CITY OF HUNTINGTON PARK

RESPONSE TO REQUEST FOR PROPOSALS

SOLID WASTE HANDLING SERVICES

Submitted by

VALLEY VISTA SERVICES, INC.
17445 Railroad Street
City of Industry, California 91748
(626) 855-5555

May 22, 2014

May 22, 2014

Mr. James Enriquez
Director of Public Works
City of Huntington Park
6550 Miles Avenue
Huntington Park, Ca 90255

Re; Solid Waste Handling Services for Huntington Park

Mr. Enriquez,

Valley Vista Service, Inc., is pleased to have the opportunity to submit the attached proposal for solid waste and recycling services for the City of Huntington Park. Our Proposal herein demonstrates that Valley Vista Services, Inc., is qualified and prepared to offer the City of Huntington Park solid waste collection and recycling services that meet all the requirements of the City of Huntington Park Request for Proposal Solid Waste Handling Services.

Valley Vista Services, Inc., has for over 55 years offering solid waste management services to communities of Los Angeles County. Valley Vista is a family owned and operated firm offering the City of Huntington Park the opportunity to work not only with decision makers, but the owners.

In the following proposal, Valley Vista Services presents a comprehensive approach to waste collection and recycling services. Valley Vista Services proposes to implement a residential 3-Cart fully automated collection system utilizing a new City of Huntington Park designated fleet of compressed natural gas (CNG) vehicles. For the commercial, multi-family sector, Valley Vista Services proposes to collect all waste with a new designated of CNG vehicles, transferring all waste to our state-of-the-art solid waste processing facility in the City of Industry for efficient processing and transfer services.

Valley Vista Services is confident that the attached proposal meets and exceeds that City of Huntington Park's requirements for solid waste collection and processing services. Valley Vista Services, Inc., will manage this franchise contract from our corporate headquarters in the City of Industry, located at 17445 East Railroad Street, City of Industry CA. 91748. Additionally, Valley Vista Services will open an office in the City of Huntington Park and have a Valley Vista Services representative on site as stipulated in the RFP.

Let me know if you need anything else. I will be available and of service to you and the City of Huntington Park. Don't hesitate to call me at 626-945-0373.

Sincerely,

David Perez

Vice President of Operations

(626) 855-5555

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EXHIBIT 1 Rate Schedule

Valley Vista has developed and completed the Rate Schedule and supporting data for review by the City and its contractors. These documents are herein attached on the following pages.

ATTACHMENT 4

RATE, SUPPORTING COST, AND OPERATING DATA PROPOSAL FORMS

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PROPOSED ESTIMATED FIRST-YEAR RATE REVENUE

Proposing Company: **Valley Vista Services, Inc.**

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

Row	Service Category	Proposed First-Year Annual Rate Revenue	Reference
1	**Proposed Cart Rate Revenue**	$ 1,087,344	Attach. 4-B, Row 8
2	**Proposed Bin Rate Revenue**	$ 4,675,440	Attach. 4-E, Row 24
3	**Proposed Roll-off Box and Temporary Bin Rate Revenue**	$ 197,093	Attach. 4-F, Row 10
4	**Total Annual Estimated First-Year Rate Revenue**	$ 5,959,877	

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: **Valley Vista Services, Inc.**

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

Row	Service Category	Monthly Rate	Billing Count	Monthly Revenue	Annual Revenue
1	Standard Rate Per Dwelling Unit	$ 14.65	6,126 billing units	$ 89,736	$ 1,076,832
2	Senior Rate	$ 13.18	7 billing units	$ 92	$ 1,104
3	Additional Refuse Cart	$ 7.32	107 carts	$ 784	$ 9,408
4	Additional Recycling Cart	$ -			
5	Additional Green Waste Cart	$ -			
6	Walkout Service - Disabled	$ -			
7	Walkout Service - Other/Paid				
8	Total Revenue				**$ 1,087,344**

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

PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - PROPOSED RATES

Proposing Company: Valley Vista Services, Inc.

Enter proposed rates in bold-outlined box.

Proposed Rates

Row	Container Type/Size	Number of Collections per Week						
		1	2	3	4	5	6	7
1	**Outside District 1**							
2	Refuse Cart - 96 gallon	$ 53.89	$ 107.79	$ 161.68	$ 215.57	$ 269.47	$ 323.36	$ 377.25
3	Refuse Bin - 1 Cubic Yard	$ 107.88	$ 178.84	$ 286.72	$ 394.60	$ 502.48	$ 610.36	$ 718.24
4	Refuse Bin - 1.5 Cubic Yard	$ 107.88	$ 178.84	$ 286.72	$ 394.60	$ 502.48	$ 610.36	$ 718.24
5	Refuse Bin - 2 Cubic Yard	$ 124.33	$ 217.16	$ 298.25	$ 386.55	$ 479.39	$ 560.48	$ 684.82
6	Refuse Bin - 3 Cubic Yard	$ 155.43	$ 260.45	$ 367.27	$ 477.67	$ 586.29	$ 714.71	$ 870.14
7	Refuse Bin - 3 Cubic Yard w/Compactor	$ 621.70	$ 1,041.78	$ 1,469.07	$ 1,910.66	$ 2,345.16	$ 2,858.84	$ 3,480.54
8	Refuse Bin - 4 Cubic Yard	$ 197.37	$ 321.76	$ 448.88	$ 636.27	$ 763.41	$ 926.54	$ 1,123.91
9	Refuse Bin - 4 Cubic Yard w/Compactor	$ 789.48	$ 1,287.03	$ 1,795.54	$ 2,545.06	$ 3,053.62	$ 3,706.15	$ 4,495.63
10	Refuse Bin - 6 Cubic Yard	$ 238.85	$ 400.25	$ 563.49	$ 813.12	$ 974.54	$ 1,176.47	$ 1,415.32
11	Locking Lid Service	$ 10.01	$ 15.01	$ 20.01	$ 25.01	$ 30.01	$ 35.01	$ 40.01
12	**District 1**							
13	Refuse Cart - 96 gallon	$ 53.89	$ 107.79	$ 161.68	$ 215.57	$ 269.47	$ 323.36	$ 377.25
14	Refuse Bin - 1 Cubic Yard	$ 118.67	$ 196.72	$ 315.39	$ 434.06	$ 552.73	$ 671.39	$ 790.06
15	Refuse Bin - 1.5 Cubic Yard	$ 118.67	$ 196.72	$ 315.39	$ 434.06	$ 552.73	$ 671.39	$ 790.06
16	Refuse Bin - 2 Cubic Yard	$ 136.77	$ 238.87	$ 328.08	$ 425.21	$ 527.33	$ 616.53	$ 753.30
17	Refuse Bin - 3 Cubic Yard	$ 170.97	$ 286.49	$ 403.99	$ 525.43	$ 644.92	$ 786.18	$ 957.15
18	Refuse Bin - 3 Cubic Yard w/Compactor	$ 621.70	$ 1,041.78	$ 1,469.07	$ 1,910.66	$ 2,345.16	$ 2,858.84	$ 3,480.54
19	Refuse Bin - 4 Cubic Yard w/Compactor	$ 789.48	$ 1,287.03	$ 1,795.54	$ 2,545.06	$ 3,053.62	$ 3,706.15	$ 4,495.63
20	Locking Lid Service	$ 10.01	$ 15.01	$ 20.01	$ 25.01	$ 30.01	$ 35.01	$ 40.01

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

PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART - SERVICE COUNT

Proposing Company: Valley Vista Services, Inc.

Service Count (1)

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

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

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

PROPOSED ESTIMAED FIRST YEAR BIN AND COMMERCIAL CART - RATE REVENUE

Proposing Company: Valley Vista Services, Inc.

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

Rate Revenue

Row	Container Type/Size	Number of Collections per Week							Estimated Annual Rate Revenue
		1	2	3	4	5	6	7	
1	**Outside District 1**								
2	Refuse Cart - 96 gallon	$ 19,402.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 19,402.00
3	Refuse Bin - 1 Cubic Yard	$ 7,875.00	$ 179.00	$ -	$ 395.00	$ -	$ -	$ -	$ 8,449.00
4	Refuse Bin - 1.5 Cubic Yard	$ 13,377.00	$ 715.00	$ 287.00	$ -	$ -	$ -	$ -	$ 14,379.00
5	Refuse Bin - 2 Cubic Yard	$ 45,009.00	$ 3,474.00	$ 1,193.00	$ 387.00	$ 479.00	$ 560.00	$ -	$ 51,102.00
6	Refuse Bin - 3 Cubic Yard	$ 63,880.00	$ 44,276.00	$ 45,174.00	$ 15,763.00	$ 9,967.00	$ 12,865.00	$ -	$ 191,925.00
7	Refuse Bin - 3 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
8	Refuse Bin - 4 Cubic Yard	$ 8,487.00	$ 9,974.00	$ 7,182.00	$ 6,999.00	$ 3,817.00	$ 24,090.00	$ 1,124.00	$ 61,673.00
9	Refuse Bin - 4 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
10	Refuse Bin - 6 Cubic Yard	$ 1,433.00	$ -	$ 2,817.00	$ -	$ -	$ -	$ -	$ 4,250.00
11	Locking Lid Service	$ 1,562.00	$ 480.00	$ 280.00	$ 25.00	$ 90.00	$ 245.00	$ -	$ 2,682.00
12	**District 1**								
13	Refuse Cart - 96 gallon	$ 7,006.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 7,006.00
14	Refuse Bin - 1 Cubic Yard	$ 1,661.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,661.00
15	Refuse Bin - 1.5 Cubic Yard	$ 356.00	$ -	$ -	$ -	$ -	$ -	$ -	$ 356.00
16	Refuse Bin - 2 Cubic Yard	$ 2,462.00	$ 239.00	$ 328.00	$ -	$ -	$ -	$ -	$ 3,029.00
17	Refuse Bin - 3 Cubic Yard	$ 2,565.00	$ 3,724.00	$ 7,272.00	$ 5,254.00	$ 3,870.00	$ 786.00	$ -	$ 23,471.00
18	Refuse Bin - 3 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	Refuse Bin - 4 Cubic Yard w/Compactor	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
20	Locking Lid Service	$ 90.00	$ 60.00	$ 60.00	$ 25.00	$ -	$ -	$ -	$ 235.00
22	Monthly Revenue								$ 389,620.00
23	x 12 months								12
24	Estimated Annual Revenue								**$ 4,675,440.00**

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

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

Proposing Company: Valley Vista Services, Inc.

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

Row	Container/Service Type	Customer Rate	Service Count	Estimated Rate Revenue
1	**Roll-Off Service**			
2	Service Component - including 6 tons disposal/processing, delivery and seven day rental			
3	Standard Roll-Off Box	$ 652.94 per pull	208 pulls	$ 135,812
4	Low Boy Roll-Off Box	$ 692.12 per pull	40 pulls	$ 27,685
5	Compactor (all sizes)	$ 369.25 per pull	85 pulls	$ 31,386
6	Total Service Component		333 pulls	
7	Per ton over 6 tons	$ 92.16 per ton		
8	**Total Estimated Roll-Off Rate Revenue**			**$ 194,883**
9	**Temporary Bin 3 Cubic Yard**	$ 147.33 per dump	15 dumps	$ 2,210
15	Other			
16	Other			
17	Other			
18	Other			
19	Other			
10	**Estimated Annual Rate Revenue**			**$ 197,093**

SOURCE SEPARATED COMMERCIAL RECYCLING (if proposed)

Proposing Company: **Valley Vista Services Inc.**

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

1	# of Customers with Recycling Containers		customers
2	Total Number of Recycling Containers:		
3	- Recycling Bins		bins
4	- Recycling Carts		carts
5	Total Yards per Week of Recycling Container Capacity (1)		yards/week
6	Estimated Reduction in Refuse Service Container Capacity		yards/week
7	Estimated Annual Recycling Rate Revenues (2)		per year
8	Estimated Annual Reduction in Refuse Service Rate Revenue		per year
9	Net Annual Rate Revenue Increase (Decrease)		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: Valley Vista Services, Inc.

Instructions: Fill in boxes outlined in bold.

Row		Residential Cart Service			Bin Service		Roll-Off Service	Bulky Item Pickup, Holiday Trees, Special Events, Clean-up Days, All Other	Total Annual Revenue Requirement
		Refuse	Recyclables	Yard Waste	Refuse	Recyclables			
1	Operations								
2	Truck Operating Costs (a)	330,768	96,224	83,139	1,778,222	-	74,961	16,946	$ 2,380,259
3	Transfer Station, Transport, MRF costs	392,644	(10,000)		1,288,396		281,998	33,891	$ 1,986,930
4	Greenwaste Processing/Disposal Costs			40,256			-		$ 40,256
5	Landfill Disposal Costs								$ -
6	Transformation Costs (WTE)								$ -
7	Container Depreciation/Amortization Costs	47,540	47,540	47,540	174,969	-	7,376		$ 324,966
8	Less Recyclable Material Sales Revenues		(50,000)			(421,240)			$ (471,240)
9	**Subtotal: Operations Costs**	$ 770,953	$ 83,765	$ 170,935	$ 3,241,588	$ (421,240)	$ 364,334	$ 50,837	$ 4,261,171
10	General, Administrative and Profit								$ 688,295
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%								$ 893,982
16	Other								
17	**TOTAL REVENUE REQUIREMENT**								$ 5,959,877
18	**Tons Collected**	9,068	1,500	2,176	18,257	10,531	3,996	598	46,126
19	**Operations Cost Per Ton Collected**	$ 85.02	$ 55.84	$ 78.55	$ 177.55	$ (40.00)	$ 91.17	$ 85.02	$ 92.38
20	**Revenue Requirement per Ton Collected**								$ 129.21

(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.

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PROJECTED ROUTES AND ROUTE HOURS

Proposing Company: Valley Vista Services

Instructions: Fill in boxes outlined in bold.

Row	Route Type	Routes Per Day							Total Route Days/Week	Hours per Route per Day (1)	Total Route Hours Per Week (2)	# of Crew on Route
		Mon	Tues	Wed	Thurs	Fri	Sat	Sun				
1	Automated Refuse Routes	2.0	2.0	2.0	2.0	2.0			10.0	8.0	80	2
2	Automated Recycling Routes	1.0	1.0	1.0	1.0	1.0			5.0	8.3	41	1
3	Automated Green Waste Routes	1.0	1.0	1.0	1.0	1.0			5.0	8.0	40	1
4	Refuse Bin Routes	4.0	5.0	4.0	4.0	4.0	1.0		22.0	11.6	255	6
5	Recycling Bin Routes								-		-	
6	Bulky Item Pickup Routes	1.0	1.0	1.0	1.0	1.0			5.0	3.1	16	1
7	Roll-Off Box Routes	Total of Eight Hours for the Week							1.0	8.0	8	
8	Scout Vehicle Routes								-		-	
9	Other: _____								-		-	
10	Other: _____								-		-	
11	Total Routes	9.0	10.0	9.0	9.0	9.0	1.0	-	48.0		440	

(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: Valley Vista Services

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	9,068								-	0%
2	Residential Cart Recyclables[1]	1,500	1,155							1,155	77%
3	Residential Cart Greenwaste	2,096		2,033						2,033	97%
4	Bin Refuse	28,088					9,831			9,831	35%
5	Bin Recyclables	700	539							539	77%
6	Roll-Off Service	3,996			3,197					3,197	80%
7	Bulky Item Pickup/ Holiday Trees/Special Events/Clean-up Days/ All Other	80								-	
8	Total	45,528	1,694	2,033	3,197	-	9,831	-	-	16,755	37%
9	Minimum Recovery Rate for Processing Mixed Refuse (refuse loads only, excluding all source separated loads):										

(1) Describe "Other" programs below:

[1] Based on projected increase in recyclables set out for collection in 96 Gal carts as a result of additional, intensive education program to Huntington Park residents as identified in the Valley Vista Proposal.

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

EXHIBIT 2 Exceptions to the Franchise Agreement

Valley Vista has read Exceptions to the Draft Agreement Terms contained in the RFP and hereby takes no exception(s) to any of the provisions of the Draft Agreement as detailed in the section below:

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.*

Signature, David M Perez Date

EXHIBIT 3 Valley Vista Services Business Information

General Information of Valley Vista Services

Valley Vista Services, Inc. began in the business of refuse collection and recycling in 1957 and for over 50 years has been on the forefront of advances in the solid waste industry. Valley Vista's management family team represents nearly 110 years of experience in the solid waste collection and recycling industry. David Perez and his brother Manuel Perez lead the corporate finances and current expansion of Valley Vista while David M. Perez manages the daily collections, disposal, recycling and facility operations of the corporation. As a team and close family members, this trio has effectively lead the way for franchise expansion in Los Angeles County the past 10 years.

Valley Vista Services, Inc. is a closely held California corporation located in the City of Industry and will be responsible for all commitments made herein. Valley Vista is the legal signing entity for a proposed Franchise Agreement with the City of Huntington Park.

3.1 Business Information and Ownership

Legal Entity Name: Valley Vista Services, Inc. and Grand Central Transfer and Recycling

Legal Entity Status: Corporation

Names of Shareholders and Officers: David Perez President, Manuel Perez, Corporate Secretary, Christopher Perez Treasurer, David M Perez Vice President, Peter Perez Vice President

Creditors Owed More Than 5% of Total Assets: Valley Vista has provided this information under separate cover in the Original Proposal in a manila envelope marked “CONFIDENTIAL”

Years in Business: Over 55

Corporate Location:
7445 East Railroad Street
City of Industry, CA 91748

Legal Actions Valley Vista has provided this information under separate cover in the Original Proposal in a manila envelope marked “CONFIDENTIAL”

Financial Statements Valley Vista has provided this information under separate cover in the Original Proposal in a manila envelope marked “CONFIDENTIAL”

Key Employees

Valley Vista, Inc. is a family owned and operated California Corporation founded in 1957. Valley Vista has offered residential, commercial and Industrial services for over 55 years. The Perez family manages all collection, maintenance and day-to-day operations along with the key personnel identified in this Proposal. All Valley Vista facilities and corporate offices are located in the City of Industry on our 20-acre campus.

3.2 Key Roles and Resumes

David M. Perez - Vice President Operations

David is a graduate of Don Bosco Technical Institute in Rosemead, California. David is the Vice President of Operations and oversees all contract compliance issues, collection operations, vehicle procurement and repairs, general office administration, billing, recycling and customer service operations.

David has been overseeing the day-to-day operations at Valley Vista for over 15 years. Dave’s hand on involvement in the day-to-day operations guarantees the efficient operation and franchise management of our franchise contracts.

David grew-up in the solid waste industry and has been serving the family business for nearly 25 years. David has hands on experience in the driving and collection department having operated collection equipment and years as a route supervisor prior to moving into the front management office. After 5 years as the operations manager, David was appointed Vice President of Operation and has served in this capacity ever since.

Christopher Perez – Vice President Sales and Information Technologies

Chris is a graduate of the University of Southern California and received his Bachelor's degree in 1993 in Urban Planning and Real Estate Development.

Along with his brother David, Christopher was born and raised in the solid waste industry. His 25 years of service at Valley Vista Services has played a key role in the expansion and growth of the company's collection and recycling divisions.

Christopher has a staff of salespeople that act as both a sales team and our public education and outreach. Along with the marketing department, Christopher has been the catalyst in Valley Vista Services Information Technology department. Chris has developed an in-house billing, communication and customer services system based upon state-of-the art hardware and software components presented later in the proposal.

He is also responsible for the necessary software and hardware upgrades necessary to our goals of making financial and AB939 reporting easier and more accurate.

Jesse Quintana – Chief Financial Officer

Mr. Quintana has over 25 years of accounting experience. He has a BA Degree in Accounting from Cal State Fullerton and MBA from Pepperdine University. Mr. Quintana has worked for fortune 100 companies such as Northrop, Rockwell International, Emerson Electric and Crane Co. He possesses 17 years of experience in the waste management industry working for such companies as Consolidated Disposal, Republic Industries, and Calmet Services and Valley Vista Services. In each of these positions Mr. Quintana has held the position of either CFO or Controller and has been extensively involved in all aspects of administration and financial management. He has also worked in many acquisitions and internal growth opportunities to insure that transitions are as seamless as possible.

3.3 Principals

Dave Perez – President

Dave, the progressive President of Valley Vista, Inc., prides himself in working with his staff in all phases of the business. He has long been of the belief, that to provide good leadership, it is imperative to know the internal workings of the organization and maintain a high level of sensitivity to the entire work force. His personal involvement at all levels is a key attribute to the success of Valley Vista.

Dave was born and raised in La Puente, where he completed his education, and then joined the United States Navy to see the world. As a former U.S. Navy airplane mechanic and flight

engineer, he has used his mechanical expertise and knowledge to oversee the purchase and maintenance of all vehicles and supporting equipment.

A civic minded individual, Dave has become intimately involved with many community projects. Dave currently is involved with the Boys and Girls Club of the San Gabriel Valley, and recently was awarded for his commitment and dedication to this important organization. He is an active member of the Gabriel Foundation, whose main goal is to help disadvantaged children in our local area. Dave is also on the Board of Directors of the Sheriff's Youth Activities League and The Boys & Girls Club of San Gabriel Valley. These proactive programs are focused on gaining the involvement of the youth in our communities in sports and other awareness programs. He is a current member, and past president, of the Queen of the Valley Hospital Men's Club and the California Highway Patrol 11-99 Foundation.

Manuel Perez - Corporate Secretary

Born and raised in La Puente, California, Manuel Perez is a graduate of Cal Poly San Luis Obispo, with a Bachelor of Science degree in Electrical Engineering. After his college years Mr. Perez served his country with pride in the United States Army. After fulfilling his military service, Manuel resumed his engineering career, working as a designer with General Dynamics Corporation in Pomona.

In 1963, Manuel joined City of Industry Disposal as Operations Manager, responsible for all aspects of operations. He quickly utilized his engineering expertise in designing and implementing some of the automated systems that we still use today. He takes great pride in having computerized our office functions and along with his son Christopher, maintains and continually upgrades the company's information systems.

Manuel is a hands-on manager and oversees all internal functions. With his hands-on approach to the business, Manuel monitors all daily functional requirements to ensure that the highest level of service is provided. Manuel is the first to arrive in the morning and the last to leave in the evening.

Manuel maintains a highly efficient staff, through managing by example. His staff has grown to appreciate his commitment to the company and customers. Manny works continually to provide a family atmosphere for all of the company's employees.

3.4 Managing Employees

Mark Tavoukjian – Operations Manager (City Contact Person)

Mr. Tavoukjian's experience in the Solid Waste Management Industry spans over 25 years. Throughout his career, he has managed large operating districts consisting of over 300 collection routes with corresponding number of employees, as well as smaller privately owned and operated companies. Mr. Tavoukjian has considered and views Valley Vista Services (Valley Vista) as his home since October of 2010. He calls it the perfect fit; in a mid-sized family owned company such as Valley Vista.

Mr. Tavoukjian and his team of Field Supervisors oversee the day-to-day activities of waste and recyclables collection in all residential, commercial, and industrial collection sectors. As the leader of our operating team, Mr. Tavoukjian will be responsible for planning and creating the collection routes, selecting and training the appropriate personnel that will operate the designated collection vehicles, oversight of safety training, orchestrating the container delivery process, and overseeing the translation of a well-designed plan into function that will be as seamless as possible, yielding no service interruptions.

Susan Silvestri - Customer Service Manager/Office Manager (City Contact Person)

Ms. Silvestri brings over 17 years' experience in the customer service and office management profession to Valley Vista. Ms. Silvestri has expertise in the solid waste management Industry, having managed a customer service department for a well-established solid waste firm in Los Angeles County prior to coming to Valley Vista in 2007. As our leader for the customer service team, Susan will assist in expanding the department and will institute new practices aimed at increasing overall customer satisfaction.

Ms. Silvestri is responsible for managing the Accounts Receivable, Billing, Collection and Customer Service Departments. Ms. Silvestri is also responsible for performing training seminars for all departments on the use of the expanded and upgraded customer service system and coordinating the company's customer service activities ensuring all departments deliver a premium customer service experience.

Jose Low – Human Resources Manager

Jose Low is a new member to the organization who brings 15 years of Human Resources experience spanning manufacturing and distribution. While new to the non-hazardous waste

collection and post-consumer recycling business, he brings a variety of experience that will help continue the cultivation of a service-minded workforce that has come to be expected of our family-owned business.

Jose is a liberal arts graduate from Pomona College in Claremont, CA. Seeing the importance of versatility in the business environment has allowed him to add a Human Resources perspective from a holistic vantage point. While his acumen includes the start-up of a 1.4 million square feet Lowe's Home Improvement distribution center that moved over $3 billion worth of product a year, he hasn't forgotten the importance of taking care of an employee's individual needs. This is part of the reason he has joined us – to help grow a business that still caters to a community needing a more personal touch.

Agustin "Augie" Landino - Maintenance Shop Manager

"Augie" began his career with Valley Vista in 1968, when the company was relatively small. Before joining the company, he brought with him a varied background of experience. Starting as a welder in the equipment shop, he made the transition to full time mechanic when the Company's growth started taking off. As the shops' manpower requirements increased, Augie assumed the position of foreman, and is currently the shop maintenance supervisor.

Growing with the business over the years, Augie is instrumental in providing for the maintenance requirements of our fleet. His years of hands on experience allow him to not only manage our mechanics, but to help them grow in their profession. The first class appearance of our fleet and the outstanding up time of our equipment is a testament to his commitment.

3.5 Route Supervisors

Felix Zamora - Route Supervisor

Felix joined the Valley Vista team as a Residential Driver in 2006. His passion and dedication for his job and the community he serviced on his route made Felix stand out among his peers. It was these qualities and the hard work that he displayed that landed him an opportunity to advance, train and grow within the company.

Felix was promoted to the position of a Route Supervisor in 2010. He currently oversees the day-to-day collection operation of twenty (20) drivers, and responsible for over 30,000

residential customers. Felix will play a very important role in the process of transitioning, roll out and training employees on new routes.

Henry Rodriguez - Route Supervisor

Henry takes his job very seriously. He takes great pride in making sure that our routes are not only efficient, but also safe. He will be our man on the scene when it comes to transitioning service. Henry has proven himself to be very effective in this role, as when we transitioned the Cities of El Monte and Walnut to our service. Henry does not shy away from long hours and he has demonstrated he will go to any length to complete tasks assigned to his department.

Salvador Lopez - Route Supervisor

Salvador has been in the waste and recycling industry for over twenty-two (22) years. Having started his career as a swamper for a local waste and recycling firm, Sal soon found opportunity for advancement. Sal is responsible for administration of all aspects of waste management and supervision for residential and commercial trade. He has developed effective routing and area mapping with the introduction of automated disposal services in the many of our San Gabriel cities. He has proven himself to be very effective in his role and is experienced in many transitions. Sal is an asset to our Operation department.

3.6 Other Key Personnel

Dan Sandifer – Information Technology Manager

With over 12-year experience in the Information Technology Industry, Dan provides primary support and development for network infrastructure and is the Valley Vista Services Project Manager for our recent implementation of the SQL based TOWER Customer Management system. This new customer service system is a faster and more secure customer-processing center. The system is also being developed for web access. Mr. Sandifer also developed and installed internal Wiki for inter-department information sharing and reference. Create and implement, company-wide computer training course.

- United States Navy Veteran- Honorable Discharge

Certifications:

- Microsoft Certified Professional (MCP) Windows XP (MCP ID 2745837)
- MCP Windows 2003 Managing and Maintaining a Windows 2003 Server
- MCP Windows 2003 Implementing, Managing Server Network Infrastructure
- CompTIA A+ IT Technician
- CompTIA Project+
- CIW v5 Associate

Elizabeth Fisher-Recycling Coordinator

Elizabeth has an extensive background in environmental studies and the professional Environmental Industry. After receiving her B.A. at the University of Redlands in Liberal Studies, Elizabeth continued her studies at University California Riverside, studying Environmental Management and the University California Davis, studying Green Building and Sustainability.

Recently Elizabeth held positions with the City of Woodland, the City of Monrovia and interned at the City of Rancho Cucamonga in Solid Waste and Recycling positions. Ms. Fisher has long been interested in environmental issues, receiving certificates from the US EPA in Storm-water Programming, from the San Bernardino County Fire Department in Household Hazardous Waste, Drug Lab and Department of Transportation Training.

Ms. Fisher will be managing the Valley Vista Environmental and Recycling Department, and will be the contact person for all community outreach, environmental reporting and recycling education programs.

Moises Badillo – Health & Safety Manager

Moises Badillo is our Environmental, Health & Safety Manager since June 2013. Moises possesses extensive experience in both, the construction and general industry. Prior to joining Valley Vista Services, Mr. Badillo worked as the EHS senior advisor for Best Occupational Health & Safety Solutions (BOHSS Inc.). Since 2008 Moises provided expertise and technical assistance to senior operational management in the implementation of regulatory standards (OSHA, EPA, NFPA, ANSI, etc.) and company safety policy for a Fortune 500 company in the aerospace industry (Alcoa Fastening Systems).

Moises has served in different capacities throughout his career as safety administrator, safety field manager, safety director, safety engineer, and safety senior consultant. Having been directly responsible for the safety compliance of large organizations such as Alcoa, PBC Companies, Quality Plastering, etc. and being responsible for the welfare of thousands of employees, he knows how to protect the bottom line of an organization and its employees.

Moises has achieved the following certifications:

- Industrial Hygiene Management, *Columbia Southern University*
- OHSA 18001 Lead Safety Auditor, *ISO Campus*
- Occupational Health & Safety Specialist, *Safety Council of Louisiana*
- OSHA 510 (completed) & OSHA 500 (in progress), *University of California/OSHA*
- Construction Safety & Health, *U.S. Department of Labor*
- Industrial Safety & Health, *U.S. Department of Labor*
- Compliance and Workplace Safety, *Rockhurst University*
- Scaffold Train the Trainer, *Scaffold Industry Association*
- Heartsaver-First Aid-CPR-AED, *American Heart Association*

Education

Columbia Southern University

Occupational Health & Safety Extension Program

Associate Safety Professional (in progress)

Orange Beach, Alabama

National Polytechnic Institute

Electromechanical Engineering

Mexico City, Mexico

David Perez, -- President

Mr. David Perez, the progressive President of Valley Vista, Inc., prides himself in working with his staff in all phases of the business. He has long been of the belief, that to provide good leadership, it is imperative to know the internal workings of the organization and maintain a high level of sensitivity to the entire work force. His personal involvement at all levels is a key attribute to the success of Valley Vista.

Dave was born and raised in La Puente, where he completed his education, and then joined the United States Navy to see the world. As a former U.S. Navy airplane mechanic and flight engineer, he has used his mechanical expertise and knowledge to oversee the purchase and maintenance of all vehicles and supporting equipment.

Dave has become intimately involved with many community projects. Dave currently is involved with the Boys and Girls Club of the San Gabriel Valley, and recently was awarded for his commitment and dedication to this important organization. He is an active member of the Gabriel Foundation, whose main goal is to help disadvantaged children in our local area. Dave is also on the Board of Directors of the Sheriff's Youth Activities League and The Boys & Girls Club of San Gabriel Valley. These proactive programs are focused on gaining the involvement of the youth in our communities in sports and other awareness programs. He is a current member, and past president, of the Queen of the Valley Hospital Men's Club and the California Highway Patrol 11-99 Foundation.

Manuel Perez -- Corporate Secretary

Born and raised in La Puente, California, Manuel Perez is a graduate of Cal Poly San Luis Obispo, with a Bachelor of Science degree in Electrical Engineering. After his college years Mr. Perez served his country with pride in the United States Army. After fulfilling his military service, Manuel resumed his engineering career, working as a designer with General Dynamics Corporation in Pomona.

In 1963, Manuel joined City of Industry Disposal as Operations Manager, responsible for all aspects of operations. He quickly utilized his engineering expertise in designing and implementing some of the automated systems that we still use today. He takes great pride in having computerized our office functions and along with his son Christopher, maintains and continually upgrades the company's information systems.

Manuel is a hands-on manager and oversees all internal functions. With his hands-on approach to the business, Manuel monitors all daily functional requirements to ensure that the highest level of service is provided. Manuel is the first to arrive in the morning and the last to leave in the evening.

Manuel maintains a highly efficient staff, through managing by example. His staff has grown to appreciate his commitment to the company and customers. Manny works continually to provide a family atmosphere for all of the company's employees.

3.7 Key Staff for City of Huntington Park Franchise

David M. Perez - Vice President Operations

David M is a graduate of Don Bosco Technical Institute in Rosemead, California. He has been involved in solid waste management since 1994. David is the backbone of the operations of Valley Vista and has been instrumental in winning franchises in the cities of El Monte, Diamond Bar and the Los Angeles County jurisdictions of Valinda, San Jose Hills, Bassett and Hacienda Heights. David was also tasked with the financial procurement, development and construction of the Grand Central Recovery and Transfer Station highlighted in this Proposal. He is very adept at business development and acts as the company's liaison for all contract cities. He also leads the way in giving back to the communities served by Valley Vista.

David has been overseeing the day to day operations at Valley Vista for over 10 years. His involvement in operations is an assurance that franchise operations and management are compliant, efficient and exceed expectations of our client jurisdictions. He will act as Government Liaison for the City of Huntington Park and coordinate all required activities of Valley Vista's key staff.

Christopher Perez -- Information Technology Manager

Chris is a graduate of the University of Southern California and received his Bachelor's degree in Urban Planning and Real Estate Development in 1993. He has been integrating Valley Vista collections and administrative software systems focusing on ease of use and accuracy of data. He is also responsible for the software and hardware upgrades necessary to achieve the goals of making financial and AB939 reporting easier and more accurate. He will be responsible for the software interface of billing, Customer Service, mailing approved media, and software.

Agustin “Augie” Landino -- Maintenance Shop Manager

“Augie” began his career with Valley Vista in 1968, when the company was relatively small. Before joining the company, he brought with him a varied background of experience. Starting as a welder in the equipment shop, he made the transition to full time mechanic when the Company’s accelerated growth. As the manpower requirements increased, Augie assumed the position of foreman, and is currently the maintenance supervisor. He oversees daily, weekly, monthly and period inspections of all Valley Vista vehicles and equipment. He will ensure that all staff mechanics and helpers are conducting the appropriate inspections to ensure vehicles are dependable in the City of Huntington Park.

Elizabeth Fisher-Recycling Education and Reporting Manager

Elizabeth has an extensive background in environmental studies and the professional Environmental Industry. After receiving her B.A. at the University of Redlands in Liberal Studies, Elizabeth continued her studies at University California Riverside, studying Environmental Management and the University California Davis, studying Green Building and Sustainability. Recently Elizabeth held positions with the City of Woodland, the City of Monrovia and interned at the City of Rancho Cucamonga in Solid Waste and Recycling positions. Ms. Fisher has long been passionate environmental issues, receiving certificates from the US EPA in Stormwater Programming, from the San Bernardino County Fire Department in Household Hazardous Waste, Drug Lab and Department of Transportation Training. Ms. Fisher will be managing the recycling program for Huntington Park as well as education and outreach to the business community and schools. If requested, Ms. Fisher will offer CSS services and provide waste audits that provide economic incentives for business wishing to recycle in the City.

Susan Silvestri - Customer Service/Office Manager

Susan brings over 15 years’ experience in the customer service and office management profession to Valley Vista. Susan has expertise in the solid waste management Industry, having managed a customer service department for a well-established solid waste firm in Los Angeles County for the last seven (7) years. As our newest addition to the customer service team, Susan will assist in expanding the department and will institute new practices aimed at increasing overall customer satisfaction.

Susan has been instrumental in the installation and start-up of our new customer service system aimed at reducing call time and customer hold time by 50%. Susan will be responsible for overseeing Customer Service, performing training seminars for all departments on use of the expanded and upgraded customer services system, handle high priority calls and coordinate response turnaround time with department heads. She will oversee and command the call-center for Valley Vista during the transition phase of the franchise in the City of Huntington Park. The weekly, monthly and quarterly reports required by the City will be directed and finalized by Susan Silvestri as part of the transition team responsibilities

Salvador Lopez – Route Analyst

Salvador has over 20 years' experience in the industry and began his career with Waste Management. His knowledge of driver and equipment capability ensures that routes are accurate and practical. Utilizing various mapping and data programs Salvador conducts ongoing route audits to make sure service, billing data, and reporting is reliable and accurate and each Customer receives the appropriate number of carts or bins. He will be instrumental in developing and finalizing the residential and commercial route sheets uses for cart distribution and schedule collection in the City of Huntington Park.

EXHIBIT 4 Container Specifications

Valley Vista takes pride in the on-time and schedule delivery of carts, bins, educational materials and other attachments to the equipment needed to operate an efficient collection system in the City of Huntington Park.

4.1 Automated Cart Description

Carts used for the City upon award of the Franchise will be manufactured by Rehrig Pacific in Vernon, California. The carts manufactured by Rehrig Pacific (RP) will contain a minimum of 20% Post-Consumer recycled material.

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

- Black cart "Refuse Only"
- Blue cart "Recyclables Only"
- Green cart "Green Waste Only"

Through Valley Vista's current asset management and replacement plan, residents in Huntington Park are assured to have carts in good working condition, are new upon delivery and affixed with information required in the Agreement. Each cart will be newly manufactured and hot stamped in English and Spanish with graphics so as to : (1) explain/depict the items for which it is designated to Collect, and (2) identify Valley Vista including phone number for service related issues, customer service calls and collection concerns.

For Multifamily and Commercial Customers who have adequate space for recycling and wish to participate in a source-separated, commingled recycling program such as the Residential Recycling Program, Valley Vista will make available Blue 96 gallon carts for single-stream recycling. Valley Vista will ensure the feasibility of using the Blue 96 gallon carts upon inspection and corroboration from Valley Vista Recycling Coordinator or City Staff.

All new carts will be ordered and delivered by RP and are backed with a ten-year warranty. These carts meet and exceed the ANSI requirements for safety, compatibility and performance.

Valley Vista will maintain an accurate accounting of carts for each service address. The list of carts will contain the serial number associated with each cart and corresponding address including number, size and color type. The list will be available for inspection and review at all times and will be submitted to City immediately upon request.

4.2 Automated Cart Specifications

Valley Vista will be contracting with Rehrig-Pacific due to the fact they have proven to be outstanding and far superior to many other vendors in the automated cart industry. The following exemplifies RP's status in the industry.

Rehrig Pacific Company

Company Stability and Longevity: RP been in business since 1913 and is financially stable to serve large refuse and recycling collection contracts such as Huntington Park. RP's credit rating is superior and annual sales exceed $350 million. RP has achieved a 20-year compounded real growth rate exceeding 15% pre-tax. Coupled with a debt to equity ratio of (<1:1) , the company is an envious financial position and highly respected by all refuse haulers.

Leadership in Plastic Processing: Since starting in plastic processing in the late 1960s, Rehrig Pacific has successfully supplied plastic containers to numerous industries. Rehrig Pacific Company has a wide range of cart colors to choose from all made from resilient UV-stabilized HDPE resin.

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

Local Manufacturing Facility: With five (5) cart manufacturing facilities strategically located across North America, Rehrig Pacific Company has the industry's largest cart production capability. Each of our five (5) cart producing facilities contain multiple cart molds and multiple

cart producing machines capable of meeting the City of Huntington Park requirements. The largest of Rehrig Pacific's manufacturing facilities and its headquarters are located in Los Angeles. Our Los Angeles based facility has the ability to produce over 5,000 carts a day. Rehrig Pacific's local production facility and extremely short delivery distance to Valley Vista will be a benefit to ensure a timely rollout.

A commitment letter ensuring cart distribution and readiness from RP is included in Attachment 1 along with specifications on automated carts selected for this Proposal.

4.3 Bins and Bin Specifications

Frontloader and rolloff bins acquired for the City and inventoried by Valley Vista are manufactured by Consolidated Fabricators of California located at the following address:

Consolidated Fabricators Corp.
14620 Arminta Street
Van Nuys, CA 91402
800.635.8335

Specifications and dimensions of ConFab bins and rolloff containers required in this Proposal are attached in Attachment 2.

Valley Vista will employ Mixed Waste Processing for Commercial and Multifamily waste collected throughout the City of Huntington Park. Valley Vista will use a Brown Bin for refuse and mixed waste material which will be directed and transported to the Grand Central Transfer and Recycling Facility (Facility) for processing. Each bin will be affixed with a decal indicating what types of materials are acceptable and clearly marked as follows:

1. Brown Bin – "Mixed Waste"

Each bin has labels that indicate what types of materials will be recycled at Grand Central to ensure the participating customers understand their waste is recycled. Valley Vista currently uses a sticker placed on recycling bins for municipal 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, Valley Vista will paint bins to the colors chosen. Also, and upon request of any customer, Valley Vista 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

Valley Vista 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, Valley Vista has an aggressive graffiti abatement program. Valley Vista drivers will be responsible for reporting graffiti on their route and submitting reports to the Route Supervisor identified in this Proposal. Additionally, the driver will take a photo of any cart or container graffiti and provide notification to Dispatch as well. Dispatch will process a request for an on-site cart or bin swap to be completed within 24 hours. Route Supervisor will compile the graffiti report with other required reports for submittal to the City.

Existing Cart, Bin and Rolloff Container Inventory

Valley Vista is always ready with a large number of bins from 1-6 cubic yards for frontload collection and rolloffs 10 – 40 cubic yards for open top and compactor. A list of available carts, bins and rolloff containers with the appropriate sizes is contained in the following table:

Table of Inventory of Available Carts, Bins and Rolloff Containers

Bins in Yd3	Type	Quantity
1.5	Metal	17
2 cy	Metal	76
2 cy	Plastic	55
3 cy	Metal	588
3 cy	Plastic	62
4 cy	Metal	45
6 cy	Metal	29
Carts in Gal	**Color**	**Quantity**
35	Green	140
35	Blue	67
35	Brown	46
70	Green	213
70	Blue	682
70	Brown	36
96	Green	890
96	Blue	271
96	Brown	1331
Rolloffs		
40 cy RO		13

EXHIBIT 5 Multi-Family Dwelling Recycling Programs

5.1 Multifamily Recycling Implementation

Valley Vista will utilize the Grand Central waste processing facility as the focus of implementing Exhibit 5 – Multifamily Recycling. Valley Vista will notify each Multifamily customer of the programs offered and selected for recycling and diversion as a requirement of AB 341. Each of the Multifamily customers will be made aware that AB 341 is mandatory recycling legislation that is being satisfied by the City's requirement of Valley Vista's recycling and processing services. Valley Vista offers Waste Processing and Single Stream recycling for Multifamily Customers to meet the requirements under AB 341. These programs will be implemented by one of two ways:

- Collection of Brown Refuse Bin with Labels
- Collection of 96 Gallon Recycling Carts with Single Stream Recyclables

Collection of Brown Refuse Bins for Mixed Waste Processing

For implementing the Multifamily Recycling plan outlined in Section 8.2.8 of the Franchise Agreement, Valley Vista will use Mixed Waste Processing for Multifamily Customers to meet as a minimum the requirements under AB 341. The Multifamily Recycling plan will include using brown bins that are labeled with a statement that all materials are recycled at Grand Central as indicated in the following sample label:

5.2 96 Gallon Cart for Single-Stream Recycling

In order to accommodate Multifamily customers that wish to source-separate their recyclables and participate in a commingled program, Valley Vista will offer 96 gallon carts for recycling. These same carts are used in the Single-family sector recycling program and will be collected by automated sideloaders used for Single-family customers. Materials targeted for source-separated, commingled recycling are outlined in Exhibit 7 of this Proposal.

The cost of this service is 50% of the cost of refuse collection as dictated by the RFP and Draft Agreement for the City of Huntington Park.

5.3 Recordkeeping

Valley Vista will produce, keep current and provide public information in an annual publication and distribution of a brochure outlining its Multi-Family Dwelling Recycling Program as approved by the City. Valley Vista will visit all customers within two weeks when new service is commenced and continue on-site visits throughout the Term of the Agreement to implement new or optimize the existing program.

Valley Vista will compile a list of Multifamily Customers and develop *a* Mixed Waste Processing Route for transportation to its Grand Central facility in the City of Industry for processing. Confirming use of Grand Central is referenced in Exhibit 8 of this Proposal. As indicated in Exhibit 8, the Grand Central facility will guarantee 35% diversion of all waste delivered by Valley Vista from the multifamily waste stream in the City of Huntington Park.

Valley Vista will keep a running log of the participants and will 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, approximate volume and weight of recyclables recovered, submission date(s) of education and outreach, collection service and frequency data for each location, a list of qualifying and non-qualifying Customers as indicated by AB 341 and copies of handouts focusing on dweller and renter participation and correspondence with Customer.

Bulky Item Collection and Recycling

Valley Vista will collect Bulky Items within 3 days from multifamily dwellings of less than 4 units at no charge up to 4 items per call. Valley Vista will collect Bulky Items from units of 4 or more within 7 days from the date of a customer's call at rates not to exceed the maximum rates set forth in Exhibit A of the Draft Agreement. Valley Vista 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. Valley Vista'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.

EXHIBIT 6 Commercial Business Recycling Programs

6.1 Commercial Recycling Implementation

Valley Vista will utilize the Grand Central waste processing facility as the focus of implementing Exhibit 6 – Commercial Recycling. Valley Vista will notify each Commercial customer of the programs offered and selected for recycling and diversion as a requirement of AB 341. Each of the Commercial customers will be made aware that AB 341 is mandatory recycling legislation that is being satisfied by the City's requirement of Valley Vista's recycling and processing services. Valley Vista offers Waste Processing and Single Stream recycling for Commercial Customers to meet the requirements under AB 341 and will be implemented by one of two ways:

- Collection of Brown Refuse Bin with Labels
- Collection of 96 Gallon Recycling Carts with Single Stream Recyclables

Collection of Brown Refuse Bins for Mixed Waste Processing

For implementing the Commercial Recycling plan outlined in Section 8.2.8 of the Franchise Agreement, Valley Vista will use Mixed Waste Processing for Commercial Customers to meet as a minimum the requirements under AB 341. The Commercial Recycling plan will include using brown bins that are labeled with a statement that all materials are recycled at Grand Central as indicated in the following sample label:

6.2 96 Gallon Cart for Single-Stream Recycling

In order to accommodate Commercial customers that wish to source-separate their recyclables and participate in a commingled program, Valley Vista will offer 96 gallon carts for recycling. These same carts are used in the Single-family sector recycling program and will be collected by automated sideloaders used for Single-family customers. Materials targeted for source-separated, commingled recycling are outlined in Exhibit 7 of this Proposal.

The cost of this service is 50% of the cost of refuse collection as dictated by the RFP and Draft Agreement for the City of Huntington Park.

6.3 Recordkeeping

Valley Vista will produce, keep current and provide public information in an annual publication and distribution of a brochure outlining its Multi-Family Dwelling Recycling Program as approved by the City. Valley Vista will visit all customers within two weeks when new service is commenced and continue on-site visits throughout the Term of the Agreement to implement new or optimize the existing program.

Valley Vista will compile a list of Commercial Customers and develop *a* Mixed Waste Processing Route for transportation to its Grand Central facility in the City of Industry for processing. Confirming use of the Grand Central is referenced in Exhibit 8 of this Proposal. As indicated in Exhibit 8, the Grand Central facility will guarantee 35% diversion of all waste delivered by Valley Vista from the Commercial waste stream in the City of Huntington Park.

Valley Vista will keep a running log of the participants and will 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, approximate volume and weight of recyclables recovered, submission date(s) of education and outreach, collection service and frequency data for each location, a list of qualifying and non-qualifying Customers as indicated by AB 341 and copies of handouts focusing on dweller and renter participation and correspondence with Customer.

Bulky Item Collection and Recycling

Valley Vista will collect Bulky Items within 3 days from Commercial businesses of less than 4 units at no charge up to 4 items per call. Valley Vista will collect Bulky Items from units of 4 or more within 7 days from the date of a customer's call at rates not to exceed the maximum rates set forth in Exhibit A of the Draft Agreement. Valley Vista will also promote the diversion of E-waste and U-Waste by informing Commercial 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. Valley Vista'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.

EXHIBIT 7 Diversion, Disposal and Operating Facilities

7.1 Facility Description Summary

Envisioning the need for management and control of solid waste and the ever increasing need for diversion, Valley Vista developed and permitted the Grand Central Recycling and Transfer Station, Inc. (Grand Central) a solid waste processing and transfer facility located on 10 acres in the City of Industry. The facility is identified by CalRecycle as a Large Volume Transfer and Processing Facility with SWIS #19-AA-1042. For additional information, the SWIS database description of the Facility can be found at http://www.calrecycle.ca.gov/SWFacilities.

With the closing of Puente Hills and the need for transferring solid waste longer distances, Grand Central has become a solution for client cities wishing to control their long-term disposal needs. With the recent upgrade of Grand Central integrating mixed waste processing and enhancing single-stream processing capacity, Valley Vista is partnering with client cities to implement and comply with Assembly Bill 341 and its diversion goal of 75% by 2020.

7.2 Grand Central Recycling and Transfer Facility

Grand Central is a fully permitted transfer facility with a maximum daily throughput of 5,000 tons per day and is located at 999 Hatcher Avenue, City of Industry, California, 91748. Grand Central is conveniently located adjacent to the administrative offices and operations of Valley Vista and shares the same parcel borders as indicated on the aerial map herein. Grand Central is owned by the following persons:

Manuel Perez **Dave M Perez** **Chris Perez** **David Perez** **Peter Perez**

Grand Central is also the processing and transfer facility for Valley Vista. Grand Central has recently undergone an $8.2 million upgrade. The upgrade included specific processing equipment for the multifamily and commercial waste stream in response to AB 341. Grand Central currently processes the following waste streams:

- Residential Single-Stream (RSS)
- Residential Mixed Waste (RMW)
- Commercial Mixed Waste (CMW)

- Mixed Construction and Demolition Debris (MCD)
- Green Waste (GW)
- Bulky Items
- E-Waste

Items recovered from RSS include:

Food and Beverage Containers
Newsprint
Pie pans
Books
Hardbound
Paperback
Text books
Corrugated boxes
Egg containers
Frozen food packaging
Food boxes (including cereal boxes)
Mailing boxes
Show boxes
Brown, clear and green glass
Juice boxes (clean)
Mail
Envelopes with plastic windows
Metal
Food containers
Paper (all types and colors)
Catalogs
Folders
Magazines
Plastic
Plastic containers #1 through #7
Prescription bottles including lids and caps
Tin and aluminum cans

Items recovered from RMW include:

Food and Beverage Containers
Newsprint
Pie pans
Books
Hardbound
Paperback
Text books
Corrugated boxes
Egg containers
Frozen food packaging
Food boxes
Brown, clear and green glass

Juice boxes (clean)
Mail
Envelopes with plastic windows
Metal
Food containers
Paper (all types and colors)
Catalogs
Folders
Magazines
Plastic
Plastic containers #1 through #7
Prescription bottles including lids and caps
Tin and aluminum cans

Items recovered from CMW include:

Food and Beverage Containers
Newsprint
Books
Hardbound
Paperback
Text books
Corrugated boxes
Brown, clear and green glass
Mail
Metal
Food containers
Paper (all types and colors)
Catalogs
Folders
Magazines
Plastic
Plastic containers #1 through #7
Wood

Items recovered from MCD include:

Drywall
Carpet
Concrete
Asphalt
Wood
Film and tubing plastic
Cardboard
Scrap metal
Brick, soil, stucco and other inerts.
Reusable building materials

Items recovered from GW include:

Yard waste

Grass clippings

Tree trimmings

Plants and landscape waste

Items recovered from Bulky Items include:

Wood

Scrap metal

Appliances

Inerts

E-waste

Cardboard

Grand Central Processing and Technology Upgrade

Valley Vista recently completed an $8.2 million upgrade to the Grand Central facility to prepare for compliance with AB 341 and to ensure client cities have capacity for their multifamily and commercial constituents. Some of the additions include the Titech Autosort, an amazing piece of technology that sorts beverage containers by color, material type and shape.

Two large trammels were added to separate fines from recyclable material to uncover significant quantities of recyclable in the waste streams. Various screens, conveyor systems, bunkers, air classifiers, vibrating conveyors, and other valuable technology that allows Grand Central to achieve up to 35% diversion for dry commercial waste and 35% for multifamily mixed waste streams.

Sample Photos of Waste Processing Equipment for Grand Central Recycling Upgrade

As a result of the upgrade and expansion into mixed waste processing and more efficient single-stream processing for both commercial and residential, the Facility has increased its diversion throughput dramatically.

GCR processes curbside recyclables, commercial source separated recyclables, mixed commercial waste, and construction demolition debris. GCR diverts over 90,000 tons of material per year. The general manager of Grand Central, Mr. Peter Perez, has extensive experience in the marketing of recyclable materials worldwide. Diverting 8,000 – 9,000 tons per month of material allows for long-term and short-term contract agreements with plants from China to Los Angeles. GCR works directly with a number of end users of recyclable materials, which allows us to achieve the highest return on our investment while maintaining tight control over shipping and trafficking.

7.3 Minimum Diversion Rate for Huntington Park

Utilizing the Grand Central Transfer and RSS, RMW, CMW GW, MCD, Bulky Items, and E-waste programs, Valley Vista will achieve a cumulative minimum diversion of 37% by weight across all waste streams under the service programs conducted. The breakdown of this

diversion rate is itemized in Attachment 4-J which has been completed and inserted in Exhibit I – Rates and Supporting Data.

Facility Diversion Rates and Specific Data by Waste Stream

Waste Stream Collected	Tons Collected	Facility Used	Facility Location	Facility Owner	Diversion Rate
RSS		Grand Central	17445 Railroad St, City Of Industry, CA 91748	Valley Vista Services	77%
RMW		Grand Central	17445 Railroad St, City Of Industry, CA 91748	Valley Vista Services	0%
CMW		Grand Central	17445 Railroad St, City Of Industry, CA 91748	Valley Vista Services	35%
MCD		Grand Central	17445 Railroad St, City Of Industry, CA 91748	Valley Vista Services	80%
GW		Grand Central	17445 Railroad St, City Of Industry, CA 91748	Valley Vista Services	97%
BULKY ITEMS		Grand Central	17445 Railroad St, City Of Industry, CA 91748	Valley Vista Services	75%
E-WASTE		Grand Central	17445 Railroad St, City Of Industry, CA 91748	Valley Vista Services	100%
RESIDUE		El Sobrante Landfill	10910 Dawson Canyon, Corona, Ca 92883	Waste Management	0%

7.4 Operating Facilities

Collection and service operations are conducted from Valley Vista's main facility at 17445 East Railroad Street, *City of Industry*, CA 91748 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 Valley Vista collection, support and operating vehicles and equipment.

<u>Administration</u>

The administration building houses Valley Vista's billing department, customer services, management and support staff, franchise administrators, sales team and public relations personnel. The administration building is 13,000 square feet and provides quality workspace and administrative services for 285 employees.

<u>Maintenance</u>

The maintenance facility is a state of the art vehicle repair facility and services a fleet of 185 collection vehicles, scouts, bin delivery trucks, pickup trucks, end dumps and other support vehicles. Each bay has overhead reels for fluids, air, and electricity. The maintenance facility

features a 75,000 pound capacity drive-on lift so that mechanics can service components under vehicles with ease and comfort. The maintenance department is managed by Augie Landino. Mr. Landino oversees all aspects of vehicle repair, inspection, fuel level monitoring, and aesthetics for all outgoing and incoming collection vehicles on a daily basis.

Container Repair

Refuse and recycling bins, roll-off containers and other metal containers are welded, repaired, painted and casters replaced at the bin repair building. 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

Automated carts are stored at the rear 47,000 square feet of the administration building for ease of transportation during cart replacement, roll-outs to contract cities, repair and franchise transitions. An adequate inventory of automated carts for all franchised and contracted jurisdictions is maintained by Valley Vista and tracked in the Customer Service department by Susan Silvestri and her staff.

Fueling Station

Valley Vista constructed an on-site fueling station which dispenses diesel fuel, CNG and gasoline. It is a state of the art CNG fueling station that complies with AQMD requirements and is used for Valley Vista's CNG vehicles currently operating in the cities of:

- Walnut
- Diamond Bar
- Basset-Valinda
- La Puente
- Industry
- El Monte
- Hacienda Heights

Location of Facilities Used for Huntington Park

Other than the landfill disposal sites indicated in this exhibit, all waste collected from Huntington Park will be brought to the following address which is the location of the facilities described in this exhibit for recycling, processing, and transfer:

VALLEY VISTA SERVICES, INC.

GRAND CENTRAL TRANSFER AND RECYCLING

17445 East Railroad Street, *City of Industry*, CA 91748

Landfills Used for Disposal

Through contractual arrangements, Valley Vista delivers more than 500 tons per day of waste to El Sobrante Landfill owned and operated by Waste Management Inc. and transferred through Grand Central. Valley Vista also has a long-term disposal contract to deposit solid waste into the Olinda Alpha Landfill in Orange County. That contract is through Republic Services.

The capacity and term of the disposal agreements for each of the landfills used by Valley Vista to transfer non-recycled waste is as follows:

Landfill	**Capacity per Day**	**Term of Agreement**
El Sobrante Landfill	UP to 1000 tons/day	15 Years +

The Amended Agreement with Waste Management is included in the CONFIDENTIAL package supplied with this Proposal. Valley Vista Services and Waste Management, Inc. wish the details of our relationship and the specifics of the Amended Agreement submitted be kept CONFIDENTIAL to the maximum extent feasible.

EXHIBIT 8 Confirming Use of Disposal and Diversion Facilities

Valley Vista owns and operates the Grand Central facility used for transfer, processing, baling, transfer and end market transportation. The final disposition of waste not recycled at Grand Central is transported in Grand Central walking floor transfer trailers to following landfill:

El Sobrante Landfill

Waste Management, Inc.

10910 Dawson Canyon, Corona, Ca 92883

The contact for Waste Management is:

Damon DeFrates, ddefrates@wm.com

8.1 Commitment from Valley Vista and Grand Central

A letter of commitment for tonnage required by the City of Huntington Park is included in the package marked "CONFIDENTIAL" submitted with this Proposal for your review. Valley Vista hereby states that the shareholders of Valley Vista Services, Inc. have controlling interest in Grand Central Transfer and Recycling, located behind the administrative and operations facilities of Valley Vista Services, Inc. in the City of Industry, which will be utilized for all of the diversion programs detailed in Exhibit 7 of this Proposal.

I, David M. Perez, hereby state that the aforementioned is true and accurate as represented herein.

Signature Date

Exhibit 9 Implementation Plan for Huntington Park

Over the last ten (10) years, Valley Vista has rolled out over 120,000 new automated carts in response to being awarded new franchises. Highly successful transitions have become second nature to the Valley Vista rollout team. Our experienced transition automated cart crew is capable of removing and replacing 1,500-2,000 carts per day. Besides delivering the new cart on the curb at the point of service, the delivery crew attaches an educational packet to the new carts which provides the recipients details on the new collection and recycling program.

Valley Vista recognizes that a timely and orderly transition is of paramount concern to a City and its customers. The following transition approach has been developed by the Valley Vista proposal and management team and has proven to be successful in all of our transitions.

Valley Vista staff and route personnel will be on-hand prior to and during all phases of any transition. Valley Vista management, community representatives, and route managers will be highly visible in the community, present at pre-transition and transition events. This will include the days leading up to and the days of the carts distribution. Additionally, the distribution personnel will have radio contact with Valley Vista route personnel and have at the ready contact information should any questions or concerns arise.

9.1 Team Approach

As mentioned, the Valley Vista team includes designated contacts, managers, route personnel, community relations' personnel, our recycling coordinator and the owners of Valley Vista. Great strides have been taken over the last years to make sure each and every transition of service providers has been seamless.

Valley Vista is committed to a rapid and efficient transition and outreach program, Valley Vista has identified the following critical milestones that, upon award notification, Valley Vista will work closely with City staff on identifying certain critical dates and developing a community specific timeline.

- ***Submit and Review Barrel Delivery and Distribution Program***

- ***Submit Vehicle Delivery Schedule and Coordinate with City***
- ***Submit Routing Maps Developed by Route Manager***
- ***Submit Transition Outreach Material To City for Approval***
- ***Prepare Local Outreach Calendar for the following 12 months***
- ***Schedule and Commence "How to Workshops" and Community Meetings***
- ***After approvals; Print Outreach and Public Educations Materials***
- ***Commence Cart and Bin Distribution and Education Materials***
- ***Commence Collection Services***

Upon the City's approval, Valley Vista will immediately implement the start-up sequence of ordering bins (pre-ordered and waiting for delivery by ConFab), vehicles, carts (ready for manufacturing by Rehrig-Pacific) and other equipment necessary for prompt and timely implementation of the Agreement.

9.2 Ordering Vehicles, Carts and Containers

Valley Vista will immediately finalize the production agreements per the schedules proposed. With both the vehicles and containers in a pre-order status, Valley Vista has secured manufacturing time for each product, ensuring all service commencement dates are met.

Vehicles

The Valley Vista service fleet of vehicles is comprised of over 200 collection and service vehicles. The entire fleet has an average age of 4.5 years and all vehicles are replaced or completely refurbished to a like-new condition prior to the 10TH anniversary of that particular vehicle. However, for the purpose of this proposal, the City will be receiving new CNG automated collection vehicles as identified below. Valley Vista is committed to the environment as well as the quality of life for generations to come. Valley Vista has recently invested significant resources into a compressed natural gas (CNG) fleet of vehicles and fueling system. This new fleet was originally instituted in response to the AQMD rule 1193, a mandate that requires all collection vehicles purchased for the purpose of providing service to a municipality

must purchase approved clean burning fuel engines. These CNG powered trucks not only put out much less exhaust (no black smoke clouds), but are almost 35% quieter than diesel powered equipment. All new vehicle purchase from 2005 forward have been exclusively CNG powered vehicles, Valley Vista estimates that the entire fleet of vehicles will be replaced over the next decade. Each collection vehicle will be painted with Valley Vista'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. In addition, each vehicle will be periodically painted, have routine body work performed and be cleaned so that the vehicles do not become unsightly, as determined by the City Manager. The on-site fueling facility and slow fill fueling system has been constructed at the Valley Vista corporate solid waste facility campus and acts as both our corporate fueling center and a local retail system for compressed natural gas, diesel and unleaded fuels.

Existing Refuse Vehicle Inventory

Valley Vista currently has a fleet of vehicles that could collect all refuse and recyclables in the City of Huntington Park on an emergency basis at the request of the City. Although the following table represents vehicles that are diesel-powered, these vehicles can collect the quantity of refuse and recyclables currently generated in the City if necessary.

Existting Vehicles	Make and Cab Model	Chassis Model	Average Age in Yrs	Vehicle Quantity
Frontloader	Peterbilt	McNeilus	7.5	6
Sideloader	Peterbilt	McNeilus	8	5
Roloff	Peterbilt	NA	9	2

Vehicles, Carts and Containers

Automated Collection Vehicles

The chart below represents the vehicle order dates, the vehicle delivery dates and the franchise commencement date;

Order Date	Receiving Date	Franchise Commencement
9/1/2014	12/1/2014	1/1/2015

Four (4) each of Crane Carrier Company, 2015 new Automated Side-Loaders and four (4) frontloaders for collection of residential and commercial waste. A Peterbilt 367 will be purchased for the collection of rolloff containers in the City.

Make, Model and Year Valley Vista CNG VEHICLES

Manufacturer	Qty	Model No.	Year	Fuel	Vehicle Type
Crane Carrier	4	LET2	2015	CNG	Sideloader
Peterbilt	1	367	2015	CNG	Roll-off
Crane Carrier	4	LET2	2015	CNG	Frontloader

Each of the frontloader and sideloader cabs manufactured by Crane Carrier will be equipped with McNeilus ZR Series bodies of 32 cubic yard capacity. The specifications of the McNeilus bodies are more consistent with City requirements and the non-corrosive interiors are more resistant with the putrescible waste from District I business customers. Attached in Attachment 3 are the specifications for the vehicles selected for this Proposal.

Additional support equipment include Flat-Bed trucks 2006-2009 for the collection of bulky items, missed pickups of large items, e-waste and other specialty materials.

Automated Containers

Rehrig Pacific Company of Los Angeles, CA. manufactures the containers being proposed for this RFP. The final order will be placed upon award of the franchise area contract, giving approximately 4 and 1/2 months for manufacturing and distribution.

Approx. Order Date	Delivery Date	Franchise Commence
8/18/2014	11/15/2014	1/1/2015

Valley Vista will guarantee the manufacturing, distribution and servicing of all containers on or before the requested start date of the franchise. With close to 200,000 cart deliveries, and five (5) municipal franchises, Valley Vista has never missed a cart deliver schedule.

Cart Assembly

Rehrig Pacific Company is a full service cart manufacturer will be providing the complete assembly and distribution of all carts. This service is managed and operated by Rehrig Pacific in house personnel.

Distribution

Assembly will take place at the Valley Vista cart Assembly and Distribution center located at 17445 Railroad Street. This 35,000 square foot warehouse has been utilized to distribute large numbers of automated carts during the transitions of the City of Walnut, El Monte, and the Franchise Areas of Basset/Valinda/South San Jose Hills and in 2010 Hacienda Heights.

Rehrig Pacific has experience in the assembly and distribution over one million carts to residential customers over the past 10-plus years. Experienced well-trained individuals guaranteeing a safe and timely roll out perform the assembly and distribution service. The planning and coordinating of delivering these carts will be further aided since Rehrig will be manufacturing and distributing the carts in and from its local Los Angeles facility.

Valley Vista and Rehrig Pacific will be utilizing specially manufactured delivery vehicles to distribute between 1,500 to 2,000 carts Valley Vista intends on distributing all carts as follows:

Schedule of Delivery

Prior to the service commencement date, each resident will receive three (3) fully automated 96-gallon (default size) containers for green waste, recyclables and residue collection services. The green-waste containers will be green in color and will be hot stamped in English and Spanish, identifying the barrel as “Green Waste” collection. The Recycling container will be blue in color and will also be identified as “Recycling Only” in all approved languages. The third and final barrel type will be black in color for the collection of residue permitted material only. The residue cart will be identified in each required language as well.

Delivery Guarantee Containers

To ensure a smooth and timely cart rollout, Rehrig Pacific Company and Valley Vista will guarantee delivery of all the default-automated carts in the timeframe designated by this RFP.

(REPLACE WITH LETTER FROM REHRIGG)

Collecting Old Carts

Over the years Valley Vista has worked closely with local haulers and communities in the removal and replacement of old containers. Recently Valley Vista was awarded two large City franchises as well as the Hacienda Heights franchise, in which Valley Vista was required to remove other haulers barrels and replace them with our own containers.

Valley Vista will work diligently with both the City and Waste Management in the safe and expedient replacement of carts. All costs associated with the collection and removal of other hauler carts will be negotiated by Valley Vista and the other hauler and will in no way impede the replacement roll-out program. Valley Vista will guarantee the collection of each cart and will store said containers. Should carts go unclaimed Valley Vista will destroy and recycle each and every cart.

Distribution of Bins

For the Commercial and Multifamily Customers, Valley Vista will replace existing bins with Valley Vista brown bins. Valley Vista will utilize a fleet of three (3) 26' lift gate vehicles capable of holding nine (9) bins per load and two (2) Bin Delivery vehicles capable of holding three (3) and five (5) bins respectively. The bins will be replaced in accordance with the collection schedule coordinated by Valley Vista and Consolidated.

9.4 Determining Routes

Valley Vista has received and reviewed the route lists as provided in the RFP. Valley Vista has also driven the City and reviewed City street signs for parking restriction times. Valley Vista will make its best efforts to service residential customers during the parking restriction times posted in three-hour increments between 8:00 a.m. and 5:00 p.m.

9.5 Commencement Date of Collections

As required in this RFP, Valley Vista is committed to starting all services on the prescribed date. Should the former service providers agree to remove their containers sooner, Valley Vista will guarantee automated collection services upon removal of the old service providers' containers.

9.6 Commence Public Education/Outreach Plan

Valley Vista is committed to the expansion of recycling opportunities and the educational outreach associated with the successful implementations of these opportunities. Valley Vista will work diligently with staff in the identification and implementation of new programs of diversion. Each program identified will be presented to the customers by all media outlets previously

identified including but not limited to local newspapers, newsletters, direct mailers, local cable, and community outreach programs.

The Valley Vista community outreach program that will be integrated specifically for Huntington Park will include local face to face interaction with residents, multi-family property managers and owners. Valley Vista proposes to work with City staff and local service organizations to identify community outreach opportunities and organizations to work with in rolling out the new franchise.

Valley Vista will actively pursue local community fairs, carnivals, public forums, service organizations and public school events so to present recycling educational information to the residents and children in the areas served.

Information tools such as pamphlets, made from recyclable product handouts, live demonstrations of the barrel program, how-to workshops, and tours of the Material Recovery Facility in Industry are just a few of the outreach tools that will be implemented in this program

Upon award of the franchise, Valley Vista will work diligently with staff to prepare a schedule of events and outreach programs. Valley Vista will initially report to staff current service clubs and events in rotation and expand this schedule to include additional opportunities in the specific targeted communities.

The following tasks have been identified in this proposal:

- Distribute printed education materials and newsletters, advertisements in local papers.
- Utilize local cable access educational opportunities.
- Public outreach program including services clubs, public venues and public schools.
- Distribute educational tools including recycling content items.
- Develop and perform “how to work shops” in local neighborhoods.
- Material Recovery Facility public tours.
- Continue and expand local participation in service clubs and local chambers.

Outreach Materials

Valley Vista will commence the coordination and production schedules of outreach materials including but not limited to:

- Service Notification
- Education/Newsletter
- Recycling Promotional Materials

Immediately upon award of the franchise, the designated contacts of David Perez and Susan Silvestri will coordinate with City staff and our production team, the draft version of all outreach and educations documents. Valley Vista will develop a Public Education Plan consistent with the City's SRRE and Household Hazardous Waste Element ("HHWE") of the City's General Plan as described in Section 8.6.3.3 of the Draft Franchise Agreement. This plan shall be submitted to City for review within sixty (60) days of the execution of this Agreement and implemented upon the Effective Date contained therein.

David Perez, Susan Silvestri and our community outreach team will submit a draft schedule of dates and events that we have identified as potential outreach opportunities. Valley Vista has learned that City staff has significant insight and input into these outreach events, to this end; Valley Vista will modify and accommodate all suggestion.

Valley Vista is *proposing* to supply educational materials at the point of the initial barrel delivery. Accompanying the blue container will be an educational information packet fully explaining the details of the collection programs, collection schedule and other pertinent information. All print materials will be in English and Spanish.

The most important single line item of a successful program of diversion is participation. Valley Vista will work diligently to reach out to each and every customer through printed materials, mailed newsletters and public forums. Valley Vista has for years reached out to its customers by mailing out quarterly newsletters, participating in education programs in local school districts, conducting public outreach programs at public functions and placing advertisements in local newspapers.

The Valley Vista community outreach program that will be integrated specifically for the areas proposed in this RFP will continue to include local face to face interaction with residents, multi-family property managers and owners. Valley Vista proposes to work with City staff and local service organizations to identify community outreach opportunities. Valley Vista will actively pursue local community fairs, carnivals, public forums, service organizations and public school

events so to present recycling educational information to the residents and children in the areas served.

Information tools such as pamphlets, made from recyclable product handouts, live demonstrations of the barrel program, how-to workshops, and tours of the Material Recovery Facility in Industry are just a few of the outreach tools that will be implemented in this program

9.7 Expected Level of City Participation

Valley Vista has several years of experience in transitions similar to the one contemplated by this RFP. Valley Vista anticipates needing City participation in all areas where City review and approval is required as outlined in RFP and Draft Franchise Agreement such as Public Education and Outreach.

9.8 Additional Personnel Required

Valley Vista will hire one driver for each sideloader for a total of four (4) drivers and one driver and one swamper for each frontloader for a total of eight (8) personnel. In order to handle the additional Customer Service requirements of adding the City of Huntington Park to the Valley Vista family, one Customer Service representative, a resident of the City of Huntington Park, will be hired and placed at the new Valley Vista office located in Huntington Park which will be open from 8 am to 5 pm, Monday through Friday and 8 am to 12 am on Saturdays.

The Huntington Park Office of Valley Vista will be manned by a bi-lingual professional, who lives in the City and is familiar with the City and its local environment. This office administrator will be responsible for:

1. Handling Billings
2. Accepting Payments for Trash Service
3. Fielding Service Calls and Scheduling Responses to Complaints
4. Interface with Valley Vista Drivers for Special Requests from Customers
5. Distributing Carts and Bins

6. Public Education Materials and Outreach
7. Schedule 24-hour Emergency Number System
8. Receive and Respond to Inquiries
9. Represent Valley Vista in City Organizations
10. Establish Membership in the Chamber of Commerce

9.9 Customer Service Program and Systems Used for Huntington Park

Our Vice President of Information Technology, Christopher Perez and our Information Technology Manager, Dan Sandifer, will coordinate with City staff in the accumulation of pertinent billing, mailing, and services data currently handled by the City's Finance Department. Dan Sandifer, working alongside of Susan Silvestri, will transfer all data into our current customer database and prepare test documents for City approval.

Valley Vista has a professional customer service staff of twenty (20) account representatives fully trained to perform all the necessary tasks required to administer the requirements of this RFP. Should Valley Vista be awarded the exclusive franchise agreement for the City, we will be hiring one (1) additional customer service representative.

Customer Service is the backbone of the Valley Vista commitment to the City of Huntington Park and the customers we serve. In this exhibit we will present a system of customer service that will demonstrate a fresh and new approach to serving the customers in City of Huntington Park. Above and beyond collection of waste products, Valley Vista is committed to developing a long-term relationship that can only be measured by customer satisfaction. Our Customer Service department has trained multi-lingual representatives that can assist callers speaking English, Spanish, Cantonese, Tagalog, Mandarin and Vietnamese.

Valley Vista will offer both a local line and a toll-free (800) telephone number for our customers to contact us. These numbers will be listed in all flyers, mailers, educational documents, billing statements, the local yellow pages, and the white pages. Subscribers calling these numbers will be connected to one of our specially assigned telephone customer service representatives who will answer questions, provide options, and then follow through with appropriate action. This begins with logging of the "service response" item in our computerized tracking system. Once a service response item is opened in our system, Valley Vista assigns a tracking number and forwards the service response item to the appropriate department.

For the purposes of this RFP and the recent implementation of enhanced customer service programming for its franchise cities, Valley Vista has expanded the Customer Service Department. The expansion has included, Mrs. Susan Silvestri, additional customer service operators and an upgraded Customer Service Audiovisual Response System. As presented herein, Mrs. Silvestri brings years of customer service experience and professionalism to the Valley Vista Customer Service Team. In addition to expanding our personnel, Valley Vista will have in place an upgraded customer service call center system that includes a large 42" LCD screen display. This screen displays all current calls being handled, all calls on hold and the time of each call. Additionally, the call center display indicates the language options for each customer service representative.

Customer Service Skill-Training Program

In 2008, Valley Vista implemented a new monthly Customer Service Training program developed in-house at Valley Vista with ***"Delighting Customers",*** a customer service training program which is the foundation for "Creating CEOs". ***Delighting Customers*** skill training includes all the same skills and concepts as Creating CEOs but with less emphasis on the CEO title. ***Delighting Customers*** is a facilitator-led, on-site, customer service skill-training program for professionals and all front-line service persons. By training all employees the customer service skill-training program helps create a customer focus culture whereby everyone in the company works as a team and is focused on the Valley Vista customer with the attitude of the customer being right.

Unique advantages of customer service skills training program

- Introduces the concept of customer experience ownership.
- Motivating, inspiring, values building, skills-based, practical, and challenging.

Customer service training program applications

- Motivate and build skills of all face-to-face service persons.
- Organization-wide customer focus training or customer's first training.
- Internal customer service skill training for support functions.
- Customer service training and poor communication.
- Customer service training for professionals and salespeople.

Delighting Customer skills training program, employees learn to

- Take responsibility for customers.
- Project positive image and values.

- Problem-solve and innovate.
- Delight even upset customers.
- Uncover sales opportunities.

Plus Techniques to

- Build internal cooperation.
- Gain acceptance.
- Negotiate solutions.
- Manage stress.
- Handle abusive customers.

Valley Vista customer service personnel will commence with a 4-hour training session with Customer Focus Inc. and continue reinforcement mini training sessions on a monthly basis. These interactive exercises and practices give the customer service reps new skills to use immediately on the job.

Positive Experience Identified

Valley Vista has seen a positive difference in the customer service that is provided in our call center as well as received many compliments from our customers regarding the customer service provided.

Audio-Visual

Augmenting our current customer service software and telephone systems employs a new visual monitor screen that displays each caller, the nature of their call, how long on hold and name of the customer service agent handling each call. This large display board aids in managing our call center so each customer services representative is knowledgeable of calls holding, the duration a customer has been waiting, the language the customer is requesting, the nature of the call and which agents are available to service the call. The display will also indicate which department managers are available should assistance be required. This system has a proven track record of reducing call times by 50% and on-call hold by as much as 50%.

In the case of a customer inquiry or the need for a special service consultation, the local route supervisor will be contacted via mobile phone and given the customer's information for callback and follow-up. After consulting with the customer and agreeing upon a solution, the supervisor in the field will issue a service order. Our field service staff will carry out the service order and update the service response item in our computer file system, including a description of how the

issue was resolved. The initial customer service representative will then follow up and close out the service response item in our tracking system.

Each morning a report is generated listing any open or unresolved service response items and a customer service supervisor reviews it, ensuring that all calls are handled in a timely and professional fashion. All customer service complaint records are kept indefinitely in our computer system, they continue to be accessible even if the customer has closed their account or moved away; this way complaint records are always retrievable.

Valley Vista has a full-time customer service manager who oversees all customer service representatives, reviewing account inquiries and personally handling items that may require special attention. Our Customer Service Department has trained multi-lingual representatives that can assist callers speaking English, Spanish, Cantonese, Tagalog, Mandarin and Vietnamese.

In having both field and office based personnel Valley Vista can and will provide excellent customer service. Should a customer require immediate phone assistance, we are there. Should a customer require an onsite face-to-face visit, that requirement too, will be met.

Customer service account representatives, each of which has immediate access to the customer database that is managed through our onsite proprietary fiber optic network server. This server and support software system allows each representative access to the customer account data through a number of searches. Address, customer name, phone number, and account numbers can access accounts.

Each account representative is capable of accessing all service information including up-to-date account balances and service levels. Should the account representative need to dispatch a service vehicle or supervisor, a service order is immediately generated in both electronic and hard copy format while a representative is dispatched to the location. Each inquiry or request is recorded in our network system and a follow-up record is automatically generated for both the field representative and the customer service account representative and copied to the general manger that reviews the documents daily.

Telephone System and Requirements

Valley Vista shall answer the telephone within Five (5) rings and shall answer 90% of all incoming calls within the first four (4) rings. Should the caller reach the automated attendant, the

caller will reach a live representative within two recorded options on the calling tree. Valley Vista will use reasonable business efforts to broadcast public education messages to customers while they are on hold waiting to speak with a customer service representative. Valley Vista currently operates staffed phone service from 7:00 a.m. to 5:00 p.m. Monday through Friday and 7:00 a.m. to 1:00 p.m. on Saturday. Our Customer Service Department has trained multi-lingual representatives that can assist callers speaking English, Spanish, Cantonese, Tagalog, Mandarin and Vietnamese.

Valley Vista utilizes some of the most sophisticated and reliable software and hardware in the waste and recycling services industry. All of our software is based on Oracle; it is capable of tracking all waste and recyclables from pickup to final disposition. All customer complaints and comments are tracked from the first call to their final resolution. All hardware used is state of the art IBM equipment. All data resides on a SAN (Storage Area Network), for extremely fast throughput, high security, and rock solid reliability. All of our servers are IBM as well. All data is backed up nightly to an IBM automated tape library to ensure that no data is ever lost.

EXHIBIT 10 Valley Vista Transition Experience

Valley Vista Services has many exclusive and non-exclusive franchises for refuse and recycling collection in Los Angeles County as stated in the Proposal. The firm is very familiar with transition of collection services for small and large cities and County solid waste programs. Our transition experience has been excellent so far and we work well with our colleagues in the solid waste industry. The transition statement herein explains how Valley Vista works well with others in switching from one collection system to another and how Valley Vista will perform if selected in the City of Huntington Park.

10.1 Franchise Transition Experience

City of El Monte

Initiated collection to 8,500 Single-Family Residents (SFRs) in January 2006 by working closely with Waste Management, Inc. of Baldwin Park, California. The transition included developing an accurate accounting of SFRs and Planned Unit Developments (PUDs) which are attached owned SFRs that are treated like SFRs but require bin service. The City of El Monte, Valley Vista and Waste Management cooperated to educate El Monte residents, replace old carts with new ones, provide informative customer service and support the transition to a set of new services that required 3-cart automated service, disabled persons valet service, scheduled bulky item collection, e-waste collection and continued twice per week refuse collection.

In addition, Valley Vista effectively transitioned commercial service to 760 businesses when awarded one of four commercial services franchise in 2008. The commercial franchise transition included mailing an interactive CD-ROM that provided comprehensive collection, recycling and environmental information and conducting town hall meetings for businesses to receive additional information on waste reduction, franchise requirements, waste audits and economic recycling incentives developed by Valley Vista for El Monte businesses.

Hacienda Heights

Valley Vista has been the exclusive franchise hauler for the Residential Sector from 2010 to the present. In 2010, after an exhaustive double bid process, Valley Vista was awarded the exclusive 3-Cart Automated collection franchise for the unincorporated community of Hacienda Heights. Valley Vista worked closely with county staff and the community to insure a seamless

transition and the rollout of all new barrels. A total of 50,000 barrels were delivered on time and within budget. The County was pleased with the transition of service to 15,600 single-family residences and is a strong reference for this Proposal.

Valley Vista is proud to have been awarded two of the largest county unincorporated franchise contracts for residential services. Our commitment to the communities that we serve is present in our day-to-day operations, and the extremely high customer satisfaction. During the transition and subsequent last few years of operation, Valley Vista has not had a single complaint or issue that was not been handled immediately and professionally.

Community Transition

In 2010, Valley Vista was awarded the Hacienda Heights franchise. Even thought Valley Vista was the largest hauler at the time, an extensive cart collection and replacement program was undertaken. Valley Vista and the County needed to make sure that ever subscriber has the needed automated carts, customer education materials, and the opportunity to request additional barrels.

After a number of community outreach meetings, local service club outreaches and notification to each subscriber, Valley Vista was able to meet the collection and distributions needs prior to the mandatory completion date.

Outreach materials, collection carts and new CNG trucks were all prepared and in place before the franchise commencement date. Valley Vista transitioned service for 15,600 Automated Residential Customers from the previous hauler without much difficulty. Valley Vista worked closely with the hauler to ensure an orderly transition took place.

Basset/San Jose Hills/Valinda LA County

Valley Vista has implemented a 3-cart automated collection program for 13,500 SFRs and cart-served customers in the Service Area. Initially, Valley Vista has conducted town hall meetings to reach out to the residents of Basset/San Jose/Vallinda LA County. These meetings highlight the type of carts used, schedule of collection, distribution of carts and introductory materials. Prior to start of collection, Valley Vista delivered more than 42,000 automated carts for the collection of refuse, green waste and recyclables along with an introductory package of information detailing the method and collection requirements as well as schedule of the new franchise. Valley Vista and the LA County's hauler(s) worked together to replace old carts with new ones, provide informative customer service and support the transition to a set of new services that required 3-

cart automated service, scheduled bulky item collection, e-waste collection and continuous refuse collection without interruption.

City of Walnut

The City of Walnut transitioned from an exclusive franchise with Waste Management to Valley Vista in 2006. The transition included working with Waste Management professionals to provide accurate data for residential and business customers for the effective replacement of carts and bins. Based on 8,300 single-family residents and over 330 commercial businesses, Valley Vista rolled-out over 25,000 carts for the collection of refuse, recyclables and green waste and 500, 2-4 cubic yard bins for businesses and complementary city facilities collection. A comprehensive list of municipal references are attached in

City of La Puente

Valley Vista is the Exclusive Franchise hauler for Residential and Commercial Collection and has since implemented a 3-barrel automated collection system to the following customers in La Puente.

Commercial and Industrial Accounts	500
Multi-Family Units	3200
Residential Accounts	6500

Valley Vista has been the contracted exclusive municipal waste hauler for the City of La Puente since the award of the franchise agreement in 1994. Valley Vista prepared and implemented a transition plan that converted the residential sector from traditional resident-owned can and bag collection to an automated 3- barrel program. This transition rollout included over 20,000 containers and education packets and removal of old containers.

Rolling out a new automated program to over 6,500 homes was a process that required diligent planning. Valley Vista implemented a transition plan that included a public outreach programs, direct mailing, workshops, and information packets attached to the carts upon delivery.

The three– cart program currently implemented in the City of La Puente generates approximately 2,000 tons of curbside recyclables and another 2,900 tons of green waste per year. The residential sector generates approximately 12,500 tons of residue waste per year. All curbside materials collected are processed at Grand Central.

The three- cart program implemented in the City of La Puente has been an operational and diversion success story. The backbone of any automated program is the equipment utilized and the educational outreach that supports the programs. The Valley Vista newsletter is distributed quarterly to all residents in both English and Spanish. Valley Vista is actively involved in the community by participating in local service clubs, supporting public venues and sporting events, and presenting recycling education to local schools.

10.2 Transition Experience Contacts

City of La Puente

Mr.. David Carmany – City Manager
15900 E. Main Street
La Puente, Ca. 91744-4719
Email: dcarmany@lapuente.org
Voice (626) 855-1500
Fax (626) 961-4626

City of El Monte

Jim Mussenden, Former City Manager
Raul Godinez II, Current City Manager
11333 Valley Boulevard
El Monte, CA 91731
Email: citymanager@elmonteca.gov
Voice (626) 926-4770
Voice (626) 580-2001
Fax (626) 453-3612

City of Walnut

Ms. Alicia Jensen – Senior Management Analyst
21701 E. Valley Blvd.
Walnut, Ca. 91789-2018
Email: ajensen@ci.walnut.ca.us
Voice (909) 598-5605
Fax (909) 909-598-2160

City of Diamond Bar

Mr. David Liu – Director of Public Works
21825 Copley Dr.
Diamond Bar, Ca. 91765
Email: citymanager@diamondbarca.gov
Voice (909) 839-7000
Fax (909) 861-3117

City of Industry

Mr. Kevin Radecki - City Manager
15625 E. Stafford Street #100
City of Industry, CA 91744
Email: admin@cityofindustry.org
Voice (626) 333-2211
Fax (626) 961-6795

County of Los Angeles

Franchise Manager
900 S. Freemont
Alhambra Ca. 91803
Voice (626) 458-3562
Fax (626) 458-3593

EXHIBIT 11 Evidence of Ability to Perform

Valley Vista has been conducting collection services, refuse collection transitions, recycling programs, complete and comprehensive franchise implementations and educational and environmental compliance curricula distribution for over 50 years in Southern California. In addition to the financial capacity to secure equipment, bins and compliant collection vehicles and hire personnel and management staff to execute integrated waste management systems post-AB 939, Valley Vista has sufficient administrative and operational infrastructure to effectively perform the requirements of the Draft Agreement as clearly stated in this Proposal.

Furthermore, the performance of our current and former franchise agreements indicates a strong record of easing into the services required by the City as inspected by Valley Vista in the Draft Agreement. This evidence of performance can be validated by contacting our municipal references contained in Exhibit 14 and Exhibit 10.

11.1 Financial Ability to Perform

With respect to the financial ability to perform the required services outlined in the RFP and Draft Agreement, Valley Vista has compiled a Financial Performance Package for your review. The Financial Performance package is marked “CONFIDENTIAL” and contains the following:

1. Latest Audited Financial Statements

Relating to disposal requirements of the Draft Agreement, Valley Vista has enclosed the contractual documents with Waste Management, Inc. ensuring disposal tonnage capacity needed to execute and perform. Processing capacity for all materials targeted for diversion will be borne by Grand Central, owned and operated by Valley Vista family members.

11.2 Evidence of Ability to Secure Vehicles and Equipment

Valley Vista has a long-standing contractual relationship with Crane Carrier of Tulsa Oklahoma. Otherwise known as CCC, Crane Carrier will deliver the following vehicles to the City Yard of Huntington Park, if selected as an enhancement, within the schedule indicated in Exhibit 9 – Implementation.

Valley Vista contact, Mr. Greg Davis of Boerner Trucks located in the City of Huntington Park. Mr. Davis has indicated the vehicles will be available for use upon notification of award and delivered in the time schedule defined in this Proposal.

Please contact our Crane Carrier representative using the following contact information:

Greg Davis

323-560-3882, Ext 232

3620 East Florence Avenue

Huntington Park, CA 90255

Included in Attachment 5 is the letter of commitment from Crane Carrier Company.

Additional evidence, information, financial documents, bank references or other ability to perform requirements are available on request.

EXHIBIT 12 Insurance and Surety Evidence

An insurance certificate named in the City of Huntington Park is attached in this exhibit for review by the City.

The Experience Modification Number for the past three years according to RuleCo, the Workers Compensation insurance provide for Valley Vista, is as follows:

Year	EMR
2010	.74
2011	.89
2012	.66
2013	.94

EXHIBIT 13 **Affidavit Re Anti-Collusion and No Other Pending Legal Actions**

Attachment 5

Affidavit Re Anti-Collusion and No Other Pending Legal Actions

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

The undersigned, being first duly sworn, deposes and says:

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

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

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

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

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

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

Executed under penalty of perjury on this _____ day of _____, at _____.

_____

BY:_____

TITLE: _____

Subscribed and sworn to before me this _____ day of, _____, _____.

(Seal of Notary)

_____
Signature of Notary

EXHIBIT 14 Solid Waste Franchise Experience

Valley Vista has been providing high quality residential and commercial disposal and recycling services in Southern Californian since 1957. Owned and operated locally by the Perez family, the Valley Vista team of professionals continuously strives to provide the best service available. The successful growth and longevity of Valley Vista is a testament to its ability to provide the market with quality service. Valley Vista now serves seven (7) exclusive franchises which service the incorporated cities of *(1) Diamond Bar, (2) El Monte, (3) Industry, (4) Walnut and (5) La Puente. Additionally, Valley Vista currently serves as the franchise hauler for the Los Angeles County areas of (6) Basset/Valinda/South San Jose Hills, and (7) Hacienda Heights,* for a total of **58,181** residential single-family and multi-family units.

Valley Vista is a medium sized company employing over 225 personnel, which includes drivers, office personnel, safety/security personnel, recycling coordinator(s), route supervisors, accounting, administration and local community representatives. Valley Vista is financially sound, and fully capable of meeting the requirements of this RFP. We are well experienced in every service level outlined in the RFP. Our Customer Service Department is second to none. We openly invite the City of Huntington Park and their staff to visit our offices in the City of Industry and take a tour of our Facility to view the top quality and efficient operation we guarantee in this submission.

Included herein is a summary of our franchise experience in solid waste management and processing services.

Name, Address and Contact Information for Jurisdiction Representatives

The table below represents existing and successful franchise programs conducted by Valley Vista. In addition, Valley Vista has the most recent experience with successful franchise transitions than most haulers in Southern California today. The City is encouraged to call Valley Vista's references and understand how we have accomplished so much, so successfully, and in such a short period of time.

Municipal franchise refuse and recycling contracts are provided as well as the corresponding municipal contacts and contact information.

Municipal Contracts and Contact Information

City of La Puente

Mr. David Carmany – City Manager
15900 E. Main Street
La Puente, Ca. 91744-4719
Email: dcarmany@lapuente.org
Voice (626) 855-1500
Fax (626) 961-4626

City of El Monte

Jim Mussenden, Former City Manager
Raul Godinez II, Current City Manager
11333 Valley Boulevard
El Monte, CA 91731
Email: citymanager@elmonteca.gov
Voice (626) 926-4770
Voice (626) 580-2001
Fax (626) 453-3612

City of Walnut

Ms. Alicia Jensen – Senior Management Analyst
21701 E. Valley Blvd.
Walnut, Ca. 91789-2018 Email: ajensen@ci.walnut.ca.us
Voice (909) 598-5605 Fax (909) 909-598-2160

City of Diamond Bar

Mr. David Liu – Director of Public Works
21825 Copley Dr.
Diamond Bar, Ca. 91765 Email: citymanager@diamondbarca.gov
Voice (909) 839-7000 Fax (909) 861-3117

City of Industry

Mr. Kevin Radecki - City Manager
15625 E. Stafford Street #100
City of Industry, CA 91744 Email: admin@cityofindustry.org
Voice (626) 333-2211 Fax (626) 961-6795

County of Los Angeles

Franchise Manager
900 S. Freemont
Alhambra Ca. 91803
Voice (626) 458-3562 Fax (626) 458-3593

Valley Vista Exclusive Single Family Franchise Services

Residential Automated Services	3-Barrel Program
Los Angeles County – Basset/Valinda/San Jose Hills	12,031
Los Angeles County - Hacienda Heights	15,600
City of Walnut	8,250
City of El Monte	15,300
City of La Puente	6,500
City of Industry	500
Total	**58,181**

Cities with Similar Residential Service Requirements

Residential Automated Services	**3-Barrel Program**
City of Walnut	8,250
City of La Puente	6,500
Total	**16,750**

Existing Exclusive Franchise Contracts

City of Walnut

Exclusive Franchise for Residential, Commercial Collection Services.

- **8,250 Residential Customers (Automated 3-Barrel Collection)**
- **500 Commercial Customers**

Valley Vista is the exclusive solid waste service provider for the entire City of Walnut. In 2005 the city of Walnut solicited competitive proposal for the residential, commercial and Industrial sectors of the incorporated areas of the City. After completing an exhaustive bid process, Valley Vista was awarded the exclusive collection franchise, replacing the long-standing nationwide contractor.

Transition to 3-Barrel Program

The City of Walnut is comprised of over 8,000 residential customers and 500 commercial sector customers. Prior to the commencement of the contract services, Valley Vista was required to collect all residential containers and commercial bins serviced by the former contractor. Valley Vista implemented a program of container replacement similar to the methodology being proposed in this RFP. Each residential customer received three new automated 96-gallon containers on the day of or the day following their service collection. Valley Vista would service the existing containers then return with a replacement set of automated barrels later in the day. Due to the short turn around schedule, Valley Vista was compelled to service the customers with existing barrels while simultaneously delivering new containers citywide.

As with the requirements of this proposal, Valley Vista did implement a 3-barrel fully automated residential collection program, providing recycling, green waste, and refuse services. Prior to the implementation of the new program, Valley Vista conducted an educational and public outreach program that included print media, newspaper advertisement, cable programming and public school outreaches.

Initially Valley Vista worked closely with staff on the design and distribution or educational materials to the residential community in both the English and Mandarin languages. This educational outreach informed the community as to the details of each collection program, collection schedules and permitted waste types. Augmenting the direct mail material program was advertisements taken out in a number of local English and Mandarin languages newspapers and cable run infomercials. Each resident also receives the Valley Vista Newsletter and quarterly billing from Valley Vista.

As with most residential contracts Valley Vista provides bulky item services, CED collection services and Holiday Tree collection services. Specific to the City of Walnut Valley Vista provides public area collections services, providing collection services to bus benches and all parks and trail ways within the City of Walnut.

City of El Monte

Residential Franchise, Commercial Hauling, Multi Family Services.

- 15,300 Residential Customers (Automated 3-Barrel collection)
- 220 Multi-Family Units
- 780 Commercial Customers

Valley Vista has an exclusive solid waste collection franchise for residential services in the City of El Monte. Additionally, Valley Vista has the exclusive contract in the multi-family community of Klingerman/Bonwood also located in the City of El Monte and a large portion of the commercial business sector.

The residential franchise includes over 15,300 single-family residences receiving 3-barrel automated collection services. The 3-barrrel automated collection program is for the collection of all refuse materials, recyclables and green-waste materials. Valley Vista also supplies bulky item collection, holiday tree collection and community wide clean-up programs. As required in this RFP, Valley Vista was responsible for the removal of all old containers and the placement of the new automated containers.

The removal and replacement process was managed by Valley Vista personnel and contracted through local vendors. Each container was positioned at the curb with an educational packet in English and Spanish. Valley Vista is also responsible for all educational mailings as well as the printing and processing of all billing materials.

Multi-Family Recycling

The multi-family community is comprised of 220 units, receiving commercial bin service for both recycling and refuse collection. Valley Vista implemented a split-bin program for the collection of residential source separated recyclables. Valley Vista utilizes a standard leak-proof commercial bin for solid waste collection and a custom manufactured split-bin for recyclables. This custom fabrication was designed after a number of community workshops and forums. The recycling bin accepts rigid recyclables on one side of the locked container and fiber materials on the other. The lid is designed in such a way as to allow for only certain sized materials to fit in each section.

Valley Vista has initiated an extensive public outreach program that includes quarterly educational newsletters, onsite training and a community outreach programs. On an annual

basis, Valley Vista participates in a community outreach program that reaches out to underprivileged children during the holiday season.

The City of El Monte and then State Senator Dr. Romero, have hailed the Valley Vista recycling and outreach program as exemplary by awarding Valley Vista accommodations from the City Council and from State Senator Dr. Romero.

City of La Puente

Exclusive Franchise for Residential and Commercial Collection - 1994 to Present Three-Barrel Automated Program

- 500 Commercial and Industrial Accounts
- 3,000 Multi-Family Units
- 6,500 Residential Accounts (Automated 3-Barrel Collection)

Valley Vista has been the contracted exclusive municipal waste hauler for the City of La Puente since the award of the franchise agreement in 1994. Valley Vista prepared and implemented a transition plan that converted the residential sector to an automated barrel program in 1994. This transition rollout included over 20,000 containers and education packet and removal of old containers.

Rolling out a new automated program to over 6,500 homes was a process that required diligent planning. Valley Vista implemented a transition plan that included a public outreach programs, direct mailing, workshops, and information packets adhered to the carts upon delivery.

The three–barrel program currently implemented in the City of La Puente generates approximately 2,000 tons of curbside recyclables and another 2,900 tons of green waste per year. The residential sector generates approximately 12,500 tons of residue waste per year. All curbside materials collected are processed at GCR.

The three-barrel program implemented in the City of La Puente has been an operational and diversion success story. The backbone of any automated program is the equipment utilized and the educational outreach that supports the programs. The Valley Vista newsletter is distributed quarterly to all residents in both English and Spanish. Valley Vista is actively involved in the

community by participating in local service clubs, supporting public venues and sporting events, and presenting recycling education materials to local schools.
Valley Vista works diligently with La Puente staff assisting in all SRRE reporting requirements and year-end diversion reporting.

City of Industry
Exclusive Franchise Hauler for Residential and Commercial Collection – 1971 to Present.

- **1,900 Commercial Customers**
- **500 Residential Customers (Automated 3-Barrel Collection)**

Valley Vista has served the community of Industry as the exclusive solid waste provider for nearly 50 years. Providing commercial and industrial bin service to this sprawling city has established Valley Vista as a premier service provider in the San Gabriel Valley and greater Los Angeles area. Servicing nearly 2,000 medium to large scale commercial and industrial customers, Valley Vista provides permanent bin and roll-off service to some of the largest industrial and commercial customers in the County of Los Angeles. Whether it is auto malls or shopping malls, from carpet manufacturing to bottling soda, Valley Vista has the experience that is second to none.

Valley Vista has also been instrumental in the establishing and implementation of recycling programs that have helped the City of Industry achieve a diversion rate of 62%. Valley Vista provides recycling services for loose and baled commodities such as cardboard, mixed paper, wood recycling, green-waste recycling and a number of plastic recycling. Servicing bottling plants such as large dairy and beverage manufacturers and food distributors such as Golden State Foods, has afforded Valley Vista the opportunity to process and recycle a number of plastic, glass, paper and food waste commodities.

For as long as Valley Vista has been serving the community of Industry Valley Vista has been involved in source separated recycling. During the calendar year of 2012, **Valley Vista collected and processed over 16,000 tons of recyclable**s from the commercial/industrial sector of the City of Industry. In most cases, the customer received compensation for their source separated products and Valley Vista hauled, processed and marketed those materials through GCR.
Through these efforts and the efforts of a number of permitted recycling programs throughout the community, the City of Industry maintains a diversion rate of 60%-62% annually.

Hacienda Heights

Exclusive Franchise for the Residential Sector 2010 to present

- **15,600 Automated Residential Customers**

In 2010, after an exhaustive double bid process, Valley Vista was awarded the exclusive 3-Barrel Automated collection franchise for the unincorporated community of Hacienda Heights. Valley Vista worked closely with county staff and the community to insure a seamless transition and the rollout of all new barrels.

Valley Vista is proud to have been awarded two of the largest county unincorporated franchise contracts for residential services. Our commitment to the communities that we serve is present in our day-to-day operations, and the extremely high customer satisfaction. During the transition and subsequent last few years of operation, Valley Vista has not had a single complaint or issue that was not been handled immediately and professionally.

Community Transition

In 2010, Valley Vista was awarded the Hacienda Heights franchise. Even though Valley Vista was the largest hauler at the time, an extensive barrel collection and replacement program was undertaken. Valley Vista and the County needed to make sure that ever subscriber has the needed automated barrels, customer education materials, and the opportunity to request additional barrels.

After a number of community outreach meetings, local service club outreaches and notification to each subscriber, Valley Vista was able to meet the collection and distributions needs prior to the mandatory completion date.

Los Angeles County Unincorporated Franchises

- ***Basset/Valinda/ South San Jose Hills Franchise - 13,250***
  Exclusive franchised Hauler 2007 – Present

- ***Hacienda Heights - 15,600 Permitted hauler from 1988 – 2010***
  Franchise Hauler from 2010 - Present

EXHIBIT 15 Diversion Rate Assistance

General Information on Diversion Assistance to Client Cities

Valley Vista services has been instrumental in helping our cities comply with AB 939 goals, AB 341 goals, 50% recycling, construction and demolition debris goals and other diversion requirements imposed by CalRecycle and other State agencies. Specific programs implemented at Grand Central that have assisted client cities towards compliance diversion goals include:

1. Single-stream Processing of Residential and Commercial Commingled Recyclables
2. Certification as E-Waste Collector and Recycler
3. Grants to Improve HHW Collection Efficiencies
4. Curbside Green Waste Processing and Energy Generation
5. Construction and Demolition Debris Processing

Without the operational capabilities and investment in processing and sorting equipment Valley Vista has made at Grand Central, many of our client cities would have a hard time complying with the various environmental requirements imposed by the State.

15.1 El Monte

Prior to securing the single-family residential, commercial, multifamily and temporary services franchises for the City of El Monte, the City and Valley Vista 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.

1. Quarterly newsletters were distributed to residences on the benefits of the program including recycling education

2. Recycling opportunities are 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.

3. *"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."

4. *"How-To Brochure* – Valley Vista 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.

5. *"Educational Video* – Valley Vista 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.

6. *"Waste Audit Plan* – Valley Vista 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.

The improvement in Diversion for the residential sector and commercial sector is exemplified in the following table:

Report Year	Target Population	Per Capita Population (PPD)	Target Employee	Per Capita Employment (PPD)	Residential Diversion Rate Improvement	Residential Diversion Rate Improvement
2007	6.8	6.0	29.5	25.3	NA	NA
2012	6.8	4.4	29.5	19.7	26.67%	22.13%

Compliance with AB 341

Since 2013, the City of El Monte has shown significant interest in complying with AB 341 and the requirements for business and multifamily recycling opportunities. Valley Vista has since given the City a proposal which is under review for providing the commercially and multifamily sector with recycling opportunities using mixed waste processing at Grand Central. Council is

currently reviewing the proposal which would allow the City to increase to 75% diversion while implementing recycling programs for the community.

15.2 Hacienda Heights

Prior to securing the franchise agreement in Hacienda Heights, there were multiple haulers servicing residential accounts with minimal recycling. According to the County, CalRecycle required they implement single-family recycling in their residential sectors similar to those in California cities. As a result, the County let out many RFPs for refuse and recycling collection programs that focused on recycling, hazardous waste collection, de-contamination of solid waste, sanitary collection carts and containers and other AB 939 related programs that complied with the County's SRRE.

School Education and Outreach

Valley Vista administered a program to educate school children on the importance of recycling and environmental education. A recycling education curriculum was developed for use in school presentations, on-site visits and 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. This program allowed the County to comply with the educational components. of AB 939 and the County SRRE.

Diversion has increased 55% since Valley Vista assumed the residential collection franchise for the County while the County strives to implement the requirements of its SRRE.

15.3 Basset/San Jose Hills/Valinda LA County

Valley Vista has implemented a 3-cart automated collection program for 13,500 SFRs and cart-served customers in the Service Area. Initially, Valley Vista has conducted town hall meetings to reach out to the residents of Hacienda Heights. These meetings highlight the type of carts used, schedule of collection, distribution of carts and introductory materials. Prior to start of collection, Valley Vista delivered more than 42,000 automated carts for the collection of refuse, green

waste and recyclables along with an introductory package of information detailing the method and collection requirements as well as schedule of the new franchise. Valley Vista and the LA County's hauler(s) worked together to replace old carts with new ones, provide informative customer service and support the transition to a set of new services that required 3-cart automated service, scheduled bulky item collection, e-waste collection and continuous refuse collection without interruption.

This program allowed the County to implement recycling services for the three districts exclusively and increased diversion by 57% while complying with the SRRE requirements.

15.4 City of Walnut

The City of Walnut transitioned from an exclusive franchise with Waste Management to Valley Vista in 2006. The transition included working with Waste Management professionals to provide accurate data for residential and business customers for the effective replacement of carts and bins. Based on 8,300 single-family residents and over 330 commercial businesses, Valley Vista rolled-out over 25,000 carts for the collection of refuse, recyclables and green waste and 500, 2-4 cubic yard bins for businesses and complementary city facilities collection.

Valley Vista increased recycling dramatically to the commercial and rolloff sectors of Walnut where previously these recycling components were inadequate to comply with SRRE standards. Valley Vista has since built a construction and demolition debris recycling facility that allowed the City to comply with CalRecycle diversion requirements of 50% or more.

EXHIBIT 16 Community Outreach Materials

Summary of Programs Implemented by Valley Vista

Valley Vista has implemented over a dozen Public Education and Outreach Plans for a variety of communities in Los Angeles County. These plans included a variety of media and outreach materials including but not limited to:

I. Townhall Meetings
II. Community Event Meetings and Outreach
III. Mailings to Residents and Businesses
IV. Annual Newsletters
V. Interactive CD-Roms
VI. Inserts to Mailers

Valley Vista has developed various education and outreach programs for the following cities:

El Monte
Diamond Bar
La Puente
Hacienda Heights
Basset-Valinda Heights
Industry

Samples of educational materials will be inserted in Attachment 4.

EXHIBIT 17 Residential Sharps Collection

Within one week after residential customers' request, Valley Vista Services will provide an approved container for sharps discard at the customers residential and multi-family premises, without surcharge to the City or customer, in accordance with applicable laws.

Valley Vista services will provide SHARP containers of adequate capacity and pre-approved by the City of Huntington Park to each residential customer requesting such. Upon initial request, Valley Vista Route Foreman or Driver will personally and promptly deliver an empty Sharps container kit, pre-paid postage and disposal and will compile each Sharps participant into a database for internal reporting and submission to the City of Huntington Park.

Contents of Sharps Disposal Kit

- A government-approved plastic container specially-designed for Sharps
- Postage-prepaid mail-back shipping box
- Pre-addressed shipping labels
- Prepaid disposal

All Sharps Containers are constructed from High-Density Polyethylene (HDPE) with screw cap for leak-proof protection. All containers have 3 1/8" mouth opening.

Valley Vista Services has been utilizing the services of Stericycle for the last seven (7) years as our container and autoclave vendor for Sharps disposal. Stericycle is the nation's largest

supplier and processor of medical and sharps waste and has facilities throughout the State of California. The closest Stericycle facility is located in the City of Vernon at the following address:

STERICYCLE
4726 Loma Vista Ave
Vernon, CA 90058

Once the pre-approved container is full, the Customer completes a simple tracking form and ships the container back to Stericycle in the mail-back box. Upon receipt, Stericycle documents the delivery and properly treats and destroys the sharps container and its contents. It's convenient, safe, and confidential.

Upon shipment to Stericycle, resident will be required to contact Valley Vista for a new replacement container. Valley Vista will distribute the 1-gallon or 2-gallon containers to each Customer up to four times per year. If multiple residents in the same dwelling require additional capacity, Valley Vista may increase the container size and/or frequency upon mutual agreement with the Customer, Staff and Valley Vista management.

EXHIBIT 18 Enhancements to Proposal

18.1 Enhancements

Provided in this exhibit are enhancements Valley Vista believes are significant and contribute to the overall effectiveness of the proposed services in this Proposal

1. **ACQUISITION OF VEHICLES FROM HUNTINGTON PARK BUSINESS**
   To ensure the City of Huntington Park gets the maximum sales tax revenue allowable by purchasing all CNG refuse and recycling vehicles, parts, accessories, and other vehicles needs from a Huntington Park business as indicated in Attachment 5

2. **VALLEY VISTA CNG FACILITY** – Valley Vista owns and operates a CNG facility in accordance with SCAQMD 1193. All CNG vehicles are fueled nightly during non-peak electricity hours and are ready for use each morning. The facility was constructed in 2003 and fuels the largest CNG refuse fleet in the San Gabriel Valley.

3. **ESTABLISH COLLECTION SERVICES AT CITY YARD** – Valley Vista proposes to lease a portion of the City Yard in Huntington Park to develop an operations facility for the deployment of refuse and recycling collection vehicles to service the businesses and residents of the City. The establishment of an operations yard at the City will accomplish the following:

   - Ease of Customer Service
   - Effective and Faster Missed Pickup Service
   - Response After Hours for Missed Collections
   - Maximum Sales Taxes to City as Law Allows
   - Increased Recycling at City Yard
   - Recycling Center Development for Residents and Businesses
   - E-Waste, Bulky Item, Used Motor Oil, Antifreeze Dropoff

   Developing a site for the operations of refuse and recycling collection in the City Yard will give the City an assured tax base for acquisitions of the Proposal including vehicles, bins, carts, maintenance equipment and other operational items which are the biggest

expenses in transitioning from one refuse collection contract to the next.

Upon approval of this enhancement, Valley Vista will develop and submit a rendering of the facility and work closely with Public Works to design and construct an operations facility that meets the needs of the City and its resident and business community.

ATTACHMENTS

Attachment 1	**Rehrig-Pacific Letter and Cart Specifications**
Attachment 2	**ConFab Bin and Rolloff Container Specifications**
Attachment 3	**Vehicle Specifications**
Attachment 4	**Examples of Educational Materials**
Attachment 5	**CCC Letter of Commitment for CNG Vehicles**