

May 22, 2014



Response to Request for Proposals

Solid Waste Handling Services City of Huntington Park

Submitted by:



14048 Valley Boulevard

P.O. Box 60009

City of Industry, California 91716-0009

(626) 336-3636

www.AthensServices.com

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May 22, 2014

James Enriquez
Project Manager
City of Huntington Park
6550 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Enriquez:

Athens Services is pleased to submit this proposal in response to the City's Request for Proposals for Solid Waste Handling Services. We have carefully reviewed the documents and amendments; we fully understand the scope of services to be provided under the agreement. Athens Services is the main operating company for Arakelian Enterprises, Inc., which is the legal entity that will sign and guarantee performance under the contract.

Athens Services has been providing solid waste management through the collection of refuse, recycling and green waste services to single family, multi-family and commercial customers throughout Los Angeles County for over 56 years.

Our proposal includes a number of distinct "*Athens Advantages*" for the City and its residents and businesses. We believe that these advantages will facilitate management of their waste and recycling goals.

-  Athens has been preparing for the closure of Puente Hills Landfill for many years and has invested considerable resources to develop Southern California's most extensive waste processing infrastructure to protect our customers for the long term. Among those protections, we have developed a long term disposal plan that provides guaranteed capacity, diversion, and rate stability.
-  Athens will be establishing compliance with waste diversion and AB341 requirements by dedicating a Recycling Coordinator to the city whose sole responsibility will be to work with business and multi-family customers.
-  A very competitive rate with exceptional services from a proven service provider.
-  An unmatched commitment to customer service. When customers call Athens they will not be asked to navigate a lengthy automated menu. They will speak to a real person who knows their market and understands their needs. Ninety-five percent of the time, the phone call is answered on the first ring.
-  Route operations based from Athens facilities which are located within 20 minutes of the City.

- ✚ A work plan that provides a high level of service for the residents and a disposal plan that mitigates waste and maximizes diversion which includes an enhanced offering of higher diversion by implementing mixed waste processing and transformation to energy which could lead to an overall city diversion rate of up to 75%!
- ✚ A commitment to provide active support to the community. *Athens Services has always demonstrated good will in our communities and hereby includes a one-time “City Stewardship Grant” of \$500,000.00 upon successful award of our proposal. This exciting Grant can be used for beautification, special projects, or anything that the Council and Staff deem necessary to have a positive community impact. Athens takes this role in the community very seriously!*
- ✚ The industries’ newest, cleanest and most highly maintained fleet.

We are confident we will meet and exceed all of the requirements detailed in the Request for Proposals and that Athens Services is the best choice to meet the City’s waste collection and recycling needs.

The following individuals are duly authorized to make representations for the proposer:

Gary M. Clifford, Executive Vice President GClifford@AthensServices.com

Kevin Hanifin, Chief Financial Officer KHanifin@AthensServices.com

Will Wilson, General Manager WWilson@AthensServices.com

The above individuals may be contacted at our headquarters office located at 14048 Valley Boulevard, PO Box 60009, City of Industry, CA 91716-0009 or by telephone at (626) 336-3636.

Sincerely,



Gary Clifford
Executive Vice President
Athens Services
PO Box 60009
City of Industry, CA 91716

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Exhibit 1 | **Rate Schedule**

Please see the pages that follow.

ATTACHMENT 4
RATE, SUPPORTING COST, AND OPERATING DATA PROPOSAL FORMS

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PROPOSED ESTIMATED FIRST-YEAR RATE REVENUE

Proposing Company:

Athens Services, Inc.

Confirm that rate revenue is accurately reflected, based upon proposer's proposed rates.

Row	Service Category	Proposed First Year Annual Rate Revenue ⁽¹⁾	Reference
1	Residential Cart Service Revenue	\$ 1,161,360	Attachment 4-B, Row 8
2	Bin and Commercial Cart Revenue	\$ 3,346,092	Attachment 4-E, Row 24
3	Proposed Roll-off Box and Temporary Bin Rate Revenue	<u>\$ 142,535</u>	Attachment 4-F, Row 10
4	Total Annual Estimated First-Year Rate Revenue	\$ 4,649,987	

(1) Inclusive of all City fees.

Failure to complete and submit this form may deem the proposer's proposal non-responsive.

PROPOSED ESTIMATED FIRST YEAR RESIDENTIAL CART SERVICE REVENUEProposing Company: Athens Services, Inc.

Instructions: Propose monthly rate in bolded boxes for standard service, additional refuse cart, and "non-disabled" walk-out service. Senior rate shall be 90% of proposed standard rate. Other rates are pre-set at \$0.

Row	Service Category	Monthly Rate	Billing Count	Monthly Revenue	Annual Revenue
1	Standard Rate Per Dwelling Unit	\$ 15.66	6,126 billing units	\$ 95,926	\$ 1,151,112
2	Senior Rate	\$ 14.09	7 billing units	\$ 99	\$ 1,188
3	Additional Refuse Cart	\$ 7.06	107 carts	\$ 755	\$ 9,060
4	Additional Recycling Cart	\$ -			
5	Additional Green Waste Cart	\$ -			
6	Walkout Service - Disabled	\$ -			
7	Walkout Service - Other/Paid	\$ 30.00			
8	Total Revenue				\$ 1,161,360

Failure to complete and submit this form may deem the proposer's proposal non-responsive.

PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - PROPOSED RATES

Proposing Company: Athens Services, Inc.

Instructions: Enter all proposed rates in bolded box.

Proposed Rates

Row	Container Type/Size	Number of Collections per Week						
		1	2	3	4	5	6	7
1	Outside District 1							
2	Refuse Cart - 96 gallon	\$ 39.33	\$ 74.62	\$ 99.33	\$ 121.68	\$ 145.21	\$ 168.74	\$ 180.51
3	Refuse Bin - 1 Cubic Yard	\$ 72.27	\$ 114.62	\$ 171.09	\$ 248.74	\$ 311.09	\$ 382.86	\$ 427.56
4	Refuse Bin - 1.5 Cubic Yard	\$ 80.51	\$ 133.45	\$ 192.27	\$ 266.39	\$ 347.56	\$ 413.45	\$ 456.98
5	Refuse Bin - 2 Cubic Yard	\$ 87.56	\$ 147.56	\$ 220.51	\$ 299.33	\$ 379.33	\$ 458.15	\$ 527.56
6	Refuse Bin - 3 Cubic Yard	\$ 98.15	\$ 182.86	\$ 275.80	\$ 369.92	\$ 464.04	\$ 559.33	\$ 633.45
7	Refuse Bin - 3 Cubic Yard w/Compactor	\$ 134.96	\$ 251.43	\$ 379.23	\$ 508.64	\$ 638.05	\$ 769.08	\$ 870.99
8	Refuse Bin - 4 Cubic Yard	\$ 114.62	\$ 240.51	\$ 358.15	\$ 478.15	\$ 604.04	\$ 724.04	\$ 834.62
9	Refuse Bin - 4 Cubic Yard w/Compactor	\$ 157.61	\$ 330.70	\$ 492.46	\$ 657.46	\$ 830.55	\$ 995.55	\$ 1,147.61
10	Refuse Bin - 6 Cubic Yard	\$ 175.80	\$ 360.51	\$ 544.04	\$ 725.21	\$ 908.74	\$ 1,092.27	\$ 1,256.98
11	Locking Lid Service	\$ 9.41	\$ 14.12	\$ 18.82	\$ 23.53	\$ 28.24	\$ 32.94	\$ 37.65
12	District 1							
13	Refuse Cart - 96 gallon	\$ 39.33	\$ 74.62	\$ 99.33	\$ 121.68	\$ 145.21	\$ 168.74	\$ 180.51
14	Refuse Bin - 1 Cubic Yard	\$ 72.27	\$ 114.62	\$ 171.09	\$ 248.74	\$ 311.09	\$ 382.86	\$ 427.56
15	Refuse Bin - 1.5 Cubic Yard	\$ 80.51	\$ 133.45	\$ 192.27	\$ 266.39	\$ 347.56	\$ 413.45	\$ 456.98
16	Refuse Bin - 2 Cubic Yard	\$ 87.56	\$ 147.56	\$ 220.51	\$ 299.33	\$ 379.33	\$ 458.15	\$ 527.56
17	Refuse Bin - 3 Cubic Yard	\$ 98.15	\$ 182.86	\$ 275.80	\$ 369.92	\$ 464.04	\$ 559.33	\$ 633.45
18	Refuse Bin - 3 Cubic Yard w/Compactor	\$ 134.96	\$ 251.43	\$ 379.23	\$ 508.64	\$ 638.05	\$ 769.08	\$ 870.99
19	Refuse Bin - 4 Cubic Yard w/Compactor	\$ 157.61	\$ 330.70	\$ 492.46	\$ 657.46	\$ 830.55	\$ 995.55	\$ 1,147.61
20	Locking Lid Service	\$ 9.41	\$ 14.12	\$ 18.82	\$ 23.53	\$ 28.24	\$ 32.94	\$ 37.65

Failure to complete and submit this form may deem the proposer's proposal non-responsive.

PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - SERVICE COUNTProposing Company: Athens Services, Inc.**Service Count (1)**

Row	Container Type/Size	Number of Collections per Week						
		1	2	3	4	5	6	7
1	<u>Outside District 1</u>							
2	Refuse Cart - 96 gallon	360						
3	Refuse Bin - 1 Cubic Yard	73	1		1			
4	Refuse Bin - 1.5 Cubic Yard	124	4	1				
5	Refuse Bin - 2 Cubic Yard	362	16	4	1	1	1	
6	Refuse Bin - 3 Cubic Yard	411	170	123	33	17	18	
7	Refuse Bin - 3 Cubic Yard w/Compactor							
8	Refuse Bin - 4 Cubic Yard	43	31	16	11	5	26	1
9	Refuse Bin - 4 Cubic Yard w/Compactor							
10	Refuse Bin - 6 Cubic Yard	6		5				
11	Locking Lid Service	156	32	14	1	3	7	
12	<u>District 1</u>							
13	Refuse Cart - 96 gallon	130						
14	Refuse Bin - 1 Cubic Yard	14						
15	Refuse Bin - 1.5 Cubic Yard	3						
16	Refuse Bin - 2 Cubic Yard	18	1	1				
17	Refuse Bin - 3 Cubic Yard	15	13	18	10	6	1	
18	Refuse Bin - 3 Cubic Yard w/Compactor							
19	Refuse Bin - 4 Cubic Yard w/Compactor							
20	Locking Lid Service	9	4	3	1			

(1) Hauler-provided estimated revenue-generating commercial cart and bin distribution. Scheduled City facility service deleted.

Failure to complete and submit this form may deem the proposer's proposal non-responsive.
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PROPOSED ESTIMAED FIRST YEAR BIN AND COMMERCIAL CART - RATE REVENUE

Proposing Company:

Athens Services, Inc.

Instructions: Rate Revenue should automatically calculate. Proposer should confirm calculations.

Rate Revenue

Row	Container Type/Size	Number of Collections per Week							Estimated Annual Rate Revenue
		1	2	3	4	5	6	7	
1	Outside District 1								
2	Refuse Cart - 96 gallon	\$ 14,159.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 14,159.00
3	Refuse Bin - 1 Cubic Yard	\$ 5,276.00	\$ 115.00	\$ -	\$ 249.00	\$ -	\$ -	\$ -	\$ 5,640.00
4	Refuse Bin - 1.5 Cubic Yard	\$ 9,983.00	\$ 534.00	\$ 192.00	\$ -	\$ -	\$ -	\$ -	\$ 10,709.00
5	Refuse Bin - 2 Cubic Yard	\$ 31,698.00	\$ 2,361.00	\$ 882.00	\$ 299.00	\$ 379.00	\$ 458.00	\$ -	\$ 36,077.00
6	Refuse Bin - 3 Cubic Yard	\$ 40,341.00	\$ 31,086.00	\$ 33,923.00	\$ 12,207.00	\$ 7,889.00	\$ 10,068.00	\$ -	\$ 135,514.00
7	Refuse Bin - 3 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8	Refuse Bin - 4 Cubic Yard	\$ 4,929.00	\$ 7,456.00	\$ 5,730.00	\$ 5,260.00	\$ 3,020.00	\$ 18,825.00	\$ 835.00	\$ 46,055.00
9	Refuse Bin - 4 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10	Refuse Bin - 6 Cubic Yard	\$ 1,055.00	\$ -	\$ 2,720.00	\$ -	\$ -	\$ -	\$ -	\$ 3,775.00
11	Locking Lid Service	\$ 1,468.00	\$ 452.00	\$ 264.00	\$ 24.00	\$ 85.00	\$ 231.00	\$ -	\$ 2,524.00
12	District 1								
13	Refuse Cart - 96 gallon	\$ 5,113.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,113.00
14	Refuse Bin - 1 Cubic Yard	\$ 1,012.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,012.00
15	Refuse Bin - 1.5 Cubic Yard	\$ 242.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 242.00
16	Refuse Bin - 2 Cubic Yard	\$ 1,576.00	\$ 148.00	\$ 221.00	\$ -	\$ -	\$ -	\$ -	\$ 1,945.00
17	Refuse Bin - 3 Cubic Yard	\$ 1,472.00	\$ 2,377.00	\$ 4,964.00	\$ 3,699.00	\$ 2,784.00	\$ 559.00	\$ -	\$ 15,855.00
18	Refuse Bin - 3 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
19	Refuse Bin - 4 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Locking Lid Service	\$ 85.00	\$ 56.00	\$ 56.00	\$ 24.00	\$ -	\$ -	\$ -	\$ 221.00
22	Monthly Revenue								\$ 278,841.00
23	x 12 months								12
24	Estimated Annual Revenue								\$ 3,346,092.00

Failure to complete and submit this form will deem the proposer's proposal non-responsive.

PROPOSED ESTIMATED FIRST YEAR ROLL-OFF BOX AND TEMPORARY BIN REVENUE

Proposing Company: Athens Services, Inc.

Instructions: Enter all proposed rates in the bolded boxes below.

Row	Container/Service Type	Customer Rate	Service Count	Estimated Rate Revenue
1	Roll-Off Service			
2	<u>Service Component - including 6 tons disposal/processing, delivery and seven day rental</u>			
3	Standard Roll-Off Box	\$ 423.53 per pull	208 pulls	\$ 88,094
4	Low Boy Roll-Off Box	\$ 423.53 per pull	40 pulls	\$ 16,941
5	Compactor (all sizes)	\$ 423.53 per pull	85 pulls	<u>\$ 36,000</u>
6	Total Service Component		333 pulls	
7	Per ton over 6 tons	\$ 50.00 per ton		
8	Total Estimated Roll-Off Rate Revenue			\$ 141,035
9	Temporary Bin 3 Cubic Yard	\$ 100.00 per dump	15 dumps	\$ 1,500
15	Other			
16	Other			
17	Other			
18	Other			
19	Other			
10	Estimated Annual Rate Revenue			\$ 142,535

SOURCE SEPARATED COMMERCIAL RECYCLING (if proposed)

Proposing Company: Athens Services, Inc.

Instructions: Provide source separated commercial/multi-family recycling program estimates and attach supporting assumptions and computations for the following:

1	# of Customers with Recycling Containers	155	customers
2	Total Number of Recycling Containers:		
3	- Recycling Bins	95	bins
4	- Recycling Carts	77	carts
5	Total Yards per Week of Recycling Container Capacity (1)	888.2	yards/week
6	Estimated Reduction in Refuse Service Container Capacity	326.5	yards/week
7	Estimated Annual Recycling Rate Revenues (2)	\$ 174,809	per year
8	Estimated Annual Reduction in Refuse Service Rate Revenue	\$ 192,290	per year
9	Net Annual Rate Revenue Increase (Decrease)	\$ (17,481)	per year

(1) Conversion Factor: 201.98 gallons/yard

(2) Billed at 50% of refuse rate.

**If Proposing a Source Separated Commercial Recycling Program -
Failure to complete and submit this form may deem the proposer's proposal non-responsive.**

PROJECTED REVENUE REQUIREMENT FOR THE FIRST TWELVE MONTHS OF FRANCHISE AGREEMENT

Proposing Company: Athens Services, Inc.

Instructions: Fill in boxes outlined in bold.

Row		Residential Cart Service			Bin Service		Roll-Off Service	Bulky Item Pickup, Holiday Trees, Special Events, Clean-up Days, All Other	Total Annual Revenue Requirement
		Refuse	Recyclables	Yard Waste	Refuse	Recyclables			
1	<u>Operations</u>								
2	Truck Operating Costs (a)	317,441	79,479	79,003	805,436	89,493	40,032		\$ 1,410,884
3	Transfer Station, Transport, MRF costs	105,496	-	-	288,628	-	21,994		\$ 416,118
4	Green Waste Processing/Disposal Costs	-	-	79,610	-	-	-		\$ 79,610
5	Landfill Disposal Costs (b)	273,304	-	-	747,740	-	56,978		\$ 1,078,022
6	Transformation Costs (WTE, if applicable)	-	-	-	-	-	-		\$ -
7	Container Depreciation/Amortization Costs	33,706	33,107	33,081	70,037	7,782	-		\$ 177,713
8	Less Recyclable Material Sales Revenues	-	(\$44,000)	-	-	(\$115,152)	-		\$ (159,152)
9	Subtotal: Operations Costs	\$ 729,947	\$ 68,586	\$ 191,694	\$ 1,911,841	\$ (17,877)	\$ 119,004	\$ -	\$ 3,003,195
10	General, Administrative and Profit								\$ 832,865
11	Annualized Administrative Fee								\$ 50,000
12	Bulky/Abandoned Item Cost Reimbursement								\$ 25,000
13	Annualized Auditing Fee (c)								\$ 20,000
14	Amortized City Contracting Fee (d)								\$ 21,429
15	Franchise Fee - 15%								\$ 697,498
16	Other								\$ -
17	TOTAL REVENUE REQUIREMENT								\$ 4,649,987
18	Tons Collected	9,470	1,100	2,095	25,909	2,879	3,996		45,449
19	Operations Cost Per Ton Collected	\$ 77.08	\$ 62.35	\$ 91.50	\$ 73.79	\$ (6.21)	\$ 29.78	\$ -	\$ 66.08
20	Revenue Requirement per Ton Collected								\$ 102.31

- (a) Includes vehicle maintenance, vehicle insurance, fuel, uniforms and other route costs.
- (b) Includes actual disposal costs at landfill, net of transfer, transport and processing to be included on Row 3.
- (c) Biennial audits annualized assuming one \$60,000 and two \$40,000 audits during the term.
- (d) \$150,000 amortized over the seven-year base term of the agreement.

Failure to complete and submit this form may deem the proposer's proposal non-responsive.

PROJECTED ROUTES AND ROUTE HOURS

Proposing Company:

Athens Services, Inc.

Instructions: Fill in boxes outlined in bold.

Row	Route Type	Routes Per Day							Total Route Days/Week	Hours per Route per Day (1)	Total Route Hours Per Week (2)	# of Crew on Route
		Mon	Tues	Wed	Thurs	Fri	Sat	Sun				
1	Automated Refuse Routes	2.0	2.0	2.0	2.0	2.0			10.0	8.0	80	1
2	Automated Recycling Routes	1.0	1.0	1.0	1.0	1.0			5.0	8.5	43	1
3	Automated Green Waste Routes	1.0	1.0	1.0	1.0	1.0			5.0	8.0	40	1
4	Refuse Bin Routes	4.0	4.0	4.0	4.0	4.0	1.0		21.0	11.5	242	1
5	Recycling Bin Routes								-		-	
6	Bulky Item Pickup Routes	1.0	1.0	1.0	1.0	1.0			5.0	3.0	15	1
7	Roll-Off Box Routes	1.0	1.0	1.0	1.0	1.0			5.0	1.5	8	1
8	Scout Vehicle Routes	1.0	1.0	1.0	1.0	1.0			5.0	0.5	3	
9	Other: _____								-		-	
10	Other: _____								-		-	
11	Total Routes	11.0	11.0	11.0	11.0	11.0	1.0	-	56.0		431	

(1) For example, 8, 9 or 10 hours per day.

(2) Total Route Days/Week multiplied by Hours Per Route per Day.

Failure to complete and submit this form may deem the proposer's proposal non-responsive.

TONNAGE DIVERSION PLAN

Proposing Company: Athens Services, Inc.

Instructions: Provide projected diversion. Fill in boxes outlined in bold. Confirm automatic calculations.

Row	Waste Stream	Annual Tons Collected (from 4H, row 18)	Annual Tons Diverted							Tons Diverted as % of Tons Collected	
			Commingled Recycling	Greenwaste	C&D	Transformation	Mixed Waste Processing	Food Waste	Other (1)		Total Diverted
1	Residential Cart Refuse	9,470								-	0%
2	Residential Cart Recyclables	1,100	881							881	80%
3	Residential Cart Greenwaste	2,095		2,095						2,095	100%
4	Bin Refuse	25,909								-	0%
5	Bin Recyclables	2,879	2,879							2,879	100%
6	Roll-Off Service	3,996	434	11	57					502	13%
7	Bulky Item Pickup/ Holiday Trees/Special Events/Clean-up Days/ All Other	-								-	-
8	Total	45,449	4,194	2,106	57	-	-	-	-	6,357	14%
9	Minimum Recovery Rate for Processing Mixed Refuse (refuse loads only, excluding all source separated loads):										

(1) Describe "Other" programs below:

Failure to complete and submit this form may deem the proposer's proposal non-responsive.

***Exhibit 2* | Exceptions to the Draft Agreement Terms**

Athens takes no exceptions to the Draft Agreement.

Exhibit 3 | Proposer Business Information

i. General Information

Athens Services is a fourth generation, family owned business, established in 1958. Three generations are actively involved in all aspects of the company's business. This provides great continuity and commitment to customers' satisfaction, which sets Athens apart from its competitors.

Arakelian Enterprises, Inc. is a California Corporation and the ownership is comprised of the following Arakelian family members:

- *Ron Arakelian, Jr.*
- *Michael Arakelian*
- *Ron Arakelian III*

The Executives to contact on this proposal are:

- *Gary M. Clifford, Executive Vice President* (gclifford@athensservices.com)
- *Kevin Hanifin, Chief Financial Officer* (khanifin@athensservices.com)
- *Will Wilson, General Manager* (wwilson@athensservices.com)

Athens Services does not have any creditors that are owed a debt of more than 5% of the company's assets.

Contact Information	Corporate Office
Address:	P O Box 60009
City, State, Zip, Country:	City of Industry, California, 91716-0009, United States
Telephone Number:	(626) 336-3636
Fax Number:	(626) 594-4417
Years in Business:	56 years

Athens' corporate office is located at 14048 Valley Blvd., City of Industry, CA 91746. There is an additional office located in the City of Industry at 15045 Salt Lake Avenue, as well as other sites in Santa Ana, Montebello, Sun Valley, Riverside, and Irwindale. We have several other property sites in various stages of evaluation, purchase, construction, etc., throughout Southern California.

Athens employees over 1,300 people in Southern California.

As a true entrepreneur, Ron Arakelian, Sr., began with a vision over a half-century ago. From small beginnings, he led Athens to become one of the nation's leading solid waste management and street sweeping service companies. From their first municipal contract, the *Athens District* in Los Angeles, the company has grown through acquisition and competitive bidding. Ron instilled in the Athens organization, a desire to be the best. His sons, Ron, Jr., and Michael, embrace the same goals and ideals. In recent years, Ron Arakelian III joined the team and together they are all dedicated to maintaining Athens as an industry leader.

The ownership, management, and employees of Athens Services are all very excited about partnering with the City of Huntington Park on a long term basis.

The person responsible for the contract will be Gary M. Clifford, Executive Vice President. He can be reached at (626) 336-3636, or on his cellular phone at (626) 705-6919, or via email at GClifford@AthensServices.com.

As a continuing testimony to the great working environment at Athens, we have 14 employees who have been with us over 30 years, 45 who have been here for over 20 years, and 163 that have been here at least 10 years.

ii. Legal Actions

Riad Abboud v. Consolidated Disposal Service, LLC, LASC, Central District, Case No. BC464116.

In this action, plaintiffs have alleged that Athens wrongfully charged fees for services provided to certain customers who allegedly should have received such services from other companies for free. Athens demurrer to plaintiffs – Third amendment complaint was heard by the court on June 13, 2013, at which time the court granted Athens’ demurrer without leave to amend, thereby dismissing Athens from the case.

Mike Torres v. City of Montebello, LASC, Central District, Case No. BS120272.

In this action, the City of Montebello was accused of improperly awarding a waste hauling contract to Athens. The trial court found a number of the plaintiff’s claims without merit, but granted a Writ and Judgment based upon allegations that the City of Montebello failed to follow Proposition 218 and properly sign the agreement. Athens is not a defendant, but a Real Party in Interest. The matter is currently on appeal (along with a related action) which involved a writ application by Athens seeking the court to compel the City of Montebello to properly execute the agreement at issue in the Torres case. The court declined to do so and this ruling is also on appeal.

City of Montebello v. Rosemarie Vasquez, LASC, Central District, Case No. BC488767.

In this action, the City of Montebello is suing various former city council members and a former city manager for allegedly accepting improper payments and/or favors. Athens is not a defendant, but a Real Party in Interest.

California/Occupational Safety and Health Administration (Cal/OSHA)

Arakelian Enterprises, Inc., dba Athens is a heavily regulated company. We have had many inspections from OSHA over the years with only the following violations that are currently pending or were concluded. Athens took all actions to immediately remediate the violations and abate them on the noted dates. There have been no further issues since those dates.

Inspection Number	Open Date	Close Case	Type	Final Penalty	Establishment Name
316210103	11/14/2012	4/30/2013 (Close Conference)	Accident	\$18357	American Organics, Div. of Athens Services
314862848	08/14/2012	1/29/2013 (Close Conference)	Accident	\$32250	Arakelian Enterprises Inc. dba Athens Services
314858267	11/23/2010	5/7/2011	Accident	\$400	Arakelian Enterprises Inc. dba Athens Services
313380719	04/30/2010	12/15/2010	Accident	\$1125	Arakelian Enterprises Inc. dba Athens Services
312310824	12/30/2008	2/4/2009	Accident	\$7,175	Athens Services dba American Waste Industries

California Air Resource Board - 7/25/2007

On March 8, 2007, the California Air Resource Board (CARB) conducted a compliance review / field audit of Athens compliance to CARB standards. On July 25, 2007 the CARB provided Athens a letter requesting settlement for the P.S.I.P. Program. Athens has since reached a resolution with the Air Resources Board and completed requested repairs.

South Coast Air Quality Management District from July 30, 2003 through January 2009

The Athens Materials Recovery Facility had been the subject of a series of ongoing odor issues with the South Coast Air Quality Management District (SCAQMD). Athens entered into a Settlement Agreement with SCAQMD and agreed to enclose the facility and install a state-of-the-art ventilation and filtration system. The expansion moved forward with approvals from Los Angeles County Planning, and the California Integrated Waste Management Board.

Athens and SCAQMD reached a settlement in January, 2009 on all issues. Athens did not admit any wrongdoing and has agreed to additional facility improvements and the payment of costs and administrative fines. The facility continues to fully operate at increased tonnage in full compliance with SCAQMD.

California Integrated Waste Management Board – YR 2005

The CIWMB alleged that Arakelian Enterprises, Inc. did not timely renew its CIWMB waste tire hauler registration and manifest program in 2005. The issue was settled in a stipulated administrative decision. The company continues to hold a valid permit under the CIWMB Waste Tire Program.

In 2008, AEI was fined for a waste tire hauling incident in the City of Glendora. A bin containing waste tires was inadvertently dumped on a commercial route. AEI settled the issue with the CIWMB.

Additionally, it should be noted that there are no recent or other regulatory issues that will have any impact on our ability to provide the services described in this proposal.

iii. Financial Statements

Please see the 2 pages that follow and the sealed envelope in the binder marked “Original.”



14048 Valley Blvd.
P.O. Box 60009
City of Industry, CA 91716-0009
Fax (626) 330-4686
(626) 336-3636

May 20, 2014

City of Huntington Park
James Enriquez
Project Manager
6550 Miles Avenue
Huntington Park, CA 90255

RE: Request For Proposals For Solid Waste Handling Services

Dear Mr. Enriquez:

Athens has provided in the enclosed envelope marked "CONFIDENTIAL" certain financial information from the latest audited financial statements. I represent and warrant there has been no material change in conditions or operations of Athens since the date the financial statements were prepared.

Each page of the financial information is similarly marked "CONFIDENTIAL" and Athens respectfully requests the City of Huntington Park inform the limited number of people who need to review this information of our right to privacy and of the obligation to preserve the confidentiality of this data. Athens further requests that no copies be made of these pages and the originals be returned after the proposal process is complete.

Sincerely,



Kevin P. Hanifin
Chief Financial Officer



Mt. Diablo Commercial Banking Office
2175 North California Blvd., Suite 700
Walnut Creek, CA 94596
Tel: (925) 942-2360

May 20, 2014

James Enriquez
Project Manager
City of Huntington Park
6550 Miles Avenue
Huntington Park, CA 90255

RE: Waste Disposal Contract

Dear Mr. Enriquez:

Athens Services has been a client of Wells Fargo Bank, N.A. (the "Bank") since 1995. The Bank provides Athens with a credit facility under the terms of a duly executed Credit Agreement. As of the date of this letter, the Company has sufficient capacity available under the credit facility to fund the capital requirements for the City of Huntington Park contract. In addition, the Company has excess capacity under the credit facility to meet its operating and capital requirements in addition to the requirements specific to the City of Huntington Park contract.

In conjunction with its credit facility with Wells Fargo, Athens Services provides us with quarterly financial statements and annual audited financial statements. We have reviewed Athens' audited financial statements for the most recent fiscal year. Athens has satisfied all of its past and current financial obligations to Wells Fargo Bank. Based on its satisfactory past financial performance, we are not aware of any impediments that would prevent Athens from fulfilling any reasonable financial requirements under any and all of the services proposed for the City of Huntington Park.

Please feel free to contact me with any questions (925) 942-2360.

Sincerely,


Felix Miranda,
Senior Vice President

iv. Key Employees



Name	Title	Email	Phone	Role
Gary M. Clifford	Executive Vice President	gclifford@athensservices.com	(626) 934-4619	City Government contact person and negotiator for contractual affairs.
Kevin Hanifin	Chief Financial Officer	khanifin@athensservices.com	(626)855-1206	Directs financial planning and computer systems, provides financial resources
Will Wilson	General Manager	wwilson@athensservices.com	(626) 934-4696	Implementation Director, operational resources, checks for completion.
Eric Romero	Director of Sales	eromero@athensservices.com	(626) 336-3636	Coordinates community outreach and educational programs.
Evelyn Cornejo	Customer Service Manager	ECornejo@athensservices.com	(888) 336-6100	Manages the Customer Service Department.
Tomas Solis	Operations Manager	tomassolis@athensservices.com	(818) 767-9880	Manages the collection routes for Salt Lake Yard.
Jessica Aldridge	Sustainability Manager	jaldridge@athensservices.com	(818) 381-4388	Oversees environmental sustainability programs, marketing, community outreach, and education.

Athens has a very successful approach to all franchise contract transitions and ongoing management. This approach begins with a very active and engaged executive committee. The extensive experience of this group, combined with the continuity and dedication to service, provides the framework for success. All of the key requirements of the proposal and contract have been thoroughly reviewed at the executive committee level.

The owners of Athens play a significant role in the leadership of the company and provide detailed involvement in key areas of the operation. Individual family members are very active in all aspects of the business. This allows Athens to provide a combined executive team of professionals and ownership that are committed to providing excellent services to our customers. This has been ATHENS’ core approach since its inception more than 56 years ago.

The key personnel listed in this section have all participated in the drafting of this proposal and understand the requirements. At Athens we believe consistency in personnel is equally important to achieving a successful transition and to providing exemplary day-to-day service. Therefore, once the transition is successfully achieved, the city may rest assured that the same personnel who achieved the transition will maintain responsibility for on-going, exemplary service. The personnel listed below will be responsible for ensuring an efficient, effective transition and ensuring our on-going service meets and exceeds the City’s expectations.

The following provides a brief description of the various teams responsible for ensuring exemplary service as it pertains to this proposal:

Since the founding of the company 56 years ago, Athens has been proudly owned and operated by the Arakelian family. Today, three Arakelian generations sit on the Board of Directors. All Board members are actively engaged with the business, meeting with management on a weekly basis. Growing up in the business, the Arakelians have developed immeasurable experience and an intuitive sense that allows them to stay at the Industry’s cutting edge. A focus on value to customers and unequalled customer service are constant philosophies that are driven down into the organization at all levels.

NAME	OFFICE
Ron Arakelian, Jr.	Chief Executive Officer
Michael Arakelian	Secretary
Ron Arakelian III	Executive Officer
Adam Arakelian	Executive Officer

GARY M CLIFFORD, EXECUTIVE VICE PRESIDENT

CURRENT RESPONSIBILITIES

Gary is responsible for all of the municipal franchise operating divisions, including collection, transfer, recycling, street sweeping, and disposal services. He oversees the company business strategies and development of new business opportunities along with compliance of all existing contracts and ventures and is responsible for numerous hauling and street sweeping operations.

EXPERIENCE

Gary has extensive senior management experience and leadership including researching, evaluating, capital project management, negotiating, and resolving complex managerial projects. His background includes many years spent with Warner Media, a division of AOL/Time Warner, and also as an Instructor at Azusa Pacific University, School of Business and Management.

Additionally, he has over 16 years of experience working as a public employee and civic leader with state and local governments, including development of public policy and procedure. Gary has served as Mayor, Mayor Pro Tem, and City Councilmember in addition to holding other positions.

EDUCATION

M.A. Organizational Leadership, Azusa Pacific University
B.S. Applied Management, Azusa Pacific University
A.S. Police and Forensic Sciences

KEVIN P. HANIFIN, CPA, CHIEF FINANCIAL OFFICER

CURRENT RESPONSIBILITIES

Responsible for all financial activities of Athens Services. Manages finance and accounting operations and oversees the management and administration of Athens' computer systems. Directs financial planning, forecasting and analysis, and ensures that information systems are designed to support management. As Chief Financial Officer, participates in significant transactions, including mergers, acquisitions, and real estate transactions, and directs the company's involvement in debt financing. Kevin has over 18 years of experience with the company.

EXPERIENCE

Comprehensive financial and data processing experience, in executive management roles. Emphasis on mergers and acquisitions, divestitures, capital markets, and investments. Prior to joining Athens Services in 1996, served as Executive Vice President and Chief Financial Officer of a regional commercial bank in Southern California. During tenure at the bank, managed the investment portfolio, approved credits, negotiated acquisitions and asset purchases, and funded growth through debt instruments and equity offerings.

EDUCATION and ACCREDITATION

B.B.A.	Accounting	University of Notre Dame
C.P.A.	California	License No. 54789

WILLIAM WILSON, GENERAL MANAGER

CURRENT RESPONSIBILITIES

As the General Manager, he has day to day operational responsibility for the division comprised of a fleet of over 150 vehicles and 250 employees. Duties include oversight of all services, safety, customer service, and facility management. He manages our Street Sweeping fleets in the San Gabriel Valley and Orange County.

EXPERIENCE

A seasoned transportation industry leader with over 18 years' experience who possesses excellent leadership, organizational, and project management skills. He has over 15 years of experience executing successful municipal contract transitions and has worked with both City governments and the Federal government.

EDUCATION

MBA- Pepperdine University
BA-Political Science – University Of California Riverside

Tomas Solis, Operations Manager

As operations manager for Athens since 2007, Tomas Solis is a result oriented waste operations professional. He is responsible for problem solving, team motivation and team mentality. He is bilingual English/Spanish and is trained in accident investigation, commercial collection operations, and residential automatic trucks. He is responsible for maintaining a high service level and customer satisfaction. He has managed over 129 employees. He is responsible for route productivity, accuracy, and efficiency. He oversees the daily operations for major customers' accounts.

Jessica Aldridge, Sustainability Manager – Governmental Affairs

Jessica oversees the development of environmental sustainability programs and policies; her responsibilities also include project management, educational outreach, government affairs, and marketing/communication. She works closely with cities, schools, and businesses to create educational material and site specific recommendations. She also assists in the placement of hard-to-recycle items either through reuse or specialized recycling options. She has over six years' experience in the Sustainability and Resource Management industry working closely with businesses, schools and cities to provide next-step solutions in environmental sustainability. Before transferring to ATHENS, Ms. Aldridge was a Zero Waste Event and Program Coordinator for the City of Burbank, as well as, a professor for the Recycling and Resource Management program at Santa Monica College. In April 2013 she was awarded the "Best Public Advocate for Sustainability" Award at the 2nd Annual, LA Sustainable Business Council, Industry Achievement Awards. Ms. Aldridge received a Bachelor's of Arts, Business Administration and her Certification in Resource Management, California Resource and Recovery Association.

Evelyn Cornejo - Customer Service Manager

Evelyn manages the daily activity of all customer service personnel. She prepares customer/resident inquiry reports and makes sure that all supervisors and managers are informed and able to respond to our customers' special needs. Evelyn is responsible for hiring, training, and development of over three dozen Customer Service Representatives and Receptionists.

David Miramontes and Ben Mayorga, Area Supervisors

These gentlemen are both experienced managers and are responsible for the day-to-day operations. They ensure that all routes are completed in a safe and timely manner. They provide support for the drivers on any potential service issues or complaints and resolves the issue to the customer's satisfaction.

Exhibit 4 | Container Specifications

Athens will provide containers as specified in the RFP, color coded for customer separation and collection routes designated as trash (black), recycling (blue), and green waste (green). The carts are constructed of high quality, resilient UV-Stabilized HDPE resin, with 30% recycled content. The standard set of carts will include a 96 gallon black refuse cart, a 96 gallon blue recyclables cart, and a 64 gallon green waste cart. Upon request, customers will be given the option for smaller carts.

Dimensions	96 Gallon	64 Gallon	32 Gallon
Height with lid	45.13 inches	40.58 inches	39.13 inches
Width	28.70 inches	26.70 inches	20.20 inches
Depth	33.73 inches	28.11 inches	22.98 inches



96 gal



64 gal



32 gal

The manufactures specifications are on the pages that follow.

Environmental



Rehrig Pacific Roll-out Carts

Proven to withstand the rigors of today's collection systems, Rehrig Pacific's **HuskyLite Roll-out Carts** are setting new industry standards for durability and efficiency. Available in 18 gallon through 95 gallon models, for nearly any curbside application, these carts roll easily even with heavy loads. The continuous one-piece handle provides a strong gripping area and the wide wheelbase makes maneuvering easy.

HuskyLite carts are flexible, yet hold their shape even after years of service. A reinforced top lip adds strength and rigidity as do the double drag rail and reinforced bottom. The specially designed wide ground-hugging base helps keep these carts upright and stable.

Options for the Roll-out Carts include internal and external locking lids, which can be made with slots for collecting confidential documents or cutouts for recyclable beverage containers. Wheel options include blow-molded wheels or quiet treaded snap-on wheels that install in seconds.

Roll-out Carts are shipped with lids already attached, saving additional assembly time.



ROC-65NB

ROC-35MB

ROC-18/20



ROC-95NB

ROC-95U

ROC-95FA



Environmental



Roll-Out Carts

Features and Options

- For Semi-Automated or Automated Collection of Household Refuse, Recyclables and Organic Wastes
- Universal Cart Models Available in All Sizes; Fully-Automated ROC-95FA Cart also Available
- Constructed of High Quality, Resilient UV-Stabilized HDPE Resin. Available in a Wide Range of Colors.
- Rotating Metal or Molded-In Catch Bars
- Hot-Stamp Branding of Logos and Recycling Slogans; Bar Coding, Sequential Numbering and Multi-Color In-Mold Labeling Options
- RFID Integration Available for Use in Asset and Participation Tracking Programs
- Divider Option for Two-Stream Collection
- Optional European Lip
- Lid Cutouts for Recyclables Available
- Lid Opening Options Include 90° or 110° Stops
- Blow Molded or Quiet Tread Wheels Available in Cotter Pin, End Cap or Snap-on Styles
- Optional Features for Confidential Document Destruction Carts:
 - Lids with Internal Key Lock or External Tongue Plate and Padlock
 - Slotted Openings with Anti-Fish Option
- See Organic Waste Container Specification Sheet for Additional Features and Options

Rehrig Pacific Roll-out Carts Product Information

Dimensions ¹ (in.)	ROC- 18/20	ROC-35 ³	ROC-65	ROC-95
Height w/Lid	32.60	39.13	40.58	45.13
Width	19.80	20.20	26.70	28.50
Depth	18.00	22.98	28.11	33.73
ANSI Load Rating ² (lb.)	70.00	122.50	227.50	332.50

Truckload Quantities:	ROC-18	ROC-20	ROC-35	ROC-65	ROC-95
Stack Size	7 high	Inquire	9 high	9 high	8/9 high
48' Trailer	770	Inquire	864	504	384/432
53' Trailer	875	Inquire	1,080	648	432/486

¹ Dimensions vary depending on wheel and lid options

² ANSI Z245.30 - 2008

³ 20 gallon insert available



ROC-18 Carts Stacked



European Lip



Branded ID Number and Bar Code



Gravity Lock



Internal Lock with Key



External Lock (padlock not included)



Multi-Color In-Mold Label (I.M.L.)



Optional Openings for Recyclables



Optional 90° or 110° Lid Stops

A FAMILY TRADITION OF GROWTH, SERVICE AND INNOVATION

Headquarters: 4010 East 26th Street Los Angeles, California 90058 (323) 262-5145 (800) 421-6244 FAX: (323) 269-8506
 Erie, PA (800) 458-0403 • Atlanta, GA (800) 241-9693 • Dallas, TX (800) 426-9189 • Kenosha, WI (800) 934-3312
 De Soto, KS (866) 265-4108 • Orlando, FL (800) 998-2525 • Canada (877) 456-8094 • Mexico +52 (442) 296-2000
www.rehrigpacific.com • info@rehrigpacific.com

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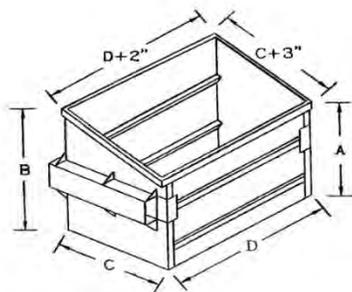


Athens Services will fulfill any customers request for a commercial bin or roll off box for refuse, recyclables, and green waste. We can offer these bins and boxes in a variety of sizes, including custom building to the customer's specifications.

To ensure a smooth transition, Athens will match any custom container arrangement currently provided by the incumbent contracted waste hauler.

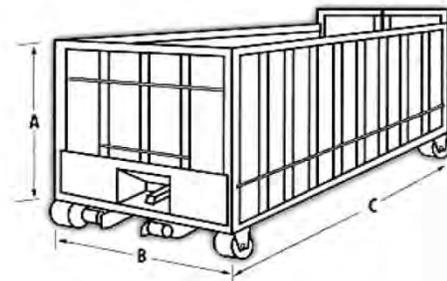
Athens Services can provide specialize staging services for customers that do not have convenient set out places. We can provide the same service for bin service. If necessary, we will use a "scout" truck to retrieve the bin, stage it, dump it, and return it.

Described below are dimensions of our bins and roll-off containers.



Front Loader Container Dimensions

SIZE	FRONT HEIGHT A	BACK HEIGHT B	WIDTH C	LENGTH D
1 1/2 YD	29 1/2 in	34 1/2 in	29 1/2 in	72 in
2 YD	34 1/2 in	41 1/2 in	34 1/2 in	72 in
3 YD	41 1/2 in	50 1/2 in	41 1/2 in	72 in
4 YD	46 in	57 in	50 1/2 in	72 in
6 YD	64 in	71 in	58 in	72 in



Roll Off Container Dimensions

SIZE	FRONT HEIGHT A	WIDTH B	LENGTH C
10 YD	2.5 ft	8 ft	16 ft
20 YD	4 ft	8 ft	20 ft
30 YD	6 ft	8 ft	20 ft
40 YD	7 ft	8 ft	22 ft

Exhibit 5 | Multi-Family Dwelling Recycling Program

Athens will be establishing compliance with AB 939 50% waste diversion requirements as well as AB341 requirements, as described in the RFP, by providing our proven program of promoting, supporting, and administering source-separated recycling programs.



We have a variety of services and will tailor them to meet the needs of your multi-family dwellings which include many sizes of equipment ranging from recycling barrels to 3 cubic yard bins, serviced multiple days per week. However, since the majority of clients produce less than 3 cubic yards of waste, Athens custom programs are successful because they include smaller containers, including barrels, placed in multiple locations which make it convenient for the residents.



Our community-dedicated Recycling Coordinators will meet with every property manager personally and make sure they understand all of our available programs. As the public education and awareness leader in our industry, Athens will provide the City with these additional enhancements that will assure the City's compliance with AB341.

-  We will continue to deliver and reinforce the message of recycling on a quarterly basis through our educational billing inserts.
-  Provide educational tours of our Material Recovery Facility (MRF) and/or video lectures of our facilities and our compost site, American Organics, for community groups.
-  We will make available guest speakers and/or assist writing material for the City on the various aspects of recycling, composting, etc.
-  We will provide City Council with regular updates on new technologies and the general state of the waste management and recycling industry as well as updates on government actions which impact the City.
-  Athens will engage local cable access channels and provide training and awareness via local television.
-  Athens will work with City Staff and Elected Officials at their request to participate in town hall type outreach meetings in each District to provide interactive face to face discussions on environmentally sensitive issues.
-  Athens also offers mixed waste processing as detailed further in Exhibit 18 and can achieve up to 75% diversion if the City so desires!

Exhibit 6 Commercial Recycling Program

Athens will be establishing compliance with AB 939 50% waste diversion requirements as well as AB341 requirements, as described in the RFP, by providing our proven program of promoting, supporting, and administering source-separated recycling programs.



We have a variety of services and will tailor them to meet the needs of your



businesses which include many sizes of equipment ranging from recycling barrels to 3 cubic yard bins, serviced multiple days per week. For large generators of recyclables, such as cardboard, we can supply and service roll-offs and compactors as well. However, since the majority of businesses produce less than 3 cubic yards of waste, Athens custom programs are successful because they include smaller containers, including barrels, serviced for recycling.

Our community-dedicated Recycling Coordinators will meet with every business personally and make sure they understand all of our available programs. As the public education and awareness leader in our industry, Athens will provide the City with these additional enhancements that will assure the City's compliance with AB341.

-  Provide educational tours of our Material Recovery Facility (MRF) and/or video lectures of our facilities and our compost site, American Organics, for community groups.
-  We will make available guest speakers and/or assist writing material for the City on the various aspects of recycling, composting, etc.
-  We will provide City Council with regular updates on new technologies and the general state of the waste management and recycling industry as well as updates on government actions which impact the City.
-  Athens will engage local cable access channels and provide training and awareness via local television.
-  Athens will work with City Staff and Elected Officials at their request to participate in town hall type outreach meetings in each District to provide interactive face to face discussions on environmentally sensitive issues.
-  Athens also offers mixed waste processing as detailed further in Exhibit 18 and can achieve up to 75% diversion if the City so desires!

Exhibit 7 | Disposal or Diversion Facilities; Operating Facilities

Processing/Diversion Facilities

Athens Services, Material Recovery Facility and Transfer Station

14048 East Valley Boulevard, City of Industry, CA 91746, (626) 336-3636

TPD: 5,000 **Permit:** 19-AA-0863 **Points of Contact:** Carlos Ramos, General Manager
Efrain Olmos, Operations Manager

Description of Services: Athens Services, Materials Recovery Facility and Transfer Station was the first and only mixed waste processing facility in Los Angeles County when it began operating in 1996. It was expanded and improved in 2007 and is currently one of the highest-diverting mixed waste materials recovery facilities in Southern California. This state-of-the-art facility can process 5,000 tons of waste each day with virtually no noise or odor impact to the surrounding community. The operations for the facility are fully enclosed in a building that spans 3 acres and utilizes forced air circulation with carbon filters to assist in odor control.



This facility is equipped with a food-waste sorting system that is processing approximately 100 tons per day and three recycling lines for solid waste sorting that can handle 2,400 tons a day of mixed solid waste. The dedicated food waste line processes and removes contaminants from organics before being delivered to our compost facility, American Organics in Victorville, CA.



Athens diverts over three dozen recyclable materials from the waste stream, all of which are separated, baled, and shipped to domestic and foreign recycling markets. Materials recovered and marketed by the Athens MRF include, but are not limited to: newspaper, cardboard, mixed paper, magazines, office paper, natural HDPE, colored HDPE, PET, mixed plastic, mixed glass, aluminum cans, aluminum scrap, tin, batteries, pallets,

wood, sawdust, concrete, bricks, textiles, organics, carpet & carpet padding, tires, green waste, ADC, and dirt. Durable materials are made into new consumer goods and building materials while organic components, such as yard trimmings and food-waste, are converted into mulch or compost.

Approximately 540,000 tons-per-year (TPY) of MSW and 72,000 TPY of MRF fines are transferred from this facility.

All of the waste streams we will be collecting in the City will be taken to this facility as it has the capability of processing unsorted municipal waste and source-separated materials, as well as large volumes of commodities, such as cardboard, collected from commercial accounts in compactors and roll-offs. The facility also has a separate line to process C & D waste.

STORYBOARD OF ATHENS' MRF PROCESS



We are a neighbor friendly facility. By conducting our activities inside a building we eliminate noise and our air filtration system eradicates odor impacts.



Athens MRF is a computer controlled, state-of-the-art plant designed specifically for the processing of municipal solid waste.



Trash and recyclables are collected from many cities in Los Angeles County.



Sorted recyclable material is moved via conveyor to the baler.



Athens bales three dozen commodities, including the recent addition of soiled carpet and padding.



Once baled, materials are shipped to foreign and domestic markets.



Truck contents are unloaded and fed onto the sorting equipment by a tractor.



Utilizing a combination of machinery and skilled work force, recyclables are removed from the mixed material.



Athens is one of the largest employers in the San Gabriel Valley.



The MRF is also a transfer station. Residual material is packed into our fleet of Kenworth trailers for transfer.



Trailers are top-loaded in the MRF transfer tunnel, covered, and then transported to landfills for disposal.



Additionally, Athens has constructed a separate facility for processing of construction and demolition debris and other large loads of bulky recyclable material.

Operating Facilities

This agreement will be serviced from our hauling division located at 15045 Salt Lake Ave., Industry, CA. The geographic proximity of this hauling division, less than 20 minutes from the City, will allow us to deliver a higher quality of service including very quick response times and a shorter transport route, thusly resulting in lower carbon footprint.

We propose to complete a seamless transition from the current hauler because we have more than adequate space to house the additional trucks and equipment needed to service the City. Additionally, we are a local family-owned business that has been servicing commercial and residential customers in this area for many, years, giving us a unique knowledge of the geography and demographics.



Customer service, public relations, and franchise administration will be serviced from our Irwindale facility, located at 5355 Vincent Ave., pictured to the left.

Athens also operates additional facilities in Industry, Montebello, Torrance, Riverside, Sun Valley, and in San Bernardino and Orange Counties.

The pages that follow demonstrates that Athens has significant resources on which to call which insures the City that we will be able to provide excellent service under this agreement.

Athens Sun Valley Material Recovery Facility and Transfer Station

11121 Pendleton Street, Sun Valley, CA 91352, (818) 768-6036

TPD: 1,500 **Permit:** 19-AR-5581

Points of Contact: Riel Johnson, General Manager Enrique Gonzalez, Operations Manager

Description of Services: *Athens Sun Valley Material Recovery Facility and Transfer Station's* permitted capacity is 1,500 tons per day of municipal solid waste and recyclables.

Athens is in the process of building Southern California's first LEED Certified and solar powered recycling facility. The ATHENS' Sun Valley Materials Recovery Facility and Transfer Station has a permitted daily capacity of 1,500 tons-per-day; it can process non-hazardous refuse, source separated or comingled recyclables, and inert material. The facility will be located at 11121 Pendleton Street in Sun Valley.

The environmental efficiencies associated with this facility will help to save water, energy, and resources; reduce use of toxic building materials; create a lower carbon footprint; and reduce our reliance on fossil fuels. This facility will also increase the recycling of valuable resources which in turn will reduce resource extraction and the associated water and energy use to create new material.

ENVIRONMENTAL BENEFITS & UPGRADES

- Operations will be fully enclosed and utilize forced air circulation with carbon filters to assist in odor control.
- Investment in renewable energy by installing a 20kw or larger solar power collection system
- Conversion of diesel equipment used at the facility to energy efficient electric motors
- Conversion of ATHENS' collection vehicles to natural gas vehicles
- Incentives for others using the facility to utilize natural gas vehicles
- LEED certified standard for construction
- Equipped with a food-waste sorting system
- Additional three scales to reduce truck queuing and minimize idling trucks
- Promotes recycling and creates local jobs



Victor Valley Regional Composting Facility (American Organics)

20055 Shay Road, Victorville, CA 92394, (760) 246-7946

TPD: 700 **Permit:** 36-AA-0403

Points of Contact: Pete Townsend, General Manager Debbie Carling, Scale House Manager

Description of Services: American Organics permitted capacity is 700 tons per day of organic material. American Organics processes the following types of organic material: green waste, wood waste, sod, chipped wood, food waste, manures, and non-hazardous liquids (we do not use bio-solids in our compost). American Organics makes blends of compost to fit the needs of agricultural,

municipal, residential and/or commercial customers. The site is also permitted to receive and recycle non-hazardous liquids. American Organics is one of very few facilities in Southern California permitted by state and local government to accept food waste for processing.



Currently, Athens provides food waste collection and/or composting for both municipalities and food service establishments throughout Los Angeles, Riverside and San Bernardino Counties. As a certified processor for the City of Los Angeles, Commercial Food Waste Recycling Program, Athens helps businesses divert their food discards from landfills and into valuable soil amendment.



In 2004, Athens began its restaurant food waste collection program, starting with West Hollywood and expanding services to the City of Los Angeles by 2007. The food waste is collected separately, processed at our recovery facility in City of Industry, and later transported to American Organics where it is prepared for agricultural end users. This specialized organics service and diversion opportunity has been provided to over 800 food service establishments. Athens unique program has won multiple awards from the Environmental Protection Agency for innovation in municipal “green” programs.

Our compost material is OMRI Listed® (Organic Materials Review Institute) and licensed by the California Department of Food and Agriculture (CDFA); it is approved to be used in agricultural operations that are certified organic under the USDA National Organic Program. Approximately 50,000 tons per year of compost are transported to market by transfer trailers from this facility.

This facility could play a significant role in the future of Huntington Park. Athens has the ability to guarantee that within the contract term; we could collect all organic waste (green and brown carts) from residential customers, and provide a seamless process to compost the material. This would achieve nearly 100% diversion for some of the heaviest materials.

County of San Bernardino’s Solid Waste Disposal System

Always with an eye on the future, particularly in regard to the closure of Puente Hills Landfill, Athens has entered into a 10 year contract with the County of San Bernardino to maintain and operate all of the active solid waste facilities that are owned by the County. With an area of 20,105 square miles, San Bernardino County is the largest county in the United States by area. The County’s solid waste system handles over 7,000 tons a day of waste and consists of a total of fifteen sites, six landfills and nine transfer stations. The landfills receive



Athens can guarantee CAPACITY and RATE STABILITY for 10 years!

from 100 tons a day to over 4,000 tons a day, while the transfer stations will manage 2 tons a day in the outlying areas to over 100 tons a day in the more populated areas.

As part of this massive agreement, Athens is fully responsible for all requirements of the Storm Water Pollution Prevention Program (SWPP) and all other requirements to operate Class III disposal facilities and responsible for maintaining the County's "Designated Recycling Services" at each of the facilities.



The contract began on July 1st 2013, just 9 weeks after the contract was awarded. In that short time Athens had to purchase 50 pieces of heavy equipment and over 30 pieces of rolling stock in order to service the contract. Athens also hired over one-hundred employees to manage the sites as well as operate and maintain the equipment.

Included in the operations are landfills in Barstow, Landers, Mid-Valley (2), San Timoteo, and Victorville, as well as transfer stations in Big Bear, Heaps Peak, Phelan, Twentynine Palms, Morongo Valley, and several other facilities.

This contract puts Athens in a position to be able to guarantee landfill capacity, diversion, and rate stability for our customers.

Proposed Recycling Facility – City of Irwindale

The City of Irwindale recently signed a Memorandum of Understanding with Athens to develop and operate a large, regional MRF in that City. The selection was made after an extensive, competitive process involving numerous industry competitors. The site has been selected and Athens has started the design and permitting of the facility. The facility will have the ability to process:

- Mixed Waste Processing
- Construction and Demolition
- Organic and Green Waste
- Source Separated Recyclables
- Transfer
- Self-Haul Recovery



Street Sweeping Services – Keeping our streets clean from trash

Athens is also a significant provider of street sweeping services since 1987. There is a natural synergy between solid waste management and street sweeping services, especially when it comes to coordinating the schedules. Our experience in the street sweeping industry began over 27 years ago with the City of Temple City, a contract we still have today. Currently, 25 jurisdictions have made the decision to have Athens manage their street sweeping needs. Most of these contracts are long-term agreements demonstrating the trust our stakeholder communities have in our ability to provide consistently excellent service that has the least amount of impact on staff time and resources. We take responsibility for the full-scope of municipal environmental services so the leaders and staff of our stakeholder communities may concentrate their efforts on other important municipal matters. We currently have exclusive service agreements for street sweeping that includes over 365,000 residents and businesses!



***Exhibit 8* | Confirming Use of Disposal or Diversion Facilities**

As the owner of the facilities described in the previous section, Athens hereby states that the facilities will accept the materials collected under the agreement.

Exhibit 9 | Implementation Plan

Overview

Athens Services proposes to complete a seamless transition for Huntington Park residents from the current haulers and collection methods to a fully automated, 3 barrel system, with special collections for bulky items, bagged green waste, e-waste, commercial trash and consumer electronic devices. The three barrels provided to each resident are clearly marked and color coded for customer separation and collection routes designated as trash, recycling, and green waste. Athens Services has prepared the work plan presented in this section based upon a thorough review of Huntington Parks Request for Proposal, the Proposer’s Conference, and our own independent research and extensive experience. Athens Services has over 56 years of history, especially in residential collection and significant infrastructure in the area to offer the best match for Huntington Park –Athens Services partnership.

This proposal section is presented to provide the overview of our approach and detailed work plan for the successful implementation and ongoing services required in Huntington Park. The subsections that follow further detail specific areas requested for discussion in the RFP. In regard to City Staff participation, the City can expect that its role will be that as observer/consultant and that we do not utilize city resources when rolling out a new contract.

Proposed Transition Schedule

#	Task Description	Contract Award	90 Days	60 Days	30 Days	Two Weeks Prior	One Week Prior	Start	One Week After	Two Weeks After
1	Place vehicle order	8/18/2014								
2	Place cart/bin order	8/18/2014								
3	Finalize the routing plans		10/15/2014							
4	Send notice of community meetings			11/10/2014						
5	Receive new vehicles				12/1/2014					
6	Mail subscription orders				12/1/2014					
7	Hold community meetings			11/3/2014	12/1/2014					
8	Finalized all contract deliverables			11/3/2014						
9	Receive cart order				12/1/2014					
10	Receive vehicle order				12/1/2014					
11	Dry run all commercial routes			11/17/2014						
12	Dry run all residential routes				12/1/2014					
13	Delivery new carts					12/15/2014	12/22/2014			
14	Stage carts and start assembly				12/1/2014					
15	Collections Starts							1/1/2015		
16	Door to door sign up campaign							1/1/2015	1/5/2015	
17	Audit 35% of customers for contamination								1/12/2015	
18	Complete City waste stream analysis									1/26/2015

All collections will be carried out in a safe, professional, reliable, prompt, efficient, and courteous manner. Litter and leaks from equipment and employee negligence will not be tolerated and will be attended to promptly. Both public and private roadways and driveways and private property in general will be treated with absolute respect, as will collection equipment. Collection equipment will be expertly maintained such that it performs optimally and looks clean at all times.

Athens Services employees will be in uniform and will maintain a professional appearance and will behave professionally at all times. Athens Services will comply with all local and City ordinances related to operating hours and noise complaints.

Athens Services will be conducting all operations for Huntington Park from an existing Athens Services operations yard located in City of Industry. The equipment and personnel resources at this facility are 18 times those required to perform the Huntington Park contract.



Our customer service and billing systems are the best in the solid waste industry. Athens Services has been providing residential collection services in Los Angeles County for more than 56 years and has grown to the largest in the area.

The entire company is organized for excellent service. Athens Services’ well designed communications and web based system, including live phone contact with customers in over 175 languages, detailed documentation, immediate follow-up on every issue, and easy access to senior management, makes the difference.

Athens Services is proposing new, clean-fuel alternative fueled vehicles powered by compressed natural gas (CNG) to operate in Huntington Park. The equipment details including the automated carts are shown in Section 9.h. Athens Services is very experienced with all of the proposed equipment and has sufficient back-up equipment, bins and carts to ensure successful operations.

In summary the collection operations plan is as follows:

Daily Collection Routes

	MON	TUE	WED	THU	FRI	SAT
Automated Trash, Recycling and Green Waste	3	3	4	4	4	
Commercial Trash	4	4	4	4	4	3
Scout Service	1	1	1	1	1	
Commercial 96 Trash BBL	1					
Bulky Pick Up Truck		1		1		
Supervisor Pick Up Truck	1	1	1	1	1	1
Roll Off	1	1	1	1	1	1
Total	10	10	10	10	10	5

The details of this plan including our step-by-step review of each type of collection route, tabulation of each routes daily tonnage and route hours, and collection maps by day and route are shown on the following pages.

The step-by-step review is a workflow of each activity the route driver must follow to complete the daily assignment. This review illustrates the detailed planning process conducted by Athens Services.

Typical Route Description for Residential Trash Collection

Step	Activity
1	Driver will arrive at 15045 Salt Lake Ave – City of Industry, CA (Salt Lake Yard) and clock in at 6:15 am.
2	Check in with dispatch and receive two-way radio, route/stop service sheet and any work orders (extra dumps, bulky items)
3	Conduct pre-trip inspection of the assign route vehicle.
4	Drive to beginning of the route for the specified service day area.
5	Driver will engage PTO (Power Take Off), remove locking pin from automated truck and commence to service trash containers (Black Carts)
6	Driver will disengage PTO, park the vehicle, and contact the supervisor to inform him that he will be taking a fifteen minute break.
7	Driver will get back into vehicle call supervisor and inform him that he will continue on assigned route, engage PTO and continue to service refuse carts.
8	Driver will complete the 1 st load collection of all refuse carts for the specified area.
9	Driver will disengage PTO, lock automated arm with locking pin and will contact supervisor informing him/her that he is headed to the assigned disposal facility (Athens MRF – City of Industry, CA).
10	Driver will arrive at approx. 10:15 am to the Athens MRF and weigh-in the vehicle and provide origin of refuse.
11	Driver will wait for clearance to enter the Athens MRF, once inside driver will be directed to specific area to dump contents of the vehicle.
12	Driver will engage PTO, open back door, activate manual packer blade, and dump entire contents of vehicle.
13	Upon completion of dumping process driver will move vehicle to the designated clean out area where he will clean the hopper area, driver will practice lockout/tag out procedures when cleaning out hopper area.
14	Driver will then exit the Athens MRF and contact the supervisor to inform that the 1 st load is completed and that he will be taking a lunch break before commencing the 2 nd load.
15	Driver will take 30 minute lunch break.
16	Driver will arrive at designated service area and engage PTO, remove locking pin from automated truck and commence to service trash containers (Black Carts)
17	Driver will complete collection of trash carts in specified area and will disengage PTO, park the vehicle, and call the supervisor to inform him that he will be taking a fifteen minute break.
18	Driver will contact supervisor informing that he is headed to the assigned disposal facility (Athens MRF)
19	Driver will disengage PTO, lock automated arm with locking pin and drive to the Athens MRF
20	Driver will arrive approx. 2:30 pm to the Athens MRF; weigh-in vehicle and provide origin of refuse.
21	Driver will wait for clearance to enter to the Athens MRF, once inside driver will be directed to specific area to dump.
22	Driver will engage PTO, open back door, activate manual packer blade, and dump entire contents of vehicle.

23	Upon completion of dumping process, the driver will move the vehicle to the designated clean out area where he will clean the hopper area. The driver will practice lockout/tag out procedures when cleaning out hopper area.
24	Driver will exit the Athens MRF and drive to the CNG fueling station located within the Athens Services Facility and fill up the vehicle.
25	Driver will contact the supervisor informing him/her of the load tonnage and that he is headed back to the yard.
26	Upon arriving at the Salt Lake Yard, driver will complete a post-trip inspection of vehicle and turn in copy of inspection report to the maintenance department.
27	Driver will proceed to dispatch area and turn in all completed work orders, DVIR (Driver vehicle inspection report), two-way radio, and signed route sheet.
28	Once the debriefing is completed, the driver will pick up their time card and clock out at approx. 3:00pm.

Typical Route Description for Commercial Trash Collection

Step	Activity
1	Driver will arrive at 15045 Salt Lake Ave – City of Industry, CA (Salt Lake Yard) and clock in at 6:15am.
2	Check in with dispatch and receive two-way radio, route/stop service sheet and any work orders (extra dumps, bulky items)
3	Conduct pre-trip inspection of the assign route vehicle.
4	Drive to beginning of the route for the specified service day area.
5	Driver will engage PTO (Power Take Off), and commence to service commercial trash bins for the specified day.
6	Driver will disengage PTO, park the vehicle, and contact the supervisor to inform him that he will be taking a fifteen minute break.
7	Driver will get back into vehicle call supervisor and inform him that he will continue on assigned route, engage PTO and continue to service trash bins.
8	Driver will complete the 1 st load collection of trash bins.
9	Driver will disengage PTO and will contact supervisor inform him that he is headed to the assigned disposal facility (Athens MRF).
10	Driver will arrive at approx. 10:30 am to the Athens MRF and weigh-in the vehicle and provide origin of refuse.
11	Driver will wait for clearance to enter the tipping floor, once inside driver will be directed to specific area to dump contents of the vehicle.
12	Driver will engage PTO, open back door, activate manual packer blade, and dump entire contents of vehicle.
13	Upon completion of dumping process driver will move vehicle to the designated clean out area where he will clean the hopper area, driver will practice lockout/tag out procedures when cleaning out hopper area.
14	Driver will then exit the Athens MRF and contact the supervisor to inform that the 1 st load is completed and is now en-route back to the city.
15	Driver will arrive at designated service area and engage PTO and continue to service trash bins.
16	Driver will complete the 2 nd load collection of trash bins and will disengage PTO, park the vehicle, and call the supervisor to inform him that he will be taking a thirty minute lunch break.

17	Driver will take a 30 minute lunch break.
18	Driver will contact supervisor informing that he is headed to the assigned disposal facility (Athens MRF)
19	Driver will disengage PTO and drive to the Athens MRF
20	Driver will arrive approx. 2:30 pm to the Athens MRF; weigh-in vehicle and provide origin of refuse.
21	Driver will wait for clearance to enter to the Athens MRF, once inside driver will be directed to specific area to dump.
22	Driver will engage PTO, open back door, activate manual packer blade, and dump entire contents of vehicle.
23	Upon completion of dumping process, the driver will move the vehicle to the designated clean out area where he will clean the hopper area. The driver will practice lockout/tag out procedures when cleaning out hopper area.
24	Driver will exit the Athens MRF and drive to the CNG fueling station located within the Athens Services Facility and fill up the vehicle.
25	Driver will contact the supervisor informing him/her of the load tonnage and that he is headed back to the city for the final load.
26	Driver will engage PTO (Power Take Off), and commence to service the final load of commercial trash bins for the specified day.
27	Driver will disengage PTO, park the vehicle, and contact the supervisor to inform him that he will be taking a fifteen minute break.
28	Driver will get back into vehicle call supervisor and inform him that he will continue on assigned route, engage PTO and continue to service trash bins.
29	Driver will complete the 3 rd and final collection of trash bins.
30	Driver will contact supervisor informing that he is headed to the assigned disposal facility (Athens MRF)
31	Driver will disengage PTO and drive to the Athens MRF
32	Driver will arrive approx. 6:30 pm to the Athens MRF; weigh-in vehicle and provide origin of refuse.
33	Driver will wait for clearance to enter to the Athens MRF, once inside driver will be directed to specific area to dump.
34	Driver will engage PTO, open back door, activate manual packer blade, and dump entire contents of vehicle.
35	Upon completion of dumping process, the driver will move the vehicle to the designated clean out area where he will clean the hopper area. The driver will practice lockout/tag out procedures when cleaning out hopper area.
36	Driver will exit the Athens MRF and drive to the Athens Salt Lake Yard located 2.5 miles from the Athens MRF.
37	Driver will contact the supervisor to inform of the load tonnage and that he is headed back to base.
38	Upon arriving at the Salt Lake Yard, driver will complete a post-trip inspection of vehicle and turn in copy of inspection report to the maintenance department.
39	Driver will proceed to dispatch area and turn in all completed work orders, DVIR (Driver vehicle inspection report), two-way radio, and signed route sheet.
40	Once the debriefing is completed, the driver will pick up their time card and clock out at approx. 7:00pm.

City of Huntington Park - Residential Load Worksheet

Start Time: 6:15 am

3 Cart Service

Route	Monday					Tuesday					Wednesday					Thursday					Friday					Totals				Weekly Hours	
	Trk	Tons	Type	Time	L/F	Trk	Tons	Type	Time	L/F	Trk	Tons	Type	Time	L/F	Trk	Tons	Type	Time	L/F	Trk	Tons	Type	Time	L/F	Tons	Loads	Drivers	Helpers	Total	
ASL 1	1	8.00	T	11:00	UW	1	8.00	T	11:00	UW	1	3.18	R	12:00	UW	1	3.52	R	12:00	UW	1	4.40	R	12:00	UW	63.50	10	48.25	0.00	48.25	
	1	6.40	T	15:30	UW	1	7.50	T	15:00	UW	1	6.50	T	16:30	UW	1	8.00	T	16:30	UW	1	8.00	T	16:30	UW						
	Clock out Time 15:30					Clock out Time 15:30					Clock out Time 17:00					Clock out Time 17:00					Clock out Time 17:00										
	8.75 Hrs					8.75 Hrs					10.25 Hrs					10.25 Hrs					10.25 Hrs										
ASL 2	2	5.95	G	12:00	UW	2	6.90	G	12:00	UW	2	8.20	G	12:00	UW	2	9.20	G	12:00	UW	2	9.50	T	11:00	UW	75.05	10	49.75	0.00	49.75	
	2	6.30	T	16:30	UW	2	8.00	T	16:30	UW	2	6.50	T	16:30	UW	2	6.50	T	16:30	UW	2	8.00	T	15:00	UW						
	Clock out Time 17:00					Clock out Time 17:00					Clock out Time 17:00					Clock out Time 17:00					Clock out Time 15:30										
	10.25 Hrs					10.25 Hrs					10.25 Hrs					10.25 Hrs					8.75 Hrs										
ASL 3	3	2.32	R	12:00	UW	3	2.64	R	12:00	UW	3	8.00	T	11:00	UW	3	9.10	T	11:00	UW	3	9.50	T	11:00	UW	69.56	10	46.75	0.00	46.75	
	3	6.40	T	16:30	UW	3	8.00	T	16:30	UW	3	6.50	T	15:00	UW	3	9.10	T	15:00	UW	3	8.00	T	15:00	UW						
	Clock out Time 17:00					Clock out Time 17:00					Clock out Time 15:30					Clock out Time 15:30					Clock out Time 15:30										
	10.25 Hrs					10.25 Hrs					8.75 Hrs					8.75 Hrs					10.25 Hrs										
ASL 4	Commercial bbls service See Commercial Worksheet										4	9.00	T	11:00	UW	4	9.10	T	11:00	UW	4	10.00	G	12:30	UW	38.10	4	21.25	0.00	21.25	
											Clock out Time 11:30					Clock out Time 11:30					Clock out Time 17:30										
											5.25 Hrs					5.25 Hrs					10.75 Hrs										
BULKY F/L						5	2.50	B	14:00	UW						5	2.50	B	14:00	UW						5.00	2	15.50	0.00	15.50	
						Clock out Time 14:30										Clock out Time 14:30															
						7.75 Hrs										7.75 Hrs															

** Tons are estimated based on the # of units identified along the current service day.
 *** This plan complies with the current street sweeping schedule.

Total Trash	27.10	4	31.50	4	36.50	5	41.80	5	51.00	6	187.90	24	
Total Green	5.95	1	6.90	1	8.20	1	9.20	1	10.00	1	40.25	5	
Total Recyc	2.32	1	2.64	1	3.18	1	3.52	1	4.40	1	16.06	5	
Total Bulky	0.00	0	2.50	1	0.00	0	2.50	1	0.00	0	5.00	2	
Total Tons	35.37	6	43.54	7	47.88	7	57.02	8	65.40	8	249.21	36	
Load Avg	5.90		6.22		6.84		7.13		8.18		160.25	0.00	181.50

Dump Locations

UW Athens Material Recovery Facility

City of Huntington Park -- Commercial Load Worksheet

Start Time: 6:15 am

Route	Monday					Tuesday					Wednesday					Thursday					Friday					Saturday					Totals				Weekly Hours		Total					
	Trk	Tons	T/G	Time	L/F	Trk	Tons	T/G	Time	L/F	Trk	Tons	T/G	Time	L/F	Trk	Tons	T/G	Time	L/F	Trk	Tons	T/G	Time	L/F	Trk	Tons	T/G	Time	L/F	Tons	Loads	Driver	Helper	Total	Est. Yards	Est. Lbs/Cy					
FL 1	1	11.00	T	10:30	UW	1	11.00	T	10:30	UW	1	11.00	T	10:30	UW	1	11.00	T	10:30	UW	1	11.00	T	10:30	UW	1	11.00	T	10:30	UW	1	11.00	T	11:30	UW	148.50	14	87.75	85.25	113.00	2,350.00	126.38
	1	11.00	T	18:30	UW	1	11.00	T	18:30	UW	1	11.00	T	18:30	UW	1	5.50	R	18:30	UW	1	5.50	R	18:30	UW	1	5.50	R	18:30	UW	1	5.50	R	18:30	UW							
	Clock out Time 19:00					Clock out Time 19:00					Clock out Time 19:00					Clock out Time 19:00					Clock out Time 15:30																					
	12.25 Hrs					12.25 Hrs					12.25 Hrs					12.25 Hrs					9.75 Hrs																					
FL 2	2	11.00	T	10:30	UW	2	11.00	T	10:30	UW	2	11.00	T	10:30	UW	2	11.00	T	10:30	UW	2	11.00	T	10:30	UW	2	11.00	T	10:30	UW	2	11.00	T	11:30	UW	159.50	15	63.50	60.75	124.25	2,250.00	141.78
	2	11.00	T	14:30	UW	2	11.00	T	14:30	UW	2	11.00	T	14:30	UW	2	11.00	T	14:30	UW	2	11.00	T	14:30	UW	2	11.00	T	14:30	UW	2	11.00	T	14:30	UW							
	2	11.00	T	18:30	UW	2	11.00	T	18:30	UW	2	11.00	T	18:30	UW	2	5.50	R	18:30	UW	2	5.50	R	18:30	UW	2	5.50	R	18:30	UW												
	Clock out Time 19:00					Clock out Time 19:00					Clock out Time 19:00					Clock out Time 15:30					Clock out Time 19:00									5.75 Hrs												
	12.25 Hrs					12.25 Hrs					12.25 Hrs					9.75 Hrs					12.25 Hrs																					
FL 3	3	11.00	T	10:30	UW	3	11.00	T	10:30	UW	3	11.00	T	10:30	UW	3	11.00	T	10:30	UW	3	11.00	T	10:30	UW	3	11.00	T	10:30	UW	3	11.00	T	11:30	UW	147.00	15	63.50	0.00	83.50	2,000.00	147.00
	3	11.00	T	14:30	UW	3	11.00	T	14:30	UW	3	11.00	T	15:00	UW	3	11.00	T	14:30	UW	3	11.00	T	14:30	UW	3	11.00	T	14:30	UW	3	11.00	T	14:30	UW							
	3	7.00	R	18:30	UW	3	7.00	R	18:30	UW	3	6.00	R	18:30	UW	3	6.00	R	18:30	UW	3	6.00	R	18:30	UW	3	6.00	R	18:30	UW												
	Clock out Time 19:00					Clock out Time 19:00					Clock out Time 15:30					Clock out Time 19:00					Clock out Time 19:00									5.75 Hrs												
	12.25 Hrs					12.25 Hrs					9.75 Hrs					12.25 Hrs					12.25 Hrs																					
FL 4	4	11.00	T	10:30	UW	4	11.00	T	10:30	UW	4	6.50	R	10:30	UW	4	7.00	R	10:30	UW	4	7.00	R	10:30	UW	4	7.00	R	10:30	UW	4	11.00	T	11:30	UW	102.00	13	66.00	0.00	56.50	2,000.00	102.00
	4	7.00	R	14:30	UW	4	7.00	R	14:30	UW	4	6.50	R	15:00	UW	4	7.00	R	15:00	UW	4	7.00	R	15:00	UW	4	7.00	R	15:00	UW	4	7.00	R	15:00	UW							
	4	7.00	R	18:30	UW	4	7.00	R	18:30	UW	4	6.50	R	18:30	UW	4	7.00	R	18:30	UW	4	7.00	R	18:30	UW	4	7.00	R	18:30	UW	4	7.00	R	18:30	UW							
	Clock out Time 19:00					Clock out Time 19:00					Clock out Time 15:30					Clock out Time 15:30					Clock out Time 15:30									5.75 Hrs												
	12.25 Hrs					12.25 Hrs					9.75 Hrs					9.75 Hrs					9.75 Hrs																					
ASL	ASL	9.50	T	14:30	UW	Commercial bbls will be serviced by the ASL 3 truck on Monday. No extra equipment is needed.																				9.50	1	8.25	0.00	8.25	300.00	63.33										
	Clock out Time 15:00																																									
	8.25 Hrs																																									
SCOUT	Scout Support					Scout Support					Scout Support					Scout Support					Scout Support					0.00	0	3.00	0.00	3.00	300.00	0.00										

Dump Location

UW Athens Material Recovery Facility

Total Trash	108.50	10	99.00	9	88.00	8	88.00	8	66.00	6	33.00	3	480.50	42			
Total Recyc	21.00	3	21.00	3	13.00	2	25.50	4	25.50	4	0.00	0	106.00	18			
Total Tons	129.50	13	120.00	12	101.00	10	91.50	10	91.50	10	33.00	3	586.50	58			
Load Avg	9.96		10.00		10.10		9.15		9.15		11.00		282.50	118.00	368.50	8,600.00	131.74

Staffing

Athens Services is an equal opportunity employer and our workforce is comprised of individuals with diverse and multicultural backgrounds. Athens Services has over 1,300 employees allocated within the following functional areas:

As laid out in our work plan, the City of Huntington Park Collection Contract will require the following staff allocation:

<u>Classification</u>	<u>Headcount</u>
Residential Drivers	5 - Monday - Friday
Commercial	4 - Monday - Saturday
Supervisor	1 - Monday - Saturday
Mechanic	1 – Monday - Saturday
Customer Service	2 – Monday – Saturday
Total	11 - (1% of Total Workforce)

Athens Services can easily accommodate this requirement through existing personnel and recruitment of additional drivers. A priority will be given to any drivers displaced from current haulers by the award of this contract to Athens Services. As noted, this contract will require less than 1% change in Athens Services employment headcount.

We know that in a service-driven environment, our employees are the most valuable asset, especially those that deal directly with our customers. We offer competitive pay, a great benefits package, and actively reward employee actions that typify our high-quality service promise. Athens Services provides a great work environment for its employees; the proof is that the average length of employees exceeds eight years.



Residential collection of refuse, recyclable materials, and green waste will be performed utilizing fully-automated side loaders operated by one employee per collection vehicle/route. Fully-automated vehicles collect waste containers by use of an articulated arm. This type of vehicle protects worker health and safety in that it greatly lessens on-route injuries, and does not strain worker’s musculoskeletal systems—known to cause degenerative health problems in later years.

Automated collection is also tremendously flexible in that workers may control the arm utilizing controls from within the cab for most normal pick-ups. A system of mirrors and cameras aids drivers in operating the arm in making safe, proper collections. Additionally, wherever collection is challenging—such as where there are many cars parked on-street, the driver/operator may operate the arm from outside the cab in the more exact manner that the situation dictates.

Vehicles

Athens Services is purchasing a new fleet of 4 commercial and 4 automated side loading, alternative fueled vehicles powered by compressed natural gas.

Number – 4

Age – 2014

Manufacturer – Autocar Model – ACX64

Other – Right hand drive, 3 axle chassis powered by a Cummins *ISL-G* (Compressed Natural Gas), and an Allison 4500 series automatic transmission

Body – HEIL Automated Side Loader, 36 / 38 cubic yard full eject body



Number – 4

Age – 2014 Peterbilt

Model - 320

Power by a Cummins *ISL- G* (Compressed Natural Gas), and an Allison 4500 series

Automatic transmission

Body - AMREP

The bulky pick up will be an existing front loading style truck from the Athens Services fleet. Currently available trucks to be designated for this purpose include. The collection of e-waste and CED's will be completed by the supervisor pickup truck in the area. The scout vehicle will also be an existing Chevy Colorado 2012 which will be used to handle all commercial accounts requiring scout assistance.

<u>Truck No</u>	<u>Year</u>	<u>Make</u>	<u>Model</u>
00001	2014	Peterbilt	320 -FEL
00002	2014	Peterbilt	320-FEL
00003	2014	Peterbilt	320-FEL
00004	2014	Peterbilt	320-FEL
00005	2014	Volvo	Autocar-SL
00006	2014	Volvo	Autocar-SL
00007	2014	Volvo	Autocar-SL
00008	2014	Volvo	FEL-Curotto Can
330	2013	Volvo	Autocar –Roll Off
62	2014	Chevy	Silverado

Containers

Athens Services has already made procurement arrangements with Rehrig-Pacific to furnish automated carts for the Huntington Park contract (copy of letter commitment is on the following pages). The residential parcel count for this contract is 6,126.

Athens Services guarantees that we will have that amount in each color along with the required 10% extra inventory. This inventory will also include smaller size carts for customers that request that option. Athens Services always maintains a large inventory of carts in the same color and sizes. Once the contract is implemented, we will maintain the inventory levels at 10%.

Procurement Requirements for Huntington Park

<u>Color</u>	<u>Size</u>	<u>Quantity</u>
Black	96 Gallon	6,126
Green	96 Gallon	6,126
Blue	96 Gallon	6,126
All Three	96 Gallon	} <u>18,378</u> (10%+)
	64 Gallon	
	32 Gallon	
	Total	

Manufacturer - Rehrig Pacific Cart type – Roll Out Carts Quantity – 20,215

Roll out carts for semi-automated or automated collection of household refuse, recyclables, and organic waste. They will be hot stamped to reflect acceptable items. (Examples of the proposed hot stamps are shown on the following pages.) These have been approved by neighboring cities for other residential franchises. All automated containers will be placed back at their original set-out site as long as it does not impede pedestrian or vehicular traffic and is located at the curb.

Black = refuse **Green = yard waste** **Blue = recyclables**

Construction = Constructed of high quality, resilient UV-Stabilized HDPE resin. Available in a wide range of colors with 30% recycled contents. Warranty – 10 Years

Dimensions	96 Gallon	64 Gallon	32 Gallon
Height with lid	45.13 inches	40.58 inches	39.13 inches
Width	28.70 inches	26.70 inches	20.20 inches
Depth	33.73 inches	28.11 inches	22.98 inches

Customer Service

Our customer service team consists of specially trained CSRs who function under customer service supervisors and our Customer Service Manager, Evelyn Cornejo, who will be addressing customer inquiries, questions, and complaints during the transition as well as during the term of the agreement.

Four CSR's and one customer service supervisor will be assigned full-time to answer calls and serve the needs of all Huntington Park customers. An additional 30 CSRs will always be available to support and back-up the Huntington Park CSRs. Rationale for staffing levels is based on our existing customer service centers that serve cities throughout Southern California with demographics similar to the customers serviced by these contracts.

We have three Senior Supervisors who provide daily guidance to the CSRs with on-going customer service etiquette training, computer tools training, reviewing and monitoring of calls, and rules and regulations training. We allocate one supervisor to monitor phone calls daily to ensure company policies are followed and to maintain superb customer satisfaction and quality customer service. Supervisors have the ability to train, coach and take over a phone call if needed by using our Vocalcom phone system.

All supervisors have prior CSR experience and have been partnering with Athens for a minimum of 5 years. Supervisory training is composed of customer service phone experience and cross training of departments in order to meet qualifications. Our goal is to place supervisors in positions where their understanding of company operations is required in order for them to succeed.

Our CSRs go through extensive required training prior to handling a live call, which includes system training, etiquette training and partner system live training. The normal training program for a new, entry-level CSR position takes between 4-6 weeks.

All staff members who will be taking residential calls will be attending training sessions which will review, in detail, all rules, regulations, services offered, bulky pick-up allowance per account type, rates, city events, city hours of operation, special senior discount services, equipment requiring permits to be placed on the street, download of accounts into the system, city brochures, internet page information, routes, and field ride-along training. All staff members are tested on both system and written procedures prior to being placed on live calls. Our goal is to handle all calls in one friendly and pleasurable transaction.

All CSRs have a common goal to educate all customers with options and choices in order to fulfill their needs according to the contract(s). The CSR's primary responsibility is to handle telephone calls, faxes, walk-ins, emails and voice-mail transactions that come into our call-center immediately upon receipt. Our friendly staff members are required to identify themselves by name on every call and e-mail correspondence to customers and are required to verify account information for customer protection. The CSR's job commitment is to provide excellent customer service and meet customer needs by means of placing orders, making changes to accounts per customers' requests, educating customers on city regulations, answering questions regarding recycling, following up on reported complaints (to ensure prompt customer satisfaction and resolution), and making changes to equipment orders as requested.

Summary of Athens Customer Service Advantage

- Athens does not use an automated attendant or automated answering trees. We may be reached by dialing our toll-free telephone number (888-336-6100) which rings at our local office and is answered directly by customer service representatives during normal business hours.
- Athens will answer all inbound telephone calls on the first ring 95% of the time.
- Athens will respond to customers in English and Spanish as the customer requests.

- Athens uses technology to monitor call volumes and excessive hold times; we can use other trained personnel (e.g. dispatch, and sales admin) to adjust abnormal high call volumes.

As it has been for over 56 years, Athens does not use an automated attendant or automated answering trees. We may be reached by dialing our toll free telephone number (888-336-6100) which rings at our local office and is answered directly by customer service representatives during normal business hours. Athens offers personal customer service between the hours of 7:00 am – 5:00 pm, Monday through Friday, and from 7:00 am to noon on Saturdays, exclusive of holidays. For those customers with access to the internet, our website www.athensservices.com offers the flexibility to email us any inquiries about services offered, equipment dimensions, billing questions about your account, quotes or to simply email a bulky request by using friendly and easy to use order forms. All voice mail and e-mail requests are handled during normal business hours and confirmed within one hour of receipt by our staff. Customers can also contact the Customer Service Department by faxing their requests to (626) 965–1365. All requests will receive an e-mail or phone call confirmation.

We maintain a toll-free number and telephone directory listings in both the English/Spanish White and Yellow pages. Our customer service representatives are fluent in English and Spanish, and have the ability to conference in a 175-language translation service if needed. We have the capability of communicating via a TDD (Telecommunications Device for the Deaf) as needed. It is also understood and agreed we will provide our toll-free number and website on our collection vehicles. In addition, Athens Service will provide the City with a list of emergency contact numbers to use after hours or in the case of an emergency.

Our sophisticated *technology* allows Athens to maintain a three generation tradition of answering the phone *personally* without the use of an automated system that frustrates so many.

■ Additional Languages/Translation

Our Customer Service Department can accommodate requests from virtually anyone who calls us because of our 175-language translator service as shown below!



Afrikaans	French	Kurdish	Portuguese Creole
Akan	French Canadian	Kurmanji	Pothwari
Albanian	Fukienese	Lakota	Punjabi
American Sign Language	Fula	Laotian	Romanian
Amharic	Fulani	Latvian	Russian
Arabic	Fuzhou	Lingala	Samoaan
Armenian	Ga	Lithuanian	Serbian
Ashante	Gaddang	Luganda	Shanghaiese
Assyrian	Gaelic	Lusoga	Shona
Azerbaijani	Georgian	Luxembourgeois	Sicilian
Azeri	German	Maay	Sinhalese
Bahasa	Gorani	Macedonian	Sindhi
Bajuni	Greek	Malagasy	Slovak
Bambara	Gujarati	Malay	Somali
Basque	Haitian Creole	Malayalam	Soninke
Behdini	Hakka	Maltese	Sorani
Belorussian	Hakka – China	Mandarin	Spanish
Bengali	Hausa	Mandingo	Sudanese Arabic
Berber	Hebrew	Mandinka	Sundanese
Bosnian	Hindi	Maninka	Swahili
Bravanese	Hmong	Marathi	Swedish
Bulgarian	Hunanese	Marshallese	Sylhetti
Burmese	Hungarian	Mien	Tagalog
Cantonese	Ibanag	Mina	Taiwanese
Catalan	Ibo	Mirpuri	Tajik
Chaldean	Icelandic	Mixteco	Tamil
Chaochow	Igbo	Moldavan	Telugu
Cherokee	Ilocano	Mongolian	Thai
Chin	Indonesian	Montenegrin	Tibetan
Chuukese	Italian	Moroccan Arabic	Tigrinya
Cree	Jakartanese	Navajo	Toishanese
Croatian	Japanese	Neapolitan	Tongan
Czech	Javanese	Nepali	Tshiluba
Dakota	Kanjobal	Nigerian Pidgin English	Turkish
Danish	Karen	Norwegian	Twi
Dari	Kashmiri	Nuer	Ukrainian
Dinka	Kazakh	Oromo	Urdu
Diula	Khmer (Cambodian)	Pahari	Uzbek
Dutch	Kikuyu	Pampangan	Vietnamese
Estonian	Kinyarwanda	Pangasinan	Visayan
Ewe	Kirghiz	Pashto	Welsh
Farsi (Persian)	Kirundi	Patois	Wolof
Fijian Hindi	Korean	Pidgin English	Yiddish
Finnish	Kosovan	Polish	Yoruba
Flemish	Krahn	Portuguese	Yupik
	Krio		

■ Voice System Tracking and Inquiry/Complaint Resolution

We have a highly sophisticated VoIP phone system (Voice over Internet Protocol) that is capable of routing multi-media (voice, web, voice-mail and e-mail) based on call time, type of phone call and most important hold time. The system is flexible and can be expanded to meet new business needs as required. The system allows us to track every live call, e-mail and voice message transaction, from beginning to end. In addition, we are able to handle the volume of calls typically experienced on the busiest days. The phone system includes a telephone number recognition feature giving us the account information upon answering the call, thus shortening the length of phone call. All incoming / outgoing calls and email can be automatically documented by our data system upon accessing or setting up account information into the AS400 database. The AS400 system gives the customer the documentation assurance of transaction types, history, dates and times if ever required in the future. All activity for accounts is automatically tracked by the AS400 and can be accessed by operations, dispatch, and customer service staff in real time. For tracking and record keeping purposes,



upon receipt, telephone calls, e-mail, and voicemail transactions are automatically assigned an ID number by our phone system. Our phone system tracks every ID number; all customer orders, payments, account history and complaints are updated and kept in the AS400 data system for future review when necessary.

If additional information is required, our friendly staff will follow-up with a phone call and ask for all applicable details to complete your transaction immediately. When our representatives receive the subscription form, they can quickly initiate new service by simply asking the customer a few questions to assess their needs, enter the data immediately into our AS400 data base system, and conveniently give them an account number for future use. In one friendly and convenient transaction, customer service can explain the customers' specific franchise pricing, collection day, and easy to follow guidelines.

Upon the entering of the customer's service inquiry (e.g. missed green waste cart), the system notifies the dispatch department for immediate notification to the field supervisor. Our customer service, dispatch and field supervisors all share live data of our system along with cellular radio dispatch for communication, accuracy, and prompt proper resolution.

We acknowledge and agree to all terms outlined in the franchise agreement relative to resolving a customer complaint. Field Supervisors are in constant contact with our dispatch staff, they can advise customer service of any collection delays, and provide our customers with up to the minute information on their inquiry.

Inquiry reports are printed throughout the day for review by supervisors that ensure they are being resolved and updated. Daily and weekly call logs are printed and reviewed by Management to ensure all service standards are met promptly and effectively. ATHENS' customer database records all customer contacts.

■ Service Interruptions

The Salt Lake Avenue Yard operates a fleet of vehicles that is well balanced and contains a significant number of spare pool trucks and employees. In the case of unforeseen equipment break downs or failures, frontline or spare equipment can be dispatched immediately to complete any remaining route work. This close proximity allows for immediate response to the service area in less than 20 minutes. Moreover, the amount of manpower required to service this area is less than 1% of the workforce currently employed by Athens in the Greater Los Angeles area.

Every request is entered into our system and printed to the proper department for prompt resolution. We have instant communication with field drivers and dispatch ensuring quick resolution. Reports are generated on a daily basis and reviewed by management to ensure proper solutions.

Inquiry reports are printed throughout the day for review by supervisors that ensure they are being resolved and updated. Daily and weekly call logs are printed and reviewed by Management to ensure all service standards are met promptly and effectively. Athens' customer database records all customer contacts.

If a customer's inquiry is a service complaint and requires on site follow up, the CSR will enter an inquiry in the customer service system to the operations group. This is a closed loop communication

process with checks and balances. Our AS400 customer service system additionally allows us to interface all inquiries with our billing and collections department.



All operational employees are equipped with AT&T radios for immediate communication. We have a very proactive work culture at Athens; all employees are trained in the importance of being proactive. We have a Driver Call-In (DCI) Program which requires all route drivers report any service discrepancy or potential problem. Dispatch is trained to contact the customer to relay the issue. For example, if we were attempting to service a 3-yard commercial bin, but the enclosure was blocked by a parked car, the driver would report this to dispatch. Dispatch would call the customer, providing the customer an opportunity to have the parked car moved without service disruption.

Resolution Process

All service complaints are entered into our AS400 database upon receipt. The process for all complaints is as follows with the goal of resolving within 24 hours unless further research is necessary in order to resolve the complaint:

1. CSR enters a complaint into the AS400 database.
2. A confirmation number is given to the account holder.
3. Complaints are entered and automatically print into the dispatch department.
4. The dispatch department assigns staff for the complaint to be handled and is immediately called out to the field staff or Supervisor depending on complaint type.
5. Complaint reports are printed twice during the day for monitoring and to assure 24 hour resolution.
6. Daily reports by complaint type are reviewed by operations management and Customer Service Manager.
7. Daily open and closed complaints are printed the morning after reported to review the resolution and pending research. Daily complaint reports are reviewed by management.
8. In the case of a miss, in addition to management review, reports are printed in the morning by the customer service department and a courtesy call is made to customers to ensure we resolved the

miss. In the event that the reported miss was a contaminated barrel, the CSR gives out rules and regulations to the resident in order to prevent any future challenges, and advises them that the barrel was tagged with the reason for the non-service.

- For quality assurance, customer service randomly selects closed out misses inquiries and places courtesy calls to customers to assure everything was handled satisfactory.
- All complaints by area are reviewed weekly and monthly and check for quality, accuracy and resolution.
- Supervisors are responsible for all complaints being resolved in their area and are monitored by the Operations Manager.
- In the case where a complaint was reported and not resolved or the customer is not happy with the resolution, they are escalated to management for immediate review. Calls are made to customers based on the type of complaint by field supervisors and management.
- Spills are reported immediately and escalated to the field assigned supervisor. The supervisor does a site check and determines the best way for clean-up.
- Noise complaints are reported and escalated immediately to the field assigned supervisor and operations management for review and prompt proper resolution.
- Reported debris left behind follow the normal procedure and a Field Supervisor conducts the site check and review with the driver.
- Reported missing or stolen containers are dispatched for next day delivery.
- Exchange of equipment unless urgent (not able to utilize equipment) is done on the day of service, otherwise next day delivery is scheduled.
- New starts requiring barrels are dispatched for next day delivery.
- Improperly prepared set-outs are tagged as such and reported to dispatch for entry into the database. Customers are educated on rules and regulations in order to prevent future service disruptions.

Our inquiry reports described in the previous sections can be made available to the City on a weekly basis. Additionally, the following are examples of our monthly annual reports related to customer service that we provide to other Athens municipalities which will also be available to the City.

The reports give detailed customer information such as name, address, inquiry type, date of inquiry, inquiry resolution and date of inquiry resolution. This assists us in tracking all customer inquiries as well as account history and speed of resolution. Athens has the infrastructure and experience to provide city staff with reports that detail the information specifically important to the City. Our technical team has the ability to create reporting vehicles that meet the diversity of needs of each of our stakeholder cities.

A		B	
1	TRR030 ** ATHENS DISPOSAL COMPANY **	2/16/10 12:54:11	PAGE: 1
2	BELLA		
3	COMPLAINT REPORT BY COMPLAINT DATE		
4	COMPLAINT STATUS: ENTERED COMPLAINT DATE: 2/01/10 TO 2/15/10	SUPERVISOR AREA: *ALL	1
5	CITY CODE: *ALL COMPLAINT RESP: *ALL DRIVER CALL IN/COMML	COMPLAINT TYPE: 011	
6	DRIVER: *ALL TRUCK NUMBER: *ALL	VALID COMPLAINT: *ALL	
7	ADDRESS NO.: *ALL STREET: *ALL	ACCOUNT: *ALL ACCTTyp: *ALL	
8	CPLNT CTY Ac CUSTOMER CPLNT SEV CPLNT	SPVSR TO-DO COMPLETE VAL	
9	DATE COD Ty ACCOUNT# NUMBER CDE TYPE COMPLAINT DESC.	AREA DATE DATE COMPLETED BY CPL TRK#	
10			
11	2/01/10 242 C 286570 2183173 4 011 DRIVER CALL IN/COMML	120 2/01/10 2/01/10	N 088
12	HARNEN, JEFFREY 3415 LONDON ST LOS ANGELES	CA 90026 By: ANITA	Time: 6:09:34
13	C/S: SILVER LAKE BLVD		
14	COMMENT: MTh) Eq: 3YD 088; DCI REPORTED UNABLE 2 SERVICE BINS BLOCKED BY A	ACTION: CALLED # ON ACCT LVM	
15	GRAY SION. LIC PL# 5KUD938 @ 6:09 AM	TO CALL BACK IF NEED GOBACK	
16			
17	2/02/10 170 R 35080 2184181 4 011 DRIVER CALL IN/COMML	210 2/02/10 2/03/10 ENRIQUER	N 053
18	CRABB, KELLY 1620 MILAN AVE SOUTH PASADENA	CA 91030 By: ENRIQUER	Time: 7:37:32
19	C/S: HUNTINGTON		
20	COMMENT: SCOUT DRIVER REPORTING CAR BLOCKING ACCESS TO BIN, WILL BE IN AREA	ACTION: LVM FOR KELLY ADV VEHICLE BLKING DVR WILL	
21	WILL TRY AGAIN LATER	RTN B4 END OF DAY	
22			
23	2/03/10 230 U 40313 2185097 4 011 DRIVER CALL IN/COMML	210 2/03/10 2/03/10 ENRIQUER	N 085
24	CHOW, HARRY 6520 N SAN GABRIEL BLVD SAN GABRIEL	CA 91775 By: ENRIQUER	Time: 7:57:40
25	C/S: DUARTE		
26	COMMENT: SCOUT REPORTING COMBINATION KEY PAD FOR GATE NOT WORKING UNABLE	ACTION: S/W HARRY WILL PUSH BIN OUT KEY PAD BKN	
27	TO ENTER TO PULL BIN	WILL REPAIR BY FRIDAY THIS WEEK	
28			

A1		TRR030		** ATHENS DISPOSAL COMPANY **	
A				B	
1	TRR030	** ATHENS DISPOSAL COMPANY **		2/16/10	9:55:45 PAGE: 1
2	BELLA				
3	COMPLAINT REPORT BY COMPLAINT DATE				
4	COMPLAINT STATUS: *ALL COMPLAINT DATE: 1/01/10 TO 1/31/10			SUPERVISOR AREA: *ALL	
5	CITY CODE: 140 MONTEREY COMPLAINT RESP:			*BULKY: 014	
6	DRIVER: *ALL TRUCK NUMBER: *ALL			VALID COMPLAINT: *ALL	
7	ADDRESS NO.: *ALL STREET: *ALL			ACCOUNT: *ALL ACCT Typ: *ALL	
8	CPLNT CTY Ac CUSTOMER CPLNT SEV CPLNT			SPVSR TO-DO COMPLETE VAL	
9	DATE COD Ty ACCOUNT# NUMBER CDE TYPE COMPLAINT DESC.			AREA DATE DATE COMPLETED BY CPL TRK#	
10					
11	1/15/10	140 C	246493 2172121 4 014	BULKY	14 1/15/10 1/18/10 JOE O N 037
12	MP RES	459 W	GARVEY AVE	MONTEREY PARK	CA 91754 By: TERESA Time: 10:19:23
13	C/S: ATLANTIC				
14	COMMENT: 1 SOFA 1 CHAIR 1 COFFEE TABLE			ACTION: ALL PICKED UP 10:45 AM	
15					
16					
17					
18	1/27/10	140 C	246493 2180701 4 014	BULKY	14 1/27/10 1/27/10 JOE O N 037
19	MP RES	287 W	WILCOX AVE	MONTEREY PARK	CA 91754 By: NANCY Time: 9:48:39
20	C/S: ATLANTIC				
21	COMMENT: T) BUNDLES BRANCHES/ MISC ITEMS..			ACTION: ALL PICKED UP 12:48 PM	
22					
23					
24					
25	Number of Complaints 2				
26	** END OF REPORT **				
27					
28					

A1		TRR030		** ATHENS DISPOSAL COMPANY **	
A				B	
1	TRR030	** ATHENS DISPOSAL COMPANY **		2/16/10	11:26:27 PAGE: 1
2	BELLA				
3	COMPLAINT REPORT BY COMPLAINT DATE				
4	COMPLAINT STATUS: *ALL COMPLAINT DATE: 12/01/09 TO 12/31/09			SUPERVISOR AREA: 03 MARK MARTINEZ AREA 3	
5	CITY CODE: *ALL COMPLAINT RESP: *ALL MISSED			COMPLAINT TYPE: 001	
6	DRIVER: *ALL TRUCK NUMBER: *ALL			VALID COMPLAINT: *ALL	
7	ADDRESS NO.: *ALL STREET: *ALL			ACCOUNT: *ALL ACCTTyp: *ALL	
8	CPLNT CTY Ac CUSTOMER CPLNT SEV CPLNT			SPVSR TO-DO COMPLETE VAL	
9	DATE COD Ty ACCOUNT# NUMBER CDE TYPE COMPLAINT DESC.			AREA DATE DATE COMPLETED BY CPL TRK#	
10					
11	12/01/09	410R	301670	2159590	4 001 MISSED
12	SAMUEL, MARGARET			2148	E CAMERON AVE WEST COVINA
13	C/S: GRAND				
14	COMMENT: T) Eq: T 147; HND CP 140 CUST CLMS 90-G MISSED ... NO DCI REQ.P/U REQ			ACTION: #141 SUP WENT OUT TO LOCATION BBL WAS EMPTY	
15	TO HAVE BBL DUMPED & PUSHED BACK IN ASAP.			KNOCKED ON DOOR S/W CUSTOMER ADVISED BBL SERVICED	
16	AND PLACED BACK. CUST FINE.				
17					
18	12/01/09	410 R	94820	2138141	4 001 MISSED
19	ROBINSON, JUSTIN			916	E VINE AVE WEST COVINA
20	C/S: VINE				
21	COMMENT: T) Eq: T 144; CUST CLMS T90 OUT & WAS NOT SERVICED,			ACTION: #144 NOT MISSED DRIVER SERVICED ALL BLS	
22	NO DCI, REQ.PU TDY.			S/W JUSTIN ADVISED BBLs WERE OUT LATE ADV 1X COURTESY	
23					
24	12/01/09	120 R	298320	2138414	4 001 MISSED
25	COV RES			1278	W BADILLO ST COVINA
26	C/S: LARKELLEN				
27	COMMENT: T) Eq: G 072; GREENWASTE WAS NOT SVCD TODAY			ACTION: #72 DRVR SVCD ON SVCD DAY. NOT A	
28	MISS, NOTHING OUT AT 9:30AM. S/W CUST ADVISED TO				

Exhibit 10 | Transition Experience

The transition “*hand-off*” from one hauler to a new hauler is a large concern for most municipalities. We understand this concern and we also know how to get it done *effectively*. The transition process requires excellent planning, great communication, and a contractor like Athens Services that has the resources, commitment, and knowledge to make a seamless transition.

No other Los Angeles County hauler has more experience in implementing different types of hauler transition situations than Athens Services. Our depth of experience ranges from successful acquisitions of other waste haulers to the implementation of large transfer of services from one hauler to Athens Services.



Listed below are some recent examples of our successful transitions, with detailed information on the pages that follow.

- ✓ **Redondo Beach**
- ✓ **Monrovia**
- ✓ **L.A. County – South San Gabriel**
- ✓ **USC/UCLA**

Redondo Beach

Description:

Redondo Beach (Municipal Residential and Commercial Franchise): 2011-Present

Population (2010): 66,748

Commencement date: 7/1/11

Term of agreement: 8 years



Service Initiation:

Successful RFP process, replacing Consolidated Services- Athens implemented a new collection agreement, including the delivery of new carts for two of the 3-carts (trash and organic waste), semi-automated system, including trash, recycling and organic waste. We currently provide residential service five days per week and commercial service seven days a week. We purchased 16 trucks with alternative fuel (CNG) for the implementation.

Jurisdiction Representative:

Jon Emerson
Senior Management Analyst
531 N Gertruda Ave.
Redondo Beach, CA 90277
310-318-0686

Service Description:

Exclusive franchise for semi-automated collection of residential bulky, house hold, organic compost, recyclable, and commercial waste services. Residential and commercial waste is taken to our material recovery facility and organic waste taken to our compost processing facility. Free weekly “bulky item” pick-up provided on regular pick-up day.

Contract Data:

Residential Customers:	15,615
Multi Family Customers:	1,260
Commercial Customers:	615
Tons collected/mo.:	4,500
Diverted tons/mo.:	3,375
Disposed tons/mo.:	1,125
5 Commercial Front Loaders	
10 Residential Front/side Loaders	Curotto cans
1 Roll-Off	

Implementation:

Equipment

- Athens purchased all new vehicles to meet the specifications of the Redondo Beach contract which consisted of various types of trucks for designed for hard to service locations.
- New equipment utilized and operationally tested on routes prior to the city contract date; insuring equipment was ready for use prior to contract opening date.
- Held weekly safety training classes on new equipment for drivers in the city of Redondo two weeks prior to commencement of contract.

Route Preparation

- Hosted a job fair and hired local workers.
- Supervisors and managers prepped all drivers through actual field training, driving drivers through Redondo Beach on their specific routes, noting specific issues regarding hazards and safety issues.
- Keys duplicated, gate codes and remotes numbered noting specific customer needs on daily route sheet.
- Billing and IT managers from Athens and Consolidated met to mediate transition and information flow, thereby negating any transition miscues. This information gathering led to a flawless billing and collection process
- With information gathered from our field study of Redondo Beach, we utilized routing software to map out each customer, then designated disposal, organic waste, and recycle routes.
- Recruited drivers well ahead of contract service date, utilizing experienced Athens drivers in the City of Redondo Beach and back filling their positions with newly recruited drivers.
- Recycling, Organics and Solid Waste literature with schedules and recycling information mailed to each customer.

- Trash and compost containers hot-stamped with specific information regarding trash, organic waste, and recycling.
- Various citizen townhome and HOA meetings with City officials and Athens representatives were held throughout the City Redondo Beach to answer questions and resolve issues prior to roll out.

Challenges Overcome:

1. Athens' logistics team completed a full audit of all residential and commercial services in which various accounts were brought to the Cities attention which were not be billed previously increasing revenue for the City. In addition Athens identified potential geographic challenges such as steep driveways and narrow streets and alleys this information was included the training of our drivers. We determined the proper service-levels for all of our customers, making suggestions for increased or decreased service as needed.
2. As part of the contract Athens was required to create a one way street operating plan which was to be approved by city staff and council prior to contract commencement. Athens logistic team created an intricate detailed plan on how to service one way street while decreasing traffic congestion and increasing efficiency.
3. Athens rolled out an organics compost program for both residents and commercial businesses which called for a food waste/organics truck to service all participating customers.

Community Partner:

Athens assisted the City of Redondo Beach in cleaning up and hauling away an estimated 175 tons of sardines that died at King Harbor Marina on March 8, 2011, four months prior to our contract start date. The sardines died of oxygen depletion when they crowded into the harbor. Athens transported the dead fish to our American Organics facility and composted the sardines.

The finished fish fertilizer was then brought back to Redondo Beach and distributed to the community. Another example of how Athens acted as a first respondent in a time of need and exceeded our customers' expectations.



Athens Services: Providing Innovative and Eco-Friendly Waste Disposal Solutions

When masses of dead sardines began washing up at the King Harbor Marina in Redondo Beach last month, hundreds of city workers, firefighters and volunteers undertook a major effort to remove the fish, which threatened to rot and poison the local sea life in what could have been an ecological disaster.

After the dead sardines were cleaned up, the critical question remained of what to do with the 175 tons of dead fish. Workers said it would have been impossible to dump them all further out at sea as there were way too many to ship out by boat.

That's when Athens Services stepped in, offering a creative and environmentally sound solution to this urgent and unique disposal problem.

The dead fish were transported to the Athens Services composting facility in Victorville called American Organics. The fish are being composted for sale to farms and for a return to Redondo Beach later this year - the time as high-quality fertilizer that will help beautify the city's trees and green spaces.

Athens' solution was just one of the many innovative ways the disposal company works to reuse waste and avoid dumping it in landfills. Landfill avoidance is a primary goal for the family-owned company, which uses novel and eco-friendly methods to recycle, reuse and repurpose Southern California's waste materials.

"The fish die-off was a sad thing but it is being turned into something positive," said Gary Clifford, Chief Operating Officer of Athens Services. "Reusing the dead fish as compost material just makes sense and it will help the environment in the long run. The fish oil will also improve the quality of the compost."

Athens Services is honoring Earth Day this year by reminding everyone to do their part to recycle as many items as possible that are discarded from households every day. These materials include paper products; metals; plastics such as water bottles, food containers and milk jugs; old computers and electronics; car batteries; yard waste; food waste; construction materials like old carpeting and bricks; and glass. Each piece of material that is recycled is one less piece destined for a landfill.

Athens Services has been providing solid waste collection services in Southern California for 50 years. The company's services include residential; commercial; multi-family; industrial; construction and demolition collection services; and street sweeping. Athens serves communities in Los Angeles, Riverside, San Bernardino and Orange counties.

In the City of Industry, Athens Services operates the largest and most technologically advanced Material Recovery Facility (MRF) of its kind in Southern California; it is capable of processing more than 5,000 tons of waste each day. The method employed at the indoor Athens MRF facility - which includes using computers and manual labor to remove recyclables from the waste stream - has been shown to be more successful in recycling than having residents separate their trash, yard waste and recyclables. Once baled, the recyclable materials are shipped to foreign and domestic markets for reuse as a variety of products. The Athens method helps cities meet state requirements to divert 50 percent of their waste from landfills while using one-third fewer collection trucks, and cuts down on truck traffic and exhaust in the communities served.

In the spirit of Earth Day, Athens Services remains devoted to employing new and innovative ways to manage waste in eco-friendly ways and to promote landfill avoidance, doing its part to help the environment.

Athens Services is a family-owned and operated refuse removal and recycling service company in Southern California. In 2011, Athens Services serves more than 19 exclusive contract cities and more than 5.5 million customers.

175 tons of dead sardines are composted (the length of a football field) by Athens Services near Victorville.

Please visit
www.AthensServices.com
or call 888-366-6100.

Learn more about compost at
www.americanorganicsrecycling.com
or call 709-246-7346.



Altadena County of Los Angeles



Contract Dates:	2011 to Present
Service Description:	Exclusive franchise for automated collection of residential waste, recyclables, and yard waste.
Contact:	Adriana Ornelas, County of LA, DPW, Environmental Programs Div. 900 South Fremont Avenue, Alhambra, CA 91803
Phone:	(626) 458-2537
Population:	43,777
Single Family Dwellings:	12,248

Service Initiation:

Successful IFB process, replacing Consolidated Services, Athens Services implemented a new collection agreement, including the delivery of new carts of a 3 cart fully automated system, including trash, recycling and green waste. We replaced over 41,000 containers to residents. We provide residential service five days per week. We purchased 7 trucks with alternative fuel (CNG) for the implementation.

Implementation:

- Ordered vehicles in compliance with the City of Altadena contract and realized the solid waste and recycling diversion expectations of the city.
- All new equipment prep work, DMV, signage, safety checks completed at Athens Services maintenance facilities.
- Recruited drivers well ahead of contract service date, utilizing experienced Athens Services driver trainers to safely train recruited drivers on automated residential equipment.
- Held weekly safety training and sensitivity classes for drivers and helpers.
- Billing and IT managers from Athens Services and Consolidated Disposal Services corroborated transition and information flow, thereby negating any transition miscues. This information gathering led to a flawless billing and collection process.
- With information gathered from our field study of Altadena, utilized state of the art routing software to map out each customer, then designated disposal, organic waste, and recycle routes which adhered with the existing street sweeping schedule.
- We maintained extra crews following initial delivery schedule to satisfy resident needs; delivering extra carts, swapping cart sizes, and insuring all residents had the service they required.

- Athens Services supervisor stayed with contractor and maintained delivery schedule while resolving customer questions and issues along the way. Each container Hot-Stamped with basic information regarding trash, green waste, and recycling.
- Altadena Town Council meetings with City officials and Athens Services representatives were held throughout Altadena during the transition and continue to do so to address any concerns and answer any questions.
- Changes were advertised in newspaper notifying residents and commercial customers of upcoming trash recycling pick up schedules.
- Recycling literature was mailed to residents and passed out at City Hall and Altadena Town Council meetings.



Challenges Overcome:

4. Athens logistics team completed a full audit of all residential services. With the information gained, it was determined that Athens would purchase 7 CNG powered 3 axle collection trucks. The manpower of 7 drivers would be produced from our current experienced driver pool. Once the contract was awarded we started full route training and review from Athens audit data collected from our logistics and routing group.
5. As with most transitions, Athens Services received poor data from the previous hauler, but with our diligence from the beginning we had sent out our audit team to do a complete house count and logistics review and compared to our own findings. After adjustments our transition was seamless with virtually no interruptions in service and no involvement was needed by City Staff.

Example #2 - City of Monrovia



City of Monrovia (Residential and Semi exclusive Commercial)

Contract Dates: 2003-Present
 Service Description: Exclusive franchise for residential automated collection of residential waste, semi-exclusive contract for commercial and roll off services. All waste taken to our material recovery facility.
 Contact: David Fike, Director of Public Works
 415 S. Ivy, Monrovia, CA 91016
 Phone: (626) 932-5575
 Fax: (626) 932-5520
 Population: 1,010,970
 Single Family Dwellings: 7,182 Multifamily: 511 Commercial Customers: 428

Service Initiation:

Athens Services assumed the exclusive residential and multi-family contract from the previous hauler, Waste Management. In spite of receiving significantly flawed address information from the previous hauler, and a very short time frame to implement, Athens Services personnel acted quickly and put in place a very smooth transition. In fact, City Staff comments early on indicated that the number of resident calls to City Hall was significantly reduced from the number received during the previous hauler's tenure. With our information gathered from field studies prior to signing the contract as well as utilizing our routing software to efficiently map out each customer our service initiation process was handled with great success.

Implementation:

Vehicle procurement

Athens Services purchased all the truck and equipment assets to include residential and commercial containers from Waste Management to operate Monrovia's residential and commercial routes. During the transition Athens Services replaced Waste Management decals with Athens Services decals and during a *short* period of time we repaired, painted or exchanged the commercial bins in the city. Residential automated containers were exchanged as the older containers from Waste Management came into disrepair.

Personnel/Routing

Athens Services offered our most experienced drivers the new Monrovia routes, and replaced any open routes with recruited driver trainees who were trained by our staff. Supervisors provided field training and familiarized all the drivers on the specifics of their assigned route. Additional Athens supervisors and route auditors managed the daily operations of all the Monrovia routes and resolved any inquiries or customer issues daily.



Route Information

Route information was exchanged between Athens Services and Waste Management through transition meetings prior to change over. Route details and key duplication were noted on route sheets prior to Athens Services change over. Athens Services continued servicing the Monrovia routes at the same service level that Waste Management provided, customers did not suffer any service interruption.

- We hired several new employees, and assigned seasoned employees to the new Monrovia routes.
- Held weekly safety training classes for drivers and helpers.
- Routing supervisor prepared maps and special instructions.
- Supervisors prepped all drivers through actual field training, and driving driver employee through Monrovia on their specific routes, noting specific issues regarding hazards and safety issues.

Billing and Fee Collection

- Billing and IT Managers from Athens Services and Waste Management met to mediate transition and information flow, thereby negating any transition miscues. This information gathering led to a flawless billing and collection process.

Commercial Routes

- With information gathered from our field study of Monrovia commercial customers, we utilized routing software to map out each customer, then designated disposal, green waste, and recycling routes.

Delivery of Containers

- We maintained extra crews following initial delivery schedule to satisfy resident needs, such as delivering extra bins, swapping bin sizes, and insuring all residents had the service they required.
- Supervisor stayed with contractor and maintained delivery schedule while resolving customer questions and issues along the way.
- We attached recycling and solid waste literature with schedules to each container.
- Each container was Hot Stamped with basic information regarding trash, green waste, and recycling.

Public Education

- Weekly meetings with citizen groups, HOA, with City officials and Athens Services representatives were held throughout the City to answer questions and resolve issues prior to and after roll out.
- Prior to initiating contract City of Monrovia advertised changes in local newspapers notifying residents and commercial customers of upcoming trash recycling pick up schedules and contract changes.
- Recycling literature was mailed to residents and passed out at City Hall and Monrovia council meetings.

Challenges Overcome:

The City of Monrovia initiated a transition meeting with Waste Management and Athens Services prior to the date of contract change. Transition teams detailed the various topics, administrative, collection, customer service, operations, and IT initiated action plans and a timeline that was successfully managed by Athens Services.

One notable example of a difficulty which Athens Services overcame nearly 600 customer accounts that were not included in the database transferred from Waste Management.

Example #3 – Los Angeles County Residential Franchise



South San Gabriel – Los Angeles County

Contract Dates: 2007-Present

Service Description: Exclusive franchise for residential automated collection of Residential waste, recyclables, and yard waste. Semi-exclusive for commercial and roll off services.

Population: 7,595
Contact: Juan Villa
County of Los Angeles Publics Works
Alhambra, CA 91803-1331
Phone: (626) 458-5100
Residential Customers: 2,032

Service Initiation:

The County of Los Angeles announced that we had successfully won the RFP for the unincorporated area of South San Gabriel, giving us approximately two months' notice prior to the start date of April 1, 2007. During that time we obtained the resident addresses from the County's property tax rolls, which contained errors and omissions. We used our own resources to update the data base including the identification of multiple dwellings at one address (e.g. duplexes). We knew from our intelligence reports that these residents were used to the current manual collection; bring it all to the curb, and it was picked up. We prepared them by holding community meetings, mailed outreach material that introduced Athens Services to the customers.

The County's transformation included changing from several haulers, collecting a manual single stream waste service to a franchised fully automated, three cart system on April 1, 2007.

The cart delivery was completed on time, but many residents were slow to sign on. We allowed a liberal grace period for the residents to complete their subscription order. During this time we picked up any manual barrel that was put to the curb for over two weeks beyond the start date of April 1st.

Implementation:

7

Vehicle Procurement

- Athens Services initiated transition meetings with Los Angeles County staff prior to the contract change. Transition teams detailed the various topics, administrative, collection, customer service, operations, and IT initiated action plans and a timeline that was successfully managed by Athens Services.
- We ordered a new Curotto can for the flexibility of doing primarily automated carts, and pick up bulky items in an area with private roads that wanted a minimum of traffic. The Curotto also provides the driver visibility into the cart prior to dumping, checking fro for contamination, and allows the driver to operate the controller outside the cab.
- Custom signage negotiated with County and ordered.
- Equipment utilized and operationally tested on routes prior to the County contract date; insuring equipment was ready for use prior to contract opening date.



Personnel / Routing

- We hired two drivers, and assigned two seasoned employees to the new South San Gabriel routes. One route on Tuesday was staffed by a spare driver.
- Special services (e.g. roll outs, etc.) reviewed with all personnel.
- Routing supervisor prepared maps and special instructions.

- Supervisors prepped all drivers through actual field training, driving drivers through So San Gabriel on their specific routes, noting specific issues regarding hazards.

Delivery of Containers

- Residential cart deliveries were carefully cross referenced to the address, and serial numbers were recorded. Daily barrel deliveries were scheduled with delivery contractor to meet the demands of a Monday through Saturday delivery completion.



Public Education

- Our customer service group patiently walked customers through the start up with assistance from sales department resources. The early auditing process and our gifted billing group ensured that this information was turned into flawless billing.
- Recycling literature was mailed to residents and passed out at community meetings.
- Advertising in the local newspapers notifying residents of upcoming changes in collection and recycling services. Pick up schedules and contact information was provided.
- Recycling and Solid Waste literature with schedules and recycling information was attached to each container.

A supervisor worked in the field with transitions team and Los Angeles County representatives coordinating cart deliveries and frequently checking delivery schedule, while other Athens Services employees walked the neighborhoods behind the collection trucks to greet customers and answer questions.

Challenges Overcome:

The County's data was not accurate regarding the number of dwellings, average pounds per home, special circumstances (e.g. number of private roads,) etc. We overcame these challenges by doing our own homework, and sending resources into the field to audit for these key pieces of information. The customer address audit went very well, only a handful of people said, "We didn't know about the change."

Many residents were very resistant to the changes. Some spoke very forcefully at the community meetings about having to pull out these "great big carts" to the curb, and "Why change at all?" We brought the new carts to the community meetings and were able to demonstrate the ease of use, and explained that if they couldn't fit this 95 gallon cart at their home, we would exchange it for smaller carts. We spent a great deal of time detailing the reasons why the County needed a franchise system; described AB939 and how it compelled municipalities to conform to State law.

USC/UCLA



University of Southern California and University of California, Los Angeles Description:

Athens Services was extremely honored to be chosen by both USC and UCLA for solid waste and recycling services on both campuses. Each campus went out for competitive proposals. Athens Services was selected by each campus through independent processes. We were able to recognize the special requirements for these very important customers. Each institution operates like a separate city. **Commencement began on 1/1/08 at both campuses.** Consolidated Services was the hauler at both campuses. Athens Services was given just 15 days to transition both campuses over holiday break. The Athens team did a great job in making this a huge success.

Jurisdiction Representatives:**USC**

Betty Davis Manager, Facility Management Services
213-740-2474

UCLA

Chris Gallegos Facilities Manager
310-825-3971

Contract Data:

- Split stream collection process (MSW and recycling) – a total of 700 trash bins and 300 recycle bins.
- Roll-off and compactor service – 50 compactors and 25 permanent roll-off boxes.
- Implemented Food Waste Program at largest cafeteria on each campus.
- MSW Diversion requirements at both schools is 50%.
- C&D Diversion requirements at both schools is 75%.

Implementation:

- Purchased all bin equipment and compactors (6 in total) from vendors.
- Purchased 2 new front loaders for each campus.
- Athens Services and existing hauler agreed that Athens Services would take care of the removal of existing company bins, and set-up of new bins. Existing bins were placed in a staging area and once set-up was complete, Athens Services delivered existing hauler bins to hauler's workplace.

Transition Plans:

- Four Planning Meetings
- Kickoff Meeting – discussed service needs (i.e., timing and service levels), conducted walk through, and reviewed logistics.
- Implementation Meeting - discussed execution plan.
- Business Planning Meeting – met with all stakeholders to discuss billing, reporting needs, and exchange contact information.
- Pre-Implementation walk through – site supervisor and driver walk through.

Equipment Exchange

Athens Services and the existing service provider, Consolidated Services, agreed that Athens Services would take care of removal of existing bins, and set-up of new bins. Existing bins were placed in a staging area and once set-up was complete, Athens Services delivered existing hauler bins to service provider's workplace.

Challenges Overcome:

The biggest challenge was only being provided 15 days to complete the transition. Athens Services approach was to organize a team for each campus with the authority and resources to complete the work. Athens Services was also able to gain the support of equipment vendors to provide all their resources and close coordination for deliveries at key locations. Athens Services has received many compliments from both campuses on the transition and ongoing services.

***Exhibit 11* | Evidence of Ability to Perform**

With over 1,300 employees, Athens Services has more than adequate personnel and resources to perform the terms of a new City contract. Athens provides excellence waste collection and recycling services to 25 municipalities on an exclusive basis and services another 30+ cities and jurisdictions.

We will be providing the City with experienced staff members at all levels and we will back-fill their positions as needed in our other contracts as this contract will only represent about 1% of our existing staffing. In fact, the addition of a new contract provides us with the opportunity to promote worthy employees and strengthen our work force even more.

We have strong, long term relationships with all of our suppliers as indicated by the letters that follow.

Additionally, we invite the City to visit our facilities and meet our people so that you can experience, first hand, our commitment to excellence.

 **McNeilus**

An Oshkosh Truck Corporation Company

February 13, 2014

TO: Athens Services

All equipment manufactured by McNeilus for Athens Services shall be new, unused and the current production model. Units will conform to the best practice known to the body trade in design, quality of material and workmanship. Assemblies, subassemblies and component parts shall be standard and interchangeable throughout the entire quantity of units as specified in Athens Services specifications. The equipment furnished shall conform to ANSI Safety Standard Z245.1-2008. Also, McNeilus is registered as an ISO 9001:2008 organization and all of our equipment is manufactured in the United States of America.

McNeilus Truck & Manufacturing has a local southern California facility located in the city of Colton in San Bernardino County. This one and only southern California McNeilus Truck OEM parts supplier is within an hour's drive of both the city of Los Angeles as well as Orange County. This 30,000 square foot facility is home to (15) personnel of various job descriptions that provide a variety of services such as:

- A full parts distribution warehouse containing an inventory in excess of \$1.1M that ships and receives hundreds of parts every day locally and out of state.
- Offer a delivery service of parts and supplies to various cities in southern California during the course of each week.
- A 1 (888) national call center representative that receives hundreds of call daily and processes countless customer orders from all across southern California.
- A full service center with (6) technicians, that perform services ranging from new truck PDI's, warranty work and revenue services for customers.
- The service center also has field service technicians capable of visiting customer locations to perform on-site repairs on an as needed basis or provide service training.
- A full paint booth, capable of painting both full size refuse trucks as well as custom colored parts for customer equipment.

Should you have any questions or require any additional information, please do not hesitate to contact McNeilus at any time. We look forward to continuing our relationship with Athens Services long into the future by a sustaining support plan and network.

Sincerely,



Dale Matsuomoto

401 N. Pepper Ave
Colton, CA 92324
909-370-2100



Gabriel Yllescas
Athens Services
14048 Valley Blvd.
City of Industry, CA. 91744

February 13, 2014

Dear Mr. Yllescas,

Velocity Vehicle Group will produce and deliver the necessary equipment to meet your requirements by supplying the new Autocar model ACX with the Cummins Westport ISL G (alternative fuel) engine for automated, rear loader and front loader applications.

Upon receipt of your order, we will deliver chassis to the body company within 100 calendar days of new production. We appreciate our business relationship and look forward to assisting Athens Services with their commercial transportation requirements into the future.

Best Regards,
Ron Creighton
Los Angeles Freightliner & Autocar Truck
2429 S. Peck Road
Whittier, CA. 90601
562-447-1515 office
562-447-1544 e-fax
562-755-6108 cell
rcreighton@lafreightliner.com

Corporate Office – 2429 S. Peck Road Whittier CA 90601 T (562) 447-1200 www.velocityvehiclegroup.com
• LA Freightliner • South Bay Truck Center • San Diego Freightliner • SilverState Truck & Trailer • High Desert Truck & Trailer • Refuse Parts & Maintenance
• Crossroads Equipment Lease & Finance • BusWest • Fleetlogic • SelecTrucks of L.A. & L.V. • TransWest Truck Center



BODYWORKS**EQUIPMENT, INC**
116 E. RAILROAD AVE.
MONROVIA, CA 91016-4642
(626) 357-9771
FAX (626) 357-9778
www.bwequipinc.com

May 2, 2014

Mr. Gabriel Yllescas
Athens Services
14048 Valley Blvd.
City of Industry, CA 91716

Mr. Yllescas,

I am sending you this letter in response to your request for verification of our current status as a supplier to Athens Services for automated side loading, front end loading and rear end loading refuse collection vehicles. Bodyworks Equipment, Inc. is the only authorized dealer in Southern California for Heil Environmental, the oldest domestic manufacturer of refuse collection vehicles in North America. We have been working with and supplying Athens Services the above referenced refuse collection vehicles backed by local service and support since 2007. Our commitment is to continue to work very closely with your organization to provide this equipment and necessary services, to Athens exact specifications and requirements, with the ultimate goal of servicing your customers.

All equipment manufactured by Heil for Athens Services shall be new, unused and the current production model. Units will conform to the best practice known to the body trade in design, quality of material and workmanship. Assemblies, sub-assemblies and component parts shall be standard and interchangeable throughout the entire quantity of units as specified in Athens Services specifications. The equipment furnished shall conform to ANSI Safety Standard Z245.1-2007. Also, Heil is registered as an ISO 9001:2000 organization and all of our equipment is manufactured in the United States of America.

We take great pride in the products that we supply to our customers and strive to back up those products with unparalleled parts and service support. We also realize that delivery time, including new unit arrival, parts delivery and service and support timeframe are of the essence to insure that you are able to service your customers as promised. Bodyworks and Heil commit to our continued support of Athens Services in all of these areas. In the event Athens Services were to require additional equipment from us for the City of Huntington Park contract, both Bodyworks and Heil stand behind our delivery and service commitments as we have with Athens to date.

Should you have any questions or require any additional information, please do not hesitate to contact me at any time. We look forward to continuing our relationship with Athens Services long into the future and wanted to take this opportunity to thank you for your business and partnership.

Sincerely,

*Nathan C. Anderson*Nathan Anderson
Vice President – Sales
Bodyworks Equipment, Inc.

*Southern California's only authorized sales, parts, and service dealer for Heil Environmental.
Serving the Counties of Santa Barbara, Ventura, Los Angeles, San Bernardino, Orange,
Riverside, San Diego, and Imperial.*



May 6, 2014

Gabriel Yllescas
Athens Services
14048 Valley Blvd.
City of Industry, CA 91744

Dear Mr. Yllescas,

Pursuant to your request about your City of Huntington Park Bid, Consolidated Fabricators will be able to manufacture and deliver all of your Front Load steel containers to Athens Services or proposed distribution site, to fulfill your steel container obligations when Athens Services is awarded the contract. Our manufacturing and delivery schedule is based on receiving a PO # from Athens Services. Upon receipt of order we will deliver the containers per your scheduling requests.

Thank you and all of us at Consolidated Fabricators appreciate the opportunity to serve you on this important contract!

Sincerely,

Kerry A. Holmes
Vice President of Sales
Consolidated Fabricators
Mobile# 323-640-4078
Kholmes@con-fab.com
www.con-fab.com

CONFAB

SO CALIFORNIA 800.339.8335

NO CALIFORNIA 800.635.8335

www.con-fab.com

VERNON
4848 S. SANTA FE AVE.
VERNON, CA 90058
323.586.4545
323.586.4516 FAX

GALT
901 SIMMERHORN ROAD
GALT, CA 95632
209.745.4604
209.745.4219 FAX

VAN NUYS
14620 ARMINTA ST.
VAN NUYS, CA 91402
818.901.1005
818.787.6312 FAX

VERNON
4600 S. SANTA FE AVE.
VERNON, CA 90058
323.586.4500
323.586.4522 FAX



May 2, 2014

Will Wilson
Athens Services
5355 Vincent Ave
Irwindale, CA 91706

RE: City of Huntington Park RFP - Residential Container Confirmation

Dear Will,

This letter confirms that Rehrig Pacific Company will supply all of the residential containers needed for ATHENS SERVICES to be used in the City of Huntington Park for the residential service rollout. Rehrig Pacific Company's residential containers meet or exceed all of the requirements pursuant to the contract documents issued by the City of Huntington Park. Rehrig Pacific Company has already slotted adequate production time in our local Los Angeles manufacturing facility to insure all containers will be produced within the designated time frame. If additional containers shall be needed as the distribution is occurring, we will react accordingly so that all service requirements are met by ATHENS SERVICES.

Rehrig Pacific Company is an American owned and operated company that has been in business since 1913. Rehrig Pacific Company is an injection molder that uses high-density polyethylene in the manufacture of our carts. Injection molding allows us to produce a high quality, extremely durable, precise and consistent part each time. The weight and wall thickness remain the same with every part as well. We purchase the same specification material from the country's largest and most reputable suppliers, Dow and Exxon, to ensure our product quality remains consistent with the highest standards in the industry. Additionally, Rehrig Pacific Company has maintained its weight and wall thickness in our latest cart designs to continually demonstrate the importance of this area as it pertains to longevity of product in the field. The Rehrig Pacific cart is reinforced at all major lift points for added strength and durability. Our integrated cart design requires very little assembly and maintenance in the field.

As our references illustrate, our cart has been put to the test in different municipalities throughout the United States with great success. Our local customer list includes familiar large municipalities such as the City of Los Angeles, City of Long Beach, City of San Diego, as well as the majority of private haulers in Southern California. Throughout all of these locations and the rest of the country, Rehrig Pacific Company maintains a national failure rate of less than .5%. I encourage you to check with these references to better determine our quality and level of service compared to other vendors.





We truly value ATHENS SERVICES as a long-term partner and look forward to the potential of servicing your container needs for the City of Huntington Park. If you have any questions or need additional information, please do not hesitate to call me at (916) 730-7372.

Thank you in advance for your time and consideration.

Sincerely,



Meghan Thompson
Rehrig Pacific Company
4010 East 26th Street
Los Angeles, CA 90058
mthompson@rehrigpacific.com



Statement of Qualifications

Rehrig Pacific Company appreciates the opportunity to supply ATHENS SERVICES with residential containers for the City of Huntington Park RFP. We have thoroughly read and understand the requirements set forth in the RFP, and we strongly believe that we have assembled a very comprehensive and competitive package that will provide many benefits to ATHENS SERVICES.

Rehrig Pacific has been supplying the industry with residential carts for over 21 years with great success and we would sincerely appreciate the opportunity to provide ATHENS SERVICES with residential containers for the City of Huntington Park. Rehrig Pacific has a successful proven track record of providing containers to a wide array of markets and more specifically to many large and small cities throughout the country. Below I have highlighted a few of the benefits that we have provided that should be considered heavily in your evaluation:

Company Stability and Longevity: Rehrig Pacific Company has been in business since 1913 and is extremely financially stable to serve a large contract. Our credit rating is excellent and our customers and suppliers would attest to our track record. We have annual sales exceeding \$350 million and have achieved a 20-year compounded real growth rate exceeding fifteen percent. This coupled with a debt to equity ratio of (<1:1) has placed the company in an envious financial position (Financial Statements are available upon request). If Rehrig Pacific is chosen as the awarded vendor for the City of Huntington Park project, you can feel comfortable that you will have partnered with a financially stable company for many years to come.

Leadership in Plastic Processing: Since starting in plastic processing in the late 1960s, Rehrig Pacific has successfully supplied plastic containers to numerous industries. Our design and plastic processing expertise have been instrumental in our ability to produce a quality product. If Rehrig Pacific is chosen as your supplier for this project we are committed to providing that same quality product and service that our customers within the industry have become accustomed to receiving for the past 22 years. Rehrig Pacific Company has a wide range of cart colors to choose from all made from resilient UV-stabilized HDPE resin.

Cart Features: Rehrig Pacific Company is an injection molder using high-density polyethylene in the manufacture of our carts. Injection molding allows us to produce an extremely durable, precise and consistent part each time with the same weight and wall thickness with every part. We purchase the same specification material from the country's largest and most reputable suppliers, Dow and Exxon, to ensure our product quality remains consistent with the highest standards in the industry. Rehrig Pacific Company has maintained its weight and wall thickness in our latest cart designs to continually demonstrate the importance of this area as it pertains to longevity of product in the field. Additionally our roll-out carts also feature double drag rails and a reinforced bottom for added durability. Currently, our carts represent those of the highest weighted carts in the industry. Rehrig Pacific Company also offers a snap-on wheel with





integrated spacer for ease of assembly. This wheel is used by 95% of our customer base and is appreciated immensely as the assembly time per cart is approximately 8 seconds versus 1-5 minutes with competing brands.

Local Manufacturing Facility: With five (5) cart manufacturing facilities strategically located across North America, Rehrig Pacific Company has the industry's largest cart production capability. Each of our five (5) cart producing facilities contain multiple cart molds and multiple cart producing machines capable of meeting the City of Huntington Park's cart requirements. The largest of Rehrig Pacific's manufacturing facilities and its headquarters are located in Los Angeles. Our Los Angeles based facility has the ability to produce over 5,000 carts a day. Our local production facility and extremely short delivery distance to your location will ensure an on time rollout for the area.

Local Leadership in the Cart and Recycling Bin Industry: Since our Los Angeles manufacturing facility made our first recycling bin in 1987 and roll-out cart in 1992, Rehrig Pacific has grown to be a leader in the industry in terms of capacity, number of customers, and volumes supplied. Rehrig Pacific has also developed into an industry leader in asset management. Therefore, if chosen as the City of Huntington Park cart supplier, Rehrig Pacific has the capacity to produce and distribute an order of this magnitude.

Warranty Policy & Failure Rate: Rehrig Pacific Company has a 10-year, non-prorated warranty against all defects in workmanship. Rehrig Pacific Company maintains a national failure rate of less than 0.5%. In an effort to continually improve our products and reduce failures with all fully automated collection systems, we are constantly modifying the design of all three sized carts which reduces warranty claims significantly. We understand there are many things that happen in the field and our goal is to be prepared for the majority of those situations while adapting to the ever changing environment. With that said, we have **never** disputed a warranty claim from any of our customers. To the best of our knowledge, Rehrig Pacific Company is the only cart manufacturer that can confidently make this claim.

Customer Service: Rehrig Pacific is built on the foundation of Quality Products and Customer Service. We believe in partnerships with our customers and our track record is unparalleled in the area of service and backing up our product. We encourage the City of Huntington Park to research municipal references to better determine each company's history and ability to perform.

As an American-owned and operated company with clearly the industry's most complete package, Rehrig Pacific has the infrastructure and experience already in place to provide a comfort level of exceptional service to ATHENS SERVICES and the City of Huntington Park areas for years to come.



***Exhibit 12* | Insurance and Surety Evidence**

Please see the pages that follow.

Willis

May 19, 2014

Telephone: (213) 607-6300
Telephone: (213) 607-6300
Fax/Website: (213) 607-6261
Website: www.willis.com

Direct Line: (213) 607-6244
Direct Fax: (213) 607-6301
E-mail: Laarni.Samaniego@willis.com

City of Huntington Park
Attn: James Enriquez, Project Manager
6550 Miles Avenue
Huntington Park, CA 90255

Subject: Request for Proposals Solid Waste Handling Services for City of Huntington Park

Please accept this letter as confirmation that Athens Services will be able to provide the insurance certificate evidencing General Liability, Auto, Workers Compensation and Employers Liability and Umbrella Liability. Athens will also be able to provide required additional insured endorsements with Primary and Non-Contributory wording for General Liability as well as Waiver of Subrogation for Workers' Compensation in favor of the City of Huntington Park, if Athens Services is awarded the contract for "Solid Waste Handling Services" for the City of Huntington Park.

Please feel free to contact me with any questions.

Sincerely,



Laarni Samaniego
Assistant Client Manager
Risk Solutions

~~Willis Risk and Services~~
~~Services of Los Angeles~~
801 S. Figueroa St.
Suite 700
Los Angeles, CA 90017
Los Angeles, CA 90017
0371719



CHUBB GROUP OF INSURANCE COMPANIES

Los Angeles Surety Department
555 South Flower Street, Third Floor, Los Angeles, California 90071
Phone (213) 612-5575 / Fax (213) 612-5731

May 20, 2014

City of Huntington Park
6550 Miles Avenue
Huntington Park, CA 90255

Re: City of Huntington Park – Solid Waste Handling Services

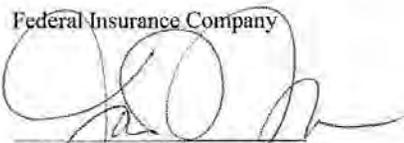
To Whom It May Concern:

We have proudly written all of **Arakelian Enterprises, Inc. dba Athens Services, Inc.** bonds for the past 5 years. In our opinion, they are most capably staffed and properly financed. The management of the Company is most impressive, in whom we have the highest confidence.

We have written bonds for **Arakelian Enterprises, Inc. dba Athens Services, Inc.** in excess of \$1,000,000.

If **Arakelian Enterprises, Inc. dba Athens Services, Inc.** were to be awarded a contract and they were to request that we provide the necessary Performance and Payment Bonds, we would be pleased to provide the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request.

Our consideration and issuance of bonds is a matter solely between **Arakelian Enterprises, Inc. dba Athens Services, Inc.** and ourselves, and we assume no liability to third parties or to you by the issuance of this letter. Federal Insurance Company, a member of the Chubb Group of Insurance Companies, is A.M. Best rated A++XV and listed on the Department of Treasury's Listing of Approved Sureties with an underwriting limitation of \$1,262,813,000.00. Federal Insurance Company is also approved by the California Department of Insurance to transact business in the State of California.

Federal Insurance Company

Janina Monroe, Attorney-In-Fact

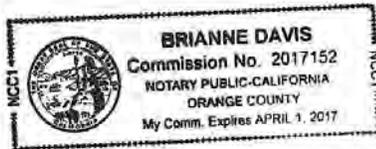
CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

STATE OF CALIFORNIA

County of Orange }

On MAY 20 2014 before me, Brianne Davis, Notary Public
Date Here Insert Name and Title of the Officer

personally appeared Janina Monroe
Name(s) of Signer(s)



who proved to me on the basis of satisfactory evidence to be the person(x) whose name(x) is/xxx subscribed to the within instrument and acknowledged to me that xx/she/xxxx executed the same in xx/her/xxxx authorized capacity(ies), and that by xx/her/xxxx signature(x) on the instrument the person(x), or the entity upon behalf of which the person(x) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

Witness my hand and official seal.

Signature Brianne Davis
Signature of Notary Public Brianne Davis

Place Notary Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Description of Attached Document

Title or Type of Document: _____

Document Date: _____ Number of Pages: _____

Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____

- Individual
- Corporate Officer — Title(s): _____
- Partner — Limited General
- Attorney in Fact
- Trustee
- Guardian or Conservator
- Other: _____



Signer Is Representing:

Signer's Name: _____

- Individual
- Corporate Officer — Title(s): _____
- Partner — Limited General
- Attorney in Fact
- Trustee
- Guardian or Conservator
- Other: _____



Signer Is Representing:

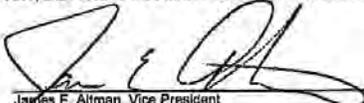
	Chubb Surety	POWER OF ATTORNEY	Federal Insurance Company	Attn: Surety Department 15 Mountain View Road Warren, NJ 07059
			Vigilant Insurance Company	
			Pacific Indemnity Company	

Know All by These Presents, That FEDERAL INSURANCE COMPANY, an Indiana corporation, VIGILANT INSURANCE COMPANY, a New York corporation, and PACIFIC INDEMNITY COMPANY, a Wisconsin corporation, do each hereby constitute and appoint Paul Boucher, Michelle Haase, Dennis Langer, Thomas G. McCall, Janina Monroe and Timothy Noonan of Los Angeles, California

each as their true and lawful Attorney- in- Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY have each executed and attested these presents and affixed their corporate seals on this **26th** day of **March, 2012**.


 Kenneth C. Wendel, Assistant Secretary


 James E. Altman, Vice President

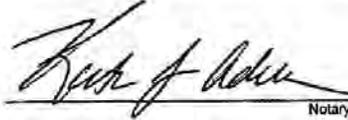
STATE OF NEW JERSEY
 County of Somerset ss.

On this **26th** day of **March, 2012** before me, a Notary Public of New Jersey, personally came Kenneth C. Wendel, to me known to be Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY, the companies which executed the foregoing Power of Attorney, and the said Kenneth C. Wendel, being by me duly sworn, did depose and say that he is Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY and knows the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of the By- Laws of said Companies; and that he signed said Power of Attorney as Assistant Secretary of said Companies by like authority, and that he is acquainted with James E. Altman, and knows him to be Vice President of said Companies; and that the signature of James E. Altman, subscribed to said Power of Attorney is in the genuine handwriting of James E. Altman, and was thereto subscribed by authority of said By- Laws and in deponent's presence.

Notarial Seal



KATHERINE J. ADELAAR
 NOTARY PUBLIC OF NEW JERSEY
 No. 2316685
 Commission Expires July 16, 2014


 Notary Public

CERTIFICATION

Extract from the By- Laws of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY:

"All powers of attorney for and on behalf of the Company may and shall be executed in the name and on behalf of the Company, either by the Chairman or the President or a Vice President or an Assistant Vice President, jointly with the Secretary or an Assistant Secretary, under their respective designations. The signature of such officers may be engraved, printed or lithographed. The signature of each of the following officers: Chairman, President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary and the seal of the Company may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing Assistant Secretaries or Attorneys- in- Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such power of attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is attached."

I, Kenneth C. Wendel, Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY

(the "Companies") do hereby certify that

- (i) the foregoing extract of the By- Laws of the Companies is true and correct,
- (ii) the Companies are duly licensed and authorized to transact surety business in all 50 of the United States of America and the District of Columbia and are authorized by the U.S. Treasury Department; further, Federal and Vigilant are licensed in Puerto Rico and the U.S. Virgin Islands, and Federal is licensed in American Samoa, Guam, and each of the Provinces of Canada except Prince Edward Island; and
- (iii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Warren, NJ this **20th** day of **May, 2014**




 Kenneth C. Wendel, Assistant Secretary

IN THE EVENT YOU WISH TO NOTIFY US OF A CLAIM, VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT ADDRESS LISTED ABOVE, OR BY Telephone (908) 903-3493 Fax (908) 903-3656
 e-mail: surety@chubb.com

Exhibit 13 | **Affidavit re Anti-Collusion and No Other Pending
Legal Actions**

Please see the page that follows.

Attachment 5

Affidavit Re Anti-Collusion and No Other Pending Legal Actions

THIS ATTACHMENT MUST BE COMPLETED IN ORDER FOR PROPOSER'S BID TO BE CONSIDERED.

The undersigned, being first duly sworn, deposes and says: Arakelian Enterprises, dba Athens Services

I have the legal authority to execute this affidavit on behalf of _____ ("Proposer").

Proposer has not directly or indirectly induced, solicited, colluded with, or agreed with any other person, potential proposer(s), or actual proposer(s) to refrain from submitting a proposal, to control the price of a proposal, nor to limit the scope of a proposal or number of proposers.

Proposer further has not and will not share the information to be contained in Proposer's sealed proposal to any other person, potential proposer(s), or actual proposer(s) until the sealed proposals are opened by the City of Huntington Park ("City"). The prohibition does not extend to those that have a partnership or other similar financial interest in Proposer.

Proposer has not directly or indirectly induced, solicited, colluded with, or agreed with any City official, officer, employee, or representative to as to the price or scope of services in the solid waste agreement, nor have there been any conversations between Proposer and any City official regarding the exchange of money or other things of value for special consideration in the award of said solid waste agreement.

Proposer has not made any payment, donation, nor agreed to pay or agreed to make a donation either directly or indirectly to any City official, officer, employee, or representative for special consideration in the award of said solid waste agreement.

Proposer is not aware of any other pending legal actions against Proposer with respect to contracts for solid waste handling services, alleged safety violations, including OSHA violations, and other alleged violations of applicable labor laws other than those Proposer disclosed in its Request for Proposal submittal.

Executed under penalty of perjury on this 9th day of MAY, 2014, at 0830.

BY: Gary M. Clifford

TITLE: Executive Vice President

Subscribed and sworn to before me this 9th day of, May, 2014.

(Seal of Notary)



Debora Ann Rojas
Signature of Notary

Exhibit 14 | Solid Waste Franchise Experience

Since 1958, Athens has been providing waste collection and recycling services in Southern California. We provide a variety of services to municipal, residential, commercial and industrial clients including collection and processing of recycling and mixed waste, food discards and organics, and construction and demolition. Athens has 23 exclusive City franchises, including two unincorporated County areas, and operates in an additional 40 jurisdictions through non-exclusive agreements and permits.

Our services also include automated and manual waste collection, backyard collection, e-waste collection, transfer and disposal services, street and parking lot sweeping, power washing, special waste handling, on-site staff training, storage box rentals, and alternative fuel vehicles.

Athens Services has grown to become the largest independent waste and recycling company in Los Angeles County and one of the premier companies in Southern California. We are in the business of diverting valuable resources from landfills, reducing our environmental impact, and creating local recycling jobs. Athens Services employs over 1,300 workers in Southern California making us one of the largest solid waste management and recycling job providers in the area.

Athens currently has long term service agreements with the following cities:

Altadena	Azusa	Bell Gardens	Covina
Glendora	Hermosa Beach	Irwindale	La Canada Flintridge
Monrovia	Montebello	Monterey Park	Palos Verdes Estates
Redondo Beach	Riverside	San Gabriel	San Marino
Sierra Madre	South San Gabriel	South El Monte	Temple City
South Pasadena	West Covina	West Hollywood	

Athens Services has been charged with a portion of the responsibility of managing the aesthetics of a community; the aesthetics can often be part of the quality of life of a community. In addition to refuse collection, we have been providing bulky item pickups, bulky item clean ups, and the collection of illegally discarded items for these communities for over twenty years.



Our first municipal contract was the *Athens District* within the County of Los Angeles in 1958.

Additionally, we have exclusive service agreements with the unincorporated County communities of South San Gabriel and Altadena/Kinneloa Mesa; we also service residential, commercial, and construction clients in over 40 cities and areas throughout Los Angeles, Orange, and Riverside Counties.

The following illustrates Athens’ residential service contract experience:

City	Residential Service Type	Bin Service?	Roll-Off Service?	Bulky/Alley /Pick-up?
Altadena	Automated – 3 container	Yes	Yes	Yes
Azusa	Manual 2 container	Yes	Yes	Yes
Bell Gardens	Automated – 3 container	Yes	Yes	Yes
Covina	Automated – 3 container	Yes	Yes	Yes
Glendora	Manual 2 container	Yes	Yes	Yes
Hermosa Beach	Automated – 3 container	Yes	Yes	Yes
Irwindale	Automated – 1 container	Yes	Yes	Yes
Monrovia	Automated – 3 container	Yes	Yes	Yes
Montebello	Automated – 2 container	Yes	Yes	Yes
Monterey Park	Automated – 2 container	Yes	Yes	Yes
Palos Verdes Estates	Manual 2- Container Back Yard Service	Yes	Yes	Yes
Redondo Beach	Automated – 3 container	Yes	Yes	Yes
San Gabriel	Automated – 2 container	Yes	Yes	Yes
San Marino	Manual-2 Container Back Yard Service	Yes	Yes	Yes
Sierra Madre	Automated – 3 container	Yes	Yes	Yes
South El Monte	Manual – 1 container	Yes	Yes	Yes
South Pasadena	Manual-2 Container Back Yard Service	Yes	Yes	Yes
South San Gabriel	Automated – 2 container	Yes	Yes	Yes
Temple City	Manual- 2 container	Yes	Yes	Yes
West Covina	Automated – 2 container	Yes	Yes	Yes
West Hollywood	Automated – 3 container	Yes	Yes	Yes

Athens also provides street sweeping service to the following 25 jurisdictions:

Agoura Hills	Azusa	County of LA- Road District	County of LA - Rowland Hts.
Covina	Glendora	Hermosa Beach	Irwindale
Lake Forest	Manhattan Beach	Monrovia	Monterey Park
Newport Beach	Palos Verdes Estates	Placentia	Pomona
Rosemead	San Fernando	San Gabriel	San Marino
Santa Ana	Sierra Madre	South El Monte	South Pasadena
Temple City			

Please see the table below for the references requested in the RFP.

Name	Time Period	Type and Number of Customers	Services Performed	Residential Collection Method	Exclusive or Non-Exclusive	Contact Person
City of Redondo Beach	2011 to present	Residential – 15,543 Commercial – 635 Multifamily – 1,438	3 container residential, commercial MRF collection, and source separated, and food waste	Automated	Exclusive Residential and commercial, non-exclusive roll-off	Mike Witzansky 531 N. Gertruda, Redondo Beach, CA 310-318-0672 Mike.Witzansky@redondo.org
City of Glendora	1991 to present	Residential - 12,721 Commercial- 567 Multifamily- 426	2 container residential, commercial MRF collection	Manual	Exclusive	Dave Davies 116 E. Foothill Glendora, CA (626) 914-8260 ddavies@ci.glendora.ca.us
City of Bell Gardens	2007 to present	Residential - 3,901 Commercial- 71	3 container residential, commercial MRF collection	Automated	Exclusive	Philip Wagner 7100 Garfield Bell Gardens, CA (562) 806-7702 pwagner@bellgardens.org
City of San Gabriel	1987 to present	Residential - 5,934 Commercial- 617 Multifamily- 1,009	2 container residential, commercial MRF collection	Automated	Exclusive	Steven A. Preston 425 S. Mission San Gabriel, CA 626-308-2806 spreston@sgch.org
City of South El Monte	1999 to present	Residential - 2,314 Commercial- 1,647 Multifamily- 283	1 container residential, commercial MRF collection and source separated	Manual	Exclusive	Tony Ybarra 1414 W. Santa Anita South El Monte, CA 626-579-6540 aybarra@soelmonte.org
City of West Hollywood	2009 to present	Residential - 1,290 Commercial- 692 Multifamily- 2203	3 container residential, commercial MRF collection	Automated	Exclusive	Oscar Delgado 8300 Santa Monica Blvd., WH, CA 323-848-6374 odelgado@weho.org
City of Irwindale	1995 to present	Residential - 380 Commercial- 404	1 container residential, commercial MRF collection and source separated	Automated	Exclusive	John Davidson 5050 Irwindale Ave Irwindale, CA (626) 430-2217 j davidson@irwindale.ca.us

***Exhibit 15* | Diversion Rates**

All of the cities that Athens serves are in compliance with AB939 and AB341 through utilization of our Material Recovery Facility, source-separation, and other methodologies.

Described below are the current diversion rates for five of our client cities:

-  South El Monte – 80%
-  Redondo Beach – 75%
-  Irwindale – 74%
-  Temple City – 72%
-  Glendora – 67%

Exhibit 16 | Community Outreach

Athens recognizes that education is key to understanding the virtues of sustainable living, recycling and composting. Athens partners with cities, school districts, and community groups in each of our stakeholder communities to provide expert speakers and educational outreach that furthers the objectives set forth in “Reduce, Reuse, Recycle and Rot (compost).” Educational outreach programs are tailored to meet the needs of individual communities and typically include interactive presentations. Recently Athens developed a specialized presentation for the City of Redondo Beach to educate residents on backyard and worm composting.



We partake in many community events (including holiday and Earth Day celebrations) providing educational information, while sometimes just being an outlet for Family Fun! Athens mini-truck, “Mighty Mike,” in conjunction with the company’s recycling display and information booth, is a fun and educational way to engage residents and businesses in our serviced cities.

For City residents and community groups we will offer educational tours of our recycling facility and/or video lectures of our facilities and compost site, American Organics.

-  Athens will provide “Mighty Mike” free of charge for City sponsored community events
-  Athens also will offer free tours of our Material Recovery Facility to any resident of the City

We will engage the millennial generation and beyond via our popular Twitter handle @AthensServices, which promotes environmental and local community news.

Athens has designed a new website that includes an entire section dedicated to Sustainability, which contains eco-friendly tips for home and office; educational information on the importance of the 4Rs: Reduce, Reuse, Recycle, and Rot (aka Compost); resource links; Earth Steward Recognition program; and carbon foot-print calculators.

Our website promotes to our customers many environmental programs. There are a significant number of links to important sites, including County and City websites, consumer product take-back programs, battery recycling, used motor oil, SAFE collection centers, and a variety of recycling resources.

We will provide the City Council with regular updates on new technologies and the general state of the waste and recycling industry, as well as updates on government actions which impact the City.

Athens supports fostering economic growth by partnering with local vendors and supporting local organizations whenever possible.

Athens also makes for a cleaner environment through street sweeping, parking lot sweeping, and pressure washing. All street sweeping trucks owned by Athens are powered by alternative fuels.

Athens will develop and implement a customer education program to maximize diversion of recyclables, green waste, bulky items, clothing, sharps, E-waste, and CEDs. The customer education program will include the following items:

Mulch and Compost Giveaway Program: No later than 3 months after the execution date and 3 months before the beginning of each following contract year, Athens shall submit to the City for approval a program to offer free mulch and compost. Athens shall hold at least one event each contract year and offer at least one ton of mulch and one ton of compost at each event without charge to the customer.

Athens is committed to providing outreach to our customers including meeting with multifamily premises, visiting schools, speaking at the Chamber of Commerce, providing customers with on-line recycling and diversion information, as well as, mailing quarterly newsletters in color.

All transitions and program changes require some level of communication to customers. The approach Athens takes with public education and outreach is the same it takes with all facets of operations: practical and effective. People are generally inundated with information and heavily burdened with responsibility. The key to program success is breaking information down into practical and digestible sound bites - presented simply and colorfully, and yet simultaneously providing customers with good reason for cultivating new behaviors. It is also important to provide additional resources and information for those who are naturally more interested in environmental issues.

Athens has a long tradition of collaboration with local governments and the community to design and distribute information that supports the program. We strive to exceed the expectations of the government staff and the communities we service.

We have a group of employees that are well equipped to develop concepts and ideas into finished professional products resulting in material upon which the City would be proud to place their name.



In addition to developing, and contributing toward excellent collateral materials for the residents' waste removal and recycling programs, public education and outreach plan includes a community relations component; "Recycle Together, We Make a Difference."

Perhaps equally as important in performing customer outreach activities is to remember outreach includes distribution of materials pertaining to program logistics, such as billing and container labeling. The privacy of Athens' customer base will be exclusively protected at all times and no customer information will be traded or sold to a third party.

The following pages include several examples of our extensive customer education and awareness programs.

1. City of Hermosa Beach Roll-Out Notice
2. City of Montebello Roll-Out Notice
3. South San Gabriel Billing Insert For Yard Waste Recycling (Multiple languages)
4. South San Gabriel Billing Insert For Recycling Program (Multiple languages)
5. Altadena Residential Informational Brochure

1. City of Hermosa Beach Roll-out Notice



Residential Refuse Collection and Recycling Guide



www.AthensServices.com



P.O. Box 60009
City of Industry, CA 91716-0009

IMPORTANT INFORMATION
NEW CART DELIVERY BEGINS JUNE 17TH
DO NOT PLACE NEW CARTS OUT FOR COLLECTION UNTIL JULY 1ST
Collection of customer owned barrels will begin July 1st
Reminder: Place the "recycle me" stickers on the barrels you want collected
Collection services will be uninterrupted and your collection day will remain the same

♻️ Printed on recycled paper

(888) 336-6100

www.AthensServices.com



The City of Hermosa Beach and Athens Services have partnered to provide enhanced refuse and recycling services to the community. At Athens Services we value each and every customer. We are committed to providing proactive, high quality collection services to the residents of Hermosa Beach. The following guidelines and program details are provided to assure that you receive the full benefit of your solid waste management services.

General Information

ATHENS SERVICES

14048 E. Valley Blvd., City of Industry, CA 91746
P.O. Box 60009, City of Industry, CA 91716
Phone: (888) 336-6100
Fax: (626) 968-1365
www.athensservices.com

Office Hours: 7:00 A.M. - 5:00 P.M. (Monday–Friday)
7:00 A.M. – 12:00 Noon (Saturday)

HERMOSA BEACH CUSTOMER CARE OFFICE

1035 Valley Dr. Hermosa Beach CA 90254
(located in the Community Services Building)

Hours: 8:00 a.m. to 5:00 p.m. (Monday–Friday)
Excluding Holidays

Customer care office location opens July 1

Customer Service is Our Priority!

Our customer service staff is specially trained to respond quickly to your needs and special service requests. Simply call (888) 336-6100 for our customer service center.

- Tell us how we are doing. Your comments are appreciated and valued. We want to hear from you! Please visit our web site to complete our survey.
- Order temporary services: Roll-off boxes and 3-yard bins for collection of construction debris and/or household clean ups can be ordered on our website.
- Contact us via our website to ask a question or to review the services provided to your community at www.athensservices.com.

Holiday Collection Schedule

Collection may be delayed one day for the remainder of the week after the following holidays: Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day. If the holiday falls on a Saturday or Sunday there will be no delay in service.

Please Note: During holiday weeks, if your collection falls on a street sweeping day, place your carts on the curb, not in the street.

Holiday Tree Recycling: Trees Are 100% Recyclable!

Athens Services collects Holiday Trees on your normal pickup day from the day after Christmas Day and for the next 3 pick up days following the holiday each year. Please remove stands, nails, ornaments, lights, and tinsel so we are able to recycle your tree. If your tree is over 6 feet in height please cut into lengths less than 6 feet. Please place the trees next to your regular curbside carts. Trees with flocking or fire retardant are acceptable. If you prefer your tree can be dropped off at the following location:

- 800 Block of Valley Drive, (across from the Clark Building)

Bulky Items and Electronic Waste

Athens Services encourages the reuse or donation of bulky items whenever possible.

Residential customers receive two free Bulky Item Pickups per calendar year. Bulky item pick up is done on your collection day. Examples of acceptable items include: couches, chairs, washers, dryers, water heaters, mattresses, refrigerators, rugs and tree trunks. **As part of the enhanced services, electronic waste (e-waste) such as televisions, VCR's, cell phones, monitors, microwaves or other items considered e waste will now be collected as Bulky Items.**

To schedule a pickup

- Call 24 hours in advance of your normal collection day to Athens Services at: (888) 336-6100 or visit www.athensservices.com
- Place your bulky items curbside next to your cart by 7:00 a.m. on your collection day.
- Items collected per pick up is limited to three cubic yards. Individual items may be no more than 8 feet by 4 feet or 150 pounds.
- No single item that cannot be handled by two (2) workers will be accepted

Hazardous substances or waste will not be collected as a bulky item.

(888) 336-6100

www.AthensServices.com

COLLECTION SERVICES

Collection Hours: 7:00 A.M. - 6:00 P.M.

Carts should be placed at the curb one (1) foot apart. Please make sure they are accessible and not blocked by any obstacles such as vehicles or excess waste.

Your participation in the Hermosa Beach residential recycling program is vital to its success. The following information is provided to ensure all recyclables are recovered.

Refuse & Recycling Collection Services

The refuse and recycling program consists of three automated carts. Single family or multi family homes (up to 5 units) can sign up for a 96 gallon, 64 gallon or 34 gallon cart for refuse, recycling and green waste (optional). You may request additional carts as needed.

Place your carts at the curb or on the sidewalk or adjacent alley on your collection day (by 7:00 a.m.) spaced about 1 foot apart placed side-by-side. Barrels should be returned to your storage location by sunset the day of collection.

Note: Automated collection vehicles require access to the carts for proper service, please make sure they are not blocked and are accessible.

Collection Container Provision and Placement



Please place trash, recyclables, and green waste carts and barrels at the curb or adjacent alley on your collection day. Cart wheels should be placed against the curb, with carts spaced 1 foot apart. Please use containers supplied by Athens. All containers are provided for free. Charges are based on the size and number of trash and green waste containers you use. All recycling is free.



Black = Trash

The black cart or barrel is for the collection and disposal of non-recyclable materials including: diapers, bathroom waste, cigarette butts, palm fronds, yucca leaves, succulents, litty litter, dog waste and other solid waste materials considered by generator to be spent, useless or worthless. (If you do not order green waste service (below) you may place all yard trimmings in the trash cart).



Blue = Recyclables

The blue cart or barrel is for the collection of recyclable materials: mixed waste paper (including newsprint, ledger, writing and copier paper, computer, junk mail, magazines, glossy paper, paperback books, cereal boxes, paper grocery bags, wrapping paper, phone books), corrugated cardboard, aluminum foil and cans, glass jars and bottles, steel (tin) food cans, scrap metal, coat hangers, bi-metal beverage cans, juice boxes and milk cartons, plastics 1-7, soda bottles, and all other recyclable materials.



Green = Organics

Note: Optional Green Waste (Organics) Recycling Collection
The green cart is for the collection and recycling of yard trimmings. Yard trimmings include grass clippings, leaves, brush, branches, tree trimmings, wood stumps, flowers, dead plants and other forms of organic materials generated from landscapes or gardens. Do not use plastic trash bags in the green cart. Compostable bags can be used. NO PALM FRONDS, YUCCA, CACTUS, SUCкулANTS OR TREE TRIMMINGS LARGER THAN SIX (6) INCHES IN DIAMETER OR FORTY-EIGHT (48) INCHES IN LENGTH ARE ALLOWED IN THE GREEN CART.

Reduced Size Cart – A 20-gallon reduced size cart is available to residents that generate a very limited amount of refuse. You will be limited to one 20-gallon refuse container with this option (plus recycling and green waste containers of the sizes you select). Please contact us at (800) 336-6100 for more information regarding the rate and limitations of this service option.

Please do not overload the carts. Cart lids should not be open more than 3 inches and should not exceed a weight limit of 150 lbs. Auto parts, hazardous waste, construction debris such as cement, dirt, rock, gravel, sand, bricks, concrete or other heavy materials, construction debris, horse manure, anti freeze, household cleaners, motor oil, paint thinner, paints, latex or oil-based, or fluids should not be placed into the carts. You may place additional refuse in bags, boxes or barrels out up to six (6) times a year and for two (2) weeks after the Christmas holiday without additional charge. If you are routinely overflowing containers, then larger or additional containers should be ordered.

(888) 336-6100

www.AthensServices.com

Additional Information

Walk Out Service

For an additional monthly fee, your carts or barrels will be taken to the curb for you, serviced, and returned to their original storage location. Disabled residents living where no able bodied person resides are offered this service at no charge after a medical verification note, handicap placard or written approval from the city is supplied to our office.

Temporary Bins and Roll Offs

If you are cleaning out your home or garage you may need a 3-cubic yard bin. If you are removing concrete or asphalt driveway, you will need a low profile 10-cubic yard roll off container. Construction projects may necessitate large 30 cubic yard roll off containers. Please call Athens Services at (888) 336-6100 for more information or to place your order.

Back Yard Composting

Composting is a great way to recycle food scraps and yard trimmings into a valuable garden amendment. Worm composting is another way to participate in an organics program. Composting and worm bins are available for sale to Hermosa Beach residents at reduced prices. For more information on composting please call (888) 336-6100.

Senior Discount

Low income seniors receive a 10% discount for the waste and recycling fee at their residence. To qualify provide a copy of one of your utility bills (gas or electric) that shows you currently receive a similar discount from your utilities provider. For more information please contact us at (888) 336-6100.

Multi-Family Cart and Barrel Customers

If you reside in a multi-family building and your collection service is ordered by building management, you may need to contact building management to order request or change collection services.

Household Hazardous Waste

There will be one (1) community wide roundup for household hazardous waste/e-waste per year.

Annual Shred Event

There will be two (2) community wide shredding events per year. Residents will be notified of date, location and time of events in advance.

DETAILED RECYCLING GUIDE

	Recyclables	NOT Recyclables
Paper	Newspaper, Magazines, Phone Books, Junk Mails, envelopes, Cardboard Boxes, Dry Food Boxes, Office Paper, Computer Paper, chipboard, paper back books, paper grocery bags, glossy paper, and wrapping paper.	Paper With Food On It, Paper or Boxes With Wax, Plastic or Foil Coating, Wet Paper, String, Plastic Bags
Plastic	Plastic Items with Recyclable Logo (Triangle Symbol) 1-7, Soda Bottles, plastic dinnerware and jugs	Plastic Items with No Recyclable Logo (Triangle Symbol), All Plastic Bags, Plastic Containers
Glass	Glass Containers, Bottles	Light Bulbs and Tubes, Pyrex Containers, Window Glass, Mirrors, Ceramic Glass (Mugs, Plates, etc.)
Metal	Empty Aerosol Cans, Tin Cans, Aluminum Cans	Paint Containers, Metal Objects Other Than Cans
Other		Construction Debris, Hazardous Waste, E-Waste, Yard Trimmings, dirt, rock, green waste, concrete, horse manure, anti freeze, liquids including paint, household cleaners, paint thinner or motor oil

2. City of Montebello Roll-Out Notice

What's Changing.

The City of Montebello is changing its trash collection program in order to meet waste reduction mandates required by State law. You will be provided with two automated trash containers and you will no longer need to separate your recyclables. Recyclables will be removed from your trash at a Materials Recovery Facility (MRF). Green waste will still be collected separately and recycled into land cover, fertilizer, or soil.

What's NOT Changing.

Your rates are not changing!
 Your pick up day is not changing!
 Your reliable, friendly, committed-to-the-community company is not changing!

You Are Getting.

Two 90-gallon containers will be delivered to you between June 22nd - July 3rd. Smaller 60-gallon containers and other options are available by completing and mailing the attached Service Option Card.

The BLACK containers for refuse and recyclables. The GREEN container is for yard waste (i.e. leaves, trees trimmings, grass clippings, etc.). Absolutely NO palm fronds, cacti, or succulents. The automated containers are easy to move and with their built-in lids, keep animals out. These containers will be serviced by all-new, efficient, natural gas-powered trucks that reduce spillage making for a "greener" Montebello!



What You Are To Do.

Beginning July 6th, on your collection day, place both containers in the street or adjacent alley by 6 a.m. with the wheels against the curb, and spaced about 1 foot apart.

UNLIMITED Bulky items that will not fit in your container will be picked up free of charge, but you must call at least 24 hours prior to your pick-up day to make arrangements.

If you do not want your existing trash and recycling containers placed them at the curb, emptied and upside down, and they will be picked up and recycled between July 6th and July 17th.

"No's" To Know.

Do not put palm fronds in GREEN yard waste container, it will be tagged and not picked up until removed. (Please place them in the BLACK container). To assist in the recycling process, please empty and wash out all food and beverage containers before you place them in the BLACK container.

Do not put hazardous materials, such as paints, pesticides, petroleum products (ie motor oil and solvents etc.) in either container. If hazardous waste is identified, it will be tagged and the container will not be picked up until removed. Call 1 888 CLEAN LA to learn how to properly dispose of these materials.



Que va a cambiar.

La ciudad de Montebello va a cambiar su programa de recoger la basura para satisfacer los mandatos de reducción de desechos requerido por la ley del Estado. A usted se le van a proveer dos recipientes automatizados y ya no va a tener que separar sus reciclables. Los reciclables van a ser separados de la basura en el Centro de Recuperación de Materiales (MRF). Los desechos de los jardines serán recogidos por separado y serán reciclados y usados para cubrir terrenos, como fertilizantes o como tierra.

Que NO va a cambiar.

Sus tarifas no cambian!
 El día que recojan su basura no cambia!
 Su compañía segura, amigable, y comprometida a comunidad no cambia!

Que se les va a proveer.

Dos recipientes de 90 galones les van a ser entregados entre el 22 de Junio - 3 de Julio. Recipientes mas pequeños, de 60 galones y de otros tamaños estarán disponibles si usted llena y envía por correo la tarjeta de "Service Option", aquí incluida.

El recipiente NEGRO es para basura y reciclables.

El recipiente VERDE es para los desechos de los jardines: (hojas, recortes de árboles o de césped, etc.). Absolutamente NO se permitirán hojas de palmeras, cactus, o succulentia.

Los recipientes automatizados son fácil de mover y con su tapa incorporada, mantienen animales fuera. Estos nuevos contenedores serán alendidos por nuevos, eficientes, camiones con motor de gasolina que reducen derrames para hacer un "Mort abello mas "Verde".

Que tienen que hacer.

A partir del 6 de Julio, en el día que recojan su basura, ponga sus recipientes en la calle o en el callejón adyacente a las 6:00 a.m., con las ruedas contra la banqueta y un pie de distancia aparte.

Los objetos grandes y pesados que no entran en su recipiente, serán recogidos gratis, pero usted tiene que llamar a Athens 24 horas antes de su día designado de basura para hacer los arreglos necesarios.

Si usted ya no quiere los recipientes de basura que tiene, póngalos al lado de la banqueta, vacíos y boca abajo, y serán recogidos y reciclados entre el 6 y 17 de Julio.

Lo que NO se debe hacer.

No ponga hojas de palmera en el recipiente VERDE. Lo marcan con una etiqueta y no lo recogerán hasta que usted lo remueva. (Ponga esas hojas en el recipiente NEGRO). Para participar en el proceso de reciclaje, por favor vacíe los contenedores de alimento y bebida antes que usted los coloque en el contenedor negro.

No ponga materiales peligrosos, como pinturas, insecticidas, productos de petróleo (la olla de motor, solventes, etc) en ninguno de los recipientes. Si encuentran materiales peligrosos, el recipiente será marcado con una etiqueta y no lo recogerán hasta que remueva estos materiales. Llame al (888) CLEAN-LA para obtener información sobre como deshacerse de estos materiales.

OPTIONS / Opciones

You will automatically receive the Basic Service Option (90 gallon trash and 90 gallon yard waste). One 90-gallon container is equivalent to three normal size trash containers. If you would like to select a different service YOU MUST FILL OUT AND RETURN THE ATTACHED SERVICE OPTION CARD BY MAY 22nd.

If you request more BLACK containers, additional containers will be billed directly to you by Athens Services on a quarterly basis. By signing this card, you agree to pay for the additional containers.

Usted automáticamente recibirá la Opción de Servicio Básico (recipiente de basura de 90 galones y recipiente de desechos de jardín de 90 galones). Un recipiente de 90 galones es equivalente a tres recipientes de basura de tamaño normal. Si usted quiere escoger un servicio diferente TIENE QUE LLAMAR Y DEVOLVER POR CORREO LA TARJETA "SERVICE OPTION" ANTES DEL 22 DE MAYO. Si usted solicita más contenedores NEGROS, los contenedores adicionales serán facturados directamente a usted por Athens Services en una base trimestral. Firmando esta tarjeta, usted concuerda en pagar por los contenedores adicionales.

Important Information

Athens Services

Office Hours

Box 6009, City of Industry, CA 91716-0009 7am to 5pm (M-F) - 7am to 12pm (Sat)
 Phone (626) 336-6100
www.AthensServices.com

Service Option Card - RETURN BY MAY 22nd

Name _____
 Address _____
 Phone _____
 E-mail Address _____
 Signature _____

Description	Rate	How Many?	Total Cost
60 Gallon Black container instead of 90 gallon	No Charge to Billing		No Change to Billing
60 Gallon Green container instead of 90 gallon	No Charge to Billing		No Change to Billing
Additional Black Container	\$1.99 per container		\$
Additional Green Container	No Charge to Billing		No Change to Billing
Total Monthly Billed by Athens			\$

Roll-Out Service. Service is provided FREE of charge, further, physically unable to move the containers. Certification from your physician or proof of DMV license needed to qualify. Please call us online for more information.

5. Altadena Residential Informational Brochure

New Service Guide



Additional Carts

Additional carts above one (1) refuse, two (2) green waste, and two (2) recycling carts are available for a monthly charge of \$5.00 per cart. Smaller carts are available for the elderly or handicapped upon request.

Frequently Asked Questions (FAQ's)

What should I do with my old cans?

If you would like to discard your old waste containers, Athens Services will collect your old cans on your collection day. Please place empty old containers on your curb with a sign/sticker on them stating "Recycle ME". **All containers collected will be recycled and not taken to the landfill.**

When do I set my carts out?

Carts should be set out for collection by 6:00 AM on collection day. You may set your carts out the night before to ensure they are picked up, but no earlier than 5:00 pm. After collection, you should remove your carts from the curb and store them in a convenient place near your house. The carts should be removed from the curb by 8:00 PM the day of collection.

Where do I set my carts out for collection?

Carts should be positioned on the edge of the street, against the curb with the handle facing your house.

Holiday Collection Schedule

Collection may be delayed one day after the following holidays:

- Thanksgiving Day
- Memorial Day
- Christmas Day
- Independence Day (4th of July)
- New Year's Day
- Labor Day



Additional Information

Services

All customers receive these additional services:

- Once-a-week automated collection services with NEW natural gas vehicles
- Annual curbside clean-up events (including refuse, green, and electronic waste)
- On-call bulky item, green waste and electronic waste collections in unlimited quantities (three times a year)
- Four special community clean-up events per year
- Collection of excess green waste (bagged or bundled) ten times per year upon request
- Collection of excess trash discarded in bags (four bags per year) upon request
- Residents can receive an extra green waste and/or one extra recyclable container free of charge
- 25% senior discount for head of household residents 62 or older who qualify. By (1) qualify for utility rate discounts based on financial need or (2) generate small amounts of waste and uses 32-gallon containers
- Free SHARPS collection and disposal services (includes pick-up or mail-back containers) upon request
- Three electronic and clothing drop-off events per year



Refuse, Recycling & Green Waste Cart Placement



Please place carts at the curb or adjacent alley on your collection day with the wheels against the curb or edge of street spaced about 1 foot apart.

Black = Refuse

The black carts is for the collection and disposal of non-recyclable materials including: diapers, cigarette butts, palm fronds, yucca leaves, kitty litter and other unwanted solid waste materials.



Blue = Recyclables

The blue carts is for the collection of recyclable materials: mixed waste paper (including newspaper, ledger, writing and copier paper, computer, junk mail, magazines, glossy paper, paperback books, cereal boxes, paper grocery bags, wrapping paper, phone books), corrugated cardboard, aluminum foil and cans, glass jars and bottles, steel (tin) food cans, scrap metal, coat hangers, bi-metal beverage cans, juice boxes and milk cartons and all other materials that can be recovered at the processing facility.



Green = Green Waste

The green carts is for the collection and recycling of yard trimmings and organics. Yard trimmings include grass clippings, leaves, brush, branches, tree trimmings and other forms of organic materials less than 3 inches in diameter and 3 feet in length generated from landscapes or gardens.



NO: Palm fronds, yucca leaves, bamboo, rocks, dirt or trash, if these items are placed in the Green container, it will be tagged and your cart will not be serviced until these items are removed.

Refuse, Green Waste & Recycling Collection Services

The refuse, green waste and recycling program consists of three automated 95-gallon carts. Single family or multi-family homes (up to 2 units) can sign up for an automated cart for refuse, recycling and green waste. You may request additional carts as needed for the monthly charge of \$5.00 per cart.

Place your carts at the curb or on the sidewalk or adjacent alley on your collection day (by 6 am) spaced about 1 foot apart placed side-by-side. Baskets should be returned to your property by sunset the day of collection. **Note: Automated collection vehicles require access to the carts for proper service, please make sure they are not blocked and are accessible.**

Bulky Items and Electronic Waste

Residential customers receive 3 free Bulky Item Pickups per year. Examples of acceptable items include: couches, chairs, washers, dryers, water heaters, mattresses, refrigerators, rugs and tree trunks. **As part of the enhanced services, electronic waste (e-waste) such as televisions, VCR's, cell phones, monitors, microwaves or other items considered e-waste will now be collected as Bulky Items.**

To schedule a pickup:

- Call 24 hours in advance of your normal collection day to Athens Services at: **(877) 764-5551** or visit www.athensservices.com
- Place your bulky items curbside next to your cart by 6 am on your collection day.
- All carpets, bushes, branches and lumber must be cut and tied in bundles no longer than three (3) feet in length and weigh less than 50 lbs. The amount of waste should fill a space no greater than 4 by 6 feet.

NO HHW

Take the items listed below to any of the FREE Household Hazardous Waste Roundup Event sponsored by the County of Los Angeles. For more info visit the County of Los Angeles Department of Public Works website at www.CleanLA.com or call their (888) CleanLA hotline.

- Antifreeze
- Batteries (all types)
- Brake and transmission fluids
- Cleaning products
- Drain cleaner
- Gasoline
- Kerosene and other flammables
- Hair permanent and straightener
- Solutions
- Herbicides
- Hobby chemicals
- Lighter fluid
- Medicines
- Motor oil
- Nail polish remover
- Oil filters
- Oven cleaner
- Paint (oil based and latex)
- Paint thinner
- Pesticides and poisons
- Pool cleaners
- Shoe polish
- Hair permanent and straightener
- Fluorescent light tubes
- Thermostats
- Mercury thermometers
- Sharps in puncture-resistant containers
- Small propane cylinders (5 gallons or less)



The County of Los Angeles and Athens Services have partnered to provide enhanced refuse and recycling services to the community. At Athens Services we value each and every customer. We are committed to providing proactive, high quality collection services to the residents of County of Los Angeles. The following guidelines and program details are provided to assure that you receive the full benefit of your solid waste management services.

General Information

Athens Services
14048 E. Valley Blvd., City of Industry, CA 91746
P.O. Box 60009, City of Industry, CA 91716
Phone: (877) 764-5551 • Fax: (323) 720-1293
www.athensservices.com/altadena.htm

Office Hours: 7:00 A.M. – 5:00 P.M. (Monday–Friday)
7:00 A.M. – 12:00 Noon (Saturday)

Collection Hours: 6:00 A.M. – 6:00 P.M.

Excellent Customer Service is our priority

Our customer service staff is specially trained to respond quickly to your needs and special service requests. We are able to translate over 175 languages! Tell us how we are doing. Your comments are appreciated and valued. We want to hear from you! Please visit our web site at www.athensservices.com to complete our survey.

Holiday Collection Schedule

Collection may be delayed one day after the following holidays: Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day. If the holiday falls on a Saturday or Sunday there will be no delay in service.

Please Note: During holiday weeks if your collection falls on a street sweeping day place your carts on the curb, not in the street

Holiday Tree Recycling: Trees Are 100% Recyclable!

Athens Services collects Holiday Trees on your normal pickup day beginning December 25 and ending January 14. Please remove stands, nails, ornaments, lights, and tinsel, and place the trees next to your regular curbside carts. Trees with flooding or fire retardant are acceptable. If you miss the date for recycling, please cut up your tree and place it in your green cart.

Exhibit 17 | Residential Sharps Collection Program

The issue of ‘sharps’ being thrown in the trash was addressed when Section 118286 of the California Health and Safety Code went into effect on September 1, 2008. This makes it illegal to dispose of sharps waste in the trash or recycling containers.

Since early 2007, Athens has been prepared to assist their customers with the proper disposal of their sharps. Since that time, our website provides a myriad of resources for residents to use.

Distribution of Containers

Our Area Supervisor will personally deliver pre-paid, sharps containers to any resident who requests them by calling our customer service group at (888) 336-6100 or ordering them directly through our website.

Within one week after residential customer request, Athens will provide up to FOUR approved Sharps containers per contract year. Containers will have a least a 1-gallon capacity for discards of Sharps.

Community Outreach Efforts

To inform the residents of this program, we will provide the following community outreach:

-  We will produce a marketing piece describing the program which will be handed out at our community meetings.
-  We will include a description of the program in subsequent quarterly newsletters.
-  We will include a message on residents’ quarterly billing alerting them of the program.
-  We will post the information on our website.

Proper Handling and Disposal

Each order will contain a complete system for the safe disposal of any type of sharps including hypodermic needles, hypodermic needles with syringes, blades, needles with attached tubing, syringes contaminated with biohazardous waste, acupuncture needles, or any item capable of cutting or piercing that may be contaminated. Each system includes the sharps container, a pre-paid postage shipping box, and tracking form along with destruction at a certified medical waste resource recovery facility.



Collection of Sharps Containers

Once filled, the residents can mail the post-paid containers directly to the Medical Waste Processor as required by law. If a medical condition prohibits the resident from mailing the container, our Area Supervisor will return to their house and take the package to the Post Office.

Exhibit 18 | Proposal Enhancements and Signed Addendum

Athens Services is one of the few companies that can process mixed waste. Our Material Recovery Facility in Industry, CA is the only fully enclosed, negative air pressure system in the region. If the City chooses Athens, and want to increase diversion and take advantage of the new technology that mixed waste offers, Athens Services can enhance our current proposal by working with the City to implement mixed waste for the commercial and multi-family waste stream. We can also increase transformation if requested.

Our base proposal will meet and exceed AB 939 and AB341 as required. Athens is an environmental leader; and as such we have a few additional enhancements.

If the City chooses to maximize recycling capabilities Athens Services can process the multi-family and commercial waste stream. This enhancement can be used in collaboration with our source-separated programs to maximize the diversion rates in your City which Athens believes could produce an overall City diversion of 70%. If the City is inclined to take advantage of this offering, the commercial and multi-family bin price will be increased by 15%. Athens is also able and willing to augment our base proposal or enhanced diversion plan with transformation, turning residual waste to energy. Athens will offer this opportunity at a pass through cost to the City which could uplift the 70% diversion to 75% diversion. In any event, Athens Services has the capability of combining our environmental resources to meet the challenges and catapult Huntington Park to the forefront of Landfill Diversion.

In addition to the RFP response, Athens offers a wide variety of Services that are a certain “value add” in any community. Upon successful award, or during any negotiation process, Athens will evaluate Huntington Park and create a synergistic bundle of services that can be enveloped under one roof, such as municipal street sweeping, parking lot sweeping, graffiti removal, power washing, and storage box rental. These are our core competencies of Athens Services and are managed and implemented using the same supervision and labor staff. Once arranged and managed, these services resemble a finely tuned orchestra of municipal services that are rivaled by none.

And finally, don’t forget our most appealing offer. As mentioned in the opening letter;

Athens Services has always demonstrated good will in our communities and hereby includes a one-time “City Stewardship Grant” of \$500,000.00 upon successful award of our proposal. This exciting Grant can be used for beautification, special projects, or anything that the Council and Staff deem necessary to have a positive community impact. Athens takes this role in the community very seriously!



CITY OF HUNTINGTON PARK ADDENDUM NO. 1

ADDENDUM DATE: APRIL 28, 2014
TO: ALL PROSPECTIVE PROPOSERS (SENT VIA EMAIL)
FROM: JAMES ENRIQUEZ, PUBLIC WORKS DIRECTOR/ CITY ENGINEER
PROJECT TITLE/DESCRIPTION: Request for Proposals for Solid Waste Handling Services
SUBJECT: ADDENDUM NO. 1

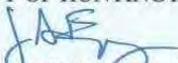
This ADDENDUM NO. 1 relates to the above-referenced **Request for Proposals for Solid Waste Handling Services** (hereinafter, the "RFP") which will be undertaken by the City of Huntington Park. This Addendum No. 1 shall be considered part of the Proposal documents, and provides the following revisions and/or information:

The following documents are attached to this Addendum No. 1:

- A. Questions and Comments from Prospective Proposers - [14 pages]
- B. Pre-proposal Meeting Attendance Sheet - [5 pages]
- C. Attachments to Addendum No. 1
 - 1) **Attachment 1** - Revised RFP (without attachments) - [22 pages]
 - 2) **Attachment 2** - Revised pages for Attachment 1 of the RFP (Current Service Data - Additional data included in Attachment 1-B, 1-D, 1-E and 1-F) - [5 pages]
 - 3) **Attachment 3** - Revised Attachment 4 of the RFP (Rate, Supporting Cost, and Operating Data Proposal Forms) - [11 pages] -- **(NOTE THAT THESE FORMS ARE ALSO ATTACHED TO THE EMAIL DISTRIBUTION FOR ADDENDUM NO. 1 IN EXCEL FORMAT) --**
 - 4) **Attachment 4** - Revised Draft Agreement - [86 pages]
 - 5) **Attachment 5** - Redline pages of RFP - [5 pages]
 - 6) **Attachment 6** - Redline pages of Draft Agreement - [27 pages]
- D. Excel files (electronic) for the Revised Attachment 4 of the RFP

NOTE: Proposers may submit follow-up questions to the answers presented in this addendum and the related revisions to the RFP and Draft Agreement within three (3) business days from the release of the addendum. The City retains its sole discretion to answer any follow-up questions received after the deadline or new questions and may choose to do so if it believes the response may significantly impact proposal responses.

CITY OF HUNTINGTON PARK



JAMES ENRIQUEZ, P.E.
PUBLIC WORKS DIRECTOR/CITY ENGINEER

END OF ADDENDUM NO. 1

Failure to include a copy of all addenda, each with the Proposer's signature acknowledging receipt of the addendum, in the Proposal submitted in response to this RFP will be considered sufficient reason for rejection of the Proposal.

SIGNATURE OF PROPOSER'S AUTHORIZED REPRESENTATIVE ACKNOWLEDGING RECEIPT OF ADDENDUM:
(MUST BE SIGNED)



SIGNATURE

Tommy Ouzoonian
PRINT NAME

5/15/14
DATE