

1) Title Page

***Proposal for Exclusive Franchise
Hacienda Heights (2009-FA040)***

Submitted By: Valley Vista Services, Inc.
17445 E. Railroad Street
City of Industry, CA. 91748

Contact: David M. Perez
Vice President – Operations
626-855-5555

Submittal Date: September 9, 2009

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3) Letter of Transmittal

Valley Vista Services, Inc. (VVS) is pleased to present the following proposal for residential solid waste and recyclable collection services. VVS has been providing high quality residential and commercial disposal and recycling services in Southern Californian since 1957. Owned and operated locally by the Perez family, we continuously strive to provide the best service available. The successful growth and longevity of VVS is a testament to our ability to provide the market with quality service. VVS now counts six exclusive franchise agreements which service all or part of the cities of Diamond Bar, El Monte, Industry, Walnut, Los Angeles County area of Basset/Valinda/South San Jose Hills and La Puente, for a total of over 51,000 accounts. Additionally, we have non-exclusive agreements in a number of other communities in the greater Los Angeles area.

VVS is a medium sized company employing over 275 personnel. We are financially sound, and are fully capable of meeting the requirements of this RFP. We are well experienced in every service level outlined in the RFP. Our Customer Service Department is second to none. We openly invite County staff to visit our offices in the City of Industry to view the top quality and efficient operation we promise the community of Hacienda Heights.

VVS' state of the art facilities are located at 17445 East Railroad Street in the City of Industry. Our corporate yard is a 20 acre solid waste campus housing our fleet of collection vehicles, a 50,000 square foot barrel distribution warehouse, a complete state of the art diesel and CNG fueling station, our fully automated truck washing system, a truck repair facility, and an 115,000 square foot solid waste transfer and material recovery facility.

Vehicle appearance and quality maintenance are cornerstones to the success of VVS. Daily washing of all vehicles through a fully automated pressure wash system is just one way VVS demonstrates its commitment to quality. Another is our 35,000 square foot truck maintenance facility. This facility is fully equipped and staffed to perform any possible mechanical service required on our entire fleet. VVS maintains a parts department that contains over 10,000 parts, along with complete engines and drive trains for any and all immediate repair or replacement needs, assuring uninterrupted service.

Any fully integrated solid waste company could not be complete without a solid waste transfer and material recovery facility. We designed and built Grand Central Recycling & Transfer Station, Inc. (GCR) to meet all the needs of the communities it serves. This 115,000 square foot solid waste facility is comprised of two divisions, one is for the transfer of solid waste to local or distant landfills, and the other is a material recovery facility. The material recovery facility is the processing arm of the facility, processing and sorting commercial and residential waste streams for optimum diversion. All materials recovered at GCR are weighed and recorded for local and state AB939 reporting.

VVS is committed to meeting the needs of our customers for the long haul. Yesterday's technologies and programming will not meet the needs of tomorrow. To this end, VVS is working with the University of California Davis and Onsite Powers Systems in the development of an anaerobic digestion plant that will convert food and green-waste materials into Compressed Natural Gas (CNG) fuel. This compressed natural gas will be used to power the VVS CNG fleet of residential collection vehicles.

VVS and On-Site Power have been testing and proving this technology for over seven (7) years. The team is in the final stages for developing a commercial application for organic diversion and conversion in the City of Industry. We have enclosed a copy of the current site design and background information on the technology. When built, VVS and GCR will process 250 tons per day of local food and green-waste materials, creating clean burning fuels and diverting these waste streams from the landfills. Should VVS be awarded the franchise contract for **Hacienda Heights**, VVS will meet with Los Angeles County staff to determine what role waste generated in **Hacienda Heights** may have in this project.

VVS provides residential service to over 40,000 homes and multi-family units. All our residential customers are serviced with a three-barrel automated collection program. The multi-family sector includes large complexes with over 500 units and small complexes with service once per week. VVS is experienced and ready to serve the community of **Hacienda Heights**.

The enclosed proposal not only demonstrates our qualifications to serve the County of Los Angeles, it demonstrates our commitment to the environment thorough responsible business practices and aggressive recycling programs. Through Material Recovery Facility (MRF) processing, onsite programs, educational outreach and clean burning fuels'; VVS is not just another waste hauling firm. Our commitment to the community in which we live and serve is unparalleled to any. The VVS team and family owners are committed to the communities in which we serve. Our staff and family members serve in local chambers, Boy's & Girl's Club, Kiwanis Clubs, Lions Clubs, Youth Sports Clubs, School Boards, as elected officials and contribute generously to outreach programs and charities that enrich the lives of families and the communities that we service.

VVS stands uniquely ready to service the County of Los Angeles and the residents of **Hacienda Heights**. The combination of our abilities and experience seems tailor made for this RFP and the Community of **Hacienda Heights**. If chosen, VVS will take any and all actions necessary to ensure a smooth transition.

VVS has authorized the following individuals to make representation for VVS as it relates to this proposal. Mr. David M. Perez or Christopher Perez of Valley Vista Services, Inc. Both David and Christopher can be reached at (800) 442-6454.

Sincerely,

Manuel Perez
Secretary

4) Support Documentation for Corporations and Limited Liability Companies

State of California

Secretary of State

CERTIFICATE OF STATUS

ENTITY NAME:

VALLEY VISTA SERVICES, INC.

FILE NUMBER: C1737031
FORMATION DATE: 01/07/1994
TYPE: DOMESTIC CORPORATION
JURISDICTION: CALIFORNIA
STATUS: ACTIVE (GOOD STANDING)

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

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

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



IN WITNESS WHEREOF, I execute this certificate
and affix the Great Seal of the State of
California this day of July 25, 2008.

Debra Bowen

DEBRA BOWEN
Secretary of State

07/25/08 SSCPK19

STATUS INQUIRY

PAGE 1

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NAME VALLEY VISTA SERVICES, INC.

CORP NO C1737031 INC. DATE 01/07/1994 STATUS ACTIVE
DOMESTIC STOCK CLASS

NO OF PAGES 01 ST/CTRY

STMNT/OFFICERS LAST COMPLETE C DATE 01/31/03 NO 0020229
COMPL/NC N DATE 02/14/08 NO 0061421
AMENDMENT DATE NO

PRINCIPAL EXECUTIVE ADDR 17445 E RAILROAD ST

CITY/ST/CNTRY CITY OF INDUSTRY CALIFORNIA
ZIP 91748

CALIFORNIA ADDRESS 17445 E RAILROAD ST

CITY CITY OF INDUSTRY CA 91748

MAILING ADDRESS

17445 E RAILROAD ST

CITY/ST/CNTRY CITY OF INDUSTRY CALIFORNIA
ZIP 91748

CEO NAME DAVID PEREZ

ADDRESS 17445 E RAILROAD ST

CITY/ST/CNTRY CITY OF INDUSTRY CALIFORNIA
ZIP 91748

AGENT NAME CHRISTOPHER PEREZ

ADDRESS 17445 E RAILROAD ST

CITY CITY OF INDUSTRY CA 91748

TYPE OF BUSINESS WASTE COLLECTION & RECYCLING

ENTR=CONTINUE

PF2=HISTORY

PF3=BACK TO WORKSCREEN

PF10=MAIN MENU

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The information displayed here is current as of "AUG 21, 2009" and is updated weekly. It is not a complete or certified record of the Corporation.

Corporation		
VALLEY VISTA SERVICES, INC.		
Number: C1737031	Date Filed: 1/7/1994	Status: active
Jurisdiction: California		
Address		
17445 E RAILROAD ST		
CITY OF INDUSTRY, CA 91748		
Agent for Service of Process		
CHRISTOPHER PEREZ		
17445 E RAILROAD ST		
CITY OF INDUSTRY, CA 91748		

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- For information about certification of corporate records or for additional corporate information, please refer to [Corporate Records](#).
- Blank fields indicate the information is not contained in the computer file.
- If the status of the corporation is "Surrender", the agent for service of process is automatically revoked. Please refer to California Corporations Code [Section 2114](#) for information relating to service upon corporations that have surrendered.

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Corporations

The information displayed here is current as of "AUG 21, 2009" and is updated weekly. It is not a complete or certified record of the Corporation.

For information about certification of corporate records or for additional corporate information, please refer to [Corporate Records](#). If you are unable to locate a record, you may request a more extensive search by ordering a status report. Fees and instructions for ordering a status report are included on the [Business Entities Records Order Form](#). Certificates and/or certified copies can also be requested using the order form.

Results of search for " valley vista services "

Click on the name of the corporation for additional information.

Corp Number	Date Filed	Status	Corporation Name	Agent for Service of Process
C1737031	1/7/1994	active	VALLEY VISTA SERVICES, INC.	CHRISTOPHER PEREZ



DISCLAIMER: The information displayed here is current as of AUG 21, 2009 and is updated weekly. It is not a complete or certified record of the Corporation.

Corporation		
VALLEY VISTA SERVICES, INC.		
Number: C1737031	Date Filed: 1/7/1994	Status: active
Jurisdiction: California		
Address		
17445 E RAILROAD ST		
CITY OF INDUSTRY, CA 91748		
Agent for Service of Process		
CHRISTOPHER PEREZ		
17445 E RAILROAD ST		
CITY OF INDUSTRY, CA 91748		

Blank fields indicate the information is not contained in the computer file.

If the status of the corporation is "Surrender", the agent for service of process is automatically revoked. Please refer to California Corporations Code Section 2114 for information relating to service upon corporations that have surrendered.

State of California
Secretary of State



STATEMENT OF INFORMATION

(Domestic Stock and Agricultural Cooperative Corporations)

FEES (Filing and Disclosure): \$25.00. If amendment, see instructions.

IMPORTANT — READ INSTRUCTIONS BEFORE COMPLETING THIS FORM

This Space For Filing Use Only

1. CORPORATE NAME (Please do not alter if name is preprinted.)

C0401457

CITY OF INDUSTRY DISPOSAL COMPANY,
INC.

CHRISTOPHER P. PEREZ
17445 E. RAILROAD STREET
CITY OF INDUSTRY CA 91748

COPY

404308
8/3/09

S

DUE DATE: 08-31-09

NO CHANGE STATEMENT (Not applicable if agent address of record is a P.O. Box address. See instructions.)

2. ☒ If there has been no change in any of the information contained in the last Statement of Information filed with the California Secretary of State, check the box and proceed to Item 16.

☐ If there have been any changes to the information contained in the last Statement of Information filed with the California Secretary of State, or no statement has been previously filed, this form must be completed in its entirety.

COMPLETE ADDRESSES FOR THE FOLLOWING (Do not abbreviate the name of the city. Items 3 and 4 cannot be P.O. Boxes.)

3. STREET ADDRESS OF PRINCIPAL EXECUTIVE OFFICE CITY STATE ZIP CODE

4. STREET ADDRESS OF PRINCIPAL BUSINESS OFFICE IN CALIFORNIA, IF ANY CITY STATE ZIP CODE

CA

MAILING ADDRESS OF CORPORATION, IF DIFFERENT THAN ITEM 3 CITY STATE ZIP CODE

NAMES AND COMPLETE ADDRESSES OF THE FOLLOWING OFFICERS (The corporation must have these three officers. A comparable title for the specific officer may be added; however, the preprinted titles on this form must not be altered.)

6. CHIEF EXECUTIVE OFFICER/ ADDRESS CITY STATE ZIP CODE

7. SECRETARY/ ADDRESS CITY STATE ZIP CODE

8. CHIEF FINANCIAL OFFICER/ ADDRESS CITY STATE ZIP CODE

NAMES AND COMPLETE ADDRESSES OF ALL DIRECTORS, INCLUDING DIRECTORS WHO ARE ALSO OFFICERS (The corporation must have at least one director. Attach additional pages, if necessary.)

9. NAME ADDRESS CITY STATE ZIP CODE

10. NAME ADDRESS CITY STATE ZIP CODE

11. NAME ADDRESS CITY STATE ZIP CODE

12. NUMBER OF VACANCIES ON THE BOARD OF DIRECTORS, IF ANY

AGENT FOR SERVICE OF PROCESS (If the agent is an individual, the agent must reside in California and Item 14 must be completed with a California street address (a P.O. Box address is not acceptable). If the agent is another corporation, the agent must have on file with the California Secretary of State a certificate pursuant to Corporations Code section 1505 and Item 14 must be left blank.)

13. NAME OF AGENT FOR SERVICE OF PROCESS

14. STREET ADDRESS OF AGENT FOR SERVICE OF PROCESS IN CALIFORNIA, IF AN INDIVIDUAL CITY STATE ZIP CODE
CA

TYPE OF BUSINESS

DESCRIBE THE TYPE OF BUSINESS OF THE CORPORATION

16. BY SUBMITTING THIS STATEMENT OF INFORMATION TO THE CALIFORNIA SECRETARY OF STATE, THE CORPORATION CERTIFIES THE INFORMATION CONTAINED HEREIN, INCLUDING ANY ATTACHMENTS, IS TRUE AND CORRECT.

8-4-2009

DATE

Christopher Perez

TYPE/PRINT NAME OF PERSON COMPLETING FORM

Vice President

TITLE

SIGNATURE

State of California
Secretary of State



STATEMENT OF INFORMATION

(Domestic Stock and Agricultural Cooperative Corporations)

FEES (Filing and Disclosure): \$25.00. If amendment, see instructions.

IMPORTANT — READ INSTRUCTIONS BEFORE COMPLETING THIS FORM

This Space For Filing Use Only

1. CORPORATE NAME (Please do not alter if name is preprinted.)

C1737031
VALLEY VISTA SERVICES, INC.
17445 E. RAILROAD ST.
CITY OF INDUSTRY, CA 91745

S

DUE DATE:

NO CHANGE STATEMENT (Not applicable if agent address of record is a P.O. Box address. See instructions.)

2. ☐ If there has been no change in any of the information contained in the last Statement of Information filed with the California Secretary of State, check the box and proceed to Item 16.

If there have been any changes to the information contained in the last Statement of Information filed with the California Secretary of State, or no statement has been previously filed, this form must be completed in its entirety.

COMPLETE ADDRESSES FOR THE FOLLOWING (Do not abbreviate the name of the city. Items 3 and 4 cannot be P.O. Boxes.)

3. STREET ADDRESS OF PRINCIPAL EXECUTIVE OFFICE	CITY	STATE	ZIP CODE
17445 E. RAILROAD	INDUSTRY	CA	91748

4. STREET ADDRESS OF PRINCIPAL BUSINESS OFFICE IN CALIFORNIA, IF ANY	CITY	STATE	ZIP CODE
17445 R. RAILROAD	INDUSTRY	CA	91748

5. MAILING ADDRESS OF CORPORATION, IF DIFFERENT THAN ITEM 3	CITY	STATE	ZIP CODE
---	------	-------	----------

NAMES AND COMPLETE ADDRESSES OF THE FOLLOWING OFFICERS (The corporation must have these three officers. A comparable title for the specific officer may be added; however, the preprinted titles on this form must not be altered.)

6. CHIEF EXECUTIVE OFFICER/	ADDRESS	CITY	STATE	ZIP CODE
DAVID PEREZ	17445 E RAILROAD STREET	INDUSTRY	CA	91745

7. SECRETARY/	ADDRESS	CITY	STATE	ZIP CODE
MANUEL PEREZ	17445 E. RAILROAD	INDUSTRY	CA	91745

8. CHIEF FINANCIAL OFFICER/	ADDRESS	CITY	STATE	ZIP CODE
PATRICK PEREZ	17445 E. RAILROAD	INDUSTRY	CA	91745

NAMES AND COMPLETE ADDRESSES OF ALL DIRECTORS, INCLUDING DIRECTORS WHO ARE ALSO OFFICERS (The corporation must have at least one director. Attach additional pages, if necessary.)

9. NAME	ADDRESS	CITY	STATE	ZIP CODE
DAVID PEREZ	17445 RAILROAD STREET	INDUSTRY	CA	91748

10. NAME	ADDRESS	CITY	STATE	ZIP CODE
----------	---------	------	-------	----------

11. NAME	ADDRESS	CITY	STATE	ZIP CODE
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12. NUMBER OF VACANCIES ON THE BOARD OF DIRECTORS, IF ANY:

AGENT FOR SERVICE OF PROCESS (If the agent is an individual, the agent must reside in California and Item 14 must be completed with a California street address (a P.O. Box address is not acceptable). If the agent is another corporation, the agent must have on file with the California Secretary of State a certificate pursuant to Corporations Code section 1505 and Item 14 must be left blank.)

13. NAME OF AGENT FOR SERVICE OF PROCESS
CHRISTOPHER PEREZ

14. STREET ADDRESS OF AGENT FOR SERVICE OF PROCESS IN CALIFORNIA, IF AN INDIVIDUAL	CITY	STATE	ZIP CODE
17445 E. RAILROAD	INDUSTRY	CA	91745

TYPE OF BUSINESS

5. DESCRIBE THE TYPE OF BUSINESS OF THE CORPORATION
WASTE MANAGEMENT

16. BY SUBMITTING THIS STATEMENT OF INFORMATION TO THE CALIFORNIA SECRETARY OF STATE, THE CORPORATION CERTIFIES THE INFORMATION CONTAINED HEREIN, INCLUDING ANY ATTACHMENTS, IS TRUE AND CORRECT.

1-31-2007 JESSE QUINTANA
DATE TYPE/PRINT NAME OF PERSON COMPLETING FORM

CONTROLLER
TITLE

SIGNATURE

5) Proposer's Profile

a) Form of Organization

Valley Vista Services, Inc. is a domestic corporation licensed in the State of California under file C1737031.

b) Description of solid waste management operations with emphasis on residential municipals solid waste collection, transport, recycling and disposal.

Valley Vista Services is a family owned municipal solid waste hauling, processing and recycling corporation based in the City of Industry, California. The Perez family has been operating in the San Gabriel Valley since 1957 offering residential, commercial, and industrial and construction waste hauling and recycling services.

The residential sector of the hauling, processing and recycling operation represents a significant portion of the company's experience. Valley Vista Services currently serves over 40,000 homes in the communities of La Puente, Walnut, El Monte, The Unincorporated County areas of Basset/Valinda/South San Jose Hills, and Hacienda Heights. All of these homes are serviced utilizing a 3-Barrel fully automated program and in most cases, CNG collection vehicles.

Once the materials have been collected, they are transported to Grand Central Recycling and Transfer Station (GCR) in the City of Industry. This facility is owned and operated by the Perez family, the same family that owns and operates Valley Vista Services. The GCR recycling and transfer facility is permitted to processes 5,000 tons per day and currently processes over 1,200 tons per day of solid waste and recyclables.

The green-waste (Green) barrel material is delivered to the GCR facility where it is cleaned of contaminations and reloaded onto transfer trucks for transport to the Puente Hills Landfill for Alternative Daily Cover (ADC). ADC is a form of landfill cover that is permitted by the State of California for 100% diversion credit. In the very-near future, this material will be fully processed onsite in our anaerobic digester and converted to Natural Gas for use in the Valley Vista Services collection fleet.

The recycling (Blue) barrel is also processed at the GCR recycling facility. GCR processes over 100 tons per day of curbside collected recyclables on a systems of automated belts and screens. Once the materials have been sorted by material type, color and size, all diverted materials are then processed for shipping to domestic and foreign markets.

The residue (Brown) barrel is also transported to the GCR facility for transfer to local and long distance landfills. The importance of having a transfer operation is to divert

materials to outlying landfills when local landfills close. All materials destined for disposal are currently being transported to either the Puente Hills Landfill in Los Angeles County, The Brea-Olinda Landfill in Orange County or the El Sobrante Landfill in Riverside County.

c) Approximate number of municipal contracts for residential solid waste collection, transport, recycling and disposal.

Municipal Residential Collection, transport and recycling contracts - **5**

d) Approximate number of residential customers

Residential Customer Base - 40,900 single family units utilizing 123,000 automated containers.

Similar Services Table

Residential Automated Services	3-Barrel Program
Los Angeles County – Basset/Valinda/San Jose Hills	13,250
Los Angeles County - Hacienda Heights	3,900
City of Walnut	8,250
City of El Monte	8,500
City of La Puente	6,500
City of Industry	500
Total	40,900

These numbers have been rounded to the nearest hundred.

No Sub-Contractors will be utilized for this Contract/Proposal

Additional Related Information that provides a complete picture our Business:

Awards and Recognitions

Valley Vista Services Awards and Recognition	
Date	Description
June 24, 2004	California State Assembly Certificate of Recognition, In Honor of El Monte Business of the Year
June 24, 2004	California State Senate Certificate of Recognition, In Honor of El Monte Business of the Year
June 24, 2004	California State Assembly Certificate of Recognition, In

	Honor of El Monte Business of the Year
June 24,2004	City of South El Monte Recognition, In Honor of El Monte Business of the Year
June 24,2004	United States Senate Recognition, In Honor of El Monte Business of the Year
June 24,2004	United States Senate Recognition, In Honor of El Monte Business of the Year
June 24,2004	Certificate of Congressional Recognition, In Honor of El Monte Business of the Year
June 24,2004	Certificate of Special Congressional Recognition, In Honor of El Monte Business of the Year
December 7, 2004	Certificate of Appreciation for Significant Contributions to the Billion Bottle March, "America Recycles Day"
July 12, 2003	Diamond Bar Chamber Member of the Week
September 27, 2003	California State Assembly Certificate of Recognition, In Honor of Meals on Wheels for La Puente Valley
September 26, 2003	U.S. House of Representatives Certificate of Congressional Recognition, for generous support of Meals on Wheels
July 16, 2003	CA State Assembly Certificate of Recognition in Honor of Strong Personal and Financial Support of El Monte Chamber.
July 15, 2008	Department of Defense, Recognition Statement of Support for the Guard and Reserve
June 1, 2000	Rotary Club of Walnut Valley, Appreciation as Basso Sponsor 3rd Annual Golfing for the Arts tour
June 23, 2005	El Monte Chamber Continuing Service Award
June 23, 2005	City of El Monte Certificate of Commendation, Recipient Continuing Service Award
2005	Distinguished Sponsor, Hacienda Heights 4th of July Parade
2006	In Appreciation of the Sponsorship of the Pomona Aztlan Chicano Art Exhibit 2006
July 17, 2003	CA State Assembly Certificate of Recognition in Honor of Board Member Derek Rojas of El Monte Chamber.
April 23, 2007	Certificate of Recognition for Outstanding Sponsorship & Support Third Annual Taste of Pomona
March 23, 2005	Pomona chamber 1st Annual Taste of Pomona Sponsor
August 1, 2001	Monterey Park Chamber of Commerce, Sponsor Business Mixer
January 1, 2001	Monterey Park Chamber of Commerce, Sponsor Business Mixer
December 1,2001	Puente Hills Chamber of Commerce Sponsorship Annual Holiday Mixer
January 24, 2003	Monterey Park mayoral fundraiser Dinner Sponsor

July 7, 2003	California State Senate Certificate of Recognition, In Honor of El Monte Board of Directors
September 21, 2007	Monterey Park Police Department, 8th Annual D.A.R.E. Golf tournament Industry Hills
2008	Claremont Chamber of Commerce Annual Golf Tournament, Classic Sponsor
2007	2007 El Monte Kiwanis Charity Golf Tournament Certificate of Appreciation Gold Sponsorship
2006	2006 El Monte Kiwanis Charity Golf Tournament Certificate of Appreciation Silver Sponsorship
2001	La Puente JR Midget Cheer Appreciation for Support
2001	La Puente JR Midget Football Appreciation for Support
February 26, 2004	El Monte /So El Monte Coordinating Council Certificate of Recognition Major Sponsor Fiesta Books Program
	Pomona Boys & Girls Club Pomona Valley Diamond Reception Sponsor
September 19, 1996	California State Senate Certificate of Recognition Industry Sheriffs youth Athletic League
December 1, 2003	City of El Monte Community Services Department Parks Santa Visit
September 4, 2002	Diamond Bar Recognition Continuing efforts as one of the more Progressive Co.'s to introduce Clean Air Vehicles
June 21, 2004	St Elizabeth Ann Seton Parrish, Certificate of Appreciation in Recognizing outstanding Community Involvement for Fiesta
May 21, 2008	La Puente Lions Club, Appreciation for Invaluable Services & Cooperation Extended
June 4, 1985	Del Haven Community Center Certificate of Appreciation for years of volunteer service
2005	2005 El Monte Kiwanis Charity Golf Tournament Gold Sponsor
2004	Sponsor, Certificate of Appreciation Puente Hills Concerts in the Park
February 26, 2005	El Monte Chamber Ambassador Educational Foundation Sponsorship
2005	Miss Diamond Bar Pageant Certificate of Appreciation
February 25, 1993	Industry Sheriff Station Youth Athletic League 1st Annual Golf Tournament Corporate Sponsor
March 3, 1994	Industry Sheriff Station Youth Athletic League 2nd Annual Golf Tournament Corporate Sponsor
March 2, 2005	Industry Sheriff Station Youth Athletic League 3rd Annual Golf Tournament Corporate Sponsor
2008	El Monte Concerts in the Park in Recognition of Sponsorship
June 23, 2004	City of South El Monte Recognition, In Honor of Joseph Shenbaum Award 2004/2005

June 23,2004	United States Senate Recognition, In Honor of Joseph Shenbaum award 2004/2005
June 22, 2005	California State Senate, Certificate of Recognition El Monte Chamber of Commerce Installation Dinner
June 23,2005	County of L A commendation, L A County Supervisors Joseph Shenbaum Award
June 23, 2005	US Senate Joseph Shenbaum Award Citizen of the Year
June 23 2005	US Senate Joseph Shenbaum Award Citizen of the Year
June 23, 2005	California State Assembly El Monte Joseph Shenbaum Award Citizen of the Year
June 23, 2005	Joseph Shenbaum Award, Citizen of the year
June 23, 2005	Joseph Shenbaum Award, Citizen of the year
June 24, 2004	State Senate Recognition for El Monte Business of the Year
September 26, 2003	CA State Senate Recognition Diamond Bar Greater La Puente Valley Meals on Wheels
September 26, 2003	L A County Supervisor Recognition for Meals on Wheels Donations
January 23, 2005	El Monte 5 Points Rotary Recognition for Spirit of Hope Freedom Award
May 12, 2009	Pomona Rotary Event Sponsor for of Annual Art Auction benefiting the Wounded Warriors Program at Casa Colina

Valley Vista Services Annual Residential Tonnage

- Residue Barrel 58,327.28 TPY
- Green Waste Barrel 21,588.84 TPY
- Recycling Barrel 7,652.24 TPY

3-Barrel single-family collection programs in excess of three years experience.

- City of La Puente – 6,500 single family units. (1994)
- City of Industry – 500 single family units (1995)
- City of El Monte – 8,500 single family units. (2005)
- City of Walnut – 8,250 single family units. (2005)
- Los Angeles County Unincorporated – 17,150 single family units. (2000)

6) Experience

a) **Background**

VVS brings over 50 years of solid waste management and disposal experience to the County of Los Angeles. In the following section, VVS will demonstrate that the experienced it has gained over the last five decades are invaluable to the communities of Los Angeles County

Serving 40,900 residential customers with a 3-barrel automated system makes VVS the largest and most experienced locally based hauling company for this type of service. VVS has the knowledge of the **Hacienda Heights** community, having served the local community and surrounding communities of Walnut, El Monte, La Puente, Valinda, Basset, Hacienda Heights, and South San Jose Hills. No other hauler has the local experience as VVS.

The following key municipal solid waste service summaries fully demonstrate that VVS is more than qualified to serve the proposed communities.

The following section outlines the programs of collection and recycling implemented in a number of VVS served communities.

Similar Services Table

Residential Automated Services	3-Barrel Program
Los Angeles County – Basset/Valinda/San Jose Hills	13,250
Los Angeles County - Hacienda Heights	3,900
City of Walnut	8,250
City of El Monte	8,500
City of La Puente	6,500
City of Industry	500
Total	40,900

These numbers have been rounded to the nearest hundred.

Demographics

Besides currently serving nearly 4,000 residential customers in Hacienda Heights, VVS provides the same residential collection and recycling services to thousands of customers with similar demographics as the residents in the Hacienda Heights Area. The U.S. Census reports that the communities of Walnut, El Monte and Valinda have similar demographics with the community of Hacienda Heights as it relates to race, age and socioeconomics. Please see the census data provided below.

Census Fact Sheet

	Hacienda Hts.	Walnut	El Monte	Valinda
Male	49.8%	49.7%	50.5%	49.7%
Female	50.9%	50.8%	49.5%	50.3%
65 yrs. Older	8.7%	6.9%	6.9%	7.0%
Hispanic	38.3%	39.3%	72.4%	74.7%
Asian	36.1%	55.8%	18.5%	9.4%
White	22.13	18.2%	7.4%	11.6%
Black	1.6%	4.2%	2.2%	2.5%
Median Age	36.9	37.2	27.1	28.1
Median Household Income	\$73,639	\$100,291	\$40,158	\$61,376

VVS has been providing solid waste collection and recycling services to the communities in the above chart for years. The strong Asian and Latino populace in Hacienda Heights is typical of the VVS customer base. Our professional and proficient Customer Service Department is already equipped to accommodate any and all concerns that may be requested of our customers in Hacienda Heights.

Our current subscribers from Hacienda Heights coupled with our customers in Valinda, Walnut and El Monte are familiar with the VVS professional services and customer relations. Our customer support personnel make each caller feel at home by speaking in their first language when requested. The VVS customer service department is ready to assist each and every customer. VVS currently has customer service representatives that speak:

- **English,**
- **Spanish**
- **Cantonese**
- **Tagalog**
- **Mandarin**
- **Vietnamese**

As you can see VVS has a complete and comprehensive approach to meeting the needs and requirements of this proposal.

b) Organization Chart

VVS, Inc is a family owned and operated California Corporation. Founded in 1957, VVS has offered residential, commercial and Industrial services for over 50 years.

The Perez family manages all collection, maintenance and day-to-day operations along with the key personnel identified in this proposal. All VVS facilities and corporate offices are located in the City of Industry on our 20-acre campus.



c) Roles and Resumes

i) Firm

David M. Perez - Vice President Operations

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

David has been overseeing the day to day operations at VVS for over 12 years. Dave's hands on involvement in the day-to-day operations guarantees the efficient operation and franchise management of our six franchise contracts.

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

Christopher Perez – Vice President Sales and Information Technologies

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

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

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

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

Jesse Quintana - Controller

Mr. Quintana has over 25 years of accounting experience. He has a BA Degree in Accounting from Cal State Fullerton and MBA from Pepperdine University. Mr. Quintana has worked for fortune 100 companies such as Northrop, Rockwell International, Emerson Electric and Crane Co. He possesses 15 years of experience in the waste management industry working for such companies as Consolidated Disposal,

Republic Industries, and Calmet Services. In each of these positions Mr. Quintana has held the position of either CFO or Controller and has been extensively involved in all aspects of administration and financial management. He has also worked in many acquisitions and internal growth opportunities to insure that transitions are as seamless as possible.

ii) Principals

Dave Perez -- President

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

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

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

Manuel Perez - Corporate Secretary

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

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

Manuel is a hands-on manager and oversees all internal functions. With his hands-on approach to the business, Manuel monitors all daily functional requirements to ensure

that the highest level of service is provided. Manuel is the first to arrive in the morning and the last to leave in the evening.

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

iii) Managing Employees

Susan Silvestri - Customer Service Manager/Office Manager

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

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

Carlos Diaz - Operations Manager/Safety Manager

Carlos has been in the solid waste management industry for over 20 years. Carlos began his career in January 1988 with a local family operated business, managing three municipal franchises and open area routes. Having spent a number of his early years as a driver Carlos was soon appointed to a supervisory roll as residential route supervisor, overseeing one of the three municipal franchise contracts.

Carlos's roll as supervisor allowed Carlos to interface directly with customers, management and the drivers, in order to provide the best services possible. During the following decade Carlos was promoted and trained in the positions of Dispatcher, Safety Managers and eventually Operations Managers. For the last six years Carlos has been the Operations Managers for a well known regional hauler. In March of 2008, VVS hired Carlos as Operation Manager. Carlos has been working directly with Los Angeles County personnel in the Basset/Valinda/South San Jose Hills Franchise since then.

Mr. Diaz was instrumental in expanding and developing a number of safety programs at Valley Vista Services. Carlos runs the monthly training program with **Edward Maghakian** of Solid Waste Insurance Managers, Inc. The monthly meeting, attended by all drivers, route supervisors, mechanics and field personnel includes but is not limited the following programs:

- First Aid
- Right to Know (Hazardous Waste Label Identification)
- Heat Illness Prevention

- Blood Bourne Pathogen Training
- Drug and Alcohol Prevention
- OSHA Training
- CPR Training
- Accident Investigation Training

Mr. Maghakian of Solid Waste Insurance Managers, Inc. has had extensive training, including certifications in Security and Safety Management, Labor Relations, Collective Bargaining, State Fire Marshall Program, Hazardous Materials Awareness, Public Administration and Administration of Justice

This collective approach to safety and safety training has been key in meeting our goals and the prevention of any major injuries at Valley Vista Services for over 10 Years.

VVS is honored in having Carlos join our team. Carlos's 20+ year ground up experience and "can-do" attitude will certainly augment the VVS team of professionals.

iv) Route Supervisors

Art Venegas - Senior Route Supervisor

Art has been in the waste and recycling industry for 10 years. Having started his career as a driver at a local wood recycling company firm, Art soon found opportunity for advancement. Over the next 3 years, Art was trained to operate a number of collection vehicles including roll-offs, commercial front loaders and side loading automated collection vehicles.

In 2003 VVS hired Art as a commercial collection driver and in 2005 Art was promoted to Route Supervisor.

Henry Rodriguez - Route Supervisor

Henry takes his job very seriously. He takes great pride in making sure that our routes are not only efficient, but safe. He will be our man on the scene when it comes to transitioning service.

Henry has proven himself to be very effective in this role, as when we transitioned the Cities of El Monte and Walnut to our service. Henry does not shy away from long hours and he has demonstrated he will go to any length to complete tasks assigned to his department.

v) Key Personnel

Dan Sandifer – Information Technology Manager

With over 12-year experience in the Information Technology Industry, Dan provides primary support and development for network infrastructure and is the Valley Vista Services Project Manager for our recent implementation of the SQL based TOWER Customer Management system. This new customer service system is a faster and more secure customer-processing center. The system is also being developed for web access.

Mr. Sandifer also developed and installed internal Wiki for inter-department information sharing and reference. Create and implement, company-wide computer training course.

- United States Navy Veteran- Honorable Discharge

Certifications:

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

Elizabeth Fisher-Recycling Coordinator

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

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

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

Agustin “Augie” Landino - Maintenance Shop Manager

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

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

Tracy Ha - Lead Customer Service Representative

Ms. Ha has over 8 years of excellent customer service experience. Tracy started with VVS as a Customer Service Representative in the call center. Her proven ability to be at team leader has been recognized and a promotion to Lead Customer Service Representative was inevitable.

Tracy monitors all customer service incoming calls, e-mails and workflow and follows up to confirm that the tasks have been completed properly and in a timely fashion. Tracy works closely with the Office Manager to resolve problems, provides feedback regarding employee performance/training issues, address training issues with Customer Service Representatives, and suggests to the Office Manager helpful ways to improve or streamline processes. Her position is vital to the customer service team as it is an important role to ensure that customer satisfaction is always met.

Edward Maghakian - Director of Technical Services

Edward Maghakian joined Solid Waste Insurance Managers, Inc. in 1993, with the primary responsibility for client loss control, safety, and claims coordination.

Mr. Maghakian's extensive experience includes:

- Director of Safety and Loss Prevention for Waste Management, Inc., Western Region (16 Western States).
- Consultant and Instructor to the National Traffic Safety Institute.
- Senior Special Agent for Fraud investigation and Corporate Security for GTE Sprint Communications.
- Officer, California Highway Patrol
- U.S. Navy Submarine Division, S.E.A.L.S.

Mr. Maghakian has served on many boards and committees with such notable positions as President of the California Association Highway Patrolmen, Advisor to the California Association of Highway Patrolmen Employee Benefits Trusts, Deukmejian appointment to the Peace Officer Standards and Training Commission.

Mr. Maghakian has had extensive training, including certifications in Security and Safety Management, Labor Relations, Collective Bargaining, State Fire Marshall Program, Hazardous Materials Awareness, Public Administration and Administration of Justice

vi) Subcontractors

Valley Vista Services will not be utilizing any subcontractors for this proposal.

d) Specific Information

Contractor is to provide specific information regarding length and quality of experience providing services of the type described in these specifications.

Residential Services proposed in this proposal:

- 3-Barrel Automated curbside collection barrels served per week – **123,000**
- 3-Barrel Automated curbside collection homes served per week – **40,900**
- Manure Collection and processing – Currently collecting in Hacienda Heights
- E-Waste Collection & U-Waste Collection – Currently operating in Cities of Walnut, La Puente, Basset/Valinda and Industry
- VVS has been providing automated collection service - **Since 1994**
- VVS has been operating CNG collection – **Since 2007**

VVS provides identical services as to those being required in this RFP in all of its referenced cities. VVS provides residential 3-barrel collection services for approximately 40,900 customers in Walnut, Industry, El Monte, La Puente and the County of Los Angeles unincorporated areas. Additionally VVS provides multi family collection services in La Puente, Diamond Bar, Pomona, Pasadena, El Monte, Walnut and a number of unincorporated communities in Los Angeles **including Hacienda Heights**

Valley Vista Services Annual Residential Tonnage

- Residue Barrel 58,327.28 TPY
- Green Waste Barrel 21,588.84 TPY
- Recycling Barrel 7,652.24 TPY

3-Barrel single-family collection programs in excess of three years experience.

- City of La Puente – 6,500 single family units. (1994)
- City of Industry – 500 single family units (1995)
- City of El Monte – 8,500 single family units. (2005)
- City of Walnut – 8,250 single family units. (2005)
- Los Angeles County Unincorporated – 17,150 single family units. (2000)

Please the item (f) for a detailed explanation of these services provided.

e) Minimum Mandatory Requirements

Valley Vista Services exceeds the minimum mandatory requirements outlined in Section 2.B and stands out as the premiere contractor for this franchise area.

i) Minimum three years experience.

Valley Vista Services has over 15 years of managing Single Family Residential refuse, recyclables and green waste collection through a 3-barrel automated collection program. In 1994 Valley Vista rolled out the first 3-barrel automated program in the San Gabriel Valley by implementing an automated collection program in the City of La Puente. This first-of-its kind roll-out included the delivery of fully automated carts to over 6,250 homes in the short period of 4 weeks.

Additionally, VVS operates automated 3-barrel programs in the following local communities for three (3) years or more:

3-Barrel single-family collection programs in excess of three years experience.

- City of La Puente – 6,500 single family units. (1994)
- City of Industry – 500 single family units (1995)
- City of El Monte – 8,500 single family units. (2005)
- City of Walnut – 8,250 single family units. (2005)
- Los Angeles County Unincorporated – 17,150 single family units. (2000)

Currently VVS services over 123,000 carts per week and has been servicing multi-family properties with both automated cart and commercial bin services for over 13 years.

Our specialized multi-family recycling and diversion program has been a huge success in the City of El Monte. This innovative program offers the multi-family residents of the Bonwood/Klingerman area an alternative to standardized multi-family collection services.

This particular Multi-Family recycling program has been operating in the City of El Monte for 12 Years. VVS operates a Commingled recycling collection and processing program that has achieved a diversion rate of 25 percent.

ii) Proposer must possess a valid Waste Collector Permit

Included in Section 17: Additional Information

iii) Bid Guaranty

Included in Section 16: Bid Guaranty

f) Similar Services

i) Fully automated collection of refuse, recyclables and green waste

VVS provides identical services as to those being required in this RFP in all of its referenced cities. VVS provides residential 3-barrel collection services for approximately 40,900 customers in Walnut, Industry, El Monte, La Puente and the County of Los Angeles unincorporated areas. Additionally VVS provides multi family collection services in La Puente, Diamond Bar, Pomona, Pasadena, El Monte, Walnut and a number of unincorporated communities in Los Angeles **including Hacienda Heights**.

Similar Services Table

Residential Automated Services	3-Barrel Program
Los Angeles County – Basset/Valinda/San Jose Hills	13,250
Los Angeles County - <u>Currently</u> Hacienda Heights	3,900
City of Walnut	8,250
City of El Monte	8,500

City of La Puente	6,500
City of Industry	500
Total	41,500

These numbers have been rounded to the nearest hundred.

Valley Vista Services Annual Residential Tonnage

- Residue Barrel 58,327.28 TPY
- Green Waste Barrel 21,588.84 TPY
- Recycling Barrel 7,652.24 TPY

Los Angeles County - Unincorporated

- (1) **Basset/Valinda/ South San Jose Hills Franchise - 13,250 Exclusive franchised hauler 2007 – Present**
- (2) **Hacienda Heights - 3,900 Permitted hauler from 1988 – 2007**
 - **3,000 – 4,000 Multi-Family 2-3 Units (Automated 3-Barrel Collection)**
 - **11,000 +/- Residential Accounts (Automated 3-Barrel Collection)**

VVS provides collection and recycling services for the unincorporated areas of Los Angeles County including the communities of **Hacienda Heights, and the franchised area of Basset/Valinda/South San Jose Hills.**

Prior to the award of the exclusive franchise for Basset/Valinda/South San Jose Hills, VVS provided automated 3-barrel services to it's over 10,000 Los Angeles County unincorporated customers. Since the award of the exclusive franchise for Basset/Valinda/South San Jose Hills, VVS provides automated 3-Barrel collection services to over 17,000 residential customers in the unincorporated areas of Los Angeles.

The franchise service 3-Barrel automated collection program in the unincorporated County of Los Angeles has been a tremendous success. This new program has not only rolled out a new system for over 13,000 homes, the original diversion goal of 15% has been surpassed in the first few months of service to over 25% diversion. The curbside recycling program, including blue barrel recyclable and green waste services, has diverted over 25% the first quarter of service and has initiated a professional public outreach program.

During the onset of the new collection program, each customer received a 4-color subscription order, a 4-color program education brochure and a collection day service postcard. Additionally during the distribution phase of the contract, educational instructions were adhered to the barrels.

Since the inception of our three-barrel program in the unincorporated areas of Los Angeles County, hundreds of new customers have requested this exemplary collection program. VVS provides every customer with the highest quality services available.

City of Walnut, California

Exclusive Franchise for Residential and Commercial Solid Waste and Recycling Services.

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

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

Transition to 3-Barrel Program

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

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

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

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

City of El Monte, California

Residential Franchise, Commercial Hauling, Multi Family Services.

- 8,500 Residential Customers (Automated 3-Barrel collection)

VVS has an exclusive solid waste collection franchise for residential services in the City of El Monte, granted in 2005 for 50% of the entire community. Additionally, VVS has the exclusive contract in the multi-family community of Klingerman-Bonwood also located in the City of El Monte and a large portion of the commercial business sector.

The residential franchise includes over 8,000 single-family residences receiving 3-barrel automated collection services. The 3-barrel automated collection program is for the collection of all refuse materials, recyclables and green-waste materials. VVS also supplies bulky item collection, holiday tree collection and community wide clean-up programs. As required in this RFP, VVS was responsible for the removal of all old containers and the placement of the new automated containers.

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

Multi-Family Recycling

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

VVS has initiated an extensive public outreach program that includes quarterly educational newsletters, onsite training and a community outreach programs. On an annual basis, VVS participates in a community outreach program that reaches out to underprivileged children during the holiday season.

The City of El Monte and State Senator Dr. Romero have hailed the VVS recycling and outreach program as exemplary by ~~recently~~ awarding VVS accommodations from the City Council and from State Senator Dr. Romero.

City of La Puente, California

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

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

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

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

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

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

VVS works diligently with La Puente staff assisting in all SRRE reporting requirements and year-end diversion reporting.

City of Industry

Exclusive Franchise for Residential and Commercial Collection – 1971 to Present.

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

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

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

For as long as VVS has been serving the community of Industry VVS has been involved in source separated recycling. During the calendar year of 2004, **VVS collected and processed 14,511 tons of recyclables** from the commercial/industrial sector of the City of Industry. In most cases, the customer received compensation for their source separated products and VVS hauled, processed and marketed those materials through GCR.

Through these efforts and the efforts of a number of permitted recycling programs throughout the community, the City of Industry maintains a diversion rate of 60%-62% annually.

ii) Commingled Recyclables

VVS provides curbside commingled recycling services to all of its 40,000 customers. When others decided to wait and not provide 3-barrel recycling services, VVS immediately launched a 3-barrel automated collection program. In 1994 VVS beat the competition by completing one of the first automated programs in the San Gabriel Valley, the City of La Puente.

As demonstrated in the narrative in the previous section paragraphs, VVS has proven it has the experience in operations. Equally important to experience must be a contractor ability to successfully achieve diversion goals. The table below displays the diversion attained by the aggressive education and operation plan that VVS provides to its' contract clientele.

Residential Automated 3-Barrel Program	Diversion Attained
Los Angeles County – Basset/Valinda/San Jose Hills	25.0%
City of Walnut	47.0%

City of El Monte	32.0%
City of La Puente	32.0%

VVS is confident that Los Angeles County communities served will achieve the highest diversion rates as the programs mature. First quarter diversion numbers in the communities of Basset/Valinda/South San Jose Hills demonstrates that the three barrel program is an excellent program of diversion and can achieve significant higher diversion rates with added outreach and program maturity.

iii) Transition

VVS has initiated four large-scale transition plans from manual to fully automated systems. VVS has found that community outreach and educational materials in advance of any program change is key. In 2005 VVS transitioned the City of El Monte from unlimited automated and manual services to a fully automated system. In 2005 VVS transitioned the City of Walnut from a competitor's 3-Cart program to the VVS 3-Cart program and in 2007 VVS implemented the County franchise area of Basset/Valinda/San Jose Hills to a new 3-barrel collection system.

VVS was chosen as the franchised collection contractor for the City of La Puente when the City decided to make the transition from manual service to automated collection service. The experience gained from this transition, coupled with the El Monte and unincorporated areas of Los Angeles County roll-outs demonstrate VVS's capabilities in transitioning into new automated collection programs.

In the last few years VVS has rolled out over 80,000 new carts in response to being awarded new residential franchises. Seamless transitions have become second nature to the VVS barrel rollout team. Our rapid transition CART crew is capable of removing and replacing 1,500-2,000 barrels per day. Besides delivering the new cart on the curb at the point of service, the delivery crew attaches an educational packet to the new barrel so to give the recipients immediate details on the new collection and recycling program.

iv) Demographic Populations

	Hacienda Hts.	Walnut	El Monte	Valinda
Male	49.8%	49.7%	50.5%	49.7%
Female	50.9%	50.8%	49.5%	50.3%
65 yrs. Older	8.7%	6.9%	6.9%	7.0%
Hispanic	38.3%	39.3%	72.4%	74.7%
Asian	36.1%	55.8%	18.5%	9.4%
White	22.13	18.2%	7.4%	11.6%
Black	1.6%	4.2%	2.2%	2.5%
Median Age	36.9	37.2	27.1	28.1
Median Household Income	\$73,639	\$100,291	\$40,158	\$61,376

Besides currently serving nearly 4,000 residential customers in Hacienda Heights VVS provides the same residential collection and recycling services to thousands of customers with similar demographics as the residents in the Hacienda Heights Area. The U.S. Census reports that the communities of Walnut, El Monte and Valinda have similar demographics with the community of Hacienda Heights.

VVVS has been providing solid waste collection and recycling services to the communities in the above chart and communities for years. The strong Asian and Latino populations in all these communities are typical of the VVS customer base. Our professional and proficient Customer Service department is already equipped to accommodate any and all concerns that may be requested of our customers in Hacienda Heights.

Our current 4,000 plus subscribers from Hacienda Heights coupled with our over 25,000 customers in Valinda, Walnut and El Monte are familiar with the VVS professional services and customer relations. Our customer support personnel make each caller feel at home by speaking in their first language when requested. The VVS customer service department is ready to assist each and every customer. VVS currently has customer service representatives that speak English, Spanish, Cantonese, Tagalog, Mandarin and Vietnamese.

As you can see VVS has a complete and comprehensive approach to meeting the needs and requirements of this proposal and the residents of Hacienda Heights.

7) Work Plan

a) Staffing

i) Operations

The VVS team in operations is the heart and soul of this company. With a staff of 90 drivers, 20 swamper (truck assistants) 6 route supervisors 3 dispatchers and a general manager, VVS is well staffed and qualified to handle the challenges of the Hacienda Heights franchise.

VVS is proud of its team's longevity and commitment to the VVS family. In an industry that has seen tremendous turnover of employees by acquisition, employee dissatisfaction and attrition, VVS has retained its employee pool second to none. The average seniority for drivers at VVS is nine years. This is due in great part to the fact that we provide an environment of professional respect and safety for our employees. We also offer competitive pay and benefit packages that assist us in retaining our skilled personnel. We continuously strive to improve the welfare of our employees and their families.

David M. Perez - Vice President Operations

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

David has been overseeing the day to day operations at VVS for over 12 years. Dave's hands on involvement in the day-to-day operations guarantees the efficient operation and franchise management of our six franchise contracts.

David grew-up in the solid waste industry and has been serving the family business for nearly 25 years. David worked in the collection division prior to being the operations manager. After 5 years as the operations manager, David was appointed Vice President of Operation and has served in this capacity ever since.

Carlos Diaz - Operations Manager/Safety Manager

Carlos has been in the solid waste management industry for over 20 years. Carlos began his career in January 1988 with a local family operated business, managing three municipal franchises and open area routes. Having spent a number of his early years as a driver Carlos was soon appointed to a supervisory roll as residential route supervisor, overseeing one of the three municipal franchise contracts.

Carlos's roll as supervisor allowed Carlos to interface directly with customers, management and the drivers, in order to provide the best services possible. During the

following decade Carlos was promoted and trained in the positions of Dispatcher, Safety Managers and eventually Operations Managers. For the last six years Carlos has been the Operations Managers for a well known regional hauler. In March of 2008, VVS hired Carlos as Operation Manager. Carlos has been working directly with Los Angeles County personnel in the Basset/Valinda/South San Jose Hills Franchise since then.

Mr. Diaz was instrumental in expanding and developing a number of safety programs at Valley Vista Services. Carlos runs the monthly training program with **Edward Maghakian** of Solid Waste Insurance Managers, Inc. The monthly meeting, attended by all drivers, route supervisors, mechanics and field personnel includes but is not limited the following programs:

- First Aid
- Right to Know (Hazardous Waste Label Identification)
- Heat Illness Prevention
- Blood Bourne Pathogen Training
- Drug and Alcohol Prevention
- OSHA Training
- CPR Training
- Accident Investigation Training

Mr. Maghakian of Solid Waste Insurance Managers, Inc. has had extensive training, including certifications in Security and Safety Management, Labor Relations, Collective Bargaining, State Fire Marshall Program, Hazardous Materials Awareness, Public Administration and Administration of Justice

This collective approach to safety and safety training has been key in meeting our goals and the prevention of any major injuries at Valley Vista Services for over 10 Years.

VVS is honored in having Carlos join our team. Carlos's 20+ year ground up experience and "can-do" attitude will certainly augment the VVS team of professionals.

Art Venegas - Senior Route Supervisor

Art has been in the waste and recycling industry for 10 years. Having started his career as a driver at a local wood recycling company firm, Art soon found opportunity for advancement. Over the next 3 years, Art was trained to operate a number of collection vehicles including roll-offs, commercial front loaders and side loading automated collection vehicles.

In 2003 VVS hired Art as a commercial collection driver and in 2005 Art was promoted to Route Supervisor.

Albert Lima - Route Supervisor

Albert Lima takes his job very seriously. He takes great pride in making sure that our routes are not only efficient, but safe. He will be our man on the scene when it comes to transitioning service.

Albert has proven himself to be very effective in this role, as when we transitioned the Cities of La Puente and Diamond Bar to our service. Albert does not shy away from long hours and he has demonstrated he will go to any length to complete tasks assigned to his department.

ii) Maintenance Department

The VVS vehicle maintenance department is located on our 20 acre corporate yard in the City of Industry. All major and minor equipment repairs are done onsite with our professional trained staff of 20 mechanics.

Our vehicle maintenance shop is located at 1037 South Hatcher Avenue in the City of Industry. This state of the art facility has been designed to make vehicle repair and maintenance easy and efficient. All bays have overhead reels for fluids, air, and electricity. Everything a mechanic needs is at his or her fingertips. The shop features a 75,000-pound capacity drive-on lift so that mechanics can service components under vehicles with ease and comfort.

Our shop has a separate, secured parts inventory area with over \$300, 000 worth of inventory. Our extensive inventory insures our clients that the fleet servicing their community is meticulously maintained, guaranteeing uninterrupted service.

Agustin “Augie” Landino -- Maintenance Shop Manager

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

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

iii) Customer Service

Valley Vista Services, Inc. (VVS) has a professional **customer service** staff of **16 fully trained account representatives** ready to perform all the necessary tasks required to administer the requirements of this RFP. Our Customer Service department has trained multi-lingual representatives that can assist callers speaking English, Spanish, Cantonese, Vietnamese, Tagalog and Mandarin. Customer Service is the backbone of our commitment to the County of Los Angeles and the residents of Hacienda Heights. Above

and beyond collection of waste products, VVS is committed to developing a long-term relationship that can only be measured by customer satisfaction. Should VVS be awarded the exclusive franchise agreement for Hacienda Heights, we will be hiring one (1) additional customer service representative to our staff.

Susan Silvestri - Customer Service Manager/Office Manager

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

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

Local Office

We are excited at the prospect of providing additional services to the community of Hacienda Heights. The VVS corporate offices are located at 17445 East Railroad Street in the City of Industry. Located within a few miles from **Hacienda Heights**, the VVS offices are easily accessible. This local office allows for face-to-face communication with our subscribers that wish to discuss their account with one of our professional customer service representatives or pay a bill. Located near the Puente Hills Mall, the VVS office is open Monday through Friday from 8 a.m. to 5 p.m. and on Saturday from 8 a.m. to 1 p.m. Customers can also drop off their payment in a secure lock box for next business day processing.

For additional information, please see Customer Services and Communications Protocols below in section subsection c.i c.ii and c.iii

iv) Administration

This family owned and operated business is staffed by two generations of born and raised franchised waste haulers. Our experience comes from hands on ground up working in the field day to day experience, the type not taught but learned. Each member of the Perez family has experienced the full spectrum of the industry prior to becoming an administrator.

VVS is lead by two brothers and four sons, a family teaching and learning from each other.

Dave Perez, -- President

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

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

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

Manuel Perez -- Corporate Secretary

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

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

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

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

Jesse Quintana -- Controller.

Mr. Quintana has over 25 years of accounting experience. He has a BA Degree in Accounting from Cal State Fullerton and MBA from Pepperdine University. Mr. Quintana has worked for fortune 100 companies such as Northrop, Rockwell International, Emerson Electric and Crane Co. He possesses 15 years of experience in the waste management industry working for such companies as Consolidated Disposal, Republic Industries, and Calmet Services. In each of these positions Mr. Quintana has held the position of either CFO or Controller and has been extensively involved in all aspects of administration and financial management. He has also worked in many acquisitions and internal growth opportunities to insure that transitions are as seamless as possible.

Christopher Perez – Vice President Sales and Information Technology

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

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

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

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

v) Health and Safety

VVS operates the entire operation under strict safety guidelines developed by our in-house safety manager safety supervisor, Carlos Diaz, in accordance with guidelines developed by Solid Waste Insurance Managers, Inc., (SWIM) our workers comprehensive broker.

The Director of Technical Services, Mr. Edward Maghakian is been extremely active in developing and implementing our entire safety program. The following bio gives additional background the role and responsibilities the SWIM team has assumed here at VVS.

Edward Maghakian - Director of Technical Services

Edward Maghakian joined Solid Waste Insurance Managers, Inc. in 1993, with the primary responsibility for client loss control, safety, and claims coordination.

Mr. Maghakian's extensive experience includes:

- Director of Safety and Loss Prevention for Waste Management, Inc. Western Region (16 Western States).
- Consultant and Instructor to the National Traffic Safety Institute.
- Senior Special Agent for Fraud investigation and Corporate Security for GTE Sprint Communications.
- Officer, California Highway Patrol
- U.S. Navy Submarine Division, S.E.A.L.S.

Mr. Maghakian has served on many boards and committees with such notable positions as President of the California Association Highway Patrolmen, Advisor to the California Association of Highway Patrolmen Employee Benefits Trusts, Deukmejian appointment to the Peace Officer Standards and Training Commission.

Mr. Maghakian has had extensive training, including certifications in Security and Safety Management, Labor Relations, Collective Bargaining, State Fire Marshall Program, Hazardous Materials Awareness, Public Administration and Administration of Justice.

Over the years our record of safety speaks for itself, with no major injuries in over a decade, the VVS collection operation is considered the safest and most skilled collection operation in the San Gabriel Valley.

Quarterly safety meetings and monthly tail-gate meetings have been identified as key components to our successful safety program.

The California Highway Patrol under the BIT program conducts vehicle inspections. This inspection program is conducted annually at our corporate facility in Industry California. Each vehicle must undergo a daily inspection by the driver prior to be placed in service, should any mechanical defect be reported, the vehicle is pulled from the fleet immediately and replaced by a spare vehicle previously inspected by our mechanic staff for service.

vi) Drug and Alcohol Program

VVS is extremely conscience of the potentiality of a driver to consume a mind-altering drug during off hours, only to return to the workplace impaired by this legal or illegal product. For this reason, VVS has a monthly random drug and alcohol-testing program to test all company employees. Many employees will be tested numerous times per year insuring a safe and healthy work environment.

Should a driver, mechanic or any employee test positive of any substance that could impair their ability to operate equipment safely, that employee will be immediately removed from their assigned position.

Should a driver or equipment operator be found consuming illegal or non-prescribed substances they will be immediately removed from their position and directed to an intervention/rehabilitation program as a condition of employment. No driver being found intoxicated on the job will be allowed to operate any vehicle or equipment in the fleet. On the job intoxication is grounds for immediate termination.

All employees are required to take a pre-employment drug/alcohol test as a condition of employment.

b) Subcontractors

None

c) Customer Service

VVS has a professional customer service staff of 16 account representatives fully trained to perform all the necessary tasks required to administer the requirements of this RFP. Should VVS be awarded the exclusive franchise agreement for Hacienda Heights, we will be hiring one additional customer service representative to our staff.

Customer Service is the backbone of the VVS commitment to the County of Los Angeles and the residents of Hacienda Heights. In this section we will present a system of customer service that will demonstrate a fresh and new approach to serving the community. Above and beyond collection of waste products, VVS is committed to developing a long-term relationship that can only be measured by customer satisfaction. Our Customer Service department has trained multi-lingual representatives that can assist callers speaking English, Spanish, Cantonese, Tagalog, Mandarin and Vietnamese,

VVS will offer both a local (626) line and a toll-free (800) telephone number for our customers to contact us. These numbers will be listed in all flyers, mailers, educational documents, billing statements, the local yellow pages and white pages. Subscribers calling these numbers will be connected to one of our specially assigned telephone customer service representatives who will answer questions, provide options, and then follow through with appropriate action. This begins with logging of the "service response" item in our computerized tracking system. Once a service response item is opened in our system, VVS assigns a tracking number and forwards the service response item to the appropriate department.

For the purposes of this RFP and the recent award of the Basset/Valinda/ South San Jose Hills franchise, VVS has expanded the Customer Service Department. The expansion has included a new Customer Service Manager, Mrs. Susan Silvestri and a new Customer Service Audiovisual Response System. As presented in the resume section of this proposal, Mrs. Silvestri brings years of customer service experience and professionalism to the VVS Customer Service Team. In addition to expanding our personnel, VVS will have in place an upgraded customer service call center system that includes a large 42" LCD screen display. This screen displays all current calls being handled, all calls on

hold and the time of each call. Additionally, the call center display indicates the language options for each customer service representative.

i) Customer Service Training Program (Ongoing)

In 2008, VVS implemented a new monthly Customer Service Training Program offered by Customer Focus, Inc.

Customer Focus, Inc. is one of the largest providers of customer service training in the U.S. They have a number of different programs including: Delighting Customers, The Sage Coach, Creating CEOs for call centers, Customer Experience Owners and Service Sells. VVS has contracted Customer Focus Inc., to provide professional instruction in the “Delighting Customers” program.

Delighting Customers is the original customer service skills training program that is the foundation for Creating CEOs. Delighting Customers skill training includes all the same skills and concepts as Creating CEOs but with less emphasis on the CEO title.

Delighting Customers is a facilitator-led, on-site, customer service skill training program for professionals and all front-line service persons. By training all employees the customer service skill training program helps create a customer focus culture.

Unique advantages of customer service skills training program

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

Customer service training program applications

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

Delighting Customer skills training program, employees learn to:

- Take responsibility for customers.
- Project positive image and values.
- Problem-solve and innovate.
- Delight even upset customers.
- Uncover sales opportunities.

Plus techniques to:

- Build internal cooperation.
- Gain acceptance.
- Negotiate solutions.

- Manage stress.
- Handle abusive customers.

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

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

ii) Audio-Visual

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

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

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

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

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

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

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

iii) Telephone System and Requirements

All incoming calls are answered by a live operator or in overflow situations by an automated attendant within five rings. Should the caller reach the automated attendant, the caller will reach a live representative within two recorded options on the calling tree.

VVS will use reasonable business efforts to broadcast public education messages to customers while they are on hold waiting to speak with a customer service representative.

VVS currently operates staffed phone service from 7:00 a.m. to 5:00 p.m. Monday through Friday and 7:00 a.m. to 1:00 p.m. on Saturday.

VVS utilizes some of the most sophisticated and reliable software and hardware in the waste and recycling services industry. All of our software is based on Oracle 10g; it is capable of tracking all waste and recyclables from pickup to final disposition. All customer complaints and comments are tracked from the first call to their final resolution. All hardware used is state of the art IBM equipment. All data resides on a SAN (Storage Area Network), for extremely fast throughput, high security, and rock solid reliability. All of our servers are IBM as well. All data is backed up nightly to an IBM automated tape library to ensure that no data is ever lost.

d) Billing Procedures

VVS provides in-house billing and collection services for all of the communities we service. VVS and its affiliated companies have been fully computerized since 1980. Since then, we have made tremendous strides to improve reliability and data access. We recently upgraded to the Tower Waste Hauler system, provided by PC Scale Tower, a

leader in software designed specifically for the Solid Waste and Recycling Industry. The system runs on VMWare virtual servers which allows for better scalability and improved performance, as well as higher up timing running 24 hours per day, 7 days per week, and 365 days per year..

This system has allowed us to automate most office operations. All billing, routing, compliance tracking, customer service, and dispatching are consolidated on the same database system. Now fully implemented, our customers will have the ability to review their accounts, check scheduled services in an easy to read calendar format, print or email invoices, and to pay their bills online by accessing our company website at www.myvvs.com. VVS being an environmentally sound and friendly company also offers our customers the option to go “paperless” by receiving their invoices via email versus snail mail.

All hard copies of bills are printed on high-speed laser printers, with mail sorting barcodes. Since August of 1999, we have been running a Pitney-Bowes automatic folder/insert for our billing and other mailings. This unit automatically sorts, folds, inserts, and applies the correct postage on up to 4,200 pieces of mail per hour.

i) Billing Frequency

All Hacienda Heights residential customers will be billed on a quarterly basis not to exceed 90 days of billing. Bills will be issued on 1st day of the first month of the billing quarter for residential customers. Payment is due 30 days after the invoice date. With our new software program in place, we have the capability to add dunning messages to our invoices, informing our customers of our holiday schedules, send environmental outreach messages and/or any other pertinent information regarding services or billing

ii) Billing Delinquency and Collections

Bills are considered delinquent the 1st day after the due date. A reminder notice (statement) informing the customer will be sent out the 30 days after the invoice date informing the customer that payment has not been received. The reminder notice allows the customer an additional 12 days to pay their bill. If the bill is still unpaid after that time period, services will be temporarily suspended until payment is received.

VVS has an in-house Collections department to ensure proper temperament, dialogue and a customer-focused approach is used in collecting accounts receivables. Valley Vista Services will modify any and all collection and delinquency policies to meet County of Los Angeles requirements.

e) Emergency Service Ability

VVS and its partner transfer operator, GCR, are ready to provide emergency collection, processing and transfer services in the event of an emergency.

Firstly, VVS and GCR have emergency backup power generating systems in place so all office operations and fueling services continue to operate during short-term or long-term power outages.

Secondly, VVS and GCR have emergency fuel storage capable of keeping the entire fleet in operation for seven days without the need for outside delivery systems. This back-up fuel system can be operated on an emergency rationing basis prolonging the fuel supply for up to 10 days.

Lastly, GCR can continue to collect and store waste onsite in the event of an emergency, GCR has designed the facility to hold a minimum three times the current daily volume without disposing any waste into local or distant landfills.

In the event of an emergency VVS and GCR are prepared to continue the collection of solid waste and the transfer of waste to distant or local landfills. Our fleet of vehicles and back-up fleet are capable of moving into any area in the county for emergency services or be at the ready to serve neighboring communities.

f) Locations of Administrative Offices

It is in facilities that VVS has made the greatest strides in the last five years. Starting in a very functional but also very spartan office trailer, we have mushroomed into a company that has state of the art facilities unrivaled in the San Gabriel Valley.

Our office is located at 17445 East Railroad Street in the City of Industry. It has been designed from the ground up to include not only ample space for our current operations but also room to easily expand to more than double our current size. Our state of the art computer room houses all of the company's servers in a separate concrete vault inside of a fully fire sprinkled concrete building, making it very unlikely that any of our computerized records would ever be damaged in a fire or even in a sizeable earthquake.

Equally important, our office is set up to accommodate visiting customers doing business in a friendly and comfortable manner. Customer service personnel are set up so that each has their own work area, phone, computer and customer service manual so that each is able to help customers with easy access to answers and ability to correct problems immediately.

Our vehicle maintenance shop is located at 1037 South Hatcher Avenue in the City of Industry. This state of the art facility has been designed to make vehicle repair and maintenance easy and efficient. All bays have overhead reels for fluids, air, and electricity. Everything a mechanic needs is at his or her fingertips. The shop features a 75,000 pound capacity drive-on lift so that mechanics can service components under vehicles with ease and comfort.

Our shop has a separate, secured parts inventory area with over \$300, 000 worth of inventory. Our extensive inventory insures our clients that the fleet servicing their community is meticulously maintained, guaranteeing uninterrupted service.

Completed in the first quarter of 2005 is our newest facility addition, an automated vehicle wash system. This new automated vehicle washing system will guarantee that every VVS vehicle servicing the County of Los Angeles will be washed daily, dramatically improving the esthetic of collection vehicles in your fine community. Not only will this new facility automatically wash the vehicle fleet, it also has a steam cleaning bay so that all vehicles will be steam cleaned prior to the scheduled weekly preventative maintenance inspections. Additionally, VVS has installed a new bin repair and painting facility in this same location. This new feature will add to the community esthetics by allowing for rapid bin repairs, refurbishments, and repainting required in this RFP.

g) Solid Waste Facilities

i) Grand Central Recycling and Transfer Station.

The Grand Central Recovery and Solid Waste Transfer Station (GCR) is the facility that we are perhaps most proud of. GCR began with the planning and permitting stage in 1998, was constructed in the fall and winter of 2000, and commenced operation on June 6, 2001. This 125,000 square foot facility is one of the largest waste handling facilities in California.

VVS utilizes the transfer and processing services of GCR in the City of Industry. This fully permitted solid waste and recycling facility is built in the heavy industrial sector of the City of Industry on a 20 acre campus. This 20 acre solid waste campus currently houses the VVS corporate offices, our natural gas fueling facility, the state-of-the-art VVS truck repair facility, our whole truck wash rack system, and the 5,000 tons per day GCR solid waste facility.

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

GCR has an overall facility average facility diversion rate of just under 33% based upon fist quarter tonnage reporting in 2009.

GCR has developed end user markets for all of our fiber materials, contracting with large pulping plants across Asia. We work with local brokers and end users for our plastic

materials and metal recycling. Wood waste materials are either chipped and processed for soil amendments or diverted to industrial users for fueling of large boilers, all of which are credit for 100% diversion. Mr. Perez has also negotiated a long-term arrangement for the processing of all concrete and asphalt materials from our C&D operations. Construction and demolition debris is a significant source of diversion, often overlooked by many communities.

ii) Anaerobic Digestion CNG Conversion Facility

The VVS team, and the Perez family of owners, have commenced the process to site a new alternative technology Anaerobic Digestion CNG Conversion facility within the City of Industry. This new facility, scheduled for completion in 2013, will process food and green waste materials utilizing an in-vessel technology to produce clean burning natural gas.

VVS is committed to reducing local emissions, in reducing green house gases and in the reduction of waste disposed of at local landfills. Our state-of-the-art digester facility, patented by California University of Davis, will both reduce waste disposed of at local landfills and offer the County of Los Angeles a rate stabilization program that will save the community of Hacienda Heights disposal costs.

This facility will be utilized to process a portion of the curbside green waste collected by VVS should VVS be selected as the franchised hauler.

h) Equipment

The VVS fleet is comprised of over 180 vehicles that are meticulously maintained and operated. With the focus on the long-term, VVS has invested vast resources into a specialized fleet of heavy duty vehicles from the Crane Carrier Company for all of our commercial and residential collection units. Built in Oklahoma from the ground up, these heavy-duty vehicles are built to rigid specifications far exceeding the most solid waste collection vehicles utilized by the competition. As with our commitment in investing in added personnel on the road, VVS has invested significant funds into placing the safest and most reliable vehicles on the streets of southern California.

The “Crane Carrier Fleet” features the lowest “step in” height of any truck offered for sale for this type of use, making it much easier and safer for drivers and operators to enter in and out of the vehicle. This is crucial when you consider that a front loader crew enters and exits the vehicle hundreds of times per day, therefore reducing the chance of injury and resulting in a much lower mod rate on comprehensive insurance.

Spare vehicles are the key to operating a reliable hauling company. At VVS we always make sure to have several spare vehicles for every different type of service truck that we have; this allows us to guarantee that service won’t be disrupted due to equipment servicing and allows a surge capacity in case of extraordinary events.

VVS is committed to the environment as well as the quality of life for generations to come. VVS has recently invested significant resources into a compressed natural gas (CNG) fleet of vehicles. This new fleet was originally instituted in response to the AQMD rule 1193, a mandate that requires all collection vehicles purchased for the purpose of providing service to a municipality must purchase approved clean burning fuel engines. CNG powered trucks expel much less CO2 exhaust (no black smoke clouds) and are almost 35% quieter than diesel powered equipment.

i) Number

Vehicles

Please see the **Collection Vehicle List** in section 4.h.iii.

Automated Barrels

VVS projects that the number of automated carts for this franchise proposal will be as follows.

Each subscriber will receive one full default set of containers during the distribution phase of the franchise contract. The default set will be one Brown 96-gallon automated cart for trash, one Blue 96-gallon automated collection cart for recyclables, and one Green 96-gallon automated cart for green waste services. Additionally VVS will provide one extra Blue container upon request and one additional Green barrel upon request without surcharge.

Container	96-Gallon	10% Stock	Total
Brown (Residue)	14,409	1,441	15,850
Blue (Recycling)	14,409	1,441	15,850
Green (Green waste)	14,409	1,441	15,850

For the purpose of meeting the additional 10% requirements of in stock containers, VVS will place on order the 10% additional in stock carts in the 65-gallon and 35-gallon sizes in order to meet special requests. The original size of barrels to be delivered will be the large capacity 96-gallon cart, after delivery VVS will exchange the carts as needed.

In order to meet the requirements of maintaining a 10% in stock overage of each type and capacity cart as stipulated in Exhibit 3A, VVS, if needed, will make second purchase of barrels of mixed sizes, so to meet the on hand requirement after the initial distribution and exchanges have been completed.

ii) Age

Vehicles

Please see the **Collection Vehicle List** in section 4.h.iii. (Below)

Automated Barrels

All automated containers utilized for this franchise will be new CARTS with the franchise markings as required in this RFP.

iii) Manufacture

(1) Vehicles

VVS has invested vast resources into a specialized fleet of heavy-duty vehicles from the Crane Carrier Company for all of our commercial and residential collection units. Built in Oklahoma from the ground up, these heavy-duty vehicles are built to rigid specifications far exceeding the most solid waste collection vehicles utilized by the competition. As with our commitment in investing in added personnel on the road, VVS has invested significant funds into placing the safest and most reliable vehicles on the streets of southern California.

Vehicle Specification

For the purposes of this proposal, VVS projects utilizing eight (8) fully automated Crane Carrier Company (CCC) side-loader CNG vehicles and one (1) 2-Axel side-loader for the tight canyon areas. The age and particulars of the Vehicles proposed for this franchise are as follows.

Available Collection Vehicle List for this proposal

Fuel	Description	Year	Make	License
CNG	AUTO/SIDE LOADER (Pendpac)	2008	CCC	Pending
CNG	AUTO/SIDE LOADER (Pendpac)	2008	CCC	Pending
CNG	AUTO/SIDE LOADER (Pendpac)	2008	CCC	Pending
CNG	AUTO/SIDE LOADER (Pendpac)	2008	CCC	Pending
CNG	AUTO/SIDE LOADER (Pendpac)	2008	CCC	Pending
CNG	AUTO/SIDE LOADER (Pendpac)	2005/6	CCC	Pending
T CNG	AUTO/SIDE LOADER (Pendpac)	2005/6	CCC	Pending
h CNG	AUTO/SIDE LOADER (Pendpac)	2005/6	CCC	Pending
CNG	AUTO/SIDE LOADER (Pendpac) 2-Axel	2008/9	CCC	Pending

the above referenced trucks are in stock and available for this proposal/franchise. VVS anticipates that nine (9) trucks will be utilized for the area being proposed.

(2) Manufacturer Carts

Rehrig Pacific Company

For the purpose of this RFP VVS will be contracting with one outside vendor for the fabrication and delivery of automated barrels. VVS has found the fabrication and delivery services of Rehrig Pacific to be outstanding and far superior to many other vendors in the barrel industry.

Rehrig Pacific Company of Los Angeles, Ca, manufactures the containers being proposed for this RFP. The final order will be placed upon award of the

franchise area contract(s) in October/November (estimated) giving Four to Five months for manufacturing and distribution, as suggested in the RFP.

As stated in this RFP, the commencement date for the area(s) being proposed in this proposal is March 1, 2010. VVS will guarantee the manufacturing, distribution and servicing of all containers on or before the requested start date of this contract.

Rehrig Pacific Company has the production capacity of manufacturing 47,250 carts a week – 189,000 carts per month (4 weeks) with its current machines and molds in four plants: Los Angeles, CA, Atlanta, GA and DeSoto, KS and Erie, PA. Each manufacturing facilities runs 7 days a week, 24 hours per day, 360 days a year. Currently, Rehrig Pacific Company has the largest capacity in North America to produce carts and meet the demands of large implementations such as the Los Angeles County projects.

iv) Recycled Content of CARTS

Post Consumer Regrind Certification

Rehrig Pacific Company certifies that we will manufacture 96-gallon automated, plastic refuse containers with at least **20% Post Consumer Regrind (PCR)** for VVS to be used in the County of Los Angeles. Should VVS or the County of Los Angeles require more PCR in their containers, RPC has the capability of using up to 30% PCR in the manufacture of our containers.

v) Manufacture Warranty



Dave Perez
Valley Vista Services
17445 East Railroad Street
City of Industry, CA 91748

Dear Mr. Perez,

This letter confirms that Rehrig Pacific Company will manufacture and distribute all containers needed for VVS to be used for the Los Angeles County's Franchise Agreement container program to be completed and in full operation by March 1, 2010. We are excited about the potential of partnering with you on this project to ensure a smooth transition.

Delivery Guarantee

To ensure a smooth and timely container rollout, Rehrig Pacific Company will guarantee delivery of our 96-gallon containers in the timeframe designated by VVS. Rehrig Pacific Company will incur penalties if mutually agreed upon delivery schedules are not met.

Experience

Rehrig Pacific Company has over 10 million containers in circulation across the United States. We have successfully supplied several major cities across the United States with automated containers (i.e. Los Angeles, San Diego, Milwaukee, Atlanta, Phoenix, etc.). Due to our extremely durable container design, cities have experienced very minimal failure. Locally, we supply containers to Los Angeles, Riverside, San Bernardino, Long Beach, Pomona, Lancaster, Lynwood, Redlands, Carson, and Manhattan Beach. We have also supplied containers for the following Los Angeles County Franchise areas; Firestone, Basset/Valinda, Lennox and Lynwood.

Additional Benefits of working with Rehrig Pacific Company

- 94 year old, local company to provide support and service to the community
- Flexible production schedules with 8 manufacturing plants nationwide
- Superior product with less than .05% failure rate
- 10 year, non-prorated warranty
- Local PCR (post consumer resin) can be used in the manufacture of containers (up to 30%)
- Serial number and bar code labeling system for inventory purposes available
- Container comply with all ANSI industry specifications

Please do not hesitate to call me if you have any further questions at (310) 529-8774.

Sincerely,

Justin Fellhauer
Sales Representative
Rehrig Pacific Company

vi) Amortization Schedule

Enclosed in trade secret folder

vii) Alternative Fuel Vehicles

VVS is committed to the environment as well as the quality of life for generations to come. VVS has recently invested significant resources into a compressed natural gas (CNG) fleet of vehicles. This new fleet was originally instituted in response to the AQMD rule 1193, a mandate that requires all collection vehicles purchased for the purpose of providing service to a municipality must purchase approved clean burning

fuel engines. These CNG powered trucks not only put out much less exhaust (no black smoke clouds), but are almost 35% quieter than diesel powered equipment. All new vehicle purchase from 2005 forward have been exclusively CNG powered vehicles, VVS estimates that the entire fleet of vehicles will be replaced over the next decade

For the purposes of this franchise contract, all proposed automated collection vehicles will be powered by compressed natural gas (CNG).

i) Environmental Program

i) Water and Power Conservations Measures

Water

Completed in the first quarter of 2005 is our newest facility addition, an automated vehicle wash system. This new automated vehicle washing system will guarantee that every VVS vehicle servicing the County of Los Angeles will be washed daily, dramatically improving the esthetic of collection vehicles in your fine community. The entire system was built to use recycled purple pipe water. VVS and The City of Industry are currently working with Rowland Water District in the installation of a purple pipe recycled water service for this installation.

Additionally, when the advanced phased anaerobic digester is in place, the water reclaimed from the digester will be California purple pipe reclaimed water quality. This water will be utilized onsite for all irrigation, truck washing and the remainder sold to the local water purveyor.

Power

GCR has been the leader in electric power consumption reduction. During the design phase of the solid waste facility, the owners of GCR sought to reduce the need for electric lighting while introducing an environment of natural lighting.

The architectural team came back with a design that placed translucent panels on 30% of the roof and 30% on the surrounding exterior walls. This innovative design allows the facility to operate during daylight hours with little or no interior electrical lighting. Nine out of ten days the facility operates under natural lighting transferred in from the translucent panels wrapping and covering the building.

Advance Phased Anaerobic Digestion CNG Conversion Facility

The VVS team and the Perez family of owners have commenced the local permit process in order to site a new alternative technology Anaerobic Digestion CNG Conversion facility within the City of Industry. This new facility, scheduled for completion in 2013, will process food and green waste materials utilizing an in-vessel technology to produce clean burning natural gas.

VVS is committed to reducing local emissions, reducing green house gases and in the reduction of waste disposed of at local landfills. Our state-of-the-art digester facility, patented by California University of Davis, will both reduce waste disposed of at local landfills and offer the County of Los Angeles a rate stabilization program that will save the community of Hacienda Heights disposal costs.

This facility will be utilized to process a all or some of the curbside green waste collected by VVS should VVS be selected as the franchised hauler.

ii) Waste Reduction and Reuse

VVS is committed to reducing the reduction of waste to landfill and strongly believes that recycling/reusing unwanted discards is key increasing diversion across the State. VVS and its partner company GCR have a policy of waste reduction that goes above and beyond the requirements set forth in this RFP.

Since the inception of GCR, the Perez family has recovered and repaired 1,000's on tons of unwanted reusable materials. GCR staff salvages all types of discarded office furniture, appliances, construction materials and household goods from the waste. All items recovered are repaired or refurbished and donate to services clubs such as the El Monte Boys Club or given to disadvantaged families. This is just another proven and beneficial program of recovery at VVS and GCR.

iii) Procuring Buy Recycled Products

VVS is committed to the purchasing of recycled content materials in all our operations. All print materials produced by the VVS billing and recycling departments are printed on recycled content paper. Additionally, all company stationery is printed on recycled content paper as well.

The VVS maintenance department purchases used refined oil for the collection fleet and all mud flap and rubber floor mats are made from recycled rubber.

During the construction of GCR, the contractor were requires to demolish an old concrete building and reuse all the crushed aggregate onsite for base and backfill, the building was over 100,000 square feet and the aggregate produced was enough to generate all the base requirements for all the parking and driveways onsite.

Post Consumer Re grind Certification

Rehrig Pacific Company certifies that we will manufacture 96-gallon Automated, plastic refuse containers with at least 20% Post Consumer Re grind (PCR) for VVS to be used in the County of Los Angeles. Should VVS or the County of Los Angeles require more PCR in their containers, RPC has the capability of using up to 30% PCR in the manufacture of our containers.

iv) Other

Anaerobic Digestion - (*Green Waste and Food Waste Processing*)

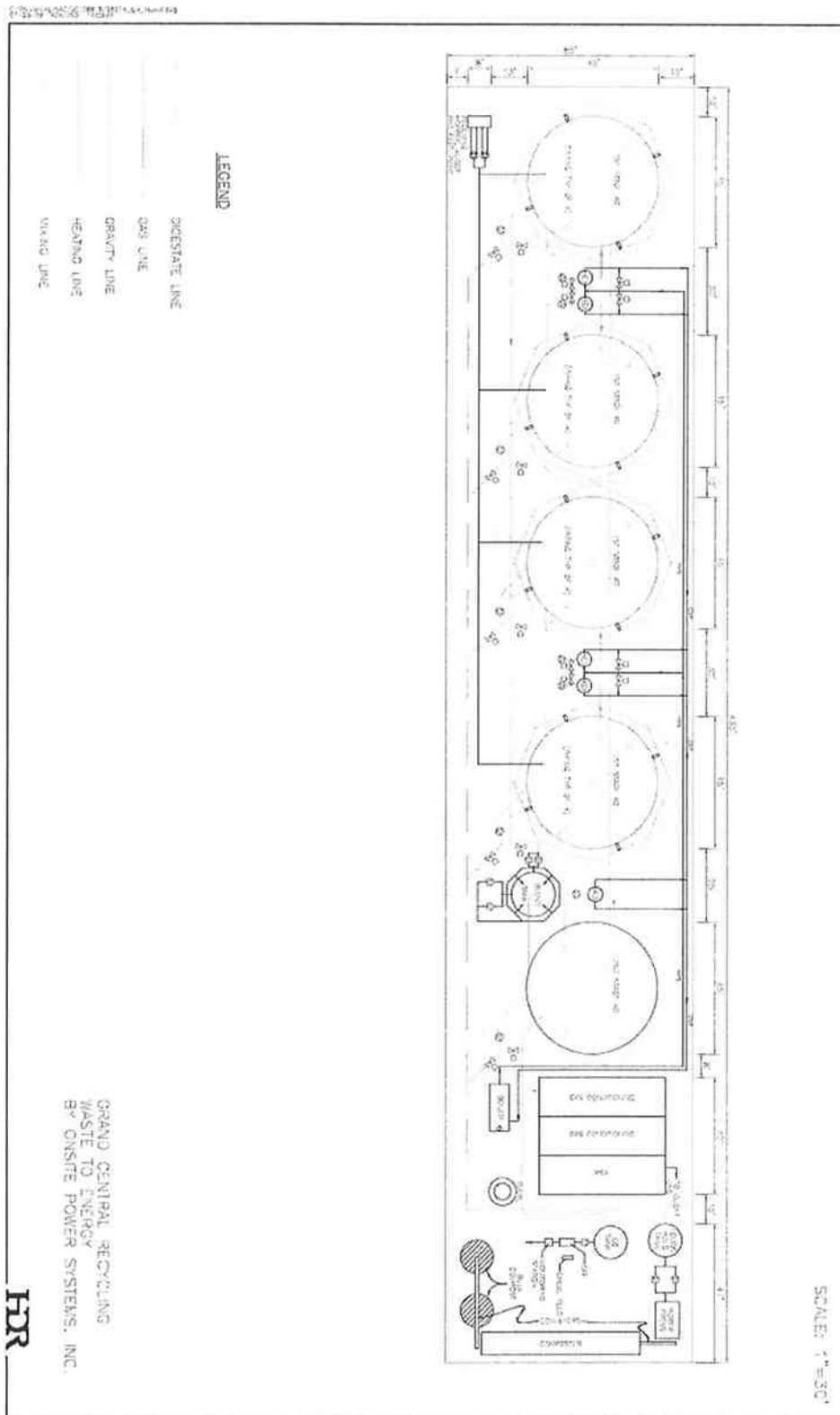
The VVS team and the Perez family of owners have begun the process to site a new alternative technology Anaerobic Digestion CNG Conversion facility within the City of Industry. This new facility, scheduled for completion in 2013, will process food and green waste materials utilizing an in-vessel technology to produce clean burning natural gas.

VVS is committed to reducing local emissions, reducing green house gases and in the reduction of waste disposed of at local landfills. Our state-of-the-art digester facility, patented by California University of Davis, will both reduce waste disposed of at local landfills and offer the County of Los Angeles a rate stabilization program that will save the community of Hacienda Heights disposal costs.

This facility may be utilized to process curbside green waste collected by VVS, should VVS be selected as the franchised hauler. The green waste materials would be mixed with other collected materials collected by VVS. These other materials, such as food waste, will be digested in large anaerobic digestion tanks and the gases, heat, water and soil amendments will be harvested for reuse.

The methane gas will be reclaimed and converted to compressed natural gas for the fueling of the VVS compressed natural gas fleet. The heat, water and soil amendments will also be reclaimed for state approved diversion credits. Anaerobic digestion has been approved by the Integrated Waste Management Board for full diversion credits.

The following Anaerobic Digester site has been specifically developed for the project to be sited in City of Industry by Onsite Power Systems and HDR Engineering.



j) Unpermitted Waste Screening Protocol

i) Ongoing Employee Training in Identification

Valley Vista Services conducts monthly tailgate safety meeting and quarterly safety review meeting with all drivers, swampers and route personnel. During these monthly and quarterly meetings training and educational materials is presented so to educate all employees in load checking and household hazardous waste identification techniques. Operators are trained in both identification procedures and notification procedures when un-permitted waste is discovered. Operators discovering un-permitted waste are trained to complete and a two-part notification form, one part for the generator and the second part for the office. Notification forms/warning is left on the containers and discovered waste materials are left adjacent to the container.

ii) Driver Inspection

Un-permitted waste, including all HHW, e-waste and u-waste are forbidden in the general waste stream. Utilizing in hopper cameras, drivers are trained to look for un-permitted waste in the waste stream at the point of collection. Curbside collection with fully automated containers often hampers visual identification, for this reason VVS has installed camera monitors in each automated vehicle, giving the operator clear visual site of all contents of each container before it is commingled with the entire load.

Should a driver miss the identification of un-permitted waste in the loading procedure, all waste passing through the transfer station receives a second inspection. Should any waste be identified in a particular load, the identified load will be traced back through the route and additional precautions will be set in place for the following week. The discovered un-permitted waste will be properly disposed of according to the local, state and federal laws.

iii) Immediate Driver Response

While unloading the collection container into the holding hopper the driver has a clear view of the waste products as they are emptied and staged for compaction. All drivers are trained and prepared to remove all U-Waste, E-Waste and Household Hazardous Waste materials upon identification.

Unpermitted materials such as U-Waste or Household Hazardous Waste or any suspicious unidentified materials will be left at the service address and a notification tag will be affixed to the offending container.

iv) Driver Notification

All VVS drivers are trained and prepared to deal with any unpermitted waste issue. Besides being thoroughly trained in the identification process, VVS personnel have been instructed to complete the non-collection tag and adhere it to the offending

container. The notification tag will explain the violation and the proper means of disposal. Additionally the driver will leave VVS contact information and the VVS customer service department will be alerted as to the violation (attached violation notice). All non-collection notices will be noted in the customer service contact computers system.

Each un-permitted disposal incident will be reported to the area route supervisor and if appropriate, the route supervisor will monitor the service address for additional disposal violations. The route supervisor is authorized to contact the generator and follow-up with question and concerns with the service recipient.

VVS customer service will log each and every incident into both the hard copy daily activity log and the generators electronic account database file. All hard copies (and electronic formatted versions) will be copied for reporting purposes and supplied to the designated County of Los Angeles personnel.

v) Notification of Agency

As required in the franchise agreement, VVS will maintain a complaint and incident log for all Los Angeles County franchise areas served. Customer Service will monitor and record all un-permitted waste violations/incidents identified by VVS personnel. All records will be copied and supplied to the County of Los Angeles per the requirements of the franchise agreement. VVS will use best business efforts to report its observations to the Director in addition to notifying the offender.

Habitual violators will be reported to the designated county inspector and service will be suspended pending final resolution with the customer and the inspector.

Should any material identified appear to be dangerous in nature or a threat to the health and safety of the community or VVS personnel, the area route supervisor will immediately notify along with the County fire department and the designated County of Los Angeles contact for immediate resolution.

vi) Appropriate Actions

VVS is committed to proper manifestation and management of un-permitted waste materials. In the event liquid or solid material suspicious in nature is released in or around the collection vehicle, the area route supervisor will be immediately notified and proper containment materials will be applied. All collected materials will be properly containerized and removed by a license contractor. Any E-Waste, U-Waste or HHW materials discovered during the transfer/disposal operation will be properly managed and manifested per local and state law.

VVS is in the process of becoming a U-Waste permitted collector and has recently developed a relationship with an e-waste/u-waste operator for the legal and proper processing of such materials. Additionally Grand Central Recycling and Transfer Station, Inc., (GCR), VVS preferred transfer station contractor, has a HHW and U-

Waste disposal and management program in operation for the proper management of all unpermitted waste materials.

GCR has adopted load-checking programs created by the Department of Toxic Substances Control (DTSC) for identifying and proper disposal of HHW, U-Waste and E-Waste materials.

vii) Compliance with Law

VVS is in compliance with all Local, State and Federal laws and specifically as certain rules and regulations pertain to the handling, manifesting and transportation of any and all hazardous waste materials. VVS and its contractors will maintain all compliance standards defined in DOT Title 49 CFR and the United States Environmental Protection Agency Title 40 CFR, as well as with California EPA and DTSC regulations.

viii) Form and Content of Labels

Each automated solid waste receptacle will have either an 8 X 11 sticker adhered to the underside of the lid or an embossed message clearly explaining the do's and don'ts of permitted and un-permitted waste disposal. The message will be carried in English, Mandarin and Spanish. Additionally, each container will be embossed with a statement reminding the user against illegal disposal of hazardous waste materials. The final content of this information will be approved by the County of Los Angeles and will be paid for and distributed by VVS or its contractor.

ix) Safe Disposal Customer Education Program

As part of the VVS Un-permitted Waste Screening Protocol, VVS shall develop and implement a customer education program to maximize exclusion of Un-permitted Waste from disposal and promote safe handling of Un-permitted Waste as stipulated in Part II Section 6. VVS will distribute this education program in conjunction with its customer outreach for the Waste Diversion Program.

VVS will notify the subscribers regarding the safe handling of un-permitted waste through our community outreach and all print and workshop educational programs. VVS will also instruct the subscribers as to safe and permitted disposal options through a notification program should un-permitted waste be discovered during the collection operations. Unsafe disposal of un-permitted waste will be strongly discouraged. Any items deemed to be hazardous waste, U-Waste or E-Waste will not be collected in the regular barrel collection program. Should such material be presented at the curb, information will be left at the premises informing the subscriber as to the proper disposal of the waste type and the material will be uncollected.

VVS will be collecting CED/E-Waste waste at the curb through the bulky item collection program required in this RFP. Any materials that may be encompassed in

the CED collection program will be clearly pointed out to the subscribers through educational materials.

k) Customer Recycling Diversion Education Program

In keeping with the requirements of this proposal, VVS will develop and implement a Waste Diversion Program for all residential premises and multi-family premises, including collection of recyclables, greenwaste, bulky waste items, e-waste, U-Waste, clothing, sharps and covered electronic devices (CED's).

i) Recycling and Diversion Goals

VVS is committed to the diversion goals required under the Integrated Waste Management Act of 1989 stipulating a 50% diversion goal by the year 2000.

VVS has reviewed the current county diversion rate database, as presented on the Integrated Waste Management Board Website, and has noted that the County of Los Angeles is far behind the required 50% diversion target. It is evident in these numbers that the County of Los Angeles is seeking to increase diversion reporting in all sectors of the waste stream including the single and multi-family sector. VVS is confident that the collection, recycling and education programs outlined in this proposal will meet the expectations of the County of Los Angeles.

VVS will work close with Los Angeles County staff to establish final diversion goals should the staff request to modify any of the presented goals or program out reaches.

VVS anticipates an immediate increase of reported diversion at the curb due to the implementation of the three-barrel automated program and new reporting guidelines stipulated in this RFP. VVS expects diversion numbers to reflect an overall curbside diversion of 20% to 25%, comprised of approximately 12% from the blue barrel program and approximately 15%-20% from the green-waste program. These diversion percentages are based upon actual data numbers produced with three-barrel programs in areas with identical demographics. During the initial 12 months of operation these number should be well established and consistent.

Developing and Distributing Literature

As a part of our Waste Diversion Program, Valley Vista Services has developed and will implement a customer educational program to maximize the diversion of recyclables, green waste, bulky items, clothing, sharps, e-waste and CED's.

Our in-house recycling staff will commence the development of promotional and educational materials immediately upon notification of award. For years VVS has prepared hundreds educational brochures, newsletters and notification postcards and has distributed this information to tens of thousands of homes. Each piece of outreach information is meticulously designed by our in house staff and illustrated by our local printer.

Prior to distributions, each draft document is prepared in English for the proofing and approval process. Prior to translation and after the document has received the VVS in-house approval; the draft document is forwarded to Los Angeles County staff for preliminary English-only approvals. After County staff approval VVS will commence the translation process to Spanish and Chinese. During the approximate two week translation process the mailing department will prepare the mailing lists and prepare for bulk mailing. All mailers are bulked mail through a mailing house except for those stuffed in the bills. All mailers sent via the billing system will be folded and stuffed in-house utilizing our in-house mail system.

VVS intends on notifying the subscribers as to certain aspects of the collection program through container embossing, barrel stickers or attached hangers and educational pamphlets. The embossing and/or sticker will be adhered to the barrel lid informing the subscriber about non-permitted waste. Each set of barrels will contain the embossing and/or sticker on the inside of the lid. Educational materials will also be sent to each subscriber in the form of pamphlets and newsletters. VVS will either attach the information packet to the barrel during distribution or mail the information directly to the subscribers at VVS's option.

During the outreach program phase of this contract, VVS personnel will meet face to face with subscribers and local residents. Community involvement at local community events and service clubs is key to educating the community of the VVS recycling programs. At each outreach event VVS staff will handout approved education tools including pamphlets and/or newsletters.

VVS is proposing to provide each subscriber with three (3) 96-gallon automated containers as the default container size. Each container is fabricated locally and utilizes up to 25% recycled content material. *Those residents requiring manure cart service will be supplied a special manure cart as required in the rfp.*

The standard barrel colors that VVS uses are brown for residue barrels, green for greenwaste barrels, and blue for recycling barrels, *the manure barrel color will be black.* Should the county of Los Angeles require modifications to this color pallet, VVS will comply with the requested colors.

Public Outreach/Education

VVS has been providing high quality public information and education materials for its customer base for many years. Included in this proposal are a few samples of the VVS newsletter and program introductory materials.

VVS will distribute a tri-lingual semi-annual Newsletter to all subscribers of curbside services. This informative outreach newsletter will educate customers as to the collection programs offered and those items accepted in the automated barrels. VVS will also inform residents of local events including Household Hazardous Waste round-ups, used oil collection facilities and holiday schedules.

All promotional materials, flyers, and newsletter will be submitted to the County at least one (1) month prior to distribution for comments and feedback.

During barrel delivery each customer will receive an information packet, adhered to the blue barrel detailing the automated collection and recycling program. VVS will mail semi-annual newsletters that will highlight particular recycling programs, interesting facts, holiday schedules and contact information for questions or service requirements. As required, all educational material will be printed in English, Spanish and Mandarin.

Public Education and Outreach Samples

The most important single line item of a successful program of diversion is participation. VVS will work diligently to reach out to each and every subscriber through printed materials, community events and public forums. VVS has for years reached out to it's subscribers by mailing out a semi-annual newsletter, conducting public outreach programs at public functions/community events and placing advertisements in local newspapers.

- **Newsletter**

VVS will propose to distribute a **semi-annual four-color newsletter** that will be printed in English, Spanish and Mandarin. VVS currently distributes public outreach materials in all three languages and has **customer service** representatives fluent in all three languages and others as well.

- **Subscription Order**

VVS will prepare for review and distribute the Subscription order as required in Part II Section 4D. VVS has included a Subscription Order from the Basset/Valinda/South San Jose Hills franchise.

- **Community Outreach**

VVS staff has long been known for its community involvement and participation in service clubs. With a local sales and customer service staff over 20 employees, VVS is well represented in the communities its serves.

Currently VVS staff and owners are involved in the following local organizations:

- Hacienda Heights Concerts in the Park (Sponsors for many years)
- Hacienda Heights Thanksgiving Turkey Trot.
- Meals on Wheels.
- Principal of the Day program La Puente Hacienda Heights School District.
- Recycling Service for: Hacienda Heights and La Puente public schools.
- San Gabriel Valley Chamber of Commerce (active board member)
- Youth at Risk
- Division Sponsor "4th of July Parade" Hacienda Heights.

- Banner Sponsors for Hacienda Heights.
- Sponsor, Los Angeles County Sheriff Department.
- Valinda Farmers Market Monthly outreach program.

The VVS community outreach program that will be integrated specifically for the areas proposed in this RFP will continue include local face to face interaction with residents, managers and owners. VVS proposes to work with county staff and local service organizations to identify at least one (1) community outreach opportunity per quarter. VVS will actively pursue local community fairs, carnivals, public forums, service organizations and public school events so to present recycling educational information to the residents and children in the areas served.

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

Upon award of the franchise, VVS will work diligently with staff to prepare a schedule of events and outreach programs.

Methodology

VVS, contracting through GCR, will document each and every load collected from the franchise area. GCR weighs and records each and every vehicle that enters the transfer and material recovery facility. Included in this transaction is the material type, route numbers, weight, date and time of each load. This information can cross-referenced with waste characterizations from the generating route and community.

Waste characterizations provide vital information when reporting materials recovered or recoverable from a particular waste stream i.e. curbside commingled recyclables. This information is extremely helpful when reporting quantities of a particular material diverted from a processing line or materials still being discarded in the refuse container.

All gross weights can be compared to the actual waste characterization, including residue, when calculating derived diversion and disposal quantities.

VVS proposes to develop a waste characterization model for the curbside commingled barrels. This model can and will be used when calculating disposal and diversion tonnages from the gross weights collected.

ii) Recycling and Diversion Strategies

VVS will continue to work with staff in the identification of additional programs of recycling. The following bulleted points are proposed programs to increase diversion in the residential sector.

(1) Recycling Collection

Each subscriber will receive one blue 96-gallon automated collection cart, and up to one additional 96-gallon cart, for the collection of recyclable materials generated at the address of the subscriber.

The blue recycling container will be for the collection of all fiber, glass, and plastic recyclables as identified in the RFP. VVS will consider adding or deleting items should the county require modifications.

Clean Dry Paper - (computer, ledger, wrapping, arts and craft paper, unwanted mail, flyers, telephone books, note cards, newspaper, blueprints, magazines, file folders, paper bags, Post-it notes, catalogues; and all envelopes including those with windows)

Cardboard Boxes and Chipboard - (cereal, tissue, dry food, frozen food, shoe, and detergent boxes; paper and toilet rolls; and corrugated boxes (broken down and flattened))

Aluminum, Tin, Metal, and Bi-Metal Cans - (rinsed if possible, soda, juice, soup, vegetables, and pet food cans; pie tins; clean aluminum foils; **empty** paint and aerosol cans with plastic caps removed); (wire hangers can now be recycled in the blue container)

Glass Bottles and Jars - (rinsed if possible, soda, wine, beer, spaghetti sauce, pickle jars, broken bottles, and etc.)

Empty Plastic Containers Numbers 1-5 - (rinsed if possible, soda, juice, detergent, bleach, shampoo, lotion, mouthwash, dishwashing liquid bottles, milk jugs, tubs for margarine and yogurt, plastic planters, and etc.)

(2) Scavenging

VVS will use reasonable business efforts to enforce anti-scavenging laws including the following:

- (a) Instituting civil actions against a person alleged to have violated California Public Resources Code 41950 for treble damages, as measured by the value of material removed, or a civil penalty of not more than \$1,000.00, whichever is greater, for each unauthorized removal, in accordance with California Public Resources Code 41593; and
- (b) Taking actions under County Code 20.72.196 to discourage Scavenging.

(3) Processing of Curbside Recyclables

All recyclables will be delivered to a permitted recovery facility for further sorting, processing and marketing. VVS has partnered with Grand Central

Recycling and Transfer Station, Inc. (GCR) for the processing of all materials collected. GCR is a fully permitted 5,000 tons per day solid waste facility processing solid waste, green waste and recyclables. GCR is located at 999 S. Hatcher in the City of Industry.

Processing of curbside recyclable materials will be conducted over a system of belts and conveyors specifically designed to process and separate curbside recyclables. All recyclables will be sorted and weighed before being shipped to markets across the United States and abroad. All residue materials will be transferred to local landfills for final disposal.

As stipulated in Exhibit 3A, within six (6) months of the onset of the proposed collection programs, VVS will conduct a contamination audit of the materials collected in the blue and green barrels. This audit of contamination will document contamination found in the blue and green containers.

(4) Green Waste Collection

As required in the RFP, VVS will provide one 96-gallon automated green waste container to each subscriber and upon request a second 96-gallon green waste container, at no additional surcharge, for the collection of green waste materials. Additionally subscribers are allowed to discard bagged overflow materials four per year without surcharge.

Green Waste materials will be collected by VVS trained personnel and approved collection vehicles. All yard clippings, tree trimmings and shrubbery trimmings will be collected via the 96-gallon automated container for transportation to the GCR processing facility in the City of Industry.

Upon receipt of the materials at the transfer station, the greenwaste will be processed into large transfer trailers and taken to a licensed alternative daily cover program or a licensed composting operation. All uncontaminated green waste materials will be diverted away from the landfill disposal system and documented for AB 939 diversion reporting. VVS, operating in the franchisee and open areas of Los Angeles County, has found that the diversion of green waste is approximately 90%-95% of those items collected.

Residue materials', including palm fronds, cactus, birds of paradise and other contaminants will be removed and disposed of as trash.

(5) U-waste and CED's

Valley Vista will be offering a collected U-Waste and E-waste at call program. Much like our bulky items program, subscribers may call the Valley Vista offices for the collection of U-Waste and E-Waste as per the requirements of the RFP.

(6) Food Waste Recycling

Valley Vista Services is in the design stage of developing an Anaerobic Digester system to process food and green waste materials in the City of Industry. When complete, all collected food waste from commercial enterprises will be processed with the residential green waste materials for conversion to compressed natural gas. The digester is expected to be in full operation prior to the close of the Puente Hills Landfill in 2013. This process will increase local diversion, reduce tipping fees and disposal costs and create clean burning natural gas for the Valley Vista Services truck fleet.

iii) Establishing Program Tasks

VVS is committed to the expansion of recycling opportunities and the educational outreach associated with the successful implementations of these opportunities.

VVS will work diligently with staff in the identification and implementation of new programs of diversion. Each program identified will be presented to the subscribers by all media outlets previously identified including but not limited to local newspapers, newsletters, direct mailers, local cable, and community outreach programs.

The VVS community outreach program that will be integrated specifically for the areas proposed in this RFP will continue include local face to face interaction with residents, multi-family property managers and owners. VVS proposes to work with county staff and local service organizations to identify community outreach opportunities. VVS will actively pursue local community fairs, carnivals, public forums, service organizations and public school events so to present recycling educational information to the residents and children in the areas served.

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

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

The following tasks have been identified in this proposal:

1. Distribute printed education materials and newsletters, advertisements in local papers.
2. Utilize local cable access educational opportunities.
3. Public outreach program including services clubs, public venues and public schools.
4. Distribute educational tools including recycling content items.

5. Develop and perform “how to work shops” in local neighborhoods.
6. Material Recovery Facility public tours.
7. Continue and expand local participation in service clubs and local chambers.

iv) Timetable for Program Implementation

VVS is committed to a rapid and efficient transition and outreach program. VVS has also presented a number of goals and tasks identified in the proceeding paragraphs that need to be implemented in a specific timeline. The following is our proposed timeline to the proposed tasks.

Task Time Table

Dec. 2010	Submit barrel Delivery Program and educational packet
Dec. 2010	Prepare local outreach calendar (include current events)
Jan-Feb 10	Commence public “How to Work Shops” outreach
Jan-Feb 10	Deliver Barrels and original print materials
March 1	Commence automated collection program
May-June	Augment outreach calendar with additional events
May 2010	Mail Additional Outreach/Educational Information
Summer 10	Conduct Material Recovery Facility “Open House” tours

i) Alternatives to Fully Automated 96-Gallon Carts

In the Event that either the subscriber lives in difficult to service area or has the inability to store the delivered default 96-gallon container, VVS will coordinate with both the subscriber and the county liaison for immediate relief. VVS has conducted an independent investigation of the entire community and has found that no difficult-to-service locations. Should a subscriber require smaller barrels due to side gate access restrictions or storage restrictions, VVS proposes to alleviate this problem by offering the subscriber smaller multiple containers that would meet the requirements of the premises.

Upon request, VVS will dispatch a route supervisor or technician to meet at the subscriber's address so to remedy situations. VVS offers alternative 35-gallon and 65-gallon automated containers. Each subscriber will have at least the minimum combined capacity of 96-gallons and in certain cases may have excess capacity at no additional charge. In the event a customer requests a 65-gallon and a 35-gallon container in lieu of the default 96-gallon container, the customer will receive a new capacity of 100-gallons at no additional cost to the customer.

Cart Alternatives to Elderly

Per the requirements of Exhibit 3A, VVS will offer a 32-gallon carts or an alternative size approved by the director, to the elderly if requested.

Please find enclosed the specification for all three sized containers included in this proposal.

m) Special Services

(1) Holiday Tree

During the period of December 26th through January 14th, VVS shall collect, transport, process and divert all holiday trees stripped of all ornaments, garland, tinsel, flocking, stands and placed for collection at the curb on or before the customers next regular collection day. Holiday Trees, like green waste, is diverted through the County Sanitations Alternative Daily Cover Program. This program is a significant diversion opportunity.

(2) Bulky Items

Targeting the bulky item collection program for additional diversion will be key to the long-term growth and expansion of diversion programs to meet the requirements of AB 939. **VVS will process all bulky items through the GCR recovery facility for maximum recycling and diversion credit.** All bulky items including furniture, white goods, CED's, e-waste, green waste, U-Waste, excess solid waste and others will be processed for the highest possible diversion and recovery volumes possible. Potential recyclable items will be manually processed and segregated from the waste stream prior to transfer to landfill. Per the times and frequency specified in the RFP.

a) Annual curbside clean-up

VVS will annually collect unlimited amounts of customers' bulky items as described in the RFP at each set-out site once each calendar year on a day approved by the County, following no less than two weeks advance written notice to customers, without surcharge. Bulky items are transferred to GCR where they are segregated from the waste stream and diverted when possible. VVS has found that bulky item recycling can contribute significant diversion; on average 50% of the bulky items waste stream is diverted through these efforts.

b) Two on-call pick-up's

In addition to the annual curbside event, VVS shall collect twice each calendar year unlimited amounts of residential customers' bulky items, e-waste, U-Waste and/or CED are discarded at the curb (excluding construction demolition debris). Customers are requested to contact VVS customer Service 24 hours in advance on their regularly scheduled pick-up for this service. Bulky items are transferred to GCR where they are segregated from the waste stream and diverted when possible. VVS has found that bulky item recycling can contribute significant diversion; on average 50% of the bulky items waste stream is diverted through these efforts.

c) *Four On-Call Pick-ups per Year - Multi-Family Premises*

In addition to the services provided to single family and two-unit parcels, VVS will be providing recycling and bulky item collections for those multi-family Premises receiving subscription services from VVS. VVS will provide four (4) on-call pickups of bulky items, e-waste, and CEDs per year with a limit of two items per pickup (excluding construction demolition debris) without surcharge; additional on-call pickups with surcharge. Bulky items are transferred to GCR where they are segregated from the waste stream and diverted when possible. VVS has found that bulky item recycling can contribute significant diversion; on average 50% of the bulky items waste stream is diverted through these efforts.

d) *Additional On-Call Pickup with Surcharge*

In addition to Collection described in subsections F2a and b, at the request of a residential subscription customer in excess of twice annually, as provided in the subsection F2b, or at the request of a multifamily subscription customer in excess of four times annually, as provided in subsection F2c, on 24 hours advance notice, Valley Vista Services shall collect unlimited amounts of that customers bulky items, as described in the RFP, discarded at the customers set-out site on that customers next regularly scheduled collection day or other date agreed to between the customer and Valley Vista Services at surcharges for additional calls listed on the pricing proposal for this franchise area.

e) *Semi-Annual E-waste and Clothing Drop-Off Events*

Twice each calendar year, Valley Vista Services shall collect without surcharge unlimited amounts of residential customers E-Waste and clothing, per the requirements of Exhibit 3A F2e.

(3) *Manure Collection*

Valley Vista Services will arrange to provide for collection, transportation and proper disposal of manure discarded by a subscription customer for whom Valley Vista Services provides collection of refuse, on the day or days agreed to with the customer and Valley Vista Services, at least weekly, if the customer requests a manure collection service.

Valley Vista Service will provide each customer requesting once per week manure services a 64-gallon automated CART ((or other capacity CART approved by the Director) for collection of manure at no cost to the customer or the county. Additional CARTS will be provided at the surcharge for collection of manure listed on the rate schedule.

Designated Facility

The manure collected under this manure collection program will be processed at **Cal Blend Soils, Inc.** in Irwindale California. Cal Blend is a permitted

composting and soil amendment firm providing quality soil amendments to contractors and homeowners for over 25 years. All manure will be recycled and reused- only those items deemed contamination will be disposed.

(4) Sharps Collection Program

Within one week after residential customers request, Valley Vista Services will provide said subscription customer, at the customers residential premises, without surcharge to the county or customer, an approved container for sharps discard in accordance with applicable laws.

Valley Vista services will provide 1 gallon and/or 2 gallon SHARP containers pre approved by the County of Los Angeles. Upon request by the subscriber, Valley Vista Services personnel will personally and promptly deliver an empty Sharps container kit.

Each kit includes:

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

Valley Vista Services has identified Stericycle as their container and autoclave vendor for sharps disposal. Stericycle is the nations largest supplier and processor of medical and sharps waste.

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

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

Valley Vista will collect, transport and dispose of materials in accordance with applicable laws and will provide the following:

- Distribution of County approved Sharps containers (to include outreach efforts)
- Collections of Sharps containers

- Proper handling and disposal of containers in accordance with applicable laws.

(5) Illegal Dumping – Street and Alley Clean-up Program

Upon request from the County or residents within the service area, Valley Vista Services will collect, transport dispose/divert and manage all illegally dumped materials within public road rights-of-way, including but no limited to refuse, CED's, furniture, major appliances, white goods, metallic discards and other non hazardous waste materials within 24 hours of the request (except weekends and holidays), without surcharge to the resident or county.

All materials will be processed through Grand Central Recycling and Transfer for maximum diversion as possible. Should Valley Vista have information on the possible illegal disposer, VVS will forward said information to the county.

(6) Four Special Clean up Events per Year

At the request on the Director, VVS will provide Bins or portable containers in type, quantity and capacity specified by the director for discards of solid waste, e-waste and CED's at each of up to four community cleanup projects or public events located throughout the service area per year.

(7) Disabled Roll-out Service.

For residential customers, VVS will provide free roll out service for *qualifying* disabled and elderly customers without surcharge as specified in the RFP.

(8) Senior Discount

For residential customers, VVS will provide a senior discount for *qualifying* elderly head of household customers as stipulated in the RFP.

(9) Senior Discount/Small Quantity Generator.

For residential customers, VVS will provide a senior discount for qualifying elderly customers generating reduced quantities of waste when utilizing a 32 gallon automated cart, as stipulated in the RFP.

(10) Construction and Demolition Debris

All C&D debris materials collected through collection or temporary bin rentals will be processed through the GCR processing system for the highest recovery possible. Typically **diversion numbers reach 65%-75%** and higher. Each load will be processed prior to transportation to a landfill site. All diversion tonnages and tons processed will be recorded for reporting purposes.

(11) Diversion Guarantee

VVS will guarantee the County of Los Angeles a minimum aggregate total of 20% diversion of all materials collected under this proposal during the first

12 months of operation. Years two through five will be guaranteed 25% diversion and years five through ten will be guaranteed a minimum of 30% diversion.

n) Transition Roll-Out Plan

In the last 36 months, VVS has rolled out over 80,000 new carts in response to being awarded new residential franchises. Seamless transitions have become second nature to the VVS barrel rollout team. Our rapid transition CART crew is capable of removing and replacing 1,500-2,000 barrels per day. Besides delivering the new cart on the curb at the point of service, the delivery crew attaches an educational packet to the new barrel so to give the recipients immediate details on the new collection and recycling program.

i) Ordering Vehicles and Containers

Vehicles

The VVS service fleet of vehicles is comprised of over 170 collection and service vehicles. The entire fleet has an average age of 4.5 years and all vehicles are replaced or completely refurbished to a like-new condition prior to the 10TH anniversary of that particular vehicle.

For the purposes of this RFP franchise, VVS has designated eight (8) automated CNG powered side-loaders and one (1) Automated CNG 2-axel side loader for hard to handle areas. The eight (8) vehicles are currently in our yard and ready for service while the 2-axel vehicle will be ordered and ready for use by March 1, 2010.

Alternative Fueled Vehicles

VVS is committed to the environment as well as the quality of life for generations to come. VVS has recently invested significant resources into a compressed natural gas (CNG) fleet of vehicles and fueling system. This new fleet was originally instituted in response to the AQMD rule 1193, a mandate that requires all collection vehicles purchased for the purpose of providing service to a municipality must purchase approved clean burning fuel engines. These CNG powered trucks not only put out much less exhaust (no black smoke clouds), but are almost 35% quieter than diesel powered equipment. All new vehicle purchase from 2005 forward have been exclusively CNG powered vehicles, VVS estimates that the entire fleet of vehicles will be replaced over the next decade.

The onsite fueling facility and slow fill fueling system has been constructed at the VVS corporate solid waste facility campus and acts as both our corporate fueling center and a local retail system for compressed natural gas, diesel and unleaded fuels.

Vehicle Delivery

For the purposes of this RFP franchise, VVS has designated eight (8) automated CNG powered side-loaders and one 2-axel side loader for hard to handle areas. The eight (8) vehicles are currently in our yard and ready for service while the 2-axel vehicle will be ordered and ready for use by March 1, 2010.

Automated Containers Delivery

Rehrig Pacific Company of Los Angeles, Ca, manufactures the containers being proposed for this RFP. The final order will be placed upon award of the franchise area contract, giving approximately six (6) months for manufacturing and distribution.

As stated in this RFP, the commencement date for the area being proposed in this proposal is March 1, 2010. VVS will guarantee the manufacturing, distribution and servicing of all containers on or before the requested start date of this contract.

Rehrig Pacific Company has the production capacity of manufacturing 47,250 carts a week – 189,000 carts per month (4 weeks) with its current machines and molds in four plants: Los Angeles, CA, Atlanta, GA and DeSoto, KS and Erie, PA. Each manufacturing facilities runs 7 days a week, 24 hours per day, 360 days a year. Currently, Rehrig Pacific Company has the largest capacity in North America to produce carts and meet the demands of large implementations such as the Los Angeles County projects.

Assembly and Distribution

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

Assembly will take place at the VVS barrel Assembly and Distribution center located at 17445 Railroad Street. This 35,000 square foot warehouse has been utilized to distribute large numbers of automated containers during the transitions of the City of Walnut, El Monte and most recently the Franchise Area of Basset/Valinda/South San Jose Hills. This facility can easily store and process over 50,000 barrels.

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

VVS and Rehrig Pacific will be utilizing specially manufactured delivery vehicles to distribute between 1,500 to 2,000 containers daily. VVS intends on distributing all

containers in the months of January and February of 2010, prior to the March 2010 start date.

Prior to the March 1, 2010-start date each resident will receive three (3) fully automated 96-gallon (default size) containers for green waste, recyclables and residue collection services. The green-waste containers will be green in color and will be hot stamped in English, Spanish and Mandarin languages identifying the barrel as "Green Waste" collection. The Recycling container will be blue in color and will also be identified as "Recycling Only" in all three languages. The third and final barrel type will be brown in color for the collection of residue permitted material only. The residue barrel will be identified in all three required languages as well. The manure CARTS will be ordered in the 64-gallon default size and held in storage until requested by the subscriber.

Delivery Guarantee Containers

To ensure a smooth and timely container rollout, Rehrig Pacific Company and VVS will guarantee delivery of all the default-automated containers in the timeframe designated by this RFP.



August 15, 2009

Dave Perez
Valley Vista Services
17445 East Railroad Street
City of Industry, CA 91748

Dear Mr. Perez,

This letter confirms that Rehrig Pacific Company will manufacture and distribute all containers needed for VVS to be used for the Los Angeles County's Franchise Agreement container program to be completed and in full operation by March 1, 2010. We are excited about the potential of partnering with you on this project to ensure a smooth transition.

Please do not hesitate to call me if you have any further questions at (310) 529-8774.

Sincerely,

Justin Fellhauer
West Coast Sales Manager

Public Outreach and Educational Activities

VVS is proposing to supply educational materials at the point of the initial delivery. Accompanying the blue container will be an educational information packet fully explaining the details of the collection programs, collection schedule and other pertinent information. All print materials will be in the languages prescribed in the RFP.

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

Prior to the program start-up in March, each resident will receive the three default containers with and an attached information packet. This packet will contain information detailing the workings of the entire collection program including recycling, green waste, bulky items, E-waste and manure services. VS will also use this opportunity to distribute routing schedules, contact information and subscription documentation.

Determining Routes

As stipulated in the RFP, VVS will provide to the Director route maps and schedules indicating the day and approximate time of day of collection and customer names and addresses. VVS shall use reasonable business efforts to schedule collection one or two service days before street sweeping is schedule, as requested by the County of Los Angeles. VVS will work with the Director in the preparation of the routing and collection schedule.

The VVS routing manager will prepare mapped routing schedules displaying the streets and the corresponding collection days. The VVS routing department will provide the Director with a draft map within 30 days from the date of franchise award.

Training Route Drivers

VVS has been servicing the proposed neighborhoods for 15 years plus, our drivers are extremely knowledgeable and already trained and prepared to service all the subscribers being proposed. The current fully automated 3-barrel program in place will allow for a seamless transition, requiring only additional barrels and no new vehicles.

Any future employees/drivers that may be hired to replace current employees/drivers will be offered first to those qualified candidates in the County GAIN/GROW employment program. Should a candidate meet the requirements of the available position and be scored equal to other candidates being considered for the same position, the GAIN/GROW candidate will be offered the position first.

Collecting Old Carts

Over the years VVS has worked closely with local haulers and communities in the removal and replacement of old containers. Recently VVS was awarded two large city franchises as well as the Basset/Valinda Franchise in which VVS was required to remove other haulers barrels and replace them with our own containers.

VVS will work diligently with both the Director and the impacted haulers in the safe and expedient replacement of containers. All costs associated with the collection of hauler containers will be collocated from the haulers and will on no way impede the replacement roll-out program. VVS will guarantee the collection of each container no matter of the situation with other haulers, VVS will collect and store said containers, should containers go unclaimed VVS will destroy and recycle each and every container.

Commencement Date of Collections

As required in this RFP, VVS is committed to starting all services on or before March 1, 2010. Should the former service provider agree to remove their containers sooner, VVS will guarantee automated collection services upon removal of the old service providers' containers.

o) Compliance with Street Sweeping

As stipulated in the RFP, VVS will provide to the Director route maps and schedules indicating the day and approximate time of day of collection and customer names and addresses. VVS shall use reasonable business efforts to schedule collection one or two service days before street sweeping is schedule, as requested by the County of Los Angeles. VVS will work with the Director in the preparation of the routing and collection schedule.

The VVS routing manager will prepare mapped routing schedules displaying the streets and the corresponding collection days. The VVS routing department will provide the Director with a draft map within 30 days from the date of franchise award.

8) References

a) Program Example (Referenced)

County of Los Angeles (Residential Collection Program)

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

City of Walnut (Residential and Commercial Collection)

Contact: Ms. Alicia Jensen – Senior Management Analyst
21701 E. Valley Blvd.
Walnut, Ca. 91789-2018
Voice (909) 598-5605 Fax (909) 909-598-2160

City of La Puente (Residential and Commercial Collection)

Contact: Mr. Fran Tripepi– City Manager
15900 E. Main Street
La Puente, Ca. 91744-4719
Voice (626) 855-1500 Email ftripepi@lapuente.org

City of El Monte (Residential and Commercial Collection)

Contact: Mr. James W. Mussenden - City Manager
11333 Valley Boulevard
El Monte, CA 91731
Voice (626) 580-2001 Fax (626) 453-3612

b) Municipal Contracts

County of Los Angeles

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

City of La Puente (Residential and Commercial Collection)

Contact: Mr. Fran Tripepi– City Manager
15900 E. Main Street
La Puente, Ca. 91744-4719
Voice (626) 855-1500 Email frtripepi@lapuente.org

City of El Monte

Contact: Mr. James W. Mussenden - City Manager
11333 Valley Boulevard
El Monte, CA 91731
Voice (626) 580-2001 Fax (626) 453-3612

City of Walnut (Residential and Commercial Collection)

Contact: Ms. Alicia Jensen – Senior Management Analyst
21701 E. Valley Blvd.
Walnut, Ca. 91789-2018
Voice (909) 598-5605 Fax (909) 909-598-2160

City of Diamond Bar

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

City of Industry

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

City of Pomona

Contact: Mr. Howard Morris
505 S. Garey Ave.
Pomona, Ca. 91766
Voice (909) 620-2362 Fax (909) 620-2485

9) Disputes, Actions, Contests and Debarments

i) Civil Dispute Record in excess of \$250,000 related to the following:

(1) Public Procurement Challenges:

None

(2) Public Solid Waste Contract Disputes:

None

(3) Claims of violation of securities or antitrust laws:

None

(4) Claims of violation of unfair and anti-competitive trade practice:

None

ii) Criminal Actions

(1) Fraud or criminal felony offences:

None

(2) Bribery:

None

(3) Embezzlement, extortion, racketeering, false claims, false statements, forgery, falsification or destruction of records, obstruction of justice, knowing receiving stolen property, theft, or misprision of felony:

None

(4) Securities or antitrust laws:

None

(5) Unfair and anti-competitive trade practice laws:

None

iii) Enforcement Actions

None

iv) Procurement Contests

None

v) Class Actions

None

vi) Labor Disputes

None

vii) Debarments

None

b) Environmental History Violations

(1) Actions related to collection operations:

None

(2) Unlawful disposal of hazardous waste;

None

(3) Truck retro-fitting;

In 2008 VVS was found to have some diesel burning vehicles that failed to meet the Emissions Control Label program standards. VVS and the Air Resources Board agreed to a settlement and compliance timeline.

(4) Leaking trucks:

None

(5) Unlawful discharge of liquids from vehicle operation and maintenance facilities:

None

(6) Hazardous waste identification and handling education requirements for drivers and other personnel:

None

c) Representation and Warranty

- Form PW-13 (Attached)

d) Actions Taken for any of the Above

10) Subcontractors

None

11) Financial Resources

Please find the attached “Trade Secrets” folder and the appropriate forms in Section 14: Forms List

12) Permits

Waste Collector Permit: S0552 Expires 12/31/09 (Attached)

AQMD Permit: Not Required/Not Applicable

Cal EPA #: CAL000233827

Waste Tire Permit: TPID #1001601-01

CED Permits: 105907

WebVen No: 51558301



COUNTY OF LOS ANGELES

Department of Public Health - Solid Waste Program

Waste Collector Permit

Under Provisions of County Ordinance Title 20

2009

VALLEY VISTA SERVICES, INC.
17445 E. RAILROAD ST.
INDUSTRY, CA 91748

COMPANY ID #	S0552
PERMIT FEE	\$2,194.00
VEHICLES PERMITTED	18
DATE OF ISSUE	1/14/2009
EXPIRATION DATE	12/31/2009

Ken Murray

CHIEF, SOLID WASTE PROGRAM

13) Insurance

ACORDTM CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/29/2008

PRODUCER
Solid Waste Insurance Managers
1' El Molino Ave
P. Box 7072
Pasadena, CA 91101

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED	Zerep Management Corp (Per Named Insured List Attchd) 17445 East Railroad Street City Of Industry, CA 91748
----------------	--

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A: **Greenwich Ins. Co.**INSURER B: **XL Insurance America**INSURER C: **Everest National Ins Co**

10120

INSURER D:

INSURER E:

COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD		TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	X	GENERAL LIABILITY	GEC002192702	1/1/2009	1/1/2010	EACH OCCURRENCE \$ 1,000,000
		<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
		<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person) \$ 5,000
						PERSONAL & ADV INJURY \$ 1,000,000
						GENERAL AGGREGATE \$ 2,000,000
						PRODUCTS - COMP/OP AGG \$ 2,000,000
		GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				
B	X	AUTOMOBILE LIABILITY	AEC002192802	1/1/2009	1/1/2010	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
		<input checked="" type="checkbox"/> ANY AUTO				BODILY INJURY (Per person) \$
		<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident) \$
		<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident) \$
		<input type="checkbox"/> HIRED AUTOS				
		<input type="checkbox"/> NON-OWNED AUTOS				
		GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
		<input type="checkbox"/> ANY AUTO				OTHER THAN EA ACC \$
		<input type="checkbox"/>				AUTO ONLY: AGG \$
		EXCESS/UMBRELLA LIABILITY				EACH OCCURRENCE \$ 2,000,000
		<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE \$ 2,000,000
C		<input type="checkbox"/> DEDUCTIBLE	71G7000030-091	1/1/2009	1/1/2010	\$
		<input checked="" type="checkbox"/> RETENTION \$ 10,000				\$
						\$
						\$
						\$
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						WC STATU-TORY LIMITS OTH-ER
ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?						E.L. EACH ACCIDENT \$
If yes, describe under SPECIAL PROVISIONS below						E.L. DISEASE - EA EMPLOYEE \$
						E.L. DISEASE - POLICY LIMIT \$
B		Auto Pollution Liab. (CA9948)	AEC002192802	1/1/2009	1/1/2010	\$1000000
C		Auto Pollution Liab. (CA9948)	71G7000030-091	1/1/2009	1/1/2010	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS	
1. DESCRIPTION OF OPERATIONS: 2. LOCATIONS: 3. VEHICLES: 4. EXCLUSIONS ADDED BY ENDORSEMENT: 5. SPECIAL PROVISIONS:	

10 day notice of cancellation in the event of non payment of premium.

The County of Los Angeles, a subdivision of the State of California, a body corporate and politic is included as Additional Insured per attached CG20260704 and XIC4111007 endorsements.

CERTIFICATE HOLDER

**County of Los Angeles
Department of Public Works
900 S. Fremont Avenue
Alhambra, CA 91803-1331**

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION

DATE THEREOF, THE ISSUING INSURER WILL ~~SEND BY~~ MAIL 30 DAYS WRITTEN

NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BIG DOLLAR XXXXX XXXX

~~XXXXXXXXXXXXXX~~

~~XXXXXXXXXXXXX~~

AUTHORIZED REPRESENTATIVE

L. Scott Snowden

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

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).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

NAMED INSURED INCLUDES:

ZEREMAN MANAGEMENT CORPORATION

CITY OF INDUSTRY DISPOSAL COMPANY, INC. D/B/A GRAND CENTRAL RECYCLING

VALLEY VISTA DISPOSAL

VINCENT'S GENERAL SERVICES, INC.

VALLEY VISTA SERVICES, INC.

GRAND CENTRAL RECYCLING & TRANSFER STATION, INC.

MUNICIPAL MAINTENANCE, INC.

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

**ADDITIONAL INSURED – DESIGNATED
PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)
The County of Los Angeles, a subdivision of the State of California, a body corporate and politic. Contract Date: April 1, 2007.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of your ongoing operations; or
- B. In connection with your premises owned by or rented to you.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

AUTOMATIC ADDITIONAL INSURED

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
GARAGE COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
TRUCKERS COVERAGE FORM
BUSINESS AUTO PHYSICAL DAMAGE COVERAGE FORM

A. LIABILITY COVERAGE, Who Is An Insured, is amended to include as an "insured" any person or organization you are required in a written contract to name as an additional insured, but only for "bodily injury" or "property damage" otherwise covered under this Policy caused, in whole or in part, by the negligent acts or omissions of:

1. You, while using a covered "auto"; or
2. Any other person, except the additional insured or any employee or agent of the additional insured, operating a covered "auto" with your permission;

Provided that:

- a. The written contract is in effect during the policy period of this Policy;
 - b. The written contract was signed by you and executed prior to the "accident" causing "bodily injury" or "property damage" for which liability coverage is sought; and
 - c. Such person or organization is an "insured" solely to the extent required by the contract, but in no event if such person or organization is solely negligent.
- B. The Limits of Insurance** provided for the Additional Insured shall not be greater than those required by contract and, in no event shall the Limits of Insurance set forth in this Policy be increased by the contract.

C. General Conditions, Other Insurance is amended as follows:

Any coverage provided hereunder shall be excess over any other valid and collectible insurance available to the additional insured whether such insurance is primary, excess, contingent or on any other basis unless the contract specifically requires that this Policy be primary.

All terms, conditions, exclusions and limitations of this Policy shall apply to the liability coverage provided to any additional insured, and in no event shall such coverage be enlarged or expanded by reason of the contract.

All other terms and conditions of this policy remain unchanged.


(Authorized Representative)



P.O. BOX 420807, SAN FRANCISCO, CA 94142-0807

CERTIFICATE OF WORKERS' COMPENSATION INSURANCE

ISSUE DATE: 10-01-2008

GROUP: 000481
POLICY NUMBER: 0000526-2008
CERTIFICATE ID: 35
CERTIFICATE EXPIRES: 10-01-2009
10-01-2008/10-01-2009

COUNTY OF LOS ANGELES
DEPARTMENT OF PUBLIC WORKS
900 S FREMONT AVE
ALHAMBRA CA 91803-1331

SC

This is to certify that we have issued a valid Workers' Compensation insurance policy in a form approved by the California Insurance Commissioner to the employer named below for the policy period indicated.

This policy is not subject to cancellation by the Fund except upon 30 days advance written notice to the employer.

We will also give you 30 days advance notice should this policy be cancelled prior to its normal expiration.

This certificate of insurance is not an insurance policy and does not amend, extend or alter the coverage afforded by the policy listed herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate of insurance may be issued or to which it may pertain, the insurance afforded by the policy described herein is subject to all the terms, exclusions, and conditions, of such policy.

AUTHORIZED REPRESENTATIVE

PRESIDENT

EMPLOYER'S LIABILITY LIMIT INCLUDING DEFENSE COSTS: \$1,000,000 PER OCCURRENCE.

ENDORSEMENT #1600 - MANUEL PEREZ, SEC. - EXCLUDED.

ENDORSEMENT #1600 - PATRICK PEREZ, TREAS. - EXCLUDED.

ENDORSEMENT #1600 - DAVID PEREZ, PRESIDENT - EXCLUDED.

ENDORSEMENT #1600 - DAVID M. PEREZ, VP - EXCLUDED.

ENDORSEMENT #1600 - PETER PEREZ, VP - EXCLUDED.

ENDORSEMENT #1600 - CHRISTOPHER PEREZ, VP - EXCLUDED.

ENDORSEMENT #2065 ENTITLED CERTIFICATE HOLDERS' NOTICE EFFECTIVE 10-01-2007 IS ATTACHED TO AND FORMS A PART OF THIS POLICY.

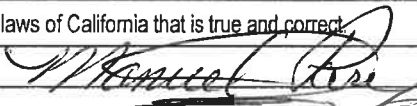
EMPLOYER

ZEREP MANAGEMENT CORPORATION AND/OR CITY OF
INDUSTRY DISPOSAL COMPANY, INC AND/OR GRAND
CENTRAL RECYCLING & TRANSFER STATN AND/OR
VALLEY VISTA SERVICES, INC ET AL
17445 RAILROAD ST
CITY OF INDUSTRY CA 91748

14) Forms List

PW-1	Verification of Proposal
PW-2.1	Proposed Net Rate
PW-3.1	Net Rate Proposal
PW-3.2	Cost Substantiation of Net Rate
PW-4	Franchisee's Industrial Safety Record
PW-5	Conflict of Interest Certification
PW-6	Reference List
PW-7	Equal Employment Opportunity Cert
PW-8	List of Subcontractors
PW-9	Request for SBE and CBE Forms
PW-10	Gain/Grow Employment
PW-11	Transmittal Form to Request an RFP Review
PW-12	Charitable Contribution Certificate
PW-13.1	Representation and Warranty CEO
PW-14.1	Representation and Warranty CFO
PW-15	List of Terminated Contracts
PW-16	Insurance Compliance Affirmation
PW-17.1	Rate Schedule
PW-18	Bulky Item Collection Rates
PW-19	Equipment Specification/Productivity Assumptions

VERIFICATION OF PROPOSAL

DATE: Sept. 4th 2009		THE UNDERSIGNED HEREBY DECLARES AS FOLLOWS:	
1. THIS DECLARATION IS GIVEN IN SUPPORT OF A PROPOSAL FOR A CONTRACT WITH THE COUNTY OF LOS ANGELES.			
2. NAME OF SERVICE: Hacienda Heights Franchise Area			
DECLARANT INFORMATION			
3. NAME OF DECLARANT: Manuel Perez			
4. I AM DULY VESTED WITH THE AUTHORITY TO MAKE AND SIGN INSTRUMENTS FOR AND ON BEHALF OF THE PROPOSER(S).			
5. MY TITLE, CAPACITY, OR RELATIONSHIP TO THE PROPOSER(S) IS: Corporate Secretary			
PROPOSER INFORMATION			
6. Proposer's full legal name: Valley Vista Services, Inc.		Telephone No.: 800-442-6454	
Address: 17445 E. Railroad St., Industry Ca. 91748		Fax No.: 626-961-1105	
e-mail:	County WebVen No.: 51558301	IRS No.: 95-4460181	Business License No.: S0552
7. Proposer's fictitious business name(s) or dba(s) (if any):			
County(s) of Registration: Los Angeles		State: CA	Year(s) became DBA: 1994
8. The Proposer's form of business entity is (CHECK ONLY ONE):			
<input type="checkbox"/> Sole proprietor		Name of Proprietor:	
<input checked="" type="checkbox"/> A corporation:		Corporation's principal place of business: 17445 E. Railroad St. Industry Ca. 01748	
		State of incorporation: California	Year incorporated: 1960
<input type="checkbox"/> Non-profit corporation certified under IRS 501(c) 3 and registered with the CA Attorney General's Registry of Charitable Trusts		President/CEO:	
		Secretary:	
<input type="checkbox"/> A general partnership:		Names of partners:	
<input type="checkbox"/> A limited partnership:		Name of general partner:	
<input type="checkbox"/> A joint venture of:		Names of joint venturers:	
<input type="checkbox"/> A limited liability company:		Name of managing member:	
9. The only persons or firms interested in this proposal as principals are the following:			
Name(s) Manuel Perez	Title Secretary	Phone 800-442-6454	Fax 626-961-1105
Street 17445 E. Railroad St	City Industry	State Ca.	Zip 91748
Name(s)	Title	Phone	Fax
Street	City	State	Zip
10. Is your firm wholly or majority owned by, or a subsidiary of another firm? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes If yes, name of parent firm: Zerep Management, Inc. State of incorporation/registration of parent firm: California C0611427			
11. Has your firm done business under any other name(s) within the last five years? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, please list the other name(s): Name(s): _____ Year of name change: _____ Name(s): _____ Year of name change: _____			
12. Is your firm involved in any pending acquisition or merger? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes, indicate the associated company's name: _____			
13. Proposer acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposal are made, the proposal may be rejected. The evaluation and determination in this area shall be at the Director's sole judgment and the Director's judgment shall be final.			
CHECK ONE:		<input type="checkbox"/> (a) I am making these representations and all representation contained in this proposal on my personal knowledge; OR <input checked="" type="checkbox"/> (b) I am making these representations all representation contained in this proposal based on information and belief that they are true.	
I declare under penalty of perjury under the laws of California that is true and correct.			
Signature of Proposer or Authorized Agent: 			Date: 9/8/09
Type name and title: Manuel Perez, Corporate Secretary			
County of Los Angeles Vendor Identification Number:			

**PROPOSED NET RATE
FOR
EXCLUSIVE FRANCHISE AGREEMENT FOR THE AREA OF
HACIENDA HEIGHTS (2009-FA040)**

Proposer proposes the following monthly net rate (as defined and in accordance with Section A2c of Exhibit 10 of the Franchise Agreement) per residential premise for satisfying performance obligations required by the Franchise Agreement, including, without limitation, *basic weekly collection services* comprised of:

- (1) One 96-gallon **refuse** cart,
- (2) One 96-gallon commingled **recyclables** cart, plus a second 96-gallon cart upon customer request,
- (3) One 96-gallon **green waste** cart, plus a second 96-gallon cart upon customer request, and
- (4) One 64-gallon cart for **manure** upon customer request

required in Sections C, D, and E of Exhibit 3A of the Franchise Agreement and *Special Services* required in Section F of Exhibit 3A of the Franchise Agreement, without surcharge.

ITEM 1:

Proposed Monthly Net Rate for Basic Service Per Customer \$ 15.75


ITEM 2:

Monthly Rate Per Customer (includes 10 percent Franchise Fee) no more than \$ 17.50

Example: \$21.50 (Proposed monthly net rate for basic service per customer)

Monthly Rate per Customer: $\$21.50 \div 0.90 = \23.89

NOTE: PROPOSERS ARE RESPONSIBLE FOR INDEPENDENTLY INVESTIGATING SERVICE CONDITIONS IN THE SERVICE AREA PRIOR TO PROPOSAL SUBMISSION.

LEGAL NAME OF PROPOSER Valley Vista Services, Inc.		
SIGNATURE OF PERSON AUTHORIZED TO SUBMIT PROPOSAL 		
TITLE OF AUTHORIZED PERSON Corporate Secretary		
DATE 9/09/2009	STATE CONTRACTOR'S LICENSE NUMBER	LICENSE TYPE
PROPOSER'S ADDRESS: 17445 East Railroad Street, City of Industry, Ca. 91748		
PHONE 626-855-5555	FACSIMILE 626-855-5557	E-MAIL

Net Rate Proposal Form 3.1.2
Proposed Service Fees and Annual Revenue for the Area of Hacienda Heights
Curbside Residential Service

Proposer: **Valley Vista Services**

Column				
A	B	C	D	E
Line	Basic Service	Monthly Service Fee Per Curbside Residential Customer (a)	Number of Dwelling Units (Single Family and Duplexes) (b)	Proposed Annual Service Fee Revenue (c)
1	One 96-gallon refuse cart, one 96-gallon recyclables cart, plus a second 96-gallon cart upon customer request, one 64-gallon cart/bin for manure, and one 96-gallon green waste cart, plus a second 96-gallon cart upon customer request.	\$15.75	14,409	\$2,723,425
2	Total (d)		14,409	\$2,723,425

(a) Proposers are required to enter only a proposed service fee on line 1 in column C.

(b) Proposers must not change any of the number of parcels in column D. The same mix of parcels will be used to calculate the proposed annual revenue for all proposers.

(c) Monthly rate in column C multiplied by the number of residential parcels in column D and multiplied by 12 months.

(d) Total amount on line 2 in column E should match line 8, column G in Form PW-3.2.

NOTE: PROPOSERS ARE RESPONSIBLE FOR INDEPENDENTLY INVESTIGATING SERVICE CONDITIONS IN

Cost Proposal Form PW-3.2.2
Estimated Annual Cost and Operational Data for the Area of Hacienda Heights

Proposer: **Valley Vista Services**

Column						
A	B	C	D	E	F	G
Line	Description	Solid Waste	Recycle	Green Waste	Special Services	Total Estimated Annual Cost (b)
Cost Data						
1	Labor and Vehicle Cost	790,890	139,177	120,642	\$0	\$1,050,708
2	Container Cost	116,657	116,657	116,657		\$349,972
3	Disposal or Transfer Cost	873,048			0	\$873,048
4	Recyclables Processing Cost/(Revenue)		(98,717)			(\$98,717)
5	Green Waste Processing Cost			122,058		\$122,058
6	Other Costs	145,926	23,822	24,353	136,350	\$330,450
7	Overhead and Profit					95,905
8	Total Cost (see footnotes a through f)	\$1,926,522	\$180,939	\$383,710	\$136,350	\$2,723,425
Operational Data						
9	Homes Served per Week	14,409	14,409	14,409		
10	Stops per Week	14,409	4,803	5,331		
11	Route Hours per Week	120	50	60		
12	Number of Containers	14,409	14,409	14,409		
13	Solid Waste Tons Collected per Year	22,819				
14	Recyclables Tons Collected Per Year		3,949			
15	Green Waste Tons Collected Per Year			7,397		
Cost Statistics (calculated by formulas)						
16	Participation Rate (%)	100%	33%	37%		
17	Stops per Route Hour	120	96	89		
18	Labor and Vehicle Cost per Hour	\$126.75	\$53.53	\$38.67		
19	Cost per Container per Month	\$0.67	\$0.67	\$0.67		
20	Disposal or Transfer Cost per Ton	\$38.26				
21	Recyclables Processing Cost/(Revenue) per Ton		(\$25.00)			
22	Green Waste Processing Cost per Ton			\$16.50		
23	Total Cost per Route Hour	\$308.74	\$69.59	\$122.98		

(a) Special Services, such as oil collection and bulky item pickup, etc.

(b) Total of columns C through F. Total Cost on line 8 in column G above must agree with annual Net Rate Revenue on line 2 in column

NOTE: PROPOSER'S ARE RESPONSIBLE FOR INDEPENDENTLY INVESTIGATING SERVICE CONDITIONS IN

FRANCHISEE'S INDUSTRIAL SAFETY RECORD

PROPOSED CONTRACT FOR: Hacienda Heights (2009-FA040)
 SERVICE BY PROPOSER Valley Vista Services, Inc.
 PROPOSAL DATE: September 9, 2009

This information must include all work undertaken in the State of California by the proposer and any partnership, joint venture, or corporation that any principal of the proposer participated in as a principal or owner for the last five calendar years and the current calendar year prior to the date of proposal submittal. Separate information shall be submitted for each particular partnership, joint venture, corporate, or individual proposer. The proposer may attach any additional information or explanation of date which the proposer would like taken into consideration in evaluating the safety record. An explanation must be attached to the circumstances surrounding any and all fatalities.

5 CALENDAR YEARS PRIOR TO CURRENT YEAR

	2004	2005	2006	2007	2008	Total	Current Year to Date
1. Number of contracts.	4	4	5	7	7	27	7
2. Total dollar amount of Contracts (in thousands of dollars).	27792	30964	39606	43200	45930	187492	39806
3. Number of fatalities.	0	0	0	0	0	0	0
4. Number of lost workday cases.	3	6	16	11	8	44	6
5. Number of lost workday cases involving permanent transfer to another job or termination of employment.	0	0	0	0	1	1	0
6. Number of lost workdays.	34	38	77	61	72	282	45

The above information was compiled from the records that are available to me at this time, and I declare under penalty of perjury that the information is true and accurate within the limitations of those records.

Manuel Perez

Name of Proposer or Authorized Agent (print)

9/9/09

Date



Signature

CONFLICT OF INTEREST CERTIFICATION

I, Manuel Perez

- ☐ sole owner
☐ general partner
☐ managing member
☒ President, Secretary, or other proper title) Corporate Secretary

of Valley Vista Services, Inc.
Name of proposer

make this certification in support of a proposal for a contract with the County of Los Angeles for services within the scope of Los Angeles County Code Section 2.180.010, which provides as follows:

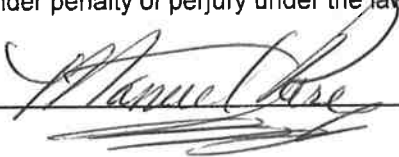
Contracts Prohibited. A. Notwithstanding any other section of this code, the county shall not contract with, and shall reject any bid or proposal submitted by, the persons or entities specified below, unless the board of supervisors finds that special circumstances exist which justify the approval of such contract.

1. Employees of the county or of public agencies for which the board of supervisors is the governing body;
2. Profit-making firms or businesses in which employees described in subdivision 1 of subsection A serve as officers, principals, partners, or major shareholders;
3. Persons who, within the immediately preceding 12 months, came within the provisions of subdivision 1 of subsection A, and who:
 - (a) Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or
 - (b) Participated in any way in developing the contract of its service specifications; and
4. Profit-making firms or businesses in which the former employees described in subdivision 3 of subsection A, serve as officers, principals, partners, or major shareholders.

I hereby certify I am informed and believe that personnel who developed and/or participated in the preparation of this contract do not fall within scope of the Los Angeles County Code Section 2.180.010 as cited above. Furthermore, that no County employee whose position in the County enables him/her to influence the award of this contract, or any competing contract, and no spouse or economic dependent of such employee is or shall be employed in any capacity by the Contractor herein, or has or shall have any direct or indirect financial interest in this contract. I understand and agree that any falsification in this Certificate will be grounds for rejection of this Proposal and cancellation of any contract awarded pursuant to this Proposal.

I certify under penalty of perjury under the laws of California that the foregoing is true and correct.

Signed

Date 9/09/2009

PW-6 Reference List

Similar Services Reference Sheet

County of Los Angeles (Residential Collection Program)

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

City of Walnut (Residential and Commercial Collection)

Contact: Ms. Alicia Jensen – Senior Management Analyst
21701 E. Valley Blvd.
Walnut, Ca. 91789-2018
Voice (909) 598-5605 Fax (909) 909-598-2160

City of La Puente (Residential and Commercial Collection)

Contact: Mr. Fran Tripepi– City Manager
15900 E. Main Street
La Puente, Ca. 91744-4719
Voice (626) 855-1500 Email ftripepi@lapuente.org

City of El Monte (Residential and Commercial Collection)

Contact: Mr. James W. Mussenden - City Manager
11333 Valley Boulevard
El Monte, CA 91731
Voice (626) 580-2001 Fax (626) 453-3612

Municipal Contracts

County of Los Angeles

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

City of La Puente (Residential and Commercial Collection)

Contact: Mr. Fran Tripepi– City Manager
15900 E. Main Street
La Puente, Ca. 91744-4719
Voice (626) 855-1500 Email frtipepi@lapuente.org

City of El Monte

Contact: Mr. James W. Mussenden - City Manager
11333 Valley Boulevard
El Monte, CA 91731
Voice (626) 580-2001 Fax (626) 453-3612

City of Walnut (Residential and Commercial Collection)

Contact: Ms. Alicia Jensen – Senior Management Analyst
21701 E. Valley Blvd.
Walnut, Ca. 91789-2018
Voice (909) 598-5605 Fax (909) 909-598-2160

City of Diamond Bar

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

City of Industry

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

City of Pomona

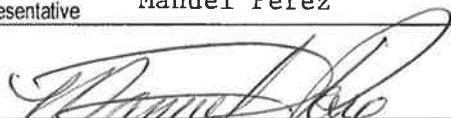
Contact: Mr. Howard Morris
505 S. Garey Ave.
Pomona, Ca. 91766
Voice (909) 620-2362 Fax (909) 620-2485

PROPOSER'S EQUAL EMPLOYMENT OPPORTUNITY CERTIFICATION

Proposer's Name	Valley Vista Services, Inc.
Address	17445 E. Railroad Street, Industry, Ca. 91748
Internal Revenue Service Employer Identification Number	95-4460181

In accordance with Los Angeles County Code Section 4.32.010, the Proposer certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

1.	The proposer has a written policy statement prohibiting any discrimination in all phases of employment.	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
2.	The proposer periodically conducts a self- analysis or utilization analysis of its work force.	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
3.	The proposer has a system for determining if its employment practices are discriminatory against protected groups.	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
4.	Where problem areas are identified in employment practices, the proposer has a system for taking reasonable corrective action to include establishment of goals and timetables.	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

Authorized representative	Manuel Perez
Signature	
Date	9/09/2009

☒ Proposer in providing the requested services will not utilize Subcontractors. Proposer will perform all required services.

[illegible]

County of Los Angeles
Request for Local Small Business Enterprise (SBE) Preference Program Consideration and
CBE Firm/Organization Information Form

All proposers responding to the Request for Proposals must complete and return this form for proper consideration of the proposal.

I. LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM:

FIRM NAME: Valley Vista Services, Inc.

My County (WebVen) Vendor Number: 51558301

II. FIRM/ORGANIZATION INFORMATION: The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.

Business Structure:	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership	<input checked="" type="checkbox"/> Corporation	<input type="checkbox"/> Nonprofit	<input type="checkbox"/> Franchise	
<input type="checkbox"/> Other (Please Specify):						
Total Number of Employees (including owners): 212						
Race/Ethnic Composition of Firm. Please distribute the above total number of individuals into the following categories:						
Race/Ethnic Composition	Owners/Partners/ Associate Partners		Managers		Staff	
	Male	Female	Male	Female	Male	Female
Black/African American						
Hispanic/Latino	2		5	2	179	15
Asian or Pacific Islander						
American Indian						
Filipino						
White			1		4	4


III. PERCENTAGE OF OWNERSHIP IN FIRM: Please indicate by percentage (%) how ownership of the firm is distributed.

	Black/African American	Hispanic/ Latino	Asian or Pacific Islander	American Indian	Filipino	White
Men	%	100 %	%	%	%	%
Women	%	%	%	%	%	%

IV. CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, AND DISABLED VETERAN BUSINESS ENTERPRISES: If your firm is currently certified as a minority, women, disadvantaged or disabled veteran owned business enterprise by a public agency, complete the following and attach a copy of your proof of certification. (Use back of form, if necessary.)

Agency Name	Minority	Women	Disadvan- taged	Disabled Veteran	Expiration Date

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND CORRECT.

Authorized Signature: 	Title: Corporate Secretary	Date: 9/09/2009
---	----------------------------	-----------------

GAIN and GROW EMPLOYMENT COMMITMENT

The undersigned:

- ☐ has hired participants from the County's Department of Social Services' Greater Avenue for Independence (GAIN) and General Relief Opportunity for Work (GROW) employment programs.

OR

- ☒ declares a willingness to consider GAIN and GROW participants for any future employment opening if participant(s) meet the minimum qualification for that opening, and

declares a willingness to provide employed GAIN and GROW participants access to proposer's employee mentoring program(s), if available, to assist those individuals in obtaining permanent employment and/or promotional opportunities.

Signature 	Title Corporate Secretary
Firm Name Valley Vista Services, Inc.	Date 9/09/2009

TRANSMITTAL FORM TO REQUEST AN RFP SOLICITATION REQUIREMENTS REVIEW

***A Solicitation Requirements Review must be received by the County
within 10 business days of issuance of the solicitation document***

Proposer Name: Valley Vista Services, Inc.	Date of Request:
Project Title: Hacienda Heights Franchise (2009-FA040)	Project No. 2009-FA040

A **Solicitation Requirements Review** is being requested because the Proposer asserts that they are being unfairly disadvantaged for the following reason(s): *(check all that apply)*

- ☐ Application of **Minimum Requirements**
- ☐ Application of **Evaluation Criteria**
- ☐ Application of **Business Requirements**
- ☐ Due to **unclear instructions**, the process may result in the County not receiving the best possible responses

I understand that this request must be received by the County within **10 business days** of issuance of the solicitation document.

For each area contested, Proposer must explain in detail the factual reasons for the requested review.
(Attach additional pages and supporting documentation as necessary.)

Request submitted by:

(Name)

(Title)

For County use only

Date Transmittal Received by County: _____ Date Solicitation Released: _____

Reviewed by: _____

Results of Review - Comments:

Date Response sent to Proposer: _____

CHARITABLE CONTRIBUTIONS CERTIFICATION

Company Name

Valley Vista Services, Inc.

Address

17445 E. Railroad Street, Industry CA. 91748

Internal Revenue Service Employer Identification Number95-4460181

California Registry of Charitable Trusts "CT" number (if applicable)

The Nonprofit Integrity Act (SB 1262, Chapter 919) added requirements to California's Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

CERTIFICATION	YES	NO
---------------	-----	----

Proposer or Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Proposer engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed.	(xx)	()
---	------	-----

OR

Proposer or Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586.	()	()
--	-----	-----

Signature

9/09/2009

Date

Manuel Perez - Corporate Secretary

Name and Title (please type or print)

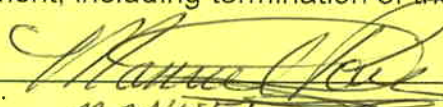
**REPRESENTATION AND WARRANTY OF
CHIEF ADMINISTRATION OFFICER/CHIEF EXECUTIVE OFFICER
OR OTHER KNOWLEDGEABLE PERSON**

I represent and warrant as follows:

- (1) I am knowledgeable about the disputes, actions, contests, debarments and environmental history of the Proposer, guarantor of Proposer's obligations under the Franchise Agreement, and/or Proposer's affiliate identified below my printed name below.
- (2) The information provided in Proposer's proposal as required by Part 1, Section 3.A.9.a. and Section 3.A.9.b. of the RFP, "**References; Disputes, Actions, Contests and Debarments; Environmental History**", or any portion of that information specified below, to the best of my knowledge, is true and complete as of the date of submission of Proposer's proposal.

I acknowledge as follows:

- (1) If, *after County has awarded the Franchise Agreement to Proposer but before County has executed the Franchise Agreement*, the County determines that this **warranty is breached** because the information provided in Proposer's proposal is untrue or incomplete, the County may annul the award approval and forfeit and liquidate Proposer's bid guaranty.
- (2) If, *after execution of the Franchise Agreement*, the County determines that this **representation is untrue** because the information provided in Proposer's proposal is untrue or incomplete, then the County may declare a default under the Franchise Agreement and exercise County's remedies under the Franchise Agreement, including termination of the Franchise Agreement.

Signature: 

Printed Name: MANUEL PEREZ

Office/Title: _____

☐ Chief Administrative Office

☐ Chief Executive Office

☒ Other knowledgeable person Corporate Secretary

Entity or entities about which officer is knowledgeable:

☐ Proposer

☐ Guarantor of Proposer's obligations under the Franchise Agreement:

_____; or

☐ Affiliate of Proposer [describe]: _____

Portion of information with respect to finances to which this representation applies:

☒ **All**

☐ The following specified portion: _____

I certify that the person named above is the duly appointed incumbent of the office set forth below his or her signature and that his or her signature appearing above is true and genuine.

Signature:  _____

Printed Name: MANUEL PEREZ _____

Title (E.g. Secretary, Counsel) _____

DELIVERY OF AUDITED/REVIEWED FINANCIALS TO COUNTY

I warrant that Proposer will deliver to County the Proposer's audited financial statements for County review at County offices, at a time agreeable to County.

Signature: Jane Quintana

Printed Name: Jesse Quintana

Office/Title: _____

☐ Chief Financial Officer
☒ Other authorized person: Controller

I certify that the person named above is the duly appointed incumbent of the office set forth below his or her signature and that his or her signature appearing above is true and genuine.

Signature: Manuel Perez

Printed Name: MANUEL PEREZ

Title (E.g. Secretary, Counsel) _____

**SUBMISSION OF A WRITTEN STATEMENT TO SECURE A PERFORMANCE BOND,
LETTER OF CREDIT, AND ADDITIONAL BUSINESS HISTORY AND/OR OTHER
INFORMATION WITH PROPOSAL**

I represent and warrant as follows:

- (1) The written statement is signed by an authorized agent of a California-admitted surety with an A.M. Best Rating of not less than A:VII establishing that the surety is presently willing to issue a performance bond of 30% of the Proposer's proposed annual rate utilizing the monthly rated per customer from Form PW-2, Schedule of Prices.
- (2) The written statement presently able to secure a letter of credit of 30% of the Proposer's proposed annual rate utilizing the monthly rates per customer Form PW-2, Schedule of Prices. The statement must be issued by a financial institution with one of the following minimum ratings:

Moody's	A2 or better LT Issuer Credit and B or better for Bank Financial Strength
Standard and Poor's	A or better for LT Issuer Credit
Bauer Financial	4 Stars or better
TheStreet.com Ratings	B or better
- (3) Additional business history, and/or other information to demonstrate financial resources and viability, verified by an independent, reliable third party such as a CPA, a credit agency, or a financial institution, or by means of reliable audit reports from other governmental agencies, etc.
- (4) I am knowledgeable about the financial stability of Proposer, guarantor of Proposer's obligations under the Franchise Agreement, and/or Proposer's affiliate identified below my printed name below.
- (5) The information provided in Proposer's proposal as required by Part 1, Section 3.A.11., "**Financial Resources**" or any portion of that information specified below, to the best of my knowledge, is true and complete as of the date of submission of Proposer's proposal.

I acknowledge as follows:

- (1) If, after County has awarded the Franchise Agreement to Proposer but before County has executed the Franchise Agreement, the County determines that this **warranty is breached** because the information provided in Proposer's proposal is untrue or incomplete, the County may annul the award approval and forfeit and liquidate Proposer's bid guaranty.
- (2) If, after execution of the Franchise Agreement, the County determines that this **representation is untrue** because the information provided in Proposer's proposal is untrue or incomplete, then the County may declare a default under the Franchise Agreement and exercise County's remedies under the Franchise Agreement, including termination of the Franchise Agreement.

Signature: _____

Printed Name: _____

Office/Title: _____

☐ Chief Financial Officer

☒ Other knowledgeable person

Controller

Entity or entities about which officer is knowledgeable:

☒ Proposer

☐ Guarantor of Proposer's obligations under the Franchise Agreement: _____; or

☐ Affiliate of Proposer [describe]: _____

Portion of information with respect to finances to which this representation applies:

☒ All

☐ The following specified portion: _____

I certify that the person named above is the duly appointed incumbent of the office set forth below his or her signature and that his or her signature appearing above is true and genuine.

Signature: _____

Printed Name: _____

Title (E.g. Secretary, Counsel) _____

PROPOSER'S LIST OF TERMINATED CONTRACTS

PROPOSER'S NAME: Valley Vista Services, Inc.☒ Proposer has not had any contracts terminated in the past three years.

Proposer must list all contracts that have been terminated within the past three years. Terminated contracts are those contracts terminated by an agency or firm before the contract's expiration date.

SERVICE:	TERMINATING DATE:
NAME OF TERMINATING FIRM	
ADDRESS OF FIRM	
CONTACT PERSON:	
TELEPHONE:	
FAX:	
E-MAIL:	

SERVICE:	TERMINATING DATE:
NAME OF TERMINATING FIRM	
ADDRESS OF FIRM	
CONTACT PERSON:	
TELEPHONE:	
FAX:	
E-MAIL:	

SERVICE:	TERMINATING DATE:
NAME OF TERMINATING FIRM	
ADDRESS OF FIRM	
CONTACT PERSON:	
TELEPHONE:	
FAX:	
E-MAIL:	

SERVICE:	TERMINATING DATE:
NAME OF TERMINATING FIRM	
ADDRESS OF FIRM	
CONTACT PERSON:	
TELEPHONE:	
FAX:	
E-MAIL:	

SIGNATURE


DATE: 9/09/2009

Manuel Perez - Corporate Secretary

**EXCLUSIVE FRANCHISE AGREEMENT FOR THE AREA OF HACIENDA HEIGHTS
(2009-FA040)**

PROPOSER'S INSURANCE COMPLIANCE AFFIRMATION

Valley Vista Services, Inc.

Proposer's Name

17445 E. Railroad Street, Industry Ca. 91748

Address

- ☒ If awarded the contract: Proposer will comply with the insurance coverage provisions set forth in the Franchise Agreement, Sections 14 and 15, Indemnification and Insurance, and performance assurance of this Request for Proposals, and Proposer will procure, maintain, and provide the County with proof of insurance coverage in the coverage amounts and types specified in the Franchise Agreement, Sections 14 and 15, throughout the entire term of the proposed contract, without interruption or break in coverage.
- ☐ Proposer will not comply with the insurance coverage provisions set forth in the Franchise Agreement, Sections 14 and 15, Indemnification and Insurance, and performance assurance of this Request for Proposals, and Proposer will not procure, maintain, and provide the County with proof of insurance coverage in the coverage amounts and types specified in the Franchise Agreement, Sections 14 and 15, throughout the entire term of the proposed contract, without interruption or break in coverage. If you check this box, your proposal will be immediately disqualified as non-responsive.

Manuel Perez

Proposer's Printed Name



Proposer's Signature

9/09/2009

Date

EXCLUSIVE FRANCHISE AGREEMENT FOR THE
AREA OF HACIENDA HEIGHTS (2009-FA040)

RATE SCHEDULE
(Customer Service Charges)

Proposer must provide a rate for each item indicated below. Failure to do so may result in the proposal being rejected as nonresponsive.

	Monthly Rate Per Customer	Senior-Small Generator 25% Discounted Rate (Deduct 25% from Monthly Rate Per Customer)
MONTHLY RATE FOR BASIC SERVICE PER CUSTOMER FOR RESIDENTIAL PREMISES¹ AND MULTIFAMILY PREMISES INCLUDES:] <ul style="list-style-type: none"> One 96-gallon Refuse Cart, and Up to two (2) 96-gallon Recyclables Carts, and Up to two (2) 96-gallon Green Waste Carts One 64-gallon Cart for Manure Collection, upon customer request List Item 2, Monthly Rate Per Customer from Form PW-2.1, Schedule of Prices:	17.50	13.13
BASIC SERVICE DESCRIPTION FOR MANURE: <ul style="list-style-type: none"> Cart Sizes: <u>64 gallon</u> Collection Frequency (at least weekly): <u>1 time per week</u> 		
SURCHARGES: <ol style="list-style-type: none"> Additional 96-gallon Carts in excess of Basic Service Alternatives to fully automated Carts for difficult-to-service Premises (B3h of Exhibit 3A): 25 percent of Customer's monthly Rate (25% Surcharge) Roll-out Services (other than Elderly or Disabled) (Section G of Exhibit 3A): not greater than 50 percent of Customer's monthly Rate Additional 64-gallon Carts for Manure Collection 1.5 Cubic Yard Bin (Alternative to additional 64-gallon Carts for Manure Collection) 3 Cubic Yard Bin (Alternative to additional 64-gallon Carts for Manure Collection) 	\$ 5.00 \$ 4.38 \$ 8.75 \$ 10.00 \$ 40.00 \$ 80.00	\$ 3.75 \$ 3.29 \$ 6.56 \$ 7.50 \$ 30.00 \$ 60.00

Footnote 1: For each single family home or for each unit in a duplex.

DISCOUNT FOR (HOA SPECIFICS, eg. bulk billing, additional services) shall be 8% of total bill.

If the amount arrived at by multiplying an established percentage for a particular item is not calculated correctly, the correctly calculated amount will be considered as representing the Proposer's intentions. Failure to provide a rate may result in the proposal being rejected as nonresponsive.

PROPOSERS ARE RESPONSIBLE FOR INDEPENDENTLY INVESTIGATING SERVICE CONDITIONS IN THE SERVICE AREA PRIOR TO PROPOSAL SUBMISSION.

Manuel Perez
Proposer's Printed Name


Proposer's Signature

9/9/09
Date

**EXCLUSIVE FRANCHISE AGREEMENT FOR THE
AREA OF HACIENDA HEIGHTS (2009-FA040)**

BULKY ITEM COLLECTION RATES

Proposer must provide a rate for each item indicated below. Failure to do so may result in the proposal being rejected as nonresponsive.

BULKY ITEM COLLECTION RATES	Bulky Item Collection Rate	Senior-Small Generator 25% Discounted Rate (Deduct 25% from Bulky Item Collection Rate)
1. Each additional on-call pickup in excess of twice each Year for Residential Premises and any charges for Proposer-specified items (Part II, Franchise Agreement, Exhibit 3A, Section F2d)	\$ 25.00	\$ 18.75
Each additional on-call pickup in excess of four times each year for Multifamily Premises and any charges for Proposer-specified items (Part II, Franchise Agreement, Exhibit 3A, Section F2d)	\$ 25.00	\$ 18.75

Manuel Perez

Proposer's Printed Name



Proposer's Signature

9/09/2009

Date

EQUIPMENT SPECIFICATION/PRODUCTIVITY ASSUMPTIONS

(This form may be reproduced in order to list all equipment)

NUMBER OF TRUCKS	REFUSE	BULKY ITEMS	RECYCLING	GREEN WASTE	MANURE	ILLEGAL DUMPING	FUEL TYPE
TRUCK TYPE (Front, side, or rear-end, flatbed, pickup, etc.)	Side Loader	Front Loader	Side Loader	Side Loader	Side Loader	Front Loader	CNG
TRUCK CAPACITY/ COMPARTMENTS	38 yards 1	38 yards 1	38 yards 1	38 yards 1	38 yards 1	38 yards 1	CNG
NUMBER OF ROUTES (Including hours per route – shift)	5	1	5	5	1	1	
TRUCK TYPE (Front, side, or rear-end, flatbed, pickup, etc.)	Side Loader	Flat Bed	Side Loader	Side Loader			CNG
TRUCK CAPACITY/ COMPARTMENTS	38 yards 1		38 yards 1	38 yards 1			
NUMBER OF ROUTES (Including hours per route – shift)	5	1	5	5			
TRUCK TYPE (Front, side, or rear-end, flatbed, pickup, etc.)	Side Loader			Side Loader			CNG
TRUCK CAPACITY/ COMPARTMENTS	38 yards 1			38 yards 1			CNG
NUMBER OF ROUTES (Including hours per route – shift)	5			5			

15) Subcontractors Forms List

PW-4	Industrial Safety Record
PW-5	Conflict of Interest Certification
PW-7	Equal Opportunity Certification
PW-9	Request for SBE and CBE Information Form
PW-10	Gain/Grow Employment Commitment
PW-12	Charitable Contributions Certification
PW-13	Representation and Warranty CEO
PW-14	Representation and Warranty CFO

Not Applicable

16) Bid Guaranty

GREAT AMERICAN INSURANCE COMPANY
OHIO

Bond No.
BBSU

BID BOND

Approved by The American Institute of Architects, A.I.A. Document No. A310 February, 1970 Edition

KNOW ALL MEN BY THESE PRESENTS: that we Valley Vista Services, Inc.

as Principal, hereinafter called Principal, and GREAT AMERICAN INSURANCE COMPANY, a corporation duly organized under the laws of the State of Ohio, with Administrative Offices at 580 Walnut Street, Cincinnati, Ohio 45202, as Surety, hereinafter called the Surety, are held firmly bound unto County of
Los Angeles, Department of Public Works

an amount equal to 10 percent of the Proposer's
as Obligor, hereinafter called Obligor, in the sum of proposed annual rate ☒ Dollars (\$ 10%)

For the payment of which sum well and truly to be made, and the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for Exclusive Franchise Agreement for the Area of Hacienda Heights
(2009-FA040)

NOW, THEREFORE, if the Obligor shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligor in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligor the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligor may in good faith contract with another Party to perform the Work covered by said bid, then this obligation shall be null and void otherwise to remain in full force and effect.

Signed and sealed this 26th day of August, 2009 Valley Vista Services, Inc.

In the presence of:

(Principal) (Seal)
By: Manuel Perez (Title)
Secretary - Manuel Perez
GREAT AMERICAN INSURANCE COMPANY (Seal)

(Surety)
By: Margareta T. Thorsen
Margareta T. Thorsen (Attorney-in-Fact)

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

State of California

County of Los Angeles

On 8/26/09 before me, Donna Mac Lellan, 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 Donna Mac Lellan
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: _____

☐ Individual

☐ Corporate Officer — Title(s): _____

☐ Partner — ☐ Limited ☐ General

☒ Attorney in Fact

☐ Trustee

☐ Guardian or Conservator

☐ Other: _____

Signer Is Representing: _____

Signer's Name: _____

☐ Individual

☐ Corporate Officer — Title(s): _____

☐ Partner — ☐ Limited ☐ General

☐ Attorney in Fact

☐ Trustee

☐ Guardian or Conservator

☐ Other: _____

Signer Is Representing: _____

GREAT AMERICAN INSURANCE COMPANY®

Administrative Office: 580 WALNUT STREET • CINCINNATI, OHIO 45202 • 513-369-5000 • FAX 513-723-2740

The number of persons authorized by
this power of attorney is not more than TWO

No. 014123

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That the GREAT AMERICAN INSURANCE COMPANY, a corporation organized and existing under and by virtue of the laws of the State of Ohio, does hereby nominate, constitute and appoint the person or persons named below, each individually if more than one is named, its true and lawful attorney-in-fact, for it and in its name, place and stead to execute on behalf of the said Company, as surety, any and all bonds, undertakings and contracts of suretyship, or other written obligations in the nature thereof; provided that the liability of the said Company on any such bond, undertaking or contract of suretyship executed under this authority shall not exceed the limit stated below.

Name
JOHN P. BROOKS
MARGARETA T. THORSEN

Address
BOTH OF
ARCADIA,
CALIFORNIA

Limit of Power
BOTH
\$75,000,000.00

This Power of Attorney revokes all previous powers issued in behalf of the attorney(s)-in-fact named above.

IN WITNESS WHEREOF the GREAT AMERICAN INSURANCE COMPANY has caused these presents to be signed and attested by its appropriate officers and its corporate seal hereunto affixed this _____ day of _____, 2009.

Attest

GREAT AMERICAN INSURANCE COMPANY

STATE OF OHIO, COUNTY OF HAMILTON - ss:

DAVID C. KITCHIN (513-412-4602)

On this _____ day of _____, 2009, before me personally appeared DAVID C. KITCHIN, to me known, being duly sworn, deposes and says that he resides in Cincinnati, Ohio, that he is the Divisional Senior Vice President of the Bond Division of Great American Insurance Company, the Company described in and which executed the above instrument; that he knows the seal of the said Company; that the seal affixed to the said instrument is such corporate seal; that it was so affixed by authority of his office under the By-Laws of said Company, and that he signed his name thereto by like authority.

This Power of Attorney is granted by authority of the following resolutions adopted by the Board of Directors of Great American Insurance Company by unanimous written consent dated March 1, 1993.

RESOLVED: That the Division President, the Division Senior Vice President, the several Divisional Vice Presidents and Divisional Assistant Vice Presidents, or any one of them, be and hereby is authorized, from time to time, to appoint one or more Attorneys-in-Fact to execute on behalf of the Company, as surety, any and all bonds, undertakings and contracts of suretyship, or other written obligations in the nature thereof; to prescribe their respective duties and the respective limits of their authority; and to revoke any such appointment at any time.

RESOLVED FURTHER: That the Company seal and the signature of any of the aforesaid officers and any Secretary or Assistant Secretary of the Company may be affixed by facsimile to any power of attorney or certificate of either given for the execution of any bond, undertaking, contract or suretyship or other written obligation in the nature thereof, such signature and seal when so used being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as though manually affixed.

CERTIFICATION

I, STEPHEN C. BERAHA, Assistant Secretary of Great American Insurance Company, do hereby certify that the foregoing Power of Attorney and the Resolutions of the Board of Directors of June 9, 2008 have not been revoked and are now in full force and effect.

Signed and sealed this 26th day of August, 2009

17) Additional Information

a) Public education and out reach materials (Sample)