Sat. in Jan. Pieces no longer than six (6) feet and free from all ornaments, garlands, tinsel and flocking, and stands

GRAFFITI REMOVAL AND BIN CLEANING

Keep your containers looking good

ON-SITE RECYCLING EVALUATION

Get help in determining the most cost-effective program for your location

RECYCLING GUIDES

Information for management and employees / residents

Recycle

- Plastic containers, bottles, tubs, jars, clear plastic film bags
- Newspaper, magazines, phone books, envelopes, clean white and colored paper, mixed paper
- Aluminum, tin, metal, bi-metal cans, metal hangers
- Glass bottles, jars
- Milk, juice, soup cartons
- Cardboard and paperboard (i.e. cereal boxes), flattened

Mixed Organics

- Soiled/Greasy Paper and Boxes, Used Napkins and Paper Towels
- Fruits & Veggies, Eggs & Shells, Dairy Products, Meat & Bones, Fish & Shellfish, Grains & Pasta, Rice & Beans
- Coffee Grounds, Used Coffee Filters and Tea Bags
- Biodegradable Serviceware
- Grass, leaves, and small branches less than three (3) inches thick and four (4) feet long.
- Untreated, clean wood scraps

NOTE: Larger branches will require a bulky item pickup. Call the office to schedule.

NOTE: Food waste will need to be bagged if mixed with greenwaste.

Trash

- Snack and Chip Bags, Candy Wrappers
- Broken Glass and Dishes
- Hoses, Disposable Gloves, Hairnets
- Kitty Litter, Diapers, Bagged Pet Waste
- Shoes, Clothing, Accessories, and Toys that Cannot be Donated or Sold
- Plastic Cups, Lids, Utensils, Straws, Shrink/Cling Wrap
- Wrapping and Tissue (Gift) Paper

Your Containers are NOT for:

- Appliances
- Construction materials, dirt, sand, stone, or concrete
- Lawn furniture
- Rubber tires, bulky items, or hazardous waste

NEW SERVICE NOTE: State laws now require penalties and fines for misusing containers. Avoid extra charges and be sure to follow container labeling for what goes where.

Descarga esta lista en español: tinyurl.com/3j2j7fkc

What Goes Where*

Mixed Organics

NEW

Bag It (Clear Bags Only)

- Food scraps (inlcuding meat and dairy) and leftovers
- Coffee grounds and filters, tea bags, loose leaf tea
- Paper napkins and towels
- Soiled/greasy paper and boxes
- Biodegradable paper plates and bowls



Keep it Loose

- Grass, leaves, and flowers
- Small branches less than three (3) inches thick and four (4) feet long.
- Untreated, clean wood scraps



Recycle

- Cartons
- Glass containers
- Metal cans and clean foil
- Paper, newspaper, magazines, phone books, envelopes, cardboard (flattened)
- Plastic bottles, tubs, jars



3 Easy Steps for Recycling Success!

Keep it Loose - bags can hold liquid that will ruin a recycling load

Keep it Dry - wet paper can't be recycled (put in green cart)

Keep it Clean - clean out any food residue

Trash

REVISED

- Broken Glass and Dishes
- Hoses, Disposable Gloves, Hairnets
- Kitty Litter, Diapers, Bagged Pet Waste
- Plastic Cups, Lids, Utensils, Straws, Shrink/Cling Wrap
- Shoes, Clothing, Accessories, and Toys that Cannot be Donated or Sold
- Snack and Chip Bags, Candy Wrappers
- Wrapping and Tissue (Gift) Paper



* These are partial lists. Scan the QR code to find more detailed lists.



MANDATORY COMMERCIAL RECYCLING

State law requires all businesses that regularly generate four (4) or more cubic yards of waste weekly and all multi-family complexes (5+ units) to recycle.

MANDATORY ORGANICS RECYCLING

As of January 1, 2019, State law requires all businesses and multi-family complexes (5+) that regularly generate four (4) or more cubic yards of waste weekly to recycle their food* scraps, nonhazardous wood waste, and landscape and pruning waste.

See inside for details on Waste Resources' dry recycling and organics programs.

* Multi-family complexes are not required to recycle food waste at this time.

Your Exclusive Waste Hauler



Commercial Recycling Guide

ABOUT US

With over 50 years of operational experience and expertise in the waste industry, Waste Resources offers the highest quality integrated waste services to our customers and bring back the good old-fashioned and outstanding service enjoyed before the "mega mergers."

We provide dependable services to municipal, commercial, industrial, construction, and residential customers.

We are always striving to improve our environment with cutting edge ideas. Currently, we are testing and developing new technologies to ensure a healthy environment for our future. We hope to make landfills, like dinosaurs - extinct.

Keeping the world green with a touch of orange

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Gardena, CA 90247
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fx 310.366.7606
www.wasteresources.com

Printed on Recycled Paper Dec-2019

Customer Service Hours:
M-F 7 a.m. to 5 p.m.; Sa 8 a.m. to 12 p.m.

(888) 467-7600 or (310) 366-7600
(310) 366-7606
www.wasteresources.com/lynwood
info@wasteresourceslynwood.com

WR **Waste Resources**
Today's Waste, Tomorrow's Resource

Waste management solutions that work for your business or multi-family property.

LOCAL EXPERTISE, LOCAL SOLUTIONS, GLOBAL IMPACT.

Let us help you comply with State-mandated laws and regulations.

ECO-TIP: Please rinse out all containers with food or liquids to make them easier to recycle!

Recycle



- Plastic containers, bottles, tubs, jars, and clear plastic film bags
- Newspaper, magazines, phone books, envelopes, clean white and colored paper, mixed paper
- Aluminum, tin, metal, and bi-metal cans, metal hangers
- Glass bottles and jars
- Milk, juice, and soup cartons
- Cardboard and paperboard (i.e. cereal boxes), flattened

Note: WR will tag carts that have too much trash in them. Repeated violations will result in more **black-lid** trash cart(s), which will raise your monthly bill.

Greenwaste



- Grass, leaves, and small branches less than three (3) inches thick and four (4) feet long.
- Untreated, clean wood scraps
- Larger branches will require a bulky item pickup. Call the office to schedule.

Organics

- Eggs and eggshells
- Dairy products
- Fruits and vegetables
- Grains and pasta, rice and beans
- Meat and bones
- Coffee grounds and tea leaves
- Fish and shellfish



HOW TO GET STARTED

It's easy to recycle at your business or multi-family complex:

- ✓ Make sure you have arranged for the correct recycling services with Waste Resources.
- ✓ Separate recyclables and/or organics inside your business or complex.
- ✓ Place recyclables in Waste Resources' **blue-lid** recycling, **brown-lid** organics, or **green-lid** greenwaste container for collection.

DON'T KNOW WHERE TO START?

Contact Waste Resources to schedule a FREE recycling evaluation.



Your Containers are NOT for:

- Appliances
- Construction materials, dirt, sand, stone, or concrete
- Lawn furniture
- Rubber tires, bulky items, or hazardous waste

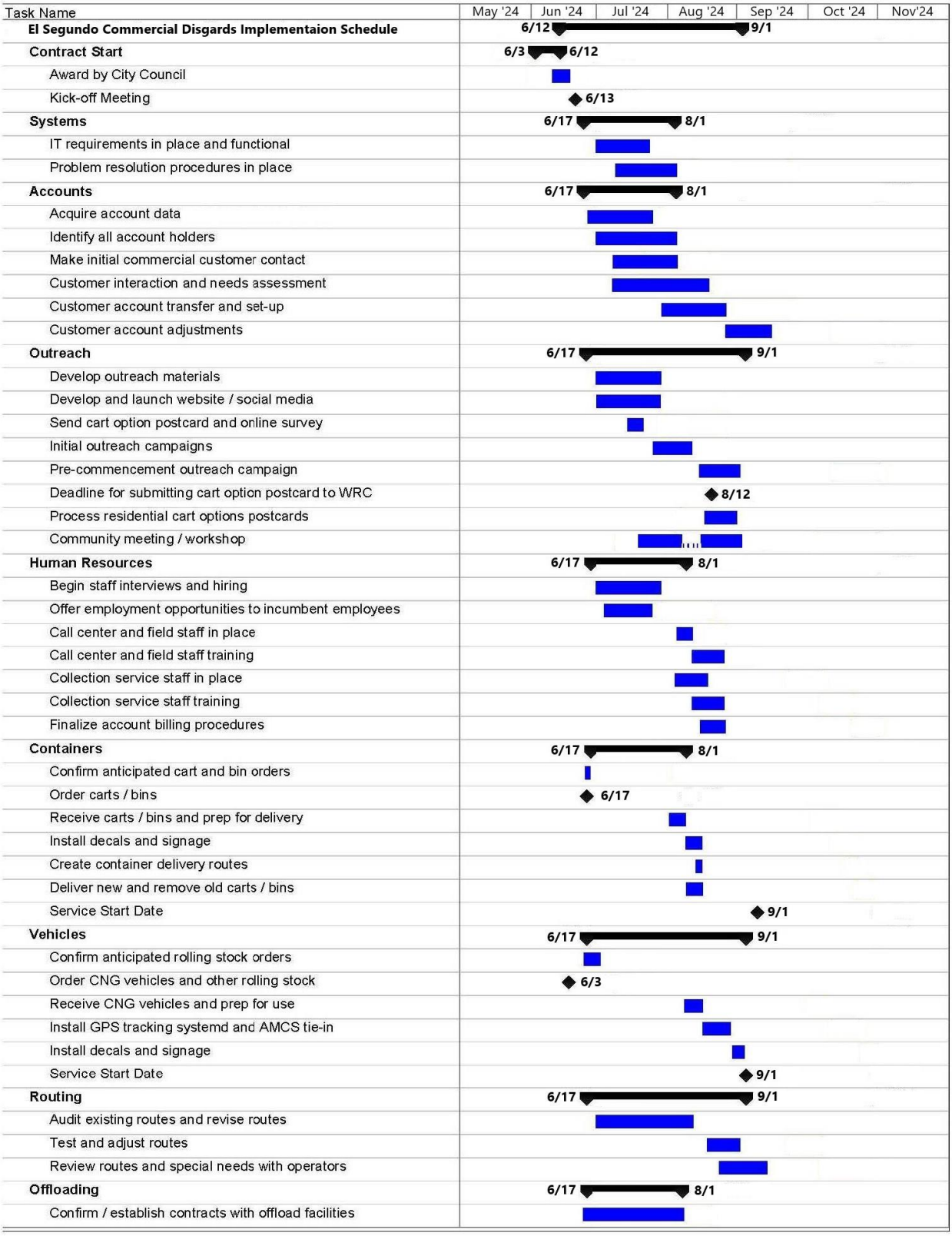
Appendix L: El Segundo Transition Schedule

El Segundo Transition Schedule

Task Name	Duration	Start	Finish
Solid Waste Collection Transition to Waste Resources	**90 days**	**Mon 6/3/24**	**Sun 9/1/24**
Contract Start	**14 days**	**Mon 6/3/24**	**Mon 6/17/24**
Award by City Council	7 days	Mon 6/3/24	Mon 6/10/24
Submit Required Documents	7 days	Mon 6/10/24	Mon 6/17/24
Kick-off Meeting	7 days	Tue 6/4/24	Tue 6/11/24
Submit Implementation Plan	7 days	Tue 6/4/24	Tue 6/11/24
Systems	**30 days**	**Mon 6/17/24**	**Mon 8/12/24**
IT requirements in place and functional	56 days	Mon 6/17/24	Mon 7/15/24
Trouble ticket and resolution log procedures in place	28 days	Mon 7/15/24	Mon 8/12/24
Accounts	**56 days**	**Mon 6/24/24**	**Mon 8/5/24**
Acquire account data from incumbent hauler(s)	28 days	Mon 6/24/24	Mon 7/22/24
Make initial customer contact	35 days	Mon 7/1/24	Mon 8/5/24
Customer interaction and needs assessment	35 days	Mon 7/1/24	Mon 8/5/24
Customer account transfer and set-up	35 days	Mon 7/1/24	Mon 8/5/24
Customer account adjustments	28 days	Mon 7/8/24	Mon 8/5/24
Outreach	**35 days**	**Mon 6/17/24**	**Mon 7/22/24**
Draft Intro Letter from City to Commercial	14 days	Mon 6/17/24	Mon 7/1/24
Final and Mail Letter from City to Commercial	7 days	Mon 6/24/24	Mon 7/1/24
Draft Commercial Welcome Packet	7 days	Mon 6/24/24	Mon 7/1/24
Final and Produce Commercial Welcome Packet	14 days	Mon 7/8/24	Mon 7/22/24
Commercial Outreach Campaign	7 days	Mon 7/15/24	Mon 7/22/24
Human Resources	**56 days**	**Mon 6/24/24**	**Mon 8/5/24**
Contact Employment Agencies	5 days	Mon 6/24/24	Fri 6/29/24
Begin staff interviews and hiring	14 days	Mon 7/1/24	Mon 7/15/24
Call center and field staff in place	7 days	Mon 7/15/24	Fri 7/22/24
Call center and field staff training	5 days	Mon 7/22/24	Mon 7/26/24
Collection service staff in place	7 days	Mon 7/29/24	Mon 8/5/24
Collection service staff training	7 days	Mon 7/29/24	Mon 8/5/24
Containers	**76 days**	**Mon 6/17/24**	**Sun 9/1/24**
Confirm anticipated cart and bin orders	2 days	Mon 6/17/24	Wed 6/19/24
Order carts / bins	1 day	Wed 6/19/24	Wed 6/19/24
Receive carts / bins and prep for delivery	5 days	Mon 8/12/24	Sat 8/17/24
Install decals and signage for bins	1 day	Sat 8/17/24	Sat 8/17/24
Create container delivery routes	7 days	Sat 8/17/24	Sat 8/24/24
Deliver new and remove old carts	5 days	Mon 8/19/24	Sat 8/24/24

Task Name	Duration	Start	Finish
Deliver new and remove old bins	5 days	Mon 8/19/24	Sat 8/24/24
Service Start Date	1 day	Sun 9/1/24	Sun 9/1/24
Vehicles	**61 days**	**Mon 6/17/24**	**Sat 8/17/24**
Confirm anticipated rolling stock orders	2 days	Mon 6/17/24	Tue 6/18/24
Order vehicles and other rolling stock	2 days	Wed 6/19/24	Thu 6/20/24
Receive vehicles and prep for use	5 days	Mon 8/12/24	Sat 8/17/24
Install GPS tracking systems and AMCS tie-in	5 days	Mon 8/12/24	Sat 8/17/24
Install decals and signage	5 days	Mon 8/12/24	Sat 8/17/24
Routing	**19 days**	**Mon 7/29/24**	**Sat 8/17/24**
Audit existing routes and revise routes	7 days	Mon 7/29/24	Mon 8/5/24
Test and adjust routes	12 days	Mon 8/5/24	Sat 8/17/24
Review routes and special needs with drivers	5 days	Mon 8/12/24	Sat 8/17/24
Offloading	**7 days**	**Mon 7/29/24**	**Mon 8/5/24**
Confirm / establish contracts with offload facilities	**7 days**	Mon 7/29/24	Mon 8/5/24

Appendix M: El Segundo Implementation Gannt Timeline



City of El Segundo Rate Proposal Form Maximum Rates Effective: 9/1/2024 thru 12/31/2025

Proposer Name: Waste Resources Inc.

Commercial & Multi-Family Refuse Bin Service (Monthly)
Includes One Solid Waste Collection Bin

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	1.5 yd	150.21	2yd	185.60	3yd	225.33	4yd	272.53	6yd	366.11
2 x p/wk	1.5 yd	297.27	2yd	368.57	3yd	448.02	4yd	542.41	6yd	732.23
3 x p/wk	1.5 yd	443.53	2yd	552.66	3yd	672.30	4yd	812.82	6yd	1,032.26
4 x p/wk	1.5 yd	590.59	2yd	737.14	3yd	896.59	4yd	999.10	6yd	1,332.37
5 x p/wk	1.5 yd	737.63	2yd	921.11	3yd	1,120.87	4yd	1,248.66	6yd	1,632.21
6 x p/wk	1.5 yd	832.92	2yd	1,105.72	3yd	1,344.63	4yd	1,499.13	6yd	2,232.19

Commercial & Multi-Family Refuse Compactor Bin Service (Monthly)
Includes One Solid Waste Collection Bin

Frequency	Container Size	Rate	Container Size	Rate
1 x p/wk	3yd Comp	337.99	4yd Comp	408.80
2 x p/wk	3yd Comp	672.02	4yd Comp	813.61
3 x p/wk	3yd Comp	1,008.45	4yd Comp	1,219.22
4 x p/wk	3yd Comp	1,344.88	4yd Comp	1,498.66
5 x p/wk	3yd Comp	1,681.30	4yd Comp	1,872.99
6 x p/wk	3yd Comp	2,016.94	4yd Comp	2,248.70

Commercial & Multi-Family Recycle Bin Service (Monthly)
Include up to Two Recycling Collection Carts or One Recycling Collection Bin

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	65 & 96 gal cart	44.00	2yd	92.80	3yd	112.66	4yd	136.27	6yd	183.05
2 x p/wk	65 & 96 gal cart	88.00	2yd	184.28	3yd	224.01	4yd	271.20	6yd	366.10
3 x p/wk	N/A	N/A	2yd	276.33	3yd	336.15	4yd	406.41	6yd	516.15
4 x p/wk	N/A	N/A	2yd	368.57	3yd	448.30	4yd	499.55	6yd	666.21
5 x p/wk	N/A	N/A	2yd	460.56	3yd	560.44	4yd	624.33	6yd	816.35
6 x p/wk	N/A	N/A	2yd	552.86	3yd	672.32	4yd	749.57	6yd	1,116.11

Commercial & Multi-Family Food and Green Waste, or Green Waste Service Only (Monthly)

Frequency	Container Size	Rate	Container Size	Rate	Container Size	Rate	Container Size	Rate
1 x p/wk	35-gal cart	36.46	65-gal cart	70.80	2yd	134.63	3 yd	194.91
2 x p/wk	35-gal cart	72.99	65-gal cart	141.74	2yd	269.28	3 yd	389.88
3 x p/wk	35-gal cart	109.47	65-gal cart	212.57	2yd	403.95	3 yd	584.80
4 x p/wk	35-gal cart	145.95	65-gal cart	283.40	2yd	538.61	3 yd	779.72
5 x p/wk	35-gal cart	182.43	65-gal cart	354.23	2yd	673.28	3 yd	974.65
6 x p/wk	35-gal cart	218.91	65-gal cart	425.06	2yd	807.95	3 yd	1,169.57

City of El Segundo Rate Proposal Form Maximum Rates Effective: 9/1/2024 thru 12/31/2025

Proposer Name: Waste Resources Inc.

Permanent Rolloff Boxes Refuse Rates	Haul Rate
Drop-off box - Haul Rate	300.00
Drop-off box - plus actual processing fee	N/A
Drop-off box-Source Separated - Flat rate	N/A
Compactor - Haul Rate	450.00
Compactor - plus actual processing fee	N/A

Rolloff Offload Rates	Per Ton
Trash Fee - per ton	98.00
Processing Fee - per ton	98.00
Green Waste Fee - per ton	98.00
C&D Fee - per ton	110.00

3cy Clean-up Bins	Rate
Clean-up Bin Weekly - Delivery and 1st Dump	210.00
Clean-up Bin Weekly-recycling	170.00
Clean-up Bin overweight/height fee	40.00
3 yd bin after 7 days (rental) - per day	25.00
Clean-up Bin trip charge	170.00

Additional Services

Commercial & Multi-Family Additional Services	Rate	
Locking Bin Charge Per Bin (Monthly Rate)	46.00	each
Locking Bins - installation (per bin one-time charge)	75.00	each
65 or 95 gallon (Refuse) cart in lieu of bins-Monthly Charge	88.00	each
65 or 95 gallon (Recycle) cart in lieu of bins-Monthly Charge	44.00	each
Second refuse cart, 65 or 95 gallon-Monthly Charge	17.60	each
Third or more additional refuse carts, 65 or 95 gallon-Monthly Charge	17.60	each
Third or more additional recycle carts, 65 or 95 gallon-Monthly Charge	10.00	each
3yd / 4yd Compactor - Additional pick-up	110.00	each
3yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurence	10% of Monthly Rate	
3yd-Bin Overflow/extra dumps-with lock Charge Per Occurence	10% of Monthly Rate	
3yd-Bin Overflow/extra dumps-Recycling Charge Per Occurence	10% of Monthly Rate	
2 or 3yd Bin Overflow/extra dumps-Organics Charge Per Occurence	10% of Monthly Rate	
4yd-Bin Overflow/extra dumps-Mixed Waste Charge Per Occurence	10% of Monthly Rate	
4yd-Bin Overflow/extra dumps-with lock Charge Per Occurence	10% of Monthly Rate	
4yd-Bin Overflow/extra dumps-Recycling Charge Per Occurence	10% of Monthly Rate	
Bin Scout Service per day	70.00	each
Pushout Fees > 15 feet	4.10	per foot
Bulky Item Pickup - 1/Qtr (Up to 5 items)	N/C	
Bulky Item Additional Each	20.00	each
Extra Sharps Kit - Over 1 per Quarter	65.00	each
Recycle/Organics Compliance Fee	10% of Monthly Rate	
Contamination Fee	10% of Monthly Rate	
NSF Payment Fee	65.00	each