

**Response to  
the City of Huntington Park's  
Request for Proposals  
for Solid Waste Handling Services**

Submitted by:

Waste and Recycling Services, Inc.  
638 Giano Avenue  
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May 22, 2014





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May 22, 2014

Honorable Mayor and Council Members  
City of Huntington Park  
6550 Miles Avenue  
Huntington Park, CA 90255

Subject: TRANSMITTAL LETTER: PROPOSAL FOR SOLID WASTE AND RECYCLING COLLECTION SERVICES

Honorable Mayor and Council members:

As a proud local hauler with over sixteen (16) years of experience, an impeccable service record, a proven record for meeting or exceeding the diversion standards set by CalRecycle, and an in-depth familiarity with the City of Huntington Park's environmental needs and practical requirements, Waste & Recycling Services, Inc. (WRS) is pleased to present this proposal for your review and consideration. We thank you for this opportunity.

In the following proposal, you will discover a family owned and operated company that prides itself on the excellent service and value we provide our customers. WRS has a deep connection to the City. Mark Klistoff, President and CEO of WRS, was born in Huntington Park at Mission Hospital. His Business Development Director, Elba Romo, is a product of the City and continues to reside there. We are passionate about our commitment to the City of Huntington Park, its residents and businesses, so much so that **this proposal goes beyond the minimum requested service requirements** for City services.

WRS is already a stakeholder in the Gateway Cities sub-region, and one third of our workforce consists of residents from the cities of Huntington Park and South Gate. As the City's exclusive franchise hauler, WRS will participate in the City's life and commerce as a fully integrated Huntington Park business. While our corporate headquarters and existing yard is in La Puente, a supplemental yard that we currently own in neighboring Maywood will be used in servicing Huntington Park. This will allow WRS to provide superior response times to customers throughout the City. We will also open up an office within the City of Huntington Park that will serve as a point of sale for the City.

City of Huntington Park Request for Proposals  
Solid Waste Handling Services



As a matter of fact, WRS is already a member of the Huntington Park Chamber of Commerce and an active supporter of various community organization and events. We will be fully staffed by Bilingual individuals that will offer excellent customer service. This is exciting because for the first time, the community will have direct local and personal access to its trash hauler. WRS is also committed to continuing to hire local residents. We will advertise all jobs created through this contract in the City and via City publications to give Huntington Park residents a greater opportunity to apply.

WRS' commitment to our customers and to the communities we serve extends far beyond the normal call of duty. Service is our business and our customers are our first priority. As an example of this, you will see in this proposal an array of choices available to the City of Huntington Park. From selecting between bin types and cart colors to providing a variety of programs to the City, **WRS understands that we are in business to meet the needs of our customers, and not the other way around.**

Our visionary **Helping Hand** program formally incorporates WRS industry standard-setting practices into a municipal solid waste hauling and recycling franchise, and offers the City a fresh start with a company built on the same homegrown values that have built great communities. Our **Helping Hand** program puts innovative environmental ideas into action and elevates solid waste services to unprecedented levels in the City. It also effectively educates and contributes to the health and safety of our future Huntington Park customers. **Helping Hand** formalizes best practices to the direct benefit of Huntington Park residents and businesses.

Through this system, WRS has developed over a dozen enhancements with the sole purpose of giving the City of Huntington Park, its residents and businesses, a **Helping Hand**. These enhancements, which reduce City costs and staff time, increase customer convenience and ensure customized services, include:

- A local office within the City of Huntington Park
- Local hiring preference for Huntington Park residents
- A proactive Bulky Item Program with a 24 hour response time that significantly reduces the impact on staff, eliminating the cost to the City while improving the curb appeal of the community
- A local yard in the City of Maywood that will provide ease of access, reduce environmental impact, and provide for higher levels of service for City customers
- A local Drop-Off Program for electronic waste, batteries, fluorescent bulbs, and sharps
- An efficient curbside motor oil recycling program
- An internship program for Huntington Park residents
- A dedicated toll free number
- A comprehensive educational program on waste disposal and recycling
- Options to select traditional metal bins or bins made from recycled materials, and the option to select the color of residential refuse carts and commercial bins at no additional cost
- Option to select the colors for the trucks, bins, carts, etc. and option to have City Logo on any of them.
- Free walk-out service for qualified frail seniors



- Free mulch for the City and residents
- Free Bulky Item Move-Out Service for qualified residents

Our philosophy to help our customers extends to our environment. As a matter of routine, we exceed minimum mandated requirements. **Serving as a franchise holder in the City of Pasadena, we have met or exceeded a sixty percent (65%) diversion rate for residential multifamily and commercial customers every year since 2008. We do not landfill any of our waste.** Our aggressive approach to diversion and environmental compliance has not only earned the respect of the municipalities we serve, but also that of our competitors.

WRS is not a publicly traded company. WRS is not subject to meeting the demands of shareholders nor do we have an extensive corporate network that often leads to inefficiencies. Instead, we are able to rapidly adapt and make decisions to the benefit of our customers. Thus, **our focus is on excellent service, integrity and reliability**, rather than on profit margins.

At the same time, **years of solid fiscal judgment make WRS fiscally strong and sound in 2013.** The City can rest assured that its residents and businesses will receive the premium service that they expect and deserve with WRS. Close working relationships are the cornerstone of our business, and the primary reason that WRS keeps its residential and commercial customers for the long-term. As a testament to this loyalty, we continue to provide service to our very first customer since we opened our doors sixteen years ago. Do not take our word for it. Please review the glowing recommendations we have included with this proposal from a sample of our municipal clients, private clients, and companies with whom we work.

This letter confirms that WRS stands ready and willing to implement the services required by the City in the RFP, including our **Helping Hand** program and other premium services as proposed. Our proposal shall remain valid for at least 90 days after today's date. Our primary contacts fully authorized to make representation for WRS are Mark Klistoff and Elba Romo. You may reach either one of us directly via our cell phones. We appreciate your consideration of our proposal and hope to serve the City now and for many years into the future.

Sincerely,

A handwritten signature in purple ink that reads 'Mark Klistoff'.

Mark Klistoff

President & CEO

WASTE & RECYCLING SERVICES, INC.

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## 2. COMPLETED DRAFT AGREEMENT EXHIBITS

### a. Exhibit 1: Rate Schedule, Supporting Cost and Operating Data

WRS is committed to offering the highest level of value to the City of Huntington Park, its residents and its businesses. The WRS team has worked to identify the best service options for the City while also fully meeting the requirements and business points identified in the RFP. WRS has also identified opportunities that would result in enhanced, value added services for City of Huntington Park customers at no additional cost. Should the City opt out of some of the enhancements identified in Exhibit 18, WRS is open to rebalancing rates at the City's request. We welcome the opportunity to discuss these options with the City and identify those components that would best meet the City's needs while also ensuring the best possible rates for residents and businesses.

The following Rate Sheet included in this proposal is fully responsive to the City of Huntington Park RFP, includes all of the required business points listed in the Request For Proposals and Addendum 1. This proposal is based on the unit counts and the service levels identified in the RFP and the rates include:

- 15% Monthly Franchise Fee on all Gross Billing
- \$50,000 Annualized Administrative Fee
- \$25,000 Annual Bulky Item Reimbursement Fee
- 20,000 Annualized Audit Fee
- \$150,000 for Payment of City's costs of RFP Process
- Local Office in Huntington Park
- Free Collection at all City Facilities
- Free collection of Street Sweeping Debris at City Yard
- Free Collection at City Sponsored Events
- Free Residential Bulky Waste Collection (includes Multi-Family)
- Two (2) City Wide Clean Up Events
- Sharps Collection mail-out and drop off Programs
- Christmas Tree collection
- Quarterly Newsletter
- Over one dozen enhancements that will provide valuable services to the City, its residents, and its businesses.

**The proposed rates reflect MAJOR DECREASES in rates for residents of almost 32%.** All Commercial customers will also benefit from having a rate DECREASES of 3% in all bin collection service levels.

The source separated commercial recycling program rates described in Table 4-G are based on having only 10% of businesses who currently have refuse service more than once a week obtain a recycling bin. The assumption is based on the physical density of commercial buildings that would make accommodating an additional bin impossible for the majority of businesses. Also, businesses who currently have bin service only once will likely not request an additional recycling bin even if their business could accommodate it.



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

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**PROPOSED ESTIMATED FIRST-YEAR RATE REVENUE**

Proposing Company: **Waste & Recycling Services, Inc.**

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

Row	Service Category	Proposed First Year Annual Rate Revenue <sup>(1)</sup>	Reference
1	Residential Cart Service Revenue	\$152,384	Attachment-B, Row 4
2	Bin and Commercial Cart Revenue	\$469,196	Attachment-E, Row 4
3	Proposed Roll-off Box and Temporary Bin Rate Revenue	\$68,640	Attachment-F, Row 10
4	Total Annual Estimated First-Year Rate Revenue	\$790,220	

(1) Inclusive of City fees.

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

PROPOSED ESTIMATED FIRST YEAR RESIDENTIAL CART SERVICE REVENUE

Proposing Company: Waste & Recycling 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 0% over proposed standard rate. Other rates are pre-set at \$0.

Row	Service Category	Monthly Rate	Billing Count	Monthly Revenue	Annual Revenue
1	Standard Rate Per Dwelling Unit	<b>\$5.49</b>	126 billing units	\$4,892	\$58,704
2	Senior Rate	\$3.94	176 billing units	\$8	\$1,76
3	Additional Refuse Cart	<b>\$74</b>	7 carts	\$504	\$2,504
4	Additional Recycling Cart	\$			
5	Additional Green Waste Cart	\$			
6	Walkout Service Disabled	\$			
7	Walkout Service Other/Paid	<b>\$2.18</b>			
8	Total Revenue				<b>\$152,384</b>

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

PROPOSED ESTIMATED FIRST YEAR IN AND COMMERCIAL CART PROPOSED RATES

Proposing Company: Waste & Recycling Services, Inc.

Instructions: Enter the proposed rates in the bolded box.

Row	Container Type/Size	Proposed Rates						
		1	2	3	4	5	6	7
	<b>Outside District</b>							
1	Refuse Cart 6 Gallon	\$5.14	\$6.47	\$8.12	\$9.58	\$11.42	\$13.33	\$15.15
2	Refuse Cart 12 Cubic Yard	\$21.51	\$23.33	\$27.11	\$31.73	\$37.10	\$43.21	\$50.15
3	Refuse Cart 15 Cubic Yard	\$25.14	\$29.90	\$36.70	\$45.60	\$55.75	\$67.32	\$81.19
4	Refuse Cart 20 Cubic Yard	\$43.54	\$42.97	\$49.93	\$59.39	\$71.90	\$87.72	\$106.50
5	Refuse Cart 25 Cubic Yard	\$64.96	\$64.67	\$73.50	\$84.36	\$99.90	\$118.77	\$143.35
6	Refuse Cart 30 Cubic Yard/Compactor	\$87.07	\$87.63	\$101.69	\$118.71	\$141.76	\$168.84	\$201.99
7	Refuse Cart 35 Cubic Yard	\$87.16	\$84.28	\$99.82	\$116.63	\$139.00	\$165.40	\$197.87
8	Refuse Cart 40 Cubic Yard/Compactor	\$55.41	\$103.03	\$124.05	\$147.11	\$173.15	\$201.18	\$233.37
9	Refuse Cart 45 Cubic Yard	\$50.91	\$54.27	\$63.32	\$74.19	\$87.34	\$102.84	\$119.91
10	Locking Lid Service	\$0.37	\$0.37	\$0.37	\$0.37	\$0.37	\$0.37	\$0.37
11	<b>District</b>							
12	Refuse Cart 6 Gallon	\$5.14	\$6.47	\$8.12	\$9.58	\$11.42	\$13.33	\$15.15
13	Refuse Cart 12 Cubic Yard	\$24.84	\$25.48	\$31.39	\$37.65	\$45.56	\$55.70	\$68.96
14	Refuse Cart 15 Cubic Yard	\$27.57	\$28.77	\$35.35	\$42.42	\$51.31	\$62.63	\$76.31
15	Refuse Cart 20 Cubic Yard	\$49.88	\$28.06	\$34.95	\$42.59	\$52.08	\$63.44	\$77.02
16	Refuse Cart 25 Cubic Yard	\$86.51	\$40.58	\$46.10	\$55.51	\$67.18	\$81.55	\$99.76
17	Refuse Cart 30 Cubic Yard/Compactor	\$87.07	\$39.63	\$46.69	\$56.71	\$69.76	\$85.84	\$109.99
18	Refuse Cart 35 Cubic Yard/Compactor	\$55.41	\$103.03	\$124.05	\$147.11	\$173.15	\$201.18	\$233.37
19	Locking Lid Service	\$0.57	\$0.57	\$0.57	\$0.57	\$0.57	\$0.57	\$0.57
20								

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





PROPOSED ESTIMATED FIRST YEAR BIN AND COMMERCIAL CART SERVICE COUNT

Proposing Company: Waste & Recycling Services, Inc.

Row	Container Type/Size	Service Count (1)						
		1	2	3	4	5	6	7
	<b>Outside District</b>							
1	Refuse Cart 96 Gallon	360						
2	Refuse Bin 5 Cubic Yard	73	1		1			
3	Refuse Bin 5 Cubic Yard	124	4	1				
4	Refuse Bin 5 Cubic Yard	362	16	4	1	1	1	
5	Refuse Bin 5 Cubic Yard	411	170	123	33	17	18	
6	Refuse Bin 5 Cubic Yard/Compactor	43	31	16	11	5	26	1
7	Refuse Bin 5 Cubic Yard/Compactor	6		5				
8	Refuse Bin 5 Cubic Yard	156	32	14	1	3	7	
9	<b>District</b>							
10	Refuse Cart 96 Gallon	130						
11	Refuse Bin 5 Cubic Yard	14						
12	Refuse Bin 5 Cubic Yard	3						
13	Refuse Bin 5 Cubic Yard	18	1	1				
14	Refuse Bin 5 Cubic Yard	15	13	18	10	6	1	
15	Refuse Bin 5 Cubic Yard/Compactor							
16	Refuse Bin 5 Cubic Yard/Compactor	9	4	3	1			
17	Locking Lid Service							

(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 ESTIMATED FIRST YEAR IN AND COMMERCIAL CART RATE REVENUE

Proposing Company: Waste & Recycling Services, Inc.

Instructions: Rate Revenue should be automatically calculated. Proposer should confirm calculations.

Row	Container Type/Size	Number of Collections per Week							Estimated Annual Rate Revenue	
		1	2	3	4	5	6	7		
<b>Outside District</b>										
1	Refuse Cart 6 Gallon	\$9,850.00								\$9,850.00
2	Refuse in 1.5 Cubic Yard	\$870.00	\$23.00		\$36.00					\$429.00
3	Refuse in 1.5 Cubic Yard	\$5,517.00	\$20.00	\$87.00						\$6,724.00
4	Refuse in 1.5 Cubic Yard	\$1,961.00	\$88.00	\$196.00	\$72.00					\$2,439.00
5	Refuse in 1.5 Cubic Yard	\$7,799.00	\$4,994.00	\$9,791.00	\$3,344.00					\$85,294.00
6	Refuse in 1.5 Cubic Yard/Compactor									
7	Refuse in 1.5 Cubic Yard	\$48.00	\$13.00	\$597.00	\$803.00					\$7,540.00
8	Refuse in 1.5 Cubic Yard/Compactor									
9	Refuse in 1.5 Cubic Yard	\$505.00		\$672.00						\$1,177.00
10	Refuse in 1.5 Cubic Yard	\$306.00	\$68.00	\$17.00						\$783.00
11	Locking Lid Service									
<b>District</b>										
12	Refuse Cart 6 Gallon	\$168.00								\$168.00
13	Refuse in 1.5 Cubic Yard	\$748.00								\$748.00
14	Refuse in 1.5 Cubic Yard	\$83.00								\$83.00
15	Refuse in 1.5 Cubic Yard	\$698.00	\$28.00	\$99.00						\$2,225.00
16	Refuse in 1.5 Cubic Yard	\$798.00	\$128.00	\$754.00	\$155.00					\$6,527.00
17	Refuse in 1.5 Cubic Yard/Compactor									
18	Refuse in 1.5 Cubic Yard/Compactor									
19	Refuse in 1.5 Cubic Yard/Compactor	\$7.00	\$4.00	\$6.00						\$46.00
20	Locking Lid Service									
22	Monthly Revenue									\$72,433.00
23	2 months									12
24	Estimated Annual Revenue									\$469,196.00

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: Waste & Recycling Services, Inc.

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

Row	Container/Service type	Customer Rate	Service Count	Estimated Rate	Estimated Revenue
1	<b>Roll-Off Service</b>				
2	Service Component including disposal/processing, delivery and seven day rental				
3	Standard Roll-Off Box	<b>\$95.00</b> per pull	08 pulls	\$760.00	\$760.00
4	Low Boy Roll-Off Box	<b>\$95.00</b> per pull	0 pulls	\$0.00	\$0.00
5	Compactor (all sizes)	<b>\$95.00</b> per pull	5 pulls	\$475.00	\$475.00
6	Total Service Component		33 pulls	\$1,235.00	\$1,235.00
7	Per Ton Verbins	<b>\$5.00</b> per ton			
8	<b>Total Estimated Roll-Off Rate Revenue</b>				<b>\$1,235.00</b>
9	<b>Temporary Bin Cubic Yard</b>				
15	Other				
16	Other				
17	Other				
18	Other				
19	Other				
10	<b>Estimated Annual Rate Revenue</b>				<b>\$1,235.00</b>

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

**Proposing Company:** Waste Recycling 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	0	customers
2	Total Number of Recycling Containers:	0	
3	Recycling Bins	0	bins
4	Recycling Carts		carts
5	Total Yards per Week of Recycling Container Capacity (1)	80.0	yards/week
6	Estimated Reduction in Refuse Service Container Capacity	80.0	yards/week
7	Estimated Annual Recycling Rate Revenues (2)	\$ 9,386	per year
8	Estimated Annual Reduction in Refuse Service Rate Revenue	\$ 1,791	per year
9	Net Annual Rate Revenue Increase (Decrease)	\$ 2,405	per year

(1) Conversion factor: 0.98 gallons/yard

(2) Billed at 0% of refuse rate.

**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: **Waste & Recycling Services, Inc.**

Instructions: Fill in boxes outlined in bold.

Row	Residential Cart Service			Bin Service		Roll-Off Service	Bulky Item Pickup, Holiday Trees, Special Events, Clean-up Days, All Other	Total Annual Revenue Requirement
	Refuse	Recyclables	Yard Waste	Refuse	Recyclables			
1	<u>Operations</u>							
2	323,652	161,826	161,826	690,504	161,826	161,826	133,567	\$ 1,795,027
3	354,268	11,066		814,335	258,021	113,484	20,069	\$ 1,571,243
4			68,740			412	124	\$ 69,276
5								\$
6	47,840			141,440				\$ 189,280
7	72,000	72,000	72,000	90,984	73,500			\$ 380,484
8		(32,000)			(5,911)	(10,733)		\$ (48,644)
9	\$ 797,760	\$ 212,892	\$ 302,566	\$ 1,737,263	\$ 487,436	\$ 264,989	\$ 153,760	\$ 3,956,666
10								\$ 830,176
11								\$ 50,000
12								\$ 25,000
13								\$ 20,000
14								\$ 21,429
15								\$ 868,210
16								\$ 16,583
17	<b>TOTAL REVENUE REQUIREMENT</b>							
18	6,330	2,109	4,217	14,394	14,395	3,997	430	\$ 5,788,064
19	\$ 126.03	\$ 100.94	\$ 71.75	\$ 120.69	\$ 33.86	\$ 66.30	\$ 357.58	\$ 86.25
20	<b>Revenue Requirement per Ton Collected</b>							

(a) Includes vehicle maintenance, vehicle insurance, fuel, uniforms and other route costs.

(b) Includes actual disposal costs at landfill, net of transfer, transport and processing to be included on Row 3.

(c) Biennial audits annualized assuming one \$60,000 and two \$40,000 audits during the term.

(d) \$150,000 amortized over the seven-year base term of the agreement.

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

**PROJECTED ROUTES AND ROUTE HOURS**  
Proposing Company:

Waste & Recycling Services, Inc.

Instructions: **Enter all boxes outlined in bold.**

Row	Route Type	Routes Per Day							Total Route Days/Week	Hours Per Route Day (1)	Total Route Hours/Week (2)	# of Crews on Route
		Mon	Tues	Wed	Thurs	Fri	Sat	Sun				
1	Automated Refuse Routes	0	0	0	0	0	0	0	8.0	0	1	
2	Automated Recycling Routes	0	0	0	0	0	0	0	8.0	0	1	
3	Automated Green Waste Routes	0	0	0	0	0	0	0	8.0	0	1	
4	Refuse Bin Routes	0	0	0	0	0	0	0	11.5	56	2	
5	Recycling Bin Routes	0	0	0	0	0	0	0	0	0	0	
6	Bulky Item Pickup Routes	0	0	0	0	0	0	0	3.5	8	1	
7	Roll-Off Box Routes	0	0	0	0	0	0	0	2.5	3	1	
8	Scout Vehicle Routes	0	0	0	0	0	0	0	4.0	0	1	
9	Other:											
10	Other:											
11	<b>Total Routes</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>7.3</b>	<b>67</b>		

(1) For example, 8.0 is 8 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: Waste & Recycling Services, Inc.

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

Row	Waste Stream	Annual Tons Collected (from 4H, row 18)	Annual Tons Diverted							Tons Diverted as % of Tons Collected	
			Commingled Recycling	Greenwaste	C&D	Transformation	Mixed Waste Processing	Food Waste	Other (1)		Total Diverted
1	Residential Cart Refuse	9,500				920	4,750			5,670	60%
2	Residential Cart Recyclables	1,100	1,045							1,045	95%
3	Residential Cart Greenwaste	2,097	2,055							2,055	98%
4	Bin Refuse	22,387		400	2,720	13,450	400			16,970	76%
5	Bin Recyclables	6,401	6,273							6,273	98%
6	Roll-Off Service	3,997		520		1,650	445			2,627	66%
7	Bulky Item Pickup/ Holiday Trees/Special Events/Clean-up Days/ All Other	430						20		238	55%
8	<b>Total</b>	45,912	7,318	2,070	920	3,640	19,870	845	215	34,878	76%
9	<b>Minimum Recovery Rate for Processing Mixed Refuse (refuse loads only, excluding all source separated loads):</b>										35%

(1) Describe "Other" programs below:

The "other" program indicated in the table above is for Bulky item pickups which will be processed following the order stated in the RFP.

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



## b. Exhibit 2: Exceptions to Draft Agreement Terms

Waste & Recycling Services takes no exceptions to the Draft Franchise Agreement.



## c. Exhibit 3: Proposer Business Information

### i. General Information

Waste and Recycling Services, Inc. (WRS) is a California corporation initially established seventeen (17) years ago in 1997 and incorporated three (3) years later (in the year 2000) to perform solid waste collection and recycling services throughout Southern California. Mark Klistoff is the sole shareholder and the sole officer of the corporation, holding the positions of Chief Executive Officer, Chief Financial Officer, and Secretary. The company's headquarters and primary yard are located in La Puente. Our mailing address is in the City of Whittier. WRS owns and will activate a local yard in the neighboring City of Maywood to better serve Huntington Park while minimizing the environmental impact. WRS alone will be responsible for all commitments to the City of Huntington Park if this proposal is accepted, including the negotiation, execution, and implementation of a franchise agreement with the City.

Currently, WRS has a sole creditor. That sole creditor is owed the equivalent of There is one creditor to whom the company owes more than five percent (5%) the company's total assets, but the amount owed is less than ten percent (10%) of the company's total assets. The contact information is provided below:

Advantage Funding  
111 Marcus Avenue, Suite M-27  
Lake Success, NY 11042  
Contact: Anne Eubanks  
Phone: (866) 392-1300  
Cell: (714) 231-2822

Unlike corporations that answer to shareholders, WRS answers to our customers. And unlike companies that are based in other parts of California, or even other states, WRS is based in Los Angeles County. At WRS, decisions are made locally and are based on what is best for the municipalities we serve. WRS does not rely on cookie cutter programs or pass-the-buck excuses. We rely on our local knowledge and expertise to provide the customized solutions that gain our customer's respect. Our reputation and commitment to responsive, accountable service earns our customers' loyalty. After all, if one of the Cities we serve has a unique need or special request, they are able to communicate directly with our President and CEO. With WRS you will not hear excuses, encounter obstacles due to "company policy," or get a "we'll get back to you" response. You will get straight answers and realistic solutions. This is the level of service WRS will bring to the City of Huntington Park as its solid waste collection, hauling and recycling partner.

### ii. Legal Actions

WRS is proud of and pleased to report our consistently clean record. Neither WRS nor any of its officers or directors has, or has had any material legal actions, and/or violation notices received, incurred or in process at this time, or at any time since its inception seventeen (17) years ago and so certainly not within the last five years. This statement covers matters that might reasonably be described as (i) environmental & safety actions, (ii) criminal actions, (iii) enforcement actions, (iv) procurement contests, (v) class actions, (vi) labor disputes, including strikes, walkouts or slowdowns, or (vii) debarments from any public entities.



### iii. Financial Statements

WRS is submitting a copy of our most recent financial statements, which have been prepared in accordance with the Generally Accepted Accounting Principles. WRS has attached compiled balance sheets (income tax basis) documenting WRS operations for 2012 and 2013. Each balance sheet is accompanied by a related statement of revenues and expenses (income tax basis). These documents provide an in-depth snapshot of our company's operations and demonstrate the fiscal stability and financial responsibility of WRS.

These financial records convey confidential, proprietary information. Notwithstanding the City's obligations under the Public Records Act, we respectfully request that unless WRS is awarded this franchise, the financial statements, submitted in a separate, sealed envelope, labeled "confidential", and attached at the end of this proposal, be returned to the company after the RFP process, with no copies retained by the City.

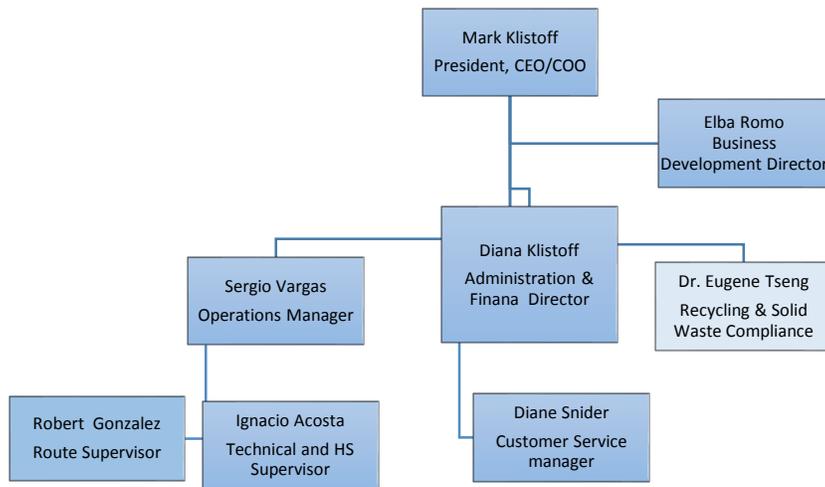
### iv. Key Employees/Key Personnel

By selecting WRS, the City will have unprecedented access to all of its hauler's resources, complimented by a close professional relationship with WRS staff and ownership. While securing this franchise will prompt a growth in the company's staffing, expansion is not a new process for WRS. When it comes to service, compromise is not an option. WRS will hire, train, and dispatch as many employees as may be required under this franchise and is able to do so prior to the start of the new contract. WRS is committed to seeking qualified Huntington Park residents as new employees under this franchise and will aggressively advertise open positions within the City and local publications. Preference will be given to qualified candidates who are Huntington Park residents. Furthermore, WRS intends to initiate an internship program for students from Huntington Park to learn about various aspects of business and the industry to further prepare the City's youth for careers in the future.

The Key Personnel proposed below reflect Mr. Klistoff's personal choices as to the best-qualified diverse group of experts available to assist him in serving the City of Huntington Park for years to come. The WRS staff is a small but capable group of experienced and qualified industry professionals. Mr. Klistoff has worked hard to be sure that each staff member is proficient in collection and recycling, and excels in work with government entities throughout Los Angeles County.

Mark Klistoff, President, Chief Executive Officer, Chief Operating Officer  
Diana Klistoff, Administration and Finance Director  
Elba Romo, Business Development Director  
Dr. Eugene Tseng, Consultant for Recycling and Solid Waste Compliance  
Sergio Vargas, Operations Manager  
Robert Gonzalez, Route Supervisor  
Ignacio Acosta, Technical and Health and Safety Supervisor  
Diane Snider, Customer Service Manager

The WRS organizational chart is shown below.



WRS offers the experience, vision and leadership necessary to conduct a **successful transition** in the City of Huntington Park and ensure a smooth changeover from the existing haulers. Quality in transition services, including a thorough plan, excellent communication with the City and the customers, and immediate resolution of any transition issues is of paramount importance in any change from one solid waste hauler to another. The WRS team’s flexibility, knowledge base, and core values will make for the quality transition that Huntington Park’s residents and businesses deserve. The company has provided transition services before, as recently as 2011 in the City of Los Angeles. When there is a change in solid waste service providers, the steady hand of the WRS Team will handle the transition in a manner that increases customer service levels for customers and reduces the amount of valuable time and resources expended by City Staff.

**Mark Klistoff: President, Chief Executive Officer, Chief Operating Officer**

Mr. Klistoff has more than thirty-five (35) years of experience in solid waste collection, hauling, recycling and management. Mr. Klistoff is known for his ethics and integrity. There is no substitute for a working knowledge of how day-to-day business gets done in the real world. Mr. Klistoff has implemented every phase of collection, processing, disposal, maintenance and management in the solid waste industry and thus has practical familiarity in addition to his quality management and leadership skills. While providing excellent service in communities that include Pasadena, Glendale, Vernon and Los Angeles, he has implemented recycling and waste reduction programs in malls, strip malls, warehouses, multi-family complexes and high-rise office buildings. Making recycling easy and even appealing is crucial in response to the overwhelming private demand spurred by AB 939 and subsequent legislation. Mr. Klistoff is the leader behind WRS’ flexibility and ultimately, its success. He has developed and implemented innovative recycling programs in Vernon and Pasadena because these cities present varied circumstances that do not allow a one-size fits all recycling program. Mr. Klistoff is a hands-on owner with extensive firsthand knowledge and expertise in every aspect of solid waste management and operations. Mr. Klistoff has positioned WRS squarely in the refuse hauling and recycling industry in the County of Los Angeles, and has earned the loyalty of the many local customers he serves. He has created and grown a stable waste

collection company with a commitment to old-fashioned, personalized customer service.

***Key Responsibilities:***

Mr. Klistoff will direct and oversee other key personnel dedicated to making the City of Huntington Park franchise transition and ongoing service delivery a success. Assisted by his administrative and legal teams, he will also be responsible for compliance with government regulations regarding environmental compliance, reports, fees and collection guidelines. Mr. Klistoff will direct his workforce, oversee the preparation of all requested documentation pertaining to WRS under the franchise agreement, and personally ensure that all services proposed herein are provided to the City in a timely and efficient manner. The City of Huntington Park's elected officials and management staff will have direct access to Mr. Klistoff. This eliminates corporate red tape and any questions or concerns will be immediately addressed by the final decision maker.

**The City of Huntington Park's elected officials and management staff will have direct access to Mark Klistoff. This eliminates corporate red tape and any questions or concerns will be immediately addressed by the final decision maker.**

**Diana Klistoff: Administration and Finance Director**

Diana Klistoff functions as a chief administrative officer and chief financial officer. She brings over thirteen (13) years of management, administration, finance, customer service and recycling/reporting experience to the WRS management team. She is well-versed in all aspects of the waste industry, particularly in operations, customer service operations, personnel management, and administration. She gained this valuable experience by learning the business from the ground floor, having worked as a Dispatcher, Safety Manager, Customer Service and Administrative Manager. Her broad experience allows her to successfully perform the duties of a CAO and CFO. As the Administration and Finance Director, Ms. Klistoff has a very important task at WRS: keeping operations, finance, management and the employees on the same page. She also directs the company's customer services in close cooperation with Mark Klistoff. Ms. Klistoff is the central person at WRS who coordinates the company's many functions. She is also fully responsible for internal and external financial and compliance reporting.

***Key Responsibilities***

Diana Klistoff will serve as the WRS direct customer service and administrative support liaison to the City. She will administratively manage the City's collection, transportation, disposal and diversion programs to ensure excellent service and satisfaction throughout the City. She will be responsible for providing all WRS documents, financial instruments, bonds, payments, fees, environmental documents and reports to the City of Huntington Park. She will also be responsible for managing the billing process. Ms. Klistoff will ensure that the proper equipment is purchased, ready and available for timely implementation of WRS services to the City, that the entire staff is properly trained, and that the collection methods described in this Proposal are implemented as proposed and within projected timelines. She will also act as a resource for the WRS staff and the City's contract manager. Her initial duties will be to manage and administer the commencement of WRS service under the franchise agreement to the satisfaction of the City.

Ms. Diana Klistoff will be responsible for meeting the financial requirements outlined in the City's RFP. She will coordinate and oversee the work of the outside accountants, attorneys, and other professionals engaged by WRS, and interact with all financial institutions, insurance companies, bonding firms and vendors doing business with WRS. In doing so, she will ensure that all franchise contractual obligations are met prior to and during the life of the contract. This includes overseeing the billing process for the City. She also oversees staff in the area of Customer Service.

**Elba Romo: Business Development Director**

Elba Romo is a local business owner, a former Huntington Park City Council member, and experienced in the areas of negotiation and public relations. Ms. Romo worked for twelve (12) years as an award-winning educator, developing and presenting curriculum for children and adults where she also wrote and obtained numerous grants for her students and her employer. She is an ideal partner for WRS when it comes to reaching out to others, whether it is government officials, business owners, or the youth and elderly because she is responsive to client needs and attuned to the plethora of issues and concerns that affect residents and businesses of the Southeast Cities. She has been a part of the WRS family for over two years. She will be tasked with community program development and implementation. Her passion for recycling and organic practices will assure the program's success, and exceed the expectations of the City. She is an active member of the Huntington Park community, serving on the board of various non-profit organizations and supporting worthy causes. She has a strong, vested interest in ensuring that the City obtains the trash services at the best value; along with many of her family members and friends, Elba is a lifelong resident of Huntington Park.

***Key Responsibilities***

Along with Mr. Klistoff, Ms. Romo will be the direct WRS representative to the City and the community, working directly with the City during and after the transition process. She will also be the business and community liaison, attending council meetings and other necessary meetings. Ms. Romo will be responsible for the design, implementation and daily oversight of outreach and educational programs and the accompanied educational materials proposed by WRS to enhance Huntington Park residents' educational awareness, health and safety, and promote practices of environmental stewardship. She and her staff will develop initial public education and outreach materials for review by the City and act as a resource to handle all required mailings, newsletters and website updates provided by WRS. She will work closely with the City to obtain approval for all educational materials developed for distribution. Ms. Romo will work with youth, families and seniors in Huntington Park, to educate and assist in the implementation of recycling and sustainability of resources programs. Ms. Romo will also be responsible for the establishment of a local office and its success as a resource to the Huntington Park community.

**Eugene Tseng, PhD: Recycling & Solid Waste Compliance**

Dr. Tseng works directly with WRS management, developing AB 939, Franchise Fee, Administrative Fee, and Activity reports for governmental and private clients. He is an environmental engineer and an attorney specializing in environmental law. He has over thirty (30) years of experience in the industry and is regarded as the chief architect of the California Integrated Waste Management Board's waste diversion measurement method. Dr. Tseng has served as an environmental consulting engineer to

dozens of municipal, industrial, and international clients. He is an adjunct professor of environmental law at the University of La Verne School of Law. Dr. Tseng also helped establish, and served as Program Director and instructor for several years at UCLA's Municipal Solid Waste Program. Many of the today's municipal recycling coordinators are former students of Dr. Tseng.

Dr. Tseng has conducted waste generation studies and adjusted the AB 939 "base year" for many California cities, including the cities of Carson, Compton, Hermosa Beach, Irvine, Los Angeles, Oxnard, San Clemente, Santa Ana, Santa Fe Springs, Sierra Madre, South Gate, and Ventura. Dr. Tseng manages the performance of audit procedures, develops criteria, reviews and analyzes evidence, and documents processes and procedures. Further, he ensures WRS compliance with client and government regulations by performing necessary inspections, audits, and reporting.

**Dr. Tseng is a top industry expert who chooses his clients carefully. WRS is proud to have Dr. Tseng on its team, and submits to the City that his role in working with WRS for the City of Lynwood should instill confidence that the excellence of the company's service does not end in the field. Dr. Tseng ensures that the company's operations are in full compliance with applicable environmental law and regulations.**

### ***Key Responsibilities***

Dr. Tseng will be directly responsible for the development of monthly, quarterly and annual generation reports submitted to the City of Huntington Park for compliance with the franchise agreement. These reports include all required documentation as defined in the Draft Agreement. Dr. Tseng is an important member of the WRS team as he provides up to date information on applicable legislation and ensures that WRS is in compliance. Dr. Tseng will also continue to serve as a valuable advisor in establishing the programs and practices that help municipalities meet or exceed AB939 requirements.

### **Sergio Vargas: Operations Manager**

Sergio Vargas has been a part of the WRS team since 2004. He is tasked with executing all operations and related matters. This includes professionally addressing field issues that arise. He is responsible for coordinating and resolving collection problems. Mr. Vargas works with both customers and WRS personnel, directing alternative pick-ups as needed to resolve issues. Typical issues Mr. Vargas routinely resolves include trash being placed in the wrong receptacle, or access being denied to a container due to a parked vehicle. He is an excellent, bilingual representative of WRS with extensive knowledge of the waste hauling industry's operational side. Mr. Vargas is the direct supervisor of all drivers and reports directly to the CEO.

Mr. Vargas' responsibilities with respect to employees commence before they are hired. He works closely with the COO to find the right people for each job at WRS. Since securing the City of Huntington Park franchise will require WRS growth, hiring drivers will be Mr. Vargas' first priority. Mr. Vargas has always done well in attracting talent, reviewing qualified applications, and recommending personnel for hiring. He participates in screening for all of the company's prospective employees, and determines that each is capable of performing his/her job at a level consistent with the high standards that make WRS



what it is. Mr. Vargas has extensive experience in Operations and Route Supervision and is currently managing all WRS municipal franchise routes and private collection services. Prior to joining WRS, Mr. Vargas managed a dispatch center, supervised waste container deliveries and conducted field audits of bins and containers. He is proficient at managing all commercial and multifamily collection routes.

***Key Responsibilities***

Mr. Vargas will be directly responsible for all field operations for the City of Huntington Park. He will help ensure that the transition to WRS from the City's present hauler does not impact residents and local businesses adversely. The WRS hands on approach includes Mr. Vargas driving a Company vehicle throughout the City to identify and immediately radio in any bins that residents may have put out on the wrong day, assisting with the Bulky Item Program, and mitigating any operational concerns that may arise.

**Robert Gonzalez: Route Supervisor**

Robert Gonzalez brings over twenty years (20) of experience in the solid waste industry. He has worked directly for the cities of Los Angeles and Glendale in their residential solid waste programs and has worked for private haulers in the commercial sector. Additionally, Mr. Gonzalez brings with him over six years of supervisory experience. Mr. Gonzalez will be working out of the Maywood yard.

***Key Responsibilities***

Mr. Gonzalez will be responsible for directing the implementation of the City's collection program proposed by WRS. He will train drivers, map and route residential, commercial and multi-family collection locations, initiate collection procedures and physically monitor collections for the first 90 days of the collection program. Mr. Gonzalez will work closely with Mr. Klistoff on the transition from the existing hauler to WRS.

**Ignacio Acosta: Technical & HS Manager**

Ignacio Acosta is the company's technical and health and safety manager. Since April 2003, WRS has been proud to have Mr. Acosta on our team. He is responsible for maintaining the fleet on a daily basis, ensuring that all safety standards are met. He is also responsible for leading weekly safety meetings, does driver training for WRS, and ensures that equipment repairs are made on a timely and satisfactory basis. Mr. Acosta ensures that all collection and safety procedures are being followed to the letter of the proposed agreement.

**Diane Snider: Customer Service Manager**

Diane Snider is bilingual in Spanish and has outstanding people skills. Her background boasts seventeen (17) years of supervisory experience with ten (10) of those being exclusively in customer service. She is highly experienced in training and supervising teams of twelve or more customer service representatives for a Fortune 500 company. All employees, including drivers, are trained to follow the chain of command, and to respond immediately to a customer's needs. Mr. Klistoff's policy of immediate response would be the responsibility of Ms. Snider.



***Key Responsibilities***

Upon the award of the franchise, Ms. Snider will be reporting to the Administration Director. She will develop and institute supplemental practices to maintain the company's overall customer satisfaction rate. She will supervise a team of three (3) professional customer service representatives (CSRs). It is anticipated the Agreement with the City will require WRS to hire an additional CSR to provide adequate coverage before collection begins and throughout the term of the Agreement. Ms. Snider will be responsible for performing training seminars for all CSRs on use of the customer services system tailored to the needs of the City of Huntington Park. Further, she will handle high priority calls and minimize response turnaround time with other key personnel. Ms. Snider will be working out of the Huntington Park office.

## d. Exhibit 4: Container Specifications

### EXHIBIT B

#### CONTAINER/BIN SPECIFICATIONS

WRS is providing to the City the Container specifications for both carts and bins as indicated below. All containers identified below meet industry standards. Their sizes so not vary by more or less than 10% in volume than those identified as desired by the City.

#### i. Carts

WRS will provide newly manufactured residential customers with never before used 96 gallon refuse, recycling and green waste carts. Any customer requesting smaller carts will be given the choice of selecting between 65 gallon or 35 gallon waste, recycling and green waste cart. WRS accommodates customers with special cart needs, such as customers with limited space for storage of multiple carts, and/or limited curb space for placing multiple carts. One established WRS practice is the provision of smaller carts in lieu of the standard sizes at no extra charge to the owner, tenant, manager, or homeowner association in question, on a case-by-case basis. Huntington Park Senior residents will be able to benefit from smaller cart service at reduced rates. Alternatively, Seniors may select the regular 96-gallon cart while enjoying the 10% rate reduction.

WRS will be ordering carts from Rehrig Pacific Company. Rehrig is an international company with seven locations throughout the United States. These carts will be ordered from the Huntington Park office and will be locally made at their Los Angeles manufacturing plant and thus help support the local economy.

Size	35-Gallon Cart	65-Gallon Cart	96-Gallon Cart
<b>Dimensions</b>	35”H x 19”W x 24”D	43”H x 27”W x 31”D	43”H x 30”W x 37”D
<b>Capacity</b>	Holds about two trash bags	Holds about four trash bags	Holds about five trash bags

*Table 1: Cart Dimensions*

Carts provided by WRS are made in the United States from strong polyethylene giving the 95-gallon carts a loading rate of up to 335 pounds. The optional 65-gallon carts that will be available to residents have a loading rate of 225 pounds, and the smaller 35-gallon carts have a loading rate of up to 125 pounds. These sturdy carts feature a maintenance-free bearing, a dripping rim inside that protects against odors, and an overlapping lid for rain protection. The lid opens 270 degrees. These carts will also have Radio Frequency Identification (RFID) and/or a barcodes with a serial number for identification purposes. These identification numbers will be linked to correspond to each address that the cart is distributed to.

WRS will make these new carts available to the City for inspection and all refuse carts will be a uniform black in color. All recycling carts will be a uniform blue and all Green Waste carts shall be a uniform green color. Additionally, each cart will have a bilingual (in both English and Spanish) label that will also include identifiable graphics on the inside of the lid of each cart. The label will identify permissible items

for that type of cart. Information pertaining to Bulky item collection will also be identified here. The labels will further include WRS's contact information including a toll-free Customer Service Number that will be provided for the exclusive use of City of Huntington Park customers. The contact information to WRS will also be placed on the exterior of the cart.

**Extra Carts**

WRS will provide for the delivery of any extra cart generally within twenty-four (24) hours but no later than seventy-two (72) hours upon receipt of request. Stake beds, refuse collection vehicles, bin delivery vehicles or scouts will be used to transport an extra cart to a customer upon order. Adjusted rates will be charged in accord with the Rate Schedule set forth in **Exhibit A – Rate Schedule** for waste carts. Residents who order extra recycling or green waste carts will be provided the extra cart(s) free of charge. However, WRS will request a small, 100% fully refundable deposit for each additional recycling or green waste cart.



*Figure 1: Sample Cart*

**Damaged Carts and Dumpster/Roll-off Receptacles**

WRS currently repairs all damaged, repairable carts, dumpsters and roll-off receptacles upon notice at our City of La Puente yard. Repaired receptacles will be returned to customers on the next scheduled collection date unless they cannot be repaired prior to that date. In such a case, a WRS customer will receive a temporary container for use without charge until such time as the repaired container has been returned. WRS will always maintain and store a sufficient number of solid waste containers for replacement to ensure continuous service without interruption. Carts damaged due to normal wear and tear will be repaired or replaced at no cost to the customer. Otherwise, rates set forth in Exhibit A – Rate Schedule, will apply.

**Lost or Stolen Carts**

WRS will replace lost or stolen carts without charge to the customer upon request by each owner, tenant, or occupant of a property in Huntington Park within the parameters of the draft agreement. Replacement receptacles will be replaced within twenty-four (24) hours of receipt of a request, and will be recorded and monitored by WRS during the life of the new contract. WRS will replace up to two lost or stolen carts without charge. Thereafter, the rates set forth in Exhibit A – Rate Schedule, will apply.

## ii. Bins

WRS shall provide bins to all Multi-Family and Commercial customers who currently have bins. **For multi-family dwellings with 3-yard bins, the City will have the opportunity to choose between traditional metal bins or sturdy recycled plastic Eco-bins. Regardless of which type of bin the City selects, the City will also have the option to select the color of the bins.** All customers who have bins will be able to request to have locking lids installed at rates that do not exceed those set forth in Exhibit A. WRS will provide bilingual signage with information including graphics describing what items may be disposed of in all bins. Additionally, the WRS logo and contact information will be visible on the exteriors of each bin. The Customer Service number will be an easy to remember toll free number (1-855-WRS-WRKS or 1-855-977-9757), which will be exclusive to the City of Huntington Park where residents can call for service, bulky item pickups, or any other inquiry.



Figure 2: Sample Metal Bin

Should the City select traditional metal bins, they will be available in the standard 3 yard size along with additional sizes such as 1 yard, 1.5 yard, 2 yard, 4 yard, and 6 yard. All bins will be equipped with an Impact plastic lid to guard against rain and vermin and reduce noise. These bins come with 6" rubber swivel casters, a 16" inseam weld, and quick release caster plates. Should any of the bins get damaged, WRS is equipped to refurbish them to like new condition at our La Puente yard.

The traditional metal bins are available in beige, gray, black, green, blue, and white. Since these bins are made of durable steel, any bins that WRS does not refurbish into like new condition get recycled. The production of these bins also supports the local economy, as they will be fabricated in the neighboring City of Vernon.

In light of the aesthetic, quality of life, and safety issues that are of utmost importance throughout the City, including multi-family dwellings, WRS is offering the City the option of selecting innovative 3 yard bins that are environmentally friendly, safer, quieter to use and empty, and graffiti resistant. The City of Huntington Park also has the option of selecting Ecobins, which are



Figure 3: Sample Ecobins

made from high-density polyethylene and/or polypropylene. **Should the City select this option, it is WRS' intention to have bins made from 100% recycled content at no additional cost or rate adjustment.** This option does not compromise the structural integrity of the bin in any way. They have a 2,000-pound load rating and are

set on industry standard casters. These chemical resistant bins comply with the regulations set by UN/DOT, EPA, MIL, WHO, and the FDA. Each bin measures 84" wide by 54" deep and is 60" high.

With Ecobins, the City will have the option of selecting from several different colors. They are rust and leak proof, and have features that make them maintenance free. Should these bins get damaged, WRS will have the manufacturer repair them to like new condition or replace them. Un-repairable bins will be recycled in their entirety. The purchase of these bins also supports the local economy as they are manufactured in the City of Industry.

### iii. Roll-offs

WRS will make available to both business and residential customers various sizes of roll-off boxes as well as roll-off boxes of narrower dimensions to accommodate the narrow spaces found throughout the City of Huntington Park. Residents and businesses often order these boxes to deposit large amounts of concrete, demolition debris, dirt, brick, or other non-hazardous materials. Businesses will be able to order these on a temporary or permanent basis. Residents will be able to order them on a temporary as needed basis. Roll offs will also be utilized as needed to service City facilities and City events



Figure 4: Sample Roll-off boxes without company information

## e. Exhibit 5: Multi-Family Dwelling Recycling Program EXHIBIT C

### i. Program and Outreach

WRS currently implements a highly successful multi-family recycling program in the City of Pasadena. Using this proven approach, the WRS program has achieved a **minimum 65% diversion rate**. The success of the WRS program is directly linked to our responsiveness to customers and the effectiveness of the educational campaigns. WRS is committed to not only being in full compliance with all regulatory standards, but also exceeding the expectations of the municipalities we serve.

Multi-Family customers will receive at minimum, one refuse bin for every ten (10) units, while providing the flexibility the City desires to meet the solid waste requirements of dwellings experiencing special needs or circumstances. Bin service will be provided to all multifamily dwellings of four (4) units or more. All multifamily dwellings will receive various educational materials. WRS will produce and provide public information specifically outlining the Multi-Family Dwelling Recycling Program. The first step to educational outreach will be a bilingual mailer describing the multifamily recycling program and its benefits. The second step will include distributing a brochure describing recycling services and options as well as helpful tips to promote and increase recycling participation among residents. The brochure will be published in English and Spanish and it will be distributed a minimum of once a year during the term of the contract.

**Ecobins are not only environmentally friendly – they are community friendly. They are graffiti resistant, safer (due to being 40% lighter and not having any sharp corners) and are quieter to minimize noise and disruption during scheduled pickups.**

In addition to the public information materials, a key component to obtaining high diversion rates at multi-family dwellings is our disposal strategy. This strategy has allowed us to meet or exceed the standards set forth by AB 341. WRS sends most multi-family dwelling refuse to Materials Reclamation Facilities (MRFs) that achieve 50% diversion rates. The residual material that cannot be reclaimed is sent to a waste-to-energy facility where an additional 10% diversion rate of the original tonnage is achieved. WRS also offers multi-family dwellings that have more than one bin with the option of selecting bins for refuse only and bins for recyclables. Since the City of Huntington Park is a highly compacted city, many multifamily dwellings do not have the space to accommodate additional bins. These mixed waste bins will be taken to a MRF for processing in order to, at a minimum, meet diversion requirements set forth by AB341. Those multifamily dwellings that do have the physical space to accept a recycling bin will be offered that bin at the source separated rate for recycling bins. This source separated program achieves even higher diversion

**Through effective education, appropriate bin placement and the use of source-separation, mixed waste MRF processing and waste-to-energy conversion, WRS has achieved 60% diversion rates in multi-family communities.**

rate due to the reduction in contamination of the material. Because scavenging is a potential problem, property managers will be provided with locking bins and keys to access those locking bins at their request with rates not to exceed the maximum rates set forth in Exhibit A. To reduce the potential for household hazardous (HHW) materials to be placed in refuse bins, WRS will engage in proactive educational campaigns and community outreach regarding recycling e-waste, universal waste, HHW, and other materials. WRS will also have conveniently local drop off programs at our Huntington Park office open to all residents to help recycle some of these materials.

Program Component	Description
<b>Printed Communications</b>	WRS will provide informational fliers to promote multi-family recycling and describe recycling options. When feasible, outreach material utilizing paper that is provided and distributed by WRS will be made from a high percentage post-consumer recycled-content paper.
<b>Initial Mailer</b>	WRS will have delivered to each Huntington Park multi-family customer an initial mailer that describes the commercial recycling collection services that will be initiated. The mailer will explain the transition from the existing programs to the new programs, and describe program changes, route changes, dates of program implementation and will promote all available recycling programs.
<b>Dedicated Website and Online Information</b>	WRS will provide multi-family recycling program information details in an electronic format that is available on the WRS website and available for placement on the City of Huntington Park website. The WRS website will have a dedicated page for the Huntington Park community.
<b>Multi-Family Customer Contact</b>	WRS has been built on personalized, premium service. We will offer to meet with multi-family customers where recycling service is not currently being utilized for the purpose of establishing a recycling program. These meetings may include site visits. We will also be available to assist customers with improving their existing recycling programs.
<b>“How To” Brochure</b>	Each year, WRS will prepare and mail a brochure with information for City of Huntington Park multi-family customers on how to use available services, recycling tips, holiday collection schedules and customer service contact information.

Table 2: Multi-Family Recycling Program

WRS is fully able to meet the draft contract requirement of providing, at minimum, an on-call bulky item collection system for residential customers. This on-call system will remain in place for customers to use. However, as indicated by City Staff and Council Members, this type of program is not currently

providing the level of service needed in the City of Huntington Park. To better serve the Huntington Park community, reduce the financial burden associated with illegal dumping, support recent ordinances put in place by the City and improve the community's curb appeal, WRS is proposing enhanced Bulk Item services.

### **Multi-family Collection Schedule**

WRS will maintain the current schedule for multi-family customers. Pickups will occur between the hours of 7 a.m. and 6:00 pm Monday through Friday. Accounts receiving extra pickups will continue to receive that service with such extra pickups or "extra dumps" being charged fees not to exceed those identified in Attachment A.

### **ii. Bulky Item Service Applicable to both Residential and Multifamily Customers**

**A major proposal enhancement which reflects WRS' proactive approach to excellence in customer service is our proactive approach to handling bulky, abandoned items.** During their route, WRS drivers will identify any bulky items illegally dumped in the streets or public areas. They will call it in and that item will be picked up by WRS within twenty-four (24) hours of receiving the notice. This twenty-four hour timeline will be applicable Monday through Thursday. Calls received on Friday shall have the bulky items picked up on Monday.



**As part of our Helping Hand program WRS will, upon request, also provide courtesy walk-out service to any senior or disabled resident who needs assistance taking out a bulky item.**

WRS also recognizes the tremendous financial burden that illegal dumping within the City has placed on both the City's coffers and City Staff. To reduce this impact, WRS will provide a direct connect radio to WRS headquarters to City Code enforcement. This direct connection will significantly reduce the amount of time and the associated costs that City Code Enforcement personnel currently incur to address service requests for abandoned bulky items, saving the City tens of thousands of dollars.

### **Bulky Item Diversion**

To ensure maximum diversion, bulky items will be managed according to the following hierarchy:

1. Reuse,
2. Disassembly for reuse or recycling,
3. Recycling, or
4. As a last resort when the first three options have been exhausted, disposal.

WRS will produce, keep current and provide public information specifically outlining the Bulky Item Sweep Program, including the annual publication and distribution of a brochure describing this service to all Residential Customers in the City of Huntington Park.

### **Special Collection Services**

WRS shall collect all bulky waste items defined in the draft franchise agreement, from both single and multi-family residential customers, at no additional charge, on a once per month basis on a scheduled pick-up date. In so doing, WRS shall make available to all single and multifamily residential customers unlimited number of Bulky Item pickups per year, with up to four (4) items per pickup per week. WRS will also include the aforementioned enhancements to the Bulky Item Program.

WRS will pick up bulky waste items abandoned in the streets or public areas, *e.g.*, alleys, parks, *etc.*, within twenty-four (24) hours of notice by the City that such an item can be found at a location. In addition, WRS will include a scout or stake bed bulky item truck for those items that are not picked up on a monthly schedule. This practice will mitigate, if not eliminate, the burden upon Code Enforcement staff of having to service public requests for pick-up of abandoned bulky items.

Bulky items left on specified days for collection will be collected by a trained WRS driver using a stake bed truck or scout equipped with proper hydraulics and hauling capacity that can elevate an object weighing five hundred (500) pounds from the ground for removal and transportation. Bulky items collected by WRS in Huntington Park will be delivered to our yard where they are sorted by size, material type, value, and associated physical or chemical hazards. Metals, white goods and non-ferrous metals sorted from such bulky items will be recycled at Star Scrap Metals.

### WRS Helping Hand



Throughout this proposal, WRS has highlighted “Helping Hand” programs where we offer services that go above and beyond the City’s expectations and provide added value to residents.

### **Covered and Consumer Electronic Devices**

Covered electronic waste or covered e-waste as defined under Section 42463(g) of the California Public Resources Code shall not be discarded in the carts provided by the City and maintained by WRS. Covered e-waste and other consumer electronic devices, or any component of an electronic device, including, but not limited to, computers, computer peripherals, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs, video cassette players/recorders, compact disc players/recorders, calculators, and other similar appliances will be collected by WRS as part of the Bulky Item Program. .

As an additional enhancement and in order to help mitigate the problem of e-waste being disposed of in refuse containers, WRS will establish a limited local drop-off center to collect small amounts of e-waste of restricted amounts and size that can be rapidly transferred to the appropriate facility for identification, sorting, and recycling.

E-waste shall be periodically collected concurrent with bulky items, and then transported to e-recycling of Paramount for identification and sorting. WRS currently contracts with e-recycling for all e-waste processing and recycling. Each month, WRS receives a certificate of recycling for e-waste that includes types, number, weight and origin of items. All e-waste reports will be forwarded to the City.

Through proper education, outreach and driver training, WRS will ensure that covered electronic devices and other consumer electronic devices collected shall not be mixed with regular refuse or other recyclables.

### **Universal Waste**

Certain items and devices that many consumers presume are “e-waste” are more appropriately designated as “universal waste” or “u-waste.” U-waste comes primarily from consumer products containing mercury, lead, cadmium and other substances that are hazardous to human health and the environment. These items cannot be discarded in household trash nor disposed of in landfills. Examples of universal waste are batteries, fluorescent tubes, and many electronic devices. WRS has been collecting and processing u-waste for years, and will integrate its collection and processing of u-waste with e-waste events and pick-up. Like e-waste, u-waste will be collected periodically with bulky items. As an additional enhancement, WRS will continue the Battery Drop-off program currently operated by the City and will continue to offer a local drop off service for Huntington Park residents.

### **Curbside Motor Oil Collection Program Enhancement**

**WRS** will implement a program for the curbside collection of motor oil. This program will allow customers to contact WRS and request that motor oil be collected, and will provide technical support and materials (such as containers for used oil).

### **Construction and Demolition Debris**

Construction and demolition debris is defined in the draft franchise agreement, and generally consists of combustible and noncombustible discards resulting from minor repairs or demolition of buildings or resulting from minor construction activities, such as dirt, concrete, rocks, and bricks. WRS will collect all construction and demolition debris from customers in the City in accordance with the City's requirements and deliver it to the Puente Hills MRF for maximum diversion.



Residents will also benefit directly from the WRS **Helping Hand** Program. WRS will provide Huntington Park residents value-added services such as assisting senior and/or disabled customers with back-yard bulky item service, taking items from the backyard to the curb, or walk-out service for them on their service day. Other **Helping Hand** services also include assisting residents with information on free disposal of household hazardous waste and composting services and strategies.

### **Holiday Tree Collections**

For three weeks following December 25<sup>th</sup> each year, WRS shall, free of charge, pick up all Holiday Trees placed out for collection by customers. Trees will be delivered to a facility for processing.

### **Single-Family Automated Collection Services**

WRS has studied the collection of waste in the City of Huntington Park for the last two years. Huntington Park is unique in that it has very narrow alleyways, low hanging power lines along the alleys, and the high concentration of vehicles make curbs highly desirable real estate. We have observed vehicles being moved from the curb on trash day only long enough to allow the street sweeper and the



trash truck to pass by. Thus, WRS will maintain trash collection to be in line with the street sweeping schedule.

WRS will stage, store and deliver a sufficient number of automated refuse, green waste and recycling carts to each dwelling unit identified by the City and confirmed by WRS. An additional number of carts will be available to serve as replacements, maintain and repair broken carts, provide extra carts, or address other circumstances that typically arise with residential cart customers.

### **Billing**

WRS will bill residential single family and multifamily customers utilizing carts on a quarterly basis, and multi-family and commercial customers utilizing bins on a monthly basis as per the terms set forth in the draft agreement. Customers will have the option of paying by mail, online via the WRS website, or in person at the WRS office that will be operated in the City of Huntington Park.

### **Holiday Collection Schedule**

When a collection day falls on New Year's Day, Memorial Day, the Fourth of July, Labor Day, Thanksgiving, Christmas and/or on a work day when one of those Holidays is observed, WRS will collect on the day after the Holiday observed during the Monday through Saturday collection week as defined by the Draft franchise agreement. WRS will clearly state the Holiday Schedule in advance via bilingual notices delivered to all residents, and to all multi-family and, and commercial customers. The notices will be included in newsletters and on quarterly billing statements. The schedule will also be posted on the WRS website and Facebook page.

## f. Exhibit 6: Commercial Recycling Program

### EXHIBIT D

WRS is committed to providing outstanding information and outreach to all customers, including Commercial Recycling customers. WRS is highly experienced in working with commercial customers to meet or exceed the diversion goals of AB 939 and AB 341. In fact, the bulk of our current business is servicing commercial customers while helping the municipalities we are in to meet or exceed diversion requirements. Part of this success includes our ongoing communication and assistance to our customers who engage in developing their own internal recycling programs. These third party diversions are critical components to reducing the amount of refuse that ends up in landfills. WRS personally assists their commercial customers in saving money, recycling more, and thus increasing their profits through conducting free onsite waste audits. Upon being awarded the franchise, WRS will develop a timeline to visit businesses in order to help them have the appropriate service level, audit their waste stream, and come up with individualized programs to help business reduce their waste stream. Our Commercial Recycling Program has a variety of strategies for continuous and ongoing communication and outreach that will be dedicated to our Huntington Park customers throughout the term of the contract. WRS's commitment is to support the City of Huntington Park's diversion goals and a key component is applying our years of experience servicing the commercial sector to help the City reach those goals.

#### **High Graded Commercial Mixed Waste Routes**

This proposal is primarily for a mixed waste recycling program. Since the City of Huntington Park is a dense city, many businesses have limited physical space onsite. Many use carts instead of bins and many businesses that do use bins only have room for one bin. This limits the options for many businesses that would like to have a separate recycling bin but are unable to accommodate it. One manner that WRS is able to achieve the higher diversion rates is through carefully routing the commercial pickups. Upon being awarded the franchise, WRS will conduct onsite audits to study the waste streams generated by the various businesses. Through years of experience, WRS has learned that working directly with the businesses is critical to successful diversion efforts. These businesses will be categorized by waste stream and a route will be developed to maximize the "quality" of a load while minimizing travel and any long term adverse impact on City streets. High-Grade loads will be taken to Grand Central Recycling Facility where a 60% of the waste will be diverted. All commercial accounts with a mixed waste recycling program will have that waste processed at a MRF or other processing facility. WRS does not take any loads to a landfill.

#### *WRS Achieves High Diversion Rates*

Careful route planning is essential to maximizing diversion rates when using a mixed waste recycling system.

**Food Waste Recycling**

WRS will also engage in a proactive food waste diversion program. According to the City’s SRRE/Source Reduction & Recycling Element study, organic material such as food waste make up one third of the City’s total waste stream. WRS will divert food waste from unique businesses such as grocery stores and bakeries to one of two processing facilities specially equipped to process these materials. These processing facilities will divert a minimum of 75% of the food waste that they accept. Similar to our High-Grade commercial routes, WRS will carefully plan its routes to allow for maximizing food waste diversion.

**Educational Outreach**

WRS has found that the critical steps to successfully increasing commercial diversion while minimizing contamination are: obtaining management buy-in, offering on-site evaluations, supporting employee education and providing targeted, ongoing communication. This ongoing communication will include, at a minimum, annually publishing and distributing the How-To brochure to commercial customers. The following are the five elements of our successful commercial recycling program:

Program Component	Description
<b>Printed Communications</b>	WRS will provide informational fliers to promote commercial recycling and describe commercial recycling options. When feasible, outreach material utilizing paper that is provided and distributed by WRS will be made from a high percentage post-consumer recycled-content paper.
<b>Initial Mailer</b>	WRS will mail to each Huntington Park commercial customer an initial mailing that describes the commercial recycling collection services that will be initiated. The mailing will explain the transition from the existing programs to the new programs, and describe program changes, route changes, dates of program implementation and will promote all available recycling programs.
<b>Dedicated Website and Online Information</b>	WRS will provide recycling program information details in an electronic format that is available on the WRS website and available for placement on the City of Huntington Park website. The WRS website will have a dedicated web page for the Huntington Park community.
<b>Commercial Customer Contact and Evaluations</b>	WRS was built on the personalized, premium service we offer. We will offer site visits to each commercial customer’s premises with the purpose of establishing a recycling program where there is none, or improving their existing program where there is one. WRS will also be available to assist commercial customers in improving their existing recycling programs.
<b>“How To” Brochure</b>	Each year, WRS will prepare and mail brochure with information for City of Huntington Park customers on how to use available services, recycling tips, holiday collection schedules and customer service contact information.

*Table 3: Commercial Recycling Program*

### **Source Separated Recycling**

While WRS is ready to achieve maximum diversion through a mixed waste commercial recycling program, WRS will conduct site visits to local businesses in order to see if source separated recycling may be physically possible. Businesses that have the physical space for the additional recycling bin will be provided with one to be billed at the recycling bin rates set in the rate schedule. WRS estimates that during the first year, the number of businesses that will actually participate in a source separated program will be about 10%. Nonetheless, through onsite audits, informational meetings and educational campaigns on recycling, WRS expects that number to grow. WRS also expects onsite audits will help businesses engage more proactively in their own waste reduction and diversion efforts. The availability of these free onsite audits and information about the commercial recycling programs will be publicized through various educational and outreach materials.

### **Commercial Collections**

WRS will maintain the current schedule for commercial customers but will provide businesses with the flexibility of choosing container size and frequency of pickups. Pickups will occur between the hours of 6 a.m. and 7:00 pm Monday through Friday with the accounts presently receiving services outside of these hours continuing to do so, including any Saturday collections.

g. Exhibit 7: Disposal or Diversion Facilities; Operating Facilities

EXHIBIT E

ii. FACILITIES TO BE USED FOR DISPOSAL AND PROCESSING

**Disposal and Diversion of Refuse and Recyclables**

WRS has access to an extensive network of disposal and diversion facilities that will be used for the transfer, processing and disposal of City of Huntington Park materials. These facilities have the capacity available to process the City of Huntington Park’s volume and the proven ability to achieve strong diversion rates for the City.

WRS shall dispose of all refuse and residual solid waste primarily at the Puente Hills Materials Recovery Facility (MRF) currently permitted in accord with Title 20 of the Los Angeles County Code, and all other Federal, State, and local laws and regulations or at Grand Central Recycling Facility. WRS shall transport most of the City’s solid waste refuse stream and one hundred percent (100%) green waste to the Puente Hills MRF. Most of the City’s commercial mixed waste will be taken to either the Puente Hills MRF or Grand Central Recycling Transfer Station in the City of Industry. The Puente Hills MRF will receive one hundred percent (100%) of the City’s comingled recyclables. Other facilities that may be used to process specialty waste (such as bulky items, food waste, and e-waste) are listed in the table below. Utilizing these facilities and others specified in this work plan and methodology the will ensure that the requirements of the Franchise Agreement are met and the City’s diversion rate with respect to AB 939 and subsequent legislation is achieved. WRS currently has no ownership or operator relationships with any of the facilities noted in the table below. Please note that WRS does not landfill any of its waste. The landfills noted in the table below serve as an acknowledgement on WRS’ part that while all of the waste WRS collects goes to a processing facility of some sort, not all of the waste can be diverted. These processing facilities will typically landfill any residual waste once diversion efforts have been made. The landfills that are noted are the ones that the listed processing facilities use.

WRS proposes to use the following facilities for the processing, transfer, and/or disposal of all material collected under this Agreement within the City of Huntington Park and shall obtain written advance approval from the City Manager prior to using alternative sites:

Type of Facility	Name of Facility	Address	Waste Stream
Transfer Station	Puente Hills MRF	13130 Crossroads Parkway S City of Industry, CA 91746	Residential refuse Commercial mixed waste Commingled recyclables Green waste
	Grand Central	999 Hatcher Avenue City of Industry, CA 91748	Commercial high graded mixed waste Commercial mixed waste
	Downey Area	9770 Washburn Road	Commercial mixed waste

	Recycling And Transfer Facility (DART)	Downey, CA 90241	Commingled recyclables Green waste
<b>Landfill*</b>	Olinda Alpha Landfill	1942 North Valencia Avenue Brea, CA 92823	Refuse from MRF No direct loads from WRS
	El Sobrante Landfill	10910 Dawson Canyon Rd. Corona, CA 92883	Refuse from MRF No direct loads from WRS
	Mid-Valley Landfill	2390 N. Alder Avenue Rialto, CA 92377	Refuse from MRF No direct loads from WRS
	San Timoteo Landfill	31 Refuse Road Redlands, CA 92373	Refuse from MRF No direct loads from WRS
<b>Processing Facility</b>	Grand Central	999 Hatcher Avenue, City of Industry, CA 91748	Commercial mixed waste
	Puente Hills MRF	13130 Crossroads Parkway S City of Industry, CA 91746	Commercial mixed waste Commingled recyclables Green waste
	City Fibers, Inc.	2500 South Santa Fe Avenue Vernon, CA 90058	Commingled recyclables
<b>Transformation</b>	Commerce Refuse-To-Energy Facility	5926 Sheila Street Commerce, CA 90040	Residential refuse Commercial refuse
	SERRF (Southeast Resource Recovery Facility)	120 S. Pier S Avenue Long Beach, CA 90802	Residential refuse Commercial refuse
<b>Bulky Item Processing</b>	Star Scrap Metals	14372 E. Firestone Boulevard La Mirada, CA 90638	White goods and other bulky items
<b>E-Waste Processing</b>	E-Recycling of California	7230 Petterson Lane Paramount, CA 90723-2033	Residential e-waste
<b>Construction &amp; Demolition Processing</b>	Downtown Diversion	2424 East Olympic Blvd., Bldg. 3 Los Angeles, CA 90021	Construction material
<b>Food Waste Processing</b>	Imperial Western Products	Corporate Headquarters 86-600 Ave. 54, Coachells, CA 92236	Food waste

Table 4: Disposal and Processing Facilities

\*WRS does not landfill any of its waste. However, the landfill noted in the table above is so indicated because ultimately any waste taken to a processing facility that cannot be diverted may end up in this landfill.

The table below describes the price per ton that WRS would need to pay in order to dispose of any solid waste at the various facilities. In circumstances where the materials to be processed have value, WRS will actually receive an amount based upon the commodities market. Since this market is so volatile and varies by material, WRS is unable to state prices for those commodities. The table below also identifies the **minimum** diversion that the facility can give based upon the waste stream that WRS would commit to take to the facility. For example, while the minimum diversion for the refuse going to the Puente Hills MRF is only 3%, some refuse loads achieve diversions of 35%.

Name of Facility	Waste Stream	Fee Price/ Ton	Min. % Diversion
Puente Hills MRF	Residential /commercial refuse	\$41.29	3%
	Commingled recyclables & bulky items	\$31.42	100%
	Green waste	\$32.78	100%
Grand Central	Commercial high graded mixed waste	\$48.00	60%
	Commercial mixed waste	\$58.00	50%
Downey Area Recycling and Transfer Facility (DART)	Residential /commercial refuse	\$45.58	3%
	Commingled recyclables	\$37.22	100%
	Green waste	\$36.11	100%
Commerce Refuse to Energy Facility	Residential or commercial refuse	\$52.00	100%
Southeast Resource Recovery Facility (SERRF)	Residential or commercial refuse	\$53.00	100%
Star Scrap Metals	White goods and other metal items	Commodity based redemption value	100%
E-Recycling of California	Residential E-waste	Commodity based redemption value	100%
Construction & Demolition Processing	Construction material	\$45.00	70%
Imperial Western Products	Food waste	\$40.00	75%

Table 5: Rates and Diversion for Listed Disposal and Processing Facilities

### **Descriptions of Main Disposal Facilities**

Grand Central is a fully permitted transfer facility with a maximum daily throughput capacity of five thousand (5,000) tons per day. Grand Central 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 Services (VVS), a reputable waste and recycling company with which WRS partners for processing. WRS disposes of one hundred and fifty to two hundred (150-200) tons of

material every month via VVS, and enjoys a close cooperative and collaborative working relationship with the company.

VVS has guaranteed disposal capacity at the Olinda Alpha Landfill in Orange County. Olinda Alpha is approximately five hundred and sixty-five (565) acres with about four- hundred and twenty (420) acres permitted for refuse disposal. To serve the City of Huntington Park, WRS will additionally contract with VVS to secure guaranteed disposal capacity sufficient to address the City's needs throughout the franchise term, regardless of potential changes in waste stream management that may prove necessary in the coming years. VVS also utilizes El Sobrante Landfill, Mid-Valley Landfill, and San Timoteo Landfill.

### **Processing Facilities**

Grand Central achieves a fifty percent (50%) diversion rate on WRS' solid waste volume that has gone through their facility for the last three (3) years. Through the quality of collection services provided by WRS, including customer education and other recycling programs, as well as the proven results offered by Grand Central, the City of Huntington Park would benefit from a superior level of diversion. Grand Central is the proposed WRS processing facility, and will serve as the dedicated processing facility for the City of Huntington Park for the following waste streams:

- Residential Single-Stream (RSS)
- Commercial Single-Stream (CSS)
- Green Waste (GW)
- Construction and Demolition Debris (C&D)
- Bulky Items
- E-Waste



<b>Materials Recovered from RSS Include:</b>		
Food and Beverage Containers	Frozen food packaging	Food containers
Newsprint	Food boxes (i.e. cereal boxes)	Paper (all types and colors)
Pie pans	Mailing boxes	Catalogs
Books	Show boxes	Folders
Hardbound	Brown, clear and green glass	Magazines
Paperback	Juice boxes (clean)	Plastic
Text books	Mail	Plastic containers #1 - #7
Corrugated boxes	Envelopes	Prescription bottles and lids
Egg containers	Metal	Tin and aluminum cans
<b>Materials Recovered from CSS Include:</b>		
Food and Beverage Containers	Corrugated boxes	Catalogs
Newsprint	Brown, clear and green glass	Folders
Books	Mail	Magazines
Hardbound	Metal	Plastic
Paperback	Food containers	Plastic containers #1 - #7
Text books	Paper (all types and colors)	
<b>Materials Recovered from GW Include:</b>		
Yard waste	Tree trimmings	Plants and landscape waste
Grass clippings		
<b>Materials Recovered from C&amp;D Include:</b>		
Drywall	Wood	Scrap metal
Carpet	Film and tubing plastic	Brick, soil, stucco and other inerts
Concrete	Cardboard	
Asphalt		
<b>Materials Recovered from Bulky Item loads Include:</b>		
Wood	Reusable furniture	Cardboard
Scrap metal	Inerts	
Appliances	E-waste	
<b>Materials Recovered from E-Waste loads Include:</b>		
TVs	Monitors	Laptops
Computers	Printers	

Table 6: Material Recovery Lists

### **Mixed Waste Processing Facility**

The mixed waste processing facility proposed by WRS for the City’s commercial and multi-family solid waste is the Puente Hills MRF (PHMRF). The Sanitation Districts of Los Angeles County (LACSD) have

invested significant amount of capital in PHMRF to increase processing capabilities and diversion for client haulers and cities. WRS will capitalize on this investment on behalf of the City of Huntington Park.

Because of the proximity of the PHMRF to the City and the WRS corporate yard, WRS views the PHMRF as the most effective short term, and potentially long term options available. Upon selection and award of the franchise to WRS, all commercial and multifamily mixed waste loads will be sent to the PHMRF for waste characterization and processing. Waste characterizations will be conducted by the LACSD and WRS for reports submitted to the City.

<b>Materials Recovered from Mixed Waste Processing Include:</b>		
<p><b>Paper</b></p> <ul style="list-style-type: none"> <li>Catalogs</li> <li>Cardboard</li> <li>Dry goods packaging</li> <li>Envelopes</li> <li>File folders</li> <li>Gift wrap (non-metallic)</li> <li>Junk mail, magazines</li> <li>Newspaper</li> <li>Office paper</li> <li>Paperback books</li> <li>Phone books</li> </ul>	<p><b>Plastics</b></p> <ul style="list-style-type: none"> <li>Plastics #1 to #7</li> <li>Food trays and tubs</li> <li>Hard plastics (toys, etc.)</li> <li>Lotion and shampoo bottles</li> <li>Meat trays</li> <li>Polystyrene foam</li> </ul> <p><b>Glass</b></p> <ul style="list-style-type: none"> <li>Bottles - all colors</li> <li>Jars - all colors</li> </ul>	<p><b>E-Waste</b></p> <ul style="list-style-type: none"> <li>Monitors</li> <li>Computers TVs</li> <li>Misc. electronics</li> </ul> <p><b>Metals</b></p> <ul style="list-style-type: none"> <li>Aluminum drink cans</li> <li>Aluminum baking tins</li> <li>Steel or tin food cans, lids</li> <li>Appliances</li> </ul>

Table 7: Mixed Waste Processing Material Recovery List

**Transformation**

WRS will transport waste that is too contaminated be accepted at a MRF to a transformation facility for incineration and conversion to energy. The Commerce Refuse-To-Energy Facility (RTEF) is located in the City of Commerce on Sheila Street, near the Santa Ana Freeway. WRS has been delivering material to the RTEF for four (4) years, and is pleased that the City recognizes the benefits provided by this sort of facility in Section 6.3 of the draft franchise agreement. The RTEF accepts only non-hazardous, burnable municipal solid waste. The acceptance of liquid or hazardous waste is not allowed. The facility also provides certified destruction service and a discount for certain types of high energy refuse. The refuse burnt at the RTEF produces electricity when burned and provides a diversion rate of one hundred percent (100%) on each load processed. WRS is currently routing between thirty and forty percent (30-40%) of its gross tonnage every month to the RTEF.

Occasionally, the RTEF is unavailable to accept tonnage, and WRS has a positive relationship with Southeast Resource Recovery Facility (SERRF) located in the City of Long Beach at 120 Pier S Avenue. Processing of acceptable tonnage at SERRF is equivalent in terms of diversion rate to that provided at RTEF. WRS processes approximately fifty to one hundred (50-100) tons of refuse at SERRF every month. Huntington Park can rest assured that since the SERFF has a greater capacity to process additional tonnage than the RTEF, Huntington Park will always have a good “fallback” for incineration of waste.



### **Bulky Item Processing**

Bulky items will be collected by a trained WRS driver using a stake bed truck or scout equipped with proper hydraulics and a hauling capacity that can elevate an object weighing five hundred (500) pounds from the ground for removal and transportation. Bulky items collected by WRS in Huntington Park will be delivered to our yard in Maywood where they are sorted by size, material type, value, and associated physical or chemical hazards. Metals, white goods and non-ferrous metals sorted from such bulky items will be recycled at Star Scrap Metals in La Mirada.

### **E-Waste Processing**

E-waste shall be periodically collected concurrent with bulky items, and then transported to e-recycling of Paramount for identification and sorting. WRS currently contracts with e-recycling for all e-waste processing and recycling. Each month, WRS receives a certificate of recycling for e-waste that includes types, number, weight and origin of items. Limited quantities of e-waste will also be collected through our local drop-off program. All e-waste reports will be forwarded to the City. The referenced e-waste facility and location is E-Recycling of California located in Paramount.

### **Impact on City's Overall Diversion Rate**

The impact on the City's overall diversion will increase dramatically for all waste streams through the use of the Grand Central, the PHMRF, the RTEF and the SERRF. In fact, it is estimated that with fifty percent (50%) of the refuse destined for disposal and processing at the aforementioned facilities, the City's new diversion rate under WRS will likely reach sixty percent (60%) or more, putting the City on a path toward the future goal of seventy five percent (75%) diversion and compliance with SB 32 and AB 341.

## **ii. OPERATING FACILITIES**

WRS will operate mainly from its headquarters located at 638 Giano Avenue in La Puente, CA. This location has a 4500 square foot office building on a one-acre lot. This will serve as the main area for servicing and maintaining vehicles, for staging and training personnel, and for administering the franchise. This is also the location where container repairs are made and they will continue to be made for servicing the City of Huntington Park.

WRS will also activate its satellite yard conveniently located at 3650 Fruitland Avenue in the City of Maywood. This yard has a 1300 square foot office on a lot that is just under 10,000 square feet. This location will be used as the location to store bins and carts for the exchange. It will serve as the local drop off location for special waste. Vehicles used exclusively for Huntington Park will also be parked here and onsite personnel will perform daily checks and maintenance on these vehicles.

WRS will open a local office within the City limits that will serve as the primary customer service and public relations location for the City of Huntington Park. This location will be determined upon WRS being granted the franchise.



## h. Exhibit 8: Confirming Use of Disposal or Diversion Facilities

In 2013, an average of 3784 tons of solid waste was collected from the City of Huntington Park. WRS intends to use the Puente Hills Materials Recovery Facility (PHMRF) as the primary diversion facility. Attached is a commitment letter from PHMRF stating that they will have the capacity and will accept up to 4000 tons of solid waste from WRS for municipal waste originating from the City of Huntington Park. Indeed, WRS already takes most of its solid waste there and has a contract with the facility for supplying tonnage. The 4000-ton/month commitment is in addition to the commitment in the current contract that is being met. Thus, PHMRF alone has more than sufficient capacity to meet the waste disposal needs for the City of Huntington Park. This contract is attached to the commitment letter that is part of this exhibit.

Furthermore, we have enclosed an additional commitment letter from Grand Central Recycling & Transfer Station (GCRT). GCRT will accept up to 20 tons of solid waste from commingled commercial recyclables a week (about 90 tons per month). This contract is also attached to this Exhibit and will be fully executed once the contract is with the City awarded.



**Attachment 1: County Sanitation District Capacity Letter**



**COUNTY SANITATION DISTRICTS  
OF LOS ANGELES COUNTY**

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

**GRACE ROBINSON HYDE**  
*Chief Engineer and General Manager*

May 2, 2014

Mr. Mark Klistoff  
Waste and Recycling Services, Inc.  
13714 Chestnut St.  
Whittier, CA 90605

Dear Mr. Klistoff:

**Available Capacity at Facilities Operated by the Sanitation Districts**

Waste and Recycling Services, Inc. (WRSI) and the Sanitation Districts are party to a Waste Disposal and Processing Agreement (WDPA). The WDPA reserves capacity at the Sanitation Districts' Puente Hills Materials Recovery Facility, the Downey Area Recycling and Transfer Facility, and the South Gate Transfer Facility for waste and recyclables from WRSI. The WDPA provides WRSI with the ability to reserve in excess of 4,000 tons per month of additional capacity for waste and recyclables at these facilities.

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

Very truly yours,

Grace Robinson Hyde

Robert Asgarian  
Division Engineer  
Solid Waste Management Department

RGA:lmg

DOC#2964147

Recycled Paper



**Attachment 2: County Sanitation District Contract**

CSD C# 4816

**WASTE DISPOSAL AND PROCESSING AGREEMENT**

This Waste Disposal and Processing Agreement (“**Agreement**”) is dated October 23, 2013 and is between WASTE & RECYCLING SERVICES, INC., a California corporation (“**COMPANY**”), and COUNTY SANITATION DISTRICT NO. 2 OF LOS ANGELES COUNTY, a county sanitation district organized and existing under the provisions of the County Sanitation District Act, Health and Safety Code Section 4700 *et seq.* (the “**District**”). The District and COMPANY are referred to in this Agreement individually as a “**Party**” and collectively as “the **Parties**.” The terms and conditions of this Agreement are effective on November 1, 2013 (the “**Effective Date**”).

The District owns and operates a solid waste recycling and transfer system in the County of Los Angeles, California, that includes the Puente Hills Materials Recovery Facility (“**PHMRF**”), the Downey Area Recycling and Transfer Facility (“**DART**”), and the South Gate Transfer Station (“**SGTS**”). The PHMRF, the SGTS and DART are referred to collectively in this Agreement as the “**District’s Facilities**.”

The District has adopted an ordinance known as the *Ordinance Prescribing Fee and Charge Rates for Solid Waste Management Activities at the Puente Hills Landfill, the Puente Hills Materials Recovery Facility (MRF), the South Gate Transfer Station, and the Downey Area Recycling and Transfer (DART) Facility* (“**Ordinance**”). The Ordinance provides for the District to enter into agreements with customers to accept specific quantities of solid waste at the District’s Facilities on agreed terms and conditions, which may include commitments for delivery of minimum quantities of solid waste. The Ordinance also provides for the District to supply other solid waste management services at the District’s Facilities pursuant to agreements with customers, including the processing of residential curbside recyclables and dry commercial waste, and to establish fees, rates, and charges applicable to those services.

COMPANY is willing to commit to deliver minimum quantities of solid waste to the District’s Facilities at agreed rates, and to agree upon established rates for other solid waste management services.

The Parties therefore agree as follows:

1. Minimum Tonnage Commitment

1.1 Each calendar month for the duration of this Agreement, COMPANY shall deliver to the District’s Facilities at least the number of tons of Acceptable Waste (defined in Section 1.2) that is equal to the Monthly Tonnage Commitment (defined in Section 1.3).

1.2 “**Acceptable Waste**” means waste that meets the following type and source of waste requirements:

a. Types of Waste: the types of waste that the District accepts at the District’s Facilities, including municipal solid waste, Greenwaste (defined Section 1.5), source-separated recyclables, and loads of municipal solid waste that have been routed to increase the content of recyclables, and only as identified in Tables 1 and 2. The District may change the types of wastes it accepts at the District’s Facilities at any time and from time to time, but the District will

4850-4679-9125.1 Doc # 2739075



**Attachment 3: Grand Central Capacity Contract**



**Grand Central Recycling & Transfer Station, Inc.**

*Solid Waste Recycling and Transfer*

999 South Hatcher Avenue • City of Industry, California 91748 • (626) 855-5538 • Fax (626) 855-5507 • www.gcrts.com

Recovering the Earth's Resources

**Commercial Commingled Recycling Agreement**

This Agreement is entered into this day of June 1, 2014 between Waste and Recycling Services Inc. (WRS) 13714 Chestnut Street Whittier CA. 90605 and Grand Central Recycling (GCR) 999 Hatcher Street Industry CA 91748.

**Whereas**, GCR is a fully permitted Material Recovery Facility (MRF) Currently Processing Municipal Solid Waste for Cities throughout Los Angeles County and,

**Whereas**, GCR provides Commercial Waste Processing services for Waste Collection Companies seeking to maintain Compliance with AB 939 and the Mandatory Commercial Recycling Portion of AB 32 and,

**Whereas**, WRS requires the Processing Services of GCR for a Commercial Commingled Recycling Route in the City of Huntington Park California 90255,

**NOW THEREFORE GCR AND WRS DO HEREBY COVENANT AND AGREE AS FOLLOWS.**

WRS shall deliver Between 1 – 20 tons of Commercial Commingled Recyclables to GCR for Processing Monday thru Friday.

**Reporting** – Waste Characterization Surveys Shall be performed quarterly to determine Diversion Rates for AB 939 Support Documentation

**Term** – The Term of this Agreement Shall be for (8) Eight Years.

**Cost for Processing**

Minimum Recovery Rate 60% - \$48.00 Ton

Minimum Recovery Rate 50% - \$58.00 Ton

**Rate Adjustment Multiplier**

Operations Cost Component

The multiplier for the Operations Component shall be the Percentage Change in the January Consumer Price Index for All Urban Consumers, Los Angeles-Riverside-Orange County Area.

Disposal Cost Component

The multiplier for the Disposal Component shall be the Percentage Change to the Average Percentage Change in the per ton charge for depositing Municipal Solid Waste at each of the following Disposal Facilities.

1. Brea Olinda Alpha Landfill - 1942 North Valencia Avenue, Brea, CA 92823
2. El Sobrante Landfill - 10910 Dawson Canyon Road, Corona, CA 92883
3. Mid-Valley Landfill - 2390 N. Alder Avenue, Rialto
4. San Timoteo Landfill - 31 Refuse Road, Redlands

**Grand Central Recycling**

Signed By: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name and Title \_\_\_\_\_

**Waste and Recycling Services**

Signed By: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name and Title \_\_\_\_\_

♻️ Printed on Recycled Paper



## i. Exhibit 9: Implementation Plan

### i. Timeline

The WRS services proposed herein shall include the furnishing of all labor, supervision, materials, and equipment necessary for the automated collection, transportation, and disposal of refuse, the separate automated collection and management of recyclable materials and green waste from all single-family residences, and the processing of all solid waste from multi-family residences, businesses, commercial establishments, and industrial establishments within the City of Huntington Park.

WRS recognizes the importance of a smooth, effective transition from the existing hauler to the new service provider. The plan also incorporates the transition into usage of all CNG vehicles to collect solid waste. If awarded the franchise on August 18, 2014, WRS will complete the City's Transition Plan requirements for commercial waste collection within 90 days but not later than December 1, 2014, and residential waste collection by January 1, 2015. WRS will utilize its internal resources, equipment and key personnel in cooperation with the existing waste hauler, as much as possible, to effect a transition that minimizes potential burdens and disruptions on the City and all future WRS customers. WRS has also obtained written assurance from our equipment manufacturers for the timely provision of the necessary containers and trucks for this contract. Since the start dates for the commercial and residential sectors will likely not be simultaneous, WRS has developed the implementation plans for each.

However, as a visual organizer, WRS has developed a timeline chart organized by month and week. WRS expects to adhere to the timeline below assuming the contract is fully executed within the first or second week after the contract is awarded. While some activities (such as reviewing routes and auditing the service levels for the commercial sector) are done so on a continuing basis, the timeline indicates the timeframe when these activities are initiated. Detailed description of the activities noted in the timeline are described in the sections and paragraphs that follow.



## IMPLEMENTATION TIMELINE

WEEK: ONE	WEEK: TWO	WEEK: THREE	WEEK: FOUR	WEEK: FIVE
<b>AUG. 2014</b>				
		Awards Contract	Transition Meeting	
		Order Vehicles	Review Commercial Rules	
		Order Containers		
<b>SEPT. 2014</b>				
Web Page Development	Post Job Openings	Receive Ecobins		
Develop intro letter and brochures	Develop intro letter and brochures	Develop intro letter and brochures		
	Route Audits	Route Audits	Route Audits	Route Audits
<b>OCT. 2014</b>				
Mail out letters and brochures to businesses	Receive bins & roll-offs			Mail out letters and brochures to residents
Route Audits				
Plan and execute initial community & business outreach	Plan and execute initial community & business outreach	Plan and execute initial community & business outreach	Plan and execute initial community & business outreach	Plan and execute initial community & business outreach
<b>NOV. 2014</b>				
Receive residential carts		Receive CNG vehicles	Continue to execute outreach	
Route Audits				
Hire and train new employees				
<b>DEC. 2014</b>				
Initiate commercial collection	Continue to execute outreach	Door-to-door outreach	Door-to-door outreach	Door-to-door outreach
Route Audits				
Hire and train new employees				
Conduct business audits				
<b>JAN. 2015</b>				
Initiate Residential Collection				
Conduct business audits				
Review residential routes				
Residential cart exchange				

Figure 5: Implementation Plan Timeline

## ii. Commercial and Multi-family Service Transition Plan

WRS has experience with effecting smooth transitions for our customers. Since WRS will maintain the current schedule and collection times for commercial and multi-family accounts, potential glitches with these customers will likely be minimal or logistic in nature. During the transition plan period, WRS will cooperate with the existing franchised hauler currently servicing the City of Huntington Park to ensure refuse and recycling services are continued without interruption. WRS will need a list from the City or current hauler of all current commercial and multi-family customers, along with their current pick up schedule.

**Containers:** Upon full execution of the franchise agreement, WRS will order equipment and containers the next business day. Should the City select Ecobins, WRS is able to have them delivered within thirty (30) days from order. Traditional metal bins can be delivered within forty-five (45) days from order placement. For ongoing maintenance, WRS is equipped to handle all repairs of metal bins at our yard. This saves our customers time and money, and is environmentally friendly as we repair bins to like-new condition whenever possible instead of discarding bins that still have a useful life. WRS will immediately begin coordinating bin exchanges with the current franchise hauler at all commercial and multi-family customer locations. All bins retrieved by WRS during the exchange process will be delivered to and stored at the Maywood yard or, if the City chooses, in a different specified area. These bins are to be retrieved by bin owners within two (2) weeks of notification, in writing, by WRS. WRS will conduct its own field and bin audit to determine vacancies, additional commercial customers, improper addresses, inaccurate numbers and service levels and other anomalies.

**Vehicles:** WRS will require five (5) CNG front loaders to service the commercial sector. WRS will also keep an additional front loader on standby as a backup vehicle. WRS already has one new CNG front loader in stock. This vehicle is a 2013 Mack Front Loader CNG vehicle to be used to collect commercial and multi-family bins. WRS will order the remaining five (5) CNG front loaders from TEC of California. They are located in La Mirada, CA and TEC has in stock the five necessary front loaders chassis. These will be delivered within one business day after the paperwork for order is completed for body install. The final, finished trucks would be available within 90 days. If awarded the contract on August 18, 2014, all new CNG vehicles will arrive no later than November 17, 2014. **WRS has obtained this commitment in writing and this letter is attached to this proposal as Attachment 8.** In addition to the collection vehicles, WRS will operate one 2013 flatbed truck. WRS will also have three backup support vehicles available which were manufactured in 2009 through 2014 for emergency purposes. WRS will immediately order the necessary vehicles once the franchise agreement is executed. To prevent delays, WRS is able to purchase vehicles in stock.



Figure 6: Sample CNG Vehicle

### iii. Residential Transition Plan

**Carts:** WRS is fully able to procure the carts and bins required to implement the City of Huntington Park transition. Upon full execution of the franchise agreement, WRS will order equipment and containers the next business day. Residential carts can be delivered within seventy-five to ninety (75-90) days from time of order. WRS will work closely with the existing hauler to ensure a seamless timeline for cart swap out at the commencement of the new contract. WRS will immediately begin coordinating bin exchanges with the current franchise hauler at all commercial and multi-family customer locations. All carts retrieved by WRS during the exchange process will be delivered to and stored at the Maywood yard, or if the City chooses, in a different specified area. These carts are to be retrieved by bin owners within two (2) weeks of notification, in writing, by WRS.

**Vehicles:** WRS will require four (4) CNG side loaders to service the residential sector. WRS will also keep an additional side loader on standby as a backup vehicle. WRS will order the necessary vehicles and will have the finished product within 90 days. These vehicles are not carried in stock and thus must be special ordered. WRS will order these vehicles from any for the following three suppliers:

Mack trucks would be ordered from TEC of California located at 14800 Firestone Blvd., La Mirada, CA.

Peterbilt trucks would be ordered from Rush Peterbilt Truck Center located at 8830 E. Slauson Avenue, Pico Rivera, CA.

Freightliner trucks would be ordered from Inland Kenworth located at 1600 W. Washington Blvd., in Montebello, CA.

### iv. Public Education Steps and Outreach

When managing a transition, WRS introduces new collection and recycling programs in a methodical and professional manner, and is sensitive to customer concerns. WRS drivers, route supervisors and management personnel alike are all part of the WRS transition team. While each transition presents its own challenges, through the course of years WRS has learned much about how to best handle the first contact between customers and their new hauler. To this end, public education is key.



Consistent with its **Helping Hand** program and other aspects of this proposal such as transition services, WRS shall develop, disseminate, and conduct public education and outreach regarding the City's services for all City accounts. Public education and outreach documents will include but not be limited to the following:

#### **Written Notices and Outreach Materials**

Upon being awarded the franchise, WRS will immediately draft clear, bilingual introductory letters for residents and businesses to provide them with information pertaining to the transition process, including the bin/cart exchange process, and provide all pertinent information such as the WRS toll-free customer service hotline that will be exclusively for Huntington Park customers. These letters will be delivered via first class mail AND personal, hand delivery to BOTH residential and commercial customers. Information will also be provided upon delivery of the new refuse, recycling and green waste carts to



ensure that every resident is in possession of the collection schedule and has WRS' contact information in case of any questions. Additionally, public education will be conducted through media sources such as the local newspapers such as The Wave, La Voz, and Hoy to name a few as well as the City Newsletter. WRS will also attend community events in order to be able to distribute information pertaining to the transition and the new collection services. The distributed information will also be available via the WRS website and social media. WRS will fully cooperate in working with the City to establish a web link between the City website and the WRS website. Commercial customers will also receive site visits to determine each customer's needs and create an ideal service plan that will address both their solid waste service needs and maximizing recycling.

Within fifteen (15) business days of being awarded this franchise, WRS shall, in coordination with the City, develop or revise existing additional promotional and educational materials regarding the City's solid waste and recycling services for all City customers. Upon approval of the new bilingual promotional and educational materials by the City, and no later than a month prior to the commencement of services under the contract, WRS shall disseminate the promotional and educational materials to all residences, multi-family residents, businesses, commercial establishments, and industrial establishments in Huntington Park.

Thereafter, on a quarterly basis, WRS shall develop or re-design existing educational materials in coordination with the City, and distribute WRS newsletters regarding the City's services to all Huntington Park customers. All outreach materials/newsletters shall be printed in color, approved by the City prior to reproduction, and shall include but not be limited to all or a combination of the following information:

- Name and logo of the City of Huntington Park (City Option)
- WRS name and telephone number
- WRS regular and special collection services
- Collection schedule; day of collection for each area
- Holiday collection schedule
- Free and unlimited bulky items collection service
- Schedule of costs for extra carts
- Public Works Department contact name and telephone number
- Printed in both English and Spanish
- Other pertinent service information as required by the City

On an as-needed basis and/or upon request by the City throughout the duration of this contract, WRS shall attend or conduct community meetings among Huntington Park solid waste and recycling customers and other parties interested in the company's services to the City. Meetings may be with individuals, property owners, businesses, multi-family complexes, property managers, community organizations, homeowners' associations, neighborhood groups, and others at the discretion of the City. WRS shall notify all customers within the City of the time and place of each informational, outreach or other meeting called by WRS regarding services in Huntington Park by written notice.



#### v. Level of City Staff Participation:

Beyond providing any missing information (if any at all), City staff participation would consist of approving any information that would go out prior to it being disseminated as noted in the Draft Agreement. WRS will work closely with the City of Huntington Park, its Consultant and Attorney, and the current franchise hauler to ensure that (i) all educational and outreach materials are timely, and (ii) all commercial refuse bins are exchanged properly with continuous service, while smoothly transitioning residential customers to the new collection schedule and providing a smooth exchange of carts.

#### vi. Required Personnel:

WRS estimates that thirteen to fourteen additional personnel will be needed to perform the necessary tasks at the superb customer service levels that WRS is proud of. Five or six of the required personnel (such as supervisors and managers) will be transferred to service Huntington Park. Nonetheless, WRS will offer a local hiring preference to qualified Huntington Park residents. These job openings will be promoted in the initial public outreach materials in order to allow plenty of time for hiring and training. The initial job announcements will be advertised within two weeks after the contract is executed. Hiring and training of new employees will take place between one and two months prior to actually commencing service. All employees will undergo a background check and drug and alcohol screening. Furthermore, all employees (including drivers) will receive customer service training, CAL-OSHA training, and any other training that may be pertinent to their specific position.

**WRS will offer a local hiring preference to qualified Huntington Park residents. minimize noise and disruption during scheduled pickups.**

#### vii. Customer Service and Procedures:

##### **Customer Service**

WRS prides itself in providing excellent service to our customers. As a testament to this excellent service, WRS has included letters of recommendation from some of its current customers. For example, one WRS customer is El Tapatio Markets. Although El Tapatio self-hauls at many of its franchised locations (including Huntington Park), the Flores brothers have been so impressed with the service of WRS that we service their Los Angeles location and provide emergency compactor and baler services on an as needed basis. A glowing letter of recommendation from David Flores is attached to this exhibit as Attachment 5.

Our proactive approach and rapid response protocol have made WRS a company that keeps its customers once they have experienced the WRS difference - premium service without the high price one would expect. Indeed, we continue to retain our very first customer since the company was started in 1997. Reference letters regarding WRS' outstanding service are plentiful and we are proud to include a few of these letters with this proposal. Customer service is an element of every single position at WRS,



and all WRS employees are trained and educated as to how best to relate to the customers without whom the company would have no business. All of WRS' employees and team members speak at least two languages with 82% of them are bicultural and bilingual in English and Spanish. Golden Pacific Realty, Inc. manages large shopping centers in Southern California. WRS currently services their shopping center located in the unincorporated portion of Rowland Heights. WRS has been their solid waste collection provider of choice for the last five years. Their strongly supportive letter of recommendation is also attached to this exhibit as Attachment 6.

### **Accessibility**

WRS is the solid waste provider that is always personally available to its customers. Like most companies, WRS will offer contact information *via* telephone and internet to receive and respond to customer inquiries. WRS already responds to customer inquiries via both methods. Our calls are answered within three rings, even after hours.

To assist our customers in quickly reaching us, we will make available an easy to remember toll free specifically for the City of Huntington Park. This number, (855) 977-9767 is easily remembered as 1(855) WRS-WRKS (WRS works, without the "o"). Our customer friendly website, which allows online bill pay, is also easy to remember: [www.4wrs.com](http://www.4wrs.com). These two features are important since telephone and internet are the principal means of contact from customers to companies. *Unlike* most companies, these points of contact are only the beginning for WRS. The top two (2) varieties of calls residential waste haulers receive arise from a customer forgetting to (i) put his/her containers out, or (ii) notify the company that (s)he needs a bulky item pick-up. WRS is also aware that City of Huntington Park City Staff, in their commitment to the City's residents, must often engage in bulky item pick up. The WRS solution to both of these issues lies in our resources and commitment.

Currently, every employee has direct radio access to obtain immediate resolutions to any problems, questions, or issues that may arise during the course of the day. WRS will offer superior response times through its immediate radio call-in system and its geographical proximity. WRS will further offer the City of Huntington Park's Code Enforcement officers a radio with direct connect to WRS in order to assist the City in removing any abandoned items that code enforcement sees while on the field or provide any other immediate assistance. This will allow WRS to respond immediately while conserving both the City's resources and the Code Enforcement Officer's backs.

### **Minimizing Transition Issues**

WRS is committed to diffusing any confrontations inherent to the transition process as amicably as possible, and prepared to overcome the following potential transition-related service shortfalls:

- Interference from the City's current hauler/recycler
- Incomplete and/or inaccurate records of residential premise locations and/or service requirements
- Confusion in residents as to cart exchange and hauler transition
- Collection and disposal of old unwanted carts and other containers
- Missed place outs due to lack of familiarity with services

A few of the procedures used by WRS to address these difficulties, when they arise, include but are not



limited to:

- Pre-transition documentation and photography in locations deemed to be likely problem spots based upon past experiences with other transitions
- Bilingual publication of all transition-related materials
- Training and initiation of field crews to be able to assess container exchanges, initiate public education and awareness and provide reliable information to residents associated with single-family refuse collection
- Utilizing a reliable container exchange program for the collection, storage, recycling and re-distribution of containers, carts and dumpsters
- Implementation of an on-going route audit to determine accurately the number of automated carts and dumpsters used by WRS to determine service levels and commitment of resources
- Excelling in customer service including answering calls in three rings or less
- Resolving complaints within 24 hours. This is achieved by having qualified staff and a direct connection to the decision makers. With WRS, customers never have to deal with red tape.

A key component of the transition process will be WRS' local presence in the City of Huntington Park. WRS will secure a local office in the City and WRS team members will be available to answer resident and business owner questions and immediately handle any transition issues. WRS staff, including the Operations Manager and the Business Development Director will be in the City throughout the transition to respond to any needs of the City, the residents and the businesses and to ensure that all aspects of the transition are completed appropriately and on-time.

Another element of the transition plan that will minimize complaints is maintaining the City's current residential collection schedule. The proposed collection schedule for City of Huntington Park residents will mimic the street sweeping schedule. This will minimize disruption and inconvenience to residents on trash day. WRS will offer residential collection services Monday to Friday from 7:00 am to 6:00 pm maintaining the current route to minimize disruption to residents. Using this five-day per week service schedule, WRS will be able to provide City of Huntington Park residents the maximum levels of service and the highest value. This allows WRS to offer competitive and stable pricing, and ensure prompt response to residents for bulky item or other service requests. Commercial service levels will be maintained until a waste stream audit is performed for that business. Any changes would be in collaboration with each individual business in order to provide them with the most beneficial service level while maximizing diversion.

### **Addressing Complaints**

As our numerous references have noted, WRS prides itself on our superior customer service. Few complaints arise but when they do, our management team immediately resolves them. Complaints are such a rarity that until now, WRS has not needed to have a log sheet or a complaint form to keep track of complaints. Our policy is to strive for zero complaints, and should one arise, to ensure that it will not occur again. Nonetheless, WRS understands the dynamics of serving thousands of residents and businesses and those transitions always come with complaints. Thus, WRS has developed a complaint



form for logging in any issues that may arise. The complaint form will provide accountability to the customer service representative and accountability to the manager or executive team member that is directly responsible for satisfactorily resolving these complaints.

**After Hours Customer Service**

Customer service is our priority. WRS is committed to assisting its customers 24 hours, seven (7) days a week. Any after hour calls is answered within three rings by one of our customer service representatives who notify a member of the management/executive team. Customers who call after-hours receive a call back within an impressive 20 minutes or less. We are proud of our responsive customer service, its what has allowed us to grow and retain our loyal customers over the years. The city of Huntington Park can be confident that every customer will be promptly assisted no matter what time of the day or night they call. Furthermore, every elected official and management staff will have direct 24 hour access to the President and CEO, Mark Klistoff, as well as to his business development director, Elba Romo.

WRS Complaint Form		
INCIDENT LOCATION:		DATE/TIME:
Complainant Name:		
Address:		
Phone No:	Email:	
NATURE OF COMPLAINT		
<i>Description of Complaint:</i>		
Management Notified:		
	Date:	Time:
Memo:		
RESPONSE TO COMPLAINT		
Service Rendered:		
Need for Further Review/Follow up:		Date of Scheduled Review:
Memo:		
COMPLETED BY WRS STAFF		
Remarks:		
Employee Name:	Department:	Date:

Waste and Recycling Services, Inc.  
638 Giano Avenue  
La Puente, CA 91744  
(562) 945-2688

Figure 7: WRS Complaint Form

**Attachment 5: El Tapatio Markets Reference**

May 8, 2014

To Whom It May Concern:

# EL TAPATIO MARKETS

Re: Services of Waste & Recycling Services, Inc.

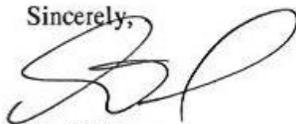
El Tapatio Markets, Inc., is a family owned business that begun in the early nineties by the Flores brothers. We started with one location in the City of Los Angeles and have since expanded to five (5) markets in the counties of Los Angeles and Riverside. Over the last four (4) years, Mark Klistoff and his company, Waste & Recycling Services, Inc. (WRS), have provided solid waste collection services at our original location in the City of Los Angeles. Additionally, he assists us with ancillary repair services for other locations.

Several of our stores, including our store located in the City of Huntington Park, are located in cities with an exclusive franchise agreement for solid waste services. This means that unless we self-haul, we are locked into working with the exclusive franchise holder. The supermarket business depends heavily on having reliable solid waste collection services. A failure on the part of the hauler can lead to health & safety code violations that could shut down the business. When other haulers lacked in reliability or service, we began to self-haul at a few of our locations. However, in the City of Los Angeles, where Mark Klistoff holds a franchise permit, he has been most reliable and dependable since we began working with him. His company has constantly proven to be the company we can depend upon 24 hours a day, 7 days a week, to help us get out of a jam when there is an equipment failure such as a compactor breaking down. Furthermore, he has provided sound advice pertaining to solid waste collection which has saved us thousands of dollars.

The services that Waste & Recycling Services provides are indispensable. I respect Mr. Klistoff for his knowledge and his integrity, and I can attest to his business practices of honesty and fair dealing, and his excellent customer service.

I hope that as the City goes through the process of selecting a new hauler, that you will consider this strong recommendation. I believe Waste & Recycling Services will stand by their bids and by their work as they have done for us. I believe that the City's businesses and their residents will highly benefit from having WRS provide the trash collection services. Selecting WRS as the exclusive franchise holder to provide solid waste collection services for the City would be a decision you will be happy you made for years to come. We certainly are! Should you have any questions, please contact me. Thank you.

Sincerely,



David Flores  
(562) 293-4242

EL TAPATIO MARKETS, INC.  
13635 FREEWAY DRIVE ▲ SANTA FE SPRINGS, CA 90670 ▲ PHONE: (562) 293-4200  
BUYING FAX: (562) 293-4201 ▲ ACCOUNTING FAX: (562) 293-4282

**Attachment 6: Golden Pacific Realty Reference**



20955 Pathfinder Road, Suite 210  
Diamond Bar, CA 91765  
Tel: (909) 869-6299  
Fax (909) 869-8039

May 7, 2014

To Whom It May Concern:

Re: Services of Waste & Recycling Services, Inc.

I am most pleased to highly recommend Mr. Mark Klistoff and his company, Waste & Recycling Services, Inc.

I manage several shopping centers in different cities. One such center is located in unincorporated Los Angeles County in Rowland Heights. This large center is anchored by Ranch 99 and hosts multiple restaurants and retail shops. This center has been well serviced by Waste & Recycling Services, Inc. for the last five years or so.

I would like to have Mr. Klistoff service all of my shopping centers, but franchise restrictions forbid that from happening. The customer service and care that Mr. Klistoff provides is unparalleled. My phone calls are always answered timely and I always get a return call. Whenever issues may arise such as extraordinary needs, I know I can count on Mr. Klistoff to promptly service those requests. Furthermore, I can count on Mr. Klistoff after hours, including week-ends. He truly believes in providing excellent service to his customers.

I believe a city that selects Waste & Recycling Services as its exclusive hauler will immediately see the benefits of the premium service and attention that Mr. Klistoff's company provides.

I recommend Waste & Recycling Services, Inc., for their excellent and unfaltering customer service, their flexibility, their understanding of our service needs, and their ethical and fair business practices. You may contact me at the above number. I would be happy to respond to any questions.

Sincerely yours,

*David Wong*

David Wong, Property Manager  
Golden Pacific Realty, Inc.  
Property Manager for 99 Shopping Center



## j. Exhibit 10: Transition Experience

WRS has been in business for fifteen years. WRS has the relevant and proven experience necessary to the service transition in Huntington Park. Our customer- friendly, effective transition plan has been successfully utilized in the past with great success. During this time, WRS has engaged in transitioning many commercial and multi-family accounts in the cities of Pasadena, Burbank, Glendale, Vernon, certain areas of the City of Los Angeles and some unincorporated Los Angeles County areas. Prior to launching his own company, Mark Klistoff worked for Solid Waste, which became the exclusive franchise holder for the City of La Canada Flintridge. He was directly responsible for the transition of Solid Waste into City's residential and commercial sectors. Finally, in spite of owning his own company, Mark Klistoff assisted his family with operations during the transition of Klistoff & Sons who had obtained the exclusive residential and commercial franchise, into the City of South Gate about ten years ago.

In 1996, the City of Pasadena selected WRS as a non-exclusive residential hauler. At this time, the City of Pasadena, which required transitioning the City's residential collection schedule from one (1) day per week citywide to a five (5) day collection schedule. WRS continues to proudly service the City to this day. Prior to WRS becoming a Pasadena hauler, collections for many residents occurred only once per week. WRS ran a proactive outreach campaign to residents, following up with personal phone calls. This achieved immediate buy-in for the WRS program from the City's residents. For the first time, a solid waste hauler reached out to the customers with the goal of enhancing their experience, rather than to just bill them.

Mark Klistoff also brings forth experience transitioning and servicing residential customers. As a partner with Solid Waste, Mark Klistoff led the company in tremendous growth within a one-year period. Solid Waste was operating as a nonexclusive hauler in the City of La Canada Flintridge and held less than ten percent of the market share. Following an aggressive grass roots outreach effort, more than 50% of the City's residents signed up with Solid Waste. As recently as this year, at least two residents from La Canada Flintridge have approached Mark Klistoff, remembering the services he provided and lamenting the fact that he does not service their city any longer.

The positive reaction from the personal contact greatly assisted with the transition execution in both cities. WRS has preserved key elements of this initial transition as well as elements from successful transition plans subsequently implemented in other municipalities such as the transitions in the cities of Pasadena, Burbank and Glendale, to create a customized plan that would be a ensure a smooth transition for the City of Huntington Park and its residents.



## k. Exhibit 11: Evidence of Ability to Perform

WRS incorporated in 2001, but has been in the business of municipal and private collection since 1997. During these past fifteen (15) years, **WRS has established a proven reputation for service, value and integrity in the solid waste and recycling industry.** The company offers all of the components necessary to effectively service an array of private and municipal clients. From collection and disposal to recycling and integrated waste management, WRS has the resources, staff, management and infrastructure to meet and exceed the requirements of the City of Huntington Park outlined in the RFP. As part of the evidence to demonstrate WRS' ability to perform, we have included:

- A commitment letter from Rehrig Pacific Company who will be providing containers  
This two page letter is included as Attachment 7.
- A commitment letter from TEC where CNG vehicles will be purchased.  
This letter is included as Attachment 8.
- Evidence of the performance bond is included as Exhibit 12 and labeled Attachment 15.
- The most recently reviewed financial statements are enclosed in a separate, sealed envelope and marked "confidential."
- Letters of recommendation from some of the municipalities that WRS services and labeled as Attachments
- Letters of recommendation from some of the customers that WRS services and labeled as Attachments 5, 6, 9, and 10
- A loan offer letter from BW Capital Solutions for an amount that will be more than sufficient to cover the necessary initial capital investment required. This letter is part of this proposal as Attachment 18.



April 24, 2014

Mark Klistoff  
WASTE AND RECYCLING SERVICES  
638 Giano Ave  
La Puente, CA 91744

**RE: City of Huntington Park RFP: Residential and Commercial Container Budgetary Pricing**

Dear Mark:

This letter confirms that Rehrig Pacific Company will supply all of the residential containers needed for Waste and Recycling Services to be used in City of Huntington Park. Rehrig Pacific Company's containers meet or exceed all of the requirements pursuant to the contract documents issued by the city of Huntington Park.

Rehrig Pacific Company is an American owned and operated company that has been in business since 1913. Originating in Los Angeles, our largest manufacturing plant is in Vernon and we happen to have nine current employees that live in the City of Huntington Park. Not only will Waste and Recycling Services be supporting and servicing the City of Huntington Park, but also our very own Rehrig Pacific employees.

The Rehrig Pacific Company is an injection molder that uses high-density polyethylene in the manufacture of our carts. Injection molding allows us to produce a high quality, extremely durable, precise and consistent part each time. The weight and wall thickness remain the same with every part as well. We purchase the same specification material from the country's largest and most reputable suppliers, Dow and Exxon, to ensure our product quality remains consistent with the highest standards in the industry. Additionally, Rehrig Pacific Company has maintained its weight and wall thickness in our latest cart designs to continually demonstrate the importance of this area as it pertains to longevity of product in the field. The Rehrig Pacific cart is reinforced at all major lift points for added strength and durability. Our integrated cart design utilizes no external metal hardware and therefore requires very little assembly and maintenance in the field.

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





Attachment 7: Container Commitment Letter (page 2 of 2)



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We truly value Waste and Recycling Services as a long-term partner and look forward to the potential of servicing your container needs for the City of Huntington Park. If you have any questions or need additional information, please do not hesitate to call me at (714) 717-0601.

Thank you in advance for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Yasi Jahanshahi".

Yasi Jahanshahi  
Rehrig Pacific Company



A FAMILY TRADITION OF GROWTH, SERVICE AND INNOVATION

**Attachment 8: Vehicle Commitment Letter**

 **TEC of CALIFORNIA**  
**MACK SALES OF SOUTHERN CALIFORNIA**  
14800 Firestone Blvd. La Mirada, CA 90638-6016  
Phone: 714.521.9806 Fax: 714.521.1961

---

Mr. Mark Klistoff  
Waste & Recycling Services Inc.  
13714 Chestnut St.  
Whittier CA 90605

April 9, 2014

Dear Mr. Klistoff,

Please be advised that we have, in stock, natural gas chassis in a sufficient number to cover your commitment of five (5) units. These chassis can be delivered to the body company of your choice within one working day after the paperwork is completed.

After the completion of the body installation, the unit would be sent to have the fuel system installed.

Pending any unforeseen problems with any parts or materials flow, or any other issues, you may have the finished product in approximately ninety days.

Best Regards

  
TEC of California



**Attachment 9: Frey Environmental Reference**

***FREY ENVIRONMENTAL, INC.***

*Environmental Geologists, Engineers, Assessors*

2817 A Lafayette Avenue  
Newport Beach, CA 92663  
(949) 723-1645  
Fax (949) 723-1854  
Email: freyinc@freyinc.com

April 25, 2012

To Whom It May Concern:

Re: Services of Waste & Recycling Services, Inc.

Since 1989, FREY Environmental Inc. has handled development projects ranging from those that are small, routine, and focused to those that are large and complex. FREY covers every stage of the planning, review, permitting and implementation process for its clients, and provides a full range of environmental services in areas ranging from "Phase 1" site assessment, to groundwater monitoring and sampling, to asbestos abatement. In doing so, FREY provides analysis per its clients' needs, whether as detailed analysis required for project-level environmental analysis or permitting, or the broad, general analysis required for concept-level reports and planning studies.

FREY's needs with respect to solid waste hauling range from minimal and basic to challenging and time urgent. The company sometimes needs to transport twenty (20) bins of material from a single project site. The company's relationship with Mark Klistoff and his company, Waste & Recycling Services, Inc. started around a year and a half ago when FREY was experiencing some service problems with a much larger solid waste hauler. Mr. Klistoff stepped into the shoes of a publicly traded company and improved the quality of our service with his hands-on approach to business. He wears many hats and has a broad enough knowledge base and professional network in his industry to make project-level decisions and to meet to all of FREY's needs on the full range of work that we do. Mr. Klistoff is professional in his work, responsive to our concerns and directives, and provides services to FREY at a value without cutting corners.

Bigger is not always better. FREY learned that the hard way when it comes to selecting a solid waste hauler. My company endorses and recommends the services of Waste & Recycling Services, Inc., and has confidence that Mark Klistoff is ready and able to perform any task to which he commits his resources.

Sincerely,

FREY ENVIRONMENTAL, INC.

A handwritten signature in black ink, appearing to read "Steve Zieg", is written over the typed name.

Steve Zieg  
Project Chemist/Landfill/Solid Waste Management

**Attachment 10: ELAT Properties Reference**



1300 WEST OLYMPIC BLVD., • SUITE 500 • LOS ANGELES, CA 90015  
PHONE: (213) 9272700 • FAX: (213) 9275200

April 26, 2012

Re: Services of Waste & Recycling Services, Inc.

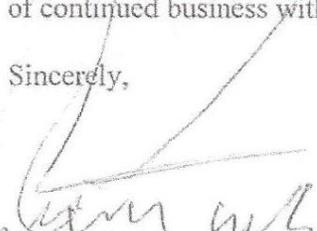
To Whom It May Concern:

Formed in 2001, *LA Properties* began as a small property management company. As properties were added and business thrived, *ELAT Properties* was formed to serve as a partner company to *LA Properties*. Both *LA Properties* and *ELAT Properties* function as full service property management companies for various properties nationwide. From vacant land to large shopping malls, we provide services for property management, both commercial and residential, leasing sales, tenant/customer relation, and hotel/motel management. Both companies have worked with Waste & Recycling Services, Inc. (WRS) as its exclusive trash service provider for its two(2) important assets in the metropolitan Los Angeles for over a year.

WRS provides service for both El Faro Plaza and the Slauson Super Mall. El Faro is a full retail swapmeet at the heart of Alameda St. that has more than two hundred (200) units offering a variety of store services to the public. Similarly, the Slauson Super Mall is another well established swap meet located in East Los Angeles that offers a wide range of products and services from over one hundred (100) stores that caters to the needs of local consumers in that area. In addition, the Super Mall operates a self-storage facility with more than three hundred (300) units that offers a selection of storeroom to patrons. Both of these asset properties present a variety of solid waste challenges that arise from the unique blend of the businesses functioning and generating trash on-site.

I have dealt with many solid waste haulers in my almost 25 years in the field of real estate business. It is my pleasure to inform you that WRS is an extremely reliable company that provides both Elat and LA, and its tenants the best commercial trash service in the marketplace at reasonable rates. I give Mark Klistoff my utmost recommendation, and look forward to years of continued business with WRS.

Sincerely,

  
Ray Golbari  
President & CEO



## I. Exhibit 12: Insurance and Surety Evidence

### Liability Insurance

Comprehensive General Liability Insurance: Attached to this exhibit is the current Certificate of Insurance and Surety Evidence. The aggregate limit is \$5,000,000. This policy is provided through Alliant Insurance Services. WRS currently carries general commercial liability insurance of up to \$1,000,000 per incident. This insurance is carried by Indemnity Insurance Company of North America. In addition, WRS carries automobile liability insurance of \$1,000,000 per incident the insurer for this policy is ACE Fire Underwriters Insurance Company. WRS also carries excess liability insurance of \$3,000,000 per incident. The insurer for this policy is Rockhill Insurance Company.

### Worker's Compensation Insurance

WRS exceeds the \$1,000,000 liability requirement by carrying insurance with liability limits of \$5,000,000. This coverage is provided through Barrett Business Services, Inc. ("BBSI") with a state approved Self-Insured Worker's Compensation plan. WRS has included a letter from BBSI's President and CEO whereby the waiver of subrogation benefitting the City of Huntington Park is included. The City of Huntington Park is also the named letter holder. The letter is part of this exhibit.

WRS has also included as part of this exhibit an additional letter confirming that our x-mod rating is 1.0.

Since WRS' coverage with BBSI is less than three (3) years old, WRS has also included the experience rating form from our previous provider.

### Surety

WRS is fully able to obtain a \$500,000 performance bond from ACE USA Surety (ACE). ACE will support the \$500,000 performance bond for WRS with the full indemnity of the account and an annually renewable bond format. WRS is offering an annually renewable bond form instead of the annually renewable letter of credit that is allowed as an alternate form of performance security. This performance bond is included with this exhibit as Attachment 15.

For questions or confirmation, please contact:

Michael J. Lahn, AFSB  
Assistant Vice President  
ACE USA, Surety  
9200 Oakdale Avenue, 8th Floor  
Chatsworth, CA 91311  
818-428-3558 Office  
818-438-3501 Mobile  
818-428-3583 Fax



Attachment 11: Liability Insurance (page 1 of 3)



**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
4/9/2014

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

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

<b>PRODUCER</b> Alliant Insurance Services, Inc. 701 B Street, 6th floor San Diego CA 92101	<b>CONTACT NAME:</b> Gloria Bell	
	<b>PHONE (A/C, No. Ext):</b> 619-849-3796	<b>FAX (A/C, No):</b> 619-699-2141
<b>E-MAIL ADDRESS:</b> gbell@alliant.com		
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> Indemnity Insurance Company of N A		43575
<b>INSURER B:</b> ACE Fire Underwriters Insurance Com		20702
<b>INSURER C:</b> Rockhill Insurance Company		28053
<b>INSURER D:</b>		
<b>INSURER E:</b>		
<b>INSURER F:</b>		

**INSURED**  
 WAST&RE-01  
 Waste & Recycling Services, Inc  
 13714 Chestnut Street  
 Whittier CA 90605

**COVERAGES**      **CERTIFICATE NUMBER:** 1213850559      **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC			G24968595	3/1/2014	3/1/2015	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPROP AGG \$2,000,000
B	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> Pollution LI			H08789150 001	3/1/2014	3/1/2015	<input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Pollution \$1,000,000
C	<b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED      RETENTION \$			RXSLRU00102501	3/1/2014	3/1/2015	EACH OCCURRENCE \$3,000,000 AGGREGATE \$3,000,000
<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below							<input type="checkbox"/> Y <input checked="" type="checkbox"/> N N/A

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

<b>CERTIFICATE HOLDER</b> Proof of Insurance .....	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
--	--





**Attachment 11: Liability Insurance (page 3 of 3)**

POLICY NUMBER: G24968595

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY**

CG 20 10 11 85

**ADDITIONAL INSURED - OWNERS, LESSEES  
OR CONTRACTORS (FORM B)**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART.

**SCHEDULE**

**Name of Person or Organization:** As per attached Certificate of Insurance

BLANKET PER WRITTEN CONTRACT

**Job:**

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

WHO IS INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of "your work" for that insured by or for you.

CG 20 10 11 85

Copyright, Insurance Services Office, Inc., 1984



Attachment 12: Worker's Compensation X-Mod Rate



May 5, 2014

Waste & Recycling Services Inc.  
13714 Chestnut St  
Whittier, CA 90605

To whom it may concern,

The client named above has a current X-Mod Rate of 1.00, effective October 1, 2011 to present. If you have any further questions, please feel free to give BBSI a call at (951) 296-3770.

Sincerely,

  
Douglas P. Huth  
Area Manager  
BBSI / Temecula

One Ridgeway Drive, Suite 115 Temecula, California 92590 951.296.3770 Fax 951.296.3778 [www.barrettbusiness.com](http://www.barrettbusiness.com)

PARTNERS IN PROFITABILITY



**Attachment 13: Worker's Compensation Insurance**

April 10, 2014

WASTE & RECYCLING SERVICES, INC.  
13714 CHESTNUT ST

WHITTIER, CA 90605-1914

Re: Barrett Business Services, Inc. ("BBSI")  
Letter of Self-Insurance for Workers' Compensation Coverage

As the named addressee of this Letter, your company's required workers' compensation coverage is provided through BBSI's state approved Self-Insured Workers' Compensation Plan by way of your co-employment contract with BBSI. BBSI's California customers can also verify BBSI's state certification at <http://www.dir.ca.gov/osip/PrivateRoster.pdf>; then scroll down to Barrett (the list is alphabetical by company name). Additional information is as follows:

Other Comments (place an "X" if applicable):

Waiver of Subrogation: BBSI and WASTE & RECYCLING SERVICES, INC. agree to waive their right of subrogation for the benefit of:  
City of Huntington Park and its elected and appointed officials, officers, employees, agents and volunteers at "All Operations ~ Effective Dates of Coverage 10/01/2013 - 9/30/2014"

Named "Letter Holder": City of Huntington Park and its elected and appointed officials, officers, employees, agents and volunteers 6550 Miles Avenue Huntington Park, CA 90255

Other: "All Operations"

Additionally, BBSI's self-insured program is further supported by an excess workers' compensation insurance policy with ACE American Insurance Co.. Copy of certificate is available upon request.

**For additional information, please contact your local BBSI office at:**

Very truly yours,

Michael L. Elich  
President and Chief Executive Officer

doc: LOSI-2



**Attachment 14: Workers Compensation Experience Rating**

**UCIRB** California®

**EXPERIENCE RATING FORM**

WASTE & RECYCLING SERVICES INC (A CORP)  
 13714 CHESTNUT ST, WHITTIER 90605  
 9403 GARBAGE, ASHES OR REFUSE COLLECTING

CN#RS238281  
 Issued: 06/30/11  
 Page 1 of 1

BUREAU NUMBER	3 23 37 07-R
EFFECTIVE	10/1/11
CARRIER	ZENITH INS CO FAIRFAX FNCL#7
ISSUING OFFICE	HOME OFFICE
POLICY NUMBER	Z 708761 1

EXPECTED LOSSES	CLASS CODE	YR 09 PAYROLL	YR 08 PAYROLL	YR 07 PAYROLL	YR PAYROLL	EXPECTED LOSS RATE	EXPECTED LOSSES	"D" RATIO	PRIMARY EXPECTED LOSSES
		8810 9403	19,305 261,652	11,068 255,282	3,750 219,090		.17 3.05	58 22,449	.24 .19

EXPECTED EXCESS (f) = (d) - (e)	EXPECTED LOSSES (d)	PRIMARY EXPECTED LOSSES (e)
18,228	22,507	4,279

ACTUAL LOSSES	CLAIM NUMBER	TYPE INJ	OR F	POLICY YEAR	ACTUAL * INURRED LOSSES	PRIMARY ACTUAL LOSSES	CLAIM NUMBER	TYPE INJ	OR F	POLICY YEAR	ACTUAL * INURRED LOSSES	PRIMARY ACTUAL LOSSES
		5172876	N	F	07	29,659	7,000	5416490	N	O	08	43,677
	5362176	T	F	08	7,260	7,000						
	5455626	D	F	08	175,000	7,000						
	5643966	N	O	09	20,746	7,000						
	UNDER \$2,001			09	154	154						

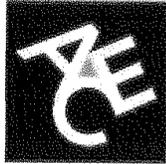
ACTUAL EXCESS (c) = (a) - (b)	ACTUAL INCURRED LOSSES (a)	PRIMARY ACTUAL LOSSES (b)
241,342	276,496	35,154

**RATING PROCEDURE**

TOTAL PRIMARY ACTUAL (b)	** "B" VALUE	** "W" VALUE	RATABLE EXCESS LOSSES = W x (c)	(1-W) x (f)	TOTAL (g)	110622TFB
35,154	708	.03	7,240	17,681	60,783	
22,507	708	* INDEMNITY AND MEDICAL COMBINED ** ENTER TABLE III WITH EXPECTED LOSSES (d)			23,215	262%
TOTAL EXPECTED LOSSES (d)	** "B" VALUE				TOTAL (h)	EXPERIENCE MODIFICATION (g) / (h)
						LOSS-FREE RATING 79 %

Workers' Compensation Insurance Rating Bureau of California

**Attachment 15: Performance Bond (page 1 of 3)**



9200 Oakdale Avenue  
8<sup>th</sup> Floor  
Chatsworth, CA 91311  
  
(818)428-3558

May 21, 2014

City of Huntington Park  
Public Works Director/City Engineer  
Attn: Jame Enriquez

Re: Waste & Recycling Services, Inc.  
City of Huntington Park RFP for Solid Waste Handling Services

Waste & Recycling Services, Inc. has advised us of their interest in submitting a proposal for the captioned project.

We would favorably consider a request from Waste & Recycling Services, Inc. to provide a performance bond in the amount of \$500,000.00. Bond approval would be conditioned upon underwriting considerations such as, but not limited to, bond forms and favorable review and approval of the agreement terms and conditions and related underwriting criteria at the time of the request for the bonds.

The issuance of the performance bond is a matter between our client, Waste & Recycling Services, Inc. and Westchester Fire Insurance Company. We assume no liability to third parties or to you in conjunction with this letter. This letter is not an assumption of liability, nor is it a bid bond or a performance bond. It is issued only as a bonding reference, as requested by our client.

Sincerely,



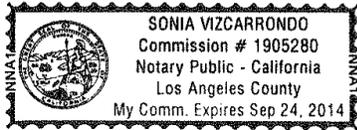
Margareta T. Thorsen  
Attorney-in-Fact

**Attachment 15: Performance Bond (page 2 of 3)**

**CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT**

State of California }  
 County of Los Angeles }  
 On 5/21/14 before me, Sonia Vizcarrondo, Notary Public  
Date Here Insert Name and Title of the Officer  
 personally appeared Margareta T. Thorsen  
Name(s) of Signer(s)

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



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

WITNESS my hand and official seal.

Signature: Sonia Vizcarrondo  
Signature of Notary Public

Place Notary Seal Above

**OPTIONAL**

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

**Description of Attached Document**

Title or Type of Document: \_\_\_\_\_

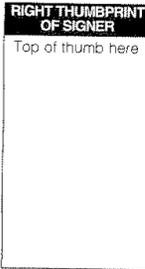
Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

**Capacity(ies) Claimed by Signer(s)**

Signer's Name: \_\_\_\_\_ Signer's Name: \_\_\_\_\_

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



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



Signer Is Representing: \_\_\_\_\_

Signer Is Representing: \_\_\_\_\_

**Power of Attorney**

**WESTCHESTER FIRE INSURANCE COMPANY**

Know all men by these presents: That WESTCHESTER FIRE INSURANCE COMPANY, a corporation of the Commonwealth of Pennsylvania pursuant to the following Resolution, adopted by the Board of Directors of the said Company on December 11, 2006, to wit:

"RESOLVED, that the following authorizations relate to the execution, for and on behalf of the Company, of bonds, undertakings, recognizances, contracts and other written commitments of the Company entered into the ordinary course of business (each a "Written Commitment"):

- (1) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise.
- (2) Each duly appointed attorney-in-fact of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise, to the extent that such action is authorized by the grant of powers provided for in such persons written appointment as such attorney-in-fact.
- (3) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to appoint in writing any person the attorney-in-fact of the Company with full power and authority to execute, for and on behalf of the Company, under the seal of the Company or otherwise, such Written Commitments of the Company as may be specified in such written appointment, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
- (4) Each of the Chairman, the President and Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to delegate in writing any other officer of the Company the authority to execute, for and on behalf of the Company, under the Company's seal or otherwise, such Written Commitments of the Company as are specified in such written delegation, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
- (5) The signature of any officer or other person executing any Written Commitment or appointment or delegation pursuant to this Resolution, and the seal of the Company, may be affixed by facsimile on such Written Commitment or written appointment or delegation.

FURTHER RESOLVED, that the foregoing Resolution shall not be deemed to be an exclusive statement of the powers and authority of officers, employees and other persons to act for and on behalf of the Company, and such Resolution shall not limit or otherwise affect the exercise of any such power or authority otherwise validly granted or vested.

Does hereby nominate, constitute and appoint Margareta T Thorsen, all of the City of PASADENA, California, each individually if there be more than one named, its true and lawful attorney-in-fact, to make, execute, seal and deliver on its behalf, and as its act and deed any and all bonds, undertakings, recognizances, contracts and other writings in the nature thereof in penalties not exceeding Ten million dollars & zero cents (\$10,000,000.00) and the execution of such writings in pursuance of these presents shall be as binding upon said Company, as fully and amply as if they had been duly executed and acknowledged by the regularly elected officers of the Company at its principal office.

IN WITNESS WHEREOF, the said Stephen M. Haney, Vice-President, has hereunto subscribed his name and affixed the Corporate seal of the said WESTCHESTER FIRE INSURANCE COMPANY this 28 day of March 2013.

WESTCHESTER FIRE INSURANCE COMPANY



*Stephen M. Haney*  
Stephen M. Haney, Vice President

COMMONWEALTH OF PENNSYLVANIA  
COUNTY OF PHILADELPHIA ss.

On this 28 day of March, AD. 2013 before me, a Notary Public of the Commonwealth of Pennsylvania in and for the County of Philadelphia came Stephen M. Haney, Vice-President of the WESTCHESTER FIRE INSURANCE COMPANY to me personally known to be the individual and officer who executed the preceding instrument, and he acknowledged that he executed the same, and that the seal affixed to the preceding instrument is the corporate seal of said Company; that the said corporate seal and his signature were duly affixed by the authority and direction of the said corporation, and that Resolution, adopted by the Board of Directors of said Company, referred to in the preceding instrument, is now in force.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal at the City of Philadelphia the day and year first above written.



COMMONWEALTH OF PENNSYLVANIA  
NOTARIAL SEAL  
KAREN E. BRANDT, Notary Public  
City of Philadelphia, Phila. County  
My Commission Expires September 26, 2014

*Karen E. Brandt*  
Notary Public

I, the undersigned Assistant Secretary of the WESTCHESTER FIRE INSURANCE COMPANY, do hereby certify that the original POWER OF ATTORNEY, of which the foregoing is a substantially true and correct copy, is in full force and effect.

In witness whereof, I have hereunto subscribed my name as Assistant Secretary, and affixed the corporate seal of the Corporation, this 21 day of May 2014.



*William L. Kelly*  
William L. Kelly, Assistant Secretary

THIS POWER OF ATTORNEY MAY NOT BE USED TO EXECUTE ANY BOND WITH AN INCEPTION DATE AFTER March 28, 2015.

THE BACK OF THIS DOCUMENT LISTS VARIOUS SECURITY FEATURES

THAT WILL PROTECT AGAINST COPY COUNTERFEIT AND ALTERATION.



m. 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 WRS ("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 16 day of April, at 2014.

Waste + Recycling Services Inc.

BY: Mark Klutts

TITLE: owner

Subscribed and sworn to before me this 16 day of April, 2014

(Seal of Notary)



[Signature]  
Signature of Notary

2575/0304-10-0010  
5963350.4 a03/18/14



## n. Exhibit 14: Solid Waste Franchise Experience

WRS is familiar with implementing franchise programs for the separate collection of refuse, recyclables and green waste for residential, multifamily, commercial and industrial customers having serviced six (6) Los Angeles County jurisdictions over the last seventeen (17) years.

### Client Cities and Existing Franchises

WRS management is recognized for successful refuse collection and recycling programs in Southern California municipalities. In addition to contact information for City references, descriptions of WRS municipal franchise services are provided in the table below.

WRS services thousands of residential and commercial customers in the following franchise jurisdictions:

- City of Pasadena
- City of Burbank
- City of Vernon
- Glendale
- Los Angeles County, Unincorporated Areas
- City of La Canada Flintridge (1994-1997 through Solid Waste, Inc.)
- City of Los Angeles

### References for Municipal Franchises

Municipality	Years	Customer Accounts*	Contact	Services	Method	Contract
City of La Canada Flintridge	1994-1997	3310 residential 160 commercial	Public Works Department 1327 Foothill Boulevard La Canada Flintridge, CA 91011  (818) 790-8882 <a href="http://www.lcf.ca.gov">www.lcf.ca.gov</a>  Councilman David Spence (reference)	Residential and commercial	Automated	Non-exclusive; serviced over 50% of City
City of Pasadena	16 1997 to Present	265	Carmen Rubio City of Pasadena Dept. of Public Works/SMIWM P.O. Box 7115 Pasadena, CA 91109-9866 626-744-7162 <a href="mailto:crubio@cityofpasadena.net">crubio@cityofpasadena.net</a>	Multifamily, residential and commercial	Automated	Non-exclusive

City of Vernon	8 2006 to Present	90	Leonard Grossberg City of Vernon Health & Env. Control Department. 4305 Santa Fe Avenue Vernon, CA. 90058  323-583-8811 x231 <a href="mailto:lgrossberg@ci.vernon.ca.us">lgrossberg@ci.vernon.ca.us</a>	Commercial	Automated	Non-exclusive
County of Los Angeles	16 1997 to Present	110	Jesus Castillo County of Los Angeles Department of Public Works 900 South Fremont Avenue Alhambra, CA. 91803-1331  626-458-4055 <a href="mailto:jcastill@dpw.lacounty.gov">jcastill@dpw.lacounty.gov</a>	Commercial	Automated	Non-exclusive
City of Los Angeles	3 2011 to present	50	Karen Coca City of LA Bureau of Sanitation Citywide Recycling Division 1149 South Broadway, 9 <sup>th</sup> Floor Los Angeles, CA 90015-2213  213-485-2260 <a href="mailto:karen.coca@lacity.org">karen.coca@lacity.org</a>	Commercial	Automated	Non-exclusive
City of Burbank	10 2004 to Present	16	Kreigh Hampel Burbank Recycle Center 500 S. Flower St. Burbank, CA. 91502-2106  818-238-3900 <a href="mailto:khampel@ci.burbank.ca.us">khampel@ci.burbank.ca.us</a>	Commercial	Automated	Non-exclusive
City of Glendale	14 2000 to Present	30	Tom Brady Public Works Department Integrated Waste Mgmt. Division 548 W. Chevy Chase Drive Glendale, CA. 91204-1814  818-550-3435 <a href="mailto:tbrady@ci.glendale.ca.us">tbrady@ci.glendale.ca.us</a>	Commercial	Automated	Non-exclusive

Table 8: References for Municipal Franchises



*\*Customers indicated in the table above are actually the number of accounts and not the actual number of customers. Many accounts service multiple customers.*

### **City of La Canada Flintridge**

**1994 –1997**

Mark Klistoff was the key member of the executive team that obtained a non-exclusive residential franchise, which he grew within three years to service 50% of the City of La Canada Flintridge’s residents. In 1994, the City was unhappy with the services the resident were receiving. Mark Klistoff, working for Solid Waste, obtained the franchise, transitioned services, and rapidly captured half of the residential market share. This fact is a testament to the high quality of care and customer service that has become Mr. Klistoff’s trademark. In 1997, Mr. Klistoff left Solid Waste in order to start his own company, Waste & Recycling Services, Inc. While a formal letter of recommendation is not included as part of this proposal, WRS is proud to identify Councilmember David Spence as a professional reference. Councilman Spence was in office during the residential transition phase headed by Mark Klistoff. WRS encourages the City of Huntington Park to contact Councilman Spence.

### **City of Pasadena**

**1997 – Present**

Since the 1990s, WRS has been a City of Pasadena franchise hauler. WRS services approximately forty (40) multi-family buildings in the City of Pasadena consisting of one thousand four hundred sixty-five (1,465) units. In addition, the company serves approximately two hundred and ten (210) commercial/industrial customers.

In 2007, the City closed the solid waste system to any new franchisees and adopted stringent requirements for franchise renewal, including strict compliance with the municipal code and a past performance review and audit. Since 2008, Pasadena has also mandated and enforced strict diversion and recycling requirements established by the City and enforced by the City’s Solid Waste Management department. The City requires that all collected material be diverted by source separation, processing, transformation or composting. WRS has implemented an effective and Pasadena-compliant diversion program for each of our commercial and residential customers in the City. Providing this level of service under the franchise agreement in Pasadena requires the development and implementation of highly effective diversion programs. WRS has consistently met Pasadena’s stringent requirement of a minimum diversion of sixty percent (60%) in solid waste collection, and seventy five percent (75%) in construction and demolition material. WRS has completed and passed every compliance audit conducted by the City and its consultants.

*“The City of Pasadena has partnered with Waste & Recycling Services, Inc. (“WRSI”) in the delivery of solid waste and recycling services since the 1990s. WRSI is one of Pasadena’s most trusted and valued non-exclusive franchise holders.”*

*-Carmen Rubio  
Program Coordinator,  
Department of Public Works*

Our relationship with Pasadena is such that we routinely provide special services at events such as the annual dog show, and orchestral performances at the Rose



Bowl or City Hall. When we provide such special event services, WRS places containers at the venue in question, collects, hauls and separates waste, and provides documentation to the City that all waste collected has been taken to a separation facility. As a non-exclusive hauler, WRS provides this service at company cost, with no profit.

WRS drivers and management have strong relationships with the City of Pasadena administration and with our customers. One reason WRS tends to keep customers in the long term is that we always seek to provide additional benefits and services for our customers. When our customers call us to help them with the disposal of Hazardous Household Waste (HHW), we do not seek to offer the services that are most profitable for WRS. Instead, we educate and direct our customers to free resources and sites for HHW disposal. If a customer prefers a WRS pick-up of permissible HHW, we of course comply and provide the requested service, but never before providing a consumer with options. Each new customer receives an introductory letter from WRS that details that customer's service transition timeline and explains the elements of WRS service, including our extensive recycling programs. Attachment 16 is a strong recommendation from the City of Pasadena where it refers to their strict diversion standards which WRS has always met or exceeded.



DEPARTMENT OF PUBLIC WORKS  
STREET MAINTENANCE AND INTEGRATED WASTE MANAGEMENT

April 25, 2012

To Whom It May Concern:

Re: Services of Waste & Recycling Services, Inc.

The City of Pasadena has partnered with Waste & Recycling Services, Inc. ("WRSI") in the delivery of solid waste hauling and recycling services since the 1990s. WRSI is one of Pasadena's most trusted and valued non-exclusive franchise holders. Mark Klistoff, the company's president and owner has worked closely with my predecessors and me for more than a decade to ensure that WRSI's service to Pasadena residents and businesses is delivered consistent with the City of Pasadena's high standards.

Although precise numbers vary from time to time, WRSI serves as the waste hauler for approximately two hundred fifty (250) Pasadena customers, roughly forty (40) multi-family residential properties including approximately one thousand four hundred sixty five (1,465) units, and two hundred and ten (210) commercial accounts, more or less.

In 2007, the City closed the solid waste system to any new franchisees, and adopted stringent requirements applicable to franchise renewal, including strict compliance with the municipal code, and a thorough past performance review including auditing. Since 2008, Pasadena has required a minimum diversion of sixty percent (60%) in solid waste collection, and seventy five percent (75%) for construction and demolition material.

I deal with many solid waste haulers in the course and scope of my duties to Pasadena. I am pleased to provide this recommendation of WRSI's services, and Mark Klistoff's personal brand of service and professionalism without reservations.

If you have any questions, please contact me at (626) 744-7162.

Sincerely,



Carmen Rubio  
Program Coordinator  
Department of Public Works-Street Maintenance & Integrated Waste Management Division

100 North Garfield Avenue • P.O. Box 7115 • Pasadena, CA 91109-9866  
(626) 744-4087



## City of Vernon

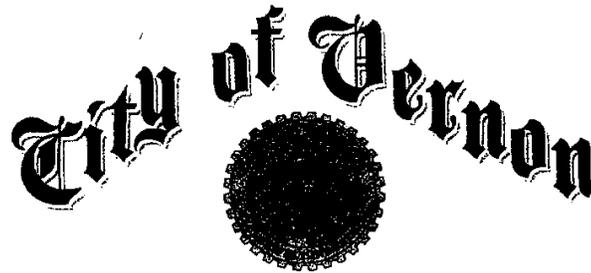
2006 – Present

WRS has been collecting refuse and recycling in the City of Vernon since 2006 with a strong emphasis on customer satisfaction. WRS uses flexible methods in meeting the recycling needs of its customers in the City of Vernon. Source separated recycling and processing of residual waste ensures that Vernon's diversion requirements are met and exceeded. For example, WRS works cooperatively with one of the City's largest businesses by picking up bales of cardboard, and paying that customer for tonnage on large volumes.

WRS runs a front loader collection vehicles and roll-off recycling collection vehicles in Vernon. In addition, WRS uses scout vehicles to efficiently maneuver bins and containers throughout the City and make sure that recycling is taking place to the maximum extent feasible. WRS also provides education and referrals related to the processing of food waste for its Vernon customers, which often results in these customers earning income from food waste rather than paying for disposal.

*"Vernon's businesses have been extremely pleased with Mr. Klistoff and his company, and I can advise that he has met or exceeded all Vernon staff expectations and requirements during his years as a franchise holder in the City."*

*-Leonard Grossberg, MPA, REHS  
Interim Director, City of Vernon  
Health & Environmental Control*



HEALTH & ENVIRONMENTAL CONTROL DEPARTMENT

Leonard Grossberg, Director / Health Officer  
4305 Santa Fe Avenue, Vernon, California 90058  
Telephone (323) 583-8811

April 10, 2014

To Whom It May Concern:

Re: Services of Waste & Recycling Services, Inc.

Solid waste collection and hauling are of the utmost importance in the City of Vernon. Vernon is one of only four cities in the state of California with its own health department. Focus on the careful regulation and provision of exemplary services to the City's many commercial/industrial operations is a top priority. The City is dedicated to premium public services for all who call Vernon "home," and carefully monitors the quality of its trash collection services. In selecting and working with its non-exclusive solid waste hauling partners, Vernon insists on excellent performance and strict compliance with all applicable law and regulations.

I write in support of one of our non-exclusive franchise holders, Waste & Recycling Services, Inc., owned and run by Mr. Mark Klistoff. The company serves as a small independent waste hauler for several Vernon customers. Since Vernon maintains the solid waste health authority within its jurisdiction, local businesses deal directly with the City on environmental issues. This level of communication between solid waste generators and the City does not allow a trash hauler the luxury of inattention to customer needs. Vernon's businesses have been extremely pleased with Mr. Klistoff and his company, and I can advise that he has met or exceeded all Vernon staff expectations and requirements during his years as a franchise holder in the City. Further, Mr. Klistoff consistently exhibits integrity and is knowledgeable about his industry. Mr. Klistoff and his company have been a reliable and high-value resource for many businesses in the Vernon community.

I am glad to provide this reference for Mr. Klistoff and his company. I recommend both to any municipality looking for a solid waste hauler who will provide service with distinction, and to let the City down in the community. Vernon's bright future includes the services Mark Klistoff and Waste & Recycling Services, Inc., and yours should too.

Very truly yours,

A handwritten signature in black ink that reads "Leonard Grossberg". The signature is written in a cursive, flowing style.

Leonard Grossberg, MPA, REHS  
Director/Health Officer

9cLG:MyDocs/Z/Solid Waste/Waste Haulers/Waste & Recycling Serv reference letter2014.doc

*Exclusively Industrial*



## **Los Angeles County Unincorporated Areas**

**1998 – Present**

WRS services more than one thousand and seven-hundred (1,700) multi-family residential units in unincorporated areas of the County of Los Angeles as a franchise holder. The absence of city-hall-style oversight in these areas does not prompt WRS to relax its standards. WRS provides unincorporated L.A. customers the same level of service as those residing in our oldest municipal franchise city. Whether educating County residents about options for the disposal of HHW, instructing them as to the environmental importance or practical methods for recycling, or providing occasional complimentary back-yard service or included bulky item pick-up – WRS is reliably there for our customers. WRS also delivers “how-to” brochures to each County customer that it serves with new automated containers, in lieu of three-yard bin, for multi-family recycling. Most recently, WRS produced an informational pamphlet notifying multi-family customers of new recycling requirements under AB341 that offered solutions for customers to be in compliance.

## **City of Glendale**

**2000 – Present**

WRS has been serving Glendale multi-family residential customers and commercial customers for more than a decade. As we do in all of our franchise cities, WRS consistently strives to exceed city and customer expectations. Although it is not required in Glendale, WRS provides bulky item pick up for our customers. Beyond the requirements of our contract in Glendale, WRS also provides complimentary recycling services at multi-family residences. While the City provides barrels for multi-family residents, if a WRS customer requests it, WRS provides bins at no extra charge beyond the regular rates for service. As in our other franchise areas, our business consistently grows in Glendale. Typically, prospective customers learn about WRS through the positive word-of-mouth from our current customers.

## **City of Burbank**

**2004 – Present**

WRS services in Burbank include approximately 80 commercial and industrial accounts, and one hundred and fifty (150) multi-family accounts. The nature of the company’s work in Burbank is equivalent to that done in neighboring Glendale. Growth in the number of WRS multi-family customers in Glendale has been steady through the years. WRS has implemented Burbank’s recycling programs, and our strict compliance with the City’s franchise requirements keeps the company’s relationship with City Hall positive and productive. The recycling programs implemented by WRS in Burbank, whether in multi-family residential complexes or commercial locations, has resulted in a significant increase in recycling in the City as well as economic benefit to our customers.

## **City of Los Angeles**

**2011 – Present**

The newest franchise held by WRS is in the City of Los Angeles. WRS provides bin and roll-off services to residential and commercial customers. WRS is in full compliance with the City’s collection requirements. Recycling programs have been offered to all of the residential and commercial customers serviced by WRS in Los Angeles, and implemented with great success. As in our other cities, recycling programs result in significant savings to our customers. WRS has also managed Construction & Demolition (C&D) loads in Los Angeles in accord with the City’s C&D Recycling Ordinance, and achieved a higher than seventy-five percent (75%) diversion rate for C&D material.

The company’s experience in Los Angeles is perhaps the strongest evidence that although the size and



needs of cities vary, our commitment to customer service and our ability to effectively execute contract deliverables WRS allow us to successfully work in any city of any size.



### o. Exhibit 15: Diversion Rates

WRS will achieve a minimum rate of fifty percent (50%) or more diversion of all solid waste collected by WRS in accord with the RFP. Once the specifics of the City’s current diversion can be evaluated with

**The diversion rate for the City of Pasadena for solid waste handled by WRS has been more than 65% and as high as 72% for the last three consecutive years.**

more certainty, WRS welcomes the opportunity to explore a commitment to the City to increase diversion well beyond this minimally acceptable standard. That said, when WRS calculates diversion for the City of Huntington Park inclusive of third party practices and diversion efforts as is allowed by law, the City’s diversion percentage should easily reach sixty percent (60%).

WRS currently provides solid waste collection services to the City of Pasadena. For the last three years, WRS has assisted this City in meeting their AB 939 diversion goals. Indeed, the diversion rate for the City of Pasadena for solid waste handled by WRS has been more than 65% and as high as 72%. Ms. Carmen Rubio, who administers the contract on behalf of the City, can attest to this fact. A letter of recommendation from Ms. Rubio is included with this proposal.

WRS does not landfill any of its waste. Every WRS contains a bilingual label (English and Spanish) to notify the user where the contents of each bin are taken. The label is shown below. This aggressive strategy to solid waste handling results in high diversion rates (60%-72%) for the waste that WRS hauls. This helps the cities of Vernon, Glendale, Burbank, Los Angeles, and unincorporated sections of Los Angeles County to get closer to or meet their AB939 goals.

**WRS does not landfill any of its waste.**



Phone: (562) 945-2688

The materials placed in this container are taken to a Materials Recovery Facility (MRF) where the recyclable materials are separated and processed accordingly. For more information, please visit our website at [www.4wrs.com](http://www.4wrs.com).

Los materiales colocados en este contenedor se llevan a una instalación de recuperación de materiales (MRF) en donde los materiales reciclables se separan y se procesan adecuadamente. Para obtener más información, visite nuestro sitio web en [www.4wrs.com](http://www.4wrs.com).

Figure 8: Multi-family Bin Labels



## p. Exhibit 16: Community Outreach

WRS is committed to serving as an active member of each community we serve. Our team makes community involvement and outreach a priority and we actively look for opportunities to promote recycling and support community-based organizations, schools and civic events through volunteer time in kind services, and monetary donations.

Some examples of this community outreach and involvement in various municipalities include the following:

- Educational presentations about waste and recycling at local schools
- Supporting the American Cancer Society by sponsoring a Relay For Life Team and providing recycling information to participants at the event
- Sponsoring community toy and food drives where WRS team members volunteered to distribute toys and food and to register families for participation
- Donating to various Friends of the Library groups which support literacy and quality children's programs
- Participating in the re-establishment of a municipal fireworks show through sponsorship and volunteer activity
- Assisting in various forms with various community building events such as cultural nights
- Providing scholarships for graduating high school seniors
- Donating to various educational programs at schools

WRS also actively looks for ways to proactively communicate with residents and businesses to promote recycling and educate them on the appropriate disposal of special wastes. We use multiple strategies to ensure that the community has access to the information they need in the form they prefer.

Our website not only provides service and recycling information, but it is also family friendly, with links to fun recycling games where kids can play and learn about recycling and the environment. WRS also now offers an actively monitored Facebook page to customers where our team is able to answer questions, provide service updates, share helpful recycling and environmental tips and promote community resources.

WRS printed materials are also used to educate and inform customers and ensure that they have access to contact information, service details and other resources. WRS also uses printed material to notify customers of any new legislation or regulations. For example, WRS provided notification to all multi-family and commercial customers regarding AB 341, which went into effect July 1, 2012. WRS continues to provide this information annually. A key difference between WRS and many other companies is that WRS used this opportunity to be a service provider by offering education, resources and tips for our customers to achieve compliance with the new law. Many other companies saw AB 341 as a sales opportunity and used the new law to push new services (an additional bin) and increase their own revenues. WRS puts the needs of the customers and the Cities we serve first and refrains from distributing materials that generate confusion for our customers. Such confusion certainly results in

increased calls for clarification from these customers to City Staff. Instead, our goal is to provide clear information regarding the legislative requirements and the various options available to our customers in order to ensure compliance. We then work with our customers to help them identify the solution that best meets their specific needs.

WRS also uses our containers as another means of reaching out to the communities we serve. All of our carts and bins are clearly labeled to educate customers as to what can and cannot be placed in the containers. WRS also educated the community regarding the processing of mixed waste loads by labeling the appropriate receptacles with information regarding how the material is handled.

WRS materials provide essential information that is easy to read and understand. Materials are available in both English and Spanish. Examples of WRS brochures are provided below.

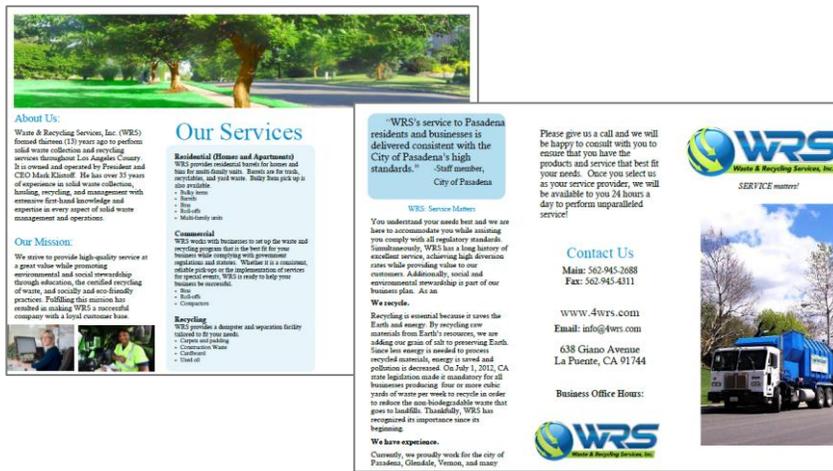


Figure 9: Sample Community Outreach Brochures

## q. Exhibit 17: Residential Sharps Collections Program

WRS will provide at no cost to all City of Huntington Park residential and multi-family customers a comprehensive sharps collection program. Through the WRS Sharps Collection Program WRS will deliver a sharps mailer to the resident that includes pre-paid postage and disposal services. The mail back program will be carried out in conjunction with Sharps Compliance, Inc. ([www.sharpsinc.com](http://www.sharpsinc.com)).

WRS will also make available sharps containers that can be picked up and dropped off locally at the WRS local satellite office. This convenient option will allow residents to easily dispose of sharps in an appropriate sharps container and immediately obtain a new container. This option also supports the local economy, as Praxia, the biomedical waste management company that would collect the sharps is based in Downey, CA. It is a certified Minority Owned Business. Residents will also be able to drop off limited quantities of other items such as CFLs and household batteries at the same local WRS office.



Figure 10: Sample Sharps Disposal Containers



## r. Exhibit 18: Proposal Enhancements

WRS is pleased to offer the following additional features as enhancements to this proposal at no additional cost:

- **Diversion Goals:** While WRS can guarantee we will help the City meet its AB939 goals, WRS will set a goal of helping the City achieve a sixty percent (60%) diversion of all solid waste collected in the City of Huntington Park in accord with the RFP.
- **Local Hiring Preference:** WRS will give hiring preference to qualified candidates who live in the City of Huntington Park. Our commitment to the City also includes active community participation. WRS is currently a member in good standing of the Huntington Park Chamber of Commerce. WRS' support of the local economy could not be stronger: **we hire local, we buy local and we are local.**
- **Local drop-off program for e-waste.** Residents will be able to conveniently drop off e-waste at our satellite yard located in neighboring City of Maywood.
- **Local drop-off program for universal waste.** Residents will be able to conveniently drop off universal waste (such as batteries and florescent tubes) at our satellite yard located in neighboring City of Maywood.
- **Local drop-off program for sharps.** Residents will be able to conveniently drop off used sharps at our satellite yard located in neighboring City of Maywood.
- **Free Curbside Motor Oil Collection Program:** WRS will implement a program for the curbside collection of motor oil. This program will allow customers to contact WRS and request that motor oil be collected, and will provide technical support and materials (such as containers for used oil).
- **Free mulch or compost for the City and residents**
- **Dedicated toll free** customer service number exclusively for the City of Huntington Park
- **Full Benefits of the WRS *Helping Hand* Program**

### The Helping Hand Program



The backbone behind WRS is our creative solutions and unparalleled commitment to customer service and environmental stewardship. For example, within the company itself, WRS actively recycles internally at our own facilities and implements environmentally friendly practices such as using recycled-content paper and soy based inks when possible.



Figure 11: Back of WRS Business Cards

Many of the unconventional WRS approaches that work best comprise the WRS **Helping Hand** Program. WRS will take this program and customize it for the City of Huntington Park.

The courtesies and services that make up the WRS **Helping Hand** program are many. No listing here could be complete because WRS will develop and add new elements to the program in accord with City input and preferences. The **Helping Hand** program is an exciting WRS customer service program and has the following elements and value-added services which will be provided to the City and community at no additional cost:



**Giving Disabled and frail Seniors a Helping Hand.**

WRS views it as a sacred trust to attend to the needs of the most vulnerable residents in a community, and will give senior and disabled customers the **Helping Hand** to make their life a little easier.

- WRS will provide occasional courtesy assistance with back-yard bulky item pick up at no charge to the frail elderly or disabled customer who needs it
- Provide **regular** walk-out service for carts of qualified, frail seniors in addition to the qualified disabled customers at no charge to the customers. This entails rolling out the trash cart on that resident's service day.
- Provide **Free Bulky Item Move-out Service** for the elderly or qualified: WRS will provide this move-out service for up to four back-yard bulky items for qualified frail Seniors or qualified disabled individuals. This would entail taking selected items from the backyard to the curb for collection.



**Giving the City and the environment a Helping Hand.**

WRS understands that the "broken window" must be fixed, and will give the City and its Code Enforcement Department a **Helping Hand**.

- **Proactive 24 hour Abandoned Item Pickup:** Implementation of this program will result in less use of staff time as there would be no call necessary to the City and no waiting for the City to call the hauler.
- **Free radios:** WRS will offer Code Enforcement officials a direct-connect radio to help report abandoned bulky items, and thus WRS can respond immediately to reports
- **Proactive Graffiti Reporting:** WRS will go beyond addressing graffiti vandalism of bins; WRS drivers in the field will report graffiti observed to either the Graffiti hotline or Code Enforcement officials with an eye toward a truly clean City
- WRS will work with the City to implement an aggressive and recycling and processing program that will boost diversion to unprecedented levels
- WRS will work with the City (at the City's request) to actively pursue grants that can provide additional services and programs to the Huntington Park Community
- The City will also have the Option to include City logo or information on vehicles



**Giving Businesses and the Commercial sector within the City a *Helping Hand*.**

WRS understands that the lifeline of City operations the tax base created by its businesses. We also know the trials and tribulations of competing in the marketplace in the twenty-first century, and as a small but successful business, wants to give commercial customers a ***Helping Hand***. WRS will provide various customized services and options to businesses such as:

- **Free waste stream and sustainability audits:** These audits will allow businesses to have their service level customized in order to save money and increase diversion.
- **Free “Green Your Business” program:** This program provides tips to businesses on how to be a more environmentally friendly business.
- WRS will provide customer service assistance to Huntington Park’s commercial and industrial citizens twenty four (24) hours a day, seven (7) days per week. This customer service element is critical when a compactor malfunctions in a food facility.
- WRS will implement a valuable food waste program referrals to help Huntington Park businesses reduce costs and generate more income
- Option to select recycled plastic bins for certain businesses
- Optional roll-off sizes
- Optional Source Separation Recycling Program: Offer source separated discounts to businesses For example, instead of two mixed waste containers, businesses would get one recycle bin and one trash bin with the recycle bin costing half of the cost of the trash bin.



**Giving Residents and Youth a *Helping Hand*.**

Communities are comprised of residents and their future is the youth. WRS is committed to giving the youth of today a ***Helping Hand*** to succeed in tomorrow’s world. To this end, WRS will provide:

- **An Internship program** for students from Huntington Park to learn about various aspects of business and the industry to further prepare the City’s youth for careers in the future.
- **Sponsorship for student scholarships**
- Free information on free disposal of household hazardous waste and composting services and strategies including setting up at least two drop-off events per year
- Free Residential Recycling education programs
- Walk-out service option as a premium for others for a small additional monthly fee
- Optional cart cleaning for residents as a premium service for a small additional fee



## s. Exhibit 19: Executive Summary

WRS is able to meet and exceed all of the City of Huntington Park's requirements. Like any qualified company, WRS is technically proficient, financially stable and has the personnel, equipment and programs necessary to perform this contract. However, unlike any other proposer, WRS offers the local experience, the personalized approach and the unsurpassed level of customer service of a family-owned company as well as the proven expertise in providing years of consistent, reliable service to multiple municipal customers. WRS is unique in that we have the same ability to meet our City's needs as the larger haulers, but our ability to provide immediate, personal service is unmatched. **We know that our reputation and performance reflects on the Cities we serve. WRS brings the highest level of integrity and a flawless record of compliance to the City of Huntington Park.**

The following summary highlights the numerous advantages offered by WRS:

- **Experience:** WRS has over fifteen (15) years of experience and manages franchise contracts in six municipalities. Our President and CEO is a third generation hauler with over thirty-five (35) years of industry experience.
- **Implementation Plan:** WRS is fully able to provide the programs and services required to implement the City of Huntington Park contract. WRS will provide residential collection five (5) days per week and will offer a comprehensive Enhanced Bulky Item Collection Program that reduces cost and impact on the City and increases convenience for residents as well as curb appeal for the community.
- **Equipment and Transition:** WRS has the financing and production commitment necessary to procure the trucks, bins and carts necessary to initiate the contract services. WRS also has the transition experience necessary to manage all aspects of container delivery and service initiation. WRS will employ the same successful strategies used effectively in Pasadena and other municipalities, along with enhancements developed since that deployment to ensure the residents and businesses of Huntington Park enjoy a smooth transition.
- **Financial Status:** Years of solid fiscal judgment have made WRS fiscally strong.
- **Insurance and Surety:** WRS is fully able to provide the required insurance and surety.
- **Diversion Goals:** WRS pledges to achieve fifty percent (50%) diversion of all solid waste collected in the City of Huntington Park in accord with the RFP. Once the specifics of the City's current diversion can be evaluated with more certainty, WRS will set a goal of achieving sixty percent (60%) diversion.
- **Exceptions:** WRS is prepared to execute the contract with no exceptions.



- **Rates:** WRS offers significant value to the residents and businesses of Huntington Park.
- **Local Office Participation:** As the City's franchise hauler, WRS will operate an office adjacent to the City of Huntington Park. At this office, customers will have a convenient option for paying bills, disposing of sharps and dropping off e-waste, universal waste, household batteries and other items. WRS will also offer a curbside program for e-waste and universal waste and manage the City's current Battery Drop Off program.
- **Multiple, valuable enhancements for residents, businesses and the City of Huntington Park.**

t. Exhibit 20: Addendum 1 Acknowledgement



**CITY OF HUNTINGTON PARK**  
**ADDENDUM NO. 1**

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

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

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

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

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

CITY OF HUNTINGTON PARK

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

**END OF ADDENDUM NO. 1**

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

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

 Elba Romo 4/29/14  
SIGNATURE PRINT NAME DATE

BW Capital Solutions/Waste & recycling Services Inc.

May 21st 2014

Waste & Recycling Services Inc.  
 13714 Chestnut Street  
 Whittier, CA. 90605  
 Attn: Mr. Mark Klistkoff

Re: Term Sheet Proposal

Dear Mr. Klistkoff

BW Capital Solutions (BWCS) is pleased to provide Waste & Recycling Services Inc. (You) you with the following proposal for leasing of misc titled and non-titled refuse & recycling equipment. The terms and conditions of the proposal are outlined below: Mr. Klistkoff this is not a commitment but for discussions purposes only, this proposal is backed by our funding partner Peoples United Equipment Finance LLC.



**B.W.C.S.**  
 Commercial Finance  
 Investment Capital  
 Working Capital Loans  
 GPS Fleet Management  
 GPS Finance Programs  
 Vendor Finance Programs

**Mailing Address:**  
 18006 Skypark Circle  
 Suite, #205  
 Irvine, CA. 92008  
 T: 1-877-303-0640  
 F: 1-877-441-4713

Investor:	BW Capital Solutions, its assignees or nominees.
End User:	Waste & recycling Services Inc.
Guarantors:	Mr. Mark Klistkoff
Equipment Location:	Whittier, CA.
Loan Type:	Equipment Sales Leaseback & New titled & non-titled Equipment Leasing.
Additional Collateral:	Various misc titles and non-titled refuse & recycling equipment owned outright by Waste & Recycling Services Inc.
Revenue expected from New contract:	\$6,200,000.00 (Per Year)
Term:	84 Months
Payment:	\$80,360.00 (estimate)
Estimated Loan Amount:	\$5,100,000.00 (estimate)
Term Commencement Date:	September 1 <sup>st</sup> 2014
Fees:	1% paid out of proceeds
Approval Expiration Date:	October 31st 2014

**Attachment 18: Loan Offer (page 2 of 2)**



If the terms and conditions of this term sheet proposal are satisfactory, please sign in the space below. Once the proposal (including terms and conditions) is accepted by you, the fees stated above are fully earned by (BWCS) at closing. If the terms and conditions outlined in this proposal are amended in any material respect by Investor, Investor will request that you countersign a revised proposal.

By signing below, you agree the investor or its assigns to make whatever credit inquiries and to obtain such credit reports deemed necessary in connection with this proposal. Specifically, You agree to authorize and instruct any bank, trade reference, bonding company, insurance company, consumer reporting agency or other person or organization to compile and furnish to (BWCS), any information concerning accounts and amounts owed and/or paid by You that any of them may have in response to such credit inquiries and/or requests for credit reports. You further agree that such information and reports, along with the above referenced application, shall remain the property of (BWCS). You also agree to grant to (BWCS) the authorization to use photocopies or fax copies of the signature(s) below to obtain information regarding any of the aforementioned item(s).

You also agree that BW Capital Solutions or it's assigns may take such steps as deemed necessary or useful to commence placing liens and encumbrances on the Equipment covered by the lease/note, including without limitation, the filing of UCC financing statements naming you Waste & Recycling Services, Inc. If the terms and conditions of the proposal outlined above are not met and financing cannot be secured by October 31st 2014 Investor will refund deposit, if I deposit was requested.

Mr. Klistkoff, thank you again for the opportunity to present this proposal term sheet. We look forward to building a long term, mutually beneficial relationship. If you have any questions, please do not hesitate to call me at (877) 303-0640.

Sincerely,

BW Capital Solutions



Bernard Whitley  
President

Waste & Recycling Services, Inc.

Accepted by: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Mr. Mark Klistkoff

Accepted by: \_\_\_\_\_