COLLECTION · RECYCLING · TRANSFER

Be An Agent For Change

Proposal to Provide **Solid Waste Handling Services** for **The City of Huntington Park**

Presented By:

BE AN AGENT FOR CHANGE

Submitted by:
NASA Services
1100 S Maple Avenue
Montebello, CA 90640
888-888-0388

Submitted May 22, 2014

Printed on recycled paper!

BE AN AGENT FOR CHANGE

May 22, 2014

City of Huntington Park's Solid Waste RFP
6550 Miles Avenue
Huntington Park, CA 90255

To Whom It May Concern;

NASA Services Inc. is pleased to submit this proposal to provide contract services for the collection, processing and disposal of residential, multi-family residential, commercial, industrial and construction, waste and recyclables from the City of Huntington Park. We appreciate the opportunity to participate and are available to assist in any way in your review of our proposal.

As a local, third generation, family-owned business, which has been doing business in Los Angeles County for over 50 years, our company is very familiar with the service area. Currently NASA is licensed in over 15 cities and communities throughout Los Angeles County and we have extensive expertise in the collection and processing of waste and recyclables from residential, multi-family, commercial and roll-off accounts.

The attached proposal addresses all required and key elements to the RFP. Key features and elements of the proposal include:

- Cost effective services for residential customers at rates 21% less than the current rates, in carts which include processing and disposal of residential refuse, yard trimmings and recyclables.
- Commercial and multi-family refuse services at rates approximately 12% less than current costs
- A FREE multi-family recycling program and commercial recycling at 50% less than the cost of refuse disposal
- A convenient sharps collection and recycling program within the City, utilizing Sharps Compliance, Inc's mail in program.
- New recycled content barrels and CNG trucks for use and operation in the community, which will help reduce local pollution.

- Convenient and proper processing and recycling of all collected bulky items, electronic devices and CED's, ensuring that the items do no end up in the landfills, emitted as air or land pollutants or improperly discarded where they end up as toxins in third world countries.
- Numerous recycling and community education programs.
- Dedicated and committed staff and employees, whose focus and commitment is to safe, sanitary and responsible collection and processing of the materials it collects!

NASA Services Inc. is one of the premier solid waste management company's operating in Los Angeles County. We are a progressive, modern, clean and environmentally responsible company. We care for our community, our employees, our customers and the environment and we strive to meet to the highest standards of service. We are prepared to offer the City of Huntington Park only the best and most reliable services.

It is NASA's goal to be a true community partner if awarded the contract in Huntington Park. Our company looks forward to working side-by-side with the City in developing new strategies for meetings its solid waste and recycling needs and complying with State mandates.

On behalf of NASA and its officers and employees, we appreciate your consideration of our proposal and look forward to the opportunity to work with you in the future. Please feel free to contact either, Jack Topalian, General Manager, jack@nasaservices.com or Judi Gregory, Zero Waste Director, judi@nasaservices.com with any questions related to this proposal.

Sincerely,

Arsen Sarkisian
President

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EXECUTIVE SUMMARY

For 58 years, NASA has been in the business of solid waste recycling and disposal. NASA's fully integrated waste management service integrates recycling as an integral part of solid waste collection. These services include composting and green waste recovery, construction and demolition debris processing, and source separation and commingled collection of cardboard, plastic, metal, glass, paper and other recyclable materials.

NASA Services Inc. (NASA) is pleased to submit this proposal and confident that the company's expertise and commitment are the perfect combination to provide all required services as outlined in the RFP.

The following will summarize the key aspects and elements of the proposal, including:

A. Rates and services

B. Qualification of proposer

C. Key transitional activities

D. Equipment purchases

E. Diversion guarantee and programs

F. Outreach and education component

G. Numerous special and community enhancement programs.

A. RATES AND SERVICES

The proposal will outline specific services for single family residences, multi-family dwellings and Commercial and Roll-off clients. Highlights of these programs are as follows:

SINGLE FAMILY RESIDENCES

Single family residences will receive basic service of one (1)-each 95-gallon cart for refuse, green waste and recycling for a rate of $17.90/month. This is 21% less than current rates. Residents will be eligible to receive alternate size containers of 65-gallons or 35-gallons for refuse, recycling and green waste each at no additional cost. Additionally, residents may request unlimited additional green waste/yard trimming and recycling containers at no additional cost. Residents will also receive unlimited bulky item collection services of up to four items per week, universal waste collection and drop-off services a free Sharps Collection program and a myriad of other special programs.

MULTI FAMILY DWELLINGS

Multi-family dwellings will subscribe to a prescribed service level depending upon need. Proposed rates are approximately 12% less than current rates. Services will be available utilizing both carts and bins and the rates will be determined based upon service level. MFD's will receive FREE 95-gallon cart recycling services. Green waste collection services will be available for a nominal fee. Recycling and green waste collection services offered in bins are at an additional cost. MFD's will also receive bulky item collection services at a nominal fee and FREE

electronic waste drop-off services. Residents will also be eligible for a Sharps Collection program and a myriad of other special services.

Commercial Businesses & Commercial Roll-Off Services

Commercial accounts will subscribe to a prescribed service level depending upon need. Proposed rates are approximately 12% less than current rates. Services will be available utilizing both carts and bins and the rates will be determined based upon service level. Commercial accounts will be audited for recycling and diversion needs and accounts will be eligible to receive discounted rates for recyclables collection and green waste collection services. All recycling options have been discounted below the cost of refuse removal to encourage participation. Commercial clients will be eligible to receive FREE assistance and support related to recycling education and program implementation.

Construction & Demolition Services

C&D customers will be able to rent temporary bins for the disposal of construction and demolition materials. Bin sizes range from 3YD for small project and roll off boxes in various sizes from 10 cubic-yards to 40 cubic-yards. Construction debris boxes may be used for a variety of materials including commingled materials such as wood, metal, cardboard, plastics, drywall, green waste, tree trimmings, bricks, concrete, dirt, block, household furnishing and various other materials, excluding hazardous materials and liquid wastes. All C&D loads will be taken to a certified C&D Processing facility with a diversion rate above 70%. NASA's construction hauling services meet LEED requirements and NASA provides full reporting for clients.

B. Qualifications of Proposer

As identified throughout this proposal, NASA is fully qualified to perform all required services outlined in the RFP document.

NASA operates in 15 cities in Los Angeles and Orange County. The company employs over 90 employees and operates 65 trucks. The company currently services over 26,000 accounts of all service types. The concept of our planet's stewardships is at the heart of NASA. Family-owned and based on traditional values of uncompromising work quality and community outreach, the company continues to grow as a provider of state-of-the-art waste oversight, as well as top advocate of recycling and conservation.

NASA offers comprehensive, customer-designed waste removal and recycling solutions to commercial and industrial establishments, single family homes, multi-family housing complexes, and construction and demolition sites throughout the Los Angeles and Orange County areas.

NASA employs personnel that have years of combined expertise in solid waste management services. From roll-out of program through ongoing collection, NASA employees will provide exceptional service.

Lastly, NASA's financial strength ensures that all financing and equipment procurement associated with this contract will be managed efficiently. NASA has close one-on-one relationships with all banking and financial institutions, equipment manufacturers and insurance and bonding companies. These relationships mean that NASA requests are expedited to meet contractual requirements.

C. Key Transactional Activities

A majority of Exhibit 9 contains details of the transition plan that will be utilized to roll-out services. The following highlights the key transitional elements:

KEY COMPONENTS OF TRANSITION PLAN
Contract Negotiation and Execution
Purchase Vehicles & Containers
Review Routes and Review & Input Customer Data
Recruit, Hire and Train new Personnel
Begin Public Education and Outreach
Equipment Delivery and Commencement of Services
Monitor Services

Also noted in Exhibit 10-Transition Experience, is a description of the successful transition that occurred in 2012 with the City of Pico Rivera. In 2012 NASA was selected to replace the existing contractor of 30+ years. The City was concerned about having a transition after so many years of uninterrupted services. The City of Pico Rivera is similar in size to Huntington Park. Despite concerns, the City of Pico Rivera, including its Mayor, Councilmembers, city staff, residents and commercial businesses provided numerous proclamations of praise regarding the superior transition that took place.

NASA will work side-by-side with the City of Huntington Park to ensure a smooth transition.

D. Equipment Purchases

NASA proposes to purchase nine (9) new CNG collection vehicles, two (2) support vehicles, 20,000 carts and 1600 bins and roll-offs if awarded a contract with the City of Huntington Park. All totaled, estimated costs associated with equipment will exceed $5M.

As outlined in the proposal, the new equipment proposed is all state-of-the-art. Collection vehicles will be CNG fueled. The new vehicles will greatly reduce noise and air pollution in the City.

New carts and bins will create an aesthetically pleasing appearance throughout the City. The long-life and durability of the bins and carts will ensure that bins last and maintain their appearance. Additionally, new cart designs help with even loading and filling so that residents can achieve the highest level of usage from each cart.

E. Diversion Guarantees and Programs

NASA will work with the City of Huntington Park to ensure that it meets the minimum diversion requirements of AB939. NASA will implement new programs that will increase diversion over existing programs. Additionally, NASA will take 10% of all collected refuse to the Commerce Refuse to Energy facility for additional diversion credits.

The following will identify proposed diversion programs for each sector.

SFD Programs	MFD & Commercial	C & D Debris
3-cart collection of refuse, recyclable and yard trimmings Refuse will be MRF processed for a minimum of 5% additional diversion, recyclables will be MRF processed for 75%-80% diversion, yard trimmings will be mulched or composted for 90%+ diversion.	***Refuse collection in bins and carts for MFD and commercial accounts*** MRF processed for a minimum anticipated additional diversion of 5%-10%.	***C&D processing*** All construction debris will be processed at a certified mixed C&D processing facility to ensure 70%+ diversion.
Bulky Item & Electronic Collection All bulky goods and electronic will be collected and processed for optimal diversion. Anticipated diversion rates of 90%+ of all materials.	***Dry-routing of high-fiber commercial accounts*** Special routing and collection of these materials that will be MRF processed for anticipated diversion of 35%	***Reduced costs of source separated loads*** Clean loads of material specific C&D debris will be priced at rates less than mixed loads to achieve the highest possible diversion
	FREE MFD curbside recyclables collection All MFD's will receive carts for the source separated collection of recyclables.	
	Commercial recycling All commercial recyclables will be collected at reduced costs and processed for optimal diversion.	

F. Outreach and Education Plan

NASA has developed a multi-pronged approach to education and outreach that will commence immediately upon award of contract. Outreach will be utilized to inform the residents of program services, and to assist customers with subscribing to the appropriate service levels. Then, on an ongoing basis, education and audits will be utilized to ensure that residents and businesses are successfully participating in recycling and environmental programs.

The following summarizes the key outreach and education efforts being proposed:

- Transition Materials – will provide customers with information on all services provided
- Annual brochures – will provide residents and businesses with updated information on programs and services available locally.
- Quarterly newsletters – will provide residents with information on upcoming events, and general information on environmental issues.
- Press releases - will highlight special events and recognize outstanding efforts of residents and businesses
- Online media – will allow for online payments (to reduce paper waste) and also provide for up-to-date information on events and local programs
- Spot checks and audits – will provide a mechanism to monitor resident and commercial disposal practices and ensure that the highest levels of diversion are being attained. Audits will also allow NASA employees to determine which programs are most successful and identify what additional materials are being disposed.

- Public Engagement – will be done through regular attendance at city events. NASA will host booths and provide giveaways in addition to educational materials.

G. Specialty and Community Enhancement Programs

NASA will provide all required community enhancement programs as noted in the contract, and also listed below. It is NASA's intent to work with the City to identify how best to meet the needs of the community on a daily and ongoing basis. NASA would like to partner with the City to ensure that it continually identifies new opportunities in addition to those listed below that will help the City of Huntington Park achieve its sustainability initiatives.

EXHIBIT 1: RATE SCHEDULE FORMS

The following pages contain the completed Rate, Supporting Cost and Operating Data Proposal Forms (Attachment 4) as follows:

- 4-A Proposed Estimated First-Year Rate Revenue
- 4-B Proposed Estimated First-Year Residential Cart Service Revenue
- 4-C Proposed Estimated First-Year Bin and Commercial Cart – Proposed Rates
- 4-D Proposed Estimated First-Year Bin and Commercial Cart – Service Count
- 4-E Proposed Estimated First-Year Bin and Commercial Cart – Rate Revenue
- 4-F Proposed Estimated First-Year Roll-Off Box and Temporary Bin Revenue
- 4-G Source Separated Commercial Recycling
- 4-H Projected Revenue Requirements for First Twelve Months of Franchise Agreement
- 4-I Projected Routes and Route Hours
- 4-J Tonnage Diversion Plan

ATTACHMENT 4

PROPOSED ESTIMATED FIRST-YEAR RATE REVENUE

Proposing Company: **NASA 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**	$ 1,330,056	Attachment 4-B, Row 8
2	**Bin and Commercial Cart Revenue**	$ 4,153,992	Attachment 4-E, Row 24
3	**Proposed Roll-off Box and Temporary Bin Rate Revenue**	$ 167,460	Attachment 4-F, Row 10
4	**Total Annual Estimated First-Year Rate Revenue**	$ 5,651,508	

(1) Inclusive of all City fees.

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

ATTACHMENT 4

PROPOSED ESTIMATED FIRST YEAR RESIDENTIAL CART SERVICE REVENUE

Proposing Company: NASA 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	$ 17.90	6,126 billing units	$ 109,655	$ 1,315,860
2	Senior Rate	$ 16.11	7 billing units	$ 113	$ 1,356
3	Additional Refuse Cart	$ 10.00	107 carts	$ 1,070	$ 12,840
4	Additional Recycling Cart	$ -			
5	Additional Green Waste Cart	$ -			
6	Walkout Service - Disabled	$ -			
7	Walkout Service - Other/Paid	$ 20.00			
8	Total Revenue				**$ 1,330,056**

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

ATTACHMENT 4

PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - PROPOSED RATES

Proposing Company: NASA 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	$ 50.00						
3	Refuse Bin - 1 Cubic Yard	$ 110.00	$ 185.00	$ 235.00	$ 305.00	$ 360.00	$ 420.00	$ 490.00
4	Refuse Bin - 1.5 Cubic Yard	$ 120.00	$ 200.00	$ 250.00	$ 320.00	$ 380.00	$ 440.00	$ 515.00
5	Refuse Bin - 2 Cubic Yard	$ 130.00	$ 215.00	$ 265.00	$ 330.00	$ 395.00	$ 460.00	$ 545.00
6	Refuse Bin - 3 Cubic Yard	$ 150.00	$ 245.00	$ 300.00	$ 375.00	$ 450.00	$ 525.00	$ 625.00
7	Refuse Bin - 3 Cubic Yard w/Compactor	$ 450.00	$ 750.00	$ 1,000.00	$ 1,250.00	$ 1,500.00	$ 1,850.00	$ 1,250.00
8	Refuse Bin - 4 Cubic Yard	$ 170.00	$ 275.00	$ 335.00	$ 420.00	$ 505.00	$ 590.00	$ 700.00
9	Refuse Bin - 4 Cubic Yard w/Compactor	$ 500.00	$ 850.00	$ 1,050.00	$ 1,350.00	$ 1,650.00	$ 2,050.00	$ 2,450.00
10	Refuse Bin - 6 Cubic Yard	$ 230.00	$ 375.00	$ 460.00	$ 575.00	$ 690.00	$ 805.00	$ 960.00
11	Locking Lid Service	$ 5.00						
12	**District 1**							
13	Refuse Cart - 96 gallon	$ 50.00						
14	Refuse Bin - 1 Cubic Yard	$ 126.50	$ 212.75	$ 270.25	$ 350.75	$ 414.00	$ 483.00	$ 563.50
15	Refuse Bin - 1.5 Cubic Yard	$ 138.00	$ 230.00	$ 287.50	$ 368.00	$ 437.00	$ 506.00	$ 592.25
16	Refuse Bin - 2 Cubic Yard	$ 149.50	$ 247.25	$ 304.75	$ 379.50	$ 454.25	$ 529.00	$ 626.75
17	Refuse Bin - 3 Cubic Yard	$ 172.50	$ 281.75	$ 345.00	$ 431.25	$ 517.50	$ 603.75	$ 718.75
18	Refuse Bin - 3 Cubic Yard w/Compactor	$ 517.50	$ 862.50	$ 1,150.00	$ 1,437.50	$ 1,725.00	$ 2,127.50	$ 1,437.50
19	Refuse Bin - 4 Cubic Yard w/Compactor	$ 575.00	$ 977.50	$ 1,207.50	$ 1,552.50	$ 1,897.50	$ 2,357.50	$ 2,817.50
20	Locking Lid Service	$ 5.00						

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

ATTACHMENT 4

PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - SERVICE COUNT

Proposing Company: NASA Services, Inc.

Service Count (1)

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	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	**District 1**							
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.

ATTACHMENT 4

PROPOSED ESTIMAED FIRST YEAR BIN AND COMMERCIAL CART - RATE REVENUE

Proposing Company: NASA 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	$ 18,000.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 18,000.00
3	Refuse Bin - 1 Cubic Yard	$ 8,030.00	$ 185.00	$ -	$ 305.00	$ -	$ -	$ -	$ 8,520.00
4	Refuse Bin - 1.5 Cubic Yard	$ 14,880.00	$ 800.00	$ 250.00	$ -	$ -	$ -	$ -	$ 15,930.00
5	Refuse Bin - 2 Cubic Yard	$ 47,060.00	$ 3,440.00	$ 1,060.00	$ 330.00	$ 395.00	$ 460.00	$ -	$ 52,745.00
6	Refuse Bin - 3 Cubic Yard	$ 61,650.00	$ 41,650.00	$ 36,900.00	$ 12,375.00	$ 7,650.00	$ 9,450.00	$ -	$ 169,675.00
7	Refuse Bin - 3 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
8	Refuse Bin - 4 Cubic Yard	$ 7,310.00	$ 8,525.00	$ 5,360.00	$ 4,620.00	$ 2,525.00	$ 15,340.00	$ 700.00	$ 44,380.00
9	Refuse Bin - 4 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
10	Refuse Bin - 6 Cubic Yard	$ 1,380.00	$ -	$ 2,300.00	$ -	$ -	$ -	$ -	$ 3,680.00
11	Locking Lid Service	$ 780.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 780.00
12	**District 1**								
13	Refuse Cart - 96 gallon	$ 6,500.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 6,500.00
14	Refuse Bin - 1 Cubic Yard	$ 1,771.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,771.00
15	Refuse Bin - 1.5 Cubic Yard	$ 414.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 414.00
16	Refuse Bin - 2 Cubic Yard	$ 2,691.00	$ 247.00	$ 305.00	$ -	$ -	$ -	$ -	$ 3,243.00
17	Refuse Bin - 3 Cubic Yard	$ 2,588.00	$ 3,663.00	$ 6,210.00	$ 4,313.00	$ 3,105.00	$ 604.00	$ -	$ 20,483.00
18	Refuse Bin - 3 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	Refuse Bin - 4 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
20	Locking Lid Service	$ 45.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 45.00
22	Monthly Revenue								$ 346,166.00
23	x 12 months								12
24	Estimated Annual Revenue								**$ 4,153,992.00**

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

ATTACHMENT 4

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

Proposing Company: NASA 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	Service Component - including 6 tons disposal/processing, delivery and seven day rental					
3	Standard Roll-Off Box	$ 495.00	per pull	208	pulls	$ 102,960
4	Low Boy Roll-Off Box	$ 450.00	per pull	40	pulls	$ 18,000
5	Compactor (all sizes)	$ 525.00	per pull	85	pulls	$ 44,625
6	Total Service Component			333	pulls	
7	Per ton over 6 tons	$ 50.00	per ton			
8	**Total Estimated Roll-Off Rate Revenue**					**$ 165,585**
9	**Temporary Bin 3 Cubic Yard**	$ 125.00	per dump	15	dumps	$ 1,875
15	Other					
16	Other					
17	Other					
18	Other					
19	Other					
10	**Estimated Annual Rate Revenue**					**$ 167,460**

ATTACHMENT 4

SOURCE SEPARATED COMMERCIAL RECYCLING (if proposed)

Proposing Company: **NASA 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	200	customers
2	Total Number of Recycling Containers:		
3	- Recycling Bins	50	bins
4	- Recycling Carts	50	carts
5	Total Yards per Week of Recycling Container Capacity (1)	216.0	yards/week
6	Estimated Reduction in Refuse Service Container Capacity	84.0	yards/week
7	Estimated Annual Recycling Rate Revenues (2)	$ 103,500	per year
8	Estimated Annual Reduction in Refuse Service Rate Revenue	$ 127,740	per year
9	Net Annual Rate Revenue Increase (Decrease)	$ (24,240)	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.

ATTACHMENT 4

PROJECTED REVENUE REQUIREMENT FOR THE FIRST TWELVE MONTHS OF FRANCHISE AGREEMENT

Proposing Company: NASA 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	Operations								
2	Truck Operating Costs (a)	259,982	129,991	129,991	1,047,663	26,475	133,225	116,048	$ 1,843,375
3	Transfer Station, Transport, MRF costs	330,925			941,718	42,720	200,000	25,000	$ 1,540,363
4	Green Waste Processing/Disposal Costs			61,971					$ 61,971
5	Landfill Disposal Costs (b)								$ -
6	Transformation Costs (WTE, if applicable)	42,750			176,700				$ 219,450
7	Container Depreciation/Amortization Costs	59,380	50,897	50,897	135,011	6,659			$ 302,844
8	Less Recyclable Material Sales Revenues		(47,245)						$ (47,245)
9	**Subtotal: Operations Costs**	$ 693,037	$ 133,643	$ 242,859	$ 2,301,092	$ 75,854	$ 333,225	$ 141,048	$ 3,920,758
10	General, Administrative and Profit								$ 716,665
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%								$ 847,121
16	Other								$ 46,500
17	**TOTAL REVENUE REQUIREMENT**								$ 5,647,473
18	**Tons Collected**	9,500	1,100	2,100	28,000	2,000	4,000	500	47,200
19	**Operations Cost Per Ton Collected**	$ 72.95	$ 121.49	$ 115.65	$ 82.18	$ 37.93	$ 83.31	$ 282.10	$ 83.07
20	**Revenue Requirement per Ton Collected**								$ 119.65

(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.

ATTACHMENT 4

PROJECTED ROUTES AND ROUTE HOURS

Proposing Company: NASA 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	0.5		10.5	9.0	95	1
2	Automated Recycling Routes	1.0	1.0	1.0	1.0	1.0	0.5		5.5	10.0	55	1
3	Automated Green Waste Routes	1.0	1.0	1.0	1.0	1.0			5.0	10.0	50	1
4	Refuse Bin Routes	5.0	5.0	5.0	5.0	5.0	1.0		26.0	10.0	260	2
5	Recycling Bin Routes		0.5		0.5		0.5		1.5	8.0	12	2
6	Bulky Item Pickup Routes	1.0	1.0	1.0	1.0	1.0	0.5		5.5	8.0	44	1
7	Roll-Off Box Routes	1.0	1.0	1.0	1.0	1.0			5.0	8.0	40	1
8	Scout Vehicle Routes	1.0	1.0	1.0	1.0	1.0	0.5		5.5	8.0	44	1
9	Other: _____								-		-	
10	Other: _____								-		-	
11	Total Routes	12.0	12.5	12.0	12.5	12.0	3.5	-	64.5		600	

(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.

ATTACHMENT 4

TONNAGE DIVERSION PLAN

Proposing Company: NASA 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	9,500	-	-	-	750	750	-	-	1,500	16%
2	Residential Cart Recyclables	1,100	750				100			850	77%
3	Residential Cart Greenwaste	2,100		1,500		500				2,000	95%
4	Bin Refuse	28,000				3,100	3,500			6,600	24%
5	Bin Recyclables	2,000	1,750			250				2,000	100%
6	Roll-Off Service	4,000			3,000					3,000	75%
7	Bulky Item Pickup/ Holiday Trees/Special Events/Clean-up Days/ All Other	500				150	250			400	80%
8	Total	47,200	2,500	1,500	3,000	4,750	4,600	-	-	16,350	35%
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 DRAFT AGREEMENT TERMS

NASA Services is not requesting any exceptions to the proposed Draft Agreement.

EXHIBIT 3: PROPOSERS BUSINESS INFORMATION

The following section provides a description of NASA Services, Inc. (NASA), and an overview of its solid waste management operations.

A. GENERAL INFORMATION

NASA Services, Inc. (NASA) has been a family owned and operated enterprise since 1955. The legal status of NASA Services, Inc. is a California Corporation owned by Arsen, Nick, Sam and Elizabeth Sarkisian. As one of the last family owned, full-service solid waste hauling and recycling operations still in existence, we strive to provide superior service and competitive pricing in the Los Angeles and Orange County areas.

LEGAL NAME AND ADDRESS

The legal status of NASA Services, Inc. is a California Corporation owned by Arsen, Nick, Sam and Elizabeth Sarkisian. The business is physically located at 1100 S Maple Avenue, Montebello, CA 90640.

ORGANIZATION OFFICERS

Arsen Sarkisian is the President and CEO
Nick Sarkisian is the Vice President and CFO
Elizabeth Sarkisian is the Secretary

PERSONAL OR CORPORATE GUARANTY

In the event that a personal or corporate guaranty is requested, either the President and/or Vice President would be willing to sign the guaranty in the proposed format provided in the RFP document.

LEGAL ENTITY

NASA Services, Inc. is a California Corporation, incorporated under the current name in 2006, but owned and operated by the same family since 1955.

CREDITORS WITH ABOVE 5% DEBT TO ASSET RATIO

Currently NASA maintains a single creditor with a debt to asset ratio over 5%. Umpqua Bank currently finances most of the companies lines of credit & equipment financing.

DESCRIPTION OF OPERATIONS

NASA operates in 15 cities in Los Angeles and Orange County. The company employs over 90 employees and operates 65 trucks.

NASA offers comprehensive, customer-designed waste removal and recycling solutions to commercial and industrial establishments, single family homes, multi-family housing complexes, and construction and demolition sites throughout the Los Angeles and Orange County areas. The company's fleet is maintained with rigorous inspections, and is always available for 24/7 dispatch through it unparalleled QuickAppoint Service.

NASA's achievements and future path hinge on both innovation and unmatched quality. The company constantly re-evaluates it strategies, both to improve operations and better serve a diverse client base. From collection and recycling to the transfer of solid waste, NASA's work adheres to all safety measures and environmental guidelines. Such commitment has time and again been recognized by the California Highway Patrol's BIT Inspection Program, which since 1995 has consecutively granted its safety award to NASA.

For 58 years, NASA has been in the business of solid waste recycling and disposal. NASA's fully integrated waste management service integrates recycling as an integral part of solid waste collection. These services include composting and green waste recovery, construction and demolition debris processing, and source separation and commingled collection of cardboard, plastic, metal, glass and paper. NASA currently reports a diversion of over 3000 tons per month of materials diverted from the landfill.

To accommodate the various customer types requires multiple systems and pieces of equipment to facilitate. The following chart outlines the various systems and services provided to each client type.

Type	Residential	Multi-Family	Commercial	Roll-off & Construction
Bins / Carts Sizes and Types	3-cart system: 35, 65 & 95 gallon carts for refuse, greenwaste & recyclables	Front Load bins: 1, 2, 3, 4 & 6-cubic yard bins for all material types	Front Load bins: 1, 2, 3, 4 & 6-cubic yard bins for all material types	Roll-off & Temp bins: 10, 20, 30 & 40 cubic yard roll-off boxes and 3-yard temporary containers
Trucks	Sideload automated trucks that collect from the curb	Front load trucks, plus scout service as needed	Front load trucks, plus scout service as needed	Roll-off trucks and bin trailers
Recycling	Greenwaste = green cart Curbside materials = blue cart	Multi-family recycling utilizing residential cart system	Recycling of commingled paper/recyclables as well as source separated materials such as cardboard & office paper	Mixed construction & demolition debris recycling, plus separated post industry scrap such as wood, pallets, cardboard, metal and plastic
Special Services	Senior discounts Backyard service Manure recycling Bulky item collection Recycling E-waste & CEDs Sharps collection	Scout Services Chute Services Locking lids MRF* Processing AB341 Compliance	Scout Services Chute Services Locking lids MRF* Processing AB341 Compliance	C&D Processing Reporting LEED Compliance

* Material Recovery Facility

COMPANY'S MISSION STATEMENT

"We believe our first responsibility is to the environment, mothers, fathers, children, and the communities we serve. In meeting these needs, everything we do must be of high quality. We must constantly strive to reduce our costs in order to maintain reasonable rates."

"We are responsible to our employees, the men and women who work with us. Everyone must be considered as an individual. We must respect their dignity and recognize their merit. They must have a sense of security in their jobs. Compensation must be fair and adequate, and working conditions clean, orderly and safe. We must be mindful of ways to help our employees fulfill their family responsibilities. Employees must feel free to make

suggestions and complaints. There must be equal opportunity for employment, development and advancement for those qualified. We must provide competent management, and their actions must be just and ethical."

"We are responsible to the communities in which we live and work. We must be good citizens, support good works and charities and bear our fair share of taxes. We must encourage civic improvements and better health and educations. We must maintain in good order the property we are privileged to use, protecting the environment and natural resources."

"Our final responsibility is to our company. We must experiment with new ideas; research must be conducted, innovative programs developed and mistakes paid for. New equipment must be purchased, new facilities provided and new services launched. Reserves must be created to provide for adverse times. When we operate according to these principles, we will realize a fair return."

"Personalized Service with Optimal Resources"

B. Legal Actions

NASA Services has no legal actions to disclose either presently or within the last ten years. NASA does not have any violation notices issued by a regulatory agency now or within the last ten years regarding collection, disposal or processing of solid waste.

There is no additional information to disclose related to outcomes, including but not limited to, the amount of monetary fines which are publicly disclosed, remedies, resolutions, or other actions taken for any violations, disputes, actions, contests, or debarments.

C. Financial Information

The future of NASA is in its financial strength. As with any successful company, growth must preserve the ability for a sustainable management and productivity that reflect its core values. Through the years of reinvestment and acquisitions, we have gained invaluable insight to the industry by overcoming our limitations. At NASA we are continuously re-evaluating our strategies to provide our communities and businesses with unprecedented service. We believe this to be a great contributing factor to our customer satisfaction and a reassurance to our commitments.

Financial strength will be a key factor in the successful deployment of all transitional contract services. NASA Services is providing a separate sealed envelope which contains the most recent, 2013 Financial Statements prepared by the corporate Certified Public Accountant.

In addition to financial statements, attached is a copy of the corporate "Certificate of Good Standing with the Secretary of State.

State of California
Secretary of State

CERTIFICATE OF STATUS

ENTITY NAME:

NASA SERVICES, INC.

FILE NUMBER:	C2827907
FORMATION DATE:	02/06/2006
TYPE:	DOMESTIC CORPORATION
JURISDICTION:	CALIFORNIA
STATUS:	ACTIVE (GOOD STANDING)

I, DEBRA BOWEN, Secretary of State of the State of California, hereby certify:

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

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

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of June 17, 2013.

Debra Bowen

DEBRA BOWEN
Secretary of State

NP-25 (REV 1/2007)

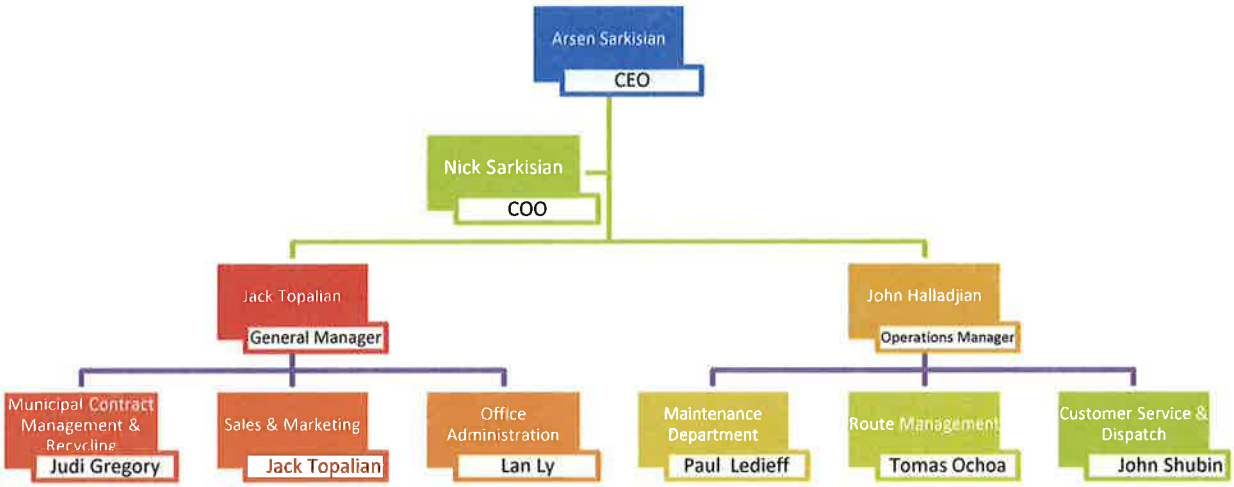
ASL

D. Key Staff and Personnel

The following section will provide a list of all key staff and personnel associated with the contract. All employees work out of the corporate offices located at 1100 S Maple Ave., Montebello, CA 90640.

Organization Chart

The following is a copy of the Organization chart for NASA.



Roles & Resumes

NASA key employees and contractors have years of industry related experience. Because NASA is an independently operated company, employees are exposed to a variety of different tasks and projects within the company. Most employees are cross-trained and are able to provide service to multiple departments within the company. Departments are not cut-off from one another, and in fact, all departments work closely with one another to make sure that they know what the other is doing. This structure will ensure that the project will be well managed.

Current Employee Workforce

Currently NASA has 90+ employees. A substantial number of additional employees will need to be hired in conjunction this contract to sufficiently provide the required services. Please refer to the work plan for the specific number of employees that would be hired in conjunction with this contract.

Department	# of Employees
Administration & Management	8
Office Clerical & Dispatch	6
Operations (drivers, helpers, foremen & supervisors)	72
Mechanic Shop	8
TOTAL	**94**

The management involved with this project will include:

- Arsen Sarkisian, Chief Executive Officer
- Nick Sarkisian, Chief Operating Officer
- Jack Topalian, General Manager
- Judi Gregory, Zero Waste Director
- John Halladjian, Operations Manager
- Lan Ly, Office Manager
- Ray Perez, Route Supervisor
- Thomas Ochoa, Route Supervisor
- Paul Ledieff, Fleet Maintenance Supervisor
- John Shubin, Customer Service & Dispatch Supervisor

PRINCIPALS

The following pages contain biographies on each of the key personnel associated with this contract.

ARSEN SARKISIAN, PRESIDENT & CHIEF EXECUTIVE OFFICER,

Arsen will provide program oversight and all contractual management, ensuring that the City is satisfied and that the project is successful. All documents, contractual requirements, route systems and processing requirements will be approved by Arsen prior to submittal to the City. Arsen will insure that there is adequate financing to provide for the necessary equipment purchases. On an ongoing basis, Arsen will oversee program costs.

Arsen Sarkisian is the CEO of NASA and is largely responsible for the level of growth NASA has experienced. Arsen has over 25 years of solid waste and recycling experience. Arsen is a hands-on CEO. He fully understands all aspects of the industry, including: financial & budget oversight, operations, driving, mechanics, routing, customer relations, collection procedures, contracting, waste and recycling mandates, local ordinances and more.

Nick Sarkisian, Vice President & Chief Operating Officer

Nick is the Vice President. His role will be to make sure that the fleet operations are operating correctly and maintained. Nick will ensure that the Operations Manager and Operation Department have the resources necessary to perform all services. He will make sure that there is always adequate equipment on hand, and that the supervisors have all needs met, to ensure that drivers and mechanics perform their jobs correctly.

Nick, contributes significantly to the current operations of NASA. He has over 25 years' experience in the industry. Nick provides the operational groundwork for a safe environment, qualified employees and satisfied customers. Nick has developed partnerships with Material Recovery Facilities necessary for the implementation of diversion programs in NASA's client cities.

Managing Employees

Jack Topalian, General Manager

Jack will participate as the Contract Manager and will be instrumental in the oversight and success of the program. Jack will directly oversee all program tasks. Jack will oversee the customer database and the rollout of the program at all accounts. Jack will oversee program management, collection progress, tonnage and residual rates, and reporting to the City. Jack will work with all project managers and departments during the transition and ongoing collection process.

Jack Topalian brings nearly 30 years of operational experience. As the right-hand-man to the Sarkisian brothers, Jack manages all aspects of front-loaders route service and customer service and sales. Jack is also responsible to ensure that reports from MRF's to NASA are accurate and properly documented. Jack oversees finalization of all reporting to Cities and clientele with regards to AB939 reporting and fee documentation and tracking. Jack has developed partnerships with material recovery facilities and recycling centers necessary for the implementation of diversion programs in NASA's client cities.

Jack started with NASA in 2001. Jack has been primarily responsible for the growth of the company over the last thirteen years. Under Jacks leadership, NASA has grown to be one of the largest independently owned solid waste management companies in Los Angeles. Jack's oversight has attributed to an 800% growth in company revenues and vehicles operating.

Prior to joining NASA, Jack got his start in the solid waste industry by working for his family's business starting in the mid 1980's. Jack worked as a mechanic, swamper and driver, learning every aspect of collection operations. After his family business was sold, Jack worked for American Waste Industries in Sun Valley from 1990-2001. Serving as first the company Sales Manager and then General Manager, Jack provided the sales genius to grow the company from a smaller operation of less than 10 trucks, to over 50 collection vehicles.

Jack currently serves on the Board of the Los Angeles County Disposal Association.

Judi Gregory, Zero Waste Director

Judi is the Zero Waste Director and has 25+ years expertise directly related to recycling program implementation and municipal contracting. Judi will specifically work with the City and NASA to roll-out and monitor recycling and educational components. She will monitor program effectiveness throughout the contract period. She will also oversee the creation and submission of all reports.

Judi has worked with several municipalities and large businesses to implement a variety of diversion programs throughout California. She has served as the President of the Board of the California Resource Recovery Association where she developed one of the first Zero Waste & Resource Management Training Programs. This program is now nationally recognized. Judi is an expert in the fields of zero waste and sustainable resource management and is very familiar with State legislation including compliance with AB939, AB32 and AB341. Judi was named "Recycler of the Year" in California in 2007.

In 1989 Judi started her first business, Mobile Recycler, and in 1992 began working for a local waste hauler, American Waste Industries. In this capacity she was responsible for setting up recycling programs at some the largest movie studios in the world, including Paramount Studios, NBC, ABC, CBS and Warner. Ms. Gregory also helped implement the City of Santa Monica's multi-family and commercial recycling program, and worked with the City of LA to develop a Christmas Tree Recycling Program, serving nearly a million residences annually. During this time, Ms. Gregory also actively worked with many local jurisdictions in LA County and throughout California to advocate and educate on the benefits of competitive recycling and permit systems.

In 1998 Ms. Gregory started her own hauling collection business, and managed numerous consulting projects. Ms. Gregory has extensive background in operations and management of waste hauling. Currently, Judi serves on the Green21 Initiative working group within District 25, overseen by Senator Liu and her staff.

Route & Operations Personnel

John Halladjian, Operations Manager

John Halladjian is the Operations Manager. John is the direct link between the drivers and maintenance crew and management. John conducts, manages and supervises the daily operations, including oversight of the route managers, route supervision, oversight of dispatch services, follow-up of customer inquiries and oversight of all equipment repair and maintenance schedules.

John is responsible for the appearance and behavior of all drivers and workers in the field. He also oversees any hazardous material reports, missed pick-ups, and is accountable for violations of company policy regarding these matters. John conducts safety and vehicle maintenance programs to ensure that all drivers are qualified, trained and meet the high standards of Workers' Compensation and OSHA. John has a certificate of completion for HAZWOPER, authorized by the International Association for Continuing Education and Training.

John started in the solid waste industry in 1991, working for a small, independent operator. In 1995 he transitioned to a large operator where he oversaw the management of multiple city contracts. As the Operations Manager his primary functions included: managing all city related issues and franchise agreements, monitoring company budgets, administering safety programing, providing personnel training and programs and overseeing multiple service related issues.

John has implemented management training programs for front-line supervisory personnel, which have resulted in substantial decreases in employee confrontations and improved employee morale. John also developed and implemented "Quality Safety Awareness Programs" which resulted in 15% reduction in incidents and their related costs over a one-year period.

John Shubin, Dispatch & Customer Service Supervisor

John Shubin supervises the customer relation and dispatch services for NASA. He is primarily responsible to ensure that incoming calls are handled professionally and to the customer's satisfaction. Additionally, John ensures that trucks are routed to appropriate disposal facilities to ensure the highest level of diversion of materials.

John ensures that all customer requests are routed to the appropriate foreman, supervisor or dispatch personnel. John's department oversees the routing of temporary and roll-off accounts. This department also handles special collection requests, customer questions and complaints.

John has been working in the industry for eleven 11 years. He started as a mechanic, and then transitioned to work as a driver. John quickly moved up to route supervisor due to his keen understanding of the industry and his professional work ethic. John currently is NASA's Dispatch and Customer Service Supervisor, which covers a large range of tasks, including direct supervision of all dispatch and route supervisor personnel.

Paul Ledieff, Fleet Maintenance Supervisor

Paul oversees the fleet services department. He is primarily responsible to make sure that vehicles are maintained to meet safety and CHP BIT standards. He manages all mechanics, orders parts and performs safety inspections on vehicles. Paul maintains parts inventory and oversees the preparation of all vehicle maintenance reports.

Paul has been in the mechanic field for 15 years. He is ISLG Cummins CNG Certified, AWS Welding Certified in Manual and Semi-Auto. He worked for five years at Carmenita Truck Center and is specialized in refuse truck repairs and maintenance.

Ray Perez & Tomas Ochoa, Route Supervisors

Ray & Tomas supervise and evaluate the collection routes on a daily basis. They provide the link between route collections and management to ensure that route efficiencies and collections are maintained. Both Ray and Tomas have collectively over 60 years in the industry.

The route supervisors work one-on-one with drivers to provide direction and oversight. They oversee all driver safety and the hiring process, including driver education and training. The route supervisors monitor collection routes to ensure proper routing and efficiencies. The supervisors regularly audit routes for consistency with the information contained in the computer system. They also monitor for correct service sizing and collection type, including the implementation of recycling services. The supervisors are the first line of response for customers with service related issues.

Administrative Personnel

Lan Ly, Office Manager

Lan will oversee the database system operations. She will create accounts and information systems capable to track all customers being serviced, levels of services and days being serviced. Lan's department also is responsible for all accounting and billing operations. The department handles billing, accounts receivable, collections, accounts payable, and online transactions. Customer questions related to billing are handled through Lan's department.

Lan will set-up and prepare all report systems needed as part of this contract. She will create and maintain systems that track all load weight tickets data. She will ensure adequate and proper data input so that reports will be as complete and accurate as possible and ensure that NASA has the information needed to compile

monthly reports to local jurisdictions so that they are complete and correct.

Lan has 18 years' experience working in the solid waste industry. Lan's expertise is in database and account management. Lan has worked with large clientele databases. She monitors and tracks all aspects of information services, including account set-up, contract renewal, database management and extrapolation.

SUBCONTRACTORS

There will be no subcontractors utilized for the performance of this contract.

EXHIBIT 4: CONTAINER SPECIFICATIONS

The following section will provide details on the containers proposed for use in conjunction with this proposal, both residential carts and commercial bins. Physical samples are currently available for inspection.

A. CART INFORMATION

Initially, NASA will be purchasing 20,000 carts for roll-out of the contract in Huntington Park. All carts will be new and meet the highest industry standards for performance. Carts will be purchased from Schaefer, model Refuse Container Number USD95M which is a 95-gallon cart. Additionally, a portion of the allotment will also be of various smaller sized carts that are 65-gallon and 35-gallon.

CART SPECIFICATIONS – RECYCLED CONTENT

The new Schaefer carts will contain at least 20% post-consumer high density Poly-Ethylene recycled content.

Schaefer

THE RIGHT CHOICE... THE FIRST TIME.

At Schaefer we are not just selling you a cart, but a system which will provide you with the tools to implement an economically sustainable waste management program.

Municipalities, corporations, large or small, private or municipal can design such systems adequate to their individual needs and requirements.

Since Schaefer systems are so unique, we ask our prospective clients to give us an opportunity to bring to the table a proposal to demonstrate our experience and expertise.

TAKE ADVANTAGE OF OUR EXPERTISE

Industry specific development of waste collection, recycling and management systems, have made Schaefer the preferred partner for over 20 years. With not only 70% market share across Canada, Schaefer also boasts programs that have succeeded in 70% landfill diversion! This is convincing proof of outstanding quality and care in product and process. Schaefer prides itself on meeting all expectations, not only with quality products and services, but by listening to our customers and ensuring that the systems they choose are those best suited to their needs.

UNIVERSAL SYSTEM DESIGN CART

Schaefer's Universal System Design carts are available in several gallon capacities to handle all types of recycling or waste disposal programs. We have carts that work with standard bar-lock lifters or automated grabbers. All sizes and designs come from one source, offering the superior quality you expect from Schaefer.

APPLICATION FEATURES

- Easy to clean- Maneuverable
- Lockable- Rodent Proof
- Reinforced wall thickness in bar area
- Freely rotating steel bar
- Rubber/Plastic wheels
- Various colors available

DIMENSIONS	USDB 65	USDB 95
OVERALL HEIGHT	1072mm	1181mm
CART BODY HEIGHT	1003mm	1092mm
OVERALL WIDTH	660mm	711mm
OVERALL DEPTH	681mm	775mm
WHEEL DIAMETER	200-250mm	300mm
CAPACITY/VOLUME/LITRES	240	360

Cart Hot Stamping

All bins will be hot stamped with the following information:

- Materials to be placed in container
- Unique serial number
- Franchises name and phone number
- Warning that the disposal of unpermitted and universal waste is prohibited
- Bilingual English & Spanish

Container Sufficiency

Container specifics are included above; however it should be noted that the carts selected were chosen in part for their ideal capacity design that allows for the optimal usage of the full cart. Unlike many of the automated carts that narrow dramatically on the bottom half, to accommodate the vehicle arm clamps, the selected Schaefer model does not follow this design. Other containers tend to be difficult to load to capacity due to the dramatic narrowing which also doesn't allow for even loading of cart contents. Schaefer's cart design is less tapered and allows for carts to be loaded evenly and fully. The following is a sample photo of the carts currently in use in Pico Rivera and La Canada Flintridge.

Cleaning & Appearance

NASA is requesting to utilize "brown" trash carts, "blue" recycling and "green" yard trimming carts. The brown carts tend to show far less dirt than black. The surface of the carts makes for easy cleaning and dirt does not generally stick to the surface like with some bins that have a rougher outside texture. Please refer back to the previous section to view samples of the carts and bins and how they look with hot stamping and signage. Additionally, NASA hot stamps the front and sides of the cart for appearance and to ensure visibility and proper use.

Container Maintenance

All carts and bins that will be used in conjunction with this contract will be brand new. Carts come with a 10 year warranty. New carts and bins will ensure that residents have clean, high functioning containers at the start of service. NASA will repair or replace any damaged bins and/or carts within 48 hours of notification of the clients. Residents will be responsible for the ongoing cleanliness of their carts, which can be easily washed or rinsed.

Cart Warranty

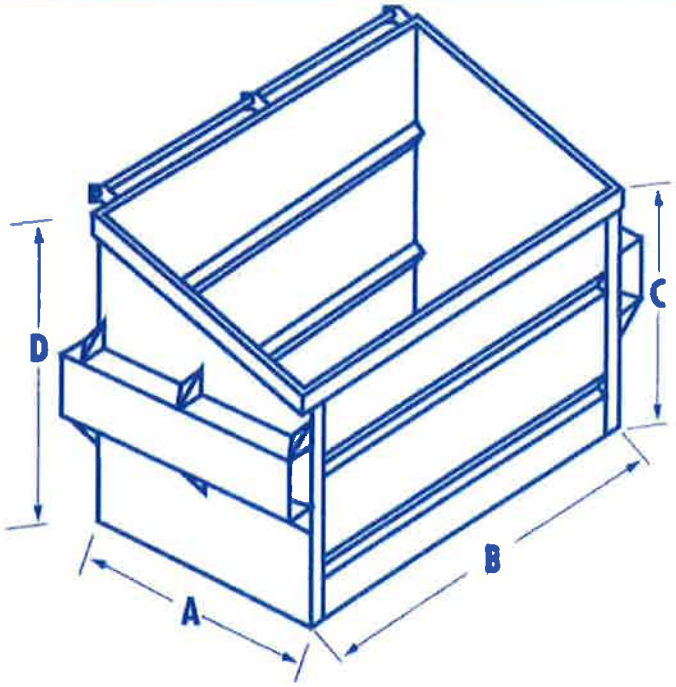
NASA has utilized Schaefer carts for the past 10 years in its residential recycling program and has been very satisfied with the quality of the cart. Schaefer offers a standard 10-year warranty on all new equipment. Information on specs of the containers is included below.

Alternatives to fully Automated 95-Gallon Carts

NASA will provide alternative containers for those difficult to service premises and alternatives to 95-gallon carts for premises with space restrictions or as otherwise identified. NASA will provide both 35-gallon and 65-gallon carts alternatives required in the RFP.

B. Front Load and Roll-off Bins

NASA will purchase all front load and roll-off containers from Distributors Unlimited. NASA has been purchasing containers from DU for over 20 years and has an excellent working relationship with them. The quality of DU containers is exceptional and DU has always been able to provide delivery of containers on a timely basis. Information about Distributors Unlimited is included herein.



-12ga. Pan bottom
-Corrugated front and back
-Side or bottom tunnels
-Solid weld inside
-Interior rust inhibitive primer
-Exterior alkyd enamel paint
-Double or single wall plastic lids

OPTIONS
-Drain plug
-Metal lids
-Identification welded
-Bin handles
-Taco gussets or no-step
-10ga., 7ga., or ¼ cornerplates

Distributors Unlimited is a family owned and operated business that was established in 1980.

Our goal is to offer our customers affordable and quality built containers geared for, but not limited to, the trash hauling industry. Our skilled staff can build any container or special ordered item, according to your specifications, and with a quick turn-around time. From a basic sized bin to the larger more elaborate roll-off boxes and storage units, to custom fabrications and more. We can build it! No order is too small.

We use the finest materials and focus on providing a product that is functional as well as durable.

Not only do we manufacture containers, but we also carry a wide inventory of replacement parts, including but not limited to: Pan Bottoms, Bin Kits, Castors, Cornerplates, Gussets, Roll-off parts and more, as well as, structural steel for your small or large custom fabrications. In our warehouse, you'll find steel and aluminum products such as: Sheet, Angle, Channel, Tubing, and Pipe. We have many sizes available.

Because we are family owned and operated, we are able to provide a personal hands-on touch to each order. We take pride on customer service and satisfaction, so call or fax us today for a free quote, our staff would be happy to answer any questions.

C. Container colors

The following colors will be used throughout the City of Pico Rivera:

Residential Refuse Cart:	Brown
Residential Recycling Cart:	Blue
Residential Green Waste Cart:	Green

Commercial Trash bin:	Hunter Green
Commercial Recycling bin:	Blue

Roll-off bins:	Blue

EXHIBIT 5: MULTI-FAMILY DWELLING RECYCLING PROGRAM

NASA's fully integrated waste management service integrates recycling as an integral part of solid waste collection. NASA will demonstrate how its recycling and education programs will serve the City of Huntington Park in the required capacity. ***The programs start with effective public education, focus on efficient collection and processing, and end with superior program management and reporting.***

NASA has had tremendous success operating commingled recyclable collection programs to approximately 22,000 single and multi-family residential homes. NASA will utilize extensive customer education and outreach to inform multi-family residents of the various items that can be recycled. A full description of the educational and outreach component is included in Exhibit 16. Once collections have begun, bin audits and door-to-door outreach will help reinforce correct recycling behaviors.

A. PROGRAM STRUCTURE

NASA will offer both a source separated and a mixed recyclables (MRF) program to all multi-family dwellings in Huntington Park.

FREE SOURCE SEPARATED MULTI-FAMILY RECYCLING PROGRAM

NASA will be providing a program enhancement through the offering of a no-cost multi-family dwelling recycling program. At the start of collection services in the City of Huntington Park, all multi-family complexes will receive a sufficient number of blue 95-gallon recycling carts to service the property. It is estimated that one 95-gallon cart is sufficient to service 6-10 units. All multi-family complexes will receive regular weekly collection of the recycling carts.

Residents living in multi-family complexes will each receive education materials regarding the proper use of recycling carts, prior to the start of services. Additional educational materials will also be made available to the complex manager to distribute as part of all new lease agreements materials for new tenants. This will ensure that as tenants transition in to multi-family complexes in Huntington Park, they are made aware of the recycling program. Recycling carts will be audited on a regular basis to ensure that the tenants are utilizing the bins correctly.

MULTI-FAMILY COMMINGLED RECYCLABLE PROGRAM (MRF)

In addition to collecting source-separated recyclables from multi-family complexes, all refuse will be MRF processed at the Puente Hills Material Recovery Facility (PHMRF). Residents will not be informed of the dual-program, which should promote and encourage the use of blue bins for recycling. MRF processing will create one additional mechanism for capturing recyclables that remain in the waste stream, and diverting them from the landfill. Currently the PHMRF diverts between 5% - 10% of additional materials from the waste stream. NASA Services will continue to work with PHMRF to ensure that best practices are being utilized to optimize diversion and recycling.

Multi-family complexes will receive MRF processing of refuse at no additional cost for services.

B. Multi-Family Recycling Program Diversion Rate

Typically, multi-family complexes measure the smallest amount of diversion over residential, commercial or construction material streams. Due to the central location and ease of access of both trash and recycling bins at multi-family complexes, make them perfect targets for scavenging on a regular basis. High value recyclables such as cardboard and beverage containers are regularly kept by tenants for personal recycling. Other highly recyclable and/or reusable materials are often donated or sold versus being disposed. This is an excellent way to divert materials at multi-family complexes; however it is almost impossible to track or measure.

Additionally, the transition of residents in multi-family complexes can be difficult to ensure ongoing participation and education. NASA will work with MFD management and ownership to ensure a system whereby new tenants are provided education materials and recycling literature when they sign a lease agreement.

NASA will utilize best efforts to improve recyclable collection at multi-family complex; however due to the obstacles associated with recycling at multi-family complexes, NASA has taken a very conservative approach to the minimum diversion requirements associated with the contract. For purposes of contractual obligation, NASA will guarantee a 5% recycling rate for multi-family complexes through traditional recycling methods, including MRF processing.

Additionally, in order to best provide a reasonable recycling diversion rate and to supplement source separated recycling programs and MRF processing programs, NASA proposes to supplement all collections with additional waste to energy options. NASA proposes to divert an additional 10% through utilizing the Commerce Refuse to Energy Facility. Overall through all activities, NASA will guarantee a 15% multi-family recycling rate.

EXHIBIT 6: COMMERCIAL RECYCLING PROGRAM

NASA will implement a commercial recycling program that complies with the requirements of AB341 and that seeks to divert the maximum amount of recyclables from the waste stream.

A. PROGRAM STRUCTURE

NASA will offer both a source separated and a mixed recyclables (MRF) program to commercial businesses in Huntington Park.

COMMERCIAL SOURCE SEPARATED RECYCLING PROGRAM

Commercial source separated recycling collection services will be offered for all commercial accounts. NASA will utilize the option of 95-gallon carts, and either 1-cubic yard, 2-cubic yard or 3-cubic yard bins for the collection of recyclables. During the transition period, all businesses will be audited to determine the accurate number and sizes of bins needed at each location. Additionally, it will be determined if existing recycling bins are already located at business establishments. Businesses with existing recycling service will begin receiving comparable recycling upon commencement of the contract.

The cost for commercial source-separated recycling services is equal to 50% the cost of refuse collection rates identified in the proposal. This program will allow the separated collection and disposal of commingled recycling which will include all cardboard, paper, beverage containers, metal, wood, #1 & #2 plastics and other appropriate recyclables as identified during the auditing process. The collection of source separated commingled recyclables will ensure the highest quality of commercial recyclables diversion. Additionally, the source separated program will encourage businesses to participate due to the rate structure, which allows the reduction of trash hauling and the associated costs for a service at 50% less than trash collection.

COMMERCIAL COMMINGLED RECYCLING PROGRAM (MRF)

All businesses whether electing to participate in a commercial source separated recycling program or not, will automatically participate in a commercial commingled recycling program. NASA will dispose of all collected refuse at the Puente Hills Material Recovery Facility. There is no additional cost for this service as it is built into the rate structure. The goal of MRFing commercial materials is to capture additional recyclables that remain in the waste stream. Currently, the Puente Hills MRF is diverting up to 35% of additional resources from the commercial waste stream.

COMMERCIAL RECYCLING AUDITS

All businesses that are not currently receiving recycling services will be noted during the transition audits. Within 6-months of contract award, NASA will contact every business establishment to perform a formal AB341 Audit. During the audit, all businesses will be informed of the requirements associated with AB341. The following key items will be used to educate the businesses with regards to requirements of AB341.

- All businesses disposing of 4-cubic yards of waste per week or more are required to participate in a recycling program

- Acceptable recycling programs may be performed in-house by owner or employees of the company or by a third-party company, including through MRF processing
- Documentation of in-house or 3rd party recycling efforts will be required
- Waste bins will be sampled to ensure that large volumes of recyclables are not still in the waste stream
- Customers will be provided education and outreach materials

NASA will fully document and report to the City of Huntington Park all audit information, including

- Current refuse & recycling service levels performed by NASA (including a notation as to which businesses fall under the AB341 mandate)
- Information related to in-house recycling activities
- Information related to 3rd party recycling activities
- Information explaining any businesses that is not in compliance

B. Commercial Recycling Program Diversion Rate

Many existing commercial businesses currently utilize third party recycling companies to handle the recycling of their high-volume, high value recyclables such as metal and cardboard. The companies generating large volumes of recyclables recognize the opportunity to reduce disposal and generate income from these recycling streams.

Typically the businesses that don't have established recycling are smaller commercial and offices that don't generate sufficient volume; however, these businesses are prime targets for 3rd party recyclers or scavengers who will remove the valuable recyclables. After a thorough review of commercial accounts in Huntington Park, NASA has determined that there remains a very small portion of recyclables in the waste stream that are not already being collected and diverted by other means.

In light of the existing extensive recycling going on in the commercial sector and in order to best provide a reasonable recycling diversion rate, NASA proposes to supplement recycling program with additional waste to energy options. NASA proposes to divert a minimum of 10% through traditional, documented recycling activities and an additional 10% through utilizing the Commerce Refuse to Energy Facility. Overall through all activities, NASA will guarantee a 20% commercial recycling rate.

EXHIBIT 7: DISPOSAL OR DIVERSION FACILITIES; OPERATING FACILITIES

NASA utilizes and has contracts to utilize multiple solid waste facilities, recycling centers, material recovery facilities and compost facilities. Due to the close proximity to Huntington Park and contracts in place, NASA will primarily utilize the Puente Hills Material Recovery Facility (PHMRF) for the disposal of all "brown bin" refuse, and "blue bin" recyclable processing. The PHMRF will also take in all "green bin" materials for chipping and ultimately transport the materials to offsite facilities for processing.

A. DISPOSAL AND RECYCLING PROCESSING FACILITIES

PRIMARY FACILITIES USED

PUENTE HILLS MATERIAL RECOVERY FACILITY

13130 Crossroads Pkwy South, City of Industry, CA 91746
Phone (562) 699-5204
Rates: $29.51/ton/green, $37.82/ton/refuse, various rebates/charges for recyclable materials

All "refuse" materials collected for disposal in Huntington Park will be taken to Puente Hills Material Recovery Facility. NASA Services maintains a Waste Disposal and Processing Agreement (WDPA) with the County Sanitation District that provides for an excess of 50,000 tons per year of additional capacity of disposal and processing. Materials disposed at the MRF are processed prior to disposal for recycling and additional diversion of cardboard, wood and other recyclables. Additionally, the MRF removes larger items that might be have BTU value, and transports them to Commerce WTE Facility. PHMRF will achieve a 5%-10% diversion of all refuse delivered.

The curbside, commercial and Multi-family recyclables will be taken to the PHMRF for processing and recycling. PHMRF sorts for a large number of recyclables that are baled and sold to recycling manufacturers. The PHMRF achieves an estimate 75%-85% diversion of commingled recyclables delivered.

All green waste is delivered to the PHMRF is chipped onsite but will be mulched or composted for beneficial reuse at an offsite location. As part of NASA's contract with PHMRF, green waste will NOT be used as ADC. PHMRF currently has a diversion rate of over 90% for all green waste materials.

Commerce Refuse to Energy

5926 Sheila St., Commerce, CA 90040
Phone (323) 721-1278
Rates: $57/ton

Commerce will be a secondary facility to take refuse. NASA will take 10% of all refuse collected in Huntington Park to assist in maximizing the citywide diversion rates. The Commerce Refuse-to-Energy Facility is a 350 ton per day waste-to-energy facility that converts residential and commercial refuse into enough power for 20,000 homes. In addition, metals are recovered for recycling and the ash is processed to generate road base material for use in constructing landfill roads. NASA does not have any ownership of CREF; however NASA is able to utilize the facility as part of its agreement with County Sanitation Districts. It should be noted that the facility closes for maintenance approximately one-month during the year. During this time, no materials will be taken to Commerce; however NASA will adjust and increase loads to the facility during subsequent months to ensure the minimum 10% transformation diversion credits for the year.

Direct Disposal

3720 Noakes St Los Angeles, CA 90023
Phone (888) 551-7797
Rates: $50/ton

This facility will be used for curbside and alley bulky item collections processing and also construction & demolition materials processing. The City of Los Angeles currently certifies the Direct Disposal facility at a rate of 70.09% diversion for C&D materials and they are diverting approximately 90% of all curbside bulky materials. NASA does not have a contract or any ownership stake in the Direct Disposal facility.

Isadore Electronics Recycling

1769 Naud St., Los Angeles CA 90012
Phone: (323) 222-3322
Rates: No charge for processing / small rebate based on the amount and types of recyclables

All collected electronics will be processed at Isidore Electronics Recycling. Isadore is an environmentally correct, socially conscious and data secure company that provides electronic recycling services to Los Angeles residents, businesses and governmental organizations while functioning as an on-the-job training and employment program for previously incarcerated Angelinos who face barriers to employment. Isidore is a full service electronics recycler offering recycling, data destruction and reselling services. They currently divert 99% of all received materials. Operating out of a 5,500 square feet facility located around the community of Lincoln Heights, Isidore is a woman-owned Limited Liability Corporation operating as a triple bottom line social enterprise. NASA does not have a contract or any ownership stake in Isadore Electronics Recycling.

Back-Up Facilities

NASA has multiple available facilities to utilize as a back-up to the primary facilities listed above. The following identifies some of these facilities that NASA has accounts with.

American Reclamation

4560 Doran St., Los Angeles, CA 90039
Phone (323) 245-5133
Rates: $48/ton

This facility processes both "blue bin" recyclables and construction and demolition materials. It currently is certified by the City of Los Angeles with an 85.54% diversion rate for its construction material processing. American Reclamation purchases, sorts and markets all grades of paper, cardboard, beverage containers, tin and bi-metal containers and most grades of plastic. NASA does not have a contract, nor does it have any ownership in the facility.

Whittier Fertilizer

9441 Kruse Rd. Pico Rivera, CA 90660
Phone: (562) 699-3461
Rates: $30/ton

WHITTIER FERTILIZER
ONE STOP LANDSCAPE SUPPLY CENTER

This will be the secondary facility used for curbside green waste_processing and composting. Prunings from local gardening and tree trimming crews are also accepted and the material turned into mulch for landscape use. Whittier Fertilizer receives the green organic materials. It is first processed in a large, powerful grinder. It is then turned, aged, composted and then finally screened to various sizes to create such products as soil amendments, soil and planter mixes, seed cover and landscape mulches. This facility will guarantee a 90%+ diversion rate of all delivered source-separated curbside green waste. NASA does not have a contract nor an ownership in this facility.

B. Operating Facilities

NASA maintains its entire operating facility, including truck parking, repairs & maintenance, dispatch, customer services and bin repair at 1100 S Maple Ave., Montebello, CA 90640. This is a 3 acres facility which is in the process of being completely renovated, including the construction of a new state-of-the-art, 12,000 square-foot building.

The facility located at 1100 S Maple Ave., will be used for all the following activities:

- Yard, equipment staging and maintenance of equipment
- Customer service, public relations and franchise administration
- All other operational activities

EXHIBIT 8: CONFIRMING USE OF DISPOSAL OR DIVERSION FACILITIES

The following section includes letters from all proposed processing and disposal facilities.

A. Puente Hills Landfill Letter

COUNTY SANITATION DISTRICTS
OF LOS ANGELES COUNTY

1955 Workman Mill Road, Whittier, CA 90601-1400
Mailing Address: P.O. Box 4998, Whittier, CA 90607-4998
Telephone: (562) 699-7411, FAX: (562) 699-5422
www.lacsd.org

GRACE ROBINSON HYDE
Chief Engineer and General Manager

May 14, 2014

Mr. Jack Topalian
NASA Services
1100 South Maple Avenue
Montebello, CA 90640

Dear Mr. Topalian:

Available Capacity for City of Huntington Park Waste and Recyclables at Facilities Operated by the Sanitation Districts

NASA Services and the Sanitation Districts are party to a Waste Disposal and Processing Agreement (WDPA). The WDPA reserves capacity at the Sanitation Districts' Puente Hills Materials Recovery Facility (PHMRF), the Downey Area Recycling and Transfer (DART) Facility, and the South Gate Transfer Facility for waste and recyclables from NASA Services. Attachment 1 provides the addresses of these facilities. PHMRF and DART accept, process, and recycle a wide variety of recyclables and solid waste, including commingled residential recyclables, commercial recyclables, greenwaste, residential waste, commercial and industrial wastes, and construction and demolition waste. The South Gate Transfer Facility accepts all types of solid wastes. The diversion rates vary depending upon the type and quality of the inbound material, but typical diversion rates for residential commingles recyclables are in the range of 75 to 85 percent, over 90 percent for greenwaste, approximately 35 percent for select commercial waste loads and 5 to 10 percent for regular mixed solid waste loads. The WDPA provides NASA Services with the ability to reserve in excess of 50,000 tons per year of additional capacity for waste and recyclables at these facilities to handle additional material from the City of Huntington Park. All waste and recyclables delivered by NASA Services would be received and processed by the Sanitation Districts in accordance with the WDPA. The Sanitation Districts and NASA Services have a good working relationship.

The Sanitation Districts also operate the Commerce Refuse-to-Energy Facility (CREF) located in the City of Commerce. This facility is permitted to receive 1,000 tons per day and to combust up to 2,800 tons per week. CREF provides diversion through transformation and generates enough electricity to provide the needs of 20,000 households. CREF is available for use by NASA Services.

If you have any questions regarding this matter, please feel free to call me at (562) 908-4288, extension 6002.

Very truly yours,

Grace Robinson Hyde
Robert Asgian
Division Engineer
Solid Waste Management Department

RGA:lmg

Doc# 2973719

Recycled Paper

ATTACHMENT 1
Facility Addresses

Puente Hills MRF
2808 S. Workman Mill Road
Whittier, CA 90601

Downey Area Recycling and Transfer Facility
9770 Washburn Road
Downey, CA 90241

South Gate Transfer Station
9530 Garfield Avenue
South Gate, CA 90280

B. Direct Disposal Letter

DIRECT>DISPOSAL

May 14, 2014

To whom it may concern,

Direct Disposal is a Construction and Demolition Debris Recycling Facility. We receive all C&D waste at our facility which is brought in by our customers; then source separated. (OCC/Paper, Plastic, dirt, concrete, asphalt, drywall, metal, wood, aluminum & trash) We provide load analysis that provides a percentage of the materials brought in with a Certified Weight Ticket per Load.

We are open M-F 5: am to 4: pm / Sat 6: am to 12: pm

Facility Contact: Angie Acosta 323 262-1604 Emergency Contact: Dan Agajanian 714 936-8548

NASA has been working with us for the past few years. Since they open their account; we have established a great working relationship with their company. We have been processing all their materials brought in with no problems. If you should have any questions or concerns I may be reached at the number above.

Sincerely;

Daniel A, Agajanian

5901 Warner Ave. PMB 229 > Huntington Beach, CA 92649
714-848-4088 ph > 888-551-7797 toll free > 714-848-5056 fax

C. Isadore Electronics Recycling Letter

ISIDORE
ELECTRONICS RECYCLING

May 19, 2014

To Whom It May Concern:

Isidore Electronics Recycling is a Los Angeles-based social enterprise offering recycling services to residents, businesses and governmental organizations while functioning as an on-the-job training and employment program for people with barriers to work.

We are a full service electronics recycler offering:

- e-waste recycling
- data destruction services
- asset management
- reselling and repair services.

Isidore routinely accepts all electronic waste from NASA Services, and will continue to do so if they were to service the City of Huntington Park.

We stand by a commitment to responsibly recycle 99% of the e-waste that come through our facility.

Sincerely,

Kabira Stokes
Founder & CEO

www.IsidoreRecycling.com - (323) 222-3322 - info@IsidoreRecycling.com
Drop Off: 1769 Naud Street, LA, CA 90012 - Mailing: 411 S. Hewitt Street, LA, CA 90013

EXHIBIT 9: IMPLEMENTATION PLAN

NASA has the experience, expertise and ability to meet all requirements of the services requested, and affirms its ability to successfully implement all required tasks outlined, including a smooth transition in the City of Huntington Park. Through a diligent review of the proposal and required tasks, NASA has developed the following transition plan and scope of tasks to be performed, which will ensure the highest level of professionalism and quality control.

A. IMPLEMENTATION TASKS TO BE PERFORMED

The following list identifies key elements of the transition plan for the City of Huntington Park.

KEY COMPONENTS OF TRANSITION PLAN
Contract Negotiation and Execution
Purchase Vehicles & Containers
Review Routes and Review & Input Customer Data
Hire New Staff and Drivers
Begin Public Education and Outreach
Equipment Delivery and Commencement of Services
Monitor Services

HUNTINGTON PARK SERVICE AREA SURVEY

The proposed transition in Huntington Park will not pose any significant obstacles or issues. While the task does require an extensive planning phase and labor intensive roll-out, NASA if confident of its ability and expertise in this area. NASA is currently administering a large citywide franchise in Pico Rivera. NASA anticipates a smooth transition that will be very similar to the one that took place in Pico Rivera.

The transition will require coordinating the removal of all existing 95-gallon carts from residential homes and replacing them with a new 3-cart systems. It will also require identifying those residences that utilize additional bins and special services and arranging for appropriate set-up at these properties as well. In the commercial area, NASA will need to do a complete audit of the commercial services. This will include utilizing any existing customer information provided by the City, but then performing a visual inspection of the exact location of all commercial bins, verification of bin sizes, notating special access issues and any other relevant information needed prior to roll-out.

The City of Huntington Park includes approximately 3089 single family residential parcels, 918 duplex parcels and 398 triplex parcels utilizing approximately 6,276 refuse and recycling carts and 6,007 green waste carts. Additionally there are over 1600 commercial bins and nearly 500 commercial carts being collected each week (based on data provided in the RFP). There is an estimated 44,000 tons per year of waste and recyclables collected each year from the service area. The primary languages spoken in the area are Spanish and English. These are the two languages that will be used in promotional and educational campaigns.

B. Transition Roll-Out Plan

The following will detail the rollout plan for contract start-up for the City of Huntington Park.

Task	3 Months Prior	2 Months Prior	1 Months Prior	2 Week Prior	Start Service	1 Month After
Sign Contracts	X					
Order Vehicles	X					
Order Bins & Carts	X					
Order commercial bins	X					
Transition Meeting w/current hauler	X					
Review Routes	X	X	X			
Input accounts into database		X	X			
Notify customers via mail /education & outreach			X			
Route Audits		X				X
Driver/Employment search		X				
Delivery of equipment to NASA			X			
Hire & train new employees			X			
Deliver carts & bins to customers				X	X	
Review contract deliverables	X	X	X	X	X	X
Commence services					X	
Review & audit new routes/services						X

Sign Contracts

NASA will work closely with the City of Huntington Park immediately following a Council decision. NASA will provide timely input and information to ensure that the contract approval and signature process is expedited.

Order Vehicles

Immediately upon award of the contract, NASA will work with its truck supplier, Rush Truck Center to ensure timely delivery of new vehicles which will be used to service the City. NASA will be ordering a total of 9 new vehicles, Peterbuilt, Model 320. It is fully anticipated that all new vehicles will be in use from the commencement of services; however if any vehicles are not available by the start of service, NASA does own and maintain eight spare vehicles that will be available for use. Additionally, NASA currently has a number of specialty and other vehicles available for use in conjunction with this proposal.

Order Bins & Carts

Carts will be ordered from Schaefer. NASA has been working with Schaefer for ten years and has a long and successful relationship. NASA will order 20,000 carts initially. NASA will work with the Schaefer to ensure that adequate carts are ordered and delivered prior to the commencement of services. Additionally, NASA will work with Schaefer to provide color samples and obtain approval on the color from Huntington Park prior to the ordering of carts.

Order Commercial Bins

Bins will be produced by Distributors Unlimited. NASA has a long work history with Distributor's Unlimited, including their production of over 1400 bins during the transition in Pico Rivera. This is an almost identical roll-out

commercially, and Distributors Unlimited was able to produce the required number of containers in the same amount of time.

Transition Meeting w/current hauler

Upon award of contract, NASA will commence communications with the current hauler to coordinate all aspects of transition. NASA will work closely with Huntington Paark and the existing hauler to ensure that the transition period is smooth and successful.

Review Routes & Input Accounts into Database

NASA will use existing route information obtained from the current haulers. All accounts, will be input into the waste management database. The information recorded will include the customer name, service address, billing address, contact phone numbers, number and size of containers, cost of service and collection days. All incoming calls will be logged into system and all billing information will be recorded and maintained with the customer record. The information input will be compared against documents from the current hauler to ensure accuracy.

Notify Customers/Education & Outreach

Education and outreach materials will be prepared in collaboration with the City of Huntington Park. NASA will print and distribute all outreach materials on a regular basis during the transition period. Initial outreach materials will focus customers on the transition, dates of transition, explanation of programs, bins, services provided, cost of service, and provide all new contact information.

Route Audits

Route audits are an extremely important part of the implementation process both prior to the start of services and after the commencement as well. Prior to the start of services, NASA will do route audits and dry runs of the routes to ensure that drivers are familiar with routing and to work out any issues. It is NASA's plan to have supervisors and the drivers follow the routes for two weeks to learn the current sequencing and routing taking place. They will also do comprehensive route survey the routes to ensure maximum route efficiencies.

As the services are transitioned to NASA, ongoing regular route audits will be very important to optimize routes. With NASA's intensive education on the recycling program, it is anticipated that curbside recycling routes will increase while curbside trash routes will decrease. This will require ongoing monitoring and some route adjustments until the tonnages level out within the routes.

Employment Search & Training

NASA will begin driver recruitment sixty days prior to the start of services. NASA anticipates full recruitment and the hiring process to take less than 60-days. NASA will actively recruit in the local area with a focus to provide employment to local residents in the local community and Veterans. NASA would also gladly accept applications from current drivers employed with the current hauler since they are familiar with existing routes.

NASA is committed to a safe work environment for all employees. NASA employs personal who meet all eligibility requirements and who then must pass training. All employees training and screening consists of:

1. CAL-OSHA training
2. HAZWOPER screening training
3. Customer service and notification procedure training
4. Vehicle and equipment operation and maintenance
5. Other safety and job requirement related training
6. Drug and alcohol screening and related training

NASA anticipates hiring all additional workforce 30-days prior to the commencement of the contract services. This will allow adequate time for employee orientation, driver training and route auditing.

With regards to employment associated with this contract, NASA will commit to work with Veteran Job Placement Programs. Ensuring that highly trained, returning veterans, find good jobs is a primary focus. NASA will work closely to find well qualified candidates with extensive experience to fill all positions created as a result of this contract.

Delivery of equipment to NASA

NASA will require that all new equipment be delivered 14-30 days prior to the start of program roll-out. This will ensure that equipment can be inventoried and inspected prior to the start of services. New employees as well as existing employees will take place in the inventory and inspection process to ensure familiarity with equipment and proper handling.

Deliver Carts & Bins to customers

NASA will commence delivery of carts and bins to residential customers three weeks prior to the start of services. Delivery will be made following established routes and all containers delivered will be logged into customer database account so that bin serial numbers are kept on file.

Review contract deliverables

NASA will work with The City on a regular basis to review contract deliverables and timelines to ensure that all planned activities are on-schedule and moving forward according to plan. NASA will regularly provide written updates to appropriate staff advising of planned progression and to report any issues which may arise.

Review and Audit New Routes

Once services have commenced, NASA will regularly audit routes to ensure optimal collection efficiencies. As mentioned earlier in this proposal, this process will be an important part during the first six months of service during which time extensive outreach and education on recycling programs will be completed. Thereafter, NASA will continue to monitor route efficiencies on a quarterly basis and include the information on changes in routes and set-out rates of collection to the City in its reports.

C. Staffing

Key staffing, which includes the program manager and management level employees have already been identified in Exhibit 3.D. The following information will highlight how existing staff will participate in this contract as well as new additional staff and drivers that will be needed to fully meet the requirements of this contract.

Existing Staff Participation

Arsen Sarkisian	Review and sign all contractual agreements, secure bonding and insurance, secure all required equipment financing, oversee contract P/L performance
Nick Sarkisian	Work with equipment suppliers and order all new equipment, ensure delivery and roll-out of all new equipment
Jack Topalian	Review all contractual documents and compliance, work with operational departments to ensure timely and accurate roll-out, oversee all staff and departments, hold regular meetings, review all reporting

Judi Gregory	Oversee preparation of all outreach and educational materials, coordinate hiring new recycling coordinator and oversee recycling coordinator work tasks, develop internal auditing forms and procedures, develop and prepare all reports, work with City on all education and recycling related issues, events and reporting
John Halladjian	Oversee the recruitment and hiring of all new employees, oversee required training and testing, assist with route development, ensure that Operations Department has everything required to roll-out services
Paul Ledieff	Will oversee the integration of all new trucks, including the required testing and preparation prior to going out on route, oversee the performance of all regular vehicle maintenance and repairs
John Shubin	Responsible to train new customer service/dispatch personnel, overall all customer service & dispatch related activities, monitor employee performance, provide customer service training
Lan Ly	Integrate all new residential customers into billing and database systems, oversee billing related activities, oversee billing related questions and payment activities, oversee the systems to track all disposal/recycling data
Ray Perez & Tomas Ochoa	Oversee the route training of all new drivers, oversee the development of routing, monitor driver daily route performance, assist with customer inquiries and complaints, route daily special requests and pick-ups

Newly Proposed Staff Participation

Position	# of Personnel
Residential Sideload Refuse Driver	2 F/T new drivers
Residential Sideload Green Waste Driver	1 F/T new drivers
Residential Sideload Recycling Driver	1 F/T new drivers
Commercial Front load Driver	5 F/T new drivers
Special Collections Driver (bulky, e-waste, bin delivery/removals, scout, backyard services)	1 PT new driver
Roll-off Driver	1 F/T new driver
Route supervisor	1 P/T new
Dispatch & customer service	1 F/T new
Recycling coordinator (audits, outreach, special events)	1 F/T new
Billing & collections	1 P/T new

D. Subcontractors

NASA will not utilize any subcontractors.

E. Customer Service and Communications Protocol

Unlike many of the larger hauling companies that have gone to automated answering systems and a myriad of menu's and options, often times frustrating for customers, NASA still operates the old fashioned way. Our company believes that having a call answered in person, by a live person is the best method for successful customer service.

The NASA offices are open Monday through Friday from 7:00 AM until 5:00 PM. On Saturdays our offices are open from 7:00 AM until 12:00 PM. After hours there is an answer system that dispatches calls to the off-duty supervisor who monitors for emergency calls. All emergency calls are returned within 2-hours when the office is closed. All non-emergency calls are returned within 2-hours of opening on the next regular schedule day of operation.

NASA is committed to providing the highest level of customer services in conjunction with our quality collection services. NASA uses Quick2Point Services dispatch technology to ensure the most effective means to route and monitor services. With a 24/7 dispatch and integrated technology in place, NASA can address every need within a reasonable time line. Unexpected occurrences are dealt with quick resolution to minimize any distress. The networking allows NASA to locate drivers in close vicinity to engage and resolve unwanted incidents.

Through its customer service department customers can both call and email to ask questions regarding their bill, place an order for temporary service or extra service, order a roll-off, report a bulky item, ask questions about their collection schedule, pay a bill or report any form of complaint. All calls are logged into the Waste Pro 9 Manager system.

NASA operates an advanced customer service management, Pro Waste 9, which tracks all customer data, billing and other data, including call logs.

Customer Complaint Resolution Protocol

NASA Services will maintain a daily electronic/computerized record of every call or complaint received by customers. The computerized log will contain the date, time and nature of the call received, in addition to the caller's name and service address if available. NASA Services will also provide follow up information as to the outcome of the action or resolution if the call is regarding a complaint received.

NASA maintains a toll free number for all customers. The toll free number is listed in the phone book, on non-collection tags and all NASA vehicles. Calls are answered Monday through Friday from 7:00 AM to 5:00 PM and Saturday's from 7:00 AM to 12:00 PM. After hours and Sundays, calls are forwarded to an auto attendant and messages are retrieved the following business day. All messages will be responded to within 2 hours of the office opening on the following business day.

Multi-lingual assistance is available during office hours in English, Armenian, Spanish, Russian, Chinese and Cantonese. In addition to logging complaints on the Complaint Log, all calls are logged into the NASA customer Pro Waste database system.

All complaints will be promptly resolved to the best of Contractors ability with-in 24 hours of notification. Complaints that are minor in nature will be handled by the dispatcher, who will log the complaint and the action taken to remedy, such as dispatching a driver or contacting the supervisor to notify a driver of corrective action needed. Billing complaints will be handled by the billing department. More serious complaints will be handled by a supervisor or manager depending upon the nature of the complaint. If the complaint cannot be adequately resolved within 24 hours, the customer will be notified of a date when the complaint will be remedied.

All missed pick-ups reported by 3PM on any given collection day, will be picked up no later than 6PM on the day the complaint is received. All missed pick-ups reported after 3PM will be collected the following day of the call.

The complaint log will be reviewed by the service area manager weekly to ensure that all customer issues are being resolved in a timely manner. In addition, the service area manager will make a follow up call on all

complaints to ensure that the customer is satisfied with the resolution and that there are no additional problems remaining. The supervisor will sign and date when the courtesy call was made and note the customers response.

If a complaint cannot be resolved between customer and the Contractor, the Contractor will prepare a formal letter identifying the issue and why it cannot be resolved. A copy of the letter will be mailed to the customer and kept on file.

Dispatch Protocol

Each vehicle is equipped with radio dispatch. A dedicated dispatcher will handle incoming calls from the Huntington Park service area. The dispatcher will be able to immediately contact drivers to resolve all service related calls and to dispatch additional service calls. A supervisor for the Huntington Park service area will also be working in the area daily to assist with service related calls.

F. Billing Procedures

NASA agrees to all contract terms related to billing. NASA Services will bill residential accounts quarterly on the 1st day of January, April, July and October. Payment will be due prior to the following billing cycle. Accounts not paying by the due date will become delinquent. Commercial accounts will be billed on the 1st day of each month of services, and will become due on the 30th of each month. Accounts not paying by the due date will become delinquent. Roll-off accounts will be billed on the last day of each month and be due 30 days after the date of invoice. All commercial and roll-off accounts that become more than 60 days delinquent will be subject to a suspension of services and collection activities.

NASA shall be responsible for collecting all unpaid bills.

The City is under no obligation to assist in any way with collection of delinquent billings, and shall not be held liable for any customer's failure to pay for services that must continue to be provided to customers.

G. Emergency Service

NASA's regular office hours are 7:00AM – 5:00PM for call-in of emergency services. Route supervisors and many drivers start as early as 2:00AM. For emergency requests after hours, the City will have access to the phone number of all appropriate management personnel to contact.

Every effort will be made to accommodate emergency requested services immediately. Depending upon the service performed there may be an additional charge.

H. Vehicles

The following section will provide details on all proposed trucks needed to perform the scope of services.

Number of Vehicles Proposed, Age and Manufacturer Model Information

NASA Services, Inc. owns a fleet of 65 vehicles that consist of front loaders, rear loaders, roll-offs, flatbed bin delivery trucks, scout trucks and other specialty trucks for collection and recycling services. NASA is equipped to provide excellent service to all account types including multi-family, commercial and industrial accounts. NASA intends to purchase mostly new equipment for use in conjunction with this proposal. Following is detailed information on the vehicles to be used in conjunction with this proposal.

New Collection Vehicles

NASA will be purchasing the following new vehicles to be utilized in the City.

Type of Vehicle	Model	Year
4) NEW CNG Peterbuilt Sideloader	Model 320	2014
5) NEW CNG Peterbuilt Frontloader	Model 320	2014
1) NEW CNG Peterbuilt Roll-off	Model 365	2014
2) NEW GMC service units	Scout & bin delivery	2014

Vehicle Information

The following is provided to include a brief description of each proposed vehicle

Type of Vehicle	Fuel Type	Vehicle Size	# of Axles	GVW	Max Load Capacity	# of Compartments
Peterbuilt Side & Front Loader	CNG	32 feet	4	60,000	10 Ton	single
Peterbuilt Roll-off	CNG	35 feet	3	54,000	9 Ton	Single
Scout / service	Diesel	24 feet	2	29,000	4 Ton	Single

MODEL 320

No other truck measures up to the harsh demands of the refuse industry like Peterbilt's rugged Model 320. Durable construction and high quality materials result in a vehicle you can depend on for exceptional reliability. And if service is required, Peterbilt's superior parts and service support gets trucks back on their route quickly. The Model 320 is available in a full range of axle selections, TEPTO and REPTO provisions and multiple drive configurations for added versatility. Day after day, year after year, the Model 320 delivers outstanding Peterbilt quality, durability and value.

Peterbilt
A PACCAR COMPANY

A huckbolted aluminum cab features lap seam construction and bulkhead style doors on a zinc coated steel cab frame for maximum durability and corrosion resistance. LED marker lights extend service intervals compared to incandescent lighting.

The Model 320 cab is available in left hand, right hand and dual drive with right hand stand up configurations.

The Model 320 is available in Compressed Natural Gas (CNG) or Liquefied Natural Gas (LNG) configurations with the Cummins ISL G engine. Both provide flexibility for body companies to locate fuel tanks either off the frame rail or integrated with the body.

The Peterbilt Hybrid Hydraulic Launch Assist System for stop and go applications provides up to a 30% improvement in fuel efficiency, up to a 20% reduction in emissions and 3 to 4 times brake life improvement, as well as reduces noise.

An industry leading 65° cab tilt provides technicians easy access to key service points for improved serviceability and reduced downtime.

A lightweight aluminum, lander mounted battery box houses up to three batteries and is available with optional battery jumper posts and a disconnect switch underneath the box, saving up to 15" of frame space.

The Model 320 features an impressive 40° wheel cut, allowing drivers to easily maneuver in congested urban environments and tight city streets for maximum performance.

Peterbilt's 255+ dealer locations across North America provide convenient parts availability and superior service to ensure your vehicle is back in service as quickly as possible. Complimentary customer support is available 24/7, 365 days a year by calling 1-800-[illegible]

Inside and out, the Peterbilt Model 320 has a hard earned reputation of performing the most demanding jobs with uncompromising durability and quality. For more information on the Model 320, contact your local Peterbilt dealer, or visit www.peterbilt.com

PACCAR FINANCIAL

Vehicle Maintenance Standards

NASA's vehicles all meet AQMD compliance standards. NASA has installed all diesel vehicles with Best Available Controlled Technology (BACT) for all Group 1, 1988 – 2002. In addition to this equipment, Ultra Low Sulfur Diesel Fuel is used on the entire diesel fleet. NASA currently owns a fleet of 15 CNG equipped vehicles.

NASA vehicles are washed and subject to an (18) point inspection on a daily basis, prior to departure and subsequent to arrival. This minimizes any unforeseen complications and assures the safety of our drivers as well as others on the road. In addition, a more rigorous inspection is conducted every 90 days and an annual overall assessment is made to sustain the integrity of our vehicles. All of our efforts are geared toward providing an immeasurable service to businesses who continue to expect higher standards.

Sideload – Residential Truck

(Refuse / Recyclables / Greenwaste-Yard Trimmings)

In addition, to make sure that NASA trucks get the best fuel economy, the following procedures will be in place:

- Make sure that tires are always at correct air tire pressure.
- Route stops in close proximity
- Avoid excessive braking and fast acceleration
- Observe the speed limit

NASA is one of the few companies using Nitrogen in its tires. Nitrogen maintains proper air pressure better than air, ensuring safe driving conditions.

NASA is committed to well-monitored route auditing. This is another crucial aspect of reducing truck traffic, vehicle emissions and air pollution.

In conjunction with this contract, NASA services will be purchasing nine (10) new collection vehicles and two (2) service vehicles, which will comply with the City requirements of CNG. These vehicles will be purchased from Rush Truck Center Located in Pico Rivera at a total cost of $3.4M

Scheduled Vehicle Maintenance

NASA vehicles are washed and subject to an (18) point inspection on a daily basis, prior to departure and subsequent to arrival. This minimizes any unforeseen complications and assures the safety of our drivers as well as others on the road.

Regular monthly maintenance includes: greasing truck suspension, drive shafts, and all moving parts on the body. Hours are logged to monitor engine, transmission, and rear end fluid. Additional services are provided as needed. In addition, a more rigorous inspection is conducted every 90 days which includes inspecting trucks top to bottom.

If brakes are need they are installed, which include top of the line brake shoes, spring kits and new drums at every brake repair.

Finally, an annual overall assessment is made to sustain the integrity of our vehicles. All of our efforts are geared toward providing an immeasurable service to businesses who continue to expect higher standards.

Scout / Service Vehicle

(Repairs / Backyard Services)

Vehicle Advantages

As noted earlier, the new Peterbuilt vehicles meet the highest standards in the industry. CNG vehicles will meet CARB and OSHA standards and greatly reduce the emissions over standard diesel vehicles currently being utilized. Noise emissions are also greatly reduced with the newer vehicles. This ensures that residents will benefit from newer vehicles that both reduce air emissions and the noise associated with collections.

Number of Passes per Account

Residential services will have a total of three passes each. One each for refuse, recycling and yard trimmings.

Number of Crew

Each residential vehicle will utilize a single driver, with the exception that the bulky collection truck will utilize both a driver and helper. Commercial routes will utilize both a driver and a helper. Roll-off routes will utilize a single driver.

Alternative Fuel Vehicles

NASA will be purchasing all new, CNG vehicles for use under this contract. All vehicles will strictly comply with the City requirements related to alternative fuel vehicles, ensuring reductions in the emissions and environmental impacts associated with the collection of waste and recyclables within the service area.

Vehicle Billboards

NASA will equip vehicles with frames that allow for interchangeable signage. NASA will provide one side of the vehicle for use by the City for installing signs promoting recycling diversion and safe handling of unpermitted waste with text, graphics and design approved by the City up to twice per year.

I. Public Education and Environmental Programs

NASA's fully integrated waste management service integrates recycling as an integral part of solid waste collection. NASA will demonstrate how its recycling and education programs will serve the City of Huntington Park in the required capacity. ***The programs start with effective public education, focus on efficient collection and processing, and end with superior program management and reporting.***

NASA has had tremendous success operating commingled recyclable collection programs to approximately 22,000 single and multi-family residential homes. NASA will utilize extensive customer education and outreach to inform multi-family residents of the various items that can be recycled. Once collections have begun, bin audits and door-to-door outreach will help reinforce correct recycling behaviors.

Diversion rates are achieved utilizing separated collection of mixed/commingled recyclables and green waste apart from refuse. Source separated recyclables, collected from blue carts are delivered directly to recycling facilities and green waste collected from the green carts is taken to composting facilities. The processing facility is an important part of the overall diversion rate. The facility that NASA uses has been processing materials for years, and is in the process of a large expansion to increase the diversion and materials that can be recycled. The effectiveness of this facility will also be instrumental in achieving high residential diversion rates.

NASA is prepared to provide services above and beyond what is required in the Request for Proposal. NASA's strong commitment to the environment and protection of our air, land and water requires that the company not only bid to manage solid waste, but commit to working with the community to educate on the important issues of reducing waste altogether and managing the precious resources that currently get discarded in waste bins.

A primary focus during the months leading up to collection of bins, and for at least six months after the start of services, will be the education and outreach component. NASA intends to aggressively educate residents on the advantages of waste reduction and recycling within their community, with a goal of radically increasing participation of source separated recyclables.

NASA will distribute City approved outreach and education pieces prior to the start of collections. Following the commencement of services, NASA will continue to educate and reach out to residents, especially with regards to improving collections of commercial source separated recycling. NASA will comply with all program requirements. NASA will use all efforts to divert all recyclables materials that it collects, including: Holiday Trees, Bulky Items, CED's, E-waste and excess Solid Waste as well as refuse and recyclables that it collects at special events.

Additionally, NASA intend to make sure that all green waste collected is kept out of landfills. NASA does not intend to use any collected green waste as ADC at landfills, as this does not genuinely help reduce the amounts of waste going to landfills or provide any environmental benefit. Landfills generate the highest amount of human caused methane production. The addition of green waste, even for use as alternative daily cover, harms the environment and diminishes the efforts of residents taking the time to separate these materials for collection. By adding green waste to landfills for alternative daily cover, landfills obtain a cheap alternative for covering wastes, which can use up to 40% of the space in landfills. These organic materials breakdown inside the entombed landfill to cause the production of methane and leachate, both harmful toxins know to pollute the air, groundwater and cause cancer.

The photo collage on the following page identifies the basic steps of the residential recycling process and how commingled recyclables effectively are diverted from the landfill.

1. Education on what materials go in the "blue" carts.

2. Education on what materials go in the "green" carts.

3. Residents use bins

4. Bins placed at curbside for collection.

5. Bins collected.

6. Blue bin materials delivered to recycling center.

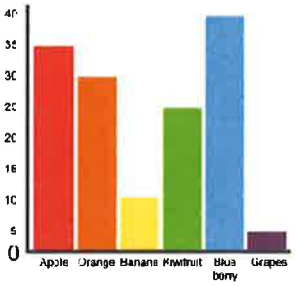
7. Materials sorted.

8. Materials separated and stored.

9. Materials baled

10. Recycled materials made into new products

11. Accurate data collection and reporting



12. Bins audited for correct use

13. Green bin materials are delivered to compost facility

14. Materials are cleaned and chipped and ground into smaller pieces

15. Materials are composted until cured and ready for market

To ensure recycling success, all pieces of the equation are important!

Green Procurement

NASA is already committed to green purchasing practices. NASA regularly uses recycled content products and supplies, energy star rated equipment and fuel efficient and CNG vehicles. For purposes of this proposal, NASA will be sending all invoices printed on minimum 30% post-consumer recycled content invoices and envelopes. NASA also offers online payments which eliminate the need for return envelopes and postage.

NASA will also purchase office supplies, folders and paper with the highest level of post-consumer recycled content.

J. Unpermitted Waste Screening Protocol

NASA will place a red tag or other warning notice approved by the City on all Refuse, Recyclable Material or Green Waste loads that are contaminated. The tag will indicate to the Customer why the load was not collected and, if applicable, diverted, or if the Recycling or Green Waste Container was sufficiently contaminated that it had to be collected as Refuse, and providing Contractor's phone number.

With prior written City authorization, Contractor may remove Recycling and Green Waste Containers from habitual contaminators that have received a total of three (3) warnings on a Container in any six month period. Recycling and Green Waste Containers will be returned only after six (6) months, or upon direction of the City, or if there is a change of occupancy. Contractor will visually inspect the contents of Residential Refuse Carts and, if significant Recyclable Materials are found, leave a notice educating Customer to better separate Recyclable Materials from Refuse.

The following represents NASA Services hazardous waste screening protocol. If bins or carts are determined to be contaminated with potential hazardous waste or chemicals, the following procedure will be followed.

Hazardous Waste Handling Protocol

The following identifies NASA Services Hazardous Waste Handling Protocol.

NASA Services, Inc. is a non-hazardous refuse hauler. No employee may knowingly collect, transport, and or dispose of any hazardous material. Drivers will receive HAZWOPER First responder Awareness Level training meeting the requirements of 29 CFR 1919.120(q)(6)(i), including hazard evaluation methods, emergency preparedness and emergency response plan implementation techniques to learn who, what and how to report on an incident.

Drivers visually monitor all bins & carts being dumped. Any hazardous material found in or around residential trash barrels, frontloader bins, and/or roll-off containers must be safely removed from the receptacle and placed back at the curb for residential collection and at the job site for commercial accounts. The material is to be labeled as hazardous waste material and tagged for the customer to contact our office. If hazardous waste is not visualized at the time of collection, but recognized at the landfill, all hazardous material should be reloaded and taken to a safe area where the driver must contact the office. NASA Services, Inc., will then ensure that the hazardous waste is either properly disposed of or returned to the generator if a means of identification is available. All bins and cards will container labeling which properly identifies what hazardous materials are to be kept out of bins and carts.

PROCEDURE

1. Visually inspect the loads during collection
2. Identify and isolate hazardous material.
3. Carefully remove and place hazardous material back to curbside for residential customers or on site location for commercial and roll-of customers
4. Notify office via radio dispatch about material found.
   a. Office staff will call customer, if known, and inform them of hazardous material found in trash collection. Local HazMat telephone numbers must be given to the customer.
   b. Driver will tag material as hazardous and instruct customer to contact the office.
   c. In a case where the Hazardous Materials are noticed after being dumped that are not safe for driver handling or removal, the driver will immediately notify dispatch, who will contact both the route supervisor and the LA County Fire Department Health Hazard Division at : Health Hazardous Materials Division, 5825 Rickenbacker Rd, Commerce, CA 90040; (323)890-4045 / Fax (323)890-4046, askhhmd@fire.lacounty.gov
5. When hazardous material is identified at the landfill, the driver is to isolate and remove material from the dumped load, take it to a safe area and notify office via radio dispatch about the material found.
   a. The office staff will call customer, if known, and inform them of hazardous material found in the trash collection and that they must retrieve the material at the landfill site.
   b. All hazardous material in which the know origin is non-identifiable will be properly disposed of by NASA Services, Inc.
6. No NASA Services, Inc. driver shall knowingly transport hazardous materials.
7. Any driver who knowingly transports hazardous waste is in violation of company policy and may be suspended and/or terminated. Any legal consequences for this violation are the sole responsibility of the driver committing the violation.
8. If after all circumstances have been reviewed, it is determined that a violation of this policy has occurred, the appropriate action up to and including termination will be taken.

In addition to the HHW procedures, employees are provided HHW training as part of monthly safety meetings. Employees will also meet all US DOT guidelines, including:

Drivers will receive First Responder Awareness training, including understanding what they must do under NASA's Emergency Response Plan and US DOT Emergency Response Guidebook.
Route Supervisors will receive 8 hours of First Responder Awareness training and First Responder Operations Training, including containment procedures.
Trainers will have taken a training course for teachers such as those offered by the US National Fire Academy, or have specified training, academic credentials and teaching experience.
Annual Refresher Training will be provided

In addition to non-collection of hazardous waste, NASA also prohibits the placement of electronics, paints, solvents, batteries, fluorescent lights and ballast and other materials into the bin. Bins loaded with these materials will not be collected and will receive a notice of non-collection as well as information on proper disposal of these materials.

All education and outreach materials sent to customers will contain specific information on what can and cannot be included in the collection bins, as well as information on how to properly dispose of items not allowed in the collection bins.

K. Special Services

NASA will provide all required special services as outlined in the bid document and draft contract. Special services shall include the following tasks.

Holiday Tree Collection

During the period beginning December 26 and continuing for at least two weeks, NASA shall collect, transport, process and divert from landfill all holiday trees such as Christmas Trees, Hanukkah bushes or other holiday wreaths. These trees will be collected and recycled at no charge as long as they meet the requirements that they are free of ornaments, garland, tinsel, flocking and stands and properly set out for collection.

Semi-Annual E-waste and Excess Waste Drop-off Event

Twice each year, NASA will host a drop-off event for the collection of E-waste and excess waste. The time and place of the events will be coordinated in advance with the City. Events will operate on a Saturday and be open from 8AM – 5PM unless alternative arrangements are coordinated. These events will be advertised in advance of the event. There is no cost for this service.

Weekly Scheduled Pick-ups per Residence

Each residence will be entitled to once weekly on-call pick-ups of up to four excess Bulky Items, CED's, E-waste and other solid waste. Customers will be required to give 24 hours advance notice. There is no cost for this service.

Commercial and Multi-Family Complex Bulky Item Collection

All commercial and multi-family complexes will be entitled to unlimited excess Bulky Items, CED's, E-waste and other solid waste on an on-call basis. Customers will be required to give 24-hours advance notice. Extra charges will apply for services.

Number of Personnel for Special Collections

For all special services, NASA will provide adequate equipment and personnel to perform the task, including at least two-manned trucks for all bulky clean-ups.

Customer Notices

NASA will regularly provide information on available services. These printed materials will include information on available collection of CED's, Bulky Items, E-waste and excess solid waste as well as regular services for solid waste, recyclables and green waste.

Special Events Clean-Up Services

NASA understands that at the request of the City, it shall provide bins or portable carts in type, number and capacity specified by the City for discards of solid waste, and recyclables for community cleanup projects or public events. NASA will collect bins no later than one day following the termination of the project or event. NASA will also make available promotional materials and up to 100 reusable bags per event.

L. City Staff Participation

NASA has identified the following areas as those that would be beneficial to have City staff participation.

Scavenging

Scavenging is an issue in every community. Without proper enforcement and support, scavenging activities can have a negative impact on recycling programs and as well create a sanitary problem in communities. NASA would like to work with the City to create proper enforcement guidelines and mechanisms to identify and deal with scavengers in the City.

Collections

Effective with the transition for services, residents will begin receiving a separate bill for trash/recycling services. This type of transition may result in a higher rate of unpaid/delinquent accounts due to the fact that there will not be a mechanism for correction like "turning off the water". Anticipating a significant amount of collection activities, NASA will hire a person to assist with ongoing regular customer collection services. NASA would also like to have support from the City of Huntington Park in this area. Support may consist of co-signing collection letters and/or ensuring collection through placing delinquent balances on the Tax Roll.

Identify Locations For Events

On an annual basis, NASA will hold at least two events for collection of excess waste, recyclables and electronics. NASA will use this opportunity to also hold mulch distribution and other educational activities. NASA would like to request that the City assist with identifying locations for the events.

EXHIBIT 10: TRANSITION EXPERIENCE

NASA has extensive expertise in residential transitional start-up, and had one of the most successful transitions during its contract implementation with Pico Rivera in 2012. NASA was awarded a contract in mid-March 2012 and commenced services July 2, 2012. During a 3 month period, prior to the commencement of services with the City of Pico Rivera, NASA Services was able to design a transition plan that allowed for flawless changeover in service providers.

During the Pico Rivera transition, NASA delivered in excess of 12,700 residential homes a three-cart system for collection of refuse, recyclable and green waste. Additionally, NASA removed all existing hauler carts and arranged for recycling of the old carts. On the commercial side, NASA commenced services at approximately 800 commercial and multi-family accounts distributing nearly 1400 bins.

NASA Services operates 7 residential routes, 4 commercial routes and 1 roll-off route in the City of Pico Rivera. NASA is proposing 4 residential routes, 5 commercial routes and 1 roll-off route in the City of Huntington Park. The size of the transition is very similar.

For further information and recommendation of transitional experience, please contact Ray Chavez, Assistant City Manager at the City of Pico Rivera at 562-801-4388.

On the following pages are letters of recommendation from all City Council Members from the City of Pico Rivera.

City of Pico Rivera
OFFICE OF THE CITY COUNCIL
6615 Passons Boulevard · Pico Rivera, California 90660 · (562) 801-4371
web: www.pico-rivera.org · e-mail: spena@pico-rivera.org

BOB J. ARCHULETA
Councilmember

May 15, 2014

Mr. Rene Bobadilla, City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Bobadilla:

It is with great pleasure that I wholeheartedly provide this letter of recommendation to you in support of NASA Services Inc. NASA has been providing services to our City for over two years. They were awarded an exclusive agreement during my tenure as Mayor to provide the collection of residential and commercial waste and recyclables, as well as, all construction and demolition debris for our city.

NASA has always displayed the utmost professionalism during my interactions with them from the beginning of the bidding process to now. They have provided excellent service to our community and maintained their contractual obligations to our City. It gives me a peace of mind to know that the owners are just a phone call away.

As a local family owned business, NASA has become an integral part of our city by keeping a constant presence as a good corporate partner that supports causes to increase the quality of life of our residents. They truly believe that our community is their community and do what they can to make a difference.

I believe that if given the opportunity, NASA will emulate their professional service excellence and corporate community partnership they have provided us to the City of Huntington Park. If I can be of further assistance, please feel free to contact me.

Sincerely,

Bob J. Archuleta

Bob J. Archuleta
Councilmember

BJA:sp

City of Pico Rivera
OFFICE OF THE CITY COUNCIL
6615 Passons Boulevard · Pico Rivera, California 90660 · (562) 801-4371
web: www.pico-rivera.org • e-mail: spena@pico-rivera.org

BRENT A. TERCERO
Mayor

May 16, 2014

Mr. Rene Bobadilla, City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Bobadilla:

It is with great pleasure that I give a letter of recommendation to the City of Huntington Park in support of NASA Services Inc. NASA has been providing services to our city for two years, since they were awarded an exclusive agreement. They are contracted to provide the collection of residential and commercial waste and recyclables, as well as all construction and demolition debris from our city.

I am happy to share that NASA has been providing great service and have not heard any complaints from any residents or businesses. They are actively involved in our community, and I have interacted with the company on many occasions during charitable events in the city.

In closing, based on my experience with NASA, I consider them to be a company that is dedicated to providing unsurpassed service to our residents while maintaining a positive relationship with the city and community. Given their strong sense of commitment, I believe they would do the same if given the opportunity in Huntington Park.

If I can be of further assistance, please feel free to contact me.

Sincerely,

Brent A. Tercero
Mayor

BT:sp

City of Pico Rivera
OFFICE OF THE CITY COUNCIL
6615 Passons Boulevard · Pico Rivera, California 90660 · (562) 801-4371
web: www.pico-rivera.org • e-mail: spena@pico-rivera.org

DAVID W. ARMENTA
Councilmember

May 13, 2014

Mr. Rene Bobadilla, City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Bobadilla:

Providing our residents with the best services has always been my priority as a Councilmember. When our waste hauling agreement was opened to bid, my greatest concern was to choose the company that would be the best fit for our residents and businesses. Fortunately, we chose and awarded NASA Services Inc. as our exclusive contractor two years ago. I am delighted to recommend them as a waste hauler to the City of Huntington Park given they have provided our city with outstanding service.

I believe in supporting a local business, not at the cost of providing less service for our residents. NASA, who is a local business, has been able to provide our residents excellent service that has saved them money in these tough economic times.

I am impressed by NASA's tremendous ability and eagerness to provide the top quality waste hauling at a fair rate. Many of our residents have shared with me their appreciation regarding the council decision to change from our previous hauler to NASA.

In addition, I would like to add that the NASA team has been a great community partner and have been visible in many charitable causes because they really care to make a difference. I believe this is what happens when you partner with a family owned company that shares our values of community. This is what we wanted in Pico Rivera, and I am very confident that is what Huntington Park residents would want in their city.

I have no doubt that the City of Huntington Park will be exceptionally pleased with NASA Services Inc., should you select them as your waste hauler and recycling company. If I can be of further assistance, please feel free to contact me.

Sincerely,

David W. Armenta
Councilmember

City of Pico Rivera
OFFICE OF THE CITY COUNCIL
6615 Passons Boulevard · Pico Rivera, California 90660 · (562) 801-4371
web: www.pico-rivera.org • e-mail: spena@pico-rivera.org

GUSTAVO V. CAMACHO
Councilmember

May 16, 2014

Mr. Rene Bobadilla, City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Bobadilla:

I am enthusiastically writing this letter of recommendation for NASA Services Inc. as a waste hauler provider to the City of Huntington Park. I have had the pleasure of knowing NASA in my official capacity of Councilmember of Pico Rivera for over two years; therefore I have insight to their business practices as it pertains to providing waste hauling services to a City.

I must share that I am extremely pleased with the waste hauling service that NASA has provided our City. When they were awarded the exclusive contract two years ago, I was impressed by the outstanding transition from one of our long time provider to NASA. NASA was able to make a seamless transition with no disruption of service to our businesses and residents throughout the City. They are able to switch out the old bins and containers with new ones as well as maintain scheduled collections.

From my perspective, our City has benefited from NASA. They are a right mix of being large enough to provide great services, but not so big that there may be a disconnect from the executive leadership that we may encounter with corporate giants.

In closing, I have full faith and trust in NASA and their services and I respectfully request that you give them every consideration. Based on my experiences with NASA, I expect that they will meet and exceed your qualifications to provide waste hauling services to the City of Huntington Park. If I can be of further assistance, please feel free to contact me.

Sincerely,

Gustavo V. Camacho

Gustavo V. Camacho
Councilmember

GVC:sp

COUNCILMAN
GREGORY SALCIDO
CITY OF PICO RIVERA

CITY OF PICO RIVERA
P.O. BOX 1016
6615 PASSONS BLVD.
PICO RIVERA, CA 90660
(562) 801-4371

RESIDENCE
6731 LOCH ALENE AVE.
PICO RIVERA, CA 90660
(562) 948-4890

May 6, 2014

Rene Bobadilla - City Manager
Huntington Park City Hall
6655 Miles Avenue
Huntington Park, CA 90255

Mr. Bobadilla,

Please allow this correspondence to serve as my empirically based endorsement of the professionalism, preparedness, and ultimate effective efficiency of the waste hauling service from the team at NASA Services, Inc. For the past two years in which the City of Pico Rivera has been partnering with NASA, our residents and business have enjoyed a marked improvement in service as well as increase in revenue to the City.

To cut immediately to the chase . . . During these times of inordinately stressed public agency budgets, it was the 23% savings, totaling $1.3 annually, afforded to the City that may have been most attractive at the outset of the relationship. But it has been the unprecedented service and willingness to truly become a part of the community that has been most impressive about the team at NASA.

And although you would obviously expect someone offering a letter of support to share words of praise, I can ironically tell you NASA was not my top choice to receive the waste hauling contract in my City when we completed the RFP and interview process. My rationale was not based on a perception NASA was incapable of doing the job. In fact, I felt their presentation was strongest from the group of finalists. Their team displayed a rare sense of hunger for an opportunity to do what they knew they could do for the City at a much greater value. But after seeing neighboring Cities go through trash contract "drama" leading to unhealthy political strife, I believed the status quo calm and stability may have been worth the decreased revenue to the City. Essentially, I wanted to play it safe and remain with the previous, or, at that time, current long-time hauler to avoid the circus atmosphere municipal trash contract awards often attract. However, a majority of my colleagues believed it was time for a change. And although I disagreed, I did ultimately vote in favor of the change in a show of unity with my colleagues as well as with

NASA. And I can confidently say I have never cast a more valuable vote. NASA has delivered on its contractual obligations and, as important, become an integral part of the community.

Being on the City Council since 1999 I have had the opportunity to work with and, in some cases, learn from the various contractors, consultants and vendors associated with the City. But it has been through the City's relationship with NASA that I have observed the most comprehensive example of the mutually beneficial dividend reaped when a contracted service provider genuinely appreciates an opportunity granted and naturally goes above and beyond to display said gratitude. The relationship that exists between NASA and the City of Pico Rivera is by far the best business partnership I have witnessed and participated in during my tenure on the Council. If provided the opportunity, I have absolutely no doubt NASA will quickly establish a similarly productive relationship with the City of Huntington Park.

I trust NASA's above stated qualifications and more will shine through as your RFP process continues. Please feel free to contact me directly if I can offer any additional insight.

Respectfully,

Gregory Salcido
Councilman

Ronald Bates, Ph. D.
City Manager

City of Pico Rivera
OFFICE OF THE CITY MANAGER

6615 Passons Boulevard · Pico Rivera, California 90660

(562) 801-4379
Web: www.pico-rivera.org · e-mail: rbates@pico-rivera.org

City Council
Brent A. Tercero
Mayor
Gregory Salcido
Mayor Pro Tem
Bob J. Archuleta
Councilmember
David W. Armenta
Councilmember
Gustavo V. Camacho
Councilmember

May 13, 2014

Mr. Rene Bobadilla
City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park CA 90255

Dear Mr. Bobadilla:

I am providing this letter of recommendation to the City of Huntington Park for NASA Services Inc., our waste hauler and recycler service provider. I have known NASA in my official capacity as City Manager of Pico Rivera, and can provide you with insight to their business practices as it pertains to their contractual obligations to the City of Pico Rivera.

I am pleased with the services that NASA has provided our City. When they took over, NASA was able to provide us with a seamless transition with no disruption of service to residents and businesses throughout the City. They were able to switch out the old bins and containers with new ones while maintaining scheduled collections.

City staff's interaction with NASA has always been a professional and pleasant experience. We have received very few complaints regarding their service and when complaints are received, they are resolved in a timely and efficient manner.

Based on my experiences with NASA, I expect the company will meet and exceed your qualifications to provide waste hauling services to the City of Huntington Park. Please contact me if you should have any questions.

Regards,

Ronald Bates, Ph.D.
City Manager

RB:es

EXHIBIT 11: EVIDENCE OF ABILITY TO PERFORM

NASA is fully prepared to commence services upon award of a contract. NASA has performed all due diligence associated with starting a contract of this size. NASA has been pre-approved for financing of equipment and has confirmed with all suppliers that sufficient equipment will be manufactured and delivered in sufficient time.

Copies of letters from the bank and all major suppliers are attached, including:

- Rush Truck Center
- Distributors Unlimited
- Schaefer
- Umpqua Bank

Rush Truck Centers of California, Inc.

Rush Truck Center, Pico Rivera
8830 East Slauson Ave.
Pico Rivera, CA 90660

562-949-5451
Fax: 562-942-8760
www.rushtruckcenters.com

May 9, 2014

Mr. Rene Bobadilla
City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Bobadilla:

This letter serves as reference for NASA Services Inc., regarding our ability to supply waste hauling trucks to be used in the city of Huntington Park. We are capable to supply the necessary product to our customer. NASA has purchased many trucks in the past from us and we value their business.

Although we provide sales and services to NASA here in Pico Rivera, Rush Truck Centers is the largest network of heavy- and medium-duty truck dealerships in North America. With over 100 locations across the United States, we provide an integrated, one-stop approach to the sales and service of new and used heavy- and medium-duty trucks, aftermarket parts, service and body shop capabilities, tires and a wide array of financial services including the financing of truck sales, insurance products and leasing and rental options.

If you require additional information regarding our ability to supply, please contact us at 562-566-1800.

Sincerely,

Jon Cinquegrani
Rush Truck Center
8830 E. Slauson Ave.
Pico Rivera, CA 90660

RUSH TRUCK CENTER

RUSH TRUCK CENTERS – Arizona – Tucson • Chandler • Flagstaff • Phoenix – **California** – Pico Rivera • Fontana • Sylmar • San Diego • El Centro • Escondido – **Colorado** – Denver • Greeley
Louisiana – Bossier City – **New Mexico** – Albuquerque – **Oklahoma** – Oklahoma City • Tulsa • Ardmore – **Texas** – San Antonio • Houston • Lufkin • Laredo • Pharr • Beaumont • Austin • Sealy
RUSH TRUCK LEASING – California – Pico Rivera • Fontana • San Diego – **Louisiana** – Bossier City – **Oklahoma** – Oklahoma City – **Texas** – San Antonio • Houston • Pharr • Laredo
RUSH EQUIPMENT CENTERS – Michigan – Ellsworth • Grand Rapids • Lansing • Traverse City • Mt. Morris • Detroit Metro – **Texas** – Houston • Beaumont • **RUSH RETAIL CENTERS** – Seguin • Hockley
RUSH CRANE SYSTEMS • WORLD WIDE TIRES • ASSOCIATED INSURANCE SERVICES • LOS CUERNOS, INC. • AIRUSH, INC. • RUSH ADMINISTRATIVE SERVICES, INC.

DISTRIBUTORS UNLIMITED
STEEL SALES & FABRICATION

May 9, 2014

Mr. Rene Bobadilla
City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Bobadilla:

This letter serves as reference for NASA Services Inc., regarding our ability to supply our waste technology products to be used in the city of Huntington Park. We are capable to supply the necessary product to our customer. We have worked with NASA for many years and consider them a great customer.

Distributors Unlimited is a family owned and operated business that was established In 1980. Our goal is to offer our customers affordable and quality built containers geared for, but not limited to, the trash hauling industry.

Our skilled staff can build any container or special ordered item, according to your specifications, and with a quick turn-around time. From a basic sized bin to the larger more elaborate roll-off boxes and storage units, to custom fabrications and more.

We are located at the following address:

DISTRIBUTORS UNLIMITED
1205 DATE STREET
MONTEBELLO, CA. 90640
PH: 323-721-0636
FX: 323-887-0920

If you require additional information regarding our ability to supply, please contact us.

Sincerely,

1205 Date Street | Montebello | California | 90640
800 607 5500 | tel 323 721 0636 | fax 323 887 0920 | distunlimited.com

10021 Westlake Drive, Charlotte, North Carolina 28273

May 12, 2014

Mr. Rene Bobadilla
City Manager
City of Huntington Park
6655 Miles Avenue
Huntington Park, CA 90255

Dear Mr. Bobadilla:

This letter serves as reference for NASA Services Inc., regarding our ability to supply our waste technology products to be used in the city of Huntington Park. We are capable to supply the necessary product to our customer.

Since its inception in 1937, SSI Schaefer System International Inc. has been an owner-operated, German family company. With over 50 subsidiaries worldwide, SSI SCHAEFER is a strong and reliable partner.

SSI Schafer has taken a leading part in the development of new types of waste management systems; by means of innovation and the high quality of our products and manufacturing processes we have set new standards in waste management.

For our customers we develop comprehensive solutions with systems that meet their needs, as well as modular concepts that can be incorporated into existing structures. Worldwide operations and decades of experience make us a leading supplier. To that end, we develop and produce containers for all requirements and in all sizes. The entire range is produced in-house at our company, and is fully tested and certified at frequent intervals. From our 2 manufacturing plants, with a combined annual capacity over 1.7Mill roll-out containers, we supply both the Canadian and the US market with a quality and reliable product. Schaefer manufacturing operations are ISO 9001 certified, guaranteeing consistent quality every time.

Should you have any additional questions please feel free to contact me.

Sincerely,

Maria Frizzell

Executive Director, Sales and Operations
Office: (704) 944 4500 ext. 5549 | Cell 704-705-0287 | Fax : (704) 944-4569

UMPQUA
B · A · N · K

May 16, 2014

Mr. Rene Bobadilla
City Manager
City of Huntington Park
6655 Miles Ave.
Huntington Park, Ca. 90255

Subject: Nasa Services, Inc.

This letter will confirm that NASA Services, Inc. and its principals have been well known to the undersigned for many years. The company is currently a customer of Umpqua Bank, where it has multiple credit facilities and deposit accounts at the Glendale branch. The undersigned has been the account officer at Umpqua and at a previous bank and has handled their banking relationship for over five years. During that time the undersigned has facilitated numerous loans to NASA including equipment financing, contract financing, term loans and working capital facilities for their business.

NASA Services, Inc. has presented its financial statements and projections for the potential award of a contract with the city of Huntington Park. They have gone through a pre-approval process and review which has determined that they will be able to obtain financing for the capital requirements necessary to fulfill the subject contract once it is awarded. Further due diligence will commence once the contract is awarded and final approvals will be obtained.

This letter is written at the request of the clients and does not represent a commitment to lend or fund a transaction by the Bank until completion of its due diligence and satisfaction of its findings in regards to the specific transaction with the city of Huntington Park referenced above.

If you require any additional information, please do not hesitate to contact the undersigned directly at 818-844-2561.

Sincerely,

Concetta Smarius

Concetta Smarius
Sr. Vice President
Commercial Banking Regional Director

MEMBER FDIC EQUAL HOUSING LENDER SBA PREFERRED LENDER
www.umpquabank.com 1-866-4UMPQUA (1-866-486-7782)

EXHIBIT 12: INSURANCE AND SURETY EVIDENCE

This section contains copies of insurance documents and a letter from Umpqua Bank identifying the ability to obtain a Letter of Credit Surety.

A. INSURANCE REQUIREMENTS

The attached pages contain proof of insurance as required by the contract.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 5/19/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
RJ McConnell Insurance Services
P.O. Box 637
San Luis Obispo CA 93406

CONTACT NAME: Erin Viker
PHONE (A/C, No, Ext): (805) 545-8206 FAX (A/C, No): (805) 545-8224
E-MAIL ADDRESS: erin@rjmcconnellins.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Arch Insurance Company	11150
INSURER B: Houston Casualty	42374
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Nasa Services, Inc.
P.O. Box 1755
Montebello CA 90640-7755

COVERAGES CERTIFICATE NUMBER: 13-14 GL AI REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC			RCPKG0004100	7/15/2013	7/15/2014	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 100,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
A	AUTOMOBILE LIABILITY X ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS X 10			RCPKG0004100	7/15/2013	7/15/2014	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Medical payments	$ 5,000
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $			H13XC50252-00	7/15/2013	7/15/2014	EACH OCCURRENCE	$ 4,000,000
							AGGREGATE	$ 4,000,000
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A					WC STATU-TORY LIMITS OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
City of Huntington Park is named as Additional Insured with respects to General Liability per RECON GL Enhancement 00 GL0733 00 07 12 (Pg 5; N)

CERTIFICATE HOLDER
City of Huntington Park
City Manager
6550 Miles Avenue
Huntington Park, CA 90255

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Rick McConnell/ERIN

ACORD 25 (2010/05) © 1988-2010 ACORD CORPORATION. All rights reserved.
INS025 (2010/05) 01 The ACORD name and logo are registered marks of ACORD

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

RESOURCE CONSERVATION GENERAL LIABILITY ENHANCEMENT ENDORSEMENT

It is understood and agreed that the following extensions only apply in the event that no other specific coverage for the indicated loss exposures are provided under this policy. If such specific coverage applies, the terms, conditions, and limits of that coverage are the sole and exclusive coverage applicable under this policy.

Throughout this endorsement the words "you" and "your" refer to the "Named Insured" shown in the Declarations. The words "we", "us", and "our" refer to the "Company" providing this insurance.

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE FORM

The following is a summary of the Limits of Insurance and Additional Coverage provided by this endorsement. For complete details on specific coverage's, consult the policy contract wording.

A) Medical Payment – Limit increased to $20,000
B) Supplementary Payments – Bail bonds increased to $3,000 / Loss of Earnings increased to $1,000 each day
C) Legal Liability Extension – For fire, lightning, explosion, smoke, and leaks from sprinklers limit increased to $500,000
D) Broadened definition of Who is an Insured
E) Knowledge or Notice of Occurrence
F) Broadened definition of Advertising Injury includes televised or videotaped publication
G) Amended definition of Bodily Injury to include mental anguish
H) Amended Unintentional Failure to Disclose Hazards
I) Amended Liberalization Clause
J) Property Damage – Removal of exclusion for "Property Damage" resulting from the use of reasonable force to protect persons or property
K) Premises Sold or Abandoned by You
L) Added Blanket Additional Insured - Funding sources
M) Added Blanket Additional Insured - Managers or lessors of premises
N) Additional Insured – By Contract, Agreement or Permit
O) General Aggregate Limit Per Location
P) Blanket Special Events Coverage
Q) Non-Owned Watercraft Coverage - Length is increased to 65 feet
R) Blanket Waiver of Subrogation
S) Waiver of Immunity
T) Violation of Rights of Residents Coverage (Patient's Rights)
U) Liquor Liability Exception to Exclusion

A) MEDICAL PAYMENTS

If Medical Payments Coverage (Coverage C) is not otherwise excluded from this coverage part:

1) The Medical Expense Limit is increased, subject to all the terms of Limits of Insurance (Section III) to $20,000
2) The requirement in the Insuring Agreement of Coverage C, that expenses must be incurred and reported to us within "one year" of the accident date is changed to "three years."
3) Exclusion of Coverage at your option, does not apply to your volunteer workers or any person or organization under your direct supervision and control.

B) SUPPLEMENTARY PAYMENTS

Coverage's A. and B. provisions:

1) The limit for the cost of bail bonds is changed from $250 to $3,000
2) The limit for loss of earnings is changed from $250 per day to $1,000 per day.

C) LEGAL LIABILITY EXTENSION – FIRE, LIGHTNING, EXPLOSION, SMOKE, AND LEAKS FROM SPRINKLERS

1. The last paragraph of **Section I – Coverages A – 2. Exclusions,** is deleted and replaced by the following:

   Exclusions **c.** through **n.** does not apply to:

   a. damage by fire, lightning, explosion, smoke or leaks from automatic fire protective systems; and

   b. damage caused by a resident;

   to premises rented to you or temporarily occupied by you with the permission of the owner.

2. Paragraph **6.** of **Section III – Limits of Insurance** is deleted and replaced by the following:

   6. Subject to **5.** above, the Damage To Premises Rented To You Limit is the most we will pay under **COVERAGE A** for damages because of "property damage":

   a. resulting from fire, lightning, explosion, smoke or leaks from automatic fire protective systems, or any combination thereof; and

   b. caused by a resident;

   to premises, rented to you or temporarily occupied by you with the permission of the owner. Damage To Premises Rented To You Limit is the greater of:

   a. $500,000 for damages due to fire, lightning, explosion, smoke or leaks from automatic fire protective systems, or any combination there of; or

   b. The Damage To Premises Rented To You Limit shown in the Declarations.

D) WHO IS AN INSURED

Paragraph **2.** of **Section II – Who Is An Insured** is deleted and replaced by the following:

2. Each of the following is also an insured, but only while working within the scope of their duties for the insured:

(a) "Employees";

(b) "Volunteer Workers";

(c) Independent Contractors

However, no "employees", "volunteer workers" or independent contractors are insured's for:

(1) "Bodily injury" or "personal and advertising injury":

(a) To you, to your partners or members (if you are a partnership or joint venture), to your members (if you are al limited liability company), to a co-"employee" while in the course of his or her employment or performing duties related to the conduct of your business, or to your other "volunteer workers" while performing duties related to the conduct of your business;

(b) To the spouse, child, parent, brother or sister of that co-"employee" or "volunteer worker" as a consequence of Paragraph (1)(a) above;

(c) For which there is any obligation to share damages with or repay someone else who must pay damages because of the injury described in Paragraphs (1)(a) or (b) above; or

(d) Arising out of his or her providing or failing to provide professional health care services.

(2) "Property damage" to property:

(a) Owned, occupied or used by,

(b) Rented to, in the care, custody or control of, or over which physical control is being exercised for any purpose by you, any of your "employees", "volunteer workers", any partner or member (if you are a partnership or joint venture), or any member (if you are a limited liability company).

b. Medical directors and administrators, including professional persons;

c. If you are an organization other than a partnership or joint venture, your managers and supervisors are also insured's;

d. If you are a limited liability company your members are insured's, but only with respect to their duties related to the conduct of your business;

e. Any organization and subsidiary thereof which you control and actively manage on the effective date of this endorsement;

f. Any person or organization that has financial control of you or owns, maintains or controls premises occupied by you and requires you to name them as an additional insured but only with respect to their liability arising out of:

(1) Their financial control of you; or

(2) Premises they own maintain or control while you lease or occupy these premises.

This insurance does not apply to structural alterations, new construction and demolition operations performed by or for that person or organization.

g. Any State or Political Subdivision subject to the following provision:

This insurance applies only with respect to the following hazards for which the state or political subdivision has issued a permit in connection with premises you own, rent, or control and to which this insurance applies:

(1) The existence, maintenance, repair, construction, erection, or removal of advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoist away openings, sidewalk vaults, street banners, or decorations and similar exposures; or

(2) The construction, erection, or removal of elevators; or

(3) The ownership, maintenance, or use of any elevators covered by this insurance.

However, the insurance afforded for any organization and subsidiary thereof not named in the Declarations as a Named Insured, does not apply to injury or damage with respect to which an insured under this endorsement is also an insured under another policy, or would be an insured under such policy but for its termination or the exhaustion of its limits of insurance.

h. Students in training, but not for "bodily injury" or "property damage" arising out of his or her rendering or failure to render professional services to patients;

i. Your members but only with respect to their liability for your activities or activities they perform on your behalf;

j. Your trustees or members of the board of governors while acting within the scope of their duties as such on your behalf;

k. Any entity you are required in a written contract (hereinafter called Additional Insured) to name as an insured is an insured but only with respect to liability arising out of your premises, "your work" for the Additional Insured, or acts or omissions of the Additional Insured in connection with the general supervision of "your work" to the extent set forth below:

insurance does not apply to "bodily injury," "property damage" or "personal and advertising injury" arising out of the rendering or failure to render any professional services by or for you, including:

(1) The preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, or drawings and specifications; and

(2) Supervisors, inspection, or engineering services.

Any coverage provided under this provision shall be excess over any other valid and collectible insurance available to the Additional Insured(s) whether primary, excess, contingent or on any other basis unless a contract specifically requires that this insurance be primary or you request that it apply on a primary basis.

Paragraph **4.a.** of **Section II – Who Is An Insured** is deleted and replaced by the following:

a. Coverage under this provision is, subject to **(1)** and **(2)** below:

(1) Effective on the acquisition or formation date; and

(2) Afforded only until the end of the policy period of this Coverage Part or the next anniversary of its inception date, whichever is earlier.

E) KNOWLEDGE OR NOTICE OF OCCURRENCE

1) As respects any loss reporting requirements under this policy, it is understood and agreed that knowledge of an accident or incident by an agent, servant or employee of yours or any other person

shall not in itself constitute knowledge by you, unless a corporate officer of yours shall have received notice from said agent, servant, employee or any other person.

2) Your failure to give first report of a claim to us shall not invalidate coverage under this policy if the loss was inadvertently reported to another insurer. However, you shall report any such "Occurrence" to us within a reasonable time once you become aware of such error.

F) ADVERTISING INJURY – TELEVISED OR VIDEOTAPED PUBLICATION

1) The definition of "Personal and Advertising Injury" items 14. (d), (e), (f) and (g) are changed to read:
"Personal and Advertising Injury" means injury arising out of one or more of the following offenses:
   a) Oral, written, televised, or videotaped publication of material that slanders or libels a person or organization or disparages a person's or organization's goods, products, or services;
   b) Oral, written, televised, or videotaped publication of material that violates a person's right of privacy;
   c) Misappropriation of advertising ideas or style of doing business; or
   d) Infringement of copyright, title, or slogan.

2) Exclusions a. (2) and a. (3) of Coverage B., Personal and Advertising Injury Liability, are changed to read:
   a) (2) Arising out of oral, written, televised, or videotaped publication of material, if done by or at the direction of the insured with knowledge of its falsity;
   b) (3) Arising out of oral, written, televised, or videotaped publication of material whose first publication took place before the beginning of the policy period.

G) BODILY INJURY – MENTAL ANGUISH

The definition of "bodily injury" is changed to read:
"Bodily Injury":
a) Bodily injury, sickness, or disease sustained by a person, and includes mental anguish resulting from any of these; and
b) Except for mental anguish, includes death resulting from the foregoing (item above) at any time.

H) UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS

It is agreed that, based on our reliance on your representations as to existing hazards, if you should unintentionally fail to disclose all such hazards prior to the beginning of the policy period of this Coverage Part, we shall not deny coverage under this Coverage Part because of such failure.

I) LIBERALIZATION

If we adopt a change in our forms or rules which would broaden your coverage without an additional premium charge, your policy will automatically provide the additional coverage's as of the date the revision is effective in your state.

J) EXTENDED "PROPERTY DAMAGE"

SECTION I – Coverages, Coverage A, 2. Exclusions a. is deleted and replaced by the following:
1) Expected or Intended Injury;
"Bodily Injury" or "Property Damage" expected or intended from the standpoint of the insured. This exclusion does not apply to "bodily injury" or "property damage" resulting from the use of reasonable force to protect persons or property.

K) PREMISES SOLD OR ABANDONED BY YOU

Exclusion j. of the General Liability exclusions is amended as follows:
Paragraph (2) is replaced by the following:
(2) Premises you sell, give away, or abandon, if the "property damage" arises out of any part of those premises, and occurred from hazards that were known by you or should have

reasonably been known by you, at the time the property was transferred or abandoned.

L) ADDITIONAL INSURED – FUNDING SOURCE

Under SECTION II – Who is an Insured the following is added:

2) Any person or organization with respect to their liability arising out of:
   a) Their financial control of you; or
   b) Premises they own, maintain, or control while you lease or occupy these premises.

This insurance does not apply to structural alterations, new construction, and demolition operations performed by or for that person or organization.

M) ADDITIONAL INSURED – MANAGERS OR LESSORS OF PREMISES

Under SECTION II – Who is an Insured the following is added:

1) Any person or organization with respect to their liability arising out of the ownership, maintenance, or use of that part of the premises leased to you, subject to the following additional exclusions:

This insurance does not apply to:

   a) Any "occurrence" which takes place after you cease to be a tenant in that premises.
   b) Structural alteration, new construction, or demolition operations performed by or on behalf of that person or organization.

N) ADDITIONAL INSUREDS - BY CONTRACT, AGREEMENT OR PERMIT

1) Any person or organization is an insured with whom you are required to add as an additional insured to this policy by a written contract or written agreement, or permit that is:
   a) currently in effect or becoming effective during the term of this policy; and
   b) executed prior to the "bodily injury," "property damage," "personal and advertising injury.

2) This insurance provided to the additional insured by this endorsement applies as follows:
   a) That person or organization is only an additional insured with respect to liability caused by your negligent acts or omissions at or from:
      (1) Premises you own, rent, lease, or occupy, or
      (2) Your ongoing operations performed for the additional insured at the job indicated by written contract or written agreement.
   b) The limits of insurance applicable to the additional insured are those specified in the written contract or written agreement or in the Declarations of this policy whichever is less. These limits of insurance are inclusive of and not in addition to the limits of insurance shown in the Declarations.

3) With respect to the insurance afforded these additional insured's, the following additional exclusions apply:
   a) This insurance does not apply to "Bodily injury" or "property damage" occurring after:
      (1) all work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the site of the covered operations has been completed; or
      (2) that portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations on or at the same project.
   b) This insurance does not apply to "bodily injury," "property damage," "personal and advertising injury" caused by the rendering of or failure to render any professional services.

4) Regardless of whether other insurance is available to an additional insured on a primary basis, this insurance will be primary and noncontributory if a written contract between you and the additional insured specifically requires that this insurance be primary.

O) GENERAL AGGREGATE LIMIT PER LOCATION

SECTION III – Limits of Insurance, paragraph 2. is amended to the following:
The General Aggregate Limit is the most we will pay for the sum of:

1) Medical expenses under Coverage C;
2) Damages under Coverage A, except damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard, and
3) Damages under Coverage B.

A separate Location General Aggregate Limit applies to each "location" and that limit is equal to the amount of the General Aggregate Limit shown in the Declarations.

SECTION V – DEFINITIONS, is amended by adding the following:
"Location" means premises involving the same or connecting lots, or premises whose connection is interrupted only by a street, roadway, waterway or right-of-way of a railroad.

P) BLANKET SPECIAL EVENTS

1) This insurance applies to "Bodily Injury," "Property Damage," and "Personal and Advertising Injury" arising out of all your special events WITH THE FOLLOWING EXCEPTIONS:
   a) Parades
   b) Aircraft
   c) Motorcycle runs and automobile rallies
   d) Fireworks
   e) Firearms
   f) Animals
   g) Carnivals and fairs with mechanical rides
   h) Concerts
   i) Events including contact sports
   j) Rodeos
   k) Political rallies
   l) Any event lasting more than three (3) days (including otherwise acceptable events)
   m) Any event with greater than 500 people in attendance (including otherwise acceptable events)

   Separate coverage may be available at the company's discretion for the events excluded above. Possible additional charges may apply if coverage is provided.

Q) NON-OWNED WATERCRAFT

SECTION I – Coverages. 2. Exclusions, paragraph g.(2) is amended to read as follows:

1) A watercraft you do not own that is:
   a) Less than 65 feet long, and
   b) Not being used to carry persons or property for a charge;

This provision applies to any person, who with your consent, either uses or is responsible for the use of a watercraft.
This insurance is excess over any other valid and collectible insurance available to the insured whether primary, excess, or contingent.

R) WAIVER OF SUBROGATION

We will waive our right of subrogation in the event of a loss. We must be advised, prior to the loss, of your intention to waive subrogation. We also must know whom subrogation will be waived against. If your request meets the underwriting criteria it will be done at no additional charge.

S) WAIVER OF IMMUNITY

We will waive, both in the adjustment of claims and in defense of "suits" against the insured, any charitable or governmental immunity of the insured, unless the insured requests, in writing, that we not do so.

Waiver of immunity, as a defense, will not subject us to liability for any portion of a claim or judgment, in excess, of the applicable limit of insurance.

T) VIOLATION OF RIGHTS OF RESIDENTS (PATIENT'S RIGHTS)

1) The following is added to Section 1 – Coverages – Coverage A, paragraph 1. Insuring Agreement:

"Bodily Injury" damages arising out of the violation of "Rights of Residents," shall be deemed an "occurrence."

2) As respects the coverage provided in paragraph A.1. of this endorsement, the following exclusions are added to Section I – Coverages – Coverage A-2. Exclusions:

This insurance does not apply to:

a) Liability arising out of the willful or intentional violation of "Rights of Residents."
b) Fines or penalties assessed by a court or regulatory authority.
c) Liability arising out of any act or omission in the furnishing, or failure to furnish, professional services in the medical treatment of "residents."

3) As respects the violation of "Rights of Residents" Coverage, the following definition is added to Section V – Definitions:

"Rights of residents" means:

a. Any right granted to a resident under any state law regulating your business as a health care facility.
b. The "Rights of Residents" as included in the United States Department of Health and Welfare regulations governing participation of Intermediate Care Facilities and Skilled Nursing Facilities, regardless of whether your facility is subject to those regulations.

U. LIQUOR LIABILITY EXCLUSION – EXCEPTION FOR FUNDRAISING EVENTS

Paragraph c. of 2. Exclusions, COVERAGE A (SECTION 1) is amended by adding the following subparagraph:

This exclusion does not apply to "bodily injury" or "property damage" arising out of the selling, serving or furnishing of alcoholic beverages at any fundraising events.

All other terms and conditions of this Policy remain unchanged.

Endorsement Number:

Policy Number: RCPKG0004100

Named Insured: Nasa Services, Inc

This endorsement is effective on the inception date of this Policy unless otherwise stated herein:

Endorsement Effective Date: 7/15/2013

NASAS-1 OP ID: JZ

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 05/19/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Oppenheim Insurance Brokers
24733 Bracken Lane
Stevenson Ranch, CA 91381
Jim Oppenheim

CONTACT NAME: Jim Oppenheim
PHONE (A/C, No, Ext): 818-833-8784 FAX (A/C, No): 818-833-8734
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : ICW	27847
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
NASA Services Inc.
ID 553890
1100 South Maple Ave
Montebello, CA 90640

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY						EACH OCCURRENCE	$
	COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
	CLAIMS-MADE OCCUR						MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$
								$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS / NON-OWNED AUTOS						PROPERTY DAMAGE (PER ACCIDENT)	$
								$
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$
	DED RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	X	WPL5024963 00	11/22/2013	11/22/2014	X WC STATU-TORY LIMITS / OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Subrogation is waived in favor of the City, its appointed officials, officers, agents and volunteers for losses arising from work performed by Contractor for City. 30 day notice of cancellation in the event of cancelaltion/*10days notice of cancellation in the event of non-pay.

CERTIFICATE HOLDER

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

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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B. Performance Guarantee

The following page contains a letter from Umpqua Bank showing pre-approval by Umpqua bank to issues the required letter of credit necessary to fulfill the contract award.

UMPQUA
B · A · N · K

May 15, 2014

Mr. Rene Bobadilla
City Manager
City of Huntington Park
6655 Miles Ave.
Huntington Park, Ca. 90255

Subject: Nasa Services, Inc.

This letter will confirm that NASA Services, Inc. and its principals have been well known to the undersigned for many years. The company is currently a customer of Umpqua Bank, where it has multiple credit facilities and deposit accounts at the Glendale branch. The undersigned has been the account officer at Umpqua and at a previous bank and has handled their banking relationship for over five years. During that time the undersigned has facilitated numerous loans to NASA including equipment financing, contract financing, term loans and working capital facilities for their business.

NASA Services, Inc. has presented its financial statements and projections for the potential award of a contract with the city of Huntington Park. They have gone through a pre-approval process and review which has determined that they will be able to obtain financing to issue the letter of credit necessary to fulfill the subject contract once it is awarded. Further due diligence will commence once the contract is awarded and final approvals will be obtained.

This letter is written at the request of the clients and does not represent a commitment to lend or fund a transaction by the Bank until completion of its due diligence and satisfaction of its findings in regards to the specific transaction with the city of Huntington Park referenced above.

If you require any additional information, please do not hesitate to contact the undersigned directly at 818-844-2561.

Sincerely,

Concetta Smarius /

Concetta Smarius
Sr. Vice President
Commercial Banking Regional Director

MEMBER FDIC EQUAL HOUSING LENDER SBA PREFERRED LENDER
www.umpquabank.com 1-866-4UMPQUA (1-866-486-7782)

EXHIBIT 13: AFFIDAVIT RE ANTI-COLLUSION AND LEGAL ACTIONS

The following page contains a notarized Anti-Collusion and No Other Pending Legal Actions Affidavit as required compliance with submittal of this proposal.

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:

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 19 day of MAY, at Montebello, CA.

_____

BY: [signature]

TITLE: President

Subscribed and sworn to before me this 19 day of, May, 2014.

(Seal of Notary)

ROBERT ALVARADO
Commission # 1953445
Notary Public - California
Los Angeles County
My Comm. Expires Sep 23, 2015

[signature]
Signature of Notary

2575/030410-0010
5963350 4 a03/18/14

EXHIBIT 14: SOLID WASTE FRANCHISE EXPERIENCE

A. BACKGROUND

NASA has been a family owned and operated enterprise since 1955. As one of the last family owned, full-service solid waste hauling and recycling operations still in existence, we strive to provide superior service and competitive pricing in the Los Angeles and Orange County areas.

NASA has established itself as a viable asset in an industry stapled by giants. What started as a modest company has matured with unprecedented growth through the relentless effort in becoming a multifaceted service provider. The core of this company rests in its values that are long-standing traditions of family operated business, carried over from its humble beginnings.

The concept of our planet's stewardships is at the heart of NASA. Family-owned and based on traditional values of uncompromising work quality and community outreach, the company continues to grow as a provider of state-of-the-art waste oversight, as well as top advocate of recycling and conservation.

A considerable amount of NASA's expansion and growth lies in Los Angeles County. NASA grew from a one-truck operation to a qualified solid waste collection firm serving the Los Angeles and Orange County areas. The method of growth maintained by NASA is attributed to customer service, education and outreach, and utilizing creative collection approaches, particularly recycling. NASA now operates in fifteen (15) cities and has an excellent track record for complying with municipal requirements and AB939 standards.

B. LENGTH AND QUALITY OF EXPERIENCE

NASA has 58 years of experience servicing commercial, residential, multi-family and industry accounts. NASA's services include collection utilizing a variety of different collection methods and types including:

Account Types Serviced	Collection Mechanism	Collection Programs
Commercial	Front Load	Refuse
Industrial	Rear Load	Single Stream Recyclables
Single Family Residential	Roll-off	Commingled Recyclables
Multi-Family Residential	Side Load Fully Automated	Green Waste
Institutional	Semi-Automated	Construction & Demolition
	Scout Collection	Electronics
	Manual Collection	Bulky Item & Clean-up

NASA's fully integrated waste management service integrates recycling as an integral part of solid waste collection. NASA operates and maintains a full spectrum of equipment and personnel to provide all services listed in the chart above. Currently NASA employs over 90 individuals and owns 65 collection vehicles.

Over the last 20 years, there has been a huge consolidation of small, privately owned trash companies operating in Los Angeles. This is in large part due to the huge amount of cost and oversight required to keep up with solid waste and recycling issues. Most cities have opted to implement extensive contracting, reporting and insurance requirements that are extremely prohibitive to smaller entities. The fact that NASA has retained its privately owned structure and has continued to grow, attests to the ingenuity and resolve of the company.

Not only has NASA continued to keep up with constantly changing policies and permit enforcement, the company has grown by nearly 60% in the last five years, and by over 100% in the last ten years. Twice in recent years, NASA has implemented contracts representing a 30%+ instantaneous growth in overall size. This ability to take on such aggressive growth shows NASA's keen ability to perform and adapt. It also shows the financial strength and ability of NASA to finance and fund large growth contracts and projects.

C. Requirement Compliance

NASA does comply with all minimum mandatory requirements as specified in the Request for Proposals, including a minimum of five (5) years' experience.

Mandatory Experience

NASA has well in excess of five years' experience collecting and managing refuse, recyclables and green waste from single-family and multi-family residences, commercial clientele and construction and demolition accounts. NASA has been providing these services throughout LA County since the company began in 1955. Currently NASA provides services to over 13,000 single family homes and over 200,000 multi-family units, representing over 9,000 complexes. NASA services provides extensive collection services including refuse, recycling, manure, bulky goods, electronics and green waste materials from homes, utilizing a variety of collection mechanisms, including fully automated side load, semi-automated read load, front loader, back-yard collection, roll-out services and manual collection systems. NASA Services over 4000 commercial clients in 15 cities throughout Los Angeles and Orange County.

NASA currently provides fully-automated, 3-cart collection of residential services in both the Cities of La Canada Flintridge and Pico Rivera. In each of these communities, the collection system consists of refuse, commingled recyclables and green waste collection. The collection agreements also require similar special services such as backyard service, senior discount, additional barrels, multiple barrel sizes, bulky item collections, e-waste collection, marketing & outreach campaigns, special event collections, client billing, and much more. There are no services being requested in the RFP which NASA is not already performing.

NASA provides refuse collection and semi-automated collection of recyclables to over 9000 multi-family accounts in the City of Los Angeles. This service, which is similar to curbside collection, requires that all barrels are manually taken to the truck, dumped and returned to the complex storage area. This is a very labor and time intensive process that very few companies provide. NASA successfully implemented this program which has been operating in Los Angeles for seven years.

NASA provides refuse and semi-automated collection of recyclables from 200 multi-family complexes in Pico Rivera.

Additionally NASA provides refuse and various source separated collection programs utilizing front-end loader to over 4000 multi-family complexes throughout Los Angeles and Orange County. These accounts require various additional services such as scout service, roll-out service, packer repairs, and specialized recycling collections.

D. Municipal Contracts

Currently NASA is licensed in 15 jurisdictions in Los Angeles and Orange County.

City Name	Service Period	Type of Services Provided	Type of Contract
City of Los Angeles **1149 S Broadway** **10th Floor, M/S 944** **Los Angeles, CA** **90015** **Michelle Mikesell** **213-485-2260**	Serviced: 1955 through Present	Services: Roll-off, Front Load, Rear Load, Semi-automated. Residential, Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit for waste hauling and recycling. Contracted for Multi-family automated recycling services
City of Montebello **1700 W Victoria Ave** **Montebello, CA** **90640** **Francesca Tucker-Schuyler** **323-887-1200**	Serviced: 1955 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system

City Name	Service Period	Type of Services Provided	Type of Contract
City of Pasadena **PO Box 7115** **Pasadena, CA 91109** **Carmen Rubio** **626-744-7162**	Serviced: 1989 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive contract/permit system
City of Santa Monica **2500 Michigan Ave** **Santa Monica, CA 90404** **Gustavo Guzzetti** **310-458-8739**	Serviced: 1988 to Present	Services: Industrial compactor and Construction roll-off services. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Torrance **3031 Torrance Blvd** **Torrance, CA 90503** **Susanne Bittman** **310-781-6900**	Serviced: 1994 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Pico Rivera **6615 Passons B.** **Pico Rivera, CA 90660** **Ray Chavez** **562-801-4388**	Serviced: 2012 to Present	Services: Roll-off, Front Load, Rear-loader and side-loader automated. Residential, Multi-Family, (3 cart system) Commercial, Industrial and Construction. Waste collection, recycling, C&D and green waste	Exclusive contract for residential, commercial, industrial and roll-off collections
City of Vernon **4305 Santa Fe Ave** **Vernon, CA 90058** **Lewis Possabon** **323583-8811**	Serviced: 1965 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
County of Los Angeles **PO Box 7437** **Alhambra, CA 91802** **Neonika Walker** **626-458-5990**	Serviced: 1955 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive contract/permit system
City of Burbank **500 S Flower St.,** **Burbank, CA 91502** **Kreigh Hampel** **818-238-3900**	Serviced: 1989 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system

City Name	Service Period	Type of Services Provided	Type of Contract
City of Commerce **2535 Commerce Way** **Commerce, CA 90040** **Linda Wright** **323-722-4805**	Serviced: 1964 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Costa Mesa **77 Fair Dr.** **Costa Mesa, CA 92628** **Mike Balliet** **949-837-3618**	Serviced: 2001 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of El Segundo **350 Main St** **El Segundo, CA 90245** **Roger Groman** **310-524-2317**	Serviced: 1991 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Glendale **141 N Glendale Ave** **Glendale, CA 91206** **Tom Brady** **818-550-3435**	Serviced: 1988 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Irvine **PO Box 19575** **Irvine, CA 92623** **Mike Byrne** **949-724-6357**	Serviced: 2004 to Present	Services: Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of La Canada-Flintridge **1327 Foothill Blvd** **La Canada Flintridge, CA 91011** **Mary Goytia-Strauss** **818-790-8880**	Serviced: 2011 to Present	Services: Roll-off, Front Load, Rear-loader and side-loader automated. Residential, Multi-Family, (3 cart system) Commercial, Industrial and Construction. Waste collection, recycling, C&D and green waste	Franchise Hauler Contract

E. References

NASA Services has municipal contracts with the following jurisdictions for which it provides similar services to those outlined in the proposal. Contact information is provided, and each agency has been made aware that the City of Huntington Park may be contacting them for a reference.

City of Los Angeles
Michelle Mikesell
213-485-3885
michelle.mikesell@lacity.org

- Exclusive Contract
- 2 Waste-Sheds
- Semi-automated Recycling Collection
- Servicing 9000+ Multi-family Complexes
- Diversion rate of approximately 85% overall of collected materials

City of La Canada Flintridge
Mary Goytia Strauss
818-790-8880
mgoytiastrauss@lcf.ca.gov

- Franchise Contractor
- Residential, Commercial & Roll-off services
- Automated 3-Cart Residential, Front-Load Commercial & Specialized Services (manure, backyard services)
- 200+ Residential Homes, 25 Commercial & Multi-family
- Overall recycling rate of over 55%+ collectively from all accounts

City of Pico Rivera
Ray Chavez, Assistant City Manager
562-801-4388
rchavez@pico-rivera.org

- Exclusive Franchise Contractor
- Residential, Commercial, Industrial & Roll-off Services
- Automated 3-Cart Residential, Front-Load Commercial and Specialized Services, including backyard services and manure collections
- 12,760 Residential Homes, 800+ Commercial & Multi-family

F. Number of Residential Customer

NASA Services currently services over 26,000 total accounts, broken down as follows:

Single Family Residential	**13,000**
Multi-family & Commercial	12,500
Industrial and Construction	500

G. Additional Information

Required Permits

NASA maintains various specialty licenses and permits in addition to the required County of Los Angeles Waste Collector Permit.

- County of Los Angeles, Waste Collector Permit #S0182
- CalRecycle, Waste Tire Hauler Permit #1759345
- CA DTSC, Electronic Waste Handler, ID 22144

NASA possesses the required Waste Collector Permit as issued by the County Department of Public Health.

COUNTY OF LOS ANGELES

Department of Public Health - Solid Waste Program

Waste Collector Permit

Under Provisions of County Ordinance Title 20

2013

COMPANY ID #	S0182
PERMIT FEE	$2,174.00
VEHICLES PERMITTED	40
DATE OF ISSUE	01/03/2013
EXPIRATION DATE	12/31/2013

NASA SERVICES, INC.
P.O. BOX 1755
MONTEBELLO, CA 90640

CHIEF, SOLID WASTE PROGRAM

EXHIBIT 15: DIVERSION RATES

The following shall outline information about NASA's experience related to material diversion from landfills in other municipalities throughout Southern California.

A. RECYCLING AND DIVERSION GOALS

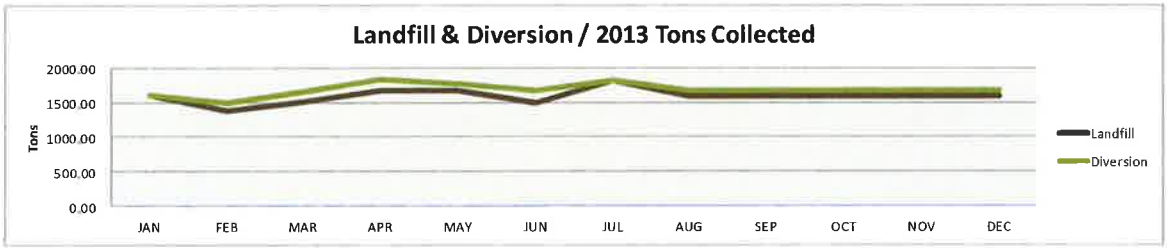
NASA's shall divert recyclables from all residential, multi-family and commercial accounts as identified previously in this proposal. NASA will prepare monthly reports to track all diversion and provide reports to the City to substantiate the diversion rate. A sample report is provided as an example of how information can be provided.

Landfill

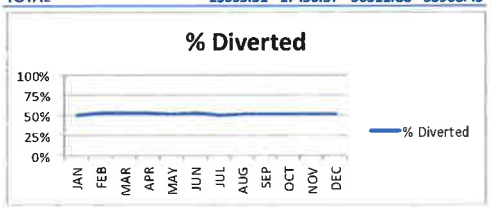
ROUTE TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
RES TRASH	1534.55	1313.53	1403.14	1492.06	1553.98	1427.49	1645.11	1478.74	1478.74	1478.74	1478.74	1478.74	17763.56
RES CURBSIDE	46.02	37.05	81.52	46.69	58.48	41.59	90.04	60.26	60.26	60.26	60.26	60.26	702.69
RES BULKY	4.23	3.18	3.91	11.24	18.09	4.38	4.40	4.53	4.53	4.53	4.53	4.53	72.08
Other	14.14	29.80	23.71	122.07	39.07	24.66	70.33	38.64	38.64	38.64	38.64	38.64	516.98
TOTAL	**1598.94**	**1383.56**	**1512.28**	**1672.06**	**1669.62**	**1498.12**	**1809.88**	**1582.17**	**1582.17**	**1582.17**	**1582.17**	**1582.17**	**19055.31**

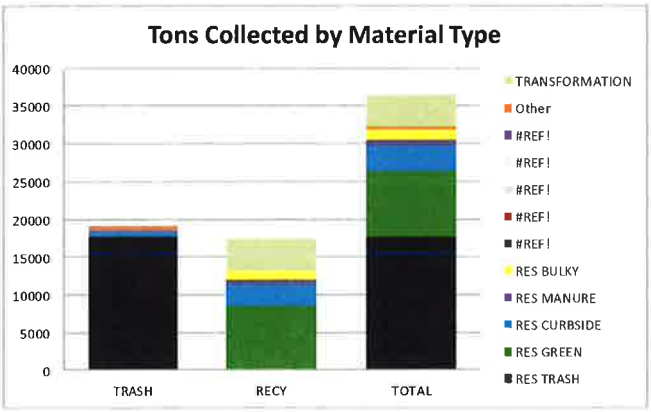
Diversion

ROUTE TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
RES GREEN	616.44	561.47	724.51	839.65	789.73	714.42	851.53	697.63	697.63	697.63	697.63	697.63	8585.90
RES CURBSIDE	260.79	209.92	189.32	239.82	245.12	235.66	241.74	226.73	226.73	226.73	226.73	226.73	2756.02
RES MANURE	59.13	51.33	66.64	70.53	54.48	45.75	42.79	67.20	67.20	67.20	67.20	67.20	726.65
RES BULKY	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	1188.00
MULTI-FAMILY RECYCLE	225.00	225.00	225.00	225.00	225.00	225.00	225.00	225.00	225.00	225.00	225.00	225.00	2700.00
TRANSFORMATION	350.00	350.00	350.00	350.00	350.00	350.00	350.00	350.00	350.00	350.00	350.00	350.00	4200.00
TOTAL	**1610.36**	**1496.72**	**1654.47**	**1824.00**	**1763.33**	**1669.83**	**1810.06**	**1665.56**	**1665.56**	**1665.56**	**1665.56**	**1665.56**	**20156.57**
TOTAL MATERIALS COLLECTE	**3209.30**	**2880.28**	**3166.75**	**3496.06**	**3432.95**	**3167.95**	**3619.94**	**3247.73**	**3247.73**	**3247.73**	**3247.73**	**3247.73**	**39211.88**
DIVERSION RATE	**50%**	**52%**	**52%**	**52%**	**51%**	**53%**	**50%**	**51%**	**51%**	**51%**	**51%**	**51%**	**51%**



ROUTE TYPE	TRASH	RECY	TOTAL	% DIV
RES TRASH	17763.56		17763.56	0%
RES GREEN		8585.90	8585.90	100%
RES CURBSIDE	702.69	2756.02	3458.71	80%
RES MANURE		726.65	726.65	100%
RES BULKY	72.08	1188.00	1260.08	94%
Other	516.98	0.00	516.98	0%
TRANSFORMATION		4200.00	4200.00	100%
TOTAL	**19055.31**	**17456.57**	**36511.88**	**53968.45**





The success of the programs will partially be based on the overall diversion of materials; however programs should not be fully measured by diversion. Some communities respond to recycling and diversion better than others. NASA will work to ensure the highest level of diversion, not only by implementing enhanced programs with measurable results, but also by providing education and outreach.

It is important to note, that successful landfill diversion is not just a result of a high recycling rate. The highest and best use of products, through reducing consumption and reusing products is far more valuable than recycling. These environmental mechanisms are not easily notable in recycling reports, as there is no measurement available to know how much reduction in products people are buying or how much they are reusing or donating. NASA will be heavily promoting the concepts of reduce and reuse in purchasing practices by residents, and while not measurable in terms of tonnage, the educational efforts should be recognized. These efforts will also comply with the goals of AB341 as we move towards a recycling based measurement system that emphasizes waste reduction and reuse.

Estimated Diversion By Program

Program Type	Estimate Diversion
Residential Curbside Collections	30%
Multi-Family Collections	15%
Commercial Collections	20%
Roll-off Services	75%
CITYWIDE Diversion Rate	**35%**

B. Current Diversion Practices

A primary strategy to achieve diversion will be education and outreach. Please see Exhibit 16 for full details on the Community Outreach strategies.

Current Diversion in Other Municipalities

Currently, NASA is providing municipal contract services under two other franchise agreements with the Cities of Pico Rivera and the City of La Canada Flintridge. The following shall outline 2013 YTD **diversion rates** by sector.

Type	City of Pico Rivera	City of La Canada Flintridge
Residential	48%	55%
Commercial	26%	5%
Roll-off / C&D	84%	91%
Total	**35%**	**62%**

In 2012 NASA collected approximately 115,000 tons of material from all customers, of which over 28,000 tons was diverted directly from landfills by recycling and composting of the materials. This represents approximately 6000 truck-loads diverted from landfills and sent to local recycling centers and composting facilities which create local jobs. NASA has considerable experience in recycling program implementation with an emphasis on municipality requirements and AB 939 & AB341 compliance. NASA has implemented a wide range of recycling programs, including multi-family, commercial and industrial programs.

The following graphic represents a breakdown of the percent of recyclables diverted from the landfill by commodity type.

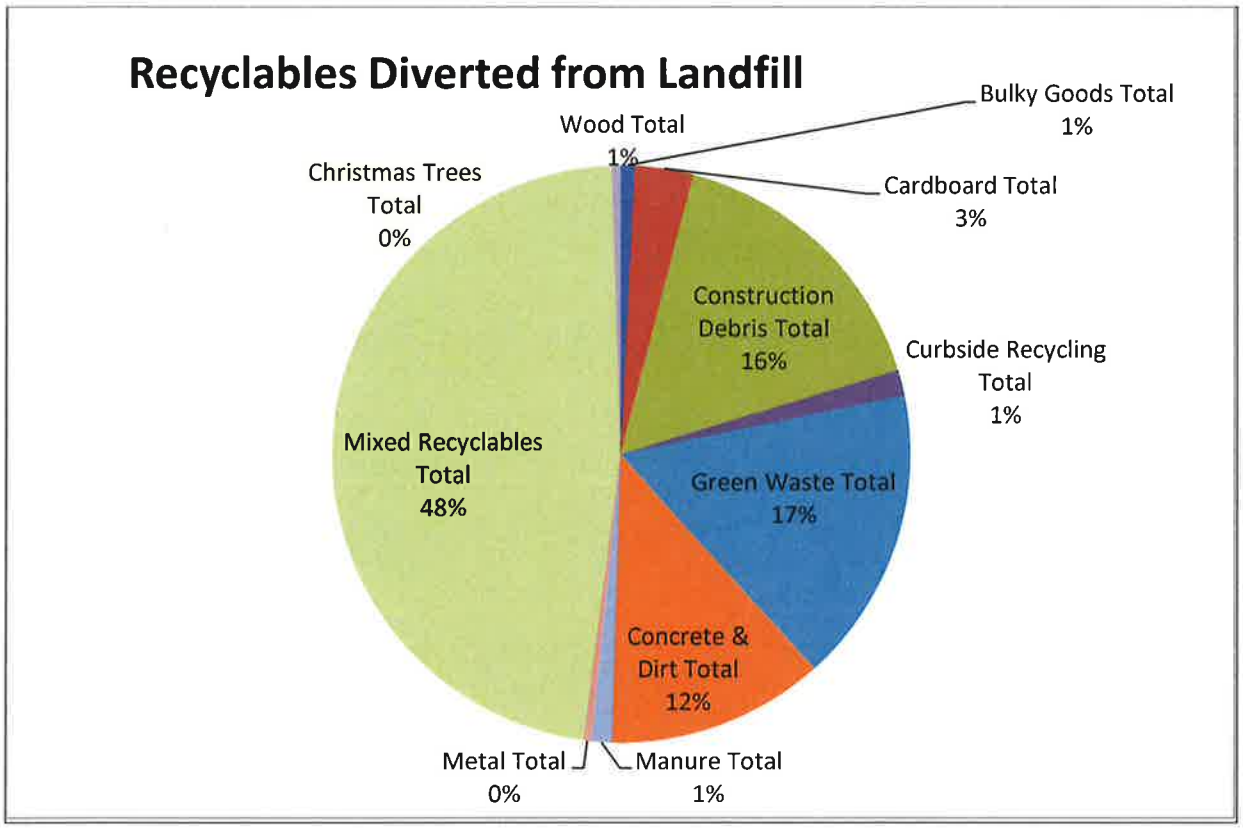


EXHIBIT 16: COMMUNITY OUTREACH

NASA proposes to provide an extensive community outreach program during the transition of the contract as well as throughout the duration. NASA has provided multiple outreach programs in conjunction with both its City of Los Angeles and City of Pico Rivera contracts. This section will provide a compilation of proposed outreach and education materials, as well as samples of existing and past program materials.

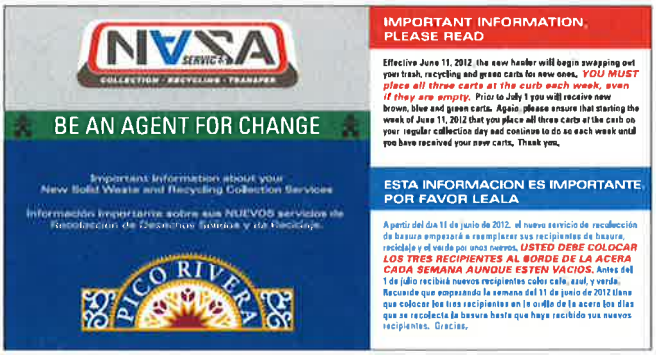
As part of this contract NASA is proposing to provide educational and outreach materials and programs to maximize diversion of recyclables and reduce the amount of waste being disposed. Programs will cover all traditional recyclable materials and additionally cover green waste, bulky items, clothing, Sharps, batteries, E-waste and CEDs.

LITERATURE AND PROMOTIONAL MATERIALS

NASA will develop a variety of literature and promotional materials designed to educate residents on the available programs and their importance. Listed below are a number of the promotional and printed materials proposed.

PRINTED MATERIALS

HOW-TO BROCHURE– Within 45 days after the execution of the contract, Contractor will prepare and mail to all Customer's information on the existing Solid Waste Handling Service program defined by this Agreement. The printed materials will contain at a minimum:



- The scope of Franchise Services, including the size and number of Carts, subscription date and set-out time.
- Customer services charges, clearly marked to indicate the fees that are specifically applicable to the Customer.
- Billing procedures, including payment due and delinquency dates
- Holiday schedules
- Delivery, pick-up and exchange and replacement of carts
- Weight limitation on carts
- Customer privacy rights
- Non-discrimination information
- Term of the subscription order
- Office Hours, toll-free customer services telephone number, email address and website
- Customer's right to donate or sell any or all of their recyclables to persons other than NASA
- City's telephone number
- Description of green waste items that do not compromise green waste cart
- Description of recyclables
- Information regarding Bulky Item, Electronic and other additional waste collection services
- Information on annual collection events
- Other information as prescribed by the City

"HOW-TO" HANGER – A hanger shall be provided to each Customer at the start of service under this Agreement and to each new Customer throughout the Agreement term. This hanger shall: describe available services, including available recycling and diversion programs; provide instructions for proper use of the carts and bins provided (such as how to place carts or other permitted items for collection, the types of materials to be placed in each cart; detailed holiday collection schedules; and provide billing and customer service telephone numbers. This packet will contain updated information on how to use containers, when, where and how to place solid waste for collection, and who to contact with service or billing questions, and for bulky item pickups. The packet should also clearly indicate what materials, such as syringes and other HHW, should not be disposed of in these containers. This brochure shall include instructions on how customers should dispose of HHW and Sharps, such as information on the HHW drop-off facilities, Sharps program, and other available programs.

QUARTERLY NEWSLETTER – NASA shall provide a quarterly newsletter to residents that will include basic information on services. The format, content and timeline for distribution shall be approved by the City.

The following page shows a sample newsletter.

BULLETIN

Spring, 2014 Issue

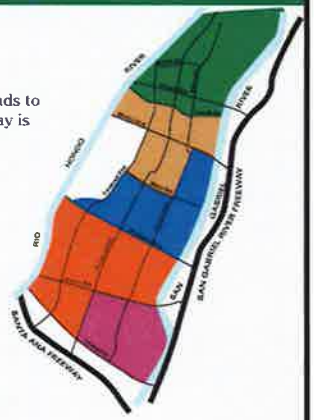
Annual Clean-up Event

The Annual Clean-up is coming to Pico Rivera.

Collection Schedule

See the schedule below to determine your collection date. The date corresponds to your regular day of collection. For instance, if your regular trash collection day is on Monday, then your Clean-up day is Saturday, April 19.

- Monday/Lunes – Saturday, April 19 / 19 de Abril
- Tuesday/Martes – Saturday, April 26 / 26 de Abril
- Wednesday/Miercoles – Saturday, May 3 / 3 de Mayo
- Thursday/Jueves – Saturday, May 10 / 10 de Mayo
- Friday/Viernes – Saturday, May 17 / 17 de Mayo



All items must be set out by 6AM on the day of your clean-up.

Do you have a garage or backyard full of unwanted items? Now is the time to clean-up those spaces and get free from the clutter. Remember, many items still have a value and may be donated. Before placing items at the curb, please consider donating all working, usable items to local thrift stores and charities that support our communities and those who are less fortunate. This is also a great way to keep resources out of the landfills.

What Can Be Collected?

- Furniture such as chairs, sofas and mattresses
- Appliances such as refrigerators, ranges, washers and dryers, water heaters, dishwashers and similar plumbing or small appliances
- E-waste such as computers, telephones, televisions, stereo equipment and other electronic devices
- Yard waste such as tree branches, scrap wood in bundles up to 4' long
- Clothing
- Other non-hazardous items

All items must be able to be moved by two-man crews or they can not be collected

Non acceptable items include all hazardous wastes or materials, such as oil, solvents or paints.
No construction debris, such as concrete, asphalt, lumber or drywall.
No equipment or vehicles. No truck or automobile tires.

Recycle Your Batteries

Drop-off batteries at various local locations including: NASA offices in Montebello, Pico Rivera City Hall, Pico Rivera Sheriff's Station, Mines Library, Serapis Library, Pico Park, Hondo Park, Rio Vista Park, Rivera Park, Smith Park, the Senior Center and the Recreation Building.

PROPER PAINT DISPOSAL

Proper disposal and recycling of paint is the LAW in California. Paint may not be disposed in the trash or down the drain. To locate a paint drop-off near you, visit http://paintcare.org/locator/

Got Drugs? April 26, 2014

The National Prescription Drug Take-Back Day aims to provide a safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications.

Please don't flush unused drugs down the toilet. Check the website to locate collection sites near you.

http://www.deadiversion.usdoj.gov/drug_disposal/takeback/

SORTING MADE EASY!

BLUE CART
RECYCLABLES

Metal and aluminum products and containers
Plastic Bottles and Containers
Glass Bottles and Containers
Paper & Cardboard

GREEN CART
YARD TRIMMINGS

Garden trimmings
Flowers & weeds
Grass clippings
Leaves, small branches and pruning's

BROWN CART
TRASH

Everything else "ooie", "gooie" and "chewy"
Food and food soiled paper
Pet waste & diapers

"The Commercial Corner"

Commercial Food & Organics Recycling Program

Commercial businesses can help reduce the amount of organics going in to landfills by participating in the "Commercial Food & Organics Recycling Program". Organic materials such as food, and food soiled paper are some of the biggest contributors in the creation of methane once disposed in a landfill.

Methane released from landfills is the largest man-made source of Greenhouse Gases (GHG). Pico Rivera businesses can help reduce local GHG emissions by recycling food and organics. To find out more about this program and how your business can participate, please contact NASA Services at 888.888.0388.

Holiday Schedule

Memorial Day	Monday, May 26
Independence Day	Friday, July 4
Labor Day	Monday, September 1
Thanksgiving	Thursday, November 27
Christmas	Thursday, December 25
New Year's Day	Thursday, January 1

During a holiday, collections will be postponed by one day for the holiday and the remainder of the week.

P.O. BOX 1755 · MONTEBELLO, CA 90640
888•888•0388 • FAX 323•888•0398

www.nasaservices.com

ANNUAL BROCHURES/MAILINGS – Not less than once per year during each Rate Year, NASA will prepare and distribute to each customer a mailing to update customers regarding program basics, program changes, holiday schedules and other service related information. The mailing will promote and explain: all solid waste programs offered by City and Contractor (such as Recycling, Green Waste, holiday tree and Bulky Item Collections) described in detail; the environmental, regulatory, and other benefits of participating in recycling; how to properly dispose of Household Hazardous Waste such as syringes, paint, etc.; collection schedules, including holiday schedules; customers service numbers; and the procedures to begin and terminate services. Content must be approved by City, and the City may require the inclusion of certain information. The City may request that this piece be included in one of City's newsletters, in which case Contractor shall develop the piece to meet City's mailing specifications. Alternatively, the City may require Contractor to mail this piece at Contractor's cost. NASA is responsible for all costs associated with the development of this piece. Contractor shall provide at additional copies of this piece each year directly to City for distribution. NASA shall also produce additional copies for its own distribution responsibilities at community events and otherwise.

SPECIALTY PROMOTIONAL ITEMS – In additional to printed media, NASA will also annually produce special items for giveaway at events. These specialty items may include magnets, reusable bags, t-shirts, reusable lunch bags and/or other items that NASA feels will provide a good mechanism for promoting the message.

ARTICLE AND PRESS RELEASE ASSISTANCE – NASA shall provide articles and information for City's inclusion in any newsletters upon City request. NASA will assist in drafting press releases related to solid waste and recycling events and developments affecting residents.

CORRECTIVE ACTION "RED-TAG" NOTICE – NASA has a corrective action notification form, or "Red-Tag notice, for use in instances where a Customer sets out inappropriate materials for Collection, that explains the appropriate manner for Disposal of such items.

NASA SERVICES

PO Box 1755, Montebello, CA 90640 • www.nasaservices.com • TELEPHONE

Date_____ Time_____

NOTICE OF CONTAMINATION

Your blue recycle and green waste bins were randomly audited today, and we found the following bins were contaminated with trash.

☐ Blue/Recycle ☐ Green/Greenwaste

☐ First Notice / WARNING ONLY

☐ Repeat Notice / BIN NOT COLLECTED

Please refer to the recycling guidelines below for the proper way to sort and use your bins. In the future, contaminated bins will NOT be collected.

BLUE CART
RECYCLABLES
Metal and aluminum products and containers
Plastic Bottles and Containers
Glass Bottles and Containers
Paper & Cardboard

GREEN CART
YARD TRIMMINGS
Garden trimmings
Flowers & weeds
Grass clippings
Leaves, small branches and pruning's

Sample of Multi-family Recycling Flyer

LISTA DE RECICLAJE RAPIDO

SÍ

- Bolsas de plástico *(Por favor deje las bolsas de reciclables sin amarrar)*
- Bolsas de papel
- Botellas y envases de vidrio
- Botes de aerosol (vacíos)
- Cajas de cartón no perecederas y refrigerados *(envases de leche, jugos, sopas, helado, y leche de soya)*
- Cajas de cereal
- Cartón *(aplastado y puesto al lado del bote)*
- Correo no solicitado
- Envases de plástico
- Ganchos de metal y plástico o ganchos de ropa de metal o plástico
- Latas de aluminio, metal, hierro y latón
- Papel de color
- Papel de oficina
- Papel mixto
- Periódico
- Styrofoam™ (Poliestireno)
- Revistas

NO

- Aceite de motor usado
- Anticongelante
- Aparatos electrodomésticos
- Basura
- Baterías
- Desechos de comida
- Desecho de construcción
- Desecho del jardín
- Desecho médico *(ej., jeringuillas, vendajes, servilletas, hisopo con punta de algodón)*
- Espejos
- Focos o lámparas
- Macetas
- Muebles
- Papel manchado de comida *(ej., cajas de pizza)*
- Pintura
- Productos de limpieza
- Ropa
- Tazas de cerámica
- Vidrio quebrado

Para obtener la lista completa de artículos permitidos visite nuestra página Web: www.larecycles.org

1. ADENTRO

- Ponga los reciclables en una bolsa o en el bote

2. LLEVE LA BOSA AL BOTE AZUL

3. VACÍE LA BOLSA EN EL BOTE AZUL

- Recicle o reutilice la bolsa

Para mayor información
llame al 888-888-0388 o visite
la página de Internet al:
www.nasaservices.com

RECYCLING QUICK START

YES

- Brown paper bags
- Cans/Metal, aluminum, steel & tin
- Cardboard *(flattened and put next to the bin)*
- Cartons shelf-stable & refrigerated *(eg. milk, juice, soup, ice cream & soy milk containers)*
- Cereal boxes
- Glass bottles & containers
- Magazines
- Metal or plastic coat hangers
- Mixed & colored paper
- Newspaper
- Office paper
- Plastic & film bags
- Plastic containers
- Plastic grocery bags
- Pressurized cans *(empty)*
- Styrofoam™ & other expanded polystyrene
- Unwanted mail

NO

- Anti-freeze
- Appliances & electronics
- Batteries
- Broken glass
- Ceramic mugs
- Cleaning products
- Clothing
- Construction debris
- Food-soiled paper *(eg. pizza boxes)*
- Food waste
- Furniture
- Gardening pots
- Glass mirrors
- Light bulbs
- Medical waste *(eg. syringes, bandages, tissues cotton-swabs)*
- Motor oil
- Paint
- Trash
- Yard trimmings

For a complete list of accepted items visit our website www.larecycles.org

1. INSIDE

- Put recyclables into a bag or container.
- Please clean all cans, bottles & plastic before recycling. Crush aluminum cans to save space in the bin.

2. CARRY BAG TO BLUE BIN

3. EMPTY BAG INTO BLUE BIN

- Recycle or reuse the bag
- If placing bag into bin, please do not tie or close the bag.

For more information
call: 888-888-0388
or email us at: www.nasaservices.com

Sample of Multi-Family Recycling Brochure

RECURSOS ADICIONALES

Llame al (800) 773-2489 para lo siguiente:

- Colección de artículos grandes
- Información sobre el reciclaje y la fabricación de compost (o abono casero)
- Equipo costo de saneamiento e información sobre el costo de servicio de alcantarilla
- Eliminación de animales muertos

Llame al (800) 988-6942 para lo siguiente:

www.dtsc.ca.gov

- Eventos moviles para el desecho de materias peligrosas de casa
- Materias peligrosas de empresas pequeñas
- Reciclaje del desecho electrónico
- Centros de reciclaje para aceite de motor usado
- Información sobre Recolección del Centro S.A.F.E.

Llame al (800) 974-9794 para lo siguiente:

- Informar sobre desecho abandonado, derramamientos acidentales, "catchbasin" obstruidos
- Informar sobre descargos ilegales
- Informar sobre conecciones o descargas ilícitas al alcantarillado de la calle o al desaguadero de tormentas
- Pedir materias educativas públicas
- Información sobre como hacer arreglos para obtener un orador para presentaciones

OTROS RECURSOS PARA LA REDUCCIÓN DEL DESECHO Y EL RECICLAJE

El Departamento de la Conservación • www.bottlesandcans.com
El condado de Los Angeles y información de "Round Up"
www.888cleanla.com • (888) 253-2626
Consejo de Administración del Desecho Integrado de California
www.owrb.ca.gov • (800) CLEAN UP
NASA Disposal Services • www.nasaservices.com • (888) 888-0388
La Ciudad de Los Angeles
www.lacity.org/san/srcd • (213) 473-8228

ADDITIONAL RESOURCES

Call (800) 773-2489 for the following:

- Bulky item collection
- Recycling and composting information
- Sanitation equipment charge and sewer service charge information
- Dead animal removal

Call (800) 98 TOXIC for the following:

www.dtsc.ca.gov

- Household hazardous waste mobile events
- Small business hazardous waste
- Electronic waste recycling
- Used motor oil recycling centers
- Information regarding S.A.F.E. Center

Call (800) 974-9794 for the following:

- Report abandoned waste, accidental spills, clogged catch basins
- Report illegal dumping
- Report illicit connections or discharges into street or storm drain system
- Request public education materials
- Information on how to arrange a speaker for presentations

OTHER WASTE REDUCTION AND RECYCLING RESOURCES

Department of Conservation
www.bottlesandcans.com

County of Los Angeles & Round UP Information
www.888cleanla.com • (888) CLEAN LA

CA Integrated Waste Management Board
www.owrb.ca.gov • (800) CLEAN UP

NASA Disposal Services
www.nasaservices.com • (888) 888-0388

City of Los Angeles
www.lacity.org/san/srcd • (213) 473-8228

NASA Disposal Services
1701 Gage Road
Montebello, CA 90640

CITY OF LOS ANGELES
DEPARTMENT OF PUBLIC WORKS
BUREAU OF SANITATION

CITY OF LOS ANGELES

MULTI-FAMILY RECYCLING PROGRAM

PROGRAMA MULTI-FAMILIAR DE RECICLAJE

IN PARTNERSHIP WITH NASA DISPOSAL SERVICES

MULTI-FAMILY RECYCLING

The City of Los Angeles is pleased to introduce a **FREE RECYCLING PROGRAM** for Multi-family residences in Los Angeles in partnership with NASA Disposal Services. The goal of the program is to increase recycling and reduce waste being sent to landfill. The City of Los Angeles has adopted a goal of 70% waste diversion by the year 2020, and multi-family residential recycling efforts are essential in meeting this goal.

Multi-family recycling programs are an excellent way for Los Angeles residents to actively participate in resource conservation at home. Recycling programs are easy to manage, cost effective and widely accepted.

Residents in participating complexes will be encouraged to take part in a simple process of separating recyclables. The City is responding to what has become one of the most requested new waste diversion programs to be funded by the AB939 compliance fee.

It's easy to implement a recycling program at your multi-family property. A simple waste assessment, to determine program specifics, is all that is required to get started. The service is FREE and all equipment and outreach/educational materials are provided as part of the service.

Contact NASA Disposal Services to get started.
(888) 888-0388

Funded by the City of Los Angeles
Department of Public Works Bureau of Sanitation
Solid Resources Citywide Recycling Division
4133 S. Spring St., 5th Floor, Los Angeles, CA 90013
PH: (213) 473 8228 FAX (213) 473 8232
www.lacity.org/san/srcd

In association with NASA Disposal Services
1701 Gage Road, Montebello, CA 90640
PH (888) 888-0388 FAX (323) 888-0398
www.nasaservices.com

RECICLAJE MULTI-FAMILIAR

La ciudad de Los Angeles se complace en introducir un **PROGRAMA DE RECICLAJE** para residencias Multi-Familiares en Los Angeles en asociación con NASA Disposal Services. La meta de este programa es aumentar el reciclaje y reducir el desecho que se manda al vertedero de basura. La ciudad de Los Angeles ha adoptado una meta de 70% de desviación del desecho para el año 2020, y los esfuerzos del reciclaje por medio de las residencias multi-familiares son esenciales para alcanzar esta meta.

Los programas del reciclaje por medio de multi-familias son una manera excelente para que los residentes de Los Angeles activamente tomen parte en la conservación de los recursos en casa. Los programas de reciclaje son fáciles de manejar, son eficaz en costo, y extensamente aceptados.

Residentes viviendo en establecimientos participantes serán alentados a tomar parte en un proceso sencillo de separación del reciclaje. La ciudad esta respondiendo a lo que ha llegado a ser uno de los más solicitados y novedosos programas de desviación del desecho financiado por el honorario de conformidad AB939.

Es fácil de poner en práctica un programa de reciclaje en su propiedad multi-familiar. Una evaluación sencilla del desecho, para determinar especificas del programa, es todo lo requerido para empezar. El servicio es GRATIS y todo el equipo y asistencia publica/ materias educativas son proporcionadas como partes del servicio.

Póngase en contacto con NASA Disposal Services para empezar. (888) 888-0388

Financiado por la Ciudad de Los Angeles
Departamento de Obras Públicas Agencia de Saneamiento
División Municipal de Reciclaje de Recursos Sólidos
4133 S. Spring St., 5th Floor, Los Angeles, CA 90013
PH: (213) 473 8228 FAX (213) 473 8232
www.lacity.org/san/srcd

En asociación con NASA Disposal Services
1701 Gage Road, Montebello, CA 90640
PH: (888) 888-0388 FAX (323) 888-0398
www.nasaservices.com

TEAR OFF

MULTI-FAMILY RECYCLING

WHAT CAN BE RECYCLED?

The following is a list of materials that are recyclable as part of this program. (All recyclables must be rinsed and/or soil free prior to recycling)

✓ **ALL CLEAN PAPER, INCLUDING**

- Junk mail
- Phonebooks
- Catalogs
- Newspaper & inserts
- Magazines
- Mixed paper
- Cardboard
- Cereal boxes (excluding plastic insert)

✓ **GLASS BOTTLES & JARS**
✓ **PLASTIC CONTAINERS #1 – #7**
✓ **ALUMINUM & STEEL CANS**
✓ **PLASTIC BAGS**

WHAT CANNOT BE RECYCLED?

The following is a list of materials that are not acceptable as part of this recycling program; however may be recyclable by other means. Use the resources listed in this brochure for more information.

✓ **NO** hazardous materials
✓ **NO** trash
✓ **NO** Styrofoam
✓ **NO** animal waste
✓ **NO** food or food contaminated recyclables
✓ **NO** liquid waste
✓ **NO** greenwaste
✓ **NO** wax coated cardboard
✓ **NO** clothing

As a covered entity under Title II of the Americans with Disabilities Act, 1990 (ADA) the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure access to its programs, services, and activities.

Printed on recycled paper

CORTE AQUÍ

RECICLAJE MULTI-FAMILIAR

QUÉ SE PUEDE RECICLAR

Lo siguiente es una lista de las materias que son reciclables como parte de este programa. (Todo el reciclaje se debe enjuagar y/o estar libre de suciedad antes de ser reciclado)

✓ **TODO PAPEL LIMPIO, INCLUIENDO**

- La publicidad sin interés
- Directorio de teléfonos
- Catálogos
- Revistas
- Periódico y páginas intercaladas
- Papel Mezclado
- Cartón
- Cajas de Cereal (excluyendo las bolsas plásticas)

✓ **BOTELLAS DE VIDRIO & FRASCOS**
✓ **ENVASES DE PLÁSTICO #1-#7**
✓ **LATAS DE ALUMINIO Y DE ACERO**
✓ **BOLSAS DE PLÁSTICO**

LO QUÉ NO SE PUEDE RECICLAR

Lo siguiente es una lista de las materias que no son aceptables como parte de este programa de reciclaje, sin embargo pueden ser reciclados por otros medios. Utilice los recursos enumerados en este folleto para más información.

✓ **Ningunas** materias peligrosas
✓ **Ninguna** basura
✓ **Ningun** Styrofoam
✓ **Ningún** desecho de animal
✓ **Ningún** alimento, ni reciclaje contaminado
✓ **Ningún** desecho líquido
✓ **Ningun** desecho natural o del jardín
✓ **Ningun** cartón enceradó
✓ **Ninguna** ropa

Como una entidad cubierta bajo el Título II de la Ley para Personas con Discapacidades, 1990 (ADA) la ciudad de Los Angeles no discrimina por la incapacidad y, por petición, proporcionará acomodación razonable para asegurar el acceso igual a sus programas, servicios, y actividades.

Impreso en papel reciclado

Online Media and Education

NASA hosts a comprehensive online website at www.nasaservices.com, in addition to its' counterpart website for environmental education www.echorecycle.com.

EchoRecycle: Welcome to EchoRecycle, an educational and informative resource dedicated to fostering environmental awareness and activism. EchoRecycle is an evolving community project of NASA Services, one of California's oldest advocates of recycling and conservation, and an industry leader in multifaceted recycling services and waste oversight. As an educational and community outreach project of NASA Services, EchoRecycle is devoted to helping advance an environmentally conscious, dynamic citizenry. Our goal is twofold: to broaden citizens' knowledge of urgent issues pertaining to conservation, recycling and climate change; and to provide a wealth of resources that will empower individuals, communities, and institutions to have an instrumental role in the larger picture of environmental activism.

Website – Contractor shall develop and maintain a website to enable Customers to contact Contractor, and to display holiday schedules, Sharps program information, proper HHW disposal procedures, which materials are to be placed in Recycling Containers, and other useful information.

Contamination Audits

Initial Audits – Within the first six months of services in Huntington Park, NASA will spot check all waste, recycle and green waste carts & bins to ensure customer compliance. Customers not correctly participating will be provided with door hangers and one-on-one follow-up regarding the proper use of carts and participation.

Annual Spot Checks – After the initial six months, NASA will spot check a minimum of 25% of customer carts & bins annually on a rotating basis so that each customer cart is spot checked at least once every 4-years.

Non-Collection Notices – If during an audit, contamination is noticed, NASA will not collect the bin, but will leave a Non-Collection Notice.

Follow-up – Customers who were observed with contaminated bins during the Initial Audits will have a follow up audit performed within two months of the noted contamination.

Reports – NASA will include a summary of the results of the spot checks in its monthly reports.

Additional Spot Checks – NASA will provide additional audits in conjunction with this contract if requested by the City.

Promotional Events and Activities

NASA's goal is to become a true community partner in the City of Huntington Park. NASA will participate regularly in local events and activities. These activities may include local fairs, parades or other civic events. NASA will also participate in business organizations such as the Chamber of Commerce. During events, NASA will operate a recycling booth with promotional items and provide information on programs and services. Additionally, NASA will provide refuse and recycling carts needed to collect the waste and recyclables from the event if necessary. NASA will also provide City approved fliers, literature and other promotion items during the event or activity.

Mulch and Compost Giveaway Program

NASA will coordinate an annual mulch give-away program. NASA will work with the City of Huntington Park to hold such an event in conjunction with Earth Day or California Recycles Day, to promote the benefits of composting green materials. NASA will provide at least 1-ton of material to local residents at no charge. Residents will be eligible to receive 5-gallons for each household.

EXHIBIT 17: RESIDENTIAL SHARPS COLLECTION PROGRAM

As required in Section 8.2.13 of the Draft Agreement, NASA shall operate a sharps program for Huntington Park residents.

NASA will work with Sharps Compliance Inc., to implement a Sharps program. NASA currently utilizes this system in other municipalities where it provides sharp programs. Additionally, NASA will provide all residents with information on local, County of Los Angeles Sharp collection programs.

Residents utilizing needles and/or syringes will be able to properly dispose AND RECYCLE them through a mail-in program. Residents can call and request a Sharps Container. Containers will be mailed to residents within 48-hours of request. Residents will have the option to select from 1-quart or 1-gallon container for proper collection, which include a pre-paid mail in box. Residents who utilize the service will be able to safely store used needles, and when the storage container is full, they place it inside the pre-paid corrugated shipping box and mail to Sharp's Compliance for proper disposal and recycling.

Listed below is information provided by Sharps on their programs, and the importance of proper disposal.

SHARPS Compliance, Inc.

Sharps solutions help municipalities and cities with the proper disposal of needles, syringes and lancets into the public waste stream and water systems. Medical waste is not only eliminated from the waste stream, it is repurposed into PELLA-DRX, a renewable industrial material. Our custom-designed solutions provide safe disposal alternatives for self-injecting residents and visitors for their unused medications and used needles, while helping you protect the patient and public.

Sharps Compliance, Inc. is an approved contractor with the U.S. General Services Administration (GSA). Our GSA contractor number is V797P-4265B. The GSA helps federal agencies better serve the public by offering, at best value, superior products and solutions. Use of the GSA contract allows agencies to take advantage of a streamlined contracting process that ensures all applicable regulations and requirements have been met.

EXHIBIT 18: PROPOSAL ENHANCEMENTS

The following section will outline proposal enhancements proposed in conjunction with the RFP.

A. FREE SOURCE SEPARATED MULTI-FAMILY RECYCLING PROGRAM

NASA will be providing a program enhancement through the offering of a no-cost multi-family dwelling recycling program. The multi-family recycling program was outlined in Exhibit 5 of this proposal.

B. BATTERY COLLECTION PROGRAM

NASA will offer a free Battery recycling program for both rechargeable and standard drycell batteries. Batteries will be eligible for collection during Bulky Item Collection events and also at all community events. Residents will be provided information on how to properly store and dispose of batteries for recycling. Additionally, NASA will place and monitor battery collection boxes at all identified City facilities and parks. This will help ensure that batteries do not end up in the trash.

C. ANNUAL MULCH GIVE-AWAY

As identified in Exhibit 16, NASA will coordinate an annual mulch give-away program. NASA will work with the City of Huntington Park to hold such an event in conjunction with Earth Day or California Recycles Day, to promote the benefits of composting green materials.