

CITY OF LOS ALAMITOS
Council Chamber
3191 Katella Ave., Los Alamitos, CA 90720

CITY COUNCIL AGENDA
SPECIAL MEETING

Monday, October 11, 2021 – 5:00 p.m.

SAFETY ALERT – NOTICE REGARDING COVID-19

If you wish to attend the City Council meeting in person, the Council Chamber located at 3191 Katella Ave., Los Alamitos, California 90720, will have outdoor seating for this meeting and the public shall have the right to observe and offer public comment at this location.

Masks, temperature checks, and visual check of symptoms will be required before entering the Council Chamber. Entrance and exit will be via the front doors as all other entrances/exits will be locked. A staff member will be present at the door to assist attendees with this process and ensure there is room for them in the Council Chamber.

Members of the public will be required to wear a mask. Seating will be available based on six feet of social distancing. **The City of Los Alamitos continues to follow the Centers for Disease Control and Prevention (CDC) guidelines and these provisions are subject change with short notice.**

While you may attend this meeting in person, given the health risks associated with COVID-19, please be advised that you may submit comments on any agenda item or on any item not on the agenda by email to cityclerk@cityoflosalamitos.org with the subject line "PUBLIC COMMENT ITEM #" (insert the item number relevant to your comment) or "PUBLIC COMMENT NON-AGENDA ITEM." Comments **received by 3:00 p.m.** will be compiled, provided to the City Council, and made available to the public before the start of the meeting. Staff will not read email comments at the meeting but the official record will include all email comments received until the close of the meeting. You may also view the meeting live on local cable channel 3 and online at <https://cityoflosalamitos.org/your-government/city-council/agendas-and-minutes/>.

Please consider carefully before attending this meeting in person and keep a six foot distance from others as much as possible. Please do not attend this meeting in person if you have traveled out of state and/or you have had direct contact with someone who has travelled or tested positive for Coronavirus (COVID-19), or you are experiencing symptoms such as coughing, sneezing, fever, difficulty breathing or other flu-like symptoms.

All speakers shall observe civility, decorum and good behavior. Any item submitted to the City Council during the meeting shall become public record and subject to applicable disclosure laws.

NOTICE TO THE PUBLIC – This Agenda contains a brief general description of each item to be considered. Except as provided by law, action or discussion shall not be taken on any item not appearing on the agenda. Supporting documents, including staff reports, are available for review at City Hall in the City Clerk's Office or on the City's website at www.cityoflosalamitos.org once the agenda has been publicly posted.

Each matter on the agenda, no matter how described, shall be deemed to include any appropriate motion, whether to adopt a minute motion, resolution, payment of any bill, approval of any matter or action, or any other action. Items listed as "for information" or "for discussion" may also be the subject of an "action" taken by the City Council at the same meeting.

Any written materials relating to an item on this agenda submitted to the City Council after distribution of the agenda packet are available for public inspection online at www.cityoflosalamitos.org.

It is the intention of the City of Los Alamitos to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee, or a participant at this meeting, you will need special assistance beyond what is normally provided, please contact the City Clerk's Office at (562) 431-3538, extension 220, 48 hours prior to the meeting so that reasonable arrangements may be made.

1. CALL TO ORDER

2. ROLL CALL

Mayor Chirco
Mayor Pro Tem Hasselbrink
Council Member Bates
Council Member Doby
Council Member Nefulda

3. SPECIAL ORDERS OF THE DAY

A. Launch of Los Al Bucks Program (Development Services)

City Council is presented with the economic development program, Los Al Bucks, which is intended to promote shopping local and creating community connectivity.

Recommendation:

1. Discuss Los Al Bucks; and,
2. Authorize staff to launch the Los Al Bucks program.

B. Selection of a Firm for Integrated Waste Management Services (RFP 2021-07) (Development Services)

This report recommends selection of a firm to provide Integrated Waste Management Services (RFP 2021-07).

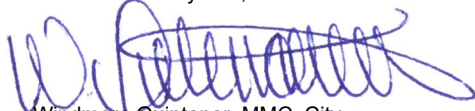
Recommendation:

1. Select Universal Waste Systems to provide the City's Integrated Waste Management Services; and,

2. Authorize Staff to negotiate the terms of the agreement with Universal Waste Systems for the City Council's future consideration.

4. ADJOURNMENT

I hereby certify under penalty of perjury under the laws of the State of California, that the foregoing Agenda was posted at the Los Alamitos City Hall, 3191 Katella Ave. and online at www.cityoflosalamitos.org not less than 24 hours prior to the meeting.



Windmera Quintanar, MMC, City
Clerk Dated: October 9, 2021

City of Los Alamitos

CITY COUNCIL AGENDA REPORT

MEETING DATE: October 11, 2021

ITEM NUMBER: 3A

To: Mayor Mark A. Chirco & Members of the City Council

Presented By: Ron Noda, Development Services Director

Subject: Launch of Los Al Bucks Program

SUMMARY

City Council is presented with the economic development program, Los Al Bucks, which is intended to promote shopping local and creating community connectivity.

RECOMMENDATION

1. Discuss Los Al Bucks; and,
2. Authorize staff to launch the Los Al Bucks program.

BACKGROUND

COVID-19 has affected businesses throughout the country with the small business sectors being impacted the most. Los Alamitos is home to hundreds of small businesses and along with the rest of the nation, is slowly recovering. Recognizing the critical role that small businesses plays in the present and future of Los Alamitos, the Los Al Bucks Program will assist recovery and create community with both the resident and businesses of Los Alamitos.

DISCUSSION

The Los Al Bucks Program is intended to promote local shopping and community connectivity. As proposed, the program will distribute \$50 worth of Los Al Bucks (Attachment 1) to each residence, which are designated for use at participating businesses. Eligible Los Alamitos businesses interested in participating in the program are required to fill out and submit an interest form (Attachment 2) to the City.

Each business will received a copy of the program's guidelines (Attachment 3), while residence will receive the guidelines along with their Los Al Bucks. Below are some of the program's guidelines:

- Businesses ineligible to participate in the program includes cannabis related, gas stations, home-based business, and online food delivery services.
- Los Al Bucks are not redeemable for cash and shall be utilized within an established period.
- Los Al Bucks cannot be used for the purchase of the following items: lottery tickets, tobacco related products, and *alcohol (*alcohol with a meal is acceptable).
- Interested business must have a current Los Alamitos business license with no outstanding code violations.

The Los Al Bucks Program is tentatively scheduled for Wednesday, November 10, 2021 concluding on Sunday, December 19, 2021. At the conclusion of the program, businesses will have up to 45 business days and the deadline of Thursday, February 24 to submit all required documentation (Attachment 4) for reimbursement – it should be noted that businesses will also have the option to submit for reimbursement biweekly.

FISCAL IMPACT

A total of fifty (50) dollars worth of Los Al Bucks will be distributed to 4,421 households for a total cost of \$221,050. Outreach, printing of the bucks, and mailing will cost \$6,375 for a total of \$227,425. The City is in receipt of funding from the American Rescue Plan Act (ARPA), which will be utilized for the Los Al Bucks Program.

Submitted by: Ron Noda, Development Services Director
Approved by: Chet Simmons, City Manager

Attachments:

- 1. Los Al Bucks*
- 2. Business Participation Form*
- 3. Los Al Bucks Program Guidelines*
- 4. Reimbursement Form*

TEN DOLLARS VOUCHER

LOS AL
BUCKS

Shop Los Alamitos

My City ♥ My Los Al

SERIES
2021



LOS AL
BUCKS



My City ♥ My Los Al

TEN DOLLARS VOUCHER



SHOP LOS ALAMITOS PROGRAM PARTICIPATION FORM

In a continued effort to support our local businesses and residents, the City of Los Alamitos will be presenting a new program to promote shopping local, while bringing the community together during these uncertain times. The City will be mailing \$50 worth of Los Al Bucks to each household located in the City. The Bucks may be used at a participating Los Alamitos business. The City will be providing a resident a list of the businesses that are participating – and will update the list regularly on the City's website, and social media networks. The business will need to provide a receipt for the purchases, along with the redeemed Los Al Bucks, to the City's Development Services Department to receive reimbursement.

It is the hope, that this effort will bring our businesses and residents together, to support the shopping local needs. If your business would like to participate in this event, please complete the section below and submit via email to mmuller@cityoflosalamitos.org or in-person at City Hall. If you have any questions about this program, please feel free to contact the City via email at mmuller@cityoflosalamitos.org or via phone at (562) 357-4514.

THIS SECTION IS TO BE COMPLETED BY THE BUSINESS OWNER

I _____ elect to participate in the Shop Los Alamitos Program. My business _____ is located at _____. I understand that it is my sole responsibility to submit the required documentation (including the Los Al bucks used) during the allotted time period, in order to ensure I am reimbursed for purchases made using Los Al Bucks.

Date

Signature

Combined coupons used...	Good for \$__ toward...	Total purchase of \$__.
1	\$10	\$15
2	\$20	\$30
3	\$30	\$45
4	\$40	\$60
5	\$50	\$75
6	\$60	\$90
7	\$70	\$105
8	\$80	\$120
9	\$90	\$135
10	\$100	\$150
11	\$110	\$165
12	\$120	\$180



SHOP LOS ALAMITOS - LOS AL BUCKS PROGRAM GUIDELINES

In a continued effort to support our local businesses and residents, the City of Los Alamitos will be presenting a new program to promote shopping local while creating community connectivity. As part of this program, the City will be mailing Los Al Bucks to each household address in Los Alamitos. The Bucks may be used at a participating Los Alamitos business. It is the hope, that this effort will bring our businesses and residents together, to support the shopping local needs.

The following is guidance that shall be adhered to by all participants of the program:

- Los Al Bucks are not redeemable for cash
- Los Al Bucks cannot be used for the following business types: cannabis (cannabis-related), gas stations, home-based businesses, and online food delivery services.
- Los Al Bucks cannot be used for the purchase of the following items: lottery tickets, tobacco related products, *alcohol (**alcohol with a meal is acceptable*)
- Los Al Bucks can only be used within the allotted time period specified by the City
- Duplication of Los Al Bucks is not permitted for any reason. All Los Al Bucks will be imprinted with a special security feature, which will provide businesses and the City with the ability to identify forged bucks.
- Duplicated Los Al Bucks are not eligible for use and cannot be redeemed.
- The value of each Los Al Buck is according to what has been specified by the City. If unclear, check with the City to confirm the value.
- Interested businesses must have a current Los Alamitos business license with no outstanding items.
- Interested businesses must submit the Acknowledgement Form in order to become a participant of the program
- Businesses will have a specific allotted time period after the end of the program to submit their Reimbursement Form, along with the sales report or receipts and collected Los Al Bucks. The described items must be submitted during the allotted time period to secure their reimbursement.
- Businesses can submit the Reimbursement Form (along with required back-up) bi-weekly while the program is running.
- Participating businesses shall display the City provided vinyl sticker at the entry-way of its establishment, to easily identify participation in the program for residents.
- At the time of each transaction, residents are required to surrender the Los Al Buck redeemed to the merchant.
- Businesses will have up to 45 business days after the conclusion of the program to submit all the required documentation for reimbursement.



Date

Business Name

Address

RE: LOS AL BUCKS PROGRAM – REIMBURSEMENT FORM

The City of Los Alamitos announces its first round of the Los Al Bucks. Each Los Alamitos resident household will be provided with \$50 in Los Al Bucks (valued at \$10 each) to be used at participating businesses between Thursday, November 10, 2021 and ending on Sunday, December 19, 2021. One coupon is valid for \$10 off a total purchase of \$15. Another coupon may be combined for \$10 more towards an additional \$15 spent (see table below). Capitalize on residents using these for holiday shopping, “honey-do” lists, or other services and activities. Your business shall then submit the Los Al Bucks used at your establishment back to the City to reimburse the face value.

To process reimbursements for the Los Al Bucks, please fill out the attached form. Attach your processed Los Al Bucks and associated receipts (dated no later than Wednesday, December 15, 2021) for proof of purchase and return to the Los Alamitos City Hall no later than Tuesday, January 4, 2021. No more than one receipt per Los Al Buck.

The City’s Finance staff will process your reimbursement and mail a check to the name and mailing address provided on the submission form.

The City of Los Alamitos thanks you for your continued services to the Los Alamitos community – especially during the challenging times amid the COVID-19 pandemic, and wants you to know that the City is dedicated to supporting our local businesses. Thank you for your participation as we work to keep our economy strong.

Sincerely,

CITY OF LOS ALAMITOS

NAME

Shop Los Alamitos – Los Al Bucks Reimbursement Form



Please fill out the form completely, attach the Los Al Bucks and a copy of the transaction receipts dated no later than _____, and return by _____ to:

**Attn: Development Services Department
Los Alamitos City Hall
3191 Katella Avenue
Los Alamitos, CA 90720**

Submitted by (print) _____

Phone No. _____

Email _____

Business Address _____

Make check payable to _____

Total number of Los Al Bucks submitted _____

Total value of Bucks collected _____

Signature

Date

****REMEMBER TO ATTACH A COPY OF THE RECEIPTS OR A SALES REPORT***

Business Reimbursement Schedule

Deadline for submittal of Required Reimbursement Forms by participating businesses	45 days after the end of the program
Deadline for the City's Finance Department to reimburse business	15 days following the cut-off date for business

City of Los Alamitos

CITY COUNCIL AGENDA REPORT

MEETING DATE: October 11, 2021

ITEM NUMBER: 3B

To: Mayor Mark A. Chirco & Members of the City Council

Via: Chet Simmons, City Manager

Presented By: Ron Noda, Development Services Director

**Subject: Selection of a Firm for Integrated Waste Management Services
(RFP 2021-07)**

SUMMARY

This report recommends selection of a firm to provide Integrated Waste Management Services (RFP 2021-07).

RECOMMENDATION

1. Select Universal Waste Systems to provide the City's Integrated Waste Management Services; and,
2. Authorize Staff to negotiate the terms of the agreement with Universal Waste Systems for the City Council's future consideration.

BACKGROUND

The City of Los Alamitos has utilized an exclusive franchise agreement for approximately the last ten years which includes regularly scheduled collection and processing of trash, recyclables, organic waste, and street sweeping services. The City's current provider, Consolidated Disposal Services, LLC dba Republic Services, franchise agreement is set to expire on December 31, 2021.

The City requested proposals from qualified solid waste and recycling service providers for (1) the collection, transfer, processing, recycling, and disposal of barrel-served residential refuse, and bin-served residential, and commercial sector refuse, (2) the collection, processing, and marketing of residential and commercial sector recyclables, and (3) the collection, processing, and acceptable landfill diversion of residential and commercial organic waste in a manner that is compliant with both Assembly Bill (AB) 1826 and all relevant Senate Bill (SB) 1383 regulations. SB 1383 is a significant

unfunded State mandate regarding solid waste management that takes effect on January 1, 2022. The selected provider will be required to prepare and implement a public education and outreach program at its sole expense that is consistent with the City's Source Reduction and Recycling Element (SRRE) and regulatory requirements established via AB 341, AB 1826, AB 827 and within SB 1383 regulations.

The RFP was advertised in the local newspaper, the City's website, and notices were emailed to all haulers providing franchise service to jurisdictions in Orange County, and to the California Waste and Recycling Association. Nine (9) firms attended the mandatory pre-proposal meeting held on Thursday, May 26, 2021 with seven (7) firms submitting proposal.

DISCUSSION

Committee Review and Bidder Selection Process

The Waste Hauler RFP Review Committee consisted of a member of the Planning Commission, Parks, Recreation, & Cultural Arts Commission, and the Traffic Commission with each body nominating and electing a member to serve. In addition to the voted-in committee members, one City staff member also served on the Waste Hauler RFP Review Committee. While one member of the committee withdrew from the committee, the Council approved committee structure allowed for input from various segments of the Los Alamitos community. Each of these individuals spent a significant amount of time analyzing each of the submitted proposals and brought their own significant knowledge of the community and its overall needs to the committee review process. In order to ensure the objectivity of the evaluation process, as well as its ultimate recommendation to the City Council, the City contracted with Michael Balliet Consulting, LLC to serve as an independent facilitator for the bid review process.

Mr. Balliet has worked in the solid waste industry for over 30 years throughout the State of California and in the States of Texas, Georgia, Florida and Nevada. Mr. Balliet has developed and managed municipal and county government waste hauling contracts, performed all aspects of state compliance consulting services, assisted jurisdictions through Request for Proposals (RFP) for franchise hauler selection, and has also performed franchise hauling audits, both financial and performance based.

The RFP documents disclosed the City's expectations and preferences for SB 1383 compliance and desired services to residents and commercial businesses. Proposal requirements, including the listing of any exemptions a bidder had with the City's draft franchise agreement, were also incorporated into the RFP guidance document. As part of the RFP package, the City established 14 areas of review and scoring for prospective bidders. The table below shows the scoring criteria with the established value for each.

The City received all proposals within the specified timeframe and the Review Committee subsequently performed their reviews individually. Each of the seven (7)

firms that submitted proposals were interviewed on September 13, 2021 and were given the opportunity to clarify any review committee members' questions.

Scoring criteria was the following:

Area	Category Values	Description
1	5	Document organization & completeness
2	20	SB 1383 compliance assistance
3	5	Project team & resumes
4	15	Related experience & capabilities
5	5	Guaranteed organic waste capacity
6	25	Safety & customer service
7	5	Financial
8	0	Exceptions (negative points)
9	5	Other resources & equipment
10	15	Operation
11	10	References
12	5	Value added services, programs, etc.
13	60	Proposed rates
Subtotal	175	
14	25	Interview
Total	200	

A final review committee meeting was held on September 21, 2021. At this meeting, members presented their final scoring and/or their determination as to which proposal was most advantageous to the residents and businesses of Los Alamitos based on the criteria set forth in the RFP.

The table below shows the cumulative scoring of the three-committee member that submitted scoring:

Los Alamitos RFP - Summary of Reviewer Scoring				
	KEY:	1st	2nd	3rd
Hauler Name	Reviewer 1	Reviewer 2	Reviewer 3	Total
Universal Waste	177	176	185	538
American Reclamation	167	151	177	495
CR&R	168	156	165	489
Valley Vista	160	160	160	480
Republic Services	176	162	139	477
Ware Disposal	162	153	146	461
Waste Resources	156	147	140	443

As noted above, Universal Waste's submittal was not only the highest scoring proposal, but was the consensus choice among the scoring members of the review committee as the highest rated proposal. Some of the key matrix of the Universal Waste Systems (UWS) proposal that lead to this determination include:

- UWS proposed residential rate of \$12.95 per-household/per-month is \$3.20 less than the next closest bidder.
 - As a point of reference, the current residential rate is \$14.60 per-household/per-month. UWS proposed residential rate of \$12.95 per-household/per-month would represent a \$1.65 per-household/per-month savings over what residents are currently paying.
- UWS currently owns and operates nearly all key facilities required for SB 1383 compliance (material recovery and green waste composting). They are also fully permitted and in their final construction stages to have their own OREX 500 organic waste processor operational in the first quarter of 2022. This is beneficial as it allows UWS to control their own costs, which has a direct impact on their overall rate structure.
 - UWS proposed residential rate is \$9.99 per-month less than the only bidder (CR&R) currently owning nearly all key facilities required for SB 1383 material processing.
- UWS proposed commercial rates (commercial trash, commercial recycle, commercial organic) is the second lowest average at \$87.51 per month.
 - As a point of reference, the current commercial rates (commercial trash, commercial recycle, commercial organic) average is \$84.44 with UWS commercial rate higher by \$3.07.
- Ensured adherence to all City required services described in the RFP including: monthly city wide bulky item sweeps, household hazardous waste (HHW) collection, renewable natural gas (RNG) vehicles, and the annual collection of holiday trees.

Proposed rates for service were certainly not the only selection criteria; however, they were an important consideration as Los Alamitos businesses and residents must bear the cost of the services provided by the selected firm. UWS proposed what the scoring committee believed was the best blend of rates. Please see attachment 1.

UWS has been in operation for the past 35 years based out of Santa Fe Springs, California with over 500 employees, operating approximately 350 trucks in three (3) states. UWS demonstrates their capabilities to service Los Alamitos by providing exclusive franchise service to residential areas in the County of Los Angeles (5 unincorporated communities), exclusive franchise service to the City of Los Angeles in the North East Area (commercial, multi-family & industrial service), and the City of Maywood. They also operate in 16 non-exclusive franchises in Southern California including portions of Costa Mesa, Irvine, and Newport Beach.

Term of Agreement

Following the City Council's selection of a qualified solid waste and recycling firm, a contract will be established that will run for seven (7) years, with a maximum three, 1-year extensions.

City Fees

As prescribed in the RFP, the selected firm will be required to remit the following fees to the City:

- Franchise Fees – 10% of gross receipts of any kind that are related to the franchise granted, with the lone exception being revenue from the sale of recyclable items from the discarded materials managed through franchise service. This is an increase from the current 8% Franchise Fee.
- Franchise Monitoring and Compliance Assistance Fee – \$75,000 payable January 1st of each calendar year.
- RFP Reimbursement Fee - Upon execution of the Agreement, the selected service provider(s) will be required to remit to the City a combined, one-time administrative fee of \$45,000 to reimburse the City for staff time, consultant and attorney fees, and out of pocket expenses for developing and processing the RFP and related awarding process.
- Business License – The selected service provider and any of its subcontractors will be required to maintain appropriate business licensing during the term of the agreement.
- Street Sweeping – An annual payment to the City of \$125,000 to support City contracting with a firm to clean its streets of litter and other debris.

Next Steps

Following the City Council's consideration of this item and the selection of a company to provide Integrated Waste Management Services, staff would seek to begin negotiations with the selected company to finalize the terms of a needed Integrate Waste Management Services contract. This contract would then be returned to the City Council for final consideration.

FISCAL IMPACT

As the cost related to RFP process will ultimately borne by the selected firm, there is no fiscal impact associated with this process.

Submitted by: Ron Noda, Development Serviced Director

Approved by: Chet Simmons, City Manager

*Attachments: 1. Integrated Waste Hauler Services Agreement
2. Universal Waste Systems Bid Submitted on July 25, 2021*

City of Los Alamitos - Proposed Rates

Service	1-Universal Waste (UWS)	2-American Reclm	3-CR&R	4-Valley Vista Svcs	5-Republic Services	6-Ware Disposal	7-Waste Resources
Standard 3-cart	\$ 12.95	\$ 16.15	\$ 22.94	\$ 23.35	\$ 19.98	\$ 17.50	\$ 20.95
Senior 65g 3-cart	\$ 12.56	\$ 14.86	\$ 20.65	\$ 17.51	\$ 15.98	\$ 15.00	\$ 13.95
Proposed 2-cart	\$ 16.95	\$ 14.98	N/A	\$ 20.42	N/A	\$ 22.50	N/A
# of Free Bulky Items	4/4	4/3	2/4	2/4	2/4	2/5	2/5
Temp Clean-up Bin	\$ 95.00	\$ 100.00	\$ 119.05	\$ 145.48	\$ 183.00	\$ 105.00	\$ 195.00
HHW # & Charge	4 / \$0.95	4 / Free	2 / \$95	4 / \$45	12 / Free	1 / \$29.50	4 / \$20
Commercial Grey 3x1	\$ 135.00	\$ 154.48	\$ 154.48	\$ 141.82	\$ 180.45	\$ 90.00	\$ 232.00
Commercial Blue 3x1	\$ 77.89	\$ 72.70	\$ 72.70	\$ 83.34	\$ 144.36	\$ 65.00	\$ 116.00
Commercial 65g Org.	\$ 49.65	\$ 54.52	\$ 32.09	\$ 48.20	\$ 76.00	\$ 50.00	\$ 50.00
Proposed 2-cart Grey	\$ 162.00	\$ 146.75	N/A	\$ 134.87	N/A	\$ 135.00	N/A
Residential Roll-Off	\$ 537.50	\$ 720.00	\$ 612.98	\$ 538.00	\$ 595.85	\$ 525.00	\$ 420.00
Large Compactor/Tons	\$647.50 / 7	\$750 / 7	\$675 / 6	\$643.60 / 6	\$676.13 / 4	\$575 / 7	\$545 / 3
Grey Roll-Off/Tons	\$587.50 / 5	\$720 / 7	\$645.24 / 6	\$717 / 6	\$595.85 / 4	\$525 / 7	\$545 / 3
Blue Roll-Off/Tons	\$ 387.50	\$ 225.00	\$ 610.71	\$ 451.00	\$ 595.85	\$ 395.00	\$ 545.00
Per-Ton Charge	\$55 or \$65	\$70	\$67.86	\$70.60	\$77.98 or \$92.43	\$55	\$81



CITY OF LOS ALAMITOS

REQUEST FOR PROPOSALS

FOR

INTEGRATED WASTE MANAGEMENT SERVICES

MAY 19, 2021

CITY OF LOS ALAMITOS
REQUEST FOR PROPOSAL
FOR
INTEGRATED WASTE MANAGEMENT SERVICES

May 19, 2021

**NOTICE OF AVAILABILITY OF REQUEST FOR PROPOSALS
AND MANDATORY PRE-PROPOSAL CONFERENCE**

The City of Los Alamitos requests technical and cost proposals for (1) the collection, transfer, processing, recycling, and disposal of barrel-served residential refuse, and bin-served residential, and commercial sector refuse, (2) the collection, processing, and marketing of residential and commercial sector recyclables, and (3) the collection, processing, and acceptable landfill diversion of residential and commercial organic waste in a manner that is compliant with both AB 1826 and all relevant SB 1383 regulations. Included with these specific technical services the successful proposer should be able to demonstrate how their proposed services will satisfy each applicable SB 1383 regulation.

The RFP is available electronically at www.cityoflosalamitos.org

A mandatory pre-proposal conference will be held on Thursday, May 26, 2021 at 10:00 a.m. at the City of Los Alamitos City Council Chambers, 3191 Katella Avenue, Los Alamitos, CA 90702.

Proposals will be received until 4:00 p.m. on Friday, June 30, 2021. For further information, contact Michelle Muller, Management Analyst, at MMuller@cityoflosalamitos.org.

CITY OF LOS ALAMITOS
REQUEST FOR PROPOSAL
FOR
INTEGRATED WASTE MANAGEMENT SERVICES

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LIST OF ATTACHMENTS

- Attachment 1: Pricing Form & Other Proposed Rates
- Attachment 2: Sample Agreement

REQUEST FOR PROPOSAL (RFP) FOR DISCARDED MATERIALS MANAGEMENT SERVICES

Section 1 Overview of the Request for Proposal

The City of Los Alamitos (City) is requesting proposals from qualified solid waste and recycling companies to provide residential, commercial and industrial sector discarded materials management services for a period of seven (7) years, with a City option to extend services three (3) additional years (10 years total). The City is also requesting that responding firms provide guaranteed processing/diversion capacity for organic wastes for the term of this agreement. The requested services are summarized in the table below and described in detail in subsequent sections of this RFP.

Service	Description
Residential Collection – All single-family properties and all multi-family properties of 4-units or less. Currently 1,938 accounts with 2,130 trash carts, 2030 recycle carts, and 1,952 yard waste carts in service.	➤ A 3-container SB1383 “standard compliance” approach program (14 CCR, Division 7, Chapter 12, Article 3 and all associated program and policy requirements) is preferred though not required. This service would include hauler-provided annual route reviews and seasonal (twice per-year) waste evaluations as directed by the City. ➤ Bid alternates for 1, 2 and/or 4 container “standard compliance” approach programs, and any “performance-based” compliance approach programs (14 CCR, Division 7, Chapter 12, Article 17, or as otherwise defined by 14 CCR Section 18982(a)(52.5), and all associated requirements) are permissible. Please mark such approaches as “bid alternates” and provide explanation why you believe such an approach is preferable and/or superior. ➤ Provide new containers with signage and color combinations that comply with SB 1383 regulations. ➤ Provide guaranteed tonnage capacity for organic waste processing and landfill disposal at State permitted facilities. ➤ Provide two (2) free bulky-item collections (up to 4 items) per-residence, per-year. ➤ Provide a collection program that identifies and removes abandoned items on a scheduled day each month. ➤ Provide three (3) weeks of Christmas tree pickup ➤ Hours of operation limited to 7am till 5pm, with no Sunday collection or the following holidays: New Year’s Day, Martin Luther King’s Birthday, President’s Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving and Christmas Day. ➤ Provide service-container sizing options (35-65-95 gallon or equivalent) with discounted pricing for senior citizens and cost for roll out service. ➤ Provide quarterly HHW collection service. ➤ Public education and outreach services on all residential services provided (including HHW and bulky items, all state mandated compliance programs, and up to four (4) City-directed messages through quarterly newsletters and billing inserts. ➤ Reporting on all collection, diversion, disposal, monitoring, and evaluation activities as directed by the City.

Commercial Collection – Approximately 331 commercial business accounts (178 with less than 4-cubic-yards of weekly service) and 306 multi-family accounts of 5 units or more (257 with less than 4-cubic yards of weekly service). Commercial recurring containers in services include: 210 - 95-gallon carts 6 – 1-cubic-yard carts 104 – 2-cubic-yard carts 553 – 3-cubic-yard carts 118 – 4-cubic-yard carts 33 – permanent roll-off containers 5 – self-contained compactors	➤ A 3-container SB1383 “standard compliance” approach program (14 CCR, Division 7, Chapter 12, Article 3 and all associated program and policy requirements) is preferred. If possible, though not required, optional 2-container collection programs for commercial locations that do not have adequate enclosure size to facilitate 3-container collections is preferred. This preferred service would include hauler-provided annual route reviews and seasonal (twice per-year) waste evaluations as directed by the City. ➤ Bid alternates for 1, 2 and/or 4 container “standard compliance” approach programs, and any “performance-based” compliance approach programs (14 CCR, Division 7, Chapter 12, Article 17, or as otherwise defined by 14 CCR Section 18982(a)(52.5), and all associated requirements) are permissible. Please mark such approaches as “bid alternates” and provide explanation why you believe such an approach is preferable and/or superior. ➤ Provide guaranteed tonnage capacity for organic waste processing. ➤ Provide new containers with signage and colors that comply with SB 1383 regulations. ➤ Hours of operation limited to 7am till 7pm, with no Sunday collection or the following holidays: New Year’s Day, Martin Luther King’s Birthday, President’s Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving and Christmas Day. ➤ Public education and outreach services on all commercial services provided (including general service requirements, all state mandated compliance programs, and up to four (4) City-directed messages through quarterly newsletters and billing inserts. ➤ Provide annual steam cleaning of disposal enclosures for all customers receiving organic waste recycling services. ➤ Reporting on all collection, diversion, disposal, monitoring, and waste evaluation activities as directed by the City.
Construction/Demolition and Temporary Bins	➤ Roll-off and bin service for construction, deconstruction, and temporary/clean-up work. All such for-hire hauling is part of this exclusive franchise.
City Facilities	➤ Free special event services at six (6) events per-year. ➤ Free recurring trash, recycling and organics recycling services at City facilities (5) and City parks (9). ➤ Free monthly collection of abandoned items consolidated at the City Yard.
Collection Vehicles	➤ All collection vehicles must be no older than 2016 model year and no vehicle more than 10 years old during the timeframe of the contract and be fueled by RNG, electric power, or other alternative fuels as approved by the City. ➤ Preference points may be awarded to firms that commit to using renewable natural gas (RNG) that assists the City in meeting SB 1383 procurement requirements. ➤ All vehicles must be equipped with GPS systems and have the ability to show the City specific vehicle locations on designated dates/times. ➤ All vehicles must be equipped with “right-hand” safety/notification equipment to alert drivers to pedestrians or bikers in the vicinity of collection vehicles.

Through this procurement process, the City declares its intention to maintain reasonable rates and the highest level of service for the collection, transfer, processing, landfill diversion and disposal of residential, commercial, and industrial sector wastes generated within City limits. Written questions will be accepted for two weeks after the mandatory pre-proposal conference, with written answers provided electronically to all bidders on Friday of that week. Verbal answers will be provided at the pre-proposal conference as well. However, written responses will govern. Communications regarding this solicitation should be conducted exclusively through Michelle Muller, Management Analyst, and via email only (MMuller@cityoflosalamitos.org).

RFP Schedule

<u>Activity</u>	<u>Milestone</u>
Electronic Delivery of RFP packages	May 19, 2021
Mandatory Pre-Proposer Conference	May 26, 2021
Deadline for submittal of proposals	June 30, 2021 4:00 p.m., Pacific Time
Complete proposal evaluation	July 9, 2021
Interview selected proposers	TBA July 12, 2021
Select proposer	July 16, 2021
Finalize agreement	August 2, 2021
Recommendation to the City Council	August 16, 2021
Preparation for transition to new Solid Waste Handling Services	August 17, 2021 thru December 2021
Roll out of commercial program	January 1, 2022
<u>Roll out of residential program</u>	<u>January 1, 2022</u>

These dates are subject to change by the City

Rights of the City

The City's rights include, but are not limited to, the following:

- Issue addenda to the RFP, including extending or otherwise revising the deadline for submittals;
- Request clarifications and/or additional information from any proposer at any point in the procurement process
- Reject any and all proposals, and accept or reject all or any part of any proposal;
- Discontinue its negotiations after commencing negotiations with a proposer, if progress is unsatisfactory in the judgement of the City, and commence discussions with another qualified proposer; and
- Reissue or modify the RFP.

Project Background and Administration

The City of Los Alamitos (City) is soliciting proposals from qualified firms interested in providing discarded materials management services for both commercial and residential accounts, as well as temporary construction/deconstruction (demolition) projects. The City is soliciting proposals because it intends to select a single service provider for all residential, commercial, and industrial solid waste collection and to provide waste diversion programs that ensure the City's compliance with AB 939, AB 341, AB 1826, SB 1383 regulations and subsequent State legislation as may be in place at the time RFP responses are received. The City's franchise agreement will stipulate the process to be followed should new legislation and State mandates be passed after award of the franchise. The service agreement to be awarded is exclusive. However, it will not include temporary hauling services provided by contractors as an ancillary service to their primary business activity (contractor self-haul) and collections by recyclers that are provided at no cost to the customer.

Proposals should be prepared according to the guidelines presented in the following sections:

Section 1	Project Background
Section 2	Required Proposal Format
Section 3	Discarded Materials Management Specifications
Section 4	Proposal Evaluation Criteria
Section 5	Selection Process
Section 6	Existing and Planned Ordinances and Draft Agreement
Section 7	Other Related Information

Proposals must be delivered to:

Windmera Quintanar, MMC
City Clerk
City of Los Alamitos
3191 Katella Avenue
Los Alamitos, California 90720

Proposals must be delivered no later than 4:00 p.m. (PST), on Wednesday, June 30, 2021. Postmarks will not be accepted as proof of receipt. All responses received after this time and date will be returned unopened.

To be considered, you must provide eight (8) copies of your complete proposal, including bid-alternates. An electronic copy of the proposal must be presented via flash drive. One (1) copy, with original signature(s), must be submitted in a sealed package. You must list all proposed rates for residential, commercial, and industrial services on a City-provided form (Attachment 1). If you wish to levy any charges in addition to those listed on Attachment 1, please provide them on a separate sheet. Only the rates and charges you propose will be eligible for inclusion into the new franchise agreement and allowable charges to your franchise customers. All rate information, including Attachment 1, shall be submitted to the City in a separate sealed envelope marked "pricing".

Please note that failure to provide any requested information in the appropriate format is grounds for immediate disqualification.

The City does not warrant or guarantee the information contained in this RFP. The City, by releasing this RFP, is not obligated to select any of the submitted proposals and reserves the right to enter into or to terminate exclusive negotiations at any time. The City also reserves the right to reject or accept any or all incomplete submissions, or parts of submissions, waive irregularities in the RFP, and issue addenda to the RFP. The City may request clarification or additional information from a proposer at any point in the process.

Submission of a response shall constitute acknowledgment and acceptance of all the terms and conditions contained in the RFP unless exception to particular terms and conditions are expressed in writing in the submission. This RFP is not to be construed as a contract of any kind. The City is not liable for any costs or expenses incurred in the preparation of proposers' submittals.

Section 2 Required Proposal Format

All responses must be typed and include the following information and forms as a minimum.

1. **Complete and submit pricing form in separate sealed envelope:** Each proposal must contain a completed and signed pricing form (see Attachment 1) in a sealed envelope.
2. **Transmittal letter:** Each response must contain a transmittal letter signed by an officer of the responding company who has the authority to bind the firm to bids and to sign contracts. Said transmittal letter must specify that the signatory has all required authority.
3. **Introduction:** A response should have an introductory section that identifies the contents of the submission and demonstrates knowledge and familiarity of the firm with the City of Los Alamitos.
4. **Related experience by area:** A response must address all of the identified service areas identified under Section 3, Discarded Materials Management Services, in this RFP solicitation document. Clearly identify the years of operation. Identify current and previous work for cities in the general vicinity of the City of Los Alamitos and/or in Southern California.
5. **Project team and resumes:** Identify all members of your proposed project team, including but not limited to subcontractors, processors, and facility site operators. State their qualifications and experience in your response.
6. **Other resources including equipment:** Identify proposer resources that can be used to implement the required programs, including but not limited to, the collection fleet, alternative fuel vehicles, transfer station, processing center or Material Recovery Facility (MRF), organic waste processing and/or diversion facilities (designate as owned or contracted), bin inventory, recycling containers, special bins, promotional items and brochures, and special equipment. Identify special services that can be provided

- including public education, route audits, facility diversion audits, waste audits, employee training, video transmission, bilingual specialists, etc. Be sure to include the age of fleet vehicles proposed for the start of the City of Los Alamitos agreement.
7. **Safety record:** Describe and document the firm's safety record, and include a description or quantification of industrial accidents, driving accidents, workers' compensation claims, etc., over the past five years.
 8. **Ownership and Financial records:** Provide a detailed description of the business ownership and relationships to parent companies, subsidiaries or partial owners. Be prepared to make available for review (within 2-days of City request) financial reports describing the fiscal health and wellbeing of the firm, references (name, phone number and address) of banking representatives, and a recent audit of firm accounting practices and financial records. If audited records are not available, explain the reason and provide other records such as financial ratios and profit and loss statements.
 9. **Insurance:** Provide a listing of the insurance held by the firm, including general liability, workers' compensation, vehicular insurance, property liability, and environmental impairment. Include the amounts, and name and contact person for each insurance policy. Provide copies of the policies that must include termination dates. Identify any previous and pending claims against the policies or past policies the last three years (2020, 2019, 2018), including any dismissed or rejected claims. Identify any CERCLA claims as well.
 10. **References:** Provide a listing of all municipal clients currently or previously worked for under franchise or exclusive contract for the past 10 years in Southern California. Include name, contact person, phone number and address, and identify the term of the contract. If a proposer cannot meet this requirement, it must explain why.
 11. **Disposal and processing facility capacity:** Identify long-term commitment(s) of the firm with regard to disposal and/or processing facility capacity. Commitments that can be provided to the City in the form of agreements or other instruments. The interest is whether proposing firm can assist the City in meeting facility capacity requirements in SB 1383 regulations.
 12. **Environmental record:** Disclose any incidents or claims for CERCLA and/or CalRecycle compliance orders within past five years. Identify the presence or absence of any violations of codes for littering, illegal disposal and water quality practices. Include actions, warning letters, orders, notices of violations, administrative complaints, etc., from regulatory agencies with respect to compliance with permits and law for proposers' and subcontractors' hauling and service operations in references franchise or exclusive contract area(s).
 13. **Customer service:** Disclose firm's customer service record for the past three years in the Southern California area. Quantify number of claims on contracts and provide number of potential accounts served under those same contracts.
 14. **Rates and costs:** Identify range of bin and barrel rates for cities served at present. Only provide residential and commercial rates proposed for the City of Los Alamitos using the forms provided in Attachment 1.
 15. **Operation:** Provide evidence of ability to meet schedules and conduct exclusive

collection of solid waste without commingling Los Alamitos' wastes with another city. It will be a requirement of the contract that the selected vendor either not commingle waste from Los Alamitos with another city or provide an acceptable methodology for commingled waste allocation.

16. **Exceptions:** Clearly identify any exceptions proposer has with identified program specifications and the sample agreement. If no exception is claimed, please specify this on the letter of transmittal, and provide a statement signed by the signatory authority that the firm takes no exception to the information provided by the City.
17. **SB 1383 Compliance:** Proposer will be expected to demonstrate a familiarity with all relevant SB 1383 regulations as they relate to proposed collection, processing, landfill avoidance, reporting, route and facility audits, customer education and monitoring, and/or other services and functions required to demonstrate compliance within the service or activity proposed.

Section 3 Discarded Materials Management Specifications

A proposer must demonstrate experience in all of the following required areas in order to be deemed qualified. Any additional assistance from subcontractors can be provided but must be clearly identified. The City reserves the right to accept or reject proposed subcontractors and/or their personnel.

The information provided within this section is intended to guide the proposer in its preparation of the proposal. Each proposer should carefully examine this section and address each service area with a description of its experience, how it would implement the services, and suggestions, if any, to the proposed program, including whether any exceptions are taken with the City's approach in this RFP. The following areas are discussed in more detail below:

- Services provided
- Legal requirements
- Reporting and compliance with local, state and federal mandates
- Indemnification (CERCLA and AB 939)
- Collection equipment
- Special wastes (construction and demolition wastes, tires, and bulky items)
- Transfer station and diversion facility capabilities
- Organic waste facility capacity

Services provided

- A. General and implementation plan

The firm is expected to provide discarded materials management services within the City of Los Alamitos in accordance with the terms of the attached “Agreement” and all city code provisions related to the performance of franchised service.

The proposer must submit a detailed implementation plan describing your approach to facilitating a smooth transition to the new types of service and new solid waste service provision as applicable. The information must clearly demonstrate that your firm has the ability to implement the services in accordance with the schedule shown on page 2, RFP Schedule, including procurement of all necessary collection equipment, personnel, including administrative and maintenance staff, and public education materials. You should describe completely any assumptions, justify them, and specify your expectations for the City’s and current haulers’ involvement and participation, as required. Items for consideration should include but are not limited to disposition of customers’ containers and delays due to the service provider transition.

B. Residential Sector

The proposer shall present a discarded materials management program that collects and removes solid wastes that have been discarded into carts at all residential properties in the City of Los Alamitos (approximately 1,938 customers). These residential properties include single-family homes and multi-family dwellings of 4-units or less. The selected firm shall provide the preferred three-container system, which includes:

- A grey container for non-organic waste for disposal.
- A blue container for non-organic recyclables, and the following types of organic wastes: paper products, printing and writing paper, wood and dry lumber and textiles.
- A green container for organic waste.

Provision of both collection and support services for the above 3-container program must demonstrate that it is meeting all standard compliance approach regulations as presented in SB 1383 regulations.

The proposer may include a bid-alternate program (standard or performance-based compliance approach) in lieu of the 3-container program described as “preferred” above, if they can demonstrate their bid alternate is advantageous and/or superior for residential sector discarded materials management, inclusive of all support services required by SB 1383 regulations, in the opinion of the City.

In addition to regular collection services, periodic collection of HHW, Christmas tree pickup, and bulky items is required, as a convenience to residents as well as a needed compliance activity. HHW collection shall be twice per-year, at minimum. Christmas tree pickups shall be offered a minimum of three (3) weeks. Bulky items collection shall be free at least twice per-year per residential property or residential multi-family unit (up to 4 items at minimum). In addition, monthly sweeps of the City shall be performed and any abandoned items removed.

C. Commercial Sector

Upon commencement of the contract, the selected firm shall collect and remove discarded materials that have been placed in carts, bins, roll-off containers, and compactors, from all commercial generators within the City that require recurring service per the City Code. Currently this includes the 331 businesses and 306 multi-family properties (5 units or more) receiving franchised commercial service. The City of Los Alamitos is 100% compliant with AB 341 through mixed waste processing. With regards to AB 1826 compliance, 12 of 13 Tier 1 and Tier 2 businesses are in compliance through source-separated collection programs (3 through internal or third-party programs), and 98 of 150 Tier 3 businesses are in compliance through hauler-provided programs (10) or exemptions (98). We project that the 178 Tier 4 locations recently falling under the AB 1826 mandate will be eligible for de minimis waivers (under ½ cubic-yards of organic waste requiring collection). However, we do not know how many existing or potential waivers will be allowable by SB 1383 regulations (under 20-gallons of organic waste requiring collection or due to space constraints).

The proposer is expected to assist the City and/or its designee in identifying locations that may qualify for de minimis and/or space constraint waivers under SB 1383 regulations. The proposer should use their own best judgment when estimating required containers, the levels of service required, and the required pricing for such services. In order to accurately estimate the services needed to adequately handle the waste stream of the customers/generators we suggest proposers tour the City's commercial areas. The selected firm will be required provide the appropriate container sizing and frequency of collection for the amount and type of discarded materials generated by each customer. The RFP's requirement is that the proposed services and pricing be inclusive of all discarded materials management services mandated by the State of California and the City's municipal code. The selected service provider must also provide temporary bin and roll-off services, including but not limited to bins for construction and deconstruction projects, and perform or contract to have performed all waste diversion activity to meet CalGreen requirements. On an annual basis the selected firm must provide steam cleaning services at all enclosures where organic waste recycling services are provided and ensure that periodic sweeps of alleyways (described in "residential" above) include commercial multi-family areas.

For commercial sector services the City's preferred program would be a three (3) container program. If possible, a two (2) container program available for customers that do not have the enclosure space to facilitate a three (3) container system, is a desirable alternative. As with residential services above, the City requires hauler support services in keeping with a standard compliance approach as described in SB 1383 regulations. As also discussed, the City will allow bid alternate services to be proposed, either in lieu of the listed "preferred services" or in addition to. If the proposer's bid alternate is ultimately determined to be the better program, the City may select it.

D. Industrial Sector

The proposer must provide temporary bin and roll-off services, including but not limited to bins for construction and deconstruction projects. These services shall be performed in a manner that complies with CalGreen requirements, which currently include a 65% minimum diversion rate stipulation at all covered projects.

E. Organic Waste Recycling Services

Organic waste recycling services provided to residential and commercial generators must be through a process and/or vendor approved by CalRecycle, and be performed at a facility or facilities that are fully permitted to perform all processing and landfill diversion services required. Proposers that cannot meet these criteria may have their proposals removed from consideration at the City's discretion.

F. City Facilities

The proposer shall provide all State-required discarded materials management services, at the following locations within the service area, and at no additional charge to the City or other entities:

- City Hall Complex including the Police Station and Public Works Yard, Los Alamitos Community Center, Los Alamitos Youth Center, Oak Gymnasium, and the Los Alamitos Museum.
- Laurel Park, Little Cottonwood Park, Orville R. Lewis Park, Labourdette Park, Soroptimist Park, Sterns Park, Roberts Park, Coyote Creek Park, and Stansbury Park.
- Community events: 1) Race Event and related events; 2) 4th of July Fireworks Display and related events; 3) Winter Wonderland; 4) Serve Los Al; 5) Street Fair and related events; and 6) Music and Movie Event Series.

G. Public Education and Outreach

The selected firm will be required to prepare and implement a public education and outreach program at its sole expense that is consistent with the City's SRRE and regulatory requirements established via AB 341, AB 1826, AB 827 and within SB 1383 regulations. The program shall be prepared in coordination with the City. This program shall at a minimum familiarize residents, property owners and managers, business owners and managers, and designated institutional representatives with essential waste prevention and recycling concepts, program elements, and all State mandated services. Outreach shall be consistent and frequent, explaining the benefits and attributes of recycling. Materials shall explain the purpose and manner of discarded materials management programs; emphasize the materials and practices that fall under various State mandates; and show residents and businesses how to obtain further information.

City-approved slogans and logos shall be used in all activities. They will identify the City as the sponsor and be used as a means to integrate and unify program activities, attract attention, and send a positive message to the public to encourage individual participation.

Before the residential and commercial program roll outs, the selected firm shall prepare and distribute a series of documents for public consumption. Subsequent to the initial roll out campaigns, the selected service provider shall promote recycling and waste prevention through continued education and outreach. The selected firm shall provide an annual progress report to keep residents and businesses informed about the status of the City's discarded materials management program, suitable for use as an insert in a quarterly City newsletter.

H. City Fees

The selected firm will be required to remit the following fees to the City.

- Franchise Fees – 10% of gross receipts of any kind that are related to the franchise granted, with the lone exception being revenue from the sale of recyclable items from the discarded materials managed through franchise service.
- Franchise Monitoring and Compliance Assistance Fee – \$75,000 payable January 1st of each calendar year.
- RFP Reimbursement Fee - Upon execution of the Agreement, the selected service provider(s) will be required to remit to the City a combined, one-time administrative fee of \$45,000 to reimburse the City for staff time, consultant and attorney fees, and out of pocket expenses for developing and awarding the franchise(s).
- Business License – The selected service provider and any of its subcontractors will be required to maintain appropriate business licensing during the term of the agreement.
- Street Sweeping – An annual payment to the City of \$125,000 to support City contracting with a firm to clean its streets of litter and other debris.

Legal requirements

A. Performance Bond and Cash Bond

Contemporaneously with the execution of the Agreement, the selected firm will be expected to deposit funds payable to the City in the form of surety bond or other financial instrument to guarantee performance to the satisfaction of the City. This instrument will be used if required to provide service to customers in the event of nonperformance by the selected proposer. The size and type of performance guarantee shall be in the sum of one hundred and fifty thousand dollars (\$150,000.00). The cash bond shall be deposited in a manner similar to the performance bond, but shall be used to pay the City for any payments not received in a timely manner or in lieu of payments if the selected firm were to become insolvent for any reason. The size of the cash bond shall be no less than fifty thousand dollars (\$50,000.00).

B. Ownership of waste

Once discarded materials are placed in the selected firm's containers or bins for collection at curbside or at designated locations, ownership shall transfer to the selected proposer. Disposed materials will become the property of the disposal site or as required through agreement obtained with the disposal site owner/operator. The right to direct materials and refuse will be retained by the City to the maximum extent permissible by law.

The selected firm must obtain written approval from the City for exports of waste outside of Orange County, for which the City requires evidence in the form of an exportation agreement.

C. Annual review

The City shall conduct an annual review of the selected firm's performance by evaluating said performance and quality of service, which may include holding a public hearing to solicit customer comments. Noncompliance with any provision of the agreement would be grounds to terminate the agreement.

D. Term of Agreement

The term of this Agreement shall be for a period of seven (7) years, with the City-option to award an extension for up to three (3) years.

E. Permits, Licenses, and Insurance

The selected proposer and its subcontractors, if any, shall be required to secure or maintain in force during the term of the agreement resulting from this solicitation any applicable license, permit, and/or insurance required by law for the operation of the business.

Reporting and compliance with local, state and federal mandates

A. Monthly reports

The selected service provider will be expected to submit monthly reports for the length of the Agreement commencing upon final approval by the City Council. These reports shall be due within thirty (30) calendar days from the end of the reporting month. These reports will address tonnages hauled and diverted, hauler-customer compliance (AB 341, AB 1826, etc.), and gross revenues and gross receipts. At the City's discretion, monthly reports can be expanded to include additional contracted service or State compliance measurements.

B. Annual reports

The City may require that within 120 days after the close of the selected proposer's first calendar year under agreement, and every year thereafter, that a written annual report in a form approved by the City Manager be submitted to the City.

C. SB 1383 Studies and Compliance Reporting

The selected firm will be expected to assist the City with all aspects of SB 1383 compliance related to the collection, processing, and ultimate disposition of organic wastes and other collection programs that may impact the City's compliance. As such, route and/or waste evaluation studies will be required at the frequencies established in SB 1383 regulations and/or by CalRecycle staff reviewing and judging the City's compliance efforts. Customized reports, as may be deemed necessary by CalRecycle, shall also be prepared and provided by the selected firm, at the time(s) and frequency required.

Indemnification (CERCLA)

Provisions shall be included in the Agreement specifying the level and degree of indemnification afforded the City and the selected service provider. The City will obligate the selected service provider and/or disposal site operator to fully indemnify the City against CERCLA liability to the extent that the selected service provider controls the waste stream.

Collection equipment

For each type of service, the proposer is expected to identify and describe the equipment it plans to use to fulfill the terms and conditions of its agreement. All collection vehicles must be new or refurbished to “as new” appearance and operation, and if considered non-standard (i.e., dual collection vehicles), you must provide examples of where the proposed equipment is currently being used and the experience of the proposer with the equipment.

Under no circumstances can collection vehicles be older than 2016 model year and no vehicle more than 10 years old during the timeframe of the contract. All collection vehicles are expected to comply with existing air quality mandates and be fueled by RNG, LNG, electrical power, or other fuel approved by the City. Special consideration will be given to proposer’s who will guarantee purchase and use of renewable natural gas (RNG) that qualifies as “city procurement” under SB 1383 regulations. GPS tracking and reporting capabilities, and “right-hand” safety/warning equipment is required on all collection vehicles.

All collection containers shall be in the colors mandated by SB 1383 and maintained, in appearance, function, and signage, in good condition and free from graffiti or other damage that could render the equipment “unsightly” in the opinion of the City, or non-compliant in the opinion of the State. The selected service provider shall change-out, or otherwise remedy, unsightly and/or non-compliant containers within three days after receiving notice from the City.

Special wastes (construction and demolition wastes, tires, and bulky items) and environmental component

The City desires a comprehensive special waste program that shall consist of the following items:

A. Construction and Demolition (C&D) debris recycling

The City requires that the selected firm provide source separated recycling service and/or mixed waste processing service for C&D debris for all developments and re-developments, and will require the selected service provider to provide any and all services to developers and contractors who construct or demolish structures within the City limits so that they may achieve the 65% diversion level mandated by CalGreen.

B. Bulky item pick-up

For purposes of this RFP, bulky items are defined as objects that cannot fit into compaction units of front-loader waste collection vehicles.

The selected firm must provide free bulky item collection twice per-year to both residential and multi-family residential customers in the City. Up to four (4) bulky items may be included per-collection. To the maximum extent possible bulky items may not be disposed of in landfills until the following hierarchy has been followed: 1) reuse, 2) disassembly, 3) recycle, and 4) disposal. The cost for additional bulky item collections, beyond twice per-year, should be detailed in proposer's pricing. In addition, sweeps of the City to remove large abandoned items, shall occur at least once per-month.

C. Environmental component

The City expects the selected firm to provide an environmental component to the overall program. The selected firm will be expected to describe any potential negative environmental effects (e.g., traffic) from any of the proposed programs and to identify and/or propose mitigation measures. In addition, the City expects the selected firm to describe procedures for identifying and handling hazardous waste disposed with the municipal solid waste stream. The plan shall describe screening procedures, an employee training program, a notification plan, and a corrective actions plan for use in instances when residents or businesses set out hazardous or other inappropriate materials.

D. Household Hazardous Wastes (HHW)

The City currently provides HHW collection services through the franchise agreement and wishes to continue this arrangement with the selected firm or its subcontractor on a quarterly basis. Promotion of County of Orange HHW permanent collection centers, through scheduled education and outreach efforts, is considered sufficient to cover resident needs between scheduled collection events. Proposers should suggest their quarterly collection schedules, list any subcontractors they plan to use and their qualifications, and describe how promotion and scheduling will be conducted.

E. Disaster preparedness

The selected service provider shall assist the City in development of a waste mitigation emergency plan to deal with any human or natural disaster. The response to the RFP shall demonstrate the firm's ability to assist the City in this task.

Transfer Station and Diversion Facility Capabilities

The response to the RFP must include a disclosure and description of any and all transfer stations, material recovery facilities (MRF), organic waste diversion facilities, and/or other facilities and locations where City waste will be taken after collection. The proposer should present the facilities it plans to use for franchise collection, provide any and all information it believes the City should have in order to determine if proposed facilities can be deemed effective and capable of ensuring the City's compliance with all State mandates.

Disposal and Diversion Capacity

Proposer must include in its submission a description of its proposed disposal site(s) to be used, only if use of facilities outside Orange County is proposed. The City cannot guarantee use of this disposal site will be allowed, as we are party to a County of Orange disposal agreement. While the City reserves the right to direct waste to a specific site, proposers are at liberty to propose one or more alternative sites if they provide a cost benefit to ratepayers. If any landfill sites outside of Orange County are proposed, the submittal must include a guarantee of disposal capacity for the length of this agreement.

SB 1383 regulations require our jurisdiction to demonstrate capacity for organic waste processing and diversion from landfills, under a process that is deemed acceptable by the State. The successful proposer shall provide proof that it has the capacity, either under contracted arrangement or at a facility the proposer owns or otherwise controls, to process and divert all organic waste the City will reasonably be required to demonstrate such capacity for, over the term of this agreement.

Rates

Proposer must include, in a sealed envelope that accompanies the RFP response, a completed form (Attachment 1) that shows its proposed rates for residential, commercial, and industrial services. In addition, a separate sheet showing any additional charges the proposer wishes to use at recurring or temporary accounts that are not provided on the City's pricing form. The City requires that only proposed rates be allowed in the franchise. Any rates not disclosed and approved through the RFP process will not be allowed.

Section 4 Proposal Evaluation & Selection Criteria

All proposals will be reviewed by a review panel selected by the City. The panel will use, but not be limited to the following criteria as important guidelines in selecting the most qualified and responsible firm who can best serve the residents, businesses and interests of the City. Price will be an important criterion, but the City reserves the right to select a service provider that presents the best qualifications but not necessarily at the lowest price. The City also reserves the right to request further written information and interview top-ranked proposers.

1. Document organization and completeness
Compliance with RFP instructions, conformity with format, completeness in level of detail, typed not handwritten, bound and appropriate number of copies submitted.
2. SB 1383 compliance assistance
Clarity, completeness, and demonstration of understanding of SB 1383 compliance activities and the franchise-haulers role in minimizing City costs while maximizing compliance with regulations.
3. Project team and resumes
Experience of individuals working specifically with the City of Los Alamitos.
4. Related experience and capabilities
Municipal contracts and references within Southern California. commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs and status of your City-clients' compliance with AB 341 and AB 1826. Also described experience with bulky item pick-up, City-event services, litter control, C&D debris recycling, diversion facilities owned-operated or contracted, education and outreach programs with emphasis on SB 1383, AB 1826 & AB 341, program roll-outs, MRF processing, reports and reporting, contracting and subcontracting, marketing and sales of recyclable materials, route audits and waste composition/generation studies.
5. Guaranteed Organic Waste capacity
Long term organic waste processing agreement(s) and related description of your organics recycling process and State approved facilities.
6. Safety and Customer service program and record
Equipment and personnel safety training and performance. Call center and/or other services offered to ensure exemplary customer service.
7. Financial records
Financial strength, insurance ratings, ability to post faithful performance bond, existing indemnification agreements, evidence of liquidated damages, defaults and terminations, ability to finance equipment, past history of payment of revenues to client cities, and AB 939 and CERCLA liability and indemnification.

8. Exceptions
Number and extent of exceptions to draft agreement and RFP terms.
9. Other resources and equipment
Age of fleet and containers, compatibility with proposed services, signage, quality of education/ outreach materials etc.
10. Operation
Schedules and ability to maintain schedules, personnel, exclusive collection of City waste (avoid commingling of City's waste with adjacent cities or other customers' wastes), familiarity with local area.
11. References
All municipal and County franchises/agreements in Southern California must be listed with contacts and phone numbers; references are positive or negative; strength of response.
12. Valued added services, programs, or community support
Additional benefits over and above standard service. Community service activities and actions, etc.
13. Proposed rates

Section 5 Final Selection Process

Based on the results of a weighted evaluation process of the criteria listed above, with priority given to pricing, the number and type of exceptions taken with the Agreement, and technical merits of the proposer, the City will then finalize execution of the Agreement with the firm whose RFP response is deemed best. At its sole option, the City may elect to interview multiple firms and/or enter into negotiations with multiple firms to determine its final selection.

Section 6 Sample Agreement

Attached is a copy of the City's proposed Agreement (see Attachment 2).

Section 7 Other Related Information

Proposer must complete Attachment 1. Proposer may also include any other relevant information including brochures, reference letters, etc., which should be suitably identified in the proposal and which the City will consider in its deliberations.

Description of Service Area

The City of Los Alamitos was incorporated in March of 1960. The Armed Forces Reserve Center and Joint Forces Training base takes up approximately 48% of the City's 4.07 square miles. The City is relatively built out with much of its residential and commercial areas constructed in the 1960s and 1970s. Most of the City's retail businesses and restaurants are located along Katella Avenue or Los Alamitos Boulevard, with some smaller industrial parks and office complexes adjacent to these areas. The City's population is estimated at 11,721 with a density of 2,841.23 residents per-square-mile.

Current Service Data

Residential collections currently encompass 1,938 accounts with 2,130 trash carts, 2030 recycle carts, and 1,952 yard waste carts receiving once-per-week service.

Commercial collections include 331 commercial business accounts (178 with less than 4-cubic-yards of weekly service) and 306 multi-family accounts (257 with less than 4-cubic yards of weekly service). Containers in services include:

210 - 95-gallon carts

6 – 1-cubic-yard carts

104 – 2-cubic-yard carts

553 – 3-cubic-yard carts

118 – 4-cubic-yard carts

33 – permanent roll-off containers

5 – self-contained compactors

Current Rates

Rate sheets are available to interested proposers. Contact Michelle Muller at the email address provided.

Compliance with AB 939 Related Regulations

A summary of the City's calendar year 2019 annual data is presented below:

Reporting Year Disposal: 17,963.06 tons

Population: Target Disposal Rate – 10.8 ton Annual – 8.40 ton In compliance with diversion mandate

Employment: Target Disposal Rate – 9.3 ton Annual – 6.6 ton In compliance with diversion mandate

AB 341 – In 100% compliance through commercial mixed waste processing.

AB 1826 – Tiers 1 & 2 have 12 of 13 hauler business accounts in compliance through source separated programs. Tier 3 has 10 hauler business -customers that are provided source separated recycling. 98 Tier 3 locations are currently exempt. 42 Tier 3 locations are non-compliant. There are 178 Tier 4 business locations that have not been categorized yet. None have organics programs.

There are 49 commercial multi-family properties under the AB 1826 mandate. Three have hauler-provided green waste programs while the remaining 46 are in compliance through landscaper provided collection. There are 257 Tier 4 multi-family properties that have not yet been categorized as compliant, exempt-compliant, or non-compliant.

City of Los Alamitos
REQUEST FOR PROPOSAL
FOR INTEGRATED WASTE MANAGEMENT SERVICES

LIST OF ATTACHMENTS

Attachment 1: Forms for Proposals and Alternates
Attachment 2: Sample Agreement

PROPOSAL FOR INTEGRATED WASTE MANAGEMENT SERVICES

PRESENTED TO



The City of Los Alamitos

Windmera Quintanar
City Clerk
City of Los Alamitos
3191 Katella Ave, Los Alamitos CA 90720

Submitted By



Universal Waste Systems, Inc.

"Large Enough to Serve, Small Enough to Care"

July 15, 2021

SECTION 2 - TRANSMITTAL LETTER

July 15, 2021

Ms. Windmera Qunitanar, MMC
City Clerk
City of Los Alamitos
3191 Katella Avenue
Los Alamitos, CA 907020

Re: PROPOSAL FOR INTEGRATED WASTE MANAGEMENT SERVICES

Dear Ms. Quintanar:

Universal Waste Systems, Inc. (UWS) is pleased to submit the following proposal in response to the City of Los Alamitos' request for proposals for Integrated Waste Management 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, and New Mexico. 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 Los Alamitos as we are located just minutes from the City limits and own and operate all of our processing, transfer and material recovery facilities needed to meet the requirements of the RFP. In addition to the information provided in the RFP, we have provided a section titled "Key Highlights of the Proposal" which will provide a quick summary of the key points as well as some of the enhancements offered by UWS.

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,

Mark Blackburn
President

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KEY HIGHLIGHTS OF THE PROPOSAL

Ownership and Management

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 Los Alamitos 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”.

Past Experience

Following a competitive procurement, the City of Los Angeles awarded UWS an exclusive franchise agreement for the North East 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.

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 runs 350 trucks in 3 states with multiple operations and processing centers in the greater Southern California market available to the City of Los Alamitos. 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.

Facility Description and Utilization

UWS’ owned and operated facilities will ensure that the City of Los Alamitos has control over where their waste and recyclable materials are shipped for processing. The facilities owned and operated by UWS, are in close proximity to the City limits 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 on 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 – Vernon
- Truck Terminals – Costa Mesa, Santa Fe Springs and South Gate

Implementation and Compliance Plan

This Service Implementation Plan will ensure an efficient and orderly transition of integrated solid waste management services for the residents and businesses in the City of Los Alamitos by January 1, 2022. As noted previously in the proposal, UWS has extensive experience with service transition most recently in the City of Los Angeles and Maywood. 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 and Maywood.

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 Los Alamitos will again provide for a seamless transition with minimal disruption to the services.

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 North East 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.

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 work place 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 Section 9 for more details on our approach and success.

Proposed Equipment

UWS proposes to utilize all brand new equipment in the City of Los Alamitos. UWS has an inventory of brand new 2021 Renewable Natural Gas (RNG) collection vehicles in stock ready for deployment after award of the contract. UWS will also outfit each resident with brand new SB1383 compliant automated carts (grey, blue and green) at service commencement. The commercial and multi-family customers serviced by front loader bins will also receive brand new containers prior to the start of service.

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 Los Alamitos a **Seventy-Five (75%) percent diversion from landfill starting on day one**. 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 Los Alamitos to be the first City in Orange County of meet a 75% diversion threshold and be compliant with SB1383. More details on this included in Section 12.

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 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.

Procurement of Recovered Organic Waste Products

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. 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 Los Alamitos' collection vehicles. UWS currently uses RNG in all of its collection vehicles that operate in the Southern California market.

SECTION 3 – INTRODUCTION

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, and New Mexico. 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 Los Alamitos as we are located just minutes from the City limits and own and operate all of our processing, transfer and material recovery facilities needed to meet the requirements of the RFP. In addition to the information provided in the RFP, we have provided a section titled “Key Highlights of the Proposal” which will provide a quick summary of the key points as well as some of the enhancements offered by UWS.

UWS current operates in the County of Orange and has spent considerable time in the City of Los Alamitos familiarizing ourselves with the City and its unique characteristics. We have performed route audits and observed the collection of the residential sector during the current collectors work day.

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.

SECTION 4 – RELATED EXPERIENCE BY AREA

Business Structure

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.

Continued on next page

Description of Proposers Experience

UWS' has broad and extensive experience serving residential, commercial and industrial customers in Southern California, Arizona, and New Mexico. 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.

Although UWS is not the largest company that will propose on the City of Los Alamitos, we are the one company that possess all the capabilities necessary to serve the City and meet and/or exceed the requirements listed in the RFP. UWS has developed into a company that prides itself on a 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 Los Alamitos 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 North East 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. 5 th 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					<i>See previous page for County of Los Angeles contact info.</i>
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	

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
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

Continued on next page

Experience in Orange County

Our Orange County Division is based at 2051 Placentia Ave., Costa Mesa.

Table 3
Current Non-Exclusive Franchise Agreements by Jurisdiction & Years of Service

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

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 North East 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 North East 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. 5 th 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 notice provided the City about a week's notice to find another company to step in and perform the services.

UWS was contacted 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

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SECTION 5 – PROJECT TEAM AND RESUMES

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 Los Alamitos. 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 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

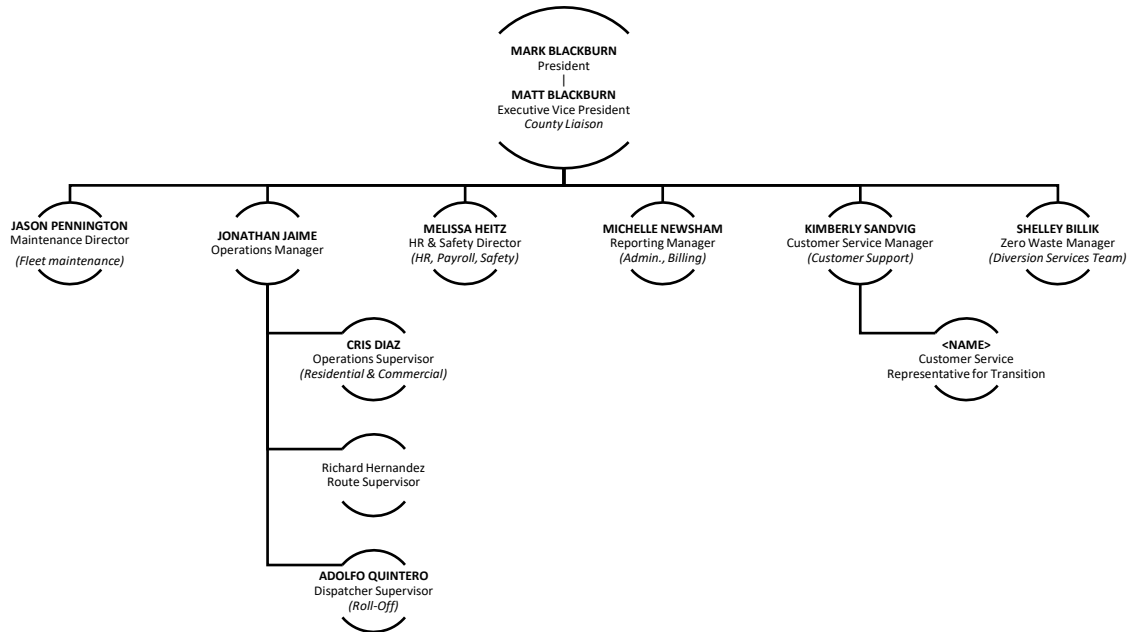
"Large enough to serve; small enough to care."

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

Cris Diaz

Operations Supervisor
18 years solid waste industry experience

Cris Diaz manages residential and commercial collection services from our Los Angeles office.

He brings a customer-centric and positive approach to problem-solving.

Experience

Cris has extensive solid waste experience. Prior to joining UWS in 2019, he worked 15 years for Republic Services including managing hauling operations, roll-off services, and two material recovery facilities.

Contact me:
562-941-4900
cris@
uwscompany.com

Brian Zuniga

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.

Adolfo has been a part of transition teams for Gardena, Rowland Heights, El Monte, and the City of Los Angeles.

Contact me:
562-941-4900
brianz@
uwscompany.com

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.

Contact me:
562-841-4900
Richard@
uwscompany.com

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.

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.

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.

Contact me:
562-941-4900
kim@
uwscompany.com

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 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.

Contact me:
562-941-4900
michelle@
uwscompany.com

Melissa Heitz

Human Resources Manager and Safety Coordinator

7 years solid waste industry experience

Melissa is responsible for our human resources function and our safety program.

Experience

Melissa joined UWS in 2017. Prior to joining UWS, she worked in human resources and safety for the State of California, Alameda County, and Recology, Inc.

Melissa is a graduate of San Jose State University with a B. S. degree in public relations.

Contact me:
562-941-4900
melissa@
uwscompany.com

SECTION 6 – OTHER RESOURCES INCLUDING EQUIPMENT

FACILITY DESCRIPTIONS AND UTILIZATION

Landfill Facilities

The GREY Container for waste collected from Residential, Multi-family and Commercial sources will be delivered to the Orange County Landfill system under the City's waste delivery agreement. UWS will provide an option with rates for the potential to deliver waste through our Santa Fe Springs Material Recovery and Transfer facility to the Chiquita Canyon Landfill. This option will be available at the rates proposed in our price sheet labeled Option II.



Processing Facilities

Source-Separated Recyclable Processing

The BLUE Container material collected from Residential, 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.

Residuals

Residual waste from the recyclable processing operation at the MRF will be shipped to the County of Orange under the Cities waste delivery agreement.

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 the Los Alamitos customer base.

Source-Separated Recyclable and Mixed Waste Processing.

<i>i. Facility name & address</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>ii. Owner / Operator</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>iii. Relationship with Proposer</i>	Proposer owned
<i>iv. CalRecycle SWIS #</i>	19-AA-1140
<i>v. Material processed</i>	Municipal Solid Waste (MSW), Source-Separated and Commingled Recyclables and Transfer of material.
<i>vi. Price per ton</i>	Available upon request
<i>vii. Capacity guarantee</i>	UWS will guarantee adequate tonnage capacity for the City of Los Alamitos to service the proposed franchise agreement.
<i>viii. Estimated diversion rate</i>	(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%)

California's new organic waste mandate known as Senate Bill 1383 (SB1383) set a goal of diverting 75% of organic waste, equivalent to 20 million tons per year, from landfills by 2025. To achieve this ambitious target, California will need to construct 100 to 200 additional organic waste recycling facilities, in addition to the roughly 200 existing facilities (CalRecycle). The regulation, which applies to municipal and commercial sources, requires that the landfill-diverted organics be transformed into valuable resources: fertilizer and renewable energy. State enforcement will commence on January 1, 2022 with penalties for non-compliance of up to \$10,000 per day. These changes require local governments, in conjunction with waste haulers, to deploy and implement new organic waste recycling, processing procedures and systems, and new organic recycling infrastructure. UWS believes we have developed a network of facilities to meet this requirement well in advance of the 2025 deadline.

Green Waste Processing**Source-Separated Green Waste**

The GREEN Container material collected from Residential, 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 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) to name a few will use our long relationships to ensure that the material coming from the City of Los Alamitos 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 County of Orange landfill system under the City's waste delivery agreement.

Green Material Processing

<i>i. Facility name & address</i>	Greenwise Soil Technologies 10120 Miller Way South Gate, CA 90280
<i>ii. Owner / Operator</i>	(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
<i>iii. Relationship to Proposer</i>	Proposer owned
<i>iv. CalRecycle SWIS #</i>	19-AA-1064
<i>v. Material processed</i>	Green material, wood waste
<i>vi. Price per ton</i>	Available upon request
<i>vii. Capacity guarantee</i>	UWS will reserve capacity at this facility to process 100% of source-separated green material collected in the City of Los Alamitos during the proposed franchise agreement.
<i>viii. Estimated diversion rate</i>	Residential GREEN Container diversion (98%). Commercial GREEN Container diversion (98%).

Organic Waste Processing

UWS is proposing multiple options for the processing of the organic waste from the City of Los Alamitos to meet the compliance requirements in SB1383. Because this area of diversion and recovery is still developing and there is no clear-cut favorite, 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 Anaergia 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% of the organic material.

Co-collected Waste and Organics (food) Container from Residential Customers

UWS proposes a co-collection of waste and organics (grey cart) from the residential customers for delivery to our 24th Street High Diversion Facility. This co-collection program allows for the existing three (3) cart residential program to remain in place without contaminating the green waste by adding food scraps. As mentioned above, our existing green waste processing technology allows for the processing and marketing of the source-separated green waste material to many high quality vendors.



The food waste and scraps would be placed in the waste cart (grey) 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 Anaergia 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 50 to 60% of the organic material.

Co-collected Waste and Organics (food) Container from Multi-family Customers

UWS proposes a co-collection of waste and organics from the multi-family customers for delivery to our 24th Street High Diversion Facility. This co-collection program allows for the existing collection of waste from multi-family 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 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 Anaergia 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 30 to 35% 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>i. Facility name & address</i>	UWS 24 th Street Facility 2460 E. 24 th Street Los Angeles, CA 90016	Rialto BioEnergy Facility 503 E. Santa Ana Ave. Rialto, CA 92376
<i>ii. Owner / Operator</i>	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
<i>iii. Relationship to Proposer</i>	Proposer owned	Contractual relationship

<i>iv. CalRecycle SWIS #</i>	19-AA-1251	36-AA-0446
<i>v. Material processed</i>	Food waste	Food Waste and Scraps
<i>vi. Price per ton</i>	Available upon request	
<i>vii. Capacity guarantee</i>	UWS will guarantee adequate tonnage capacity for the City of Los Alamitos to service the proposed franchise agreement.	
<i>viii. Estimated diversion rate</i>	See percentages list above	

Operating Facilities



City of Los Alamitos Operating Facility

UWS - South Gate Truck Terminal and Compost Facility

10120 Miller Way

South Gate, CA 90280

Ancillary Orange County Operating Facility

UWS Truck Terminal

2051 Placentia Ave.

Costa Mesa, CA 92627

Customer Service Center

Costa Mesa Customer Service Office

2051 Placentia Ave.

Costa Mesa, CA 92627

Billing/ Franchise Administration/ Public Relations

Corporate Office

9010-9030 Norwalk Blvd.

Santa Fe Springs, CA 90670

Designated Disposal Facilities

UWS has proposed to use our internal processing facilities to provide compliance with local laws and requirements, meet diversion requirements, and provide the most cost effective proposal possible. UWS has proposed to send all residual tonnage that is processed through our recycling facilities from the City of Los Alamitos back to the Orange County Landfill system. All solid waste and residuals collected will be delivered to the Orange County Landfill system.

IMPLEMENTATION AND COMPLIANCE PLAN

Introduction

This Service Implementation Plan will ensure an efficient and orderly transition of integrated solid waste management services for the residents and businesses in the City of Los Alamitos by January 1, 2022. As noted previously in the proposal, UWS has extensive experience with service transition most recently in the City of Los Angeles and Maywood.

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 and Maywood.

For purposes of the Timeline, it is assumed that the City Council will award the Franchise Agreement on August 16, 2021 and that service will commence on January 1, 2022.

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 Los Alamitos.

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.

Negotiation

UWS has reviewed the proposed franchise agreement for the City of Los Alamitos and we do not request have any requested exceptions at this time. We will negotiate the final terms and conditions of the Franchise Agreement in good faith and in a timely manner.

*Award Activities**Contract Award*

Our executive team will be present in-person (or virtually as conditions may dictate) to ensure that the 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

Within five (5) calendar days following execution of the Agreement, we will provide a Performance Bond described in Franchise Agreement in the amount of one-hundred and fifty thousand dollars (\$150,000.00). In addition, we will provide a cash bond in the amount of fifty thousand dollars (\$50,000), as required in the RFP.

*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 30 to 45 days before we commence services in order to ensure a safe and smooth transition. Employees will be compensated for attending the orientation.

Transition Activities

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 worked successfully with Republic Services in the City of Los Angeles during their transition so we are confident that we can safely assume the experience would be similar.

Subscriptions

We will mail subscription reservation forms to each Residential Customer to determine the Customer's preference of cart size and quantity and confirm billing information. Customers who do not respond with their subscription preferences will be assigned three 95 - gallon carts (GREY, BLUE and GREEN).

Outreach Activities

We will employ a multi-faceted approach to our public outreach campaign to help residents and 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 provide for a 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 residents and business 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 a town hall meeting 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.

Neighborhood Organizations

Prior to the start of service, we will seek out neighborhood organizations to arrange to meet with residents in a more intimate multi-lingual setting to explain our services and local and state requirements.

A special emphasis of this outreach will be directed to owners and managers of multi-family complexes.

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.

Operational Activities and Equipment

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 Los Alamitos 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.

Containers

Carts

Following execution of the agreement, we will place the order for the carts to be distributed to Residential and Commercial customers receiving individual cart collection. We have currently have stock of carts with our manufacture that could fulfill the cart requirements for the City of Los Alamitos.

Each residential and commercial customer utilizing cart service will receive a new set of carts one-week prior to their collection day (e.g., customers whose regular collection day will be Monday January 3, 2022. For most customers, that delivery schedule should synchronize with the last scheduled collection day performed by the outgoing service provider.

Each set of new carts distributed curbside will include a securely attached welcome packet in a weather-resistant pouch providing the customer with details on the upcoming program.

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.

AUTOMATED CART DESCRIPTION

The following is a description of the carts that we propose for the County of Orange.

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.

Color

See below.

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 if available.

Colors

Residential Service

In our residential collection system, we will provide subscribers with uniform black carts equipped with lids of different colors to distinguish acceptable materials (with City approval):

- GREY lid for nonorganic and non-recyclable waste;
- BLUE lid for nonorganic mixed recyclables, and paper, wood & lumber; and,
- GREEN lid for green and food waste.



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.

COLLECTION VEHICLE DESCRIPTION

Collection Vehicles

UWS will deploy a compliment of new vehicles to perform the collection work in the Franchise Agreement.

Delivery of new collection vehicles requires a lead-time of approximately 18-months however, we currently have the vehicles for the City of Los Alamitos in our possession and ready for service. Those vehicle groupings depicted as 'New' are new vehicles in our possession that are reserved to be deployed in the City of Los Alamitos.

Residential (Cart Service) Collection Vehicles

Qty	Make	Area #	Body	Model Year	Fuel Type
2	Mack LEU	Los Al	Automated side loader	2020	RNG

Commercial (Bin Service) Collection Vehicles

Qty	Make	Area #	Body	Model Year	Fuel Type
3	Mack MR	Los Al	Front loader	2020	RNG

Roll-Off Collection Vehicles

Qty	Make	Area #	Body	Model Year	Fuel Type
1	Mack MR	Los Al	Roll-Off	2019	RNG

Miscellaneous Vehicles

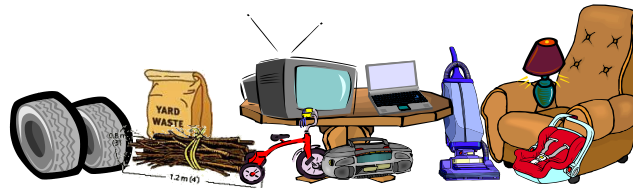
Qty	Make	Area #	Body	Model Year	Fuel Type
1	GMC Colorado	7	Scout Truck	2021	Gas

Safety Features

Our collection vehicles will be equipped with a 5-camera safety monitoring system, hosted by 3rd Eye Systems. The 3rd Eye System monitors drivers, driving habits, speeds, and hard braking.

The 3rd Eye System also provides the driver with a 360-degree view of the truck from his cab for increased safety.

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 resident or multi-family residents 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.

Monthly Abandoned Item Sweep and Clean-up

UWS proposes to meet the requirements in the RFP and Franchise Agreement related to the monthly abandon item sweep service. UWS will provide a monthly collection of abandon items in in the public right of way. In addition, UWS will also survey the areas on a weekly basis during residential collection to ensure that abandon items are not accumulating on a weekly basis. UWS drivers will document where items are located and provide that information to dispatch to have a bulky-item collection truck collect them in order to try and minimize the accumulation of these types of items. This additional service is included in the proposed rate structure.

Household Hazardous Waste Collection (HHW)

UWS proposes to maintain the existing quarterly Household Hazardous Waste (HHW) Collection Program as required in the Franchise Agreement. We propose to have the events as proposed below on the first Saturday of each month:

March

June

September

December

UWS will use its proposed public education campaign and brochures to advise the residents of the events and the schedule. These events will need approval from the City as well as a central location in the City to hold the event. Each event would be held from 8:00am to 2:00pm on the first Saturday of the months proposed.

UWS will further advertise the County of Orange permanent locations for residents to dispose of Household Hazardous Waste (HHW) so residents have an option for disposal of items during the times the events are not held.

Prior to the first event, UWS will work with the City's staff to coordinate the first event and approve any proposed sub-contracts if any for the event.

SECTION 7 – SAFETY RECORD

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

2. Total Recordable Injury Rates (TRIR) for past 5 years, for each establishment working in California

2020

- Santa Fe Springs facility: 4
- South Gate facility: 7
- Los Angeles facility: 4
- Costa Mesa facility: 6
- Perris facility: 3

2019

- Santa Fe Springs facility: 0
- South Gate facility: 7
- Los Angeles facility: 4
- Costa Mesa facility: 2
- Perris facility: 1

2018

- Santa Fe Springs facility: 5
- South Gate facility: 6
- Los Angeles facility: 8
- Costa Mesa facility: 0
- Perris facility: 2

3. 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 process
- 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: Faceshields, 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 work day. 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. (See sample form below)

Driver vehicle inspection report (DVIR Form) Sample 1 of 2

Universal Waste Systems, Inc.
9010 NORWALK BLVD
SANTA FE SPRINGS, CA, 90670
US
5622054960

Inspection Submission #12059737

N/A

Miscellaneous
VIN/SN:
Active • N/A •

DVIR (Pre and Post-Trip) DVIR (Pre y post Trip) v17

Submitted	Tue, Mar 9, 2021 11:44 AM	Start Date	Tue, Mar 9, 2021 11:44 AM	Duration	less than a minute
User	Jason Pennington				

Inspection Items

Odometer Reading (Lectura del cuentakilómetros)	Odometer: 15 mi
PRE-TRIP INSPECTION (INSPECCIÓN PREVIA AL VIAJE)	
Park (Hand) Brake(s) (Freno (s) de mano)	✓ Pass
Instruments and Gauges (Instrumentos y calibradores)	✓ Pass
Horn(s) (Cuerna)	✓ Pass
Emergency Equipment, Please check your Fire extinguisher and triangles (Equipo de emergencia)	✓ Pass
Copy of Emergency Equipment (Equipo de emergencia)	✓ Pass
Windshield Wipers (Limpia parabrisas)	✓ Pass
Rear Vision Mirrors (Espejos de visión trasera)	✓ Pass
Steering Mechanism(s) (Mecanismo (s) de dirección)	✓ Pass
Engine Oil, Fuel and Coolant (Aceite de motor, combustible y refrigerante)	✓ Pass
Power Steering and Auto Trans. Fluid (Dirección asistida y líquido de transporte automático)	✓ Pass
Check for Debris Between the Cab and Body and Remove if present	✓ Pass
Tires, Wheels and Rims (Neumáticos, ruedas y llantas)	✓ Pass
Service Brakes and all Connections (Frenos de servicio y todas las conexiones)	✓ Pass
Lights and Reflectors (Luces y Reflectores)	✓ Pass
Cycle Hydraulic System (Sistema hidráulico del ciclo)	✓ Pass



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LARGE ENOUGH TO SERVE, SMALL ENOUGH TO CARE

Driver vehicle inspection report (DVIR Form) Sample 2 of 2

Universal Waste Systems, Inc.
9010 NORWALK BLVD
SANTA FE SPRINGS, CA, 90670
US
5622054960

Inspection Submission #12059737

Plate (s), Registration and Insurance (Placa (s) de vehículos, matrícula y seguro)	✓ Pass
Vehicle Damage (Daños en vehículos)	✓ Pass
Low Air Warning Device (Dispositivo de advertencia de bajo nivel de aire)	✓ Pass
Tag Axle (Eje de la etiqueta)	✓ Pass
Transmission (Transmisión)	✓ Pass
Electrical (Eléctrica)	✓ Pass
Springs	✓ Pass
Air Leaks (fugas de aire)	✓ Pass
Cab and Body (Cabina y cuerpo)	✓ Pass
Sign-Off	
Remarks	✗ Fail  Example ⚡
Vehicle Condition	✓ Pass
Driver's Signature	(Sample)



Page 2 of 2



LARGE ENOUGH TO SERVE, SMALL ENOUGH TO CARE

SECTION 8 – OWNERSHIP AND FINANCIAL RECORDS

Business Structure

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.

Financial Statements

Financial Statements for Universal Waste Systems, Inc. are prepared on a ‘reviewed’ basis annual and will be made available for the City upon request.

Fiscal Year

Our fiscal year ends September 30th; the most recently completed fiscal year for which financial statements are available is the fiscal year ended September 30, 2020.

SECTION 9 - INSURANCE

Insurance Information

Proof of insurance is attached that meets the required coverages in the Draft Franchise Agreement. Below is a list of the policies and policy numbers as requested in the RFP. Also as an attachment is a list of previous and pending claims against the policies for 2018, 2019 and 2020.

<u>Insurance Type</u>	<u>Firm</u>	<u>Policy #</u>	<u>Contact Information</u>
General Liability	Crum & Forster	EPK-136137	Erin Viker 208-577-6769
Automotive	National Interstate	WAR8310012-04	Erin Viker 208-577-6769
Workers Compensation	National Interstate	WRW8310012-02	Erin Viker 208-577-6769
Environmental	Crum & Forster	EPK136137	Erin Viker 208-577-6769

SECTION 10 – REFERENCES

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 North East 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. 5 th 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	
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
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,	-Refuse- -Recycling-	n/a	Mr. Micah Martin Deputy Public Works Director City of Newport Beach

		Industrial, Roll-Off	-Organic waste- -C&D-		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

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					<i>See previous page for County of Los Angeles contact info.</i>
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	

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
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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

SECTION 11 – DISPOSAL AND PROCESSING FACILITY CAPACITY

FACILITY DESCRIPTIONS AND UTILIZATION

Landfill Facilities

The GREY Container for waste collected from Residential, Multi-family and Commercial sources will be delivered to our Santa Fe Springs Material Recovery Facility for processing and recovery of recyclables and organics. UWS will ship the residual waste after the secondary processing to the County of Orange landfill system.



Processing Facilities

Source-Separated Recyclable Processing

The BLUE Container material collected from Residential, 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.

Residuals

Residual waste from the initial recyclable processing operation at the SFS MRF will be shipped to our Pico Rivera secondary Material Recovery Facility to recover additional mixed waste paper, plastics including film plastic. We believe that UWS is the only company that will propose a secondary processing option for the City of Los Alamitos which will ensure maximum diversion and compliance with the agreement.

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 the Los Alamitos customer base.

Source-Separated Recyclable and Mixed Waste Processing.

<i>i. Facility name & address</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>ii. Owner / Operator</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>iii. Relationship with Proposer</i>	Proposer owned
<i>iv. CalRecycle SWIS #</i>	19-AA-1140
<i>v. Material processed</i>	Municipal Solid Waste (MSW), Source-Separated and Commingled Recyclables and Transfer of material.
<i>vi. Price per ton</i>	Available upon request
<i>vii. Capacity guarantee</i>	UWS will guarantee adequate tonnage capacity for the City of Los Alamitos to service the proposed franchise agreement.
<i>viii. Estimated diversion rate</i>	(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%)

California's new organic waste mandate known as Senate Bill 1383 (SB1383) set a goal of diverting 75% of organic waste, equivalent to 20 million tons per year, from landfills by 2025. To achieve this ambitious target, California will need to construct 100 to 200 additional organic waste recycling facilities, in addition to the roughly 200 existing facilities (CalRecycle). The regulation, which applies to municipal and commercial sources, requires that the landfill-diverted organics be transformed into valuable resources: fertilizer and renewable energy. State enforcement will commence on January 1, 2022 with penalties for non-compliance of up to \$10,000 per day. These changes require local governments, in conjunction with waste haulers, to deploy and implement new organic waste recycling, processing procedures and systems, and new organic recycling infrastructure. UWS believes we have developed a network of facilities to meet this requirement well in advance of the 2025 deadline.

Green Waste Processing

Source-Separated Green Waste

The GREEN Container material collected from Residential, Multi-Family and Commercial generators will be delivered to the UWS-owned Greenwise Soil Technologies compost facility in South Gate. The facility has a permitted capacity of 250 tons per day and provides a local 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) to name a few will use our long relationships to ensure that the material coming from the City of Los Alamitos 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 County of Orange landfill system under the City's waste delivery agreement.

Green Material Processing

<i>i. Facility name & address</i>	Greenwise Soil Technologies 10120 Miller Way South Gate, CA 90280
<i>ii. Owner / Operator</i>	(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
<i>iii. Relationship to Proposer</i>	Proposer owned
<i>iv. CalRecycle SWIS #</i>	19-AA-1064
<i>v. Material processed</i>	Green material, wood waste
<i>vi. Price per ton</i>	Available upon request
<i>vii. Capacity guarantee</i>	UWS will reserve capacity at this facility to process 100% of source-separated green material collected in the City of Los Alamitos during the proposed franchise agreement.
<i>viii. Estimated diversion rate</i>	Residential GREEN Container diversion (98%). Commercial GREEN Container diversion (98%).

Organic Waste Processing

UWS is proposing multiple options for the processing of the organic waste from the City of Los Alamitos to meet the compliance requirements in SB1383. Because this area of diversion and recovery is still developing and there is no clear-cut favorite, 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 Anaergia 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% of the organic material.

Co-collected Waste and Organics (food) Container from Residential Customers

UWS proposes a co-collection of waste and organics (grey cart) from the residential customers for delivery to our 24th Street High Diversion Facility. This co-collection program allows for the existing three (3) cart residential program to remain in place without contaminating the green waste by adding food scraps. As mentioned above, our existing green waste processing technology allows for the processing and marketing of the source-separated green waste material to many high quality vendors.



The food waste and scraps would be placed in the waste cart (grey) 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 Anaergia 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 50 to 60% of the organic material.

Co-collected Waste and Organics (food) Container from Multi-family Customers

UWS proposes a co-collection of waste and organics from the multi-family customers for delivery to our 24th Street High Diversion Facility. This co-collection program allows for the existing collection of waste

from multi-family 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 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 Anaergia 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 30 to 35% 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 24 th Street Facility 2460 E. 24 th 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

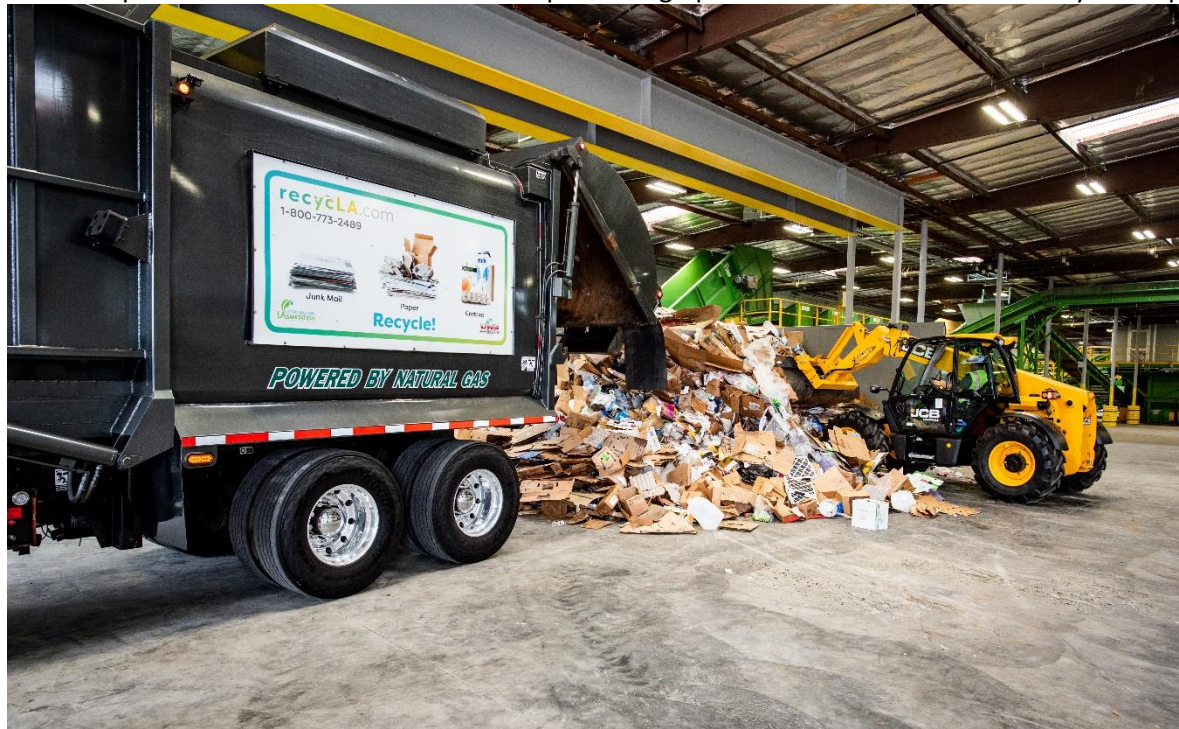
		(760) 436-8870
iii. Relationship to Proposer	Proposer owned	Contractual relationship
iv. CalRecycle SWIS #	19-AA-1251	36-AA-0446
v. Material processed	Food waste	Food Waste and Scraps
vi. Price per ton	Available upon request	
vii. Capacity guarantee	UWS will guarantee adequate tonnage capacity for the City of Los Alamitos to service the proposed franchise agreement.	
viii. Estimated diversion rate	See percentages list above	

PROCESSING OF MIXED WASTE

UWS has provided a fully compliant program utilizing our company owned infrastructure. Our proposed program will meet and exceed current regulations and provide the City with a fully compliant SB1383 program.

These facilities have been designed to provide additional process options if necessary to meet new regulations and meet or exceed diversion requirements. If UWS needs to implement a mixed waste processing option for customers that aren't recycling, we will provide that service utilizing our Santa Fe Springs Universal Resource Recovery Facility. The site is currently permitted for mixed waste processing, but we are only utilizing the facility for source separated recycling. There will be no additional cost for the customer for processing if the need is determined by UWS to meet the diversion requirements.

The have provide details on the mixed waste processing option in the Section titled Facility Description.



MINIMUM RECYCLING AND DIVERSION REQUIREMENTS

Universal Waste Systems Inc. has reviewed the Draft Franchise Agreement and understands the requirement to divert recyclable material and organics from the landfill in order to ensure that the City is in compliance with current legislation (AB939, AB341 and SB1383).

UWS encourages the City and the members of the review committee to pay close attention to this section as it will provide the roadmap for the City to be in full compliance with all current legislation.

We believe that the proposed programs offered by UWS are superior to the other competitors and will ensure that the City meets its compliance obligations established by the CalRecycle. UWS as noted in the table below, will guarantee that the City reaches fifty (50) percent diversion of the waste collected by our company under the Franchise Agreement.

Waste Stream	Annual Tons Collected	Annual Tons Diverted						Tons Diverted as % of Tons Collected
		Recycling	Organics	C&D	MRF	Other	Total Diverted	
Residential Cart Refuse	2,352		470		-		470	20%
Residential Cart Recyclables	624	530					530	85%
Residential Cart Greenwaste/Food Waste	804		788				788	98%
Commerical & Mult-family Refuse	6,216				2,176		2,176	35%
Commercial Commingled Recyclables	96	86					86	90%
Commercial Organics	1,560		1,326				1,326	85%
Roll-Off Service	3,456			1,296	864		2,160	63%

Holiday Trees / Bulky Items / Neighborhood Cleanups / Special Events / Other	<u>1,380</u>	-	-	-	-	<u>690</u>	<u>690</u>	<u>50%</u>
Total	16,488	617	2,584	1,296	3,040	690	8,227	50%



SECTION 12 – ENVIRONMENTAL RECORDS

Past and Pending Litigation

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 owners 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 parties plaintiff were (i) Apartment Owners Association of California, Inc.; Jasbir Dhillon; Gary Gillman; Anita Haeggstrom, R.M.B. Advance German Car Specialties, Corp.; the parties defendant were 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 it’s 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 in the 2007 Action, and CEJP 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”).

SECTION 13 – CUSTOMER SERVICE

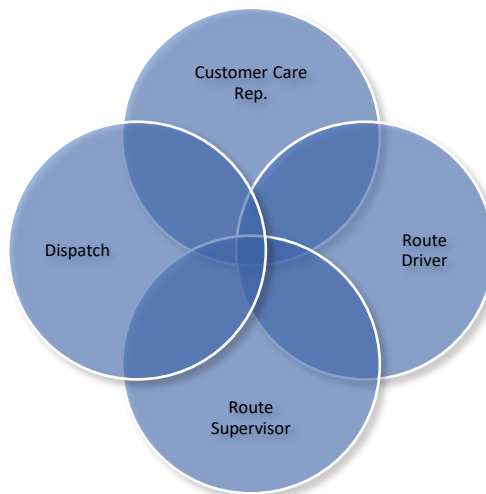
UWS roots are in the highly competitive nonexclusive franchise environment where customers are free to change providers if service quality is not maintained. Quality customer service always has been and continues to be of utmost importance to the Blackburn Family. Here the power of the personal guarantee, 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.

Our Customer Care Model

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 our 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.

Customer Care Center

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 & Training

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

Customer Record Management System

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 spend 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



SECTION 14 – RATES AND COSTS

All of the rates and costs for the proposal are included in a sealed envelope as required in the Request for Proposal document. UWS has proposed one (1) pricing option, utilizing the County of Orange landfill system for residual waste.

SECTION 15 – OPERATION

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.

SECTION 16 – EXCEPTIONS

UWS takes no exceptions to the RFP or the proposed Franchise Agreement.

SECTION 17 – SB1383 COMPLIANCE

Background

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 4 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.

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 North East 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

Forty-five 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

Ten 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 AB 341, AB 1826 and AB 827. 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.

The screenshots display the Zero Waste Compliance Tool interface. The first screen shows account information for 'ML FABRIC CO.' with fields for account number, address, and contact details. The second screen shows 'Education, Outreach, and Training needs' with dropdown menus for various waste types and training topics. The third screen shows 'Container Characterization' with a table of waste types and their respective percentages.

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 will that will be provided to the City monthly for enforcement action.

Participation Monitoring

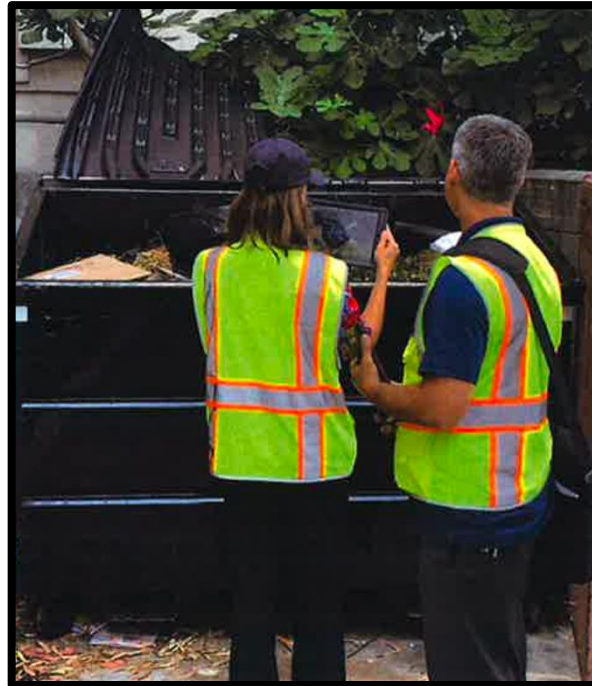
Accounts that are enrolled in recyclable and Organic Waste recycling services will be inspected on a periodic basis to confirm their participation and inspect for container contamination in a procedure referred to a *lid flipping*.

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.

###

ORGANIC WASTE RECOVERY PROGRAM

Our preferred collection system is a hybrid, Two-Container AND Three-Container Collection System:

Three-Container Collection System (SB1383 Compliant)

Subscribers

The three-container collection system will be used for collections from:

- Residential premises,
- Multi-Family dwellings that do not have bin collection, and
- Commercial premises that are NOT food preparation or eating establishments.

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 disposed refuse;
2. A BLUE container for diversion of commingled recyclables including paper products; and,
3. A GREEN container for diversion of yard waste and organics including food scraps.

In the Three-Container Collection System, 'containers' will be industry-standard Carts, Bins, Roll-Off Boxes, or Stationary Compactors appropriate for the subscriber (*Container specifications are described in greater detail elsewhere in this Proposal.*):

- 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 premises that are NOT food preparation or eating establishments.
- 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 Waste.

Comprehensive List of Organic Waste

Three-Container Organic Waste Recycling

<u>ACCEPTED MATERIAL</u>	<u>PROHIBITED MATERIAL</u>
GREY Container	
General Solid Waste not containing recyclable or organic waste	All recyclable materials and organic waste
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 waste including trimmings & grass clippings, food and food scraps and other organic wastes	All recyclable materials

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 that is 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 and Green Waste must be placed in the container un-bagged and untied.
 - No special preparations; any Food Waste and Food Scraps are acceptable; Food Waste should not be placed in bags;

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. This system will rely on the Organic Processing system that is described in Section 3 – Facility Description.

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.

Two-Container Organic Waste Recycling

<u>ACCEPTED MATERIAL</u>	<u>PROHIBITED MATERIAL</u>
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 amounts sufficient 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. As noted, this material would be collection and shipped to our Organic Processing facility for extraction of 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

<u>ACCEPTED MATERIAL</u>	<u>PROHIBITED MATERIAL</u>
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	

<u>ACCEPTED MATERIAL</u>	<u>PROHIBITED MATERIAL</u>
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	

FOOD RESCUE AND DONATION PROGRAM

Identification and Outreach

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 $\geq 10,000$ sq. ft., food service providers, food distributors, wholesale food vendors); and,
- Tier Two Commercial Edible Food Generators (restaurants ≥ 250 seats or $\geq 5,000$ 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 $\geq 5,000$ 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 2022 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 January through March 2023 and annually thereafter, Covered Tier Two Edible Food Generators will be added to the follow-up visits.

Ongoing Outreach

Commencing January 1, 2022, 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, 2023, 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 Los Alamitos 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.



PROCUREMENT OF RECOVERED 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 one 40-cubic yard Roll-Off load 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.

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SECTION 18 - PROPOSAL ENHANCEMENTS

Youth Scholarships Program: UWS proposes to provide scholarships in the amount of \$10,000.00 per year to City of Los Alamitos seniors for college that live in the zones awarded to UWS.

Community Non Profit/ Youth Organizations Donation: UWS will include \$10,000.00 per year in donations to local nonprofits and youth organizations in the City of Los Alamitos to be used at the City Council Discretion.

Free Portable Restrooms: UWS will provide FREE portable restrooms and hand sinks for all City of Los Alamitos sponsored events within our service area.

Free Compost and Mulch: UWS will provide FREE compost and mulch for all City parks, medians, and City funded projects in the City of Los Alamitos.



CITY OF LOS ALAMITOS
RFP PRICING MATRIX
RATES EFFECTIVE JANUARY 1, 2022

RATES ARE ALL INCLUSIVE (SUBSTITUTE SIZE IF APPLICABLE)

Proposed Residential Rates

PRICING ITEM	Proposed Monthly Rate
Curbside Grey-Blue-Green - 35 gallon cart (Senior)	\$ 12.18
Curbside Grey-Blue-Green - 65 gallon cart (Senior)	\$ 12.56
Curbside Grey-Blue-Green - 65 gallon cart	\$ 12.95
Curbside Grey-Blue-Green - 95 gallon cart	\$ 12.95
Curbside Two-Cart Grey-Green - 65 gallon cart	\$ 16.45
Curbside Two-Cart Grey-Green - 95 gallon cart	\$ 16.95
Extra Grey Cart (Trash) - 65 or 95 gallon	\$ 7.00
Extra Blue Cart (Recycling) - 65 or 95 gallon	\$ 5.50
Extra Green Cart (Organics) - 65 or 95 gallon	\$ 7.00
# of Free Bulky Item Collections Per Year	4
# of Bulky Items Allowed for Each Free Collection	4
Bulky Items - Additional Collections	\$ 45.00
# of Bulky Items Allowed for Each Such Collection	4
HHW Collections - # Per-Year (Please list of limitations separately)	4
HHW Collection Charge Per Unit Receiving Service	\$ 0.95
Cart Contamination Charge (after 1 warning tickets)	N/C
Cart Contamination Charge (after 2 warning tickets)	\$15.00
Cart Contamination Charge (after 3 warning tickets)	\$30.00
Residential Clean-Up Bin (3 cubic-yards)	\$ 95.00
Clean-Up Bin Per-Exchange	\$ 95.00
Residential Clean-Up Box (20 to 40 cubic-yards)	\$550.00
Res Clean-Up Box (20 to 40 cubic-yards) Over 5 tons @ \$65/ton	
Additional Residential Charge Item*	

* Please list and describe any additional residential charge item you wish to have included and the per-unit/service cost for each. You may add as many as you believe are necessary. Please highlight and clearly mark any service that is an alternate to pricing items above.

Residential rates are applicable to all single and multi-family properties of 4 units or less that subscribe to cart service..

CITY OF LOS ALAMITOS
RFP PRICING MATRIX
RATES EFFECTIVE JANUARY 1, 2022

RATES ARE ALL INCLUSIVE

Proposed Commercial Rates

Three Container System

PRICING ITEM	New Rate/Month
3-YARD GREY BIN (Trash) 1X PER WEEK	\$ 135.00
3-YARD GREY BIN 2X PER WEEK	\$ 247.92
3-YARD GREY BIN 3X PER WEEK	\$ 338.82
3-YARD GREY BIN 4X PER WEEK	\$ 424.15
3-YARD GREY BIN 5X PER WEEK	\$ 509.93
3-YARD GREY BIN 6X PER WEEK	\$ 594.89
3-YARD BLUE BIN (Recycle) 1X PER WEEK	\$ 77.89
3-YARD BLUE BIN 2X PER WEEK	\$ 121.20
3-YARD BLUE BIN 3X PER WEEK	\$ 165.65
3-YARD BLUE BIN 4X PER WEEK	\$ 207.37
3-YARD BLUE BIN 5X PER WEEK	\$ 249.30
3-YARD BLUE BIN 6X PER WEEK	\$ 290.87
35-GALLON GREEN CART (Organics) 1X PER WEEK	\$ 48.16
35-GALLON GREEN CART 2X PER WEEK	\$ 96.33
65-GALLON GREEN CART 1X PER WEEK	\$ 49.65
65-GALLON GREEN CART 2X PER WEEK	\$ 99.31
65-GALLON GREEN CART 3X PER WEEK	\$ 148.96
65-GALLON GREEN CART 4X PER WEEK	\$ 198.61
65-GALLON GREEN CART 5X PER WEEK	\$ 248.27
65-GALLON GREEN CART 6X PER WEEK	\$ 297.92
2-YARD GREEN BIN (Organics) 1X PER WEEK	\$ 49.65
2-YARD GREEN BIN 2X PER WEEK	\$ 99.31
2-YARD GREEN BIN 3X PER WEEK	\$ 148.96
2-YARD GREEN BIN 4X PER WEEK	\$ 198.61
2-YARD GREEN BIN 5X PER WEEK	\$ 248.27
2-YARD GREEN BIN 6X PER WEEK	\$ 297.92

Two Container System

PRICING ITEM	New Rate/Month
3-YARD GREY BIN (Trash & Recycle Mix) 1X PER WEEK	\$ 162.00
3-YARD GREY BIN 2X PER WEEK	\$ 297.50
3-YARD GREY BIN 3X PER WEEK	\$ 406.58
3-YARD GREY BIN 4X PER WEEK	\$ 508.98
3-YARD GREY BIN 5X PER WEEK	\$ 611.92
3-YARD GREY BIN 6X PER WEEK	\$ 713.87
35-GALLON GREEN CART (Organics) 1X PER WEEK	\$ 48.16
35-GALLON GREEN CART 2X PER WEEK	\$ 96.33
65-GALLON GREEN CART 1X PER WEEK	\$ 49.65
65-GALLON GREEN CART 2X PER WEEK	\$ 99.31
65-GALLON GREEN CART 3X PER WEEK	\$ 148.96
65-GALLON GREEN CART 4X PER WEEK	\$ 198.61
65-GALLON GREEN CART 5X PER WEEK	\$ 248.27
65-GALLON GREEN CART 6X PER WEEK	\$ 297.92
2-YARD GREEN BIN (Organics) 1X PER WEEK	\$ 226.94
2-YARD GREEN BIN 2X PER WEEK	\$ 453.88
2-YARD GREEN BIN 3X PER WEEK	\$ 680.82
2-YARD GREEN BIN 4X PER WEEK	\$ 907.75
2-YARD GREEN BIN 5X PER WEEK	\$ 1,134.69
2-YARD GREEN BIN 6X PER WEEK	\$ 1,361.63

Commercial Rates - Other Services & Items

PRICING ITEM	New Rate/Month
3-YARD GREEN WASTE ONLY BIN 1X PER WEEK	\$ 159.31
3-YARD GREEN WASTE ONLY BIN 2X PER WEEK	\$ 247.92
3-YARD GREEN WASTE ONLY BIN 3X PER WEEK	\$ 338.82
3-YARD GREEN WASTE ONLY BIN 4X PER WEEK	\$ 424.15
3-YARD GREEN WASTE ONLY BIN 5X PER WEEK	\$ 509.93
3-YARD GREEN WASTE ONLY BIN 6X PER WEEK	\$ 594.89
Additional Commercial Charge Item*	
Additional Commercial Charge Item*	

* Please list and describe any additional commercial charge item you wish to have included and the per-unit/service cost for each. You may add as many as you believe are necessary. Please highlight and clearly mark any service that is an alternate to pricing items above.

Commercial rates are applicable to all business and multi-family properties of 5 units or more, and smaller multi-family properties that subscribe to bin service.

CITY OF LOS ALAMITOS
RFP PRICING MATRIX
RATES EFFECTIVE JANUARY 1, 2022

Specify tons included in base rate and per-ton charges as applicable

Proposed Industrial Rates

Recurring Services

PRICING ITEM	New Rate/Month
SMALL COMPACTOR (Trash - 20 cubic-yards or less) PER PICK-UP	\$ 537.50
MAXIMUM WEIGHT IN TONS	5
PER-TON CHARGE FOR OVERAGE	\$ 55.00
LARGE COMPACTOR (Trash - 21 cubic-yards or more) PER PICK-UP	\$ 647.50
MAXIMUM WEIGHT IN TONS	7
PER-TON CHARGE FOR OVERAGE	\$ 55.00
GREY ROLL-OFF CONTAINER (20 to 40 cubic yards) PER PICK-UP	\$ 537.50
MAXIMUM WEIGHT IN TONS	5
PER-TON CHARGE FOR OVERAGE	\$ 55.00
BLUE ROLL-OFF CONTAINER (20 to 40 cubic yards) PER PICK-UP	\$ 387.50
GREEN ROLL-OFF CONTAINER (20 to 40 cubic yards) PER PICK-UP	\$ 587.50
GREEN WASTE ONLY ROLL-OFF CONTAINER PER PICK-UP	\$ 587.50

Temporary Services

PRICING ITEM	New Rate/Month
GREY ROLL-OFF CONTAINER (20 to 40 cubic yards) PER PICK-UP *	
Includes trash with C&D Debris	\$ 587.50
MAXIMUM WEIGHT IN TONS	5
PER-TON CHARGE FOR OVERAGE	\$ 65.00
BLUE HIGH-SIDE ROLL-OFF CONTAINER (to 40 cubic yards) PER PICK-UP	
* Clean mixed debris only.	\$ 587.50
MAXIMUM WEIGHT IN TONS	5
PER-TON CHARGE FOR OVERAGE	\$ 65.00
BLUE LOW-BOY ROLL-OFF CONTAINER (10 cubic yards) PER PICK-UP	
* Clean mixed debris only	\$ 782.50
MAXIMUM WEIGHT IN TONS	8
PER-TON CHARGE FOR OVERAGE	\$ 65.00
BLUE HIGH-SIDE ROLL-OFF CONTAINER (to 40 cubic yards) PER PICK-UP	
* One material type only.	\$ 587.50
MAXIMUM WEIGHT IN TONS	5
PER-TON CHARGE FOR OVERAGE	\$ 65.00
BLUE LOW-BOY ROLL-OFF CONTAINER (10 cubic yards) PER PICK-UP	
* One material type only	\$ 782.50
MAXIMUM WEIGHT IN TONS	8

PER-TON CHARGE FOR OVERAGE	\$ 65.00
GREEN WASTE ONLY ROLL-OFF CONTAINER PER PICK-UP	\$ 587.50
3-YARD GREY BIN (Trash & Recycle Mix) 1X PER WEEK	\$ 162.00
3-YARD GREY BIN 2X PER WEEK	\$ 297.50
3-YARD GREY BIN 3X PER WEEK	\$ 406.58
3-YARD GREY BIN 4X PER WEEK	\$ 508.98
3-YARD GREY BIN 5X PER WEEK	\$ 611.92
3-YARD GREY BIN 6X PER WEEK	\$ 713.87
3-YARD BLUE BIN (Mixed Debris or Single Material) 1X PER WEEK	\$ 77.89
3-YARD BLUE BIN (Mixed Debris or Single Material) 2X PER WEEK	\$ 121.20
3-YARD BLUE BIN (Mixed Debris or Single Material) 3X PER WEEK	\$ 165.65
3-YARD BLUE BIN (Mixed Debris or Single Material) 4X PER WEEK	\$ 207.37
3-YARD BLUE BIN (Mixed Debris or Single Material) 4X PER WEEK	\$ 249.30
3-YARD BLUE BIN (Mixed Debris or Single Material) 6X PER WEEK	\$ 290.87

Industrial Rates - Other Services & Items

PRICING ITEM	New Rate/Month
Additional Industrial Charge Item (No MSW in Blue Bin Program Above)	
Additional Industrial Charge Item*	

* Please list and describe any additional Industrial charge item you wish to have included and the per-unit/service cost for each. You may add as many as you believe are necessary. Please highlight and clearly mark any service that is an alternate to pricing items above.

Industrial rates are applicable too all recurring commercial compactor/ roll-off service and all non-residential temporary service.