



United Pacific Waste  
& Recycling Services

*“Recycling Has Always Been Our Business”*

**The City of Huntington Park  
Request For Proposal  
For  
Integrated Solid Waste Management  
Services**

Prepared by

**United Pacific Waste**

4320 San Gabriel River Parkway, Pico Rivera,  
California 90660

Tel: 866-699-7600 Fax 562-699-7665

May 22, 2014



*"Recycling Has Always Been Our Business"*

May 18, 2014

City of Huntington Park  
James Enriquez  
Public Works Director  
6550 Miles Avenue  
Huntington Park, CA 90255

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

Dear Mr. Enriquez:

United Pacific Waste (UPW) is pleased to respond to the City of Huntington Park Request for Proposals for Solid Waste Handling Services due May 22, 2014 (RFP) with its Proposal prepared in accordance with the specifications entailed.

As an Integrated Waste Management Services provider for solid waste, UPW can assure not only thorough familiarity with the requirements of the RFP, but also awareness of the residents, businesses and City needs, as well as conditions and requirements. Nevertheless, UPW has carefully conducted its due diligence to investigate the necessary data and other information critical to its performance under the terms listed in the RFP, its attachments, exhibits and addendums, and to ensure that it is fully compliant with all requirements of the RFP. In submitting this Proposal, UPW warrants that it has provided a **complete, compliant, competitive** and **responsible** proposal, providing what it believes is the greatest value to the City of Huntington Park.

The authorized UPW contact representatives for this process are as follows:

Mr. Michael Kandilian, CEO  
United Pacific Waste  
4320 San Gabriel River Parkway  
Pico Rivera, CA 90660  
Tel: (562) 699-7600  
e-mail: [michaelk@upwrs.com](mailto:michaelk@upwrs.com)

Mr. Rouben Kandilian, Chairman  
United Pacific Waste  
4320 San Gabriel River Parkway  
Pico Rivera, CA 90660  
Tel: (562) 699-7600  
e-mail: [roubenk@upwrs.com](mailto:roubenk@upwrs.com)

UPW has been providing excellent waste management services since 2003 for a number of local municipalities and county agencies. As such, UPW fully understands the scope of services and general duties required by the RFP, such as the need for adequate funds, licensing, permitted facilities, equipment, key employees, public safety, insurance and experience.

I am further authorized to execute this letter, thereby agreeing on behalf of UPW to the assurance, certifications, and compliance requirements as stated in this letter and per the enclosed response to the City's request for proposal.

In closing, I thank the City for the opportunity and consideration given to UPW and look forward to the opportunity of serving the City of Huntington Park.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Kandilian", written over a horizontal line.

Michael Kandilian  
Chief Executive Officer  
United Pacific Waste

## EXECUTIVE SUMMARY

The forthcoming pages of this executive summary highlight the distinguishing and unmatched assets only United Pacific Waste (UPW) can deliver to the City of Huntington Park (City). With respect to the current waste management services RFP, UPW is confident in its ability to meet and exceed the City's requirements. Our safe, efficient and expanded waste management and community services are aligned with the City's needs as set forth in the current RFP.

An experienced, unified presence in the solid waste industry, UPW, with its spacious, fully-equipped facility, can expertly support the transitional, daily and future needs of the City. Below are key points to highlight some of the important proposal points for the reader.

### Key Points

#### Contract Rates

After careful review UPW feels our bid is very competitive and most important very responsible. The Cities current contract rate is **\$6,337,200.00** annually. UPW is offering a contract rate of **\$5,194,173.00** annually an overall savings of **\$1,143,027.00** with improved service and community involvement. Our residential rate is **\$6.10/month** below the current rate of **\$22.69** making UPW's offer **\$16.59/month** per household with a senior discount rate of **\$13.27/month** making our senior discount **20%** which can viewed in our proposal enhancements. Our commercial rates for standard service is significantly down as well. The current commercial rate is **\$169.89/month**, UPW's proposed price is **\$135.00/month** offering commercial customers a savings of **\$34.89/month** for basic service. Additional savings can be found through various programs offered in our proposal.

#### Increased Diversion

UPW prides itself on being innovative and aggressive on meeting diversion goals. UPW is proposing an overall diversion rate of 75.80% during the first year of the contract. The current overall diversion rate is 70.05% UPW will strive to meet aggressive diversion goals and assure the City with compliance with current and future legislation from the State of California.

## Transitional Experience and Efficacy

*Cooperative collection at no cost to City customers...*

UPW can do the job. UPW has provided services throughout Southern California, to franchises and municipalities similar to the City of Huntington Park, servicing residential and business customers in jurisdictions of varying compositions. Under all contracts, UPW has accomplished smooth, expedient, efficient and cooperative service transitions:

- **Cooperation with the previous and existing operators** to deliver more than 40,000 automated carts and distribute materials outlining UPW's program of refuse collection, green waste recycling, HHW events, and bulky item collections, in addition to a newsletter, and

detailed reports to the County;

- **Distribution of educational materials** to businesses and residents about the program of refuse collection, recyclables collection and green waste recycling while implementing various environmental messages; and conducting town hall meetings for businesses and multi-family property owners to receive additional information pertinent to waste reduction and recycling incentives;
- **Seamless transition** from a 3-barrel, semi-automated, unlimited collection program to a 3-barrel fully automated program whereby all solid waste, green waste and recyclables were in automated containers.
- **Efficient transition** by simultaneously collecting old containers while delivering the new ones, and implementing educational outreach programs, including literature in different languages, that included:
  1. Half-page ad in the local newspaper
  2. How-To brochure packages attached to carts for each resident upon delivery of new automated containers
  3. An introductory letter in different languages detailing the transition timeline and program elements
  4. Town hall meetings at four locations throughout the City
  5. Public access television spots that forecast UPW's automated program
  6. Magnets and other educational items designed for customer service and public awareness
  7. Quarterly newsletters to be distributed to residences on the benefits of the program

**Proven track record** of successfully implementing its fully automated 3-barrel refuse, green waste and recycling program, including mixed materials and green waste recycling, that increased recycling. In fact, UPW nearly doubled recycling in Rowland Heights with its more than 11,500 residential units through state-of-the-art recycling programs and educational materials.

**Establish business relationships** that will help improve the City's diversion rate through:

- Use of the nearby Puente Hills MRF with its newly-increased capacity for transfer and diversion of commercial, multi-family and residential waste, for stability in waste processing;
- Use of the Puente Hills MRF, with its processing of Residential Single-Stream, Commercial Single-Stream and source separated materials alternatives, which will significantly increase recycling;
- Long-standing relationship with Downtown Diversion construction and demolition debris processing facility in Los Angeles for expanded construction and demolition capacity for maximum diversion;

### **Brand New Collection Vehicles and Alternative Fuel**

At the start of the agreement all vehicles will be brand new and compressed natural gas providing the City with clean equipment and helping improve air quality throughout the City.

### **Residential Rate Freeze for 2 years**

UPW is offering a rate freeze for the 2<sup>nd</sup> year of the contract. Residential customers will benefit from a lower rate at the start of the contract and no increase will be imposed until 2017.

### **Refurbished Carts Guaranteed for Term of Agreement**

UPW is offering an alternative to the acquisition of residential carts by using refurbished residential carts manufactured by OTTO Industries, Inc. with a 10 year warranty. UPW will mirror the original new cart program by providing exchanges and replacements when necessary. The OTTO cart is rated to last as much as 20 years with minimal maintenance or none at all. The use of these carts will save the Cities residents an additional **\$1.25/month** bringing the residential rate down to **\$15.34/month.**

### **Portable Toilets at City Events**

UPW will supply Porta-Kan toilets (portable toilets) at no additional charge to accommodate any and all city events specified in the RFP. UPW will make consideration to additional City events not specified in the RFP as well. Porta-Kan is located in the UPW facility for fast, efficient service.

### **Food Waste Recycling Program**

In the first year of the agreement UPW will implement a pilot food waste recycling program to restaurants in the City and expand the program throughout the City to further enhance diversion and satisfy upcoming legislation AB 1826.

### **E-Waste Collection**

UPW will collect, in unlimited quantity, E-Waste from single and multi-family customers

### **Increased Senior Citizens Discount**

Seniors of at least 62 years of age and receiving supplemental social security benefits that are eligible for a collection rate reduction, UPW will offer a **20%** rate reduction for residential collection services.

## **Community Support**

Not only will UPW's established partnerships give the City competitive and stable pricing and services, but long-standing community relationships will also facilitate UPW's continued community support as well as expand UPW's plans to initiate programs, participate in and promote public education and environmental awareness in various outreach and other sponsored programs clearly shown above to benefit the City beyond the RFP requirements, as any good citizen of the city does. Through sustained efforts commencing in its transition period to educate the public through materials distribution, newsletters, community event promotion and sponsorship, public outreach, internships and diversion incentive programs, UPW will fortify its leadership in the community as an environmentally conscientious organization truly interested in the well-being, development and safety of its community.

## **Safety Driven**

*Precaution pays...*

People are our most precious commodity, so we do business safely. UPW's Pico Rivera facility, consisting of a maintenance yard for vehicle and equipment maintenance and a 27,000 square foot storage area, is the only facility that can safely and handily house the additional carts and other equipment anticipated in the transitional phase of the RFP. Moreover, UPW boasts the best-maintained, quality inventory of carts and other waste and recycling receptacles, as well as mechanically and environmentally safe vehicles and equipment. In addition, UPW's Workman's Compensation Rate is .88, a testament to the efficacy of our employees' safety meetings and awareness program.

## TABLE OF CONTENTS

<b>Sections</b>	<b>Page</b>
<b>Section 1: Rate Schedule</b>	<b>10</b>
<b>Section 2: Exceptions to Draft Agreement Terms</b>	<b>21</b>
<b>Section 3: Proposer Business Information</b>	<b>22</b>
<b>Section 4: Container Specifications</b>	<b>38</b>
<b>Section 5: Multi-Family Dwelling Recycling Programs</b>	<b>43</b>
<b>Section 6: Commercial Recycling Programs</b>	<b>48</b>
<b>Section 7: Disposal or Diversion Facilities; Operating Facilities</b>	<b>53</b>
<b>Section 8: Confirming Use of Disposal or Diversion Facilities</b>	<b>61</b>
<b>Section 9: Implementation Plan</b>	<b>64</b>
<b>Section 10: Transition Experience</b>	<b>80</b>
<b>Section 11: Evidence of Ability to Perform</b>	<b>84</b>
<b>Section 12: Insurance and Surety</b>	<b>85</b>
<b>Section 13 Affidavit re Anti-Collusion and No Other Pending Legal Actions</b>	<b>95</b>
<b>Section 14: Solid Waste Franchise Experience</b>	<b>97</b>
<b>Section 15: Diversion Rates</b>	<b>103</b>
<b>Section 16: Community Outreach</b>	<b>109</b>
<b>Section 17: Residential Sharps Collection Program</b>	<b>110</b>
<b>Section 18: Proposal Enhancements</b>	<b>111</b>

### **Exhibits**

**Exhibit 1: Collection Equipment Specifications and Information**

**Exhibit 2: Agility Compressed Natural Gas (CNG) Specifications For Collections Equipment**

**Exhibit 3: Rehrig Residential Carts and Consolidated Fabricator, Commercial Containers**

**Exhibit 4: AWTI 3<sup>rd</sup> Eye Mobil Vision & GPS For Vehicles**

**Exhibit 5: Residential Sharps Collection Program**

**Exhibit 6: Commercial AB341, AB1826 Commercial & MultiFamily Resturant Containers & Carts**

**Exhibit 7: UPW's News Letters**

**Exhibit 8: UPW's Employee Policys & Forms**

**Exhibit 9: Community Outreach Materials**

**Exhibit 10: Certificate of Achievements and UPW's History to Current**

**Exhibit 11: Residential Educational Material**

## **SECTION 1      RATE SCHEDULE**

The Rate Schedule and supporting data has been tabulated and input by UPW and is contained on the following pages for review by the City.

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

**Table of Contents**

<b><u>Page</u></b>	<b><u>Contents</u></b>
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 (if proposed)
4-H	Projected Revenue Requirement for First Twelve Months of Franchise Agreement
4-I	Projected Routes and Route Hours
4-J	Tonnage Diversion Plan

**PROPOSED ESTIMATED FIRST-YEAR RATE REVENUE**

Proposing Company:

**United Pacific Waste**

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

Row	Service Category	Proposed First Year Annual Rate Revenue <sup>(1)</sup>	Reference
1	<b>Residential Cart Service Revenue</b>	\$ 1,229,172	Attachment 4-B, Row 8
2	<b>Bin and Commercial Cart Revenue</b>	\$ 3,798,516	Attachment 4-E, Row 24
3	<b>Proposed Roll-off Box and Temporary Bin Rate Revenue</b>	\$ 166,485	Attachment 4-F, Row 10
4	<b>Total Annual Estimated First-Year Rate Revenue</b>	\$ 5,194,173	

(1) Inclusive of all City fees.

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

**PROPOSED ESTIMATED FIRST YEAR RESIDENTIAL CART SERVICE REVENUE**

Proposing Company: United Pacific Waste

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	<b>\$ 16.59</b>	6,126 billing units	\$ 101,630	\$ 1,219,560
2	Senior Rate	\$ 14.93	7 billing units	\$ 105	\$ 1,260
3	Additional Refuse Cart	<b>\$ 6.50</b>	107 carts	\$ 696	<u>\$ 8,352</u>
4	Additional Recycling Cart	\$ -			
5	Additional Green Waste Cart	\$ 5.50			
6	Walkout Service - Disabled	\$ -			
7	Walkout Service - Other/Paid	<b>\$ 30.00</b>			
8	Total Revenue				<b>\$ 1,229,172</b>

16.59

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**PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - PROPOSED RATES**

Proposing Company: United Pacific Waste

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	<b>Outside District 1</b>							
2	Refuse Cart - 96 gallon	\$ 55.00	\$ 70.00	\$ 94.00	\$ 118.00	\$ 141.00	\$ 183.00	\$ 275.00
3	Refuse Bin - 1 Cubic Yard	\$ 104.00	\$ 108.00	\$ 122.00	\$ 136.00	\$ 160.00	\$ 254.00	\$ 454.00
4	Refuse Bin - 1.5 Cubic Yard	\$ 105.00	\$ 180.00	\$ 229.00	\$ 288.00	\$ 335.00	\$ 417.00	\$ 535.00
5	Refuse Bin - 2 Cubic Yard	\$ 120.00	\$ 195.00	\$ 247.00	\$ 308.00	\$ 383.00	\$ 460.00	\$ 574.00
6	Refuse Bin - 3 Cubic Yard	\$ 135.00	\$ 215.00	\$ 267.00	\$ 335.00	\$ 412.00	\$ 505.00	\$ 675.00
7	Refuse Bin - 3 Cubic Yard w/Compactor	\$ 300.00	\$ 450.00	\$ 600.00	\$ 750.00	\$ 900.00	\$ 1,050.00	\$ 1,250.00
8	Refuse Bin - 4 Cubic Yard	\$ 165.00	\$ 235.00	\$ 290.00	\$ 360.00	\$ 445.00	\$ 535.00	\$ 690.00
9	Refuse Bin - 4 Cubic Yard w/Compactor	\$ 400.00	\$ 550.00	\$ 750.00	\$ 900.00	\$ 1,050.00	\$ 1,150.00	\$ 1,325.00
10	Refuse Bin - 6 Cubic Yard	\$ 250.00	\$ 295.00	\$ 440.00	\$ 575.00	\$ 705.00	\$ 840.00	\$ 995.00
11	Locking Lid Service	\$ 5.50	\$ 6.50	\$ 7.50	\$ 8.50	\$ 9.50	\$ 10.50	\$ 11.50
12	<b>District 1</b>							
13	Refuse Cart - 96 gallon	\$ 56.00	\$ 76.00	\$ 99.00	\$ 123.00	\$ 146.00	\$ 188.00	\$ 295.00
14	Refuse Bin - 1 Cubic Yard	\$ 108.00	\$ 118.00	\$ 132.00	\$ 146.00	\$ 174.00	\$ 268.00	\$ 468.00
15	Refuse Bin - 1.5 Cubic Yard	\$ 115.00	\$ 195.00	\$ 244.00	\$ 298.00	\$ 350.00	\$ 435.00	\$ 550.00
16	Refuse Bin - 2 Cubic Yard	\$ 150.00	\$ 210.00	\$ 262.00	\$ 325.00	\$ 395.00	\$ 475.00	\$ 590.00
17	Refuse Bin - 3 Cubic Yard	\$ 155.00	\$ 230.00	\$ 284.00	\$ 350.00	\$ 427.00	\$ 520.00	\$ 690.00
18	Refuse Bin - 3 Cubic Yard w/Compactor	\$ 350.00	\$ 500.00	\$ 650.00	\$ 800.00	\$ 950.00	\$ 1,100.00	\$ 1,350.00
19	Refuse Bin - 4 Cubic Yard w/Compactor	\$ 450.00	\$ 600.00	\$ 800.00	\$ 950.00	\$ 1,100.00	\$ 1,200.00	\$ 1,295.00
20	Locking Lid Service	\$ 5.50	\$ 6.50	\$ 7.50	\$ 8.50	\$ 9.50	\$ 10.50	\$ 11.50

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

**PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - SERVICE COUNT**

Proposing Company: United Pacific Waste

**Service Count (1)**

Row	Container Type/Size	Number of Collections per Week						
		1	2	3	4	5	6	7
1	<b>Outside District 1</b>							
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	<b>District 1</b>							
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.**

**PROPOSED ESTIMAED FIRST YEAR BIN AND COMMERCIAL CART - RATE REVENUE**

Proposing Company: United Pacific Waste

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	<b>Outside District 1</b>								
2	Refuse Cart - 96 gallon	\$ 19,800.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 19,800.00
3	Refuse Bin - 1 Cubic Yard	\$ 7,592.00	\$ 108.00	\$ -	\$ 136.00	\$ -	\$ -	\$ -	\$ 7,836.00
4	Refuse Bin - 1.5 Cubic Yard	\$ 13,020.00	\$ 720.00	\$ 229.00	\$ -	\$ -	\$ -	\$ -	\$ 13,969.00
5	Refuse Bin - 2 Cubic Yard	\$ 43,440.00	\$ 3,120.00	\$ 988.00	\$ 308.00	\$ 383.00	\$ 460.00	\$ -	\$ 48,699.00
6	Refuse Bin - 3 Cubic Yard	\$ 55,485.00	\$ 36,550.00	\$ 32,841.00	\$ 11,055.00	\$ 7,004.00	\$ 9,090.00	\$ -	\$ 152,025.00
7	Refuse Bin - 3 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8	Refuse Bin - 4 Cubic Yard	\$ 7,095.00	\$ 7,285.00	\$ 4,640.00	\$ 3,960.00	\$ 2,225.00	\$ 13,910.00	\$ 690.00	\$ 39,805.00
9	Refuse Bin - 4 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10	Refuse Bin - 6 Cubic Yard	\$ 1,500.00	\$ -	\$ 2,200.00	\$ -	\$ -	\$ -	\$ -	\$ 3,700.00
11	Locking Lid Service	\$ 858.00	\$ 208.00	\$ 105.00	\$ 9.00	\$ 29.00	\$ 74.00	\$ -	\$ 1,283.00
12	<b>District 1</b>								
13	Refuse Cart - 96 gallon	\$ 7,280.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,280.00
14	Refuse Bin - 1 Cubic Yard	\$ 1,512.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,512.00
15	Refuse Bin - 1.5 Cubic Yard	\$ 345.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 345.00
16	Refuse Bin - 2 Cubic Yard	\$ 2,700.00	\$ 210.00	\$ 262.00	\$ -	\$ -	\$ -	\$ -	\$ 3,172.00
17	Refuse Bin - 3 Cubic Yard	\$ 2,325.00	\$ 2,990.00	\$ 5,112.00	\$ 3,500.00	\$ 2,562.00	\$ 520.00	\$ -	\$ 17,009.00
18	Refuse Bin - 3 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
19	Refuse Bin - 4 Cubic Yard w/Compactor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Locking Lid Service	\$ 50.00	\$ 26.00	\$ 23.00	\$ 9.00	\$ -	\$ -	\$ -	\$ 108.00
22	Monthly Revenue								\$ 316,543.00
23	x 12 months								12
24	Estimated Annual Revenue								<b>\$ 3,798,516.00</b>

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

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

Proposing Company: United Pacific Waste

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

Row	Container/Service Type	Customer Rate	Service Count	Estimated Rate Revenue
1	<b>Roll-Off Service</b>			
2	<u>Service Component - including 6 tons disposal/processing, delivery and seven day rental</u>			
3	Standard Roll-Off Box	<b>\$ 495.00</b> per pull	208 pulls	\$ 102,960
4	Low Boy Roll-Off Box	<b>\$ 495.00</b> per pull	40 pulls	\$ 19,800
5	Compactor (all sizes)	<b>\$ 495.00</b> per pull	85 pulls	<u>\$ 42,075</u>
6	Total Service Component		333 pulls	
7	Per ton over 6 tons	<b>\$ 56.00</b> per ton		
8	<b>Total Estimated Roll-Off Rate Revenue</b>			<b>\$ 164,835</b>
9	<b>Temporary Bin 3 Cubic Yard</b>	<b>\$ 110.00</b> per dump	15 dumps	\$ 1,650
15	Other			
16	Other			
17	Other			
18	Other			
19	Other			
10	<b>Estimated Annual Rate Revenue</b>			<b>\$ 166,485</b>

**SOURCE SEPARATED COMMERCIAL RECYCLING (if proposed)**

**Proposing Company:** United Pacific Waste

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	225	customers
2	Total Number of Recycling Containers:		
3	- Recycling Bins	90	bins
4	- Recycling Carts	340	carts
5	Total Yards per Week of Recycling Container Capacity (1)	540.0	yards/week
6	Estimated Reduction in Refuse Service Container Capacity	510.0	yards/week
7	Estimated Annual Recycling Rate Revenues (2)	\$ 120,360	per year
8	Estimated Annual Reduction in Refuse Service Rate Revenue	\$ (188,063)	per year
9	Net Annual Rate Revenue Increase (Decrease)	\$ (67,703)	per year

(1) Conversion Factor: 201.98 gallons/yard

(2) Billed at 50% of refuse rate.

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

**PROJECTED REVENUE REQUIREMENT FOR THE FIRST TWELVE MONTHS OF FRANCHISE AGREEMENT**

Proposing Company: United Pacific Waste

Instructions: Fill in boxes outlined in bold.

Row	SEE FORM IN BINDER MARKED CONFIDENTIAL	Residential Cart Service			Bin Service		Roll-Off Service	Bulky Item Pickup, Holiday Trees, Special Events, Clean-up Days, All Other	Total Annual Revenue Requirement
		Refuse	Recyclables	Yard Waste	Refuse	Recyclables			
1	<u>Operations</u>								
2	Truck Operating Costs (a)								
3	Transfer Station, Transport, MRF costs								
4	Green Waste Processing/Disposal Costs								
5	Landfill Disposal Costs (b)								
6	Transformation Costs (WTE, if applicable)								
7	Container Depreciation/Amortization Costs								
8	Less Recyclable Material Sales Revenues								
9	<b>Subtotal: Operations Costs</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10	General, Administrative and Profit								
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%								\$ -
16	Other								
17	<b>TOTAL REVENUE REQUIREMENT</b>								
18	<b>Tons Collected</b>								
19	<b>Operations Cost Per Ton Collected</b>								
20	<b>Revenue Requirement per Ton Collected</b>								

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

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

**PROJECTED ROUTES AND ROUTE HOURS**

Proposing Company:

United Pacific Waste

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	3.0	3.0	3.0	3.0	3.0			15.0	10.5	158	1
2	Automated Recycling Routes	1.0	1.0	1.0	1.0	1.0			5.0	10.5	53	1
3	Automated Green Waste Routes	2.0	2.0	2.0	2.0	2.0			10.0	10.5	105	1
4	Refuse Bin Routes	3.0	3.0	3.0	3.0	3.0	1.0		16.0	11.5	184	1.5
5	Recycling Bin Routes	1.0	1.0	1.0	1.0	1.0			5.0	10.0	50	1
6	Bulky Item Pickup Routes	1.0	1.0	1.0	1.0	1.0			5.0	3.5	18	2
7	Roll-Off Box Routes	1.0	1.0	1.0	1.0	1.0			5.0	9.0	45	1
8	Scout Vehicle Routes								-		-	
9	Other: _____								-		-	
10	Other: Sharps Delivery M/B Program	1.0	1.0	1.0	1.0	1.0			5.0	0.5	3	1
11	<b>Total Routes</b>	13.0	13.0	13.0	13.0	13.0	1.0	-	66.0		616	

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

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

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

**TONNAGE DIVERSION PLAN**

Proposing Company: United Pacific Waste

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	9,318								-	0%
2	Residential Cart Recyclables	1,250	1,100							1,100	88%
3	Residential Cart Greenwaste	2,096		1,887						1,887	90%
4	Bin Refuse	25,779					5,106	500		5,606	22%
5	Bin Recyclables	3,009	2,759							2,759	92%
6	Roll-Off Service	3,996			2,797					2,797	70%
7	Bulky Item Pickup/ Holiday Trees/Special Events/Clean-up Days/ All Other	-								-	-
8	<b>Total</b>	45,448	3,859	1,887	2,797	-	5,106	500	-	14,149	31%
9	Minimum Recovery Rate for Processing Mixed Refuse (refuse loads only, excluding all source separated loads):										

(1) Describe "Other" programs below:

Source Separated Recycling program, Food Waste Recycling and Mixed Waste processing

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

## SECTION 2 EXCEPTIONS TO THE FRANCHISE AGREEMENT

United Pacific Waste hereby acknowledges reading Exhibit 2: Exceptions to the Draft Agreement Terms submitted by the City as well as the Draft Franchise Agreement and has no exceptions to the Draft Franchise Agreement.

### **(b) Exhibit 2: Exceptions to Draft Agreement Terms**

*Any and all exceptions to the terms set forth in the Draft Agreement shall be made in writing, included with the proposal and marked separately as Exhibit 2. To the extent the exceptions conflict with, modify, or otherwise change a term in the Draft Agreement, the proposal shall reference the Section of the Draft Agreement to which the exception relates. To allow full consideration of any exceptions, a proposal shall provide as much detail regarding the proposed exceptions, including, where appropriate substitute contract language being proposed.*

*Unless an exception is provided in writing, by submitting a proposal, Proposer accepts the terms set forth in the Draft Agreement. **It is intended, that the successful Proposer will enter into a solid waste agreement with the City, subject only to exceptions raised by the Proposer.** Only exceptions noted in the proposal shall be considered by the City. The City is not required to accept any submitted exception, but can choose to negotiate regarding the subject matter of said exception to arrive at a mutually agreeable contract provision. Proposers should anticipate that the City will not likely be willing to accept changes to the Draft Agreement language.*

## SECTION 3 UPW BUSINESS INFORMATION

### ***Overview of United Pacific Waste***

UPW has prepared a local, unified presence in the solid waste industry that incorporates all of the solid waste components necessary to adequately service private and municipal clients. From collection and disposal to recycling and organic waste management, UPW has the resources, staff, administration and infrastructure to meet and exceed the requirements of the City. With UPW, the City will have access to all of the resources required, as well as a close professional relationship with our executive team and staff to ensure the RFP goals are met in an effective and economical manner.

### ***Legal Entity Name***

United Pacific Waste is the legal entity name.

### ***Legal Entity Status***

UPW is a closely held California Corporation located in the City of Pico Rivera.

### ***Number of Years Operating as United Pacific Waste***

United Pacific Waste was incorporated in 2003 and has been in the business of municipal and private collection since that date of incorporation.

### ***Stockholders of UPW holding more than ten percent (5%) are identified as follows:***

Stockholder	Percent of Shares
Michael R Kandilian	30.5882%
Rouben Kandilian	19%
Shana Kandilian Miclea	25.2059%
Michelle Kandilian	<u>25.2059%</u>
	100.00%

**Creditors Owed More Than 5% of Total Assets:** Contained in the black binder marked CONFIDENTIAL submitted with this Proposal.

***Years in Business:*** 13

**Legal Actions** – Contained in the black binder marked CONFIDENTIAL submitted with this Proposal

**Financial Statements** – Financial Statement of UPW is contained in the black binder marked CONFIDENTIAL submitted with this Proposal

***Names of Officers***

<b>Rouben Kandilian</b>	<b>Chairman</b>
<b>Michael Kandilian</b>	<b>Chief Executive Officer</b>
<b>Shana Miclea</b>	<b>Corporate Secretary &amp; Treasurer</b>
<b>William K. Thorpe</b>	<b>Chief Financial Officer</b>

UPW is a family owned and operated corporation and no other shareholders exist other than close family members.

***Corporate Headquarters***

Our Corporate Headquarters is conveniently located in the City of Pico Rivera at the following address:

**United Pacific Waste  
4320 San Gabriel River Parkway  
Pico Rivera, California 90660**

***Description of Experience for UPW***

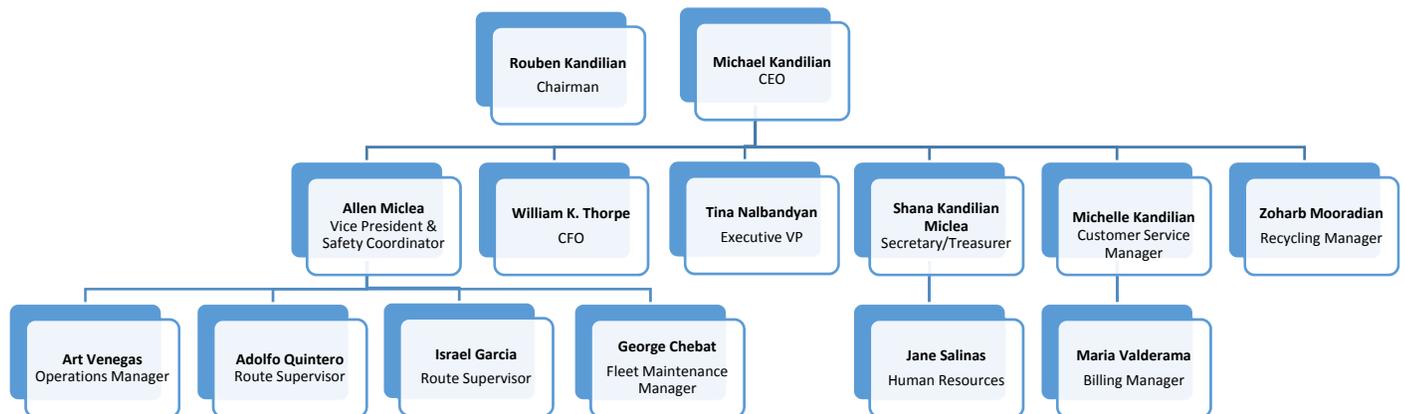
United Pacific Waste (UPW) is a California Corporation formed to perform solid waste collection and recycling services throughout Southern California. UPW's management is comprised of nearly 90 years of experience in the solid waste and recycling industry. Rouben Kandilian, the former President of **Zakaroff Recycling Services (Zakaroff)**, teamed with his son, Michael Kandilian, to form United Pacific Waste.

UPW has a refuse collection and recycling fleet that provides services throughout Southern California. The fleet consists of 46 vehicles including 10 front loader vehicles, 7 automated sideloaders, 8 roll-off trucks, 10 scout vehicles, 2 maintenance vehicles, 3 supervisor vehicles a skip loader, 3 bin delivery vehicles, and 2 bin trailers. The firm maintains a substantial inventory of commercial refuse containers and roll off boxes. UPW is proud of the fine condition of its fleet and works hard to keep it that way.

Fleet condition is reflective of the pride and care taken in serving all customers and accounts for our current and previous jurisdictions. This inventory is considered the most well-maintained equipment in the industry and indicative of the equipment to be deployed in the City of Huntington Park. This inventory is available for inspection at any time at our corporate yard.

The UPW management team is widely recognized for experience in successful refuse collection and recycling programs in Southern California municipalities. In addition, UPW and its founders have provided residential and commercial solid waste and recycling services to the following communities since **1950**:

- |                        |                      |                      |
|------------------------|----------------------|----------------------|
| West Hollywood         | Commerce             | Burbank              |
| Monterey Park          | El Monte             | Santa Monica         |
| Long Beach             | Pasadena             | Covina               |
| Montebello             | El Segundo           | Arcadia              |
| Torrance               | Vernon               | Baldwin Park         |
| Glendale               | Monrovia             | Duarte               |
| Los Angeles (LA) – LAX | LA - Walnut District | LA - Athens District |
| LA - Rowland Heights   |                      |                      |



## ***Key Employees***

### **ROUBEN KANDILIAN: Chairman**

Mr. Kandilian's solid waste experience traces back to 1914 with the inception of Zakaroff Recycling Services (ZRS). A descendent and successor of the (ZRS) business empire, Mr. Kandilian has spent the last thirty years applying his visionary diversion programs to complex business and residential environments that demand expedience and efficiency. The longevity of Mr. Kandilian's career envelopes innovation, resolution, and a consistency that has allowed many to use his achievements in solid waste and recycling as a benchmark for successful business practices.

One of the hallmarks of Mr. Kandilian's career was the careful and calculated handling of the West Hollywood solid waste franchise in 1992. A highly trafficked and socially vibrant community known for its meticulous standards, the City of West Hollywood demanded attention to detail and a unique system of operation that would enable all visiting and permanent residents to be active participants in a variety of waste and recycling programs no matter where their property was situated at. The result was a seamless franchise contract roll out that allowed residents to receive collection service at reasonable operating times while still remaining committed to city ordinances and preserving the socially prominent culture of the community. Along with West Hollywood Mr. Kandilian was awarded the El Segundo residential franchise, LAX Airport Contract, Walnut Park, Athens Woodcrest Olivita contract and Rowland Heights.

A highly personable man, Mr. Kandilian utilized his hands on approach to tackle any questionable service issue beforehand by meeting with HOA boards, business owners and management companies in order to address and resolve and thus prevent any interruptions in service. Each situation was further personalized by addressing each and every inquiry made by constituents during the entire duration of the contract thus maintaining the standards of this high end community. It remains a landmark contract roll out in terms of overall customer satisfaction.

### ***Duties and Responsibilities***

Mr. Kandilian serves as Chairman for United Pacific Waste. He will also be responsible for compliance with all government rules and regulations regarding environmental compliance, required reports, fees and collection requirements. Mr. Kandilian will be responsible for ensuring both the preparation and delivery of all requested documentation by the City pertaining to the

company. He will also be responsible for coordinating all financial documents with the CFO and corresponding with the CEO on all City related and operational matters.

**MICHAEL R. KANDILIAN: Chief Executive Officer**

Michael Kandilian brings over thirteen (13) years of experience to the UPW management team. He is experienced in all aspects of the waste industry, particularly in operations, equipment acquisition, personnel management, route structuring, vehicle scheduling, collection techniques, rate structure and financial management. He has gained this valuable experience by learning the business from the ground up. He has worked as a Scout Truck Operator, Front-Loader Operator, Roll-Off Driver, Dispatcher, Route Manager, Safety Manager, Customer Service and Sales Manager. Michael is a waste industry “lifer,” being born into a family that owned and operated one of the most successful refuse and recycling operations in Southern California, Zakaroff Recycling Services.

An extensive background in automotive technology allows Mr. Kandilian to oversee and contribute to the vehicle fleet maintenance of UPW by recommending and applying service innovations that eliminate vehicle breakdowns during route service times. The advent of natural gas into the waste industry propelled Mr. Kandilian to begin incorporating an all CNG fleet into residential franchises and heavily promoting UPW as a conscientious member of the business and environmental communities. Mr. Kandilian continues to promote alternative fuel resources when recommending fleet purchases and continues to introduce and incorporate state of the art automotive maintenance programs to UPW.

*Duties and Responsibilities*

Mr. Kandilian will be at the helm of all public relation obligations and will be representing UPW at all City meetings effectively functioning as the City contract manager. Mr. Kandilian will assign, direct, and administer the provisions of the contract agreement to the satisfaction of the City and to oversee the collection procedures as stipulated in the proposal. Moreover, Mr. Kandilian will assure that the proper equipment is ready and available for timely implementation, that his entire staff is properly trained, and that the collection methods described in this proposal are implemented as intended and as proposed.

**WILLIAM K THORPE: Chief Financial Officer**

Mr. Thorpe has been a well-regarded member of the accounting and financial fraternity for over 35 years. As CFO, Mr. Thorpe brings to UPW a distinguished background that includes decade long tenures at KPMG in San Francisco. Known for his attention to detail, Mr. Thorpe has been responsible for dramatically increasing revenue for several publically traded companies and maintains a reputation that has made him a valuable member of the UPW family.

Mr. Thorpe has been responsible for overseeing internal and external financial reporting financings, both debt and capital, and bank investor relations. Mr. Thorpe has also spent considerable time overseeing operation management. Mr. Thorpe has a Bachelor of Arts degree from University of California Los Angeles

*Duties and Responsibilities*

Mr. Thorpe will be responsible for ensuring that the financial commitments for all vehicles, educational material, equipment, carts, bins and vehicles are ready prior to the contract start date. He is responsible for preparing the final cost estimate identified in the RFP and the financial requirements outlined in the City's RFP. Mr. Thorpe works with UPW's outside accountants, financial institutions, insurance companies, bonding firms and vendors to ensure that all contractual or contract requirements are met prior to and during the life of the contract.

**SHANA KANDILIAN-MICLEA: Secretary/ Treasurer & Human Resource Director**

Mrs. Miclea inherited her father Rouben's shrewd perception of economics and human relations. Mrs. Miclea has spent the last decade engrossed in talent acquisition, human capital management, compensation programs, crisis management, and all financial aspects of human resource management within the solid waste industry. A keen surveyor of business customs in all industries, Mrs. Miclea has been able to analyze the deficiencies in the human resource practices of other solid waste haulers and prevented such career eroding actions to penetrate UPW. By maintaining a working environment that stays within the regulations of the California Department of Fair Employment and Housing (DFEH), Mrs. Miclea has been able to expand the employer / employee relationship into a reciprocal relationship that envelopes trust, compensation, and fair treatment for all. Intent on maintaining the UPW luster, Mrs. Miclea works closely with the CEO, Operations Manager, and Customer Service Manager on a daily basis in order to maintain an employee roster that fulfills and surpasses all requirements of each

designated position. This quarter, Mrs. Miclea recruited a respected refuse operator known for his precision in handling hard to service accounts and navigating through alleys and easements in residential sectors.

### *Duties and Responsibilities*

Mrs. Miclea will be responsible for all aspects of employee relations and will maintain a close communication with the Operations and Customer Service Manager in maintaining an employee base that preserves the criteria of each position within UPW. Mrs. Miclea will provide administrative and document support for all members of management as well as maintain regularly scheduled training sessions to the entire employee base with special attention to refuse operators on the importance of proper conduct, safety, health, and ethics.

### **ALLEN MICLEA: Vice President / Safety Coordinator**

Under the management of Mr. Miclea, UPW has been able to maintain a solid safety record that clearly sets an industry standard. Mr. Miclea's background as a Claims Adjuster, Risk Management Consultant, and Auditor have enabled him to be the common denominator between economics and exposure at several well regarded companies.

Mr. Miclea continues to survey the safety practices at UPW and has prevented UPW from engaging in any high profile accidents and fatalities on behalf of its refuse operators. Intent on maintaining accountability, Mr. Miclea continues to be the dominant force in risk management by specializing in preventive or preventative measures that place refuse operators, employees, and the general public in a state of awareness, control, and peace of mind.

At this time, Mr. Miclea has focused his attention on conducting training sessions that are both interactive and informative on such topics as maneuvering through alleys and easements, hands free cellular device usage, heat stroke, and detection of questionable solid and liquid waste. Under Mr. Miclea's management, UPW proudly conducts monthly safety meetings with their entire roster of refuse operators and automotive technicians and regularly acknowledges their employees with safety awards for helping to maintain UPW's stellar safety record.

### *Duties and Responsibilities*

Mr. Miclea will work directly with the Human Resources Director and Operations Manager in maintaining inspection of workplaces to ensure safe and healthful conditions for all employees. Moreover, Mr. Miclea will manage and instruct all safety meetings and prepare notices for management to issue reprimands to employees for any safety violations as well as assist management in investigating accidents and maintaining safety training and educational materials that meet Cal OSHA and DOT guidelines.

### **TINA NALBANDYAN: Executive Vice President**

Mrs. Nalbandyan's economic studies abroad have allowed her to observe and analyze solid waste operations outside of the United States. Aligning her education in the states with her research abroad, Mrs. Nalbandyan has been able to introduce innovative international solid waste and recycling procedures to UPW. Mrs. Nalbandyan has spent the last fifteen years within the corporate structure holding positions with various business entities as a Materials & Recovery Facility Consultant (MRF), Business & New Development Manager, Division Area Credit & Collections Manager, and Billing & Accounting Manager.

Mrs. Nalbandyan will serve as a hybrid between various departments specifically Sales & Marketing, Billing & Accounting and Operations Management. Her extensive solid waste background will serve to foster the current personnel to meet the high standards she has now set for UPW. In addition to responding directly to the Chairman, CEO and CFO, Mrs. Nalbandyan will spend considerable time with the Operations Manager in fielding any inquiries with regards to City ordinances, zoning laws, and property & parcel identification with special attention to multi-unit and residential dwellings.

### *Duties and Responsibilities*

Mrs. Nalbandyan will be directly responsible for the development of monthly, quarterly, and annual generation reports submitted to the City for compliance with the agreement. These reports include but are not limited to the quantity of materials disposed, SHARP's program participants, and recycling program participants. In addition to ongoing compliance management, Mrs. Nalbandyan will be responsible for the implementation of the following tasks related to ongoing outreach efforts will work with the City to resolve customer requests and provide regular diversion and status reports to the City; Development of initial public education materials and continued implementation of violation notices to minimize contamination

and encourage proper cart usage. She will oversee all special tasks for the franchise cities, Mrs. Nalbandyan will follow up with any correspondences from the residential customers with a follow up phone call to make sure all tasks have been met.

### **MICHELLE KANDILIAN: Customer Service Manager**

Miss Kandilian is a professional who's dedicated and steady manner allow her to successfully navigate the prominent position of Customer Service Manager. Maintaining the standards set by her father Rouben, Miss Kandilian brings almost a decade of customer service management and accounting to UPW. A calm demeanor allows Miss Kandilian to efficiently handle escalated calls from her department and address service issues in a timely manner with the Operations Manager and Dispatch Supervisor. Miss Kandilian will also maintain an alliance with the Billing Manager in addressing any questionable invoices beforehand allowing for a more efficient billing structure.

A steady maintenance of all customer service inquiries and billing reports allows Miss Kandilian to survey the amount of calls received and the time required to resolve them as well as analyze and implement resolutions and solutions to these reports. Miss Kandilian is responsible for the recruitment, training, and development of all customer service representatives (CSR) and is aware that the agreement with the City requires an additional CSR to ensure adequate coverage before the collection begins and throughout the term of the agreement.

#### *Duties and Responsibilities*

Miss Kandilian will be responsible for all aspects of the Customer Service Department including maintaining a qualified and appropriate level of staff to meet the demands of the entire UPW customer base. In addition to staffing bilingual representatives in Spanish, Miss Kandilian will continue to conduct monthly customer service meetings and quarterly training seminars on the topics of customer service satisfaction and techniques to address inquiries of all types with poise and professionalism.

### **ART VENEGAS: Operations Manager**

Mr. Venegas began his solid waste career as a refuse operator on front loader commercial routes and later as a semi-truck driver hauling cargo cross country. Mr. Venegas' formative years were spent with City of Industry based Valley Vista Services, one of the premier solid waste operators in California. Having a strong working relationship with Valley Vista Services' owner David M. Perez enabled Mr. Venegas to be the catalyst behind numerous successful franchise contract roll outs including the City

of Walnut in February 2006, Bassett/Valinda/San Jose Hills in April 2007, Hacienda Heights in April 2010 and the El Monte residential and commercial acquisitions from Phoenix Waste & Recycling Services (PWRS) in July 2010.

The Kandilian Family hired Mr. Venegas in September 2012 to revitalize United Pacific Waste & Recycling Services (UPW) into one of the most vibrant and intrepid solid waste operators in Southern California. Mr. Venegas' proven formula for success involved realigning each division of the UPW operation to meet the career defining expectations he is known for. We currently have 5 supervisors under the direction of Mr. Venegas to direct to Franchise cities to monitor the franchises and open market areas including City of LA.

By attracting respected talent to the UPW family and rebuilding customer relationships, the organizational culture at UPW is now crystalized for further substantial growth in the waste, recycling, and hazardous waste communities.

#### *Duties and Responsibilities*

Mr. Venegas will be responsible for directing the implementation of the City's collection program proposed by UPW. He will train drivers, map and route residential, commercial and multifamily collection locations, initiate collection procedures and physically monitor collections for the first 90 days or sooner. Mr. Venegas reports directly to the CEO, Michael Kandilian, to ensure that all collection and safety procedures are being followed to the letter of the proposed agreement.

#### **ISRAEL GARCIA: Route Supervisor**

Mr. Garcia entered the solid waste industry at the age of 18. Fifteen years later he continues to maintain his credible reputation as a dependable refuse operator, respected route auditor, and trusted Route Supervisor.

Mr. Garcia spent his formative years with United Pacific Waste (UPW) and joined Valley Vista Services under the terms of the El Monte route acquisitions in July 2010. Dedicated to the Kandilian Family, Mr. Garcia regrouped with UPW in 2012 in order to assist Operations Manager Art Venegas in successfully realigning UPW's route and fleet management structure. Directly responsible for the

supervising and training of all residential and commercial refuse operators, Mr. Garcia raises the bar in customer service satisfaction by utilizing the effective resolution techniques introduced to him by Mr. Venegas.

The completion of both residential and commercial routes in a safe and timely manner is the chief responsibility of Mr. Garcia with special attention to maintaining a strong and productive relationship with constituents, members of the community, and all Los Angeles area code enforcement officials. Moreover, Mr. Garcia serves to maintain the stellar safety record of UPW by frequently surveying the routes in which his refuse operators serve and sustaining a fully operating fleet of vehicles at all times.

#### *Duties and Responsibilities*

Mr. Garcia will be responsible for assisting in the implementation of the city's collection program as proposed by UPW. He will assist in training refuse operators, map & route commercial, multi-family, and residential collection locations, initiate collection procedures, and physically monitor collection for the first 90 days or sooner. Mr. Garcia will report directly to the operations manager to ensure that all collection and safety procedures are being followed to the letter of the agreement.

#### **ADOLFO QUINTERO: Dispatch Supervisor**

Mr. Quintero is the nucleus of the Operations Dept. His energetic presence in the operation makes UPW a virtually 24 hour entity. By fielding calls from high profile accounts off site as well as during office hours, Mr. Quintero has firmly established UPW as a hauler that meets service time guarantees for its roll off and construction & demolition accounts, accommodating film and television schedules like no other hauler in Southern California.

By maintaining a selected network of refuse operators at hand, Mr. Quintero is able to dispatch a driver at all hours in order to meet the time sensitive demands of entertainment industry accounts maintained by CEO Michael Kandilian. With a lengthy corporate background as a call center representative, Mr. Quintero brings his dedicated manner to the entire UPW customer base which has earned his esteem as the most reliable dispatcher in the solid waste industry.

In addition to fulfilling the scheduling of all roll off, commercial, and residential service orders, Mr.

Quintero is also skilled at handling a wide range of service related and billing inquiries with a keen knowledge for resolving service issues in a timely and respectful manner.

#### *Duties and Responsibilities*

In addition to interacting closely with the CEO, Mr. Quintero will report directly to the Operations Manager and work with the Customer Service Manager and her department in fielding incoming service related inquiries from the entire UPW customer base. Moreover, Mr. Quintero will advise the Operations Manager of any potential service interruptions and function as a utility when communicating information regarding all service accounts to the appropriate department. Mr. Quintero will field refuse operator radio calls and relay pertinent information in real time to all designated parties.

## **George Chebat: Fleet Maintenance Manager**

Mr. Chebat had previously worked for Zakaroff Services under Rouben Kandilian's supervision since 1990 and today working with UPW the same supervision applies to keep the vehicles in excellent running condition. Mr. Chebat is accustomed to making sure that all rules and regulations are met with all agencies i.e. AQMD, Carb compliance, OSHA regulation and Highway patrol Bit programs.

Mr. Chebat understands the importance that vehicle maintenance, repairs and schedules are met on a monthly basis. He has the training skills for his crew to understand and to make sure his crew passes a series of tests to keep up the changes made by many agencies. Mr. Chebat has the technology and experience to run a computerized engine, transmission and type of vehicle troubleshooting techniques to minimize the labor cost from manually troubleshooting vehicles and is accustomed to CNG vehicles and is certified to teach his department heads the understanding in the transition from diesel to CNG for a cleaner environment.

### *Duties and Responsibilities*

Mr. Chebat has the capabilities for budget reports in his department to meet the goals needed to run his department in the most cost effective manner, making sure that all vehicles preventative maintenance and routine maintenance are completed in a timely manner. Mr. Chebat is in charge of several departments, vehicle maintenance, tires, hydraulics, vehicle body welding and repairs, truck wash, container repair and the paint shop to name a few. He has trained each department from his crew to be accustomed to UPW's policy on a daily basis. Mr. Chebat has a wealth of experience to save money in each department and not compromise the integrity to fulfill the daily routine in keeping the vehicles in good running condition.

Mr. Chebat works in harmony with the route supervisors, dispatch to make sure all customers request for cart and container repairs, roll-off body and compactor repairs are met for customers in a timely manner. Working with the supervisors on specialty items that are custom made for customers or drivers on a daily route analysis.

Mr. Chebat understands the daily challenges of his work load and is a problem solver to meet his goals.

**ZOHRAB MOORADIAN:** Recycling Manager

Mr. Mooradian's substantial background in environmental waste handling, hazardous & special waste treatment, sales & marketing management, and public relations have made him a unique and beneficial asset to the environmental waste industry. Mr. Mooradian's enterprising presence at UPW signals a green environment and a much greener workplace.

Committed to maintaining a greater public awareness on the importance of recycling, Mr. Mooradian will work closely with the CEO and Operations Manager on scheduling events within the City that highlight the progress of recycling and educate the public on the end result of a green workplace and home. Specifically, Mr. Mooradian will introduce products to UPW that are the direct result of consumer recycling such as utensils, packaging materials, and office supplies for free distribution at appointed school district events, job fairs, and Earth Day.

In addition to his dedication to sales and marketing growth, Mr. Mooradian will assist in the development of initial public education and outreach material on recycling and will design customized recycling programs required by the City and act as a resource for all inquiries regarding aspects of recycling programs available to constituents and account holders.

*Duties and Responsibilities*

Mr. Mooradian will be responsible for the design, implementation, and daily oversight of recycling programs proposed including curbside recycling, green waste, manure, commercial recycling, environmental waste, bulky item diversion, school recycling, and other required diversion programs. Moreover, Mr. Mooradian will handle town hall and community outreach events and all required mailings, newsletters, and website updates provided by UPW. Mr. Mooradian will direct a staff of recycling personnel specifically trained in the private industry to uncover opportunities for recycling programs, design them specific to the customer's needs and implement said programs with training and follow-up education. Mr. Mooradian's staff has been successful in implementing over 350 multifamily and commercial business recycling programs in our franchised cities and will implement the program requirements set forth in this Proposal for the City of Huntington Park.

Mr. Mooradian will work closely with the City to obtain approval for all educational materials developed for distribution, education and evaluations for recycling options presented herein and required by the Agreement.

**MARIA VALDERRAMA: Billing Manager**

Mrs. Valderrama had previously worked for Zakaroff Services. Mrs. Valderrama reinforces the strong management circle at UPW by applying her Information Technology skills and incisive accounting strategies to her dominant role as Billing Manager. An expert at identifying billing discrepancies and finding resolutions, Mrs. Valderrama brings to UPW a decade long tenure at Republic Services/Allied Waste where she became acquainted with the billing structure of not only a corporate environment but also the billing and accounting patterns for other business entities during the 1998 corporate merger of Zakaroff Recycling Services with Republic Services/Allied Waste.

Mrs. Valderrama has introduced a more streamlined accounting method to UPW that has increased efficiency without sacrificing customer satisfaction. Her relationships with vendors, franchise account holders, and commercial residents allows for a better understanding of invoicing a much more expedited method of accounts receivables.

*Duties and Responsibilities*

Mrs. Valderrama will report directly to the V.P and work closely with the Customer Service Manager in preparing all billing for commercial, residential, and multifamily customers. Moreover, Mrs. Valderrama will field intricate billing calls from management companies and other sensitive accounts that demand immediate resolution and attention.

**JANE SALINAS: Human Resources**

Mrs. Salinas has a very important task at UPW: to find the right people for the job. So far, Mrs. Salinas has done very well in attracting exceptional talent, reviewing qualified applications and recommending in-house personnel that are thoroughly screened and can perform the work applied for. After receiving applications for employment, Mrs. Salinas interviews drivers, swampers, mechanics and administrative personnel to see if there is a fit with UPW. In the case of drivers and other solid waste professionals, Mrs. Salinas will contact previous refuse companies that the applicant has worked with and will find out if there were any serious consequences to their employment status with that Company. Other duties include disciplinary actions, recordkeeping and time-tracking and other personnel issues necessary for compliance with employment issues.

## Duties and Responsibilities

Mrs. Salinas will be responsible for all aspects of employee relations and will maintain a close communication with the Human Resource Director and Customer Service Manager. Mrs. Salinas oversees the uniforms and identification badges, safety, communications and quality control.

## SECTION 4 CONTAINER SPECIFICATIONS

### ***Cart Information***

Customers receiving Residential Solid Waste service will receive 96 gallon carts for refuse, recyclables and green waste. Smaller carts such as 65 or 35 gallon carts will be available upon request. UPW will collect solid waste five days per week at the curb per the Franchise Agreement using automated carts manufactured by Rehrig Pacific with a minimum of 20% Post-Consumer recycled material. Specifications for all Rehrig carts are attached in Exhibit 3.

UPW will use a Brown cart for refuse, a Green cart for green waste, a Grey cart for food waste and a Blue cart for recyclables. Each bin will be affixed with a decal indicating what types of materials are acceptable and unacceptable and clearly marked as follows:

- Brown cart – “Refuse Only”
- Blue cart – “Recyclables Only”
- Green cart – “Green Waste Only”
- Grey cart – “Food Waste Only” (for commercial, single-family and multifamily customers)

UPW currently uses molded in text on recycling bins for other municipal and private clients to ensure the message of recycling is consistent. Through UPW’s current asset management and replacement plan, residents in Huntington Park are assured to have carts that are in good working condition. Each cart shall be labeled in English and Spanish with specific graphics so as to : (1) explain/depict the items for which it is designated to collect, (2) items that are unacceptable and deemed contaminants; and (3) identify UPW including phone number for service related issues.

- Any broken or damaged carts will be replaced at no cost throughout the term of the Agreement and any amendments thereafter
- All carts will be maintained and designed to resist weather conditions

All new carts will be ordered and delivered by Rehrig Pacific. Carts selected by UPW for the City of Huntington Park, Model 96U, are backed with a ten-year warranty and are guaranteed to the highest standards, meeting and exceeding all ANSI requirements for safety, compatibility and performance. UPW will maintain an accurate list that contains the total number of carts at each service address and the serial number associated with each cart located at such address. UPW will update this list continuously for the first 6 months of the Agreement, and provide it to the City during the transition

period when necessary. UPW will initially provide the original, initial list to the City within thirty (30) days of the Effective Date of the Agreement.

UPW will work with all customers to ensure that a Safe and Efficient Cart Placement Set-Out Standard is established. Through our outreach programs and efforts, UPW will remind customers to place carts curbside and to provide approximately 18 inches of separation between carts and other objects (other carts, vehicles, light posts, mail boxes, etc.) UPW recognizes that some customers may experience challenges complying with the Safe and Efficient Cart Placement Set-Out Standard and we will work with such customers to implement a “win-win” compromise.

Carts should be set out by 6:00 am on the day of collection with the handle of the cart facing the house away from any obstruction with the lids closed and wheels against the curb. While we do not anticipate missed pick-ups, in the event that one does occur, carts will be emptied the same day if contacted prior to 3:00 pm. If contacted after 3:00 pm, we will return the following day.

***Material Collection Specifications***

Acceptable materials for the Residential Solid Waste Collection program include non-recyclable solid waste allowed by federal, state and local laws and regulations. Prohibited materials include: liquid waste, hazardous waste, medical waste, batteries and compact fluorescent light bulbs. Additionally, UPW strongly discourages disposal of materials that could be recycled.

<b>Materials Designated for Trash</b>
Non-recyclable materials
Composite waste
Bamboo
Bagged pet waste & litter
Broken glass
Broken dishes
Cactus
Ceramic
Dirty or soiled paper
Disposable diapers
Drycleaner bags
Egg cartons (Styrofoam)
Putrescible materials
Non-recyclable food packaging

<b>Acceptable Materials for Recycling Cart</b>	
Paper Products	Tin cans
Cereal & food boxes	Clear, amber, green glass container
Newspaper	Food cans
Mixed color paper	Pipe tins
White paper	Plastic Containers
Cardboard	Bottles & containers
Junk mail	Plastic milk containers
Magazines	Plastic bags
Telephone books	Detergent containers
Paper bags	Glass Containers-
Egg cartons	Metal Containers
Steel cans	Aluminum cans

<b>Non-Acceptable Material for Recycling Cart</b>	
Food waste	Light Bulbs
Liquid Broken Glass	Styrofoam
Household Hazardous Waste	Batteries
Mirrors	Putrescible waste

<b>Acceptable Materials for Green Waste Only</b>	<b>Non-Acceptable Material for Green Waste Cart</b>
Grass Clippings	Oleander
Tree Trimmings	Ice Plant
Leaves	Palm Fronds
Brush/Shrubbery Clippings	Plastic Bags
Sawdust	Food
Non Treated Wood	Animal Waste
Tree Limbs	Treated Wood
<b>Acceptable Materials for Food Waste Only</b>	<b>Non-Acceptable Material for Food Waste Cart</b>
Produce scrap	Milk, soy milk, and juice cartons
Meat, poultry, fish, shellfish, bones	Ice cream cartons
Egg and dairy products	Plastic bags or food wrap
Table scraps and plate scrapings	Plastic take-out containers
Fruits and vegetables	Plastic plates, cups, utensils
Bread, dough, pasta, grains	Produce baskets and netting
Coffee grounds, coffee filters, tea bags	Styrofoam/packing peanuts
Kitchen paper towels	Wire and rubber bands
Restroom paper towels	Restroom tissues and towels
Paper napkins	Painted or treated wood
Flowers and plants (no soil)	Metal, foil

## ***Refuse and Recycling Bins***

UPW will use a Brown Bin for refuse and non-recyclable material, a Green 96 gallon cart for green waste and a White Bin for recyclables. Each bin will be affixed with a decal indicating what types of materials are acceptable and clearly marked as follows:



1. White Bin – “Recyclables Only”
2. Brown Bin – “Trash Only”
3. Green 96 gallon cart – “Green Waste Only”

Each bin is affixed with labels that indicate what types of materials are acceptable in recyclables, trash and green waste bins. UPW currently uses a sticker placed on recycling bins for other municipal and private clients to ensure the message of recycling is consistent.

If the City chooses to change the colors of the bins to be more consistent with City colors, UPW will paint bins to the colors chosen.

Upon request of any customer, UPW will provide Bins with lids that close securely and which are capable of being locked at rates that do not exceed those set forth in the executed Agreement.

## ***Graffiti***

UPW takes pride in the appearance of our equipment and the communities we serve. Removing container graffiti is in the immediate interest of our employees, customers and municipal partners.

As part of our drivers training, UPW has launched an aggressive graffiti abatement program. Collection drivers will be responsible for accessing and reporting graffiti at every collection stop. When noting graffiti, the driver will take a photo of any cart or container with graffiti and send notification to dispatch. Dispatch will enter a ticket request for an on-site cart or bin swap to be completed within 24 hours.

UPW will also stock 5 gallon buckets of paint at the City's Public Works yard for quick action allowing our supervisors to paint over graffiti at a moment's notice.



### ***Inventory***

The automated carts and bins will be stored at the rear 47,000 square feet of UPW property for ease of transportation, distribution and exchange. An adequate inventory of automated carts and bins for all franchised and contracted jurisdictions is ordinarily maintained by UPW and tracked in the Customer Service department by Michelle Kandilian and her staff.

## SECTION 5 MULTIFAMILY RECYCLING PROGRAMS

### Summary

For implementing the Multifamily Dwelling Recycling Program detailed in Section 8.2.8 of the Franchise Agreement, UPW has developed two options for Customers to choose from that are subject to the requirements of AB 341 (over 4 units). UPW feels by offering customers the choice of a source separated recycling program or mixed waste processing program allows customers to explore the option of what suits their needs best. The options are stated below and allow Multifamily Customers the flexibility to participate:

#### Option I: Source Separated Recycling for Multifamily Recyclables

For Multifamily Customers wishing to participate in Source Separated Recycling, UPW's recycling coordinators will first conduct a site visit to ensure there is adequate space for recycling container(s) or cart(s). Upon verification of allocation of space for recycling container(s), UPW will recommend an education and outreach program for encouraging residents of Multi-Family Customers to participate. At a minimum, the education and outreach program includes; 1) development of handout materials including contact information to each dwelling unit indicating specifics of recycling program and location of container(s); 2) distribution of handout materials through bulletin board(s), owner/manager contact or mail receiver (if allowable by law) UPW will supply door hangers, recycling bag(s) and brochures, all to be delivered to each and every unit; 3) "townhall" type meeting for all contacted residents to participate, receive instructions and ask questions. This program can be very effective for those Multifamily Customers who believe residents are willing to participate and can effect change in the environment. The benefit of this option for customers is taking advantage of the reduced cost of service.

Spanish



English



At each location visited by a UPW Recycling Coordinator, a checklist will be filled out that gathers critical data from each location. The sample checklist is attached hereto and focuses on the level of refuse in each bin, composition of bin contents and number and location of bins throughout the site. This waste characterization study allows us to design and implement a comprehensive recycling program for customers and promotes savings through recycling.

In addition to these steps UPW will work with the City of Huntington Park Chamber of Commerce, City Hall, and other departments to have a designated area where brochures and other outreach and educational material can be displayed and available to customers to further promote and update customers on industry advancements and program options. UPW will also partner up with local Schools, The GFWC Women's Club, Communities for a Better Environment, AARP and other local organizations to continue the effort to educate the community on recycling.

UPW will keep a running log of the participants in Option 1 and update the log every six months in accordance with Section 8.2.8 of the Franchise Agreement. The log will include location and contact information for each participating customer, volume and weight of recyclables recovered, date of site visit, submission date(s) of educational and outreach material, collection service and frequency data along with handouts focusing on targeted materials for recycling, participation and correspondence with the customers. With each log submission, the townhall meetings will also be explained in detail including number of participants, training program(s) designed and other pertinent information.

In accordance with the requirements of Section 8.2.8, UPW will follow up every 6 months to ensure recycling is taking place. Primarily, UPW recycling route driver(s) will indicate whether the implemented recycling program is successful and Multifamily Customer(s) are participating in the program or not. If not, the 6-month visit will indicate whether the implemented recycling program should continue with additional education or placed in the second option of Mixed Waste Processing for Multifamily Waste.

A copy of the UPW Waste Audit Form is attached on the following page:



- Multifamily Customer \_\_\_\_\_
- Commercial Customer \_\_\_\_\_
- Rolloff Customer \_\_\_\_\_
- School Customer \_\_\_\_\_

**WASTE CHARACTERIZATION SURVEY FOR HUNTINGTON PARK CUSTOMERS**

Store \_\_\_\_\_ Address \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_ am/pm Hauler \_\_\_\_\_

Store ID \_\_\_\_\_ Visit # \_\_\_\_\_ Contact Name \_\_\_\_\_ Telephone \_\_\_\_\_

**VOLUME OF WASTE**

<u>AM OBSERVATION</u>		Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Container #1	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #2	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #3	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #4	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
<u>PM OBSERVATION</u>		Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Container #1	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #2	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #3	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #4	Size _____	0%	25%	50%	75%	100%	Over	Freq _____

**COMPOSITION OF WASTE**

<u>AM OBSERVATION</u>		%MP	%OCC	%FILM	%CRV	%METAL	%GLASS	%RES	Freq
Container #1	Size _____								_____
Container #2	Size _____								_____
Container #3	Size _____								_____
Container #4	Size _____								_____

<u>PM OBSERVATION</u>		%MP	%OCC	%FILM	%CRV	%METAL	%GLASS	%RES	Freq
Container #1	Size _____								_____
Container #2	Size _____								_____
Container #3	Size _____								_____
Container #4	Size _____								_____

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Option II:**     *Mixed Waste Processing for Multifamily Waste*

For Multifamily Customers not wishing to participate in Source Separated Recycling, UPW will compile a list of said customers and develop a Multifamily Mixed Waste Processing Route for transportation to the Puente Hills Materials Recovery Facility (PHMRF) for processing. Confirming use of the PHMRF is referenced in Section 8 of this Proposal. As indicated in Section 8, the PHMRF will guarantee capacity for all waste delivered by UPW from the multifamily waste stream in the City of Huntington Park.

This option satisfies the requirements of AB 341 by the recycling process being done at the Puente Hills Materials Recovery Facility (PHMRF) and has proven to be a successful way of optimizing diversion and making the process effortless for customers.

After the completion of the first year of service to Multifamily Customers, UPW will initiate the Multifamily Food Waste Recycling Program including collection of food waste with a separate bin. This Food Waste Bin is an option to further increase diversion for the City and is dark grey in color. A photo of the bin and specs is contained in Section 4 Rehrig Carts. The Food Waste Cart is designed to be contamination resistant against food waste and acidic organic materials. An introduction to this newly designed cart is inserted as follows:

***Organic Waste Carts & Containers***

*Rehrig Pacific is proud to offer **Organic Waste Containers** that are proven for quality and performance. Based upon extensive research, testing and customer feedback, Rehrig Pacific Company has engineered the consummate containers for collection of organic wastes.*

***The Yard Waste Cart**, available in 35, 65 and 95 gallon sizes, boasts a superior ventilation system that stimulates aerobic decomposition while promoting proper odor dissemination. This patented system quickly reduces the weight and volume of organic wastes, giving recycling programs the flexibility and cost savings of bi-weekly collection. An internal, hinged bottom assembly pivots to prevent trapped debris during dumping.*



***Bulky Item Collection and Recycling***

UPW will collect Bulky Items including E-Waste and U-Waste for Residential and Commercial Services. UPW shall provide unlimited Bulky Item Collection Services set forth in forth in Exhibit A of the RFP Draft Agreement. All Residential Services will receive free bulky items pick-up (unlimited for four (4) items per call per week) and such items will be picked up within 24-hours from the date a resident calls for service.

UPW will also promote the diversion of E-waste and U-Waste by informing multifamily residents that such items can be picked up, we will inform the residents by the initial roll-out and transition brochure and the annual newsletter and explain the importance on the benefits of the E-Waste and U-Waste collection. UPW's Facility has established a permit for a Household Hazardous Waste from CalRecycle for all materials accepted in the HHW program including E-waste, U-Waste and other potentially toxic materials.

## SECTION 6 COMMERCIAL RECYCLING PROGRAM

### **Summary**

For implementing the Commercial Recycling Program detailed in Section 8.3.4 of the Franchise Agreement, UPW has developed two options for Customers to choose from that are subject to the requirements of AB 341 (over 4 cubic yards per week). UPW feels by offering customers the choice of a source separated recycling program or mixed waste processing program allows customers to explore the option of what suits their needs best. The options are stated below and allow Commercial Customers the flexibility to participate:

### **Option I:** *Source Separated Recycling for Commercial Recyclables*

For Commercial Customers wishing to participate in Source Separated Recycling, UPW will first conduct a site visit to ensure there is adequate space for recycling containers or cart(s). Upon verification of allocation of space for recycling container(s), UPW will recommend an education and outreach program for encouraging businesses and their employees to participate. At a minimum, the education and outreach program includes; **1)** development of handout materials for each business focused on tools for educating employees while determining specifics of the recycling program and location of container(s); **2)** conduct educational training of all appropriate owners/managers at the place of business; **3)** follow-up and conduct site visits to ensure program is being conducted properly and employees are adequately trained. This program can be very effective for those Commercial Customers who are willing to participate and effect change in the environment and reduce their disposal costs.

In addition to these steps UPW will work with the Huntington Park Chamber of Commerce, City Hall and other departments to have a designated area where brochures and other outreach and educational material can be displayed and available to customers to further promote and update customers on industry advancements and program options.

In accordance with the requirements of Section 8.3.4, UPW will follow up every 6 months to ensure recycling is taking place. Primarily, UPW recycling route driver(s) will

indicate whether the implemented recycling program is successful and if the Commercial Customer(s) are participating in the program or not. If not, the 6-month visit will indicate whether the implemented recycling program should continue with additional education or be placed in the second option of Mixed Waste Processing for Commercial Waste.

UPW will keep a running log of the participants in Option 1 and update the log every six months in accordance with Section 8.3.4 of the Franchise Agreement. The log will include location and contact information for each participating Customer, volume and weight of recyclables recovered, date of site visit, submission date(s) of educational and outreach material, collection service and frequency data along with handouts focusing on targeted materials for recycling, participation and correspondence with the customers. With each log submission, the “tailgate” meetings will also be explained in detail including number of participants, training program(s) designed and other pertinent information.

With respect to Option I, UPW will also implement a Food Waste Recycling Program in anticipation of the passing of Assembly Bill 1826, sponsored by Wesley Chesbro, which is summarized as follows on the website of Californians Against Waste:

***Summary.***

*AB 1826 will drive the recycling of yard trimming and food scraps by requiring commercial generators to subscribe to composting or anaerobic digestion service for their organic waste.*

Since District I of the City of Huntington Park is heavily restaurants and food waste generators, UPW will focus on implementing the Food Waste Program during the first year of award of contract. In this case as well, UPW Recycling Coordinator Mr. Mooradian will employ his staff to conduct waste audits at the various restaurants and food waste generators during the first 6 months of the contract award. The second year UPW will implement the same food waste program Outside District 1 to complete the commercial accounts and to monitor the program to increase customer base to

maximize diversion goals. Upon successful tabulation of participating businesses, UPW will develop a Food Waste Collection Program that includes the following steps:

1. Tabulate willing food waste recycling participants
2. Develop educational materials aimed at kitchen and food service staff
3. Conduct “tailgate” meetings at participating locations
4. Coordinate drop-off of Grey Carts for food waste
5. Conduct collection of food waste within 9 months of contract award
6. Complete food waste recycling implementation by end of year 1

Upon successful implementation of the Food Waste Collection Program, UPW will confer with City Staff on the inclusion of multifamily and single-family customers identified in the initial site visits that wish to participate.

The Grey Carts are identified in Section 4 of this Proposal and are manufactured by Rehrig Pacific.

A copy of the UPW Waste Audit Form is attached on the following page:



- Multifamily Customer
- Commercial Customer
- Rolloff Customer
- School Customer

**WASTE CHARACTERIZATION SURVEY FOR HUNTINGTON PARK CUSTOMERS**

Store \_\_\_\_\_ Address \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_ am/pm Hauler \_\_\_\_\_

Store ID \_\_\_\_\_ Visit # \_\_\_\_\_ Contact Name \_\_\_\_\_ Telephone \_\_\_\_\_

**VOLUME OF WASTE**

<u>AM OBSERVATION</u>		<u>Mon</u>	<u>Tues</u>	<u>Wed</u>	<u>Thurs</u>	<u>Fri</u>	<u>Sat</u>	<u>Sun</u>
Container #1	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #2	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #3	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #4	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
<u>PM OBSERVATION</u>		<u>Mon</u>	<u>Tues</u>	<u>Wed</u>	<u>Thurs</u>	<u>Fri</u>	<u>Sat</u>	<u>Sun</u>
Container #1	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #2	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #3	Size _____	0%	25%	50%	75%	100%	Over	Freq _____
Container #4	Size _____	0%	25%	50%	75%	100%	Over	Freq _____

**COMPOSITION OF WASTE**

<u>AM OBSERVATION</u>		<u>%MP</u>	<u>%OCC</u>	<u>%FILM</u>	<u>%CRV</u>	<u>%METAL</u>	<u>%GLASS</u>	<u>%RES</u>	<u>Freq</u>
Container #1	Size _____								_____
Container #2	Size _____								_____
Container #3	Size _____								_____
Container #4	Size _____								_____
<u>PM OBSERVATION</u>		<u>%MP</u>	<u>%OCC</u>	<u>%FILM</u>	<u>%CRV</u>	<u>%METAL</u>	<u>%GLASS</u>	<u>%RES</u>	<u>Freq</u>
Container #1	Size _____								_____
Container #2	Size _____								_____
Container #3	Size _____								_____
Container #4	Size _____								_____

Comments \_\_\_\_\_  
 \_\_\_\_\_

UPW currently runs a commingled, single-stream recycling route for its Los Angeles area customers that will be used for HP. The UPW Commercial Recycling Route includes businesses in the following franchised cities:

- Vernon
- Los Angeles

The proximity of the existing Commercial Recycling Route borders the City of Huntington Park and makes it simple and easy for UPW to “tuck in” all new commercial and multifamily recyclers signed up in the City. The implementation of this option will also allow businesses to reduce their costs of disposal with the reduction in refuse collection and more waste being charged at 50% of regular refuse. UPW will automatically lower the service levels and cost of refuse collection as more and more materials are recycled at each participating business.

***Option II: Mixed Waste Processing for Commercial Waste***

For Commercial Customers not wishing to participate in Source Separated Recycling, UPW will compile a list of said customers and develop a Commercial Mixed Waste Processing Route for transportation to the Puente Hills Materials Recovery Facility (PHMRF). A letter confirming use of the PHMRF from the Los Angeles County Sanitation District is attached in Section 8 of the Proposal.

This option satisfies the requirements of AB 341 by the recycling process being done at the Puente Hills Materials Recovery Facility (PHMRF) and has proven to be a successful way of optimizing diversion and making the process effortless for customers.



## SECTION 7 DISPOSAL, DIVERSION AND OPERATING FACILITIES

### *Facility Description Summary*

UPW principals have developed a long-term relationship for the transfer and diversion of commercial, multi-family and residential waste with the Los Angeles County Sanitation District (LACSD). The LACSD operates the Puente Hills MRF (PHMRF), a state-of-the-art Material Recovery Facility and Transfer Station capable of receiving and processing up to 4,400 TPD of municipal solid waste. UPW will utilize the MRF to transfer and process discrete portions of the City's waste stream enhancing diversion and protecting the City through CERCLA indemnification. The facility is located at:



### **Puente Hills MRF**

13130 Crossroads Parkway South  
City of Industry, CA 91746

The LACSD has invested a significant amount of capital in the PHMRF to increase processing capabilities and diversion for its client haulers and cities. UPW will capitalize on this investment made by the LACSD to offer quality, stable diversion and disposal capacity for the City of Huntington Park.

### *Transfer Facilities*

The transfer facility proposed by UPW for the City's solid waste is the PHMRF upon closing of the Puente Hills Landfill. The PHMRF is located at:

### **Puente Hills MRF**

13130 Crossroads Parkway South  
City of Industry, CA 91746

Because of the proximity of the PHMRF to the City and UPW's corporate yard, UPW has found this to be the most effective short and long-term options available. Only four (4) miles away, the PHMRF has established itself as a long-term option for transfer and diversion.

### ***Processing Facilities***

The Mixed Waste Processing and Source Separated Recycling Facility proposed by UPW for the City's commercial, multifamily and residential solid waste is the PHMRF.

### **Puente Hills MRF**

13130 Crossroads Parkway South

City of Industry, CA 91746



UPW negotiated a long-term agreement for processing the commercial, multifamily and residential solid waste streams. The mixed waste processing from commercial customers will have a diversion rate of 22%. Commingled recyclables from the residential waste stream will bring 88% diversion and commingled recyclables from the commercial source separated program will be diverted at 92%. A copy of the

commitment letter from the LACSD is attached in Section 8. Upon selection and award of the Agreement with UPW, discrete portions of the commercial, multifamily and residential waste streams in the City will be sent to the PHMRF for waste characterization and processing. Waste characterizations will be conducted by the LACSD and UPW for reports submitted to the City.

## **Materials Recovered from Mixed Waste Processing and Single Stream Include**

### **Paper**

ad circulars  
catalogs  
cardboard (flattened)  
dry goods packaging  
envelopes  
file folders  
gift wrap (non-metallic)  
junk mail, magazines  
newspaper  
office paper  
paperback books  
phone books

### **Plastics**

plastics #1 to #7  
food trays and tubs  
hard plastics (toys, etc)  
lotion and shampoo bottles  
meat trays  
Styrofoam®

### **E-Waste**

Monitors  
Computers  
TVs  
Misc. electronics

### **Metals/Glass**

bottles - all colors  
jars - all colors  
cans – all kinds

### ***Green Waste Processing***

Initially, UPW will take Green Waste to the Puente Hills MRF to ensure cost savings to the City's residents. The Puente Hills MRF is able to divert 90% of green waste delivered.

The LACSD is aggressively trying to retain all waste streams that were being delivered to the Puente Hills Landfill. The rate for Green Waste processing is \$29.51/ton. The facility is located at:

### **Puente Hills MRF**

13130 Crossroads Parkway South

City of Industry, CA 91746

### ***Construction and Demolition Debris and Bulky Waste Processing***

UPW has negotiated an agreement with Downtown Diversion, a construction and demolition debris processing facility located in the City of Los Angeles. UPW will deliver all temporary and construction and demolition debris rolloff containers of 10 yd to 40 yd capacity to Downtown Diversion for maximum diversion collected in the City which is estimated to be approximately 7,000 tons annually.



#### **40-yard Acceptable Materials**

Any non-hazardous waste including all types of wood, all types of plastic, all types of steel, drywall, green waste, carpet, carpet pad, insulation, appliances, furniture, household goods, and small quantities of inert (non-organic) materials such as concrete, asphalt, dirt, block, brick, stucco, sand, gravel and ceramic.

#### ***10 Yd Rolloff Acceptable Materials***

Any non-hazardous inert (non organic) waste including concrete, asphalt, dirt, block, brick, stucco (no wire mesh), sand, gravel, ceramic tile, clay roofing tile.

#### ***Facility Location***

The Facility is located at the following address:

**Downtown Diversion**  
**2424 E Olympic Blvd, Los Angeles, CA 90021**

Diversion Report



Downtown Diversion provides accurate reporting of diversion for all rolloff loads taken to their processing facility. CalRecycle, LEEDs and the municipalities that receive them recognize these reports. For the City of Huntington Park, UPW will achieve a diversion rate of 83% for the overall temporary service and construction and demolition debris waste stream. By delivering the rolloff waste identified in Attachment 4 of the RFP, UPW will divert 4000 tons annually. This will turn out to be a significant contribution to the existing diversion rate and propel the City towards a goal of 75% diversion.

***Waste-to-Energy Facilities***

Based on the high diversion rate UPW proposes for the commercial sector upon achieving the 35% diversion target, waste may be transformed to achieve a higher diversion rate if a shortfall occurs at the PHMRF for commercial and multifamily waste.

In the case of a shortfall, UPW will utilize the Los Angeles County Sanitation Districts facilities below:

- Southeast Resource Recovery Facility – Long Beach, California
- Commerce Refuse to Energy Facility – Commerce, California

***Below are two tables one with the existing diversion rate between the two current franchised haulers and UPW's projected diversion rate.***

**EXISTING DIVERSION HAULER RATE FOR 2013**

<b>Residential Waste Collected</b>	<b>Residential Waste Recycled</b>	<b>Residential Green Waste</b>	<b>Residential Disposal</b>	<b>Residential Diversion Rate</b>
12664.81	831.54	1304.86	10524.93	16.9%
<b>Commercial Waste Collected</b>	<b>Commercial Waste Recycled</b>	<b>Commercial Green Waste</b>	<b>Commercial Disposal</b>	<b>Commercial Diversion Rate</b>
28788.5	6401.39	0	22387.11	22.2%
<b>Rolloff Waste Collected</b>	<b>Rolloff Waste Recycled</b>	<b>Rolloff Green Waste</b>	<b>Rolloff Disposal</b>	<b>Rolloff Diversion Rate</b>
3996	434.2	11.41	3561.8	11.2%
<b>Total Waste Collected</b>	<b>Total Waste Recycled</b>	<b>Total Green Waste Recycled</b>	<b>Total Waste Disposed</b>	<b>Franchised Hauler Diversion Rate</b>
<b>45449.31</b>	<b>7667.13</b>	<b>1316.27</b>	<b>36473.84</b>	<b>19.8%</b>
<b>Overall Diversion Rate for Huntington Park =</b>				<b>70.05%</b>

**UPW PROJECTED DIVERSION RATE FOR 2015**

<b>Residential Waste Collected</b>	<b>Residential Waste Recycled</b>	<b>Residential Green Waste</b>	<b>Residential Disposal</b>	<b>Residential Diversion Rate</b>
12664.81	1100.00	1887.00	9677.81	23.6%
<b>Commercial Waste Collected</b>	<b>Commercial Waste Recycled</b>	<b>Commercial Green Waste</b>	<b>Commercial Disposal</b>	<b>Commercial Diversion Rate</b>
28788.5	8365.00	0	20423.50	29.1%
<b>Rolloff Waste Collected</b>	<b>Rolloff Waste Recycled</b>	<b>Rolloff Green Waste</b>	<b>Rolloff Disposal</b>	<b>Rolloff Diversion Rate</b>
3996	2797.2	0	1198.8	70.0%
<b>Total Waste Collected</b>	<b>Total Waste Recycled</b>	<b>Total Green Waste Recycled</b>	<b>Total Waste Disposed</b>	<b>Franchised Hauler Diversion Rate</b>
<b>45449.31</b>	<b>12262.20</b>	<b>1887.00</b>	<b>31300.11</b>	<b>31.1%</b>
<b>Overall City Diversion Rate for 2015 =</b>				<b>75.80%</b>

## ***Operating Facility***

**Collection and service operations are conducted from UPW's main facility at:**

United Pacific Waste  
4320 San Gabriel River Parkway  
Pico Rivera, California, 90660  
Tel: 866-699-7600 Fax: 562-699-7665

The facility includes a maintenance yard, administration building, container storage and staging area (inside and out), loading area for recyclables, a fueling station for all UPW collection, support and operating vehicles and equipment.

## ***Administration***

The administration building houses UPW's billing department, customer service, management and support staff, franchise administrators, sales team and public relations personnel. The administration building is 18,000 square feet and provides quality workspace and administrative services for 30 employees.

## ***Maintenance Facility***

The Maintenance Facility is a state of the art vehicle repair facility and services a fleet of 46 collection vehicles, scouts, bin delivery trucks, pickup trucks, dump trucks and other support vehicles. Each bay has overhead reels for fluids, air, and electricity. George Chebat manages the maintenance department. Mr. Chebat oversees all aspects of vehicle repair, inspection, fuel level monitoring, and aesthetics for all outgoing and incoming collection vehicles on a daily basis. The Daily Inspection form is attached in Exhibit 8 – Daily Vehicle Inspection Form and is designed to evaluate a vehicle's performance, fluid levels, braking system, hydraulics and other necessary functions for proper daily operations.



### ***Container, Cart and Bin Repair***

Refuse and recycling carts, bins, roll-off containers and other solid waste receptacles are welded, repaired, painted and casters replaced at the bin repair area of the maintenance facility. This facility is crucial in compliance requirements and internal controls for all bins and roll-off containers in order to maintain new and existing inventory in good, working order and pleasing aesthetics.



### ***Cart Storage***

The automated carts delivered by Rehrig Pacific will be stored at the rear 47,000 square feet of the property for ease of assembly, loading and transportation during the transition. An adequate inventory of automated carts for all franchised and contracted jurisdictions is ordinarily maintained by UPW and tracked in the customer service department by Michelle Kandilian and her staff.

### ***Fueling Station***

UPW will initially utilize the CNG Facility at Puente Hills MRF for fueling refuse and recycling collection vehicles used in the City by UPW. UPW is currently in the process of applying for a CNG Fueling Station permit.

The CNG refuse and recycling vehicles are manufactured by Peterbilt and the compaction bodies are manufactured by Amrep. These vehicles are compliant with SCAQMD 1193 to promote cleaner air, quieter operations and self-sufficient fueling.

### ***Local Office***

UPW will set up an office in the City of Huntington Park for the convenience of all residents and businesses receiving service for solid waste. Vehicle maintenance, vehicle storage, equipment and operations are conducted from our office in Pico Rivera. The address is 4320 San Gabriel River Parkway, Pico Rivera, California 90660.

## **SECTION 8      CONFIRMING USE OF DISPOSAL FACILITIES**

Letters from the facilities to be used by UPW in this Proposal are attached on the following pages.



# 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](http://www.lacsd.org)

GRACE ROBINSON HYDE  
*Chief Engineer and General Manager*

May 7, 2014

Mr. Michael Kandilian  
4320 San Gabriel River Parkway  
Pico Rivera, CA 90660

Dear Mr. Kandilian:

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

United Pacific Waste (UPW) and the Sanitation Districts are party to a Waste Disposal and Processing Agreement (WDPA). The WDPA reserves capacity at the Sanitation Districts' Puente Hills Materials Recovery Facility, the Downey Area Recycling and Transfer Facility, and the South Gate Transfer Facility for waste and recyclables from UPW. The WDPA provides UPW with the ability to reserve in excess of 50,000 tons per year of additional capacity for waste and recyclables at these facilities.

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



# 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 7, 2014

Mr. Michael Kandilian  
4320 San Gabriel River Parkway  
Pico Rivera, CA 90660

Dear Mr. Kandilian:

## Food Waste Diversion Program

United Pacific Waste (UPW) 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 UPW. The Sanitation Districts are in the process of developing a food waste diversion program that could divert source-separate food waste from the facilities listed above for beneficial reuse such as composting and/or anaerobic digestion. This program would be available to customers at PHMRF and DART, including UPW.

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

RGAlmg





## SECTION 9 IMPLEMENTATION PLAN

### *Experience in Implementation*

UPW has implemented four (4) municipal franchises since late 2005. These franchises include Rowland Heights, Athens Woodcrest Olivita Disposal District, the City of El Monte and the City of Gardena. All of these franchises were implemented and transitioned by UPW staff identified in this Proposal and lead by Rouben and Michael Kandilian. With the recent experience of executing franchising agreements, transitioning service and implementing collection, UPW has the experience,



training and vision to conduct the same for the City of Huntington Park. UPW works well with other haulers and promotes change that alleviates customer confusion, educates residents and businesses well in advance, and provides the environmental benefits and economic incentives necessary for a smooth, seamless transition.

### *Implementation Tasks*

#### **Award of Franchise**

Shortly after the contract is awarded, UPW will begin to coordinate with the existing franchised haulers and the City for the transfer of all existing customer service data. Specific requests will be made to obtain general customer contact information, billing and account listings, specific special service requirements and other pertinent data such as access and key codes, cart access information, and valet services. This information is critical and will assist UPW in notifying customers, routing, recordkeeping and reporting. UPW will verify all service addresses by each customer for residential, commercial, multi-family and industrial customers to verify the information is correct and to make sure all customers have the same equipment and pick up days for a successful transition.

### ***Meet with City to Finalize Transition Plan***

UPW will meet with the City contract manager to finalize a Transition Plan that indicates residential billing information, tasks, dates, estimated timeline, goals and results as identified herein. The transition plan will include many of the implementation tasks identified in this Section and may include additional subtasks, coordinated activities, cooperation with existing hauler, cart distribution and replacement and other subtasks the City deems necessary and prudent for a successful transition to collection by UPW.

Michael Kandilian and select staff will meet with City staff to assist in collecting this information and determine the course of action necessary for a smooth transition. The meeting will include critical-path activities which includes executing the franchise agreement, developing a chronology of events, submitting insurance, bond and letter of credit required, reviewing the transition plan developed by UPW and setting up townhall meetings with City staff to ensure the public and private sector are adequately informed and have access to the most accurate and appropriate information available. UPW believes that City staff may be as involved or removed as it desires. Although the City's participation is appreciated we understand the impact it may have on City staff. UPW will keep the City well informed on everything we are involved in during the transition and in day to day operations. **UPW will also be looking toward the community for local hiring preference. UPW will work with the City in developing hiring opportunities through job fairs and local organizations to promote opportunities for drivers and office staff. All applicants will be scheduled for an interview with our human resources manager and operations manager. UPW would also like the option to rent office space within City Hall and employ a customer service representative to assist with phone calls during and after the transition, assist customers in person with inquiries regarding the transition and available programs and information regarding the new agreement and for the convenience of making payments locally. This will help provide some relief to City staff with customer service involvement.**

A toll-free phone number with a live receptionist will pave the way to select the correct department to answer all questions necessary to satisfy the customers concerns. Representatives in all departments speak fluent English and Spanish and are ready to respond to any questions or concerns the residents and businesses may have during the transition process. Internet information and access will also be established on the UPW website to ensure continuity of message and instruction.

**Facility Selection** - UPW will for the first year rent a property in the City of Huntington Park to store all residential and multifamily carts, commercial and multifamily containers of various sizes, and roll-off

boxes of various sizes during the transition period and keep the facility for the time being for fast efficient replacement of equipment needed for the customer's request if not the same day, within 24 hours.

### ***Procurement of Commercial Containers***

UPW will begin the procurement process for refuse and recycling containers manufactured by Consolidated Fabricators Corporation within fifteen (15) days of execution of the Agreement. Consolidated Fabricators Corporation has assured UPW that more than 1,800 containers will be fabricated, painted and delivered to the Huntington Park approved facility by City Staff for distribution to commercial and multifamily customers. The number of containers procured includes a significant inventory for exchanges, replacements and special services such as recycling and green waste. Container specifications and dimensions are located in Section 4 Container Specifications. Distribution of containers will commence 3 weeks before the start of the commercial and multifamily franchise contract.

### ***Procurement of Automated Carts***

UPW has had a long-term relationship with Rehrig Pacific Company and has great success with the quality of Rehrig Pacific automated carts. The automated carts by Rehrig Pacific last 25% longer than competitor carts on average. This allows UPW to continue to provide service to existing and prospective clients longer than franchise terms recommended without having to switch out carts prior to the end of a contract. The Rehrig Pacific automated carts can be ordered and ready for delivery 2 weeks before the start of the Residential franchise upon execution of the Franchise Agreement. A letter of commitment from Rehrig Pacific Company is attached in Section 4 – Container Specifications.



**Assembly and Distribution of Carts and Educational Materials** - UPW will send out notices 1 month before cart distribution to every single family unit and up to 3 units for the multifamily customers to introduce the new company with information regarding the new service, mapping area depicting the day of their pick up and set out procedures. (Rehrig Pacific) will transport all automated carts to a

facility in Huntington Park approved by City Staff 1 month before the start of the Residential contract. UPW and Rehrig Pacific staff will assemble the carts and stockpile for distribution. As the carts are being assembled, UPW will assemble the introductory packet of information approved by the City and attach the packet to each cart prior to distribution to each customer, based on approximately 20,000 carts needed by the City. The carts will be staged in groups of eight/nine (8/9) high, delivered in 53' trailers Qty. 432/486 per load being loaded on to cart delivery vehicles for transportation to each residential customer during distribution.

### ***Container Management***

All delivered carts will be recorded to assure current records are accurate and records will be established for new customers as well to assure there is no loss of revenue. Records from each cart delivery are downloaded into our data base with serial numbers and customers addresses. Bar codes are set to track every cart by embedded serial numbers and every cart serial number is submitted to the customer service department for data entry and verification of delivery. During



delivery, UPW will tabulate cart delivery information providing logistics data for the following weeks of cart distribution. Customer service personnel will be expecting calls from residential customers during cart roll-out and ensure all requests are handled to avoid customer confusion.

### ***Distribution of Containers***

For the commercial and multifamily customers, UPW will replace existing Consolidated Disposal Service containers with UPW containers of brown for trash, white for recycling and brown carts for trash, blue carts for recycling depending on the number and location of existing recyclables and refuse customers. UPW will utilize a fleet of three (3) 26' lift gate vehicles capable of holding nine (9) containers per load and two (2) Bin Delivery vehicles capable of holding three (3) and five (5) containers respectively. The containers will be replaced in accordance with the collection schedule coordinated by UPW and Consolidated Disposal Service.

## **Procure CNG Vehicles**

Prior to the start of the franchise agreement date the CNG vehicles will be factory ordered from start to finish 6 months for delivery. UPW has equipment in stock to start the franchise on time until the new vehicles arrive. UPW will procure CNG vehicles manufactured by Peterbilt for all refuse, recycling and green waste collection services, excluding spares, scout vehicles, supervisor vehicles, container delivery and other specialty vehicles used on a sporadic basis. The CNG vehicles will have watertight bodies designed to prevent leakage, spillage and overflow. At all times, UPW collection vehicles will comply with South Coast Air Quality Management District Requirements and the California Air Resource Board requirements as currently in force for refuse removal including subsequent regulations that may be enacted during the term of this agreement. Each collection vehicle will be painted with UPW's company name, local telephone number, and a vehicle identification number not less than (3) inches high prior to use during collection and approved by the City.

**TABLE OF MAKE, MODEL AND YEAR OF PROPOSED COLLECTION VEHICLES**

<b>Make</b>	<b>Units</b>	<b>Model</b>	<b>Model Year</b>	<b>Fuel Type</b>	<b>Vehicle Type</b>
Peterbilt	3	320	2015	CNG	4 Axle Sideloader
Peterbilt	1	320	2010	CNG	3 Axle Sideloader
Peterbilt	1	320	2015	CNG	3 Axle Rolloff
Peterbilt	4	320	2015	CNG	Front loader

1. **Public Education Plan** – UPW will develop a Public Education Plan upon commencement of the Implementation Plan and shall be submitted to the City for review within sixty (60) days of the execution of this Agreement.

- Annual Brochures/Mailings
- Recycling Curriculum
- Community Events
- HHW and E-Waste
- How-To Brochure for New Customers
- Mailing Promotional Media
- Article and Press Release Assistance
- UPW Newsletter
- Material Recycling Updates
- Commercial Recycling Outreach and “How to Brochures”

- Webpage site delete for payment options and dedicated City of Huntington Park page for information on “how it works” for Residential, Commercial, Multifamily and Industrial customers as well as contacts for customer service for clarification to customer needs.

Upon completion of the implementation plan, UPW will aggressively implement the requirements of the education plan as outlined.

### ***Design and Print Educational Materials***

UPW will develop, design and print educational and outreach materials including the following:

- Introductory Packets
- How-To Brochures
- Quarterly Newsletter
- Webpages

UPW will work with City staff to develop a final design for approval of all educational materials. Samples of UPW educational materials are located in Exhibit 9 – **Community Outreach**.

### ***Initial Mailing***

Within forty-five (45) days prior to collection, UPW will prepare, receive City’s approval and send an initial mailing to all Residential, Commercial and Multifamily Customers explaining in detail the transition from the existing collection program to the new collection system, newly offered programs and contractual obligations of UPW. The mailing will describe program changes, route changes if any, dates of diversion program implementation, recycling methods, cart distribution, recycling and diversion programs offered and other information. UPW will also send a survey to commercial customers regarding the available recycling programs to get feedback from customers on their needs.

In addition to the Initial Mailing, residents and businesses will receive additional notices and updates throughout the transition period. General information about UPW and key goals of the Implementation Plan will be distributed periodically. Invitations to Townhall Meetings, cart delivery schedule and collection day schedules will follow. This will help keep the community involved, informed and prepared. UPW will maintain and upgrade an internal program of notifying, educating and contacting residents and businesses on the methods, events and needs of the City’s goal to reduce, reuse and recycle.

### ***Townhall Meetings***

UPW will conduct four (4) public Townhall Meetings for single-family residents describing program changes, carts and bin distribution, route changes if any, dates of program implementation, and other information necessary for a smooth transition from the existing franchised hauler to UPW. At each of these events, UPW will display the Rehrig Pacific automated carts selected for the City's Residential units in the sizes and colors selected. These events will be advertised through public notices at Council meetings, newspaper ads and coordinated with the City and UPW websites.

A total of four (4) events will be held for the Single-family Residential sector. UPW will coordinate with City staff when these events will take place.

UPW will also contact the Chamber of Commerce and other affiliated organizations to schedule presentations to the business sector of the City at their regularly scheduled meetings. UPW and these service groups will adequately publicize the events and promote participation to all businesses regardless of their membership.

For all public gatherings, UPW will develop a PowerPoint Presentation outlining the transition from the existing franchised hauler to services conducted by UPW and required by the City. The Presentation will include but is not limited to:

- AB 939 Background and Subsequent Legislation
- Why the Change in Franchised Haulers
- Types of Containers and Ease of Use
- Customer Service and Follow-up
- Recycling Programs Offered and Impact on the Environment
- HHW Methods of Diversion and Recovery
- E-Waste and Bulky Items
- Recycling Program Incentives for the Business Community...

and other franchise requirements necessary to educate and bring awareness to the Residential and Commercial community of Huntington Park and the impending transition in refuse collection and recycling.



### ***Instructional “How-to” Packet Accompanying UPW-Provided Containers***

An information packet designed by UPW and the City of Huntington Park will be attached to each set of carts or containers distributed to all Customers during implementation. The informational packet will describe available services, recycling programs, economic incentives, method of cart and bin placement, description of color-coded carts, tags and containers, dedicated website access, list of materials to be placed in carts and containers, collection schedule for holidays, the Sharps and HHW programs, and UPW's toll-free customer service phone number.

Instructional materials will also be presented to all multifamily and commercial customers. This is a good way to educate the multifamily and commercial customers on the transition from one hauler to UPW while presenting cost-effective recycling and diversion alternatives required by AB 939 and subsequent legislation. Materials will include the following:

- Instructional Brochure on Recycling
- List of Items Source Separated and Commingled for Recycling
- Educational Information on HHW and Small Quantity Generators of Hazardous Waste
- Acceptable and Non-Acceptable Items for Placement in Color-Coded Containers
- Self-Conducting Waste Audit Forms and Assistance from UPW Recycling Staff
- Regulatory Compliance Issues
- Billing Methods

UPW will consult with City for approval of any additional or required information including outreach materials to be included. See Exhibit 9 – Community Outreach for examples.

## ***Website Page***

UPW will dedicate one section of the company web site to City solid waste collection services, including, at a minimum, listing contact names and numbers for Customer Service, schedule of collection, holidays and information on bulky items. In order to educate the City's residents and businesses prior to distribution of carts and containers, UPW will present a timeline for the transition and provide pictures of carts by color, containers by color, vehicles and indicate the benefits and environmental enhancements of the new collection program. UPW will assist the City in establishing a link to this web page from the City's web site as previously conducted in Rowland Heights and other client cities. The webpage will also include how to participate in the SHARPs Program and other program attributes including:

1. Temporary services
2. City clean-up locations and dates
3. Extra service orders
4. Equipment replacement requests
5. Bulky item collection days and notifications

The UPW website is administered in-house and updated by our technical support team. A copy of the Rowland Heights webpage is inserted on the following page.



"Recycling has always been our business"

## Rowland Heights

Rowland Heights Community  
**TOGETHER, WE MAKE A DIFFERENCE**

UPW  
United Pacific Waste & Recycling Services  
**RECYCLING HAS ALWAYS BEEN OUR BUSINESS**  
866.699.7600

888CleanLA.com  
(888) CLEAN LA

- [www.cleanLA.com](http://www.cleanLA.com)
- [Pay Online](#)
- [Holiday Schedule](#)
- [Anti Scavenging](#)
- [Pay Online](#)
- [Holiday Schedule](#)
- [Anti Scavenging](#)
- [Annual Clean UP Event](#)
- [SHARPS Mail Back Program](#)
- [Newsletter - Current](#)
- [Archive](#)
- [Subscription Order](#) English Spanish Chinese
- [Bulky Items](#)
- [Carts - Hours of Placement Ordinance](#)

### Residential Trash and Recycling Services in the Rowland Heights Franchise Area

United Pacific Waste & Recycling Services is the only residential franchise hauler in the Rowland Heights Community. Three 95-gallon carts are serviced once a week for single-family and duplex homes.

It is critical with today's increasing environmental requirements, dwindling landfill space and escalating operating costs that we shift our way of thinking. Consider conservation, healthy lifestyles, avoid excess and recycle.

#### A Guided Tour

The very first step in the recycling process is source separation. Source separation is when you keep all wet waste separate from the recyclables. To make it easy for you to separate wet waste from all recyclables UPW has provided carts for this purpose.

**The Green Cart** is for yard waste only. Please be careful. If you mix wet waste, food, or anything that touched food or trash in the green cart, we will not be able to recycle the yard waste.

**The Blue Cart** is for clean plastic, glass, bottles and cans, paper such as magazines, newspaper, junk mail and flattened cardboard. Please no

### ***Receive and Review Route Data***

Residential and commercial route data currently held and managed by Waste Management and Consolidated Disposal Service will be reviewed by Operations and compiled and proofed. The route data sheets will be cross-referenced with available data, County parcel records and City specific information such as business license lists, residential building data and other pertinent information. The intent of this task is to produce accurate route data for efficient collection services and ensures all residents and businesses receive carts, containers and educational materials about the new franchise during and after the transition period.

### ***Driver Training***

Michael Kandilian and the operations department have developed a driver training program that will be utilized in the City of Huntington Park. 30 days prior to start of the contract will conduct training sessions to all new drivers and helpers hired by UPW. The Driver Training program includes detailed information on the types of customers involved, Customer routes, number and type of vehicles, proper vehicle equipment operation and safety and daily reporting and tagging requirements. New UPW drivers will also be trained on what to do and who to contact in case a crime or potential criminal activity is observed on the streets and along the jurisdiction borders of the City. Each driver will be trained on what to do under this circumstance and equipped with a list of emergency telephone numbers in case of possible criminal activity, hazardous waste leaks and code enforcement violations for the effective collection and added safety for the city. New drivers will be trained on Hazardous Waste Protocol and screening of potentially dangerous materials found in the waste stream. Each driver will also be equipped with tags for non-collection and presence of hazardous or toxic wastes.

New Drivers will be trained to conduct a pre-and post-inspection of collection vehicles on a daily basis consistent with UPW's current practices. The Driver Inspection Form is designed to prevent and uncover any potential mechanical problems, large and small, which must be addressed before leaving the Pico yard.

### ***Customer Service Training***

Michelle Kandilian will be responsible for overseeing Customer Service, performing training seminars for all departments on use of the expanded and upgraded customer service system, handle high priority calls and coordinate response turnaround time with department heads during the transition period. The training seminars will focus on how to handle frustrated residents and businesses who may not be aware of the change in service providers. Training will include handling high volume calls

in a short period of time, knowledge of the transition and franchise service requirements, quantity and location of residential and business customers, and transition concerns.

Items of focus include but are not limited to:

1. Training on the use of ProWaste<sub>tm</sub> Manager 9.0
2. Entering and assigning work orders for additional and temporary services
3. Answering questions from account holders
4. Starting accounts
5. Entering inquiry numbers for complaints/concerns/questions
6. Code and dispatch bin exchanges
7. Track and monitor excess waste, e-waste, u-waste and bulky items
8. Assign, track and submit senior discounts for billing and collection purposes
9. Respond to on-line billing questions, setup and credit card payments
10. Incoming coded calls that indicate municipal clients by an ID number

Training will be conducted “live” using the existing UPW customer database and call center as well as presentations to CSRs for the development and advancement of required skills. At UPW, Customer Service is of primary importance to our firm, and the highest degree of knowledge, patience and professionalism is required of all CSRs.

### ***Billing and Customer Response***

During the first week of collection service, UPW will bill all City multifamily, commercial and permanent rolloff customers in accordance with reviewed and compiled commercial customer route sheets and account data verified by UPW and coordinated with Consolidated Disposal Service. The containers will be distributed by address, size and number, required level of service and



other operational constraints. UPW uses the Pitneybowes DI950 FastPac system for mailings to all Commercial, Multifamily, Residential and Rolloff Customers. The system is capable of interfacing with custom software to ensure accurate delivery, data entry for recording cart and service data and other information necessary to avoid confusion and provide correct billing. Customer Service personnel will be trained and ready to answer any questions regarding billing, invoice accuracy, cart size and

quantity, customer name and location information. Customer Service will be available to correct any inaccurate information contained on route sheets or cart delivery spreadsheets to reflect actual customer data. This machine can take up to 2,500 invoices per hour to be folded, insert return envelopes and stuffed into a window envelope then sealed, stamped with automation all in one sweep, then stacked invoices into the US mail tub for next day delivery. This machine is also equipped to insert 8.5 x 11 informational literature with each invoice depicting customer outreach programs, or any subject at each billing event.

The Customer Service software, ProWaste™ 9.0, is designed to conduct the following computer tasks to ensure billing, cart delivery and customer response is handled properly;

- Online Bill Payment and Service Request
- Manage City's Customer base as one centralized database
- Customer pricing and service defaults to promote speed and accuracy for Customer Service Cross-check for duplicate customer name/address
- Cart and bin tracking by location and owner/manager
- Reroute and re-sequence easily with modeling of proposed changes to number of stops and volumes before committing final changes.

This custom software installed by UPW allows changes, revisions, upgrades and accurate representation of all billing, customer identification, service and location data that accurately reflects all service recipients in the City of Huntington Park.

**Customer Information Window Session #1**

Account#/Name:

65745	WONG BEN K;CHRISTINA	2318 AGOSTINO DR	ROWLAND HEIGHT	08	SL	20	A	Due	0.00	
							56.40	6.27	Auto	62.67

**Billing Data** | **Service Address** | **Auto Charges** | **Defaults & Schedules** | **Containers** | **Contacts**

Div.	Dpt.	Grp.	Status	Start	Bill With	Related To	Term
08	SL	20	A	07/01/2007			UPONRECEIPT

Acc. # 65745 Alt# Name? N  
 Name WONG BEN K;CHRISTINA  
 Attn.  
 Street 2318 AGOSTINO DR  
 Street+  
 City ROWLAND HEIGHTS St CA Zip 91748

Phone (626)965-6734 Fx ( ) -

Late Fee	1	Limit	Last Bill	Bill Date
Fuel SC	N		62.67	10/01/2011
Other SC	Y		Last Pay	Paid Date
			-62.67	09/23/2011
			Current+	0.00
			30 Days	0.00
			60 Days	0.00
			90+ Days	0.00
			Amt. Due	0.00

Service #	Address	Ty	Service #	SRV Code	Charge	Tax	Cyc	P/U	Days	St
61234	2318 AGOSTINO DR		61234	RH-96T	56.40	RH	MQA	H		A
			61234	RH-96R	0.00	RH	MQA	H		A
			61234	RH-96G	0.00	RH	MQA	H		A
			61234	RH-96GXTRA	0.00	RH	MQA	H		A

**Customer Notes**

Acc# 65745 Srv# 61234 Auto# 73211 Incident# 250364

Action Start date 05/01/2008 Description Type X Date 05/01/2008

BEN CALLED FOR AN EXTRA GW CART...  
 FWD; AQ, LOUIE

Created By: ERICAD  
 05/01/2008 09:22:23

Changed (Last) By: ADOLF00  
 05/05/2008

Resolved By: ADOLF00  
 05/05/2008 07:24:18

Type	Date/Time	User	Srv.#	Lines	Resolve
X	05/01/08 09:22:23	ERICAD	61234	BEN CALLED FOR AN EXTRA GW CART...	5/1 ERIBERTO DELIVERED EX
N	01/19/10 12:03:12	ROSEMAR	61234	CALLED CHRISTINA & BEN WONG RE ACC	
N	01/20/10 11:56:39	ROSEMAR	61234	CHRISTNA CALLED BACK TO SAY SHE HAS	

**EXAMPLES OF CUSTOMER TRACKING IN PROWASTE 9.0 SOFTWARE**



### ***Begin Collection***

Simultaneous with the distribution of carts and containers to all Residential, multifamily and commercial Customers, UPW will begin collection of all refuse, yard waste and recyclables in carts and containers on an approved schedule and in accordance with the route sheets developed by UPW. UPW will employ the CNG collection vehicles identified in Exhibit 1 – Collection Vehicle Description. The Route Supervisor, Michael Kandilian and operations manager will first coordinate residential route collection and the Commercial collection route will be conducted simultaneously. The route supervisor, operations manager and Michael Kandilian will be available on-location and within City boundaries to address Customer concerns, oversee the rollout and ensure collection occurs in a precise and professional manner. The route supervisor, will be in communications with Michelle Kandilian and the Customer Service Department directly and address all calls and complaints during the transition on a daily basis. This practice could last as long as three (3) months and UPW will commit all staff, management and route personnel during this period and after, if necessary.



### ***Continue to Meet with City***

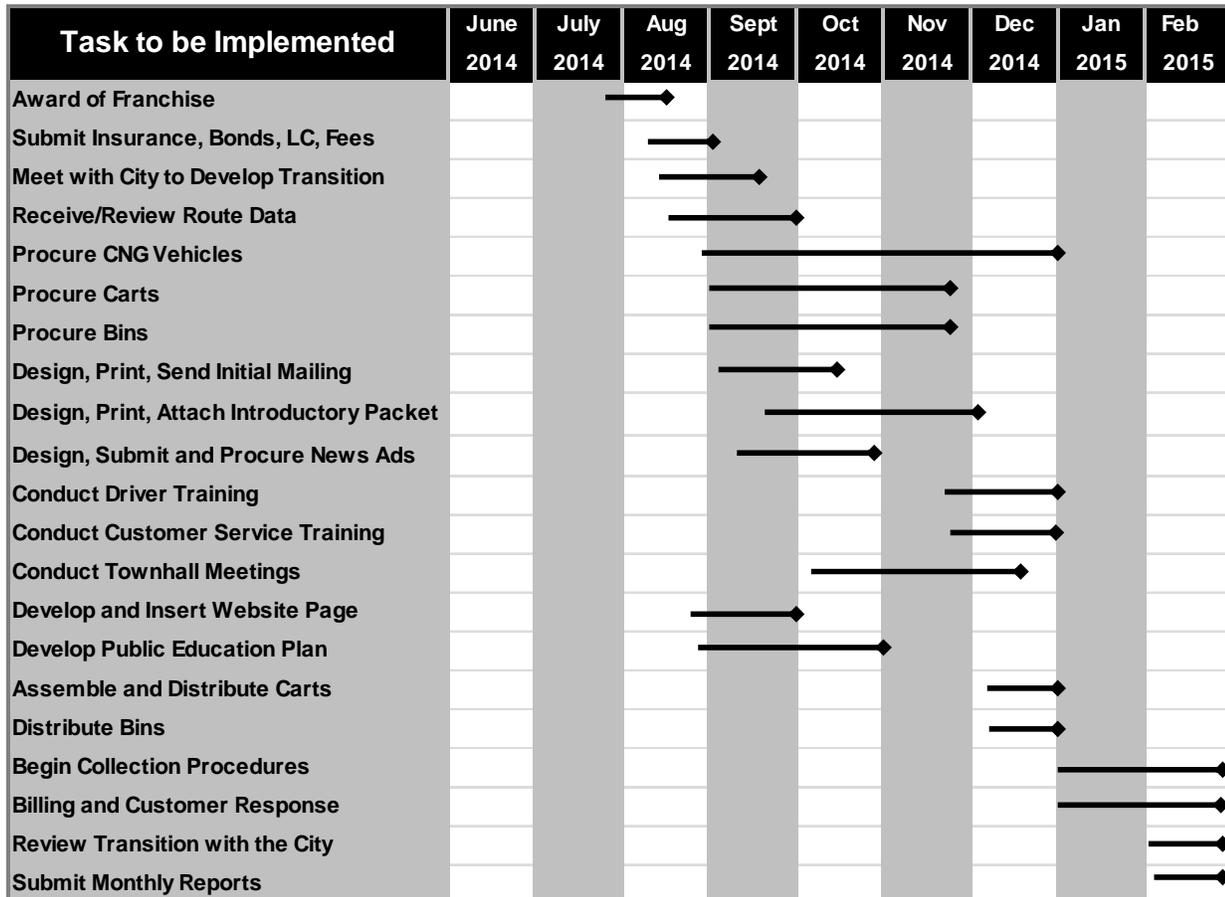
Michael Kandilian and Zohrab Mooradian, will meet with City weekly during the first ninety (90) days of the transition. Topics of discussion will include volume of calls to City, Customer reports, delivery of carts and containers, distribution of educational materials and other transitional franchise requirements and remedies. At the end of each meeting and review of available data and reports on the transition roll-out, an agenda for action will be developed by UPW for implementation. All improvements or revisions to the collection program will be implemented at the direction of the City and carried out by UPW management and personnel.

### ***Develop Monthly Reports***

Each month during transition, UPW will provide the City with a monthly report that includes all aspects of the transition roll-out including but not limited to:

- Cart Delivery Data
- Promotional Material Distribution
- Customer Service Requests and Complaints
- Route Sheet Data and Revisions
- Billing Errors and Customer Name and Location
- Missed Pickups
- Townhall Meetings
- Evaluation of Refuse, Recycling and Yard Waste Collection Data
- Disposal, Diversion, Recycling and Transformation Data by Location

All data will be available to the City in hard copy and Excel spreadsheets and can be submitted via mail and email to the City’s contract representative.



## **SECTION 10      TRANSITION EXPERIENCE**

### ***Summary***

UPW has effectively implemented three (3) municipal and Los Angeles County franchises which were similar in nature to the services contained in the RFP released by Huntington Park with challenging transition requirements as follows:

#### ***ATHENS WOODCREST OLIVITA Garbage District Refuse Collection                      2006-2010***

UPW provided a mechanical method of collection for automated carts and bins. ZRS time started with transition from traditional manual barrel service. The old manual collection method was labor intensive. Drivers had to physically empty customer owned barrels into a collection vehicle as well as service any additional waste left at the curb. ZRS was the first to start collections for recyclables in 18 gallon “tubs,” green waste in 32 gallon plastic carts, and refuse in any container of customer choice. UPW implemented a fully-automated 3-cart refuse, green waste and recycling program that increased recycling, improved the aesthetics of the Athens District, and provided more franchise services than before. UPW and the previous franchisee worked in unison for most of the transition to deliver more than 40,000 automated carts and to distribute educational materials to educate customers about the new program. The new program was rolled out to over 13,600 residential units and included 96 gallon refuse carts, 64 gallon green waste carts, 64 gallon recycling carts, HHW events, bulky item collections, a newsletter, detailed reports to the County and various other state-of-the-art programs that almost doubled recycling while implementing various environmental messages.

UPW implemented automated cart recycling programs and bin services to many multi-family and commercial complexes. The overall effect was an instantaneous increase in recycling programs. The transition was very effective as UPW worked closely with the County, its previous hauler and staff.

#### ***ROWLAND HEIGHTS: Refuse, Recycling and Green Waste Franchise                      2007-2014***

Rowland Heights was listed on “CNN Money’s list of America’s best small towns.” (CNN Money, 2011, para.1). UPW was successful in proposing for and launching the inaugural Rowland Heights

residential franchise agreement in April 2007. Committed to maintaining the quality of life for this diverse and sprawling community, UPW was able to successfully transition refuse services for all participating constituents from the two existing open market haulers with virtually no interruptions in service.

The process of consolidating the service criteria of Waste Mgmt. and Valley Vista Services' existing customer base into the UPW operation involved applying proven customer outreach techniques that protected constituents rather than polarized them. By implementing multiple town hall meetings a fully automated 3-cart refuse, green waste, and recycling program in addition to a bulky item and e-waste collection to all single family and duplex units requiring carts. The residential packet was enclosed in a clear plastic bag with a rubber band to be attached to every trash cart. Enclosed in this packet is the educational material information for cart set outs and maps of the same day pick up. UPW was able to successfully meet all the requirements of the franchise agreement.

Evolving from an open market hauler structure to a franchise program involved the delivery and replacement of over 35,000 automated carts to over 10,000 customers as well as addressing the needs of constituents who were not able to accommodate the carts due to space limitations. Moreover, apprehensive constituents with special needs such as roll out service or large parcels of land that required extra green waste carts were assuaged of their concerns. By implementing the effective franchise launch procedures that won UPW acclaim industry wide into Rowland Heights, constituent complaints were kept at a minimum with resolutions to service issues being resolved in a timely manner and within the UPW business structure.

UPW hired Art Venegas to helm the Operations Dept. Held in high regard by Valley Vista Services for effortlessly implementing the service requirements for the County areas of Walnut (2/2006), Bassett/Valinda/San Jose Hills (4/2007), and Hacienda Heights (4/2010), Venegas has incorporated his proven analytical skills into the UPW organizational culture.

A strong professional relationship with all Los Angeles County Code Enforcer's including Miriam Mendoza-Sanchez has enabled Venegas to cement his reputation as a committed member of the solid waste community. Poised to handle and resolve all service issues, Venegas continues to meet with all constituents in order to reassure them of UPW's commitment to the ascension of Rowland Heights as one of the "best places to live in America." (CNN Money, 2011, para. 1).

***EL MONTE COMMERCIAL AND MULTIFAMILY FRANCHISE******2008-2010***

Phoenix Waste & Recycling Services, LLC (PWRS) was an affiliate of UPW with a common ownership and management team that operated at the same facility. In February 2008, PWRS effectively began commercial and multifamily collection and recycling services to the City of El Monte. The franchise consisted of 760 businesses and 3,700 multi-family units. PWRS worked closely with existing haulers during the transition phase of the multifamily and commercial franchises, PWRS successfully made the transition experience seamless for customers which was a little more challenging since the transition involved several companies. PWRS worked closely with business and multi-family owners regarding recycling and environmental information and conducting town hall meetings to receive additional information on waste reduction, franchise requirements, waste audits and economic recycling incentives. Our recycling coordinator would target several businesses and multi-family units by area to personally present recycling opportunities and customize programs to meet customer needs. The personal service and attention to each individual account proved successful in implementing programs throughout the community, helping increase diversion rates and assisting customers with proper service levels to help reduce costs.

***EL MONTE RESIDENTIAL AUTOMATED COLLECTION******2005-2010***

PWRS was awarded the single family residential contract for the western portion of the City of El Monte. This franchise consists of approximately 8,500 single-family homes of 1 to 3 units including approximately 1,400 Planned Unit Developments (PUDs) ranging from 4 to 50 units per development. PWRS transitioned from a 3-cart, semi-automated, unlimited collection program to a 3-cart fully-automated program whereby all solid waste, green waste and recyclables are contained in automated containers. PWRS deployed three, 96 gallon containers for refuse, green waste and recyclables for twice per week collection service, an upgrade from the previous franchisee by giving residents an additional 128 gallons of capacity per week.

Additional containers range from 32 to 96 gallons for refuse, green waste and recyclables. The El Monte franchise also included weekly collection of bulky items, electronic waste and white goods that were recycled to the maximum extent feasible. The transition was a smooth one, as PWRS employed a container delivery service that simultaneously delivered new containers and picked up old containers from the previous franchisee. PWRS conducts periodic route audits and originally conducted a route audit for the city and found over 500 residential customers not being billed but receiving service. As a result, these accounts were established and were input into the customer database resulting in

additional revenue for the city and PWRs. PWRs also conducted an effective educational and outreach program that included:

1. Half-page ad in the local newspaper
2. How-To brochures delivered to each home with new automated containers
3. An introductory letter detailing the transition timeline and program elements
4. Town hall meetings at four locations throughout the City
5. Public access television spots that forecast PWRs's automated program
6. Refrigerator Magnets and other items for customer service and public awareness

Also, quarterly newsletters were distributed to residences on the benefits and mechanics of the program. Recycling opportunities were also offered to the PUDs and adjacent multi-family complexes utilizing bins in order to conduct a comprehensive recycling program throughout the west portion of the City of El Monte.

#### ***GARDENA AUTOMATED RESIDENTIAL MANUAL TO AUTOMATED***

***2005-2010***

UPW was recently awarded a residential franchise in the City of Gardena to replace the manual method of collection. The old manual collection method was labor intensive. Drivers had to physically empty customer owned barrels into a collection vehicle as well as service any additional waste left at the curb. UPW implemented a 3-barrel automated refuse, green waste and recycling program that replaced an archaic method of collection by the previous franchisee. UPW and the previous franchisee worked in unison to deliver more than 36,000 automated carts and distribute educational materials to teach residents about the new program. The new program was rolled out to over 12,000 residential units and includes refuse collection, green waste recycling, HHW events, bulky item collections, educational town hall meetings, a quarterly \*newsletter, annual reports to the City and various other state-of-the-art programs that almost doubled recycling while implementing various environmental messages.

UPW also implemented automated cart recycling programs to many of the multi-family complexes in the City. The overall effect was an increase in recycling and special programs while maintaining a reduction in service costs. The transition was very effective as UPW worked closely with the City, its hauler and staff. Recent comments at a City council meeting were very positive and the aesthetics of the City during collection were increased dramatically.

## SECTION 11 EVIDENCE OF ABILITY TO PERFORM

### *Summary*

In this Section, UPW has provided evidence to the City of Huntington Park, of allocated funds reserved for startup cost and sustainability for the duration of the franchise term identified in the Agreement.

**UPW's financial strength is evidenced in the black binder marked “Confidential”. UPW has demonstrated it has a line of credit and the ability to fund the vehicles, containers set forth in the Draft Agreement based on the documents enclosed in the *Confidential* package submitted under separate cover with the Proposal.**

UPW has over 50 years of experience in the waste & recycling industry and has executed several transitions with Cities from traditional Residential services to Residential automated carts, Commercial services, Multi-family services and recycling services with 5 star performance implementation plans and thousands of satisfied Customers.

UPW has performed successful diversion programs for Cities above and beyond the stated numbers in the RFP and contract terms of the Agreement.

UPW will show its best effort in working with CDS and WMI for a transition that is thorough and complete. UPW will also verify each Residential and Commercial accounts for billing and service addresses and type of containers with service levels to ensure all customers have the same amount of equipment necessary to begin the contract, minimize any complaints and make reasonable efforts to rectify customers' needs within 24 hours of any complaint. UPW strives to be 100% accurate anything short of that is not acceptable to make sure customers come first in satisfaction throughout the contract term from the commencement of the Agreement.

The City of Huntington Park will benefit from UPW's experience with City transitions. This plan will comprise of an operations plan, public education / outreach and communications plan. Our pro-active approach to communities and making arrangements with City Staff to work out the best plan of approach with a time line scheduled chart to the startup and implementation plan for the City of Huntington Park. Together we'll review and develop the best materials, schedules and time lines to commence service and address any concerns the City may have to make sure both UPW and the City have the best understanding before the start of service.

## **SECTION 12 INSURANCE AND SURETY EVIDENCE**

Evidence of insurance held by UPW are attached in this section for review by the City.



# CERTIFICATE OF LIABILITY INSURANCE

UNITE25

OP ID: ML

DATE (MM/DD/YYYY)

04/10/14

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).

<b>PRODUCER</b> Der Manouel Ins & Fin Svcs Inc Der Manouel Insurance Group P.O. Box 28906 Fresno, CA 93729-8906 Kevin Frost		559-447-4600	<b>CONTACT NAME:</b> Crystal Romero <b>PHONE (A/C, No, Ext):</b> 559-447-4600 <b>E-MAIL ADDRESS:</b> CRomero@dmig.com <b>FAX (A/C, No):</b> 559-447-4586														
<b>INSURED</b> United Pacific Waste Rouben Kandilian PO BOX 908 Pico Rivera, CA 90660		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Colony Insurance Company</td> <td>39993</td> </tr> <tr> <td>INSURER B : Diamond State Insurance Co.</td> <td>42048</td> </tr> <tr> <td>INSURER C : Rockhill Insurance Company</td> <td>28053</td> </tr> <tr> <td>INSURER D : Insurance Company of the West</td> <td>27847</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Colony Insurance Company	39993	INSURER B : Diamond State Insurance Co.	42048	INSURER C : Rockhill Insurance Company	28053	INSURER D : Insurance Company of the West	27847	INSURER E :		INSURER F :	
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INSURER F :																	

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

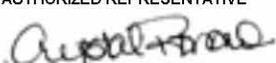
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE 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 SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	X	GL3991409	10/01/13	10/01/14	EACH OCCURRENCE \$ 1,000,000	
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 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	
B	<input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS		BAP0001213	10/01/13	10/01/14	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000	
	<input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$	
C	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB		RCULRU00020100	01/31/14	01/31/15	EACH OCCURRENCE \$ 4,000,000	
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10000					AGGREGATE \$ 4,000,000	
D	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	WSA500646802	06/03/13	06/03/14	<input checked="" type="checkbox"/> WC STATUTORY LIMITS	
						OTHER	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)

Additional Insured: City of Huntington Park and its elected and appointed officials, officers, employees, agents and volunteers.  
 Endorsement attached: U156-0310

**CERTIFICATE HOLDER****CANCELLATION**

HUNTI-1  City of Huntington Park 6550 Miles Ave Huntington Park, CA 90255	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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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED -  
OWNERS, LESSEES OR CONTRACTORS -  
SCHEDULED PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART  
SCHEDULE

Name of Additional Insured Person(s) or Organization(s) (Additional Insured):	Location(s) of Covered Operations:
ALL PERSON OR ORGANIZATIONS AS REQUIRED BY WRITTEN CONTRACT WITH THE INSURED	Per covered job-site location

A. **SECTION II - WHO IS AN INSURED** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule for whom you are performing operations when you and such person or organization have agreed in writing in a contract or agreement that such person or organization be added as an additional insured on your policy. Such person or organization is an additional insured only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

A person's or organization's status as an additional insured under this endorsement ends when your operations for that additional insured are completed.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to:

**Additional Insured Contractual Liability**

"Bodily injury" or "property damage" for which the additional insured(s) are obligated to pay damages by reason of the assumption of liability in a contract or agreement.

**Finished Operations or Work**

"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 location 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.

**Negligence of Additional Insured**

"Bodily injury" or "property damage" arising directly or indirectly out of the negligence of the additional insured(s).

ALL OTHER TERMS AND CONDITIONS OF THE POLICY REMAIN UNCHANGED.



Der Manouel

INSURANCE GROUP

*Changing the Equation*

May 6, 2014

Re: United Pacific Waste Faithful Performance

Attn: Huntington Park City Manager

Currently we have in place over \$500,000 worth of surety bonds on behalf of United Pacific Waste. Within the past twelve months we have bonded over \$1,200,000 on behalf of United Pacific Waste. In regards to the Huntington Park proposal, if awarded this contract, United Pacific Waste already has a letter of credit in place for over \$1,000,000 and will either utilize the letter of credit or secure a performance bond depending on the terms.

Thank you,

Kevin Frost  
Risk Consultant  
Der Manouel Insurance Group

Fresno ■ Pleasanton

Der Manouel Insurance Group ■ 548 W. Cromwell Ave., Suite 101 ■ Fresno, CA 93711  
559.447.4600 ■ 800.447.4605 ■ [www.dmig.com](http://www.dmig.com) ■ CA License #0640827

PHOENIX WASTE & RECYCLING SERVICES LLC  
 UNITED PACIFIC WASTE LLC  
 UNITED PACIFIC WASTE  
 PO BOX 908  
 PICO RIVERA CA 90660

9403 GARBAGE, ASHES OR REFUSE COLLECTING  
 #8742 SALESPERSONS-OUTSIDE  
 8742 SALESPERSONS-OUTSIDE  
 8810 CLERICAL OFFICE EMPLOYEES

Bureau Number 32-87-39-R Page 1 of 1  
 Effective Date **06/03/2012**  
 Issue Date 02/05/2013  
 Experience Modification **88%**  
 Insurer INSURANCE CO OF THE WEST  
 Insurer Group ICW GRP  
 Policy Number WSD500646801  
 Issuing Office SAN DIEGO  
 Experience Period 09/03/2007 to 09/03/2010  
 Rerate Number: 1  
 Supersedes X-Mod Issued 02/28/2012

**Summary of Payroll and Expected Losses**

Class Code	Payroll	Expected Loss Rate per \$100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
<b>Insurer: 420 Policy Period : 06/03/2010 to 06/03/2011</b>						
8742	271,212	0.20	542	0.22	119	423
8810	1,144,810	0.19	2,175	0.23	500	1,675
9403	1,370,855	3.67	50,310	0.19	9,559	40,751
<b>Totals</b>	<b>2,786,877</b>		<b>53,027</b>		<b>10,178</b>	<b>42,849</b>

**Insurer: 755 Policy Period : 06/03/2008 to 06/03/2009**

8742	409,245	0.20	818	0.22	180	638
8810	1,451,477	0.19	2,758	0.23	634	2,124
9403	2,442,183	3.67	89,628	0.19	17,029	72,599
<b>Totals</b>	<b>4,302,905</b>		<b>93,204</b>		<b>17,843</b>	<b>75,361</b>

**Summary of Claims and Actual Losses**

Claim Number	Injury Type / # of Claims	Open / Closed	Actual Losses	Actual Primary Losses	Actual Excess Losses
UNDER \$2,001	2		799	799	
<b>Totals</b>	<b>2</b>		<b>799</b>	<b>799</b>	<b>0</b>

10080305001	04	Closed	127,813	7,000	120,813
UNDER \$2,001	1		1,454	1,454	
<b>Totals</b>	<b>2</b>		<b>129,267</b>	<b>8,454</b>	<b>120,813</b>

Experience Period Totals	Expected Losses		Expected Primary Losses		Expected Excess Losses		# of Claims	Actual Losses		Actual Primary Losses		Actual Excess Losses	
	A	B	C	D	E	F		G	H	I	J	K	
	146,231	28,021	118,210	4	130,066	9,253	120,813						

**Credible Primary Loss**

**Credible Excess Loss**

$$\left[ \left( \frac{\text{Total Actual Primary Losses (D)} \times \text{Credibility Primary}}{\text{Credibility Primary}} \right) + \left( \frac{\text{Total Expected Primary Losses (B)} \times (1 - \text{Credibility Primary})}{1 - \text{Credibility Primary}} \right) \right] + \left[ \left( \frac{\text{Total Actual Excess Losses (E)} \times \text{Credibility Excess}}{\text{Credibility Excess}} \right) + \left( \frac{\text{Total Expected Excess Losses (C)} \times (1 - \text{Credibility Excess})}{1 - \text{Credibility Excess}} \right) \right] = \frac{\text{Total Adjusted Losses}}{\text{Total Expected Losses (A)}} = \text{Experience Modification}$$

D: 9,253    Credibility Primary: 1.00    B: 28,021    Credibility Primary: 0.00    E: 120,813    Credibility Excess: 0.23    C: 118,210    Credibility Excess: 0.77    Total Adjusted Losses: 128,062    Total Expected Losses (A): 146,231    Experience Modification: **88%**

**Loss-Free Rating: 62%**

\* Not Physically Inspected; # If Any; F = Federal  
 (S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any  
 CN#RS152780

## Explanation of Your Experience Rating Form

Following is a brief explanation of your Experience Rating Form. The WCIRB's website contains additional information about the calculation of your experience modification, including electronic versions of the *California Workers Compensation Experience Rating Plan-1995* (ERP) and the *California Workers Compensation Uniform Statistical Reporting Plan-1995* (USRP). These publications are part of the Insurance Commissioner's regulations and govern experience rating and the reporting of payroll and losses by insurers, respectively. Please visit [www.wcirbonline.org](http://www.wcirbonline.org) and select "Helpful Information" from the home page.

### About Experience Rating

Experience rating provides employers a direct financial incentive to reduce the number of work-related accidents and helps to objectively distribute the cost of workers' compensation insurance among employers assigned to the same industry classification.

The USRP contains approximately 500 standard classifications used to describe all types of California businesses. A business that is not specifically described is assigned by analogy to a classification that is most similar in terms of processes and hazards.

Businesses assigned to your standard Industry classification are relatively similar to your business; however, there are differences and those differences can have an impact on workers' compensation claims costs. To address these variations and encourage workplace safety, experience rating adjusts the premium you pay either upward or downward based on a comparison of your company's history of payroll and claims (collectively referred to as your "experience") to what is expected for businesses of similar size within the same industry classification. This comparison results in your **experience modification**.

An experience modification greater than 100 results from less favorable loss experience compared to the average of other similar businesses. An experience modification less than 100 results from more favorable loss experience. The data used to calculate your experience modification and the experience modification formula are shown on the Experience Rating Form (often referred to as a "worksheet" or "rate sheet").

Since the experience modification is intended to reflect differences in anticipated *future claims* costs, the formula reflects several standard "actuarial" adjustments so that past loss experience is used in a way that is predictive of future loss levels. For those employers who have sufficient historical experience to qualify, experience rating is mandatory and used by all insurers.

### Data Used for Experience Rating and the Experience Period

The data used to calculate your experience modification is determined by your company's anniversary rating date, which **generally** is the inception date, or start date, of your policies. For example, if your policies always start on January 1, your anniversary rating date would be January 1.

The anniversary rating date determines the **experience period**, which is a three-year period beginning four years and nine months prior to your anniversary rating date and terminating one year and nine months prior to the anniversary rating date. With few exceptions, the payroll and losses arising from all policies incepting within the experience period are used in the calculation of your experience modification.

The payroll and loss information used in the experience rating calculation are reported by your insurer to the WCIRB on *unit statistical reports* in accordance with the USRP. Factors used in the experience rating calculation, such as Expected Loss Rates, D-Ratios and Credibility (Primary and Excess), are developed by the WCIRB and approved by the Insurance Commissioner based on analysis of statewide data and are part of the ERP.

### Experience Rating Form

The Experience Rating Form provides detailed information about the calculation of your experience modification, including the payroll reported by your insurer for each applicable classification and the claim experience reported by your insurer and used in the experience modification calculation. Your company name, address and other business names that are included under your insurance policy are captured from the policy information page. Some information may not be shown due to space limitations.

### Terms Used on the Form

**Actual Excess Losses** — The experience modification calculation splits the Actual Losses for each claim into two components — a primary amount called Actual Primary Losses and an excess amount called Actual Excess Losses. The Actual Excess Losses are the amount of each claim shown on the form that is above \$7,000, if any. This represents the portion of each claim that is more closely related to claim severity. For smaller experience rated employers, the Actual Excess Losses have very little impact on the calculated experience modification. The total of all Actual Excess Losses is used in the experience rating calculation and is labeled as "E" on the form.

**Actual Losses** — The total medical and indemnity paid plus estimated future payments on a claim reported to the WCIRB by your insurer as of the latest required claim valuation date. In order to mitigate the impact of a single claim on your experience modification, the amount of a single loss is limited to \$175,000 in the experience rating calculation. The total of the Actual Losses is shown for informational purposes and not used in the experience rating calculation.

**Actual Primary Losses** — Primary losses represent the more predictable and controllable portion of a claim. Actual Primary Losses are the reported incurred cost of the claim limited to a maximum of \$7,000. In other words, for a large claim, the first \$7,000 of the claim value is considered Actual Primary Losses. The total of all Actual Primary Losses is used in the experience rating calculation and is labeled as "D" on the form.

**Bureau Number** — A unique file number assigned by the WCIRB to your company.

**Claim Number** — The claim number reported to the WCIRB by your insurer.

**Class Code** — The code number of the standard classification applicable to the Payroll shown on the form and which determines the Expected Loss Rate and D-Ratio to be used in the experience rating calculation.

**Credibility Excess** — The weight given to your total Actual Excess Losses in the experience modification calculation. It is a function of your total Expected Losses and is found in Table III of the ERP.

**Credibility Primary** — The weight given to your total Actual Primary Losses in the experience modification calculation. It is a function of your total Expected Losses and is found in Table III of the ERP.

**D-Ratio** — The ratio used to split Expected Losses into "Primary" and "Excess" amounts. This split accounts for differences in the average severity of claims by classification. D-Ratios are found in Table II of the ERP.

**Effective Date** — The date your experience modification applies to your policy.

**Expected Excess Losses** — The difference between your Expected Losses and your Expected Primary Losses. The total of all Expected Excess Losses is used in the experience rating calculation and is labeled as "C" on the form.

**Expected Loss Rate (ELR)** — The average rate of losses per \$100 of payroll that is expected for a standard classification during the experience period. ELRs are found in Table II of the ERP.

**Expected Losses** — The amount of losses expected to arise for businesses of your size and industry classification(s) during the experience period. Expected Losses are determined by multiplying your total payroll for each classification by the corresponding Expected Loss Rate and then dividing by 100. The total of all Expected Losses is used in the experience rating calculation and is labeled as "A" on the form.

**Expected Primary Losses** — Determined by multiplying your Expected Losses for each classification by the D-ratio for that classification. The total of all Expected Primary Losses is used in the experience rating calculation and is labeled as "B" on the form.

**Identifying Information in Upper Left Corner** — The employer name, address and classifications that apply to your California operations according to WCIRB records may be displayed; however, in some cases, some of this information may not be shown or may not be complete due to space constraints.

**Injury Type / # of Claims** — On individually-listed claims, this provides some detail about the type of injury associated with a claim. Injury types include Death (01), Permanent Total (02), Permanent Partial Disability Rating 25% or Greater (03), Permanent Partial Disability Rating Less Than 25% (04), Temporary Disability (05), Medical Only (06), or Compromised Death Claim (08). For claims shown as grouped, this provides the number of claims included in the group.

**Insurer** — A code used to identify the insurer that reported the payroll and claims data.

**Issue Date** — The date this Experience Rating Form was released.

**Loss-Free Rating** — Shown at the bottom of the Experience Rating Form is the experience modification that would have been calculated if \$0(zero) actual losses were incurred during the experience period. This hypothetical rating calculation is provided for informational purposes.

**Open/Closed** — The claim status that is reported to the WCIRB.

**Payroll** — The payroll reported to the WCIRB by your insurer.

**Policy Period** — The effective date and expiration or cancellation date of the policy to which the payroll and claims apply.

For more information, see [www.wcirbonline.org](http://www.wcirbonline.org)

**WCIRB**California®

Workers' Compensation Insurance  
Rating Bureau of California  
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San Francisco, CA 94105-2767  
[www.wcirbonline.org](http://www.wcirbonline.org)  
888.229.2472

PHOENIX WASTE & RECYCLING SERVICES LLC  
 UNITED PACIFIC WASTE LLC  
 UNITED PACIFIC WASTE  
 PO BOX 908  
 PICO RIVERA CA 90660

9403 GARBAGE, ASHES OR REFUSE COLLECTING  
 #8742 SALESPERSONS-OUTSIDE  
 8742 SALESPERSONS-OUTSIDE  
 8810 CLERICAL OFFICE EMPLOYEES

Bureau Number 32-87-39-R  
 Effective Date **06/03/2013**  
 Issue Date 02/21/2013  
 Experience Modification **78%**  
 Insurer INSURANCE CO OF THE WEST  
 Insurer Group ICW GRP  
 Policy Number WSD500646801  
 Issuing Office SAN DIEGO  
 Experience Period 09/03/2008 to 09/03/2011

**Summary of Payroll and Expected Losses**

Class Code	Payroll	Expected Loss Rate per \$100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
<b>Insurer: 630 Policy Period : 06/03/2011 to 06/03/2012</b>						
8742	125,227	0.21	263	0.20	53	210
8810	1,137,563	0.19	2,161	0.23	497	1,664
9403	1,286,704	3.38	43,491	0.18	7,828	35,663
<b>Totals</b>	<b>2,549,494</b>		<b>45,915</b>		<b>8,378</b>	<b>37,537</b>

**Insurer: 420 Policy Period : 06/03/2010 to 06/03/2011**

8742	271,212	0.21	570	0.20	114	456
8810	1,144,810	0.19	2,175	0.23	500	1,675
9403	1,370,855	3.38	46,335	0.18	8,340	37,995
<b>Totals</b>	<b>2,786,877</b>		<b>49,080</b>		<b>8,954</b>	<b>40,126</b>

**Insurer: 420 Policy Period : 06/30/2009 to 06/03/2010**

8742	397,703	0.21	835	0.20	167	668
8810	1,388,268	0.19	2,638	0.23	607	2,031
9403	2,216,766	3.38	74,927	0.18	13,487	61,440
<b>Totals</b>	<b>4,002,737</b>		<b>78,400</b>		<b>14,261</b>	<b>64,139</b>

**Summary of Claims and Actual Losses**

Claim Number	Injury Type / # of Claims	Open / Closed	Actual Losses	Actual Primary Losses	Actual Excess Losses
<b>Totals</b>					
	0		0	0	0

UNDER \$2,001	2		799	799	
<b>Totals</b>	<b>2</b>		<b>799</b>	<b>799</b>	<b>0</b>

LB000543324	06	Closed	2,381	2,381	0
LB000509617	04	Closed	80,933	7,000	73,933
UNDER \$2,001	2		3,308	3,308	
<b>Totals</b>	<b>4</b>		<b>86,622</b>	<b>12,689</b>	<b>73,933</b>

<b>Experience Period Totals</b>	Expected Losses	Expected Primary Losses	Expected Excess Losses	# of Claims	Actual Losses	Actual Primary Losses	Actual Excess Losses
	<b>A 173,395</b>	<b>B 31,593</b>	<b>C 141,802</b>		<b>6</b>	<b>87,421</b>	<b>D 13,488</b>

**Credible Primary Loss**

**Credible Excess Loss**

$$\left[ \left( \frac{\text{Total Actual Primary Losses (D)} \times \text{Credibility Primary}}{\text{Credibility Primary}} \right) + \left( \frac{\text{Total Expected Primary Losses (B)} \times (1 - \text{Credibility Primary})}{\text{Credibility Primary}} \right) \right] + \left[ \left( \frac{\text{Total Actual Excess Losses (E)} \times \text{Credibility Excess}}{\text{Credibility Excess}} \right) + \left( \frac{\text{Total Expected Excess Losses (C)} \times (1 - \text{Credibility Excess})}{\text{Credibility Excess}} \right) \right] = \frac{\text{Total Adjusted Losses}}{\text{Total Expected Losses (A)}}$$

Loss-Free Rating: 58%

= Experience Modification **78%**

\* Not Physically Inspected; # If Any; F = Federal  
 (S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

## Explanation of Your Experience Rating Form

Following is a brief explanation of your Experience Rating Form. The WCIRB's website contains additional information about the calculation of your experience modification, including electronic versions of the *California Workers Compensation Experience Rating Plan-1995* (ERP) and the *California Workers Compensation Uniform Statistical Reporting Plan-1995* (USRP). These publications are part of the Insurance Commissioner's regulations and govern experience rating and the reporting of payroll and losses by insurers, respectively. Please visit [www.wcirbonline.org](http://www.wcirbonline.org) and select "Helpful Information" from the home page.

### About Experience Rating

Experience rating provides employers a direct financial incentive to reduce the number of work-related accidents and helps to objectively distribute the cost of workers' compensation insurance among employers assigned to the same industry classification.

The USRP contains approximately 500 standard classifications used to describe all types of California businesses. A business that is not specifically described is assigned by analogy to a classification that is most similar in terms of processes and hazards.

Businesses assigned to your standard Industry classification are relatively similar to your business; however, there are differences and those differences can have an impact on workers' compensation claims costs. To address these variations and encourage workplace safety, experience rating adjusts the premium you pay either upward or downward based on a comparison of your company's history of payroll and claims (collectively referred to as your "experience") to what is expected for businesses of similar size within the same industry classification. This comparison results in your **experience modification**.

An experience modification greater than 100 results from less favorable loss experience compared to the average of other similar businesses. An experience modification less than 100 results from more favorable loss experience. The data used to calculate your experience modification and the experience modification formula are shown on the Experience Rating Form (often referred to as a "worksheet" or "rate sheet").

Since the experience modification is intended to reflect differences in anticipated *future claims* costs, the formula reflects several standard "actuarial" adjustments so that past loss experience is used in a way that is predictive of future loss levels. For those employers who have sufficient historical experience to qualify, experience rating is mandatory and used by all insurers.

### Data Used for Experience Rating and the Experience Period

The data used to calculate your experience modification is determined by your company's anniversary rating date, which **generally** is the inception date, or start date, of your policies. For example, if your policies always start on January 1, your anniversary rating date would be January 1.

The anniversary rating date determines the **experience period**, which is a three-year period beginning four years and nine months prior to your anniversary rating date and terminating one year and nine months prior to the anniversary rating date. With few exceptions, the payroll and losses arising from all policies incepting within the experience period are used in the calculation of your experience modification.

The payroll and loss information used in the experience rating calculation are reported by your insurer to the WCIRB on *unit statistical reports* in accordance with the USRP. Factors used in the experience rating calculation, such as Expected Loss Rates, D-Ratios and Credibility (Primary and Excess), are developed by the WCIRB and approved by the Insurance Commissioner based on analysis of statewide data and are part of the ERP.

### Experience Rating Form

The Experience Rating Form provides detailed information about the calculation of your experience modification, including the payroll reported by your insurer for each applicable classification and the claim experience reported by your insurer and used in the experience modification calculation. Your company name, address and other business names that are included under your insurance policy are captured from the policy information page. Some information may not be shown due to space limitations.

### Terms Used on the Form

**Actual Excess Losses** — The experience modification calculation splits the Actual Losses for each claim into two components — a primary amount called Actual Primary Losses and an excess amount called Actual Excess Losses. The Actual Excess Losses are the amount of each claim shown on the form that is above \$7,000, if any. This represents the portion of each claim that is more closely related to claim severity. For smaller experience rated employers, the Actual Excess Losses have very little impact on the calculated experience modification. The total of all Actual Excess Losses is used in the experience rating calculation and is labeled as "E" on the form.

**Actual Losses** — The total medical and indemnity paid plus estimated future payments on a claim reported to the WCIRB by your insurer as of the latest required claim valuation date. In order to mitigate the impact of a single claim on your experience modification, the amount of a single loss is limited to \$175,000 in the experience rating calculation. The total of the Actual Losses is shown for informational purposes and not used in the experience rating calculation.

**Actual Primary Losses** — Primary losses represent the more predictable and controllable portion of a claim. Actual Primary Losses are the reported incurred cost of the claim limited to a maximum of \$7,000. In other words, for a large claim, the first \$7,000 of the claim value is considered Actual Primary Losses. The total of all Actual Primary Losses is used in the experience rating calculation and is labeled as "D" on the form.

**Bureau Number** — A unique file number assigned by the WCIRB to your company.

**Claim Number** — The claim number reported to the WCIRB by your insurer.

**Class Code** — The code number of the standard classification applicable to the Payroll shown on the form and which determines the Expected Loss Rate and D-Ratio to be used in the experience rating calculation.

**Credibility Excess** — The weight given to your total Actual Excess Losses in the experience modification calculation. It is a function of your total Expected Losses and is found in Table III of the ERP.

**Credibility Primary** — The weight given to your total Actual Primary Losses in the experience modification calculation. It is a function of your total Expected Losses and is found in Table III of the ERP.

**D-Ratio** — The ratio used to split Expected Losses into "Primary" and "Excess" amounts. This split accounts for differences in the average severity of claims by classification. D-Ratios are found in Table II of the ERP.

**Effective Date** — The date your experience modification applies to your policy.

**Expected Excess Losses** — The difference between your Expected Losses and your Expected Primary Losses. The total of all Expected Excess Losses is used in the experience rating calculation and is labeled as "C" on the form.

**Expected Loss Rate (ELR)** — The average rate of losses per \$100 of payroll that is expected for a standard classification during the experience period. ELRs are found in Table II of the ERP.

**Expected Losses** — The amount of losses expected to arise for businesses of your size and industry classification(s) during the experience period. Expected Losses are determined by multiplying your total payroll for each classification by the corresponding Expected Loss Rate and then dividing by 100. The total of all Expected Losses is used in the experience rating calculation and is labeled as "A" on the form.

**Expected Primary Losses** — Determined by multiplying your Expected Losses for each classification by the D-ratio for that classification. The total of all Expected Primary Losses is used in the experience rating calculation and is labeled as "B" on the form.

**Identifying Information in Upper Left Corner** — The employer name, address and classifications that apply to your California operations according to WCIRB records may be displayed; however, in some cases, some of this information may not be shown or may not be complete due to space constraints.

**Injury Type / # of Claims** — On individually-listed claims, this provides some detail about the type of injury associated with a claim. Injury types include Death (01), Permanent Total (02), Permanent Partial Disability Rating 25% or Greater (03), Permanent Partial Disability Rating Less Than 25% (04), Temporary Disability (05), Medical Only (06), or Compromised Death Claim (08). For claims shown as grouped, this provides the number of claims included in the group.

**Insurer** — A code used to identify the insurer that reported the payroll and claims data.

**Issue Date** — The date this Experience Rating Form was released.

**Loss-Free Rating** — Shown at the bottom of the Experience Rating Form is the experience modification that would have been calculated if \$0(zero) actual losses were incurred during the experience period. This hypothetical rating calculation is provided for informational purposes.

**Open/Closed** — The claim status that is reported to the WCIRB.

**Payroll** — The payroll reported to the WCIRB by your insurer.

**Policy Period** — The effective date and expiration or cancellation date of the policy to which the payroll and claims apply.

For more information, see [www.wcirbonline.org](http://www.wcirbonline.org)



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UNITED PACIFIC WASTE  
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PICO RIVERA CA 90660

9403 GARBAGE, ASHES OR REFUSE COLLECTING  
8742 SALESPERSONS-OUTSIDE  
8810 CLERICAL OFFICE EMPLOYEES

Bureau Number 32-87-39-R  
Effective Date **06/03/2014**  
Issue Date 02/11/2014  
Experience Modification **88%**  
Insurer INSURANCE CO OF THE WEST  
Insurer Group ICW GRP  
Policy Number WSA500646802  
Issuing Office SAN DIEGO  
Experience Period 09/03/2009 to 09/03/2012

**Summary of Payroll and Expected Losses**

Class Code	Payroll	Expected Loss Rate per \$100 payroll	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
<b>Insurer: 630 Policy Period : 06/03/2012 to 06/03/2013</b>						
8742	118,274	0.19	225	0.20	45	180
8810	933,609	0.17	1,587	0.23	365	1,222
9403	1,454,912	3.53	51,358	0.18	9,244	42,114
<b>Totals</b>	<b>2,506,795</b>		<b>53,170</b>		<b>9,654</b>	<b>43,516</b>

**Summary of Claims and Actual Losses**

Claim Number	Injury Type / # of Claims	Open / Closed	Actual Losses	Actual Primary Losses	Actual Excess Losses
<b>Insurer: 630 Policy Period : 06/03/2011 to 06/03/2012</b>					
010120520700	04	Open	45,399	7,000	38,399
010120697200	04	Open	29,480	7,000	22,480
010130443100	04	Open	22,798	7,000	15,798
<b>Totals</b>	<b>3</b>		<b>97,677</b>	<b>21,000</b>	<b>76,677</b>

**Insurer: 630 Policy Period : 06/03/2011 to 06/03/2012**

Class Code	Payroll	Expected Loss Rate	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
8742	125,227	0.19	238	0.20	48	190
8810	1,137,563	0.17	1,934	0.23	445	1,489
9403	1,286,704	3.53	45,421	0.18	8,176	37,245
<b>Totals</b>	<b>2,549,494</b>		<b>47,593</b>		<b>8,669</b>	<b>38,924</b>

Claim Number	Injury Type / # of Claims	Open / Closed	Actual Losses	Actual Primary Losses	Actual Excess Losses
<b>Totals</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>0</b>

**Insurer: 420 Policy Period : 06/03/2010 to 06/03/2011**

Class Code	Payroll	Expected Loss Rate	Expected Losses	D-Ratio	Expected Primary Losses	Expected Excess Losses
8742	271,212	0.19	515	0.20	103	412
8810	1,144,810	0.17	1,946	0.23	448	1,498
9403	1,370,855	3.53	48,391	0.18	8,710	39,681
<b>Totals</b>	<b>2,786,877</b>		<b>50,852</b>		<b>9,261</b>	<b>41,591</b>

Claim Number	Injury Type / # of Claims	Open / Closed	Actual Losses	Actual Primary Losses	Actual Excess Losses
UNDER \$2,001	2		799	799	
<b>Totals</b>	<b>2</b>		<b>799</b>	<b>799</b>	<b>0</b>

Experience Period Totals	Expected Losses		Expected Primary Losses		Expected Excess Losses		# of Claims	Actual Losses		Actual Primary Losses		Actual Excess Losses	
	A	B	C	D	E	F		G	H	I	J	K	
	151,615	27,584	124,031	98,476	21,799	76,677	5	98,476	21,799	76,677			

**Credible Primary Loss**

**Credible Excess Loss**

$$\left[ \left( \frac{\text{Total Actual Primary Losses (D)} \times \text{Credibility Primary}}{\text{Credibility Primary}} \right) + \left( \frac{\text{Total Expected Primary Losses (B)} \times (1 - \text{Credibility Primary})}{\text{Credibility Primary}} \right) \right] + \left[ \left( \frac{\text{Total Actual Excess Losses (E)} \times \text{Credibility Excess}}{\text{Credibility Excess}} \right) + \left( \frac{\text{Total Expected Excess Losses (C)} \times (1 - \text{Credibility Excess})}{\text{Credibility Excess}} \right) \right] = \frac{\text{Total Adjusted Losses}}{\text{Total Expected Losses (A)}}$$

**Loss-Free Rating: 60%** = Experience Modification **88%**

(S) Subrogation; (J) Joint Claim; (P) Partially Fraudulent, if any

## Explanation of Your Experience Rating Form

Following is a brief explanation of your Experience Rating Form. The WCIRB's website contains additional information about the calculation of your experience modification, including electronic versions of the *California Workers Compensation Experience Rating Plan-1995* (ERP) and the *California Workers Compensation Uniform Statistical Reporting Plan-1995* (USRP). These publications are part of the Insurance Commissioner's regulations and govern experience rating and the reporting of payroll and losses by insurers, respectively. Please visit [www.wcirb.com](http://www.wcirb.com) and select "Helpful Information" from the home page.

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Businesses assigned to your standard Industry classification are relatively similar to your business; however, there are differences and those differences can have an impact on workers' compensation claims costs. To address these variations and encourage workplace safety, experience rating adjusts the premium you pay either upward or downward based on a comparison of your company's history of payroll and claims (collectively referred to as your "experience") to what is expected for businesses of similar size within the same industry classification. This comparison results in your **experience modification**.

An experience modification greater than 100 results from less favorable loss experience compared to the average of other similar businesses. An experience modification less than 100 results from more favorable loss experience. The data used to calculate your experience modification and the experience modification formula are shown on the Experience Rating Form (often referred to as a "worksheet" or "rate sheet").

Since the experience modification is intended to reflect differences in anticipated *future claims* costs, the formula reflects several standard "actuarial" adjustments so that past loss experience is used in a way that is predictive of future loss levels. For those employers who have sufficient historical experience to qualify, experience rating is mandatory and used by all insurers.

### Data Used for Experience Rating and the Experience Period

The data used to calculate your experience modification is determined by your company's anniversary rating date, which **generally** is the inception date, or start date, of your policies. For example, if your policies always start on January 1, your anniversary rating date would be January 1.

The anniversary rating date determines the **experience period**, which is a three-year period beginning four years and nine months prior to your anniversary rating date and terminating one year and nine months prior to the anniversary rating date. With few exceptions, the payroll and losses arising from all policies incepting within the experience period are used in the calculation of your experience modification.

The payroll and loss information used in the experience rating calculation are reported by your insurer to the WCIRB on *unit statistical reports* in accordance with the USRP. Factors used in the experience rating calculation, such as Expected Loss Rates, D-Ratios and Credibility (Primary and Excess), are developed by the WCIRB and approved by the Insurance Commissioner based on analysis of statewide data and are part of the ERP.

### Experience Rating Form

The Experience Rating Form provides detailed information about the calculation of your experience modification, including the payroll reported by your insurer for each applicable classification and the claim experience reported by your insurer and used in the experience modification calculation. Your company name, address and other business names that are included under your insurance policy are captured from the policy information page. Some information may not be shown due to space limitations.

### Terms Used on the Form

**Actual Excess Losses** — The experience modification calculation splits the Actual Losses for each claim into two components — a primary amount called Actual Primary Losses and an excess amount called Actual Excess Losses. The Actual Excess Losses are the amount of each claim shown on the form that is above \$7,000, if any. This represents the portion of each claim that is more closely related to claim severity. For smaller experience rated employers, the Actual Excess Losses have very little impact on the calculated experience modification. The total of all Actual Excess Losses is used in the experience rating calculation and is labeled as "E" on the form.

**Actual Losses** — The total medical and indemnity paid plus estimated future payments on a claim reported to the WCIRB by your insurer as of the latest required claim valuation date. In order to mitigate the impact of a single claim on your experience modification, the amount of a single loss is limited to \$175,000 in the experience rating calculation. The total of the Actual Losses is shown for informational purposes and not used in the experience rating calculation.

**Actual Primary Losses** — Primary losses represent the more predictable and controllable portion of a claim. Actual Primary Losses are the reported incurred cost of the claim limited to a maximum of \$7,000. In other words, for a large claim, the first \$7,000 of the claim value is considered Actual Primary Losses. The total of all Actual Primary Losses is used in the experience rating calculation and is labeled as "D" on the form.

**Bureau Number** — A unique file number assigned by the WCIRB to your company.

**Claim Number** — The claim number reported to the WCIRB by your insurer.

**Class Code** — The code number of the standard classification applicable to the Payroll shown on the form and which determines the Expected Loss Rate and D-Ratio to be used in the experience rating calculation.

**Credibility Excess** — The weight given to your total Actual Excess Losses in the experience modification calculation. It is a function of your total Expected Losses and is found in Table III of the ERP.

**Credibility Primary** — The weight given to your total Actual Primary Losses in the experience modification calculation. It is a function of your total Expected Losses and is found in Table III of the ERP.

**D-Ratio** — The ratio used to split Expected Losses into "Primary" and "Excess" amounts. This split accounts for differences in the average severity of claims by classification. D-Ratios are found in Table II of the ERP.

**Effective Date** — The date your experience modification applies to your policy.

**Expected Excess Losses** — The difference between your Expected Losses and your Expected Primary Losses. The total of all Expected Excess Losses is used in the experience rating calculation and is labeled as "C" on the form.

**Expected Loss Rate (ELR)** — The average rate of losses per \$100 of payroll that is expected for a standard classification during the experience period. ELRs are found in Table II of the ERP.

**Expected Losses** — The amount of losses expected to arise for businesses of your size and industry classification(s) during the experience period. Expected Losses are determined by multiplying your total payroll for each classification by the corresponding Expected Loss Rate and then dividing by 100. The total of all Expected Losses is used in the experience rating calculation and is labeled as "A" on the form.

**Expected Primary Losses** — Determined by multiplying your Expected Losses for each classification by the D-ratio for that classification. The total of all Expected Primary Losses is used in the experience rating calculation and is labeled as "B" on the form.

**Identifying Information in Upper Left Corner** — The employer name, address and classifications that apply to your California operations according to WCIRB records may be displayed; however, in some cases, some of this information may not be shown or may not be complete due to space constraints.

**Injury Type / # of Claims** — On individually-listed claims, this provides some detail about the type of injury associated with a claim. Injury types include Death (01), Permanent Total (02), Permanent Partial Disability Rating 25% or Greater (03), Permanent Partial Disability Rating Less Than 25% (04), Temporary Disability (05), Medical Only (06), or Compromised Death Claim (08). For claims shown as grouped, this provides the number of claims included in the group.

**Insurer** — A code used to identify the insurer that reported the payroll and claims data.

**Issue Date** — The date this Experience Rating Form was released.

**Loss-Free Rating** — Shown at the bottom of the Experience Rating Form is the experience modification that would have been calculated if \$0(zero) actual losses were incurred during the experience period. This hypothetical rating calculation is provided for informational purposes.

**Open/Closed** — The claim status that is reported to the WCIRB.

**Payroll** — The payroll reported to the WCIRB by your insurer.

**Policy Period** — The effective date and expiration or cancellation date of the policy to which the payroll and claims apply.

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## **SECTION 13      Affidavit re Anti-Collusion and No Other Legal Actions**

The Affidavit re Anti-Collusion and No Other Legal Actions contained in the RFP is signed and notarized and inserted on the following page for review by the City.

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 United Pacific Waste ("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 12<sup>th</sup> day of May 2014, at Pico Rivera CA.

BY: [Signature]

TITLE: CEO

Subscribed and sworn to before me this 12<sup>th</sup> day of May, 2014.

(Seal of Notary)



[Signature]  
Signature of Notary



## SECTION 14 SOLID WASTE FRANCHISE EXPERIENCE

### *Name, Address and Contact Information for Jurisdiction Representatives*

The table below represents existing and previous successful franchise programs conducted by UPW. In addition, UPW has the most recent experience with successful franchise transitions than most haulers in Southern California today. Some of the more recent examples of a smooth transition and their contact numbers are listed in the table below. The City is encouraged to call UPW's references and understand how we have accomplished so much, so successfully, and in such a short period of time.

**References for Exclusive Franchises**

Jurisdiction	Contract Type	Contact	Numbers of Customers	Phone	Contract Period
<b>El Monte</b>	Exclusive Residential, Commercial and Multifamily	Rene Bobadilla City Manager	14,360 Combined	323-584-6223	2005-2010
<b>East Los Angeles</b>	Streetside Litter Cans	Jason Simmons LA County Road	97	562-869-1176	2010-2015
<b>Gardena</b>	Exclusive Residential	Mitch Lansdell City Manager	12,000 SFR's	310-217-9503	2005-2010
<b>Rowland Heights</b>	Exclusive Residential	Adrianna Rodriguez LA County PW	11,580 SFRs	909-594-6561	2007-2014
<b>Athens-Woodcrest District</b>	Exclusive Residential	Grace Leriget LA County PW	13,500 SFR's	909-594-6561	2006-2011

### *Description of Experience for UPW*

United Pacific Waste (UPW) is a California Corporation formed to perform solid waste collection and recycling services throughout Southern California. UPW's management is comprised of nearly 90 years of experience in the solid waste and recycling industry. Rouben Kandilian, the former President of Zakaroff Recycling Services (Zakaroff), teamed with his son, Michael Kandilian, to form United Pacific Waste.

UPW has a refuse collection and recycling fleet that provides services throughout Southern California. The fleet consists of 46 vehicles including 14 front loader vehicles, 8 automated sideloaders, 7 roll-off trucks, 7 scout vehicles, 2 maintenance vehicles, 3 supervisor vehicles, 3 lift gate vehicles for cart & bin delivery vehicles, and 2 bin trailers of 5 and 3 capacity.

UPW has nearly completed the process of switching from diesel to CNG for the majority of its refuse collection fleet in compliance with Rule 1193. This process will contribute to cleaner air and effective noise management upon completion.

The company maintains a substantial inventory of commercial refuse containers, roll off boxes and various size residential carts. UPW is proud of the fine condition of its fleet and works hard to keep it that way. Fleet condition is reflective of the pride and care taken in serving all customers and accounts for our current and previous jurisdictions. This inventory is considered well-maintained equipment in the industry and indicative of the equipment to be deployed in Huntington Park. This inventory is available for inspection at any time at our corporate yard.

The UPW management team is widely recognized for experience in successful refuse collection and recycling programs in Southern California municipalities. In addition, UPW and its founder have provided residential and commercial solid waste and recycling services to the following

Arcadia	Glendale	Monterey Park
Baldwin Park	LA-Athens District	Pasadena
Burbank	LA-Rowland Heights	Santa Monica
Commerce	LA-Walnut District	Torrance
Covina	Long Beach	Vernon
Duarte	Los Angeles (LA)-LAX	West Hollywood
El Monte	Monrovia	
El Segundo	Montebello	

UPW has effectively implemented municipal and Los Angeles County franchises larger or similar in nature to the services contained in the RFP released by the City including references with challenging transition requirements as follows:

### **Gardena Residential Franchise: 2005-2010 Manual to Automated Collection**

UPW was recently awarded a residential franchise in the City of Gardena to replace the mechanical method of collection. UPW implemented a 3-barrel automated refuse, green waste and recycling program that replaced an archaic method of collection by the previous franchisee. UPW and the previous franchisee worked in unison to deliver more than 36,000 automated carts and distribute educational materials to teach residents about the new program. The new program was rolled out to over 12,000 residential units and includes refuse collection, green waste recycling, HHW events, bulky item collections, educational town hall meetings, a quarterly newsletter, annual reports to the City and various other state-of-the-art programs that almost doubled recycling while implementing various environmental messages.

UPW also implemented automated cart recycling programs to many of the multi-family complexes in the City. The overall effect was an increase in recycling and special programs while maintaining a reduction in service costs. The transition was very effective as UPW worked closely with the City, its hauler and staff. Recent comments at a City council meeting were very positive and the aesthetics of the City during collection were increased dramatically.

### ***Athens-Woodcrest-Olivita District Refuse and Recycling Collection* 2006-2010**

UPW provided a mechanical method of collection for automated carts and bins. ZRS time started with transition from traditional barrel service customer owned and was the first to start collections for recyclables in 18 gallon "tubs," green waste in 32 gallon plastic carts, and refuse in any container of customer choice. UPW implemented a fully-automated 3-cart refuse, green waste and recycling program that increased recycling, improved the aesthetics of the Athens District, and provided more franchise services than before. UPW and the previous franchisee worked in unison for most of the transition to deliver more than 40,000 automated carts and to distribute educational materials to educate customers about the new program. The new program was rolled out to over 13,600 residential units and included 96 gallon refuse carts, 64 gallon green waste carts, 64 gallon recycling carts, HHW events, bulky item collections, a newsletter, detailed reports to the County and various other state-of-the-art programs that almost doubled recycling while implementing various environmental messages. UPW implemented automated cart recycling programs and bin services to many multi-family and commercial complexes. The overall effect was an instantaneous increase in recycling programs. The transition was very effective as UPW worked closely with the County, its previous hauler and staff.

Rowland Heights was listed on “CNN Money’s list of America’s best small towns.” (CNN Money, 2011, para.1). UPW was successful in proposing for and launching the inaugural Rowland Heights residential franchise agreement in April 2007. Committed to maintaining the quality of life for this diverse and sprawling community, UPW was able to successfully transition refuse services for all participating constituents from the two existing open market haulers with virtually no interruptions in service.

The process of consolidating the service criteria of Waste Mgmt. and Valley Vista Services’ existing customer base into the UPW operation involved applying proven customer outreach techniques that protected constituents rather than polarized them. By implementing multiple town hall meetings a fully automated 3-cart refuse, green waste, and recycling program in addition to a bulky item and e-waste collection to all single family and duplex units requiring carts. The residential packet was enclosed in a clear plastic bag with a rubber band to be attached to every trash cart. Enclosed in this packet is the educational material information for cart set outs and maps of the same day pick up. UPW was able to successfully meet all the requirements of the franchise agreement.

Evolving from an open market hauler structure to a franchise program involved the delivery and replacement of over 35,000 automated carts to over 10,000 customers as well as addressing the needs of constituents who were not able to accommodate the carts due to space limitations. Moreover, apprehensive constituents with special needs such as roll out service or large parcels of land that required extra green waste carts were assuaged of their concerns. By implementing the effective franchise launch procedures that won UPW acclaim industry wide into Rowland Heights, constituent complaints were kept at a minimum with resolutions to service issues being resolved in a timely manner and within the UPW business structure.

During the last fiscal year, UPW has hired Art Venegas to helm the Operations Dept. Held in high regard by Valley Vista Services for effortlessly implementing the service requirements for the County areas of Walnut (2/2006), Bassett/Valinda/San Jose Hills (4/2007), and Hacienda Heights (4/2010), Venegas has incorporated his proven analytical skills into the UPW organizational culture.

A strong professional relationship with all Los Angeles County Code Enforcer’s including Miriam

Mendoza-Sanchez has enabled Venegas to cement his reputation as a committed member of the solid waste community. Poised to handle and resolve all service issues, Venegas continues to meet with all constituents in order to reassure them of UPW's commitment to the ascension of Rowland Heights as one of the "best places to live in America." (CNN Money, 2011, para. 1)

***City of El Monte: Commercial Multi-Family Solid Waste Franchises***

***2008-2010***

Phoenix Waste & Recycling Services (PWRS) was an affiliate of UPW with a common ownership and management team that operated at the same facility. In February 2008, PWRS effectively began commercial and multifamily collection and recycling services to the City of El Monte. The franchise consisted of 760 businesses and 3,700 multi-family units. PWRS worked closely with existing haulers during the transition phase of the multifamily and commercial franchises, PWRS successfully made the transition experience seamless for customers which was a little more challenging since the transition involved several companies. PWRS worked closely with business and multi-family owners regarding recycling and environmental information and conducting town hall meetings to receive additional information on waste reduction, franchise requirements, waste audits and economic recycling incentives. Our recycling coordinator would target several businesses and multi-family units by area to personally present recycling opportunities and customize programs to meet customer needs. The personal service and attention to individual accounts proved successful in implementing programs throughout the community, increase diversion rates and assisting customers with proper service levels to help reduce costs.

***City of El Monte: Residential Franchise Automated 3-Barrel Collection***

***2005-2010***

PWRS was awarded the single family residential contract for the western portion of the City of El Monte. This franchise consists of approximately 8,500 single-family homes of 1 to 3 units including approximately 1,400 Planned Unit Developments (PUDs) ranging from 4 to 50 units per development. PWRS transitioned from a 3-cart, semi-automated, unlimited collection program to a 3-cart fully-automated program whereby all solid waste, green waste and recyclables are contained in automated containers. PWRS deployed three, 96 gallon containers for refuse, green waste and recyclables for twice per week collection service, an upgrade from the previous franchisee by giving the city's residents an additional 128 gallons of capacity per week.

Additional containers range from 32 to 96 gallons for refuse, green waste and recyclables. The El Monte franchise also included weekly collection of bulky items, electronic waste and white goods that

were recycled to the maximum extent feasible. The transition was a smooth one, as PWRS employed a container delivery service that simultaneously delivered new containers and picked up old containers from the previous franchisee. PWRS conducts periodic route audits and originally conducted a route audit for the city and found over 500 residential customers not being billed but receiving service. As a result, these accounts were established and were input into the customer database resulting in additional revenue for the city and PWRS. PWRS also conducted an effective educational and outreach program that included:

1. Half-page ad in the local newspaper
2. How-To brochures delivered to each home with new automated containers
3. An introductory letter detailing the transition timeline and program elements
4. Town hall meetings at four locations throughout the City
5. Public access television spots that forecast PWRS's automated program
6. Refrigerator Magnets and other educational items for customer service and public awareness

## **SECTION 15      DIVERSION RATE ASSISTANCE TO CLIENT CITIES**

### ***Overview***

UPW has found that the following programs and techniques have proven to be very successful in increasing diversion in communities it has served and helped with AB 939 diversion under a compliance order, Source Reduction and Recycling Element (SRRE) requirements or components of recycling programs that were required by CalRecycle. These programs and techniques are the result of UPW's extensive years of industry experience and are continuously refined to meet the changing nature of both the industry and its customers.

UPW has assisted the following communities in compliance towards AB 939 and in the case of Gardena, was instrumental in implementing recycling programs that helped to avert additional fines imposed by CalRecycle under a Compliance Order.

### **Gardena Residential Collection      2005 - 2010**

UPW was awarded a residential franchise in the City of Gardena to replace the manual method of collection. UPW implemented a 3-barrel automated refuse, green waste and recycling program that replaced an archaic method of collection by the previous franchisee. UPW delivered more than 36,000 automated carts and distributed educational materials to teach residents about the new program. The new program was rolled out to over 12,000 residential units and includes refuse collection, green waste recycling, HHW events, bulky item collections, educational town hall meetings, a quarterly newsletter, annual reports to the City and various other state-of-the-art programs that almost doubled recycling while implementing various environmental messages.

UPW also implemented automated cart recycling programs to many of the multi-family complexes in the City. The overall effect was an increase in recycling and special programs while maintaining a reduction in service costs. The transition was very effective as UPW worked closely with the City, its hauler and staff. Comments at City council meetings were very positive and the aesthetics of the City during collection were increased dramatically.

### ***State's Compliance Order***

This program was required as part of a Compliance Order against the City of Gardena and allowed the City to comply with the order for Residential Recycling and Refuse collection and avert additional fines.

### **El Monte Residential, Commercial, Multifamily 2005 - 2010**

PWRS/UPW worked closely with business and multi-family owners to implement recycling programs while educating these customers on waste reduction, franchise requirements, waste audits and economic recycling incentives. In order to comply with the requirements of the City's SRRE, PWRS/UPW recycling coordinators targeted several businesses and multi-family units to personally present recycling opportunities and customize programs to meet customer needs. The personal service and attention to each individual account proved successful in implementing programs throughout the community, helping increase diversion rates and assisting customers with proper service levels to help reduce costs.

Quarterly newsletters were distributed to residences on the benefits of the program including recycling. Recycling opportunities were also offered to the Planned Unit Developments, PUDs and adjacent multi-family complexes utilizing bins in order to conduct a comprehensive recycling program throughout the west portion of the City of El Monte.

*"Initial Mailing"* – Within thirty (30) days of the ratification date of the Agreement, a brochure was prepared and mailed to all its Customers explaining the transition from the existing integrated waste service program to the new program as defined by the Agreement. The mailing described program changes, dates of program implementation, recycling and diversion programs available, and other pertinent information.

*"How-To Brochure"* – PWRS/UPW prepared and distributed a brochure packet to new Commercial Premises (including those receiving Roll-off Services) when they start service. This packet contained updated information on how to use the Containers, when, where and how to place Solid Waste or Recyclable Materials for Collection, and who to contact with service or Billing questions.

“*Educational Video*” – PWRS/UPW produced an educational video on the new program. Content of the video were approved in advance by the City. City arranged to air it on public access or provide to each Commercial entity by direct mail.

“*Waste Audit Plan*” – PWRS/UPW provided a detailed Waste Audit Plan that targeted recycling in the Commercial sector. The Waste Audit Plan included instructional digital media, brochures, video clips, distribution of cost-saving rates, materials accepted in the Commercial recycling program, waste audit forms and on-site assistance. All materials in the Waste Audit Plan were approved by the City.

**Rowland Heights Residential Collection 2007-2014**

The process of consolidating the service criteria of Waste Mgmt. and Valley Vista Services’ existing customer base into the UPW operation involved applying proven customer outreach techniques that protected constituents rather than polarized them. This was accomplished by implementing multiple town hall meetings, a fully automated 3-cart refuse, green waste, and recycling program in addition to a bulky item and e-waste collection to all single family and duplex units requiring carts. The residential packet was enclosed in a clear plastic bag with a rubber band to be attached to every trash cart. Enclosed in this packet is the educational material information for cart set outs and maps of the same day pick up. UPW was able to successfully meet all the requirements of the franchise agreement.

The recycling rate doubled and the County was pleased with the services as diversion increased dramatically in accordance with the following table:

<b>EXISTING DIVERSION HAULER RATE FOR 2012</b>				
<b>Residential Waste Collected</b>	<b>Residential Waste Recycled</b>	<b>Residential Green Waste</b>	<b>Residential Disposal</b>	<b>Residential Diversion Rate</b>
19962.68	2,947.40	5,416.99	11726.27	41.9%
<b>Collected</b>	<b>Recycled</b>	<b>Waste Recycled</b>	<b>Disposed</b>	<b>Diversion Rate</b>
<b>19962.68</b>	<b>2947.40</b>	<b>5416.99</b>	<b>11726.27</b>	<b>41.9%</b>

## ***Recycling Curriculum***

UPW developed, in an arrangement with the County, an aggressive campaign to educate school children on the importance of recycling and responsible waste management. As a result, a comprehensive recycling education curriculum was developed for use in school presentations, visits and workshops, on-site recycling programs. Educational materials included posters, coloring books, promotional items, puzzles and quizzes. The curriculum was approved by the County prior to school visits and consistent with CalRecycle initiatives and standards. The final draft of the Recycling Curriculum as approved by the County was presented to public schools from K-12 for participation.

## ***Community Events***

UPW participated in and promoted Recycling and other diversion techniques at community events. UPW provided collection, educational and publicity information promoting the goals of County's Solid Waste program and recycling opportunities. These events included Earth Day and the following public events identified below:

- For Us Foundation
- Buckboard Parade
- Homeland Hero's
- Annual Golf Tournament (Friends of Youth Foundation)

## ***Athens Woodcrest Olivita 1996 – 2001 and 2006 - 2011***

In 1996, the Athens Woodcrest Olivita UPW precursor, Zakaroff Disposal, implemented the first automated cart program for the County of Los Angeles and bin collection program for multifamily complexes. This first of a kind program was rolled out to over 13,600 residential units and included 96 gallon refuse carts, 64 gallon green waste carts, 64 gallon recycling carts, HHW events, bulky item collections, a newsletter, detailed reports to the County and various other state-of-the-art programs that almost doubled recycling while implementing various environmental messages. This allowed the County of Los Angeles to move towards the AB 939 recycling goal of 50% by 2000 and assisted in the 25% goal by 1995 as required by CalRecycle. This was implemented at a time when AB 939 program implementation was at a critical point in recycling program leadership for Los Angeles Public Works and the County.

IN 2006 UPW also implemented automated cart recycling programs to many of the multi-family complexes and commercial entities in the Athens District allowing the County compliance with the commercial and multifamily recycling requirements of the County SRRE.

UPW implemented automated cart recycling programs and bin services to many multi-family and commercial complexes. The overall effect was an instantaneous increase in recycling programs. The transition was very effective as UPW worked closely with the County, its previous hauler and staff.

Green waste contamination was a major problem in certain areas of this County Garbage District. UPW's supervisor worker in conjunction with the drivers and County inspector audited 100% of the green waste carts over an extended period of time until the contamination problem was rectified. Once this was accomplished, UPW returned to its standard contamination procedures and continued to monitor these areas to ensure that the contamination problem did not return.

### ***West Hollywood Franchise 1992 - 1998***

UPW's predecessor, Zakaroff Disposal Services implemented a very successful single-family 3-barrel automated refuse and recycling and single-family from traditional manual collection of resident owned containers and bags. UPW started the first MF recycling program in the City for West Hollywood and possibly southern California by rolling out 96, 64 or 35 gallon automated carts for the collection of recycling materials and green waste.

This was probably the most important contribution to compliance with AB 939 goal of 25% by 1995 and was widely received by the majority of residents and businesses with pride.

### ***Specifics of the Multifamily Recycling Program***

The multi-family recycling program used a minimum of three containers for recyclables. Participants received three color-coded wheeled containers, blue, black and green. The 90-gallon blue container was utilized for commingled recyclables including plastic containers and bottles, aluminum and tin cans, and glass bottles and other containers. The 90-gallon black container was used for newspaper, magazines, office paper and other recyclable paper. Green waste was collected in 64-gallon green containers. Each container displayed labels in three languages to designate commodities by container size and color. All three containers were serviced weekly via semi-automated vehicles.

### ***Commercial Business Recycling***

Commercial businesses wishing to participate in the City's recycling program were given metal bins for cardboard recycling and 90-gallon containers for commingled paper and beverage cans and bottles. Other recyclables collected by Zakaroff included wood, office paper, metals and plastic.

To support the program, Zakaroff provided residents and businesses comprehensive information on the personal and environmental benefits of recycling and requirements for participating in the City's recycling program. The public education and outreach material was distributed on a quarterly basis. One of the more effective methods employed to reach the public was the development of a newsletter mailed to all City residents. From 1992 to 1998, the newsletter was published on a quarterly basis as the Recycling News. The Recycling News was published in three languages and mailed to the entire community. The newsletter provided detailed information on the recycling program and provided readers with other important community information.

Each month, the City of West Hollywood was given detailed reports identifying recycling and disposal quantities, residual tonnage, and participation rates for each sector. These reports allowed the City staff to evaluate the program's success and work with Rouben Kandilian to "fine-tune" the various programs.

The refuse collection and recycling program was ultimately rolled out to the entire City's single and multi-family residential sector; almost 20,000 units in the multi-family sector and 3,500 in the single-family sector.

Under the management of Mr. Rouben Kandilian, the West Hollywood recycling program collected and processed an average of approximately 6,530 tons of recyclables per year, over 30% more than the 4,275 recycled in 2002. Importantly, under his management, the program increased the City's overall diversion rate from 25% to 55%.

## SECTION 16 COMMUNITY OUTREACH MATERIALS

### *Overview*

UPW has implemented public education and outreach programs for exclusive and non-exclusive franchise cities that made the difference in getting the word out about recycling, environmental awareness and transition into franchise collection systems.

UPW has helped the following cities in community outreach and education by implementation a plan tailor-made for the community it serves.

Arcadia	Glendale	Monterey Park
Baldwin Park	LA-Athens District	Pasadena
Burbank	LA-Rowland Heights	Santa Monica
Commerce	LA-Walnut District	Torrance
Covina	Long Beach	Vernon
Duarte	Los Angeles (LA)-LAX	West Hollywood
El Monte	Monrovia	
El Segundo	Montebello	

Samples of outreach materials for some of the cities identified above are contained in Exhibit 9 Community Outreach materials.

## SECTION 17 RESIDENTIAL SHARPS PROGRAM

### ***Sharps Disposal Program***

UPW will implement a complementary SHARPS Mail Back Program for the City's single and multifamily residents and bring these customers sharps containers for their medical needs. UPW's delivery and mail-back sharps disposal programs provides a no-cost solution for disposal of needles, syringes, lancets and other types of sharps and small quantities of medical waste. It is a safe and easy alternative to other costly services.

Upon a customer's request, UPW Route Supervisor, Israel Garcia, will deliver a mail-back sharps disposal container, complete with instructions and a tutorial for each resident requesting one. Disposal and mailing is pre-paid by UPW. When full, the participant will package, seal and mail it back to the Stericycle location for proper handling and disposal. Each of UPW's Mail-back Sharps containers systems include:

- Sharps container(s)
- USPS approved return box
- Protective bag liner
- Bar code tracking
- Destruction manifest for *Regulated Medical Waste – Sharps*
- Price includes shipping, return mail, destruction and manifest of destruction.

When the sharps container is full, it is placed in the pre-paid postage return box and returned via US Mail to the processor for handling and destruction are in Exhibit 5 Residential Sharps Collection Program.

UPW works in collaboration with Stericycle, a full-service Sharps mail-back and destruction processor providing AMA approved sharps receptacles. A tutorial will be located on the UPW website upon award of the contract and a contact number for UPW will be provided for all residential customers.

## SECTION 18 PROPOSAL ENHANCEMENTS

### ***Residential Rate Freeze***

For the 2nd year of the franchise contract, UPW will freeze any increase that may arise from the normal course of implementation of the Agreement. Residential customers will benefit from a lower rate at the start of the contract and no increase will be imposed until 2017.

### ***Refurbished Carts Guaranteed for Agreement Term***

UPW is offering an alternative to the acquisition of residential carts by using refurbished residential carts manufactured by OTTO Industries, Inc. with a 10 year warranty. UPW will mirror the original new cart program by providing exchanges and replacements when necessary. The OTTO Cart is rated to last as much as 20 years with minimal maintenance or none at all. The use of these carts will save the City's residents \$1.25 per month.

Refurbishment of the OTTO Carts includes washing, repairing and resealing the polymer the carts are made of in accordance with the original specifications as indicated on the following page. Refurbished residential carts will be in like new condition upon delivery to the City's residents.

A variety of photos have been inserted on this page for purposes of illustration.



UPW will honor the 10 year warranty which will meet and exceed the original term of the Agreement

### ***Complementary Portable Deluxe Toilets***

UPW will provide unlimited portable toilets equipped with wash stations for all City sponsored and community events and will be delivered, maintained and collected accordingly. UPW will supply Porta-Kan toilets (portable toilets & Wash Basins) at no additional charge to accommodate any and all city events specified in the RFP. UPW will make consideration to additional City events not specified in the RFP as well. Porta-Kan is located in the UPW facility for fast, efficient service. Delivery of portable toilets will always have 2 Handi-Cap and regular portable toilets with wash basins and soap dispensers.



### ***Food Waste Collection***

In the first year of the Agreement, UPW will implement a Food Waste Recycling Program for District 1 commercial restaurant's and expand program throughout the City in years 2 and 3 for District II and the Multifamily Sector to enhance diversion and satisfy the soon-to-be mandated AB 1826. AB 1826 has been proposed by Wesley Chesbro and has broad support from CalRecycle and other groups such as Californians Against Waste. A summary of the impending legislation is contained in Exhibit 6 for your review.

### ***E-Waste***

UPW will collect, in unlimited quantity, E-Waste, scheduled five times per week from single and multifamily residences in the City.

### ***Increased Senior Citizens Discount***

Seniors of at least 62 years of age and receiving supplemental social security benefits that are eligible for a collection rate reduction, UPW will offer a 20% rate reduction for residential collection services.

### ***Storage Containers at Public Works Yards***

UPW will supply the public works yard with storage containers (as many as needed) free of charge. The containers will be sealed, lockable and watertight.



# CITY OF HUNTINGTON PARK

## ADDENDUM NO. 1

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

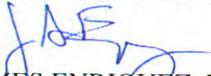
This ADDENDUM NO. 1 relates to the above-referenced **Request for Proposals for Solid Waste Handling Services** (hereinafter, the "RFP") which will be undertaken by the City of Huntington Park. This Addendum No. 1 shall be considered part of the Proposal documents, and provides the following revisions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

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

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

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

CITY OF HUNTINGTON PARK

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

**END OF ADDENDUM NO. 1**

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

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

 Michael Kandilian 5/13/14  
SIGNATURE PRINT NAME DATE



## Fighting Hunger – Feeding Hope

600 South Maple Ave. • Montebello, CA 90640 • Phone (323) 727-7997 • Fax (323) 727-0170 • [hocdist@sbcglobal.net](mailto:hocdist@sbcglobal.net)

May 16, 2014

To Whom It May Concern:

Heart of Compassion is a local food bank that last year collected and distributed over \$37 Million of food and other essential items on a budget of under \$400,000, made possible by great volunteers and community-minded business sponsorships.

One of these long-time business sponsors has been United Pacific Waste based in Pico Rivera. They not only have provided our daily waste management needs free of charge at our Montebello warehouse, but moreover they have provided waste roll-offs at our various monthly community outreaches held in different communities throughout Los Angeles County.

It gives me great pleasure to recommend a company who has proven to us to be very civic and community minded. Needless to say, on our budget we could not provide the amount of food and life essentials to communities in Southern California were it not for the generosity of United Pacific Waste.

A proven track record is often a tool to predict future performance. United Pacific Waste has proven to us over the years their commitment to civic responsibility and a proactive desire to improve lives in our community. Heart of Compassion feeds over 300,000 families a year and United Pacific Waste shares in that positive impact. One of our largest partnering agencies is Mahanaim Ministries pastored by Pastor Concepcion Roque which provides a food bank for the Huntington Park community and provides other services well known to officials in Huntington Park.

Should you have any questions or need additional information, please do not hesitate to contact me.

Sincerely yours,

Pastor Eric R. Tietze  
President

Use of this donation will be in compliance with IRS regulations under section 170(e)(3) and paragraphs (6), (2) and (3) for the care of the ill, the needy or children. This donation will not be resold, bartered or exchanged, but used in accordance with our tax-exempt status. Heart Of Compassion is a tax-exempt, charitable organization as described under section 501(c)(3) of the IRS Code. Contributions made to Heart Of Compassion are tax deductible. **Our Federal ID Number is 42-1573926.**



LOS ANGELES CENTER STUDIOS

United Pacific Waste  
4320 San Gabriel River Parkway  
Pico Rivera, CA 90660

To Whom It May Concern

We are pleased to write a letter of recommendation for United Pacific Waste.

United Pacific Waste supplies us with great service; they provide roll off and commercial bin containers. Their Operations department is always available to us when we contact them for service. In our line of business when we need service they are always ready. We have requested service on Sundays as well as past working hours. They provide superior service and meet our highest expectations. When we contact United Pacific Waste we speak to a live person and not a machine which is why I would recommend United Pacific Waste for all of your trash service needs.

Sincerely,

Director, Production Services