



November 17, 2025

City of Fullerton

Proposal for Solid Waste Management Services

RFP 003



Presented to

City of Fullerton
303 W Commonwealth Ave.
Fullerton, CA 92832

Presented by

NASA Services, Inc.
1100 S Maple Ave.
Montebello, CA 90640

(888) 888-0388
nasaservices.com

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B. Transmittal Letter

November 17, 2025

City of Fullerton
303 W. Commonwealth Avenue
Fullerton, California 92832

To Whom It May Concern,

Subject: Letter of Transmittal – Proposal for Solid Waste Collection and Recycling Services

Dear Selection Committee Members,

NASA Services, Inc., is pleased to submit this proposal in response to the City of Fullerton's Request for Proposals for Solid Waste Collection and Recycling Services. NASA is a family owned and operated solid waste and recycling company headquartered in Montebello, California. We are proud to express our formal interest and intent to provide comprehensive, compliant, and community-focused collection services to the City.

Celebrating seven decades of continuous services, NASA offers the City of Fullerton the advantage of a proven local hauler with a track record of reliability, innovation, and exceptional customer care. Our team brings deep operational experience in municipal collection, route optimization, and compliance with SB 1383, and we are committed to maintaining a local project office within the City of Fullerton to ensure direct access, responsiveness, and community engagement.

The entity with contractual responsibility shall be:

NASA Services, Inc., 1100 S. Maple Avenue, Montebello, CA 90640, Phone: (888) 888-0388
Primary Contact: Jack Topalian, General Manager, Email: jack@nasaservices.com

NASA has partnered with Go2Zero Strategies, LLC as a subcontractor to provide specialized SB 1383 outreach, education, and compliance support.

We acknowledge receipt of all addenda issued by the City and agree that this proposal shall remain valid for a minimum period of one hundred twenty (120) days from the submittal date. By signing below, I attest that all information submitted in this proposal is true and correct, and that NASA Services, Inc. has thoroughly reviewed the RFP requirements and is fully capable of performing the required work in accordance with the City's objectives. We appreciate the opportunity to present our qualifications and look forward to the possibility of partnering with the City of Fullerton to deliver safe, efficient, and environmentally responsible waste and recycling services.

Sincerely,



Arsen Sarkisian
President



C. Introduction

NASA Services, Inc. is honored to submit this comprehensive proposal to the City of Fullerton for exclusive solid waste, recycling, and organics collection services in response to RFP 003. This proposal has been carefully organized to address every requirement of the City's solicitation and includes detailed plans for residential, commercial, industrial, and City-facility services; transition and implementation strategy; compliance with SB 1383 and related State mandates; customer education and outreach; reporting; and pricing.

Proposal Overview and Organization

The proposal is structured to provide clear insight into NASA's qualifications, approach, and readiness to deliver reliable, cost-effective, and environmentally responsible waste management services. It includes the following major components:

1. **Transmittal Letter** – Formally expressing NASA's intent, capacity, and commitment to partner with the City of Fullerton.
2. **Introduction** – Summarizing NASA's understanding of the City's needs and how this proposal fulfills every element of the RFP.
3. **Experience and Qualifications** – Demonstrating NASA's 70-year history of service excellence and experience managing exclusive municipal franchises across Southern California.
4. **Implementation and Transition Plan** – Outlining NASA's methodical rollout approach ensuring uninterrupted service, new cart deployment, route optimization, and complete SB 1383 compliance.
5. **Service Methodology and Operational Plan** – Describing residential, multifamily, commercial, industrial, and City-facility programs, along with supporting fleet, facilities, and equipment.
6. **Education and Outreach Program** – Developed in partnership with **Go2Zero Strategies, LLC**, providing community-wide SB 1383 education, generator outreach, waiver assessment, and recordkeeping.
7. **Rates and Costs** – A transparent cost structure that ensures rate stability, senior and disabled discounts, and long-term value for the City and its residents.
8. **Supporting Documentation** – Including insurance, references, financial statements, and compliance certifications demonstrating NASA's strength, reliability, and financial capacity.

Familiarity with the City of Fullerton

NASA Services has invested significant time evaluating Fullerton's current solid-waste infrastructure, service demographics, and compliance obligations. Our staff have driven existing routes, reviewed parcel data, and analyzed generation trends to ensure our proposal reflects the

City's real-world operational conditions. We understand that Fullerton is a diverse, dynamic community requiring:

- Full SB 1383-compliant three-container collection systems for all generators.
- Transparent, data-driven reporting aligned with CalRecycle recordkeeping standards.
- Multilingual education and customer support serving English and Spanish speaking populations.
- Strict non-commingling of collected materials. NASA will operate 100 percent Fullerton-dedicated routes to preserve program integrity.
- Collaboration with the City to support ongoing outreach, procurement, and edible-food-recovery initiatives.

Commitment to the City's Goals

NASA recognizes that Fullerton's objectives go beyond collection. They encompass sustainability, community engagement, and measurable compliance. Through this proposal, NASA demonstrates its ability to deliver a turnkey, locally managed, fully compliant waste-management system that supports the City's long-term diversion targets and enhances community satisfaction.

Together with Go2Zero Strategies, NASA will help Fullerton achieve and maintain full regulatory compliance while advancing its leadership as an environmentally responsible city. NASA will also use a fleet fueled by RNG, for which all purchases shall be set aside to count toward the City's annual Recycled Organic Waste Procurement goal.

City Fees

In addition to the range of services and offerings, NASA also confirms acceptance of the prescribed fees to be paid to the City, as follows:

- RFP and Ongoing Legal/Consulting Costs – One-time fee to reimburse the City's RFP related costs estimated at \$75,000 plus ongoing legal and consulting costs incurred in administering the Franchise Agreement.
- Franchise Fee of 10% fee on total customer invoice amount (City or hauler-billings).
- NPDES Fee of \$1,550,000 payable in equal and quarterly installments and to be adjusted annually by CPI.
- City Billing Fee of \$155,000 annual charge, adjusted by CPI.
- Legislative Compliance Fee of \$2,000,000, payable in equal and quarterly installments and adjusted annually by CPI.
- Business License to be maintained by NASA and its subcontractors throughout the term of the agreement.

D. Related Experience

This section provides information which establishes the ability of NASA Services to satisfactorily perform the required work as noted in the RFP. Information contained will demonstrate our firm's current performance of work of the same or similar nature; demonstrated experience working with other public agencies; strength and stability; staffing capability; workload; record of meeting schedules on similar contracts; and supportive client references.

D1. Proposal Overview and Approach

D1a. Understanding of the Scope of Work

Our firm understands that the City seeks a comprehensive, fully compliant solid waste collection and diversion services program designed to meet the mandates of SB 1383, provide equitable service to all customers, and maintain the highest standards of customer service and operational efficiency. The required services encompass both residential and commercial collection programs, each with distinct compliance, reporting, and outreach obligations.

The residential program requires the provision of a three-cart collection system including trash, recycling, and organics, utilizing standardized SB 1383 color schemes and labeling, with a standard container size of 96 gallons and flexible sizing options of 35-65-96 gallon equivalents. Additional services include walk-out collection for disabled residents, four free bulky item pickups per year, and guaranteed processing and disposal capacity at permitted facilities. The program further requires adherence to defined service hours and holiday schedules, along with robust public education, outreach, and reporting aligned with CalRecycle regulations.

For the commercial sector, the City seeks an SB 1383-compliant three-container service approach, inclusive of annual route reviews or waste evaluations, data reporting, and outreach to commercial customers and multifamily properties. Additional requirements include shared-service pricing and maintenance of City-owned enclosures in the Downtown District, weekly sweeps of identified "hot spots", and on-call bulky item and abandoned item collection. The RFP also includes the provision of hosting annual community events such as Household Hazardous Waste (HHW), compost giveaway, and document shred days to support the City's sustainability goals.

As explained throughout this proposal, NASA will meet and exceed all RFP requirements established.

D1b. Approach to Service Delivery

Our approach integrates compliance, technology, and customer service to deliver a seamless collection experience while meeting every State and local requirement.

- **Compliance Assurance:** All programs and reporting will be structured to align with SB 1383 requirements for organic waste diversion, generator outreach, recordkeeping, and annual reporting.

- **Operational Excellence:** Our team will implement detailed routing, equipment maintenance, and quality control systems to ensure reliability and timeliness of service.
- **Community Engagement:** Education, outreach, and public participation will remain at the heart of our service model through newsletters, workshops, and event partnerships.
- **Technology Integration:** GPS tracking, in-vehicle cameras, and digital reporting tools will enhance transparency, efficiency, and data integrity.
- **Sustainability Commitment:** Use of RNG, efficient routing, and clean fleet technology will minimize greenhouse gas emissions and advance the City's environmental goals.

Through this comprehensive and proactive approach, our firm will deliver a fully compliant, sustainable, and community-focused waste management program that supports the City's long-term objectives.

D2. Firm Background and Experience

D2a. Company Background

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

Legal Name and Address

The legal status of NASA Services, Inc. is a California Corporation owned by Arsen, Nick and Elizabeth Sarkisian. The corporate address is 1100 S. Maple Ave., Montebello, CA 90640.

Legal Entity

The legal entity that would submit financial statements is NASA Services, Inc., a California Corporation, which was incorporated in 2006.

Number of Years in Business

NASA has been in business for 70 years.

Names of Owners

The following shareholders all own more than 10% of the stock:

Arsen Sarkisian, President & CEO

Nick Sarkisian, Vice President & CFO

Elizabeth Sarkisian, Treasurer



Names of Officers

Arsen Sarkisian, CEO

Nick Sarkisian, Vice President

Elizabeth Sarkisian, Treasurer

Corporate Headquarters

NASA Services, Inc.

1100 South Maple Avenue Montebello, CA 90640

Phone: 888-888-0388

NASA owns and maintains multiple operating facilities, including truck parking, repairs and maintenance, dispatch, customer service, and bin repair at 1100 S Maple Ave., Montebello, CA 90640. This is a 3-acre facility that has been completely renovated, including the construction of a new state-of-the-art, 12,000 square-foot building.

The facility located at 1100 South Maple Avenue will be used for the following activities:

- Maintenance yard, equipment staging and maintenance of equipment.
- Customer service, public relations, billing and franchise administration.
- All other operational activities.

NASA is a California-only family owned and operated company that has established itself as a viable asset in an industry stapled by giants. What started as a modest company has matured with unprecedented growth through the relentless effort in becoming a multifaceted service provider. The core of this company rests in its values that are long-standing traditions of family operated business, carried over from its humble beginnings. All business and operations decisions are made by highly regarded, deeply experienced and industry-seasoned team members who are all based in California and live in many of the communities we serve.

As with any successful company, growth must preserve the ability for a sustainable management and productivity that reflect its core values. Through the years of reinvestment and acquisitions, we have gained valuable insight into the industry by overcoming our limitations. We believe this to be a great contributing factor to our customer satisfaction and a reassurance to our commitments.

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

NASA operates in over 15 cities in Los Angeles and Orange Counties. The company has over 145 employees and operates 125+ collection vehicles. NASA offers comprehensive, customer-designed, waste removal and recycling solutions to commercial and industrial establishments, single family homes, multifamily complexes, and construction and demolition sites throughout the Los Angeles and Orange County areas.



NASA's achievements and future path hinge on both innovation and unmatched quality. The company constantly re-evaluates its strategies, both to improve operations and better serve a diverse client base. From collection and recycling to the transfer of solid waste, NASA's work adheres to all safety measures, evolving state legislation and environmental guidelines. NASA provides extensive collection services.

D2b. Qualifying Service Experience

NASA provides service to over 5,000 commercial accounts, nearly 100,000 multifamily units and 15,000 single-family residential homes. Our firm currently operates several exclusive or semi-exclusive franchises. The following pages provide the depth and breadth of NASA's experience and ability to perform.

Exclusive Service Provider, City of Pico Rivera

Serving residential, commercial, city facilities, and roll-off. NASA was awarded a contract with the City of Pico Rivera in March 2012. Services commenced July 2012. At the time, the contract represented a 40% growth for the company. During the 3-month period prior to the commencement of services, NASA was able to design a transition plan that allowed for flawless changeover in service providers. NASA serves nearly 13,000 residential homes a three-cart system for collection of refuse, recycling and organic waste. NASA also collects waste, recyclables and organics from 800 commercial and multifamily accounts. In 2021, NASA commenced an automatic enrollment of both recycling and organics services, and since the end of that year has been 100% compliant with AB 341, AB 1826 and SB1383 collection service requirements. NASA operates four (4) commercial routes, seven (7) residential routes, and one (1) roll-off route in the city.

The contract manager is Victor Ferrer, General Manager Office of Sustainability, 6615 Passons Boulevard, Pico Rivera, CA 90660, 562-801-4437, vferrer@pico-rivera.org, 562-801-4244.

Semi-exclusive Franchise Hauler, City of La Cañada Flintridge

Serving residential, commercial, and multifamily accounts. NASA was awarded a semi exclusive agreement in 2012. NASA was the third exclusive franchise awarded in the City, where all residents and commercial accounts previously had the choice and were subscribed to one of the two other haulers. Despite challenging odds of competing with established haulers, NASA currently provides services to nearly 2,000 households and approximately forty commercial accounts. Due to elevated and narrow streets, many of the homes serviced receive single pass and valet services.

The contract manager is Patrick DeChellis, Public Works Director, City of La Cañada Flintridge, One Civic Center Drive, La Cañada Flintridge, CA 91011, 818-790-8882, pdechellis@lcf.ca.gov

Exclusive Franchise Service Provider, City of Los Angeles recycLA Program, Downtown Los Angeles Zone



Serving approximately 2,500 accounts, including the Los Angeles Convention Center, Crypto.com Arena, L.A. Live, the wholesale Produce Mart, the Floral Mart, the Fashion District, and hundreds of high-profile commercial and multifamily residential accounts. Many of the accounts serviced are multi-tenant high-rise



properties comprising over 50,000 residential units and 10,000+ businesses. The recycLA zone serviced is referred to as DTLA. It encompasses an area west of the 5 freeway, north of the 10 freeway, east of the 110 freeway and south of the 101 freeway. The Los Angeles City Council executed the agreement in February of 2017. The transition commenced immediately, and collections of new accounts began July of 2017. This is an exclusive agreement for 10-years with two five-year options to extend. NASA collects 90,000 tons per year from this zone.

NASA's Contract Manager for recycLA is Michelle Ho, Environmental Specialist, Solid Resources Commercial Franchise Division, LA Sanitation, City of Los Angeles, 1149 S Broadway, Los Angeles, CA 90015, (213) 847-3471, michelle.ho@lacity.org.

Experience gained from the recycLA contract is unlike any other and has provided a valuable opportunity to work through some of the most difficult and unique situations, all of which have further fine-tuned NASA's overall service offerings which benefit all jurisdictions.

- Many of the subscribers in DTLA have strict space limitations. Some of the locations have no bins and require that trash is manually moved from many floors above or below ground level. Other locations require scouting bins from blocks away, while others require access to bins located behind multiple gates and obstacles. One location requires the bins be moved from an area which is only accessible through the hallways and front entrance of a high-profile multi-family complex requiring the placement of a special carpet during each service. The uniqueness of DTLA has necessitated that every account receives an in-depth job walk to creatively look for ways to co-locate trash and recycling. In some cases, working with the City code enforcement is required because new subscribers have no place for containers. Oddly enough, there are business locations in DTLA that have less than 50 square feet of total space. NASA has risen to the challenge of working with all businesses to assist identify solutions that ensure compliance with trash and recycling mandates.
- Illegal hauling is very problematic in DTLA, more so than any other zone in Los Angeles. Many of the illegal haulers have resorted to stealing NASA bins and painting bins the same colors so that they go unnoticed. NASA has had to meticulously track all accounts and compile information which the City of Los Angeles can use to ensure that businesses comply. NASA regularly works with code enforcement on these issues.
- Illegal dumping is another critical issue in the DTLA area. In some areas where there are many small businesses and high homeless populations, the issue of illegal dumping is extraordinary. There have been cases where the amount of illegal dumping is the equivalent to multiple roll-off boxes worth of materials. Business owners will pay homeless dwellers small amounts of money to take trash and move it to popular dump areas. NASA has worked closely with the City to identify problematic areas. NASA has provided photo documentation of which stores have contributed to the problems and has followed up to get the non-complying businesses subscribed. NASA continues to show its commitment to working alongside the City in mitigating these problems by participated in working groups to come up with strategies for improvement.

Exclusive Service Provider, City of Glendale Zone D

Serving commercial, multifamily and city facilities. NASA was selected as one of four exclusive haulers in the new citywide franchise system which launched in 2021. NASA's zone serves over



1,400 accounts in the Southeast region of the City. This transition provided unique logistics in that there were accounts serviced by several permitted haulers as well as city municipal trucks. Aside from the limited billing information from the City of Glendale utilities department, there was relatively no billing, contact, or access information, and even limited information on service levels and equipment in place.

NASA deployed several field reps to perform in-person visits to each account to collect pertinent information and photos. Following the roll-out, NASA commenced a citywide SB 1383 implementation process resulting in 100% of accounts being enrolled in both recycling and organics collections.

The contract manager is Hourik Hayrapetian, Senior Administrative Analyst, Public Works

City of Glendale, 548 W. Chevy Chase Drive, Glendale, CA 91204, 818-550-4320,

HHayrapetian@GlendaleCA.gov

Additional Cities/Jurisdictions NASA Currently Serves

In addition to the franchises noted, NASA also serves the following jurisdictions:

- City of Burbank
- City of Commerce
- City of El Segundo
- City of Irvine
- City of Montebello
- City of Pasadena
- City of Santa Monica
- City of Torrance
- City of Vernon
- Los Angeles County



D2c. Disciplinary or Investigative Actions

NASA has not had any disciplinary or investigative action, including audits, in the past five (5) years conducted by any professional body or local, state, or federal branch of government.

D2d. Litigation

NASA has not been subject to any litigation or legal actions in the past five (5) years.



E. Qualifications of Proposed Staffing and Organization

NASA proposes to maintain a dedicated project office within the City of Fullerton to serve as the local base of operations for outreach and field staff. While corporate administration and support functions will continue to operate from NASA's headquarters in Montebello, located less than 14 miles away, the on-site Fullerton office will house field supervisors, outreach personnel, and the project lead assigned to this contract.

This local presence provides several key advantages:

- **Enhanced Responsiveness:** Staff located within city limits can respond quickly to service needs, community requests, or City-directed initiatives, minimizing response times and improving overall service quality.
- **Stronger Community Connection:** A local office fosters greater visibility and accessibility, allowing residents, businesses, and City representatives to easily communicate with on-site staff for outreach events, education, or issue resolution.
- **Operational Efficiency:** By positioning personnel near collection routes and service areas, NASA can optimize fleet deployment, reduce travel time and emissions, and increase productivity.

- Local Economic Benefit: Establishing a Fullerton office contributes to the local economy by creating jobs within the community and supporting nearby businesses.
- Together, these benefits ensure that NASA's operations are embedded within the community, promoting collaboration, accountability, and exceptional customer service for the duration of the contract.

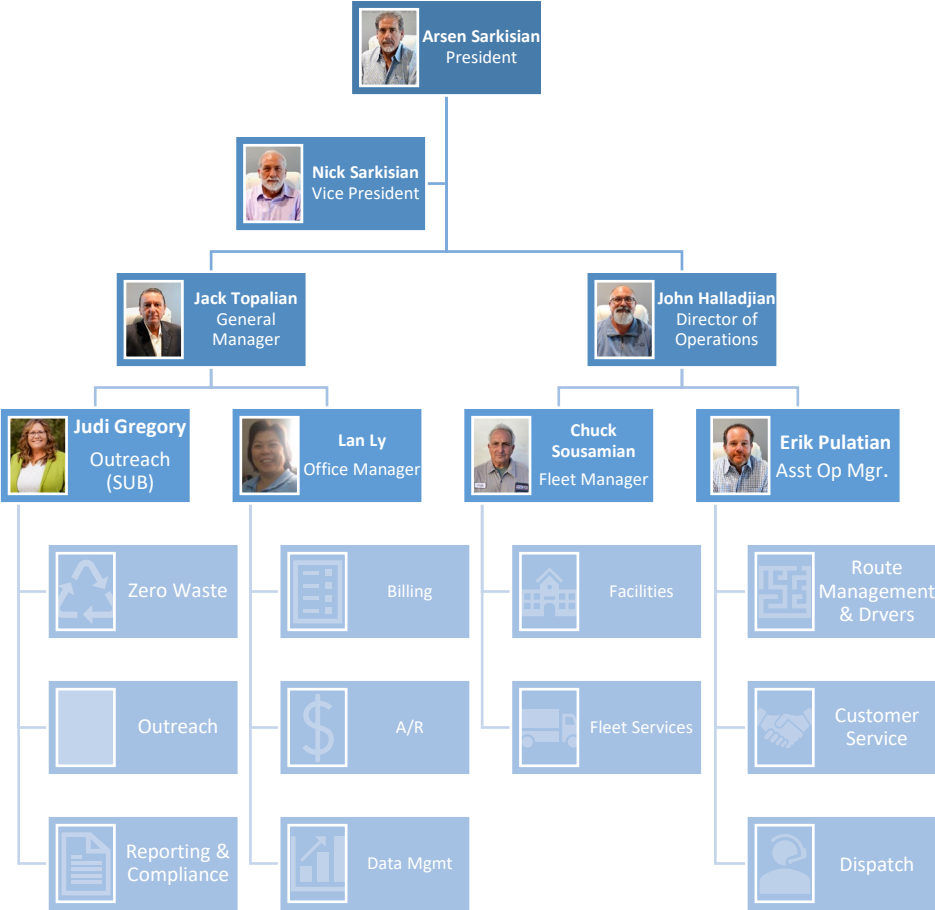
E1. Key Personnel

NASA's key employees and contractors bring decades of collective experience in solid waste collection, recycling, and related municipal services. As an independently operated company, NASA provides its staff with exposure to a wide range of operational tasks and projects, ensuring a deep understanding of all aspects of the business. Most employees are cross-trained across multiple departments, enabling operational flexibility and seamless coordination. This integrated structure fosters communication and teamwork among departments, ensuring alignment of goals and efficient project management.

If awarded the contract, NASA will expand its workforce to meet the City's service needs. New employees will receive comprehensive training under the supervision of seasoned leaders who have collectively managed several successful citywide service transitions. All contract personnel will operate from NASA's corporate headquarters at 1100 S. Maple Avenue, Montebello, California 90640. The company maintains robust internal controls and oversight systems that allow for effective monitoring of key functions and consistent quality assurance across all service areas.





The following pages provide information on the proposed project management staff and key personnel.

E2. Organization Chart



E3. Project Management

Jack Topalian will serve as the Contract Manager and oversee the day-to-day operations and project deliverables. The following table provides key project management and the roles they will serve in the execution of the contract.

Name & Firm	Yrs. Exp	Experience / Tasks Assignments
 <p>Arsen Sarkisian <i>President and CEO</i></p>	40+	<p>Contract Oversight and Executive Management Provides strategic leadership and oversight for all company operations and contract execution. Ensures full compliance with municipal, state, and environmental requirements. Directs company growth initiatives, financial management, and organizational planning. Secures financing for major equipment acquisitions and infrastructure expansion. Oversees long-term budgeting, investment strategy, and executive performance. Arsen has over four decades of experience owning and operating NASA Services, guiding the company's evolution into one of Southern California's most technologically advanced and service-driven waste management providers.</p>
 <p>Nick Sarkisian <i>Vice President and COO</i></p>	40+	<p>Operations Leadership and Fleet Management Directs all field operations, routing logistics, and driver supervision. Ensures safe, efficient, and compliant collection and recycling services across all service areas. Oversees equipment purchasing, maintenance scheduling, and fleet modernization initiatives. Manages operations staff and departmental training. Implements safety programs and ensures adherence to OSHA and DOT regulations. Nick has over four decades of experience owning and operating NASA Services, overseeing all operational functions that uphold the company's reputation for reliability, safety, and performance.</p>
 <p>Jack Topalian <i>General Manager</i></p>	40+	<p>Contract Administration and Service Delivery Oversees contract performance, service quality, and personnel management across divisions. Serves as the primary liaison for municipal partners, including the County and City of Los Angeles. Manages route transitions, project deliverables, and customer service operations. Monitors compliance metrics, reporting accuracy, and staff productivity. Coordinates with executive leadership to ensure contract goals and service standards are met. Jack brings four decades of waste industry experience and has been with NASA Services for more than two decades, leading operational and contractual excellence.</p>
 <p>John Halladjian <i>Director of Operations</i></p>	25+	<p>Operations Management and Safety Compliance Manages daily operational performance and service execution across all collection divisions. Oversees maintenance, fleet coordination, and facility operations. Leads the company's safety and training initiatives to ensure regulatory compliance and staff readiness. Implements operational efficiencies to support sustainability and route optimization goals. John has over three decades of experience in the waste management industry and has served with NASA Services for nearly two decades, driving consistency, efficiency, and safety in all aspects of field operations.</p>

E4. Resumes

The following pages provide resumes of the key project management team.



TEL: 888-888-0388 FAX: 323-888-0398 WWW.NASASERVICES.COM
1100 S. MAPLE AVE., MONTEBELLO, CA 90640



Arsen Sarkisian
President
NASA Services, Inc.

Professional Experience

President and Chief Executive Officer
NASA Services, Inc.

Over Four Decades of Experience

- Provides strategic leadership and oversight for all company operations and contract execution.
- Leads company growth initiatives, financial management, and organizational development.
- Ensures compliance with municipal, state, and environmental regulations across all service areas.
- Secures financing for major equipment acquisitions and infrastructure expansion projects.
- Directs long-term budgeting, investment strategy, and executive performance management.
- Guided NASA Services' transformation into one of Southern California's most technologically advanced and service-driven waste management providers.

Leadership & Affiliations

- La Cañada Flintridge Chamber of Commerce
- Pico Rivera Chamber of Commerce
- Glendale Chamber of Commerce

Skills & Interests

- Strategic Leadership & Contract Oversight
- Municipal, State & Environmental Compliance
- Company Growth & Financial Management
- Equipment Financing & Infrastructure Expansion
- Long-Term Budgeting & Investment Strategy





TEL: 888-888-0388 FAX: 323-888-0398 WWW.NASASERVICES.COM
1100 S. MAPLE AVE., MONTEBELLO, CA 90640



Nick Sarkisian
Vice President
NASA Services, Inc.

Professional Experience

Vice President and Chief Operating Officer
NASA Services, Inc.

Over Four Decades of Experience

- Oversees all operational functions at NASA Services, ensuring the safe, efficient, and compliant delivery of waste collection and recycling services.
- Directs field operations, routing logistics, and driver supervision to maintain service excellence.
- Leads fleet modernization and maintenance scheduling to optimize reliability and performance.
- Implements OSHA and DOT safety programs across all departments, ensuring full compliance.
- Manages operations staff training, performance standards, and continuous improvement initiatives.
- Plays a key leadership role in upholding NASA's commitment to safety, sustainability, and customer satisfaction.

Leadership & Affiliations

- La Cañada Flintridge Chamber of Commerce
- Pico Rivera Chamber of Commerce
- Glendale Chamber of Commerce
- Kiwanis Club of La Cañada

Skills & Interests

- Field Operations & Routing Logistics
- Driver Supervision & Departmental Training
- Equipment Purchasing & Maintenance Scheduling
- Fleet Management & Modernization Initiatives
- OSHA & DOT Safety Program Implementation





TEL: 888-888-0388 FAX: 323-888-0398 WWW.NASASERVICES.COM
1100 S. MAPLE AVE., MONTEBELLO, CA 90640



Jack Toplian
General Manager
NASA Services, Inc.

Professional Experience

General Manager
NASA Services, Inc.

Over Four Decades of Experience

- Oversees contract performance, service delivery, and personnel management across all divisions at NASA Services.
- Brings over four decades of experience in the waste management industry, including more than 24 years with NASA Services.
- Expertly managed complex municipal transitions, guiding multiple cities from open-market systems to exclusive franchise agreements under NASA.
- Ensures flawless execution of city contract transitions within narrow timelines through hands-on leadership and operational precision.
- Plays a pivotal role in maintaining NASA's operational excellence and client satisfaction across municipal contracts throughout Los Angeles and Orange County.

Leadership & Affiliations

- Active participant in industry associations and local community organizations.

Skills & Interests

- Contract Administration & Compliance Monitoring
- Municipal Partner Relations & Project Management
- Route Transitions & Customer Service Operations
- Performance Reporting & Quality Control
- Executive Collaboration & Operational Leadership





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1100 S. MAPLE AVE., MONTEBELLO, CA 90640



John Halladjian
Director of Operations
NASA Services, Inc.

Professional Experience

Director of Operations
NASA Services, Inc.

Over Three Decades of Experience

- Leads all daily operational functions, including fleet and equipment oversight, dispatch, safety, and maintenance.
- Directs a team of over 100 employees, ensuring compliance, efficiency, and excellence across multiple departments.
- Developed and implemented a Quality Safety Awareness Program, reducing workforce incidents by 25%.
- Established driver and supervisor training programs that improved morale and reduced workplace confrontations.
- Designed and enforced OSHA, DOT, and IIPP safety standards, ensuring full regulatory compliance.
- Oversaw CARB, AQMD, and LA County Fire Department (CERS) compliance, reducing company liability.
- Managed HAZWOPER and SWPPP programs, maintaining environmental and hazardous waste compliance.
- Implemented COVID-19 safety protocols and company-wide policies to maintain operational continuity.

Leadership & Affiliations

- Veterans of Foreign Wars – volunteer for veterans’ outreach and holiday events
- Community Recycling Festivals – participant promoting recycling and sustainability
- Recipient of the Fleet Safety Award for operational excellence

Skills & Interests

- Operations & Fleet Management
- Safety & Regulatory Compliance (OSHA, DOT, CARB)
- Staff Training & Leadership Development
- Environmental & Hazardous Waste Programs
- English, Armenian (fluent); Spanish (conversational)









E5. Additional Key Personnel and Subcontractors

The size and scope of services provided by NASA require a large supporting team of personnel and subcontractors that provide vital expertise to the daily operations. The NASA Services project team brings together a highly experienced group of professionals with decades of combined operations. Our leadership and field personnel have successfully managed numerous citywide collection transitions, route conversions, and service expansions across Southern California.

Each member of the team contributes specialized knowledge in areas essential to contract success, including collection logistics, fleet operations, customer service, safety compliance, and SB 1383 program implementation. Many of our key employees have spent their entire careers in the waste management industry, developing strong technical and regulatory understanding of local, state, and CalRecycle requirements.

NASA’s management structure encourages collaboration among departments, ensuring that operations, maintenance, customer service, and administrative staff work cohesively to maintain service quality and responsiveness. The team’s collective experience enables us to deliver reliable, efficient, and environmentally responsible waste collection services that meet—and often exceed—municipal expectations.

	Name & Firm	Yrs. Exp	Experience / Tasks Assignments
	Erik Pulation <i>Assist Ops. Manager</i>	20	Operations management assistant Oversight and training of the route managers, dispatch services, and customer service. Route service locations. Monitor special requests and logistics. Erik has over two decades of experience in the industry and has been with NASA for 4 years.
	Chuck Sousamian <i>Fleet Manager</i>	50	Fleet management Oversee the fleet maintenance activities which include all vehicle inspections, routine maintenance, and major repairs. Monitor bin repairs, cleaning, and maintenance operations. Chuck has 50 years in the industry and has been with NASA for five years.
	Lan Ly <i>Office Manager</i>	28	Office management Create accounts and information systems capable to track all customers, levels of service, days of service, cost, and other pertinent customer data. Perform accounting and billing operations. Lan has nearly three decades of experience in the industry and has been with NASA for nearly two decades.
	Nelissa Montes <i>Customer Service Supervisor</i>	8	Customer service Oversee customer service staff. Monitor input of daily route tickets. Review customer logs for extra services. Monitor contamination records. Nelissa has been with NASA for nearly a decade.
	Tomas Ochoa <i>Route Supervisor</i>	33	Route and driver supervision Prepare daily route logs. Monitor driver performance. Review driver reports of non-collection and contamination. Assist with back-up collections. Monitor equipment deliveries. Tomas has over three decades of experience in the industry and has been with NASA for nearly two decades.
	Ray Perez <i>Route Supervisor</i>	35	Route and driver supervision Prepare daily route logs. Monitor driver performance. Review driver reports of non-collection and contamination. Assist with back-up collections. Monitor equipment deliveries. Ray has over three decades of experience in the industry and has been with NASA for over three decades.

Our project team’s proven record of on-time start-ups, smooth transitions, and exceptional customer satisfaction demonstrates the expertise and commitment necessary to ensure the successful execution of this contract.

Field Supervisors

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

Current Employee Workforce

The NASA team includes over 145 employees. A substantial number of additional employees will need to be hired in conjunction with this contract to sufficiently provide the required services.

Department	Current # of Additional Employees	New Hire
Administration & Management	12	0
Office Clerical, Dispatch, and Field Representatives	10	4
Operations (drivers, helpers, foremen, & supervisors)	110	40
Mechanic Shop	16	2
TOTAL	148	46

Subcontractors

The majority of work performed under this contract will be operational in nature and carried out by NASA Services’ in-house staff. To complement these efforts, NASA has partnered with Go2Zero Strategies (Go2Zero) to lead SB compliance, education and outreach, data tracking, content development, and reporting components of the program.



NASA maintains a long-standing and successful working relationship with Go2Zero going back over twenty years. Go2Zero is a trusted subcontractor that provides specialized Zero Waste outreach, education, and compliance support. Go2Zero is an independent consulting firm that focuses exclusively on sustainability and solid waste reduction strategies for jurisdictions, businesses, and communities throughout California. The firm is a certified Woman Business Enterprise (WBE), Small Business Enterprise (SBE), SBE-Public Works, Community Business Enterprise (CBE), Local Small Business Enterprise (LSBE), and Veteran-Owned Business.

Go2Zero’s expertise in SB 1383 compliance is widely recognized across the State. The firm currently supports dozens of municipalities in meeting the comprehensive requirements of the legislation, including recordkeeping, inspection programs, edible food recovery coordination, and capacity planning.

Under this contract, Go2Zero will lead all client-facing outreach activities, including:



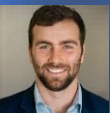

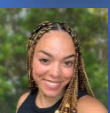
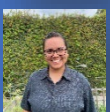
- Right-sizing of services and container configurations
- Waiver assessments and compliance inspections

- Route reviews and contamination monitoring
- Business-to-business outreach and technical assistance
- Edible food generator assistance and recordkeeping support

In addition, Go2Zero will provide assistance with reporting, documentation, and ongoing compliance tracking and participate in coordination with City staff. Their involvement will ensure that the City’s SB 1383 recordkeeping and reporting requirements are efficiently managed while minimizing the City’s administrative burden.

To support project implementation, NASA will assign four field staff during the transition period, followed by one full-time staff member dedicated to day-to-day contract management. Go2Zero will supplement this team with a part-time field lead, compliance project manager, and compliance liaison to assist in meeting all deliverables and reporting obligations.

As the lead developer of the SMART1383 system, Go2Zero staff are uniquely qualified to manage and maintain the City’s compliance data. Their team will ensure that all records are current, accurate, and available for City review in alignment with SB 1383’s recordkeeping requirements.

	Name & Firm	Yrs Exp	Tasks	Experience
	Judi Gregory Go2Zero President	35	SB 1383 Compliance Liaison	City of Pico Rivera NASA Services Los Angeles County City of Glendale City of Lancaster City of Long Beach SGV COG City of Los Angeles
	Kim Braun Go2Zero VP Policy and Development	40+	SB 1383 Procurement and regulatory compliance	City of Pico Rivera City of Lancaster City of Long Beach City of South Gate City of Culver City City of Moreno Valley
	Cory Oskardmay Go2Zero VP of Business Operations	8	Project Manager	City of Burbank NASA Services Los Angeles County City of Lancaster University of Southern California City of Culver City City of Long Beach
	Nicole Hernandez Project Supervisor	8	Direct oversight of project team	City of Los Angeles (recycLA) City of Glendale City of Burbank City of La Cañada City of Montebello City of Commerce
	Madeline Tully Go2Zero Project Lead	2	Field Lead / Outreach	NASA Services Long Beach Unified City of Long Beach City of Culver City City of South Gate WARE Disposal City of Hesperia
	Monica Nguyen Outreach Specialist	2	Field outreach and edible food	LASAN Edible Food Project City of Anaheim City of Long Beach City of Pomona City of So El Monte Fresno
	TBD Outreach Specialist		Field outreach	

Go2Zero's relevant experience includes work with:

- Los Angeles County Smart Gardening Program
- Long Beach Unified School District
- Vallarta Supermarkets
- Cities of Lancaster, Culver City, Ontario, South Gate, Moreno Valley, Palmdale, Glendale, Pico Rivera, and others
- Subcontracts supporting clients such as Los Angeles County Smart Business Program, City of Oceanside, San Gabriel Valley Council of Governments, University of Southern California, LA Metro, and Los Angeles Sanitation Edible Food Outreach.

This partnership between NASA Services and Go2Zero Strategies combines operational strength, compliance expertise, and technology-driven management, ensuring a comprehensive and well-coordinated approach to meeting all City and State waste diversion and reporting objectives. The following pages provide resumes of key Go2Zero staff that will be assigned to this project.



Judi Gregory
 President
 Go2Zero Strategies

Licenses & Certifications:

- Certified Sustainable Resource Management Professional – San Jose State University
- ANSI California Food Handler Certification
- TRUE Advisor – US Green Building Council

Experience: 35+ years

Judi Gregory, owner of Go2Zero Strategies, LLC, has worked in the recycling and solid waste management field for over 30 years. In 2013, Go2Zero was awarded Small Business of the Year by the CA Small Business Administration. More recently, Senator Portantino’s Office recognized Ms. Gregory as a 2018 Woman in Business Honoree in Environment and Sustainability. Her experience includes work in various industry sectors with a strong focus in solid waste operations, Zero Waste planning, and educational design and development.

Ms. Gregory has an extensive background in operations and management of waste hauling and recycling firms, and from 1998 through 2012 owned a Los Angeles-based hauling firm, Global Waste Recycling. In this capacity she was responsible for setting up recycling programs at some of the largest movie studios in the world, including Paramount Studios, NBC, ABC, CBS, and Warner.

From 2005 through 2013 Judi worked as the Interim Executive Director and Certification Manager for the CA Resource Recovery Association. There she developed an industry certification that was used as the foundation for a \$4.87M grant from the U.S. Department of Labor, alongside project partners Irvine Valley College, Golden West College, and Santa Monica College.

Ms. Gregory received the “Recycler of the Year” award from CRRRA in 2007. Ms. Gregory’s firm holds multiple small and disadvantaged business certifications, and Ms. Gregory is a Lieutenant who served in the Army National Guard.

RELEVANT PROJECTS:

SCS Engineers – Los Angeles County Public Works Smart Business Recycling Program & Commercial Institutional Recycling Program, Los Angeles County, CA - 2/2015 to present

Project Manager | Ms. Gregory oversaw outreach and compliance verification for AB341 and AB1826 at more than 1000 businesses and hundreds of multi-family dwellings in unincorporated Los Angeles County.

University of Southern California, Zero Waste Planning, Los Angeles, CA - 09/2019 to present

Project Manager | Ms. Gregory oversees the implementation of a campus-wide waste composition study and Zero Waste Plan that will include comprehensive data collection and analysis.

NASA Services, Los Angeles Bureau of Sanitation – recycLA Program, Los Angeles, CA - 07/2014 to Present

Zero Waste Director | Ms. Gregory oversaw the transition of approximately 2,500 commercial and multi-family hauling accounts into the City of Los Angeles’ exclusive franchise hauling system and currently manages four full-time employees that provide day-to-day customer assistance with Zero Waste Programs.

Los Angeles County Public Works—Smart Gardening Program Los Angeles County, CA - 1/2019 to Present

Project Manager | Ms. Gregory manages a dozen employees and contractors that provide weekly, mobile educational workshops and product sales and distribution. Content covers composting and water wise gardening.

Education:

Religious Studies, University of California, Los Angeles

Professional Affiliations

- Board Member, Women in Solid Waste and Recycling
- Member, Southern CA Waste Mgmt. Forum
- Board Member, National Recycling Coalition’s National Standards Certification Board
- Member, California Resource Recovery Association





Kim Braun
VP of Policy &
Development
Go2Zero Strategies

Licenses & Certifications:

Solid Waste Association of North America,
California Resource Recovery Association,
California Product Stewardship Council
American Public Works Association

Experience: 35+ years

Kim Braun joins Go2Zero as VP of Policy & Development, bringing more than 30 years of experience in Waste Management & Environmental Sustainability. Until her retirement from public service in December 2021, Kim was the Environmental Programs & Operations Manager for Culver City, CA, responsible for managing the trash, recycling, and organic waste collection operations for all the city's residential and commercial businesses. As the Resource Recovery and Recycling Manager for the City of Santa Monica, CA, Kim implemented a Zero Waste Strategic Plan, established rates to support \$ 25M enterprise fund and implemented an organic waste recycling program for residents and businesses.

RELEVANT PROJECTS & REFERENCES:

City of South Gate SB 1383 Compliance – 01/2025 to present

Project Role: Project Director | **Reference:** Joseph Alarado, Sr. Management Analyst
City of South Gate, (323) 563-5792, jalarado@sogate.org

Mrs. Braun monitors South Gate's Franchise Hauler Agreement and hauler reporting requirements. She assists the City with SB 1383 program compliance by developing processes for jurisdictional hauler programs, inspections and enforcement and procurement.

City of Culver City SB 1383 Compliance – 09/23 to present

Project Role: Project Director | **Reference:** Sean Singletary, Environmental Programs & Operations Manager at City of Culver City, (310) 253 – 6457, sean.singletary@culvercity.org

Mrs. Braun works with Culver City to develop SB 1383 written program descriptions and processes for jurisdictional hauler program, program compliance, and enforcement. Additionally, she is working with the City to identify recovered organic materials to meet the annual procurement requirements.

City of Lancaster SB 1383 Compliance - 05/2024 to Present

Project Role: Project Director | **Reference:** Travis Lange, Program Manager, City of Lancaster, (661) 723-6000, tlange@lanasterca.gov

Mrs. Braun annually prepares the City's Electronic Annual Report, She is developing a hauler permitting process, jurisdictional hauler program, and hauler compliance process. Her work includes the development of all SB 1383 written program descriptions and several city forms used for permitting, monitoring, and reporting.

Education:

MS American University's School of Public Affairs,
Washington D.C.
BS Michigan State University, E. Lansing, MI

Professional Affiliations

- SWANA Advisory Board Representative
- SWANA Technical Division Director
- SoCal SWANA Board Member



Nicole Hernandez
Supervisor
Go2Zero Strategies

Licenses & Certifications:

Certified Sustainable Resource Management Professional – San Jose State University

Experience: 7 years

Nicole Hernandez is a Zero Waste Supervisor at Go2Zero Strategies with over seven years of experience in sustainable materials management. She has implemented waste reduction solutions for residences, commercial businesses, and large-scale venues. On behalf of NASA Services, she visited over 300 businesses in downtown Los Angeles, completing waste assessments to establish compliance with AB 341 and AB 1826. As the primary data management specialist, Ms. Hernandez prepares monthly, quarterly, and annual reports for more than 15 jurisdictions, representing multiple hauler and municipal clients. Additionally, she develops educational and promotional content for Go2Zero Strategies, Grow2Zero Farms, and GreenEducation.US.

RELEVANT PROJECTS:

NASA Services, Los Angeles Bureau of Sanitation, recycLA Program, Los Angeles, CA – 09/2019 to Present

Zero Waste Supervisor | Ms. Hernandez provides customer management services for NASA Services accounts within the downtown Los Angeles recycLA zone. She has conducted comprehensive waste assessments for hundreds of businesses, collecting data to inform both customer and City reporting. Her role includes ensuring compliance with state mandates AB 34, AB 1826, and SB 1383, addressing contamination issues, and delivering staff training to support ongoing compliance. In recent years, she has taken on responsibility for preparing monthly customer waste diversion reports and generating periodic hauler reports for the Los Angeles City Sanitation & Environment Department.

NASA Services, City of Pico Rivera, CA – 01/2020 to Present

Zero Waste Supervisor | Ms. Hernandez oversees data management and compliance reporting for hundreds of commercial and multifamily accounts in the City of Pico Rivera. She regularly reviews key data points for accuracy and generates detailed reports to evaluate recycling participation, contamination levels, and container utilization. She also analyzes trends to inform strategic planning and compliance efforts. In support of SB 1383 contamination monitoring, Ms. Hernandez coordinates citywide residential route reviews and facilitates outreach to improve proper sorting practices.

Green Education.US – 01/2020 to Present

Content Developer | Ms. Hernandez executes digital and print communications for Green Education.US, including educational and promotional materials for the Certification Program for Sustainable Resource Management Professionals. She creates written and visual content for events, online learning, and in-person trainings. Collaborating with subject matter experts, she ensures technical accuracy and adapts content to engage a wide range of audiences. Her work supports the broader mission of promoting sustainability and best practices in resource management.

Education:

BA, Art History, University of California, Los Angeles

Professional Affiliations

- Certified Sustainable Resource Management Professional
Santa Monica College
- GBCI TRUE Certification





Madeleine Tully
 Zero Waste
 Project Lead
 Go2Zero Strategies

Licenses & Certifications:

Certified Sustainable Resource Management Professional – San Jose State University
 Certified Code Enforcement Officer- California Association of Code Enforcement Officers
 Forklift Operation Certification
 OSHA HAZWOPER 40-Hour
Experience: 3 years

Madeleine Tully, Zero Waste Project Lead at Go2Zero Strategies, joined the team in January 2024 assisting with edible food generator inspections and route reviews. Ms. Tully now oversees and manages the scheduling, data reporting, equipment management, and safety programs for waste sort characterizations conducted for NASA Services, Athens, and WARE Disposal. In May of 2025, Ms. Tully was awarded Certified Code Enforcement Officer designation by the California Association of Code Enforcement Officers.

Ms. Tully’s experience also includes leading the rollout of one of the largest district-wide lunchtime recycling programs in California, working with the Long Beach Unified School District. Madeleine was instrumental in leading the assessment, development, and implementation of a comprehensive recycling and food scrap recycling program at nearly 90 school locations, serving more than 60,000 students. Madeleine oversaw several smaller pilot programs and a post-rollout audit, gaining insights into barriers and best practices for signage, sort-station set-up, and training to achieve high participation and low contamination of resultant streams of materials.

RELEVANT PROJECTS:

Lunchtime Organics Recycling Program, LB Unified School District, Long Beach, CA - 04/2024 to present

Zero Waste Project Lead | Ms. Tully assisted with the initial roll out of the lunchtime organics recycling program across all LBUSD schools. She assisted students and staff with sorting their lunch waste, while also explaining the environmental and community benefits of recycling and composting. She has developed specialized training for all District staff, including educators and administrators of various programs such as Head Start and Childhood Development Centers.

Waste Characterizations, NASA, Athens, WARE Disposal, Los Angeles, CA - 03/2024 to present

Waste Sort Lead & Administrative Lead | Ms. Tully has led and overseen several waste characterization projects, sorting trash and recycling samples into over 30 different categories. Along with monitoring the safety of sort staff, she has experience navigating the data collection form provided by the County of Los Angeles.

SB 1383 Implementation Record (IR) Review, City of Chula Vista, City of South Gate, CA - 03/2025 to present

Zero Waste Project Lead | Ms. Tully currently conducts SB 1383 IR compliance reviews for both the City of South Gate and Chula Vista. Utilizing a formulated checklist, she reviews and analyzes documents including written program descriptions, enforcement records, outreach material, and procured organic waste invoices to determine agreement with specific state regulations. She also assists clients in restructuring and organizing compliance records for efficiency.

Route Review Staff Trainings and Device Set-Up, City of Long Beach, CA 07/2024 to 01/2025

Global Sustainable Strategies Intern | Ms. Tully developed a comprehensive training module for city staff detailing methods for proper data collection, in-field safety protocols, and best practices when educating customers. Ms. Tully also assisted in the set-up of in-field devices and the back end of data presentation.

Education:

AS, Natural Sciences, Orange Coast College
 BS, Environmental Science and Management, University of California, Davis

F. Resources and Equipment

NASA has the equipment, expertise, and financial strength to provide all required services as requested in the RFP. NASA proposes to utilize new equipment to fulfill the contractual obligations. Additionally, while existing staff will perform primary roles of the contract, new staff needed for outreach, driving, and other roles will be hired as a result of a contract.

This section will provide a detailed description of the proposed resources to be used in fulfilling this contract, including:

- Fleet
- Containers
- Disposal and processing facilities
- Education and outreach programs

F1. Containers

F1a. Cart Specifications

Initially, NASA will be purchasing 90,000 carts for roll-out of the contract. All carts will be new and meet the highest industry standards for performance. Carts will be purchased from Sierra Container.

Sierra Container Group Refuse Carts

Using “lessons learned” from the field and consulting with operations and container management experts, Sierra Container Group applied this knowledge to the design of its residential roll-out carts. All Sierra containers are ANSI compliant and tested, and are RFID friendly with supporting systems. Sierra has incorporated a due diligence approach to create a design that works best with current automated lifting systems and has paid close attention to key wear areas. Their design also efficiently cubes on trucks, saving freight dollars for our customers while reducing your carbon footprint.

Sierra offers 96, 65, 32-35, and 21-gallon curbside containers as well as 2,3 & 4-yard plastic commercial containers.

The following section will provide details on the containers proposed for use in conjunction with this proposal, both residential carts and multifamily bins.



Proposed Bin and Cart Colors

The following colors are proposed for use throughout the City to comply with SB 1383.

- Residential Refuse Cart: Black
- Residential Recycling Cart: Blue
- Residential Organics Cart: Green
- Multifamily Trash Bin: Black
- Multifamily Recycling Bin: Blue
- Multifamily Organics Bin: Green

All containers that will be used in conjunction with this contract will be brand new. This will ensure that customers have clean, high functioning containers at the start of service. NASA will repair or replace any damaged bin, lids, or wheels within 48 hours of notification of the customers.

Cart Hot Stamping

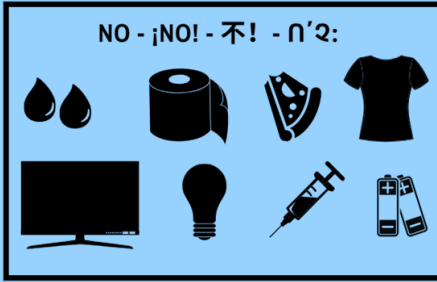
All carts will be hot stamped with the following information:

- City name and logo on left and right side of cart
- Franchises name and phone number on front of cart.
- Graphic and description of materials to be placed in container.
- Unique serial number.
- Warning that the disposal of unpermitted and universal waste is prohibited.
- Four languages, including: English, Spanish, Armenian, and Chinese.

The following pages have samples of proposed cart hot stamps and bin labels.



RECYCLABLES • RECICLABLES 可回收物 • ՎԵՐԱՄՇԱԿՎՈՂ ՆՅՈՒԹԵՐ



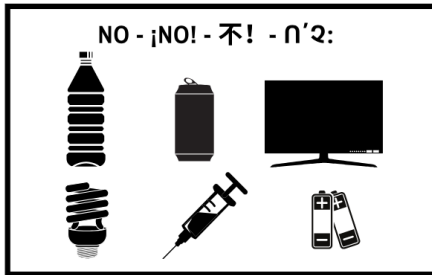
Learn More

了解更多

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Aprende Más

TRASH • BASURA • 垃圾 • ԱՂԲԱՐԿՂ



Learn More

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հմացեք ավելին

Aprende Más

Cart Specifications – Recycled Content



The new Sierra carts will contain at least 30% post-consumer high density polyethylene recycled content.

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

Cart Maintenance

All carts and bins that will be used in conjunction with this contract will be brand new. Carts come with a 10-year warranty.

New carts and bins will ensure that residents have clean, high functioning containers at the start of service. NASA will repair or replace any damaged bins and/or carts within 48 hours of notification of the clients. Residents will be responsible for the ongoing cleanliness of their carts.

Bin Labeling

Bins will also include detailed use instructions in the form of applied labels. These labels are UV coated to protect against fading, and easily wipeable. Samples of proposed labels are provided for context.

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S**



TRASH • BASURA • 垃圾 • ԱՂԲԱՂԿՂ
888-888-0388 • NASASERVICES.COM

CLEAN & DRY
RECYCLING • RECICLAJE • 回收 • ՎԵՐԱՄՇԱԿՈՒՄ
888-888-0388 • NASASERVICES.COM

MUST BE PLACED IN CLEAR BAG ••••• PLACE LOOSELY IN CONTAINER •••••
ORGANICS & FOOD • ORGANICOS Y COMIDA • 有機廢物和食物 • ՕՐԳԱՆԻԿԱ և ԱՍՆՈՒՂԴ
888-888-0388 • NASASERVICES.COM

F1b. Front Load and Roll-off Bins

NASA will both purchase new and refurbish front load and roll-off containers to fulfill the requirements of the contract.

Bins conform to standard industry sizes and measurements. Front loader bin construction includes:

- 12-gauge pan bottom
- 14-gauge side walls
- Corrugated front and back
- Side or bottom tunnels
- Solid weld inside
- Interior rust inhibitive primer
- Exterior alkyd enamel paint
- Double or single wall plastic lids
- Identification welded
- Bin handle



Roll-off box construction includes:

- 10-gauge Floor
- 12-gauge sides
- 1/4 push plates
- 1/4 rub rail
- Gussets 12" o.c.
- 1/4 top rail (to prevent box from bowing)



The following colors will be used throughout the City to comply with SB 1383.

Refuse Carts & Bins:	Black
Recycling Carts & Bins:	Blue
Organics Carts & Bins:	Green



F2. Collection Vehicles

NASA will be purchasing new vehicles to be utilized throughout the City. The new residential and commercial fleet will be deployed at the commencement of services. NASA's fleet is near-zero emissions and uses 100% RNG.

As part of this contract, NASA will provide the City with RNG credits for all vehicles utilized under this contract to count toward the City's Annual Recycled Organic Waste Procurement target. We estimate approximately 350,000 DGEs of RNG, which is the equivalent of 17,000 tons of mulch available to count toward the annual ROWP target.

F2a. Vehicle Maintenance Standards

NASA's vehicles meet all AQMD compliance standards. NASA's fleet is equipped with Samsara telematics technology that enables predictive maintenance, AI diagnostics, and driver behavior monitoring. This system allows NASA to proactively manage vehicle performance and enhance safety through real-time alerts. Combined with our clean CNG fleet, this integration minimizes emissions and supports the City's sustainability goals.

Each vehicle's digital maintenance history is tracked within Samsara, covering oil, transmission, overhead, hydraulic, differential, coolant, power steering, and fuel services. The platforms' automation provides managers and mechanics with live dashboards to schedule and log preventative maintenance

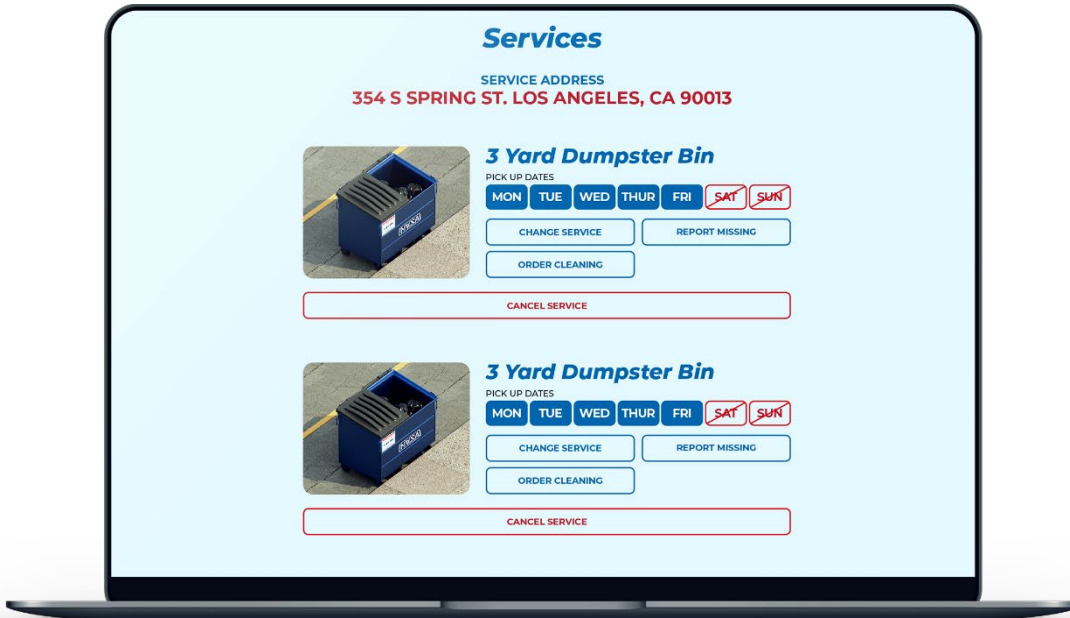
NASA vehicles are washed and subject to an (18) point inspection daily, prior to departure and subsequent to arrival. This minimizes any unforeseen complications and assures the safety of our drivers as well as others on the road. In addition, a more rigorous inspection is conducted every 90 days and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

To ensure that NASA trucks get the best fuel economy, the following procedures will be in place:

- Make sure that tires are always at correct air tire pressure.
- Route stops in close proximity.
- Avoid excessive braking and fast acceleration.
- Observe the speed limit.
- NASA uses Nitrogen in its tires. Nitrogen maintains proper air pressure better than air, ensuring safe driving conditions.
- NASA is committed to well-monitored route auditing. This is another crucial aspect of reducing truck traffic, vehicle emissions and air pollution.

Scheduled Vehicle Maintenance

Regular monthly maintenance includes: greasing truck suspension, drive shafts, and all moving parts on the body. Hours are logged to monitor engine, transmission, and rear end fluid. Additional services are provided as needed. In addition, a more rigorous inspection is conducted every 90 days which includes inspecting the trucks top to bottom. If brakes are needed, they are installed with top-of-the-line anti-lock disc braking systems at every brake repair.

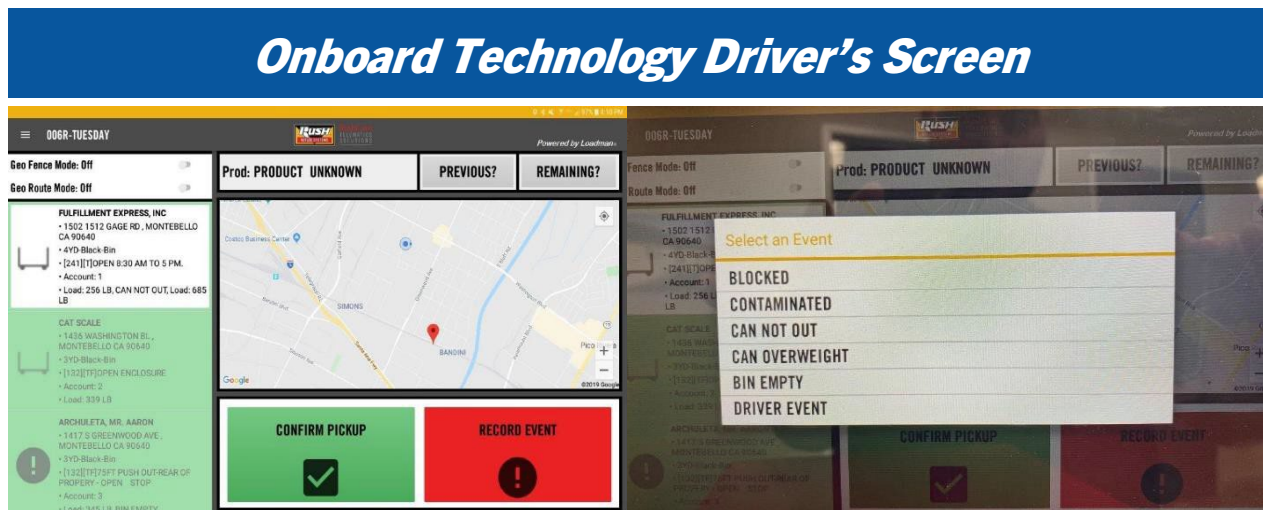


Technology / Innovative Programs

NASA uses onboard technology to dramatically improve the customer experience. The utilized technologies allow for NASA dispatch to track all routes in real-time. Dispatch can monitor the time of collection or estimated time of arrival. All collection issues are logged and reported in real-time. Customers are contacted to inform of issues such as blocked access, overweight bin, or other issues that arise.

Drivers utilize a tablet to record each customer account. Each pick-up is recorded with both video as well as through bin loading mechanisms enabled when the truck arms engage. Videos are maintained for reference. When an exception is noted that doesn't allow the bin to be emptied the video monitoring does not commence; therefore, in these instances a still photo is taken. During the route, Dispatch can send added stops and extra pick-ups to the drivers. All information is recorded in real-time in a cloud-based service which is accessible by NASA personnel.

NASA's operations are fully integrated with Samsara technology across our 125+ vehicle fleet. Each vehicle is equipped with AI-driven telematics, GPS tracking, and camera systems that provide multi-angle visibility for bin verification, contamination detection, overweight monitoring, and safety compliance. The existing system meets the minimum (ping frequency of occurrence that GPS data is received from the Vehicle) of at least every one minute for fully automated Collection and at least every ten seconds for other Collection Vehicles, when within the Service Area. Through Samsara, footage and data insights are available to support City compliance, customer service verification and continuous improvement across all operations.



F3. Disposal and Processing Facilities

NASA proposes to utilize Orange County operated disposal facilities for landfill of all material, but is also providing guarantees for alternative disposal as noted in the attached capacity guarantee letters under Section K.

F3a. Primary Disposal

NASA proposes to use the following facilities for primary disposal of each stream.

- Solid Waste: Orange County Landfill System
- Mixed Recyclables: Universal Waste Systems
- Mixed Organics: Tierra Verde Industries
- C&D Debris: Stanton C&D Recycling Facility and Madison Materials

F3b. Alternate Disposal

As a backup for disposal of all streams, NASA has selected Universal Waste Systems, a locally-owned and based company providing acceptance of mixed solid waste, recycling and organics. A formal capacity guarantee letter is provided in Section K.

F3c. Facility Processing and Diversion Information

Green Waste Processing

NASA will use Tierra Verde Industries organic and green waste facility as the primary disposal site for all organic materials. The facility is located in Irvine and has a 3,000 tons per day capacity. As part of this proposal, Tierra Verde has committed to set aside 1,500 tons per day for the City of Fullerton.

<i>Green Material Processing</i>	
<i>Facility name & address</i>	Tierra Verde Industries EcoCentre 8065 Marine Way, Planning Area 51 Irvine, CA 92618
<i>Owner / Operator</i>	Tierra Verde Industries 7913 Marine Way, Bldg 96 P.O. Box 279 Irvine, CA 92650-0279 Phone:(949) 551-0363
<i>CalRecycle SWIS #</i>	30-AB-0403
<i>Material processed</i>	Green material, wood waste, food waste, food soiled paper

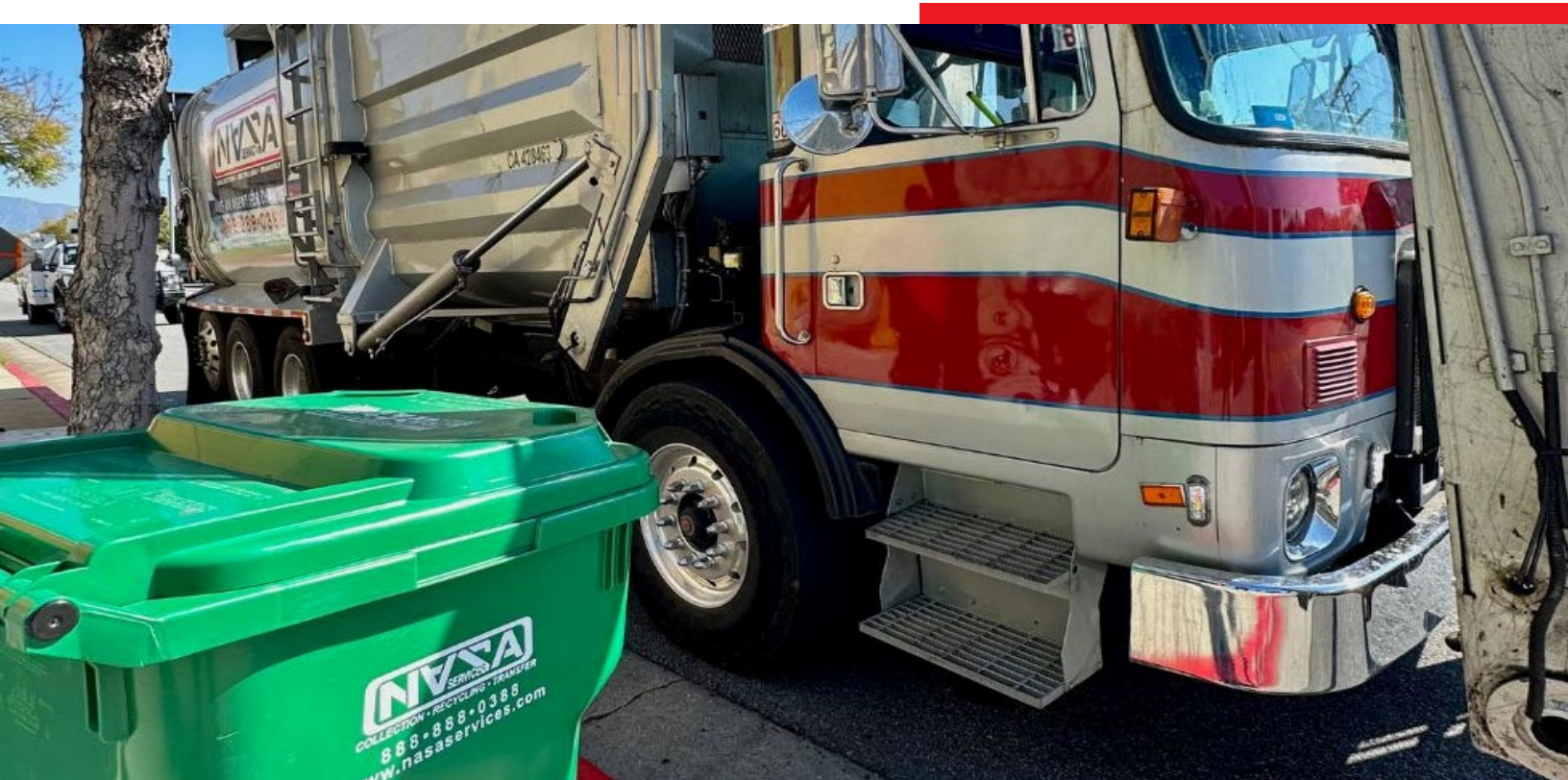
As a back-up, the organic waste collected in the green container from residential and commercial generators will be processed and sorted at the receiving facility into two fractions: 1) green waste, yard waste, wood waste; and 2) food waste and food soiled paper. The sorted fraction will then be transported to facilities for processing. The first fraction containing green, yard, and wood wastes will be delivered to the UWS-owned Greenwise Soil Technologies compost facility in South Gate.

The facility has a maximum permitted capacity of 250 tons per day and provides a local in town outlet for the organic green waste from the City.

<i>Green Material Processing</i>	
<i>Facility name & address</i>	Greenwise Soil Technologies 10120 Miller Way South Gate, CA 90280
<i>Owner / Operator</i>	(a) Landowner: City of South Gate 8650 California Ave. South Gate, CA 90280 (213) 563-9531 (b) Facility owner/operator: Greenwise Soil Technologies 9016 Norwalk Blvd. Santa Fe Springs, CA 90670 (562) 806-6366
<i>CalRecycle SWIS #</i>	19-AA-1064
<i>Material processed</i>	Green material, wood waste
<i>Estimated diversion rate</i>	Residential GREEN Container diversion (98%).

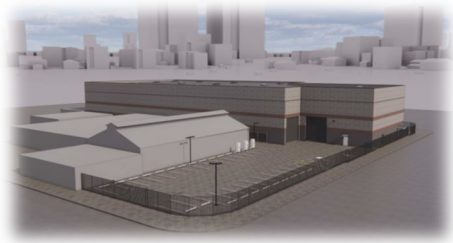
Material delivered to Greenwise will be screened through a series of devices, size reduced, composted and blended in order to make a rich soil amendment available for the commercial market. UWS through its many end-use markets (Moon Valley Nursery, Kellogg’s and Bandini) to name a few. Per AB 1594 no material will be landfilled or used as alternative daily cover (ADC).

The residuals and small fractions from the compost process will take to a landfill for disposal.



Organic Waste Processing

The remaining fraction of the organic stream comprised of food waste and food soiled waste will be transferred to the 24th Street High Diversion Facility located in Los Angeles for processing. At the 24th Street facility, the source separated organic material will be processed through the OREX-500 for separation of the organic material from the non-organic waste. Once the organic fraction is separated, it will be delivered to the Anaergia Bio-Energy facility in Rialto for further conversion into renewable natural gas (RNG) and as an organic rich fertilizer. This proposed program will yield a diversion rate of approximately 85 to 90% of the organic material.



Organic Waste Processing		
<i>Facility name & address</i>	UWS 24 th Street Facility 2460 E. 24 th Street Los Angeles, CA 90016	Rialto BioEnergy Facility 503 E. Santa Ana Ave. Rialto, CA 92376
<i>Owner / Operator</i>	UWS	(a) Landowner: City of Rialto 150 S. Palm Ave. Rialto, CA 92376 (909) 820-2525 (b) Owner / Operator Anaergia, Inc. 5780 Fleet Street, Suite 310 Carlsbad, CA 92008 (760) 436-8870
<i>CalRecycle SWIS #</i>	19-AA-1251	36-AA-0446
<i>Material processed</i>	Food Waste and Soiled Paper	Food Waste and Soiled Paper
<i>Capacity guarantee</i>	UWS will guarantee adequate tonnage capacity for the City of South Gate to service the proposed franchise agreement.	
<i>Estimated diversion rate</i>	85% - 90%	

Source-Separated Recyclable Processing

The source separate or commingled recyclable materials collected in the BLUE container from residential and commercial generators will be delivered to the UWS material recovery facility (MRF) in Santa Fe Springs. Here recyclables are sorted, consolidated and shipped to market through a state-of-the-art MRF complete with optical sorters, robotic arms and mechanical separation.

<i>UWS Transfer Facility</i>	
<i>Facility name & address</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>Owner / Operator</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>CalRecycle SWIS #</i>	19-AA-1140
<i>Material processed</i>	Municipal Solid Waste (MSW), Source-Separated and Commingled Recyclables and Transfer of material.
<i>Capacity guarantee</i>	UWS will guarantee adequate tonnage capacity for the City to service the proposed franchise agreement.
<i>Estimated diversion rate</i>	(a) Residential source-separated mixed recyclables (85%) (b) Commercial source-separated mixed recyclables (85%) (c) Commercial source-separated OCC (98%) (d) Mixed Waste Processing (25 to 35%)
<i>Source-Separated Recyclable and Mixed Waste Processing</i>	
<i>Facility name & address</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>Owner / Operator</i>	Universal Waste Systems, Inc. 9010 and 9016 Norwalk Blvd. Santa Fe Springs, CA 90670
<i>CalRecycle SWIS #</i>	19-AA-1140
<i>Material processed</i>	Municipal Solid Waste (MSW), Source-Separated and Commingled Recyclables and Transfer of material.
<i>Capacity guarantee</i>	UWS will guarantee adequate tonnage capacity for the City to service the proposed franchise agreement.
<i>Estimated diversion rate</i>	(a) Residential source-separated mixed recyclables (85%) (b) Commercial source-separated mixed recyclables (85%) (c) Commercial source-separated OCC (98%) (d) Mixed Waste Processing (25 to 35%)

F3d. Construction and Demolition Debris

Stanton C&D Recycling Facility

CR Transfer and Material Recovery Facility is one of the facilities that will be used for processing construction & demolition materials as well as bulky items.

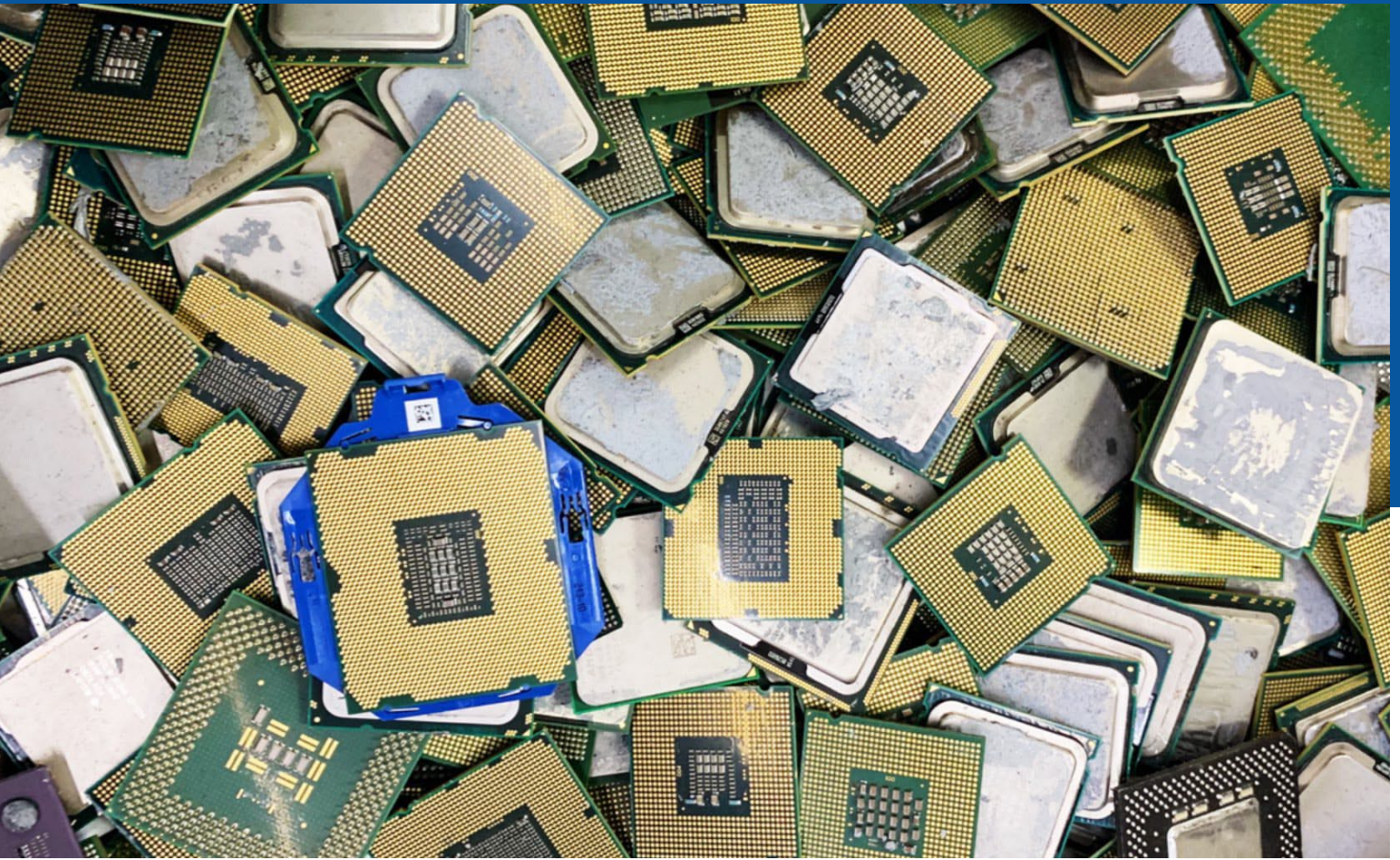
<i>Construction and Demolition Debris Material Processing</i>	
<i>Facility name & address</i>	Stanton C&D Recycling Facility 11232 Knott Ave. Stanton, CA 90680
<i>Owner / Operator</i>	CR Transfer, Inc. P.O. Box 125 Stanton, CA 90680 Phone:(714) 826-9049
<i>CalRecycle SWIS #</i>	30-AB-0462
<i>Material processed</i>	Mixed construction and demolition
<i>Estimated diversion rate</i>	65%+

Madison Materials

Madison Resource Recovery Facility a premier public disposal facility operating since 2002. Madison Materials is based on specially designed, high technology machinery to recover more than 75% of all the materials delivered to it.

<i>Construction and Demolition Debris Material Processing</i>	
<i>Facility name & address</i>	Madison Materials, Inc. 1035 East Fourth Street Santa Ana, CA 92701
<i>Owner / Operator</i>	Madison Materials, Inc. 1035 E 4th Street Santa Ana, CA 92701 Phone:(714) 664-0159
<i>CalRecycle SWIS #</i>	30-AB-0386
<i>Material processed</i>	Mixed construction and demolition
<i>Estimated diversion rate</i>	75%+





e-Recycling of California

7230 E Petterson Lane, Paramount, CA 90723 - Phone: (800) 795-0993

e-Recycling of California's core business is end-of life recycling of used electronics. ERC uses a combination of manual and mechanical processes to carefully dismantle electronic waste into marketable byproducts for remanufacturing closed loop

recycling. ERC employs environmentally conscientious processors dedicated to zero waste. ERC recycles over seventy million pounds of electronic waste annually and is committed to the safe and environmentally sound dismantling of all electronic waste for their employees, clients, and community. e-Recycling also receives and processes bulky white goods for recycling.



F4. Education and Outreach

Education and outreach is the cornerstone for success of both State-mandated program compliance as well as a vibrant and successful collection system. NASA's outreach team will work diligently to educate and assist residents and businesses throughout the term of the agreement. Educational programming will include a myriad of approaches. To assist residents and businesses with the transition to the new collection system, the following approach will be implemented.

1. It's coming postcard and brochure
2. Pre-rollout account right-sizing and assessment / waiver assessments
3. Cart/bin tags applied to every container during delivery
4. Robust social media campaign
5. Online digital guidance
6. In-person and online training for commercial businesses
7. Townhall meetings for residents
8. Monitoring and feedback

To achieve full compliance with California Senate Bill 1383 (SB 1383), all residents and commercial businesses within the City will have access to, and participate in, a three-container solid waste collection program. This program includes:

- **Refuse (trash)** – non-recyclable materials
- **Recyclables** – paper, cardboard, glass, plastics, and metals
- **Organics** – food scraps, food-soiled paper, and green waste

The following outreach strategy is designed to ensure a smooth transition to the new collection system, promote proper sorting behavior, and build long-term participation across all sectors.

1. "It's Coming" Postcard and Brochure Campaign

Prior to rollout, all residential and commercial customers will receive an "It's Coming!" postcard and informational brochure introducing the new 3-container system.

- The postcard will highlight the upcoming transition, service start date, and key program benefits.
- The brochure will include container color guides, sorting instructions, a list of acceptable and unacceptable materials, and SB 1383 regulatory information.
- Materials will be distributed in English and Spanish, with additional languages available upon request.

- Digital versions will also be made available on the City’s website and social media channels.
- This early outreach ensures customers are aware, prepared, and understand what to expect before the transition begins.

2. Pre-Rollout Account Right-Sizing and Waiver Assessments

Prior to container delivery, field staff and outreach teams will conduct a comprehensive review of customer service levels to ensure containers are appropriately sized based on waste generation.

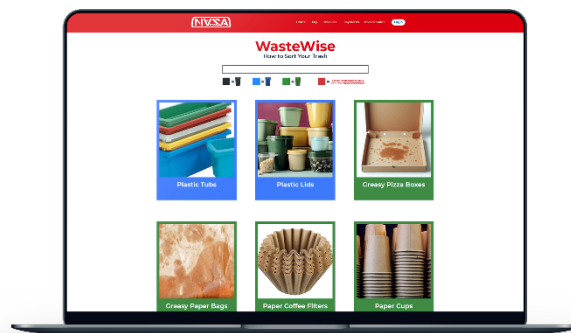
- Right-sizing assessments will confirm proper service levels and container quantities for both residential and commercial accounts.
- Waiver assessments will be performed for businesses that may qualify for de minimis or physical space waivers, as allowed under SB 1383.
- Each customer interaction will be documented and recorded in the SMART1383 system to support recordkeeping and reporting requirements.

This process will ensure operational efficiency, compliance, and cost-effectiveness for all participants.

3. Cart and Bin Tagging During Container Delivery

When new containers are delivered, color-coded cart and bin tags will be affixed to each container.

- Tags will provide simple visual guidance on what materials belong in each bin.
- Information will include QR codes linking to digital sorting guides and City resources.
- Delivery staff will leave a door hanger at each service location confirming delivery, explaining the new system, and reminding customers of the collection start date.



4. Robust Social Media and Digital Campaign

A targeted social media outreach campaign will run throughout the transition period to maintain visibility and engagement.

- Campaigns will feature sorting tips, reminders, short educational videos, and infographics.
- Messaging will be tailored for Facebook, Instagram, Nextdoor, and other platforms and cross-posted to the City's website.
- Paid advertising will be used to reach key demographics and promote City-sponsored events.
- All materials will align with the CalRecycle SB 1383 public education requirements, ensuring consistency with state messaging and branding.

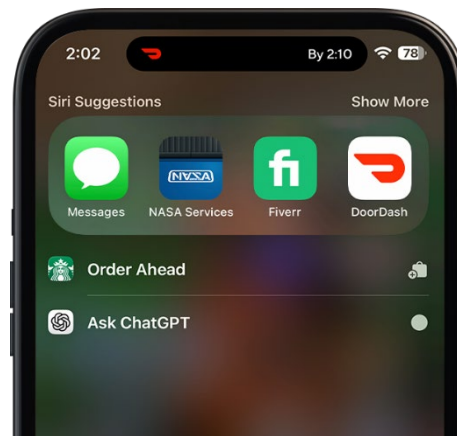


The goal is to make information accessible, engaging, and ongoing well after the rollout.

5. Online Digital Guidance

NASA's educational approach is supported by our digital platforms.

- The WasteWise Interactive Sorting Guide provides residents with quick, visual guidance on what belongs in each bin, black, blue, or green, and flags hazardous items requiring special handling.
- This feature integrates into our Customer Portal and upcoming Mobile App to reinforce ongoing education and proper sorting behavior.
- Campaigns will feature sorting tips, reminders, short educational videos, and infographics.



6. In-Person and Online Training for Commercial Businesses

Commercial businesses and multifamily property managers will be invited to participate in in-person or virtual training sessions led by Go2Zero Strategies and NASA outreach staff.

- Trainings will cover sorting requirements, contamination reduction strategies, edible food recovery (Tier I and II generators), and recordkeeping expectations.
- Customized sessions will be offered for different business sectors (e.g., restaurants, schools, property management).
- Attendees will receive digital toolkits including printable signage, service guides, and compliance checklists.

Participation will be tracked, and records will be maintained to demonstrate compliance with SB 1383 Article 12 requirements.

7. Resident Townhall Meetings and Community Events

To promote transparency and community involvement, townhall meetings will be scheduled in advance of and following rollout.

- Sessions will be held in multiple locations and online to ensure accessibility.
- Presentations will include program details, benefits, and Q&A opportunities.
- Staff will attend community events (e.g., sustainability fairs, farmers markets) to distribute information and answer questions directly.
- Distribution of free kitchen food scrap buckets.



These meetings will strengthen public understanding and create opportunities for residents to share feedback and concerns in real time.

8. Ongoing Monitoring and Feedback

After rollout, NASA and Go2Zero staff will conduct regular monitoring and feedback activities to evaluate program success and maintain compliance.

- Route reviews and contamination monitoring will be performed per SB 1383 requirements.
- Follow-up education will be provided to accounts demonstrating high contamination levels.
- Data from inspections, outreach, and route audits will be entered into the SMART1383 recordkeeping platform for reporting to City staff and CalRecycle.
- Quarterly evaluation reports will summarize outreach efforts, feedback trends, and recommended adjustments.

This continuous improvement process ensures that the program remains effective, compliant, and responsive to community needs.

Through this comprehensive Education and Outreach Plan, NASA Services and Go2Zero Strategies will ensure that all City residents and businesses are fully informed, properly trained, and actively participating in a compliant three-container collection system. The coordinated effort between City staff, NASA, and Go2Zero will support a successful transition, sustained compliance, and measurable progress toward California's Zero Waste and climate goals



G. Safety Record

NASA maintains extensive employee safety and equipment safety records, and provides safety programs in every aspect of operations.

G1. Protocols, Records, and Procedures

The following provides an overview of practices and policies. All documents are available for the City to review, upon request.

- Organization Training and Health and Safety Programs
 - NASA Safety Health Policy/Injury & Illness Prevention Plan
 - NASA Safety Handbook
 - NASA Emergency Response Guidelines
- Employee response to hazardous waste
 - NASA Unpermitted Waste Screening Protocol
 - NASA Hazardous Waste Handling Protocol
 - NASA Truck Hot Load Procedures
- Employee manuals
 - NASA e-Waste Training
 - NASA Workplace Violence Prevention Plan
 - NASA Employee Handbook
- Safety Records and Inspections
 - Inspection Logs

G2. Driver and Helper Training

All NASA drivers are supported by AI-integrated monitoring systems that identify training opportunities and encourage safe, compliant driving habits. Safety data from Samsara is reviewed during monthly safety meetings to improve driver performance and reduce incidents. The proactive safety approach strengthens accountability and ensures continuous improvement in compliance and training.

As part of the onboarding process while recruiting and hiring drivers and helpers, each applicant will go through a rigorous testing and training process. Driver training takes approximately four weeks to complete. The following outlines the primary components of driver training.

1. CAL-OSHA training
2. HAZWOPER screening training
3. Customer service and notification procedure training
4. Vehicle and equipment operation and maintenance
5. Technology training
6. Other safety and job requirement related training
7. Drug and alcohol screening and related training
8. Recycling & Zero Waste training (shortened version of Zero Waste Associate training)
9. 2 weeks of in-truck training with supervisor

G3. Claims and Accidents

NASA adheres to a safety-first, zero-incident goal. The following table provides a snapshot of industrial/workman's comp and automobile accident information.

Year	EMR	# WC Claims	\$ WC Claims Paid	# Auto Accidents	\$ Auto Claims Paid
2020	.70	1	\$9,974	10	\$105,014
2021	.75	1	\$15,019	12	\$148,326
2022	.73	2	\$236,238	6	\$80,462
2023	.74	1	\$21,913	15	\$203,842
2024	.61	9	\$191,175	9	\$41,567

H. Ownership and Financial Records

H1. Business Ownership

The legal status of NASA Services, Inc. is a California Corporation owned by Arsen, Nick and Elizabeth Sarkisian. The corporate address is 1100 S. Maple Ave., Montebello, CA 90640. The corporation holds nor owns any subsidiaries or other related companies.

The legal entity that would submit financial statements is NASA Services, Inc., a California Corporation, which was incorporated in 2006.

H2. Financial Records

NASA Services, Inc. produces reviewed financial statements. The three most recent annual financial statements are submitted as confidential attachments to this proposal.



ENDORSEMENT

This endorsement forms a part of the policy to which it is attached. Please read it carefully.

ADDITIONAL INSURED – BLANKET

This endorsement modifies insurance provided under the following:

ENVIRONMENTAL COMBINED POLICY

In consideration of the premium charged and notwithstanding anything contained in this policy to the contrary, it is hereby agreed and understood that this endorsement shall apply only to the Coverage Part(s) corresponding with the box or boxes marked below.

- COVERAGES PARTS A AND B – GENERAL LIABILITY**
- COVERAGE D – CONTRACTORS POLLUTION LIABILITY**

SECTION III – WHO IS AN INSURED is amended to include as an insured, with respect to Coverage **A, B** and **D**, any person(s) or organization(s) when you and such person(s) or organization(s) have agreed in a written contract or written agreement that such person(s) or organization(s) be added as an additional insured on your policy. Such written contract or written agreement must be in effect prior to the performance of **your work** which is the subject of such written contract or written agreement.

Such additional insured status applies only:

1. Under **COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY** and **COVERAGE B PERSONAL AND ADVERTISING INJURY LIABILITY** for claims or **suits** resulting from:
 - a. **Your work** performed for such person(s) or organization(s) in the performance of your ongoing operations for the additional insured; or
 - b. **Your work** performed for such person(s) or organizations(s) and included in the **products-completed operations hazard**.
2. Under **COVERAGE D CONTRACTORS POLLUTION LIABILITY** for claims or **suits** arising out of **pollution conditions** that are the result of:
 - a. **Your work** performed for such person(s) or organization(s) in the performance of your ongoing operations for the additional insured; or
 - b. **Your work** performed for such person(s) or organizations(s) and included in the **products-completed operations hazard**.

With respect to damages caused by **your work**, as described above, the coverage provided hereunder shall be primary and not contributing with any other insurance available to those person(s) or organization(s) with which you have so agreed in a written contract or written agreement.

ALL OTHER TERMS AND CONDITIONS OF THE POLICY SHALL APPLY AND REMAIN UNCHANGED.

12. Insurance Claims

Please refer to Section G3 for a listing of all workman's compensation and automobile claims. These are the only insurance claims paid. Additional information is available upon request.

J. References

The following pages present primary references for NASA's exclusive solid waste franchise agreements, along with a comprehensive list of additional municipal contracts, licenses, and permits authorizing NASA to provide collection services throughout Southern California.

NASA Services has built a distinguished reputation for reliability, regulatory compliance, and exceptional customer service. Our long-term partnerships with multiple jurisdictions reflect our ability to consistently meet and exceed contractual obligations, maintain transparent communication, and adapt to the evolving requirements of California's solid waste regulations.

The City of Fullerton is encouraged to contact any of the municipalities we currently serve to obtain direct feedback regarding NASA's responsiveness, professionalism, and commitment to operational excellence. We take great pride in the trust and confidence placed in us by our partner cities and look forward to extending the same high level of service to the City of Fullerton.





Reference #1

Steve Carmona

City Manager

City of Pico Rivera

6615 Passons Blvd., Pico Rivera, CA 90660

562-801-4371

scarmona@pico-rivera.org

Reference #2

Michelle Sue Ho

Environmental Engineering Associate II

LA Sanitation and Environment

Solid Resources Commercial Franchise Division

1149 S Broadway, Los Angeles, CA 90015

213-847-3471

michelle.ho@lacity.org



Reference #3

Hourik Hayrapetian

Senior Administrative Analyst, Public Works

City of Glendale

548 W. Chevy Chase Drive, Glendale, CA 91204

818-550-4320

HHayrapetian@GlendaleCA.gov

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

City Name	Service Period	Type of Services Provided	Type of Contract
City of La Cañada-Flintridge One Civic Center Dr. La Cañada Flintridge, CA 91011 Jeanette Klein 818-790-8882	2011 to Present	Roll-off, Front Load, Rear-loader and side-loader automated. Residential, Multi-Family, (3 cart system) Commercial, Industrial and Construction. Waste collection, recycling, C&D and green waste	Franchise Hauler Contract
City of Montebello 1700 W Victoria Ave Montebello, CA 90640 Cesar Roldan 323-887-1200	1955 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Pasadena PO Box 7115 Pasadena, CA 91109 Mayra Ruiz-Esparza 626-744-7119	1989 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive contract/permit system
City of Santa Monica 2500 Michigan Ave 310-458-8739	1988 to Present	Industrial compactor and Construction roll-off services. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Torrance 3031 Torrance Blvd Suzanne Bittner 310-618-5827	1994 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Vernon 4305 Santa Fe Ave Vernon, CA 90058 Carla Lopez-Reyes 323-626-1448	1965 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Semi-exclusive permit system
County of Los Angeles 900 Fremont St. Alhambra, CA Sharon Kong (626) 458-3533	1955 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive franchise
City of Burbank 500 S Flower St., Burbank, CA 91502 Michelle Hoffmann 818-238-3900	1989 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Non-exclusive permit system
City of Commerce 2535 Commerce Way Commerce, CA 90040 Natalie Hernandez 323-722-4805	1964 to Present – Selected as Franchisee 2018	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Semi-exclusive franchise contract
City of El Segundo 350 Main St El Segundo, CA 90245 Roger Groman 310-524-2317	1991 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Semi-exclusive permit system
City of Irvine PO Box 19575 Irvine, CA 92623 Ryan Ramos 949-724-6357	2004 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste	Semi-exclusive permit system

K. Disposal and Processing Facility Capacity

The following pages contain capacity guarantee letters from all primary facilities, as well as back-up disposal capacity.



November 6, 2025

Erik Pulatian
NASA Services
1100 S. Maple Ave.
Montebello, CA 90640

Subject: City of Fullerton Request for Proposal Landfill Capacity

Mr. Pulatian,

This letter is to confirm that the Orange County landfill system does have capacity for the City of Fullerton's Municipal Solid Waste (MSW) annually. MSW from Orange County jurisdictions has historically been processed via Waste Disposal Agreements (WDAs). The current WDA is set to expire in on June 30, 2026, and jurisdictions (including the City of Fullerton) are still in negotiations on a replacement Waste Infrastructure System Enterprise (WISE) Agreement with the County, therefore specific details regarding disposal rates and other related matters have not been confirmed.

If the City chooses to not take part in the new WISE Agreement any waste brought to the landfill system would be charged at the posted gate rate.

Additionally, as part of the above referenced negotiations, Cities have been offered the option of having their Organic Waste be processed by the County via an Organics Services Agreement (OSA). While the Orange County Landfill System has capacity to process city generated organic waste, capacity would only be available to jurisdictions which take part in the OSA.

Please contact me if you have any questions at Robert.Sedita@ocwr.ocgov.com or 714-834-4118.

Sincerely,

Robert Sedita

Robert Sedita
Reporting and Program Support Manager
Orange County Waste & Recycling



11/4/2025

Arsen Sarkisian
NASA Services
1100 S. Maple Ave
Montebello, CA 90640

Regarding: Commitment to Reserve tonnage for the City of Fullerton

Mr. Sarkisian,

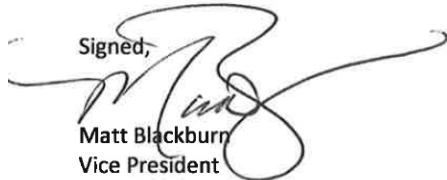
Universal Waste Systems Inc. has reviewed the City of Fullerton Request for Proposal for Solid Waste and Recycling Services, and are prepared to offer a tonnage commitment for NASA Services to utilize our facility infrastructure to meet the requirements of the proposal.

Our uniquely positioned facility infrastructure has the ability to provide for transfer to local landfills, mixed waste processing, single stream comingled recycling, green waste processing, and organic waste processing at our facilities in Santa Fe Springs, South Gate, and Los Angeles. Please see the next few pages for a description of each facility and the processing technology available.

UWS is prepared to commit a minimum of 15,000 tons per year of comingled recycling tonnage, 25,000 tons per year of green waste/ organics tonnage, and has the ability to transfer solid waste at an estimated 500 tons per day if necessary. We are aware that most solid waste will go directly to Orange County Landfills, but if an when you need solid waste transfer services, we are prepared to accept the waste. We know that as you roll out a successful source separated recycling and organics program in the commercial and multifamily sectors, you will have an increase in recycling and organic materials. Our facility will work with you to insure that throughout the term of the contract you have the capacity needed to successfully provide services to the City of Fullerton.

Thank you for your trust in our company and we look forward to being a part of your team if you are successful in the City of Fullerton.

Signed,



Matt Blackburn
Vice President



CITY OF FULLERTON | Disposal Commitment





November 7, 2025

Jack Topalian
NASA Services, Inc.
1100 S. Maple Ave.
Montebello, CA 90640

RE: Capacity Guarantee – NASA Services / City of Fullerton
Mixed Residential Organics / Green Waste

Dear Mr. Topalian,

Tierra Verde Industries hereby acknowledges that it will provide processing capacity for the above listed materials, generated from within the City of Fullerton, and delivered by NASA Services to our Irvine processing site.

Mixed Residential Organics processing capacity is reserved for the term of the Franchise Agreement between NASA Services and the City of Fullerton, anticipated to commence on or near July 1, 2027. Capacity reserved will be in excess of 22,000 tons annually.

The TVI EcoCentre at the Great Park, located at 8065 Marine Way in Irvine, is a fully permitted diversion facility and operates under State Solid Waste Facility Permit #30-AB-0403. Under our permit, green waste / food waste / compostable materials diversion are authorized activities. This facility is permitted to accept 3,000 tons per day of various types of materials. Currently, we have in excess of 1,500 tons per day available capacity which could be utilized for the City's material.

Our site will assist the efforts of your firm and the City in diverting organics materials away from local landfills and will aid in complying with state mandates such as SB 1383.

We look forward to performing our services for your firm, upon determination as the successful provider of solid waste services for the City of Fullerton.

Sincerely,

Kris Kazarian
Vice President

TIERRA VERDE INDUSTRIES

Mailing Address: P.O. Box 279 • Irvine, CA 92650-0279
(949) 551-0363 • (949) 551-1532 Fax



L. Community Involvement

NASA Services, Inc. believes in a community-first approach. The cornerstone of our success lies in becoming a reliable, visible, and trusted partner in the communities we serve. We recognize that “community” means something different to everyone, so our approach is to offer a wide range of programs and opportunities that bring value to all residents, schools, and businesses within the City of Fullerton.

L1. Events

Citywide Events

NASA will actively participate in local community events and activities throughout the year. At these events, NASA will operate an interactive recycling and education booth, distribute promotional items, and provide information on City programs and services.

To support event sustainability, NASA will supply event boxes for trash, recycling, and organics collection.

For larger City-sponsored events, NASA will deploy education crews to monitor sorting stations, assist attendees with proper waste separation, and provide real-time feedback to improve recycling outcomes. NASA will also bring its mini trucks to engage and entertain attendees, helping promote recycling awareness in a fun and interactive way.



HHW Events

Once per year, at a City-designated site, NASA will coordinate a Household Hazardous Waste collection event to accept batteries, e-waste, and waste tires from Fullerton residents. The event will operate for a minimum of four (4) hours and provide residents with a safe, convenient way to dispose of hard-to-handle materials.

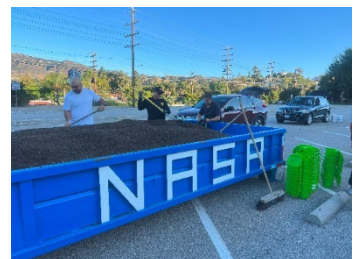
Compost Give-Away and workshops

NASA will deliver, at no cost to the City, a minimum of 250 tons of SB 1383-compliant compost each year as part of the Seasonal Compost Pile Program. Compost will be delivered weekly, in bulk, to designated City sites for at least eight (8) consecutive weeks.

In addition, NASA will host an annual “Drive-Thru” Compost Giveaway Event, providing approximately twenty-eight (28) tons of bagged compost (30-lb. bags) to residents at no charge. Each household will be allowed at least four (4) bags, and additional compost or mulch may be made available at the City’s request.



Twice per year, during compost or mulch distribution events, NASA will host free composting workshops lasting 60–90 minutes. These sessions, led by gardening experts, will cover backyard and worm



composting techniques. NASA will donate five compost or worm bins per workshop for resident raffles and offer discounted compost bins for purchase.

NASA's will provide the City unlimited compost and mulch material at no cost. All procurement compost and mulch will meet the requirements to count toward the City's Recovered Organic Waste Procurement.

At least twice per year during the compost/mulch distribution events, NASA will offer free composting workshops. These events will last 60-90 minutes and feature information on backyard and worm composting from gardening experts. NASA will donate five (5) compost or worm bins per event to be raffled off to residents attending the event who reside in the City. Additionally, residents will have the option to purchase discounted compost bins for their personal use.



Paper Shredding Event

Twice per year, NASA will host free community paper-shredding events, each lasting at least four (4) hours. Residents will be able to bring unlimited quantities of “banker boxes” for secure shredding. NASA will provide all staffing necessary to manage traffic flow, collect materials, and operate shredding equipment.

Food Distribution Event

Twice per year, coinciding with the Easter and Thanksgiving holidays NASA will organize a community food distribution event providing meals for approximately 250 families. NASA will collaborate with local food recovery organizations to source recovered edible food and supplement with additional items as needed. These events demonstrate NASA's dual commitment to supporting families and reducing food waste, aligning with SB 1383 edible food recovery goals.

L2. Scholarship and Educational Programs

Scholarships

Each year NASA will donate \$10,000 to a school or schools of the City's choice to be distributed to graduating seniors. If desired, NASA will assist with application criteria and development, student selection, and promotion of the selected recipients.

Discounts for Schools

All public and private K-12 schools using NASA as it's hauling provider will receive 10% discounted pricing on solid waste collection services.

Annual Art Contest

Annually, NASA will host an annual Environmental Messaging Art Contest. This contest will be open to all students ages 5-18. NASA will pick a winner from each age group (5-12) and (13-18), who's artwork will be featured on the side of a NASA truck for the entire year. The event will take place each summer, with students selected to coincide with the beginning of the school year. NASA will work with the schools of the selected winners to have the truck and truck sign on display at the school for a special event. Each winner will also receive a \$250 prize.

L3. Supporting Businesses and Local Community Organizations

NASA will support the Fullerton Chamber of Commerce through annual membership and training support. This will include sponsorship of at least one annual workshop that provides education on business recycling and food donation for edible food generators. During these workshops, NASA will provide free resources to assist businesses, including signage, fliers, and other educational resources.



Annual Business and Multifamily Container Give-away

Each year, NASA will award ten businesses and/or multifamily complexes with no-cost internal collection containers/sorting stations. Each awarded business will receive up to five-each, color coordinated trash, recycling, and organics containers, with matching signage. NASA will deliver and set up the stations, provide training on proper use, and highlight the winners as part of social and printed marketing.



L4. Local Office

NASA will establish and maintain a dedicated project office within the City of Fullerton to serve as a local base of operations for outreach and field personnel. This office will provide a convenient location for residents and businesses to:

- Make payments or update service accounts
- Pick up educational materials and resources
- Schedule training or consultation appointments
- Set up new services or report service issues
- Drop off household batteries for proper recycling
- Visit and engage directly with NASA's local team

This local presence ensures accessibility, transparency, and responsiveness showing values that reflect NASA's commitment to being an integral part of the Fullerton community.



Through these programs and partnerships, NASA Services will deliver meaningful, hands-on engagement that connects residents, students, and businesses with the City's environmental goals. Our community-first philosophy not only supports SB 1383 compliance but also builds a culture of sustainability and civic pride across the City of Fullerton.

M. Customer Service

M1. Customer Service and Call Center Procedures

NASA takes great pride in delivering exceptional customer service. As a locally owned and independently operated hauler, our representatives are deeply familiar with the communities we serve and the specific needs of each jurisdiction. Unlike larger companies that rely on remote call centers, NASA manages all customer communications directly from our headquarters in Montebello, California, ensuring that every interaction is personal, efficient, and informed.

Our customer service team is comprised of experienced, long-tenured professionals, many of whom have been with the company for several years. Each representative receives comprehensive training to understand the operational dynamics and service requirements unique to every city under contract, allowing them to provide accurate information and effective solutions.

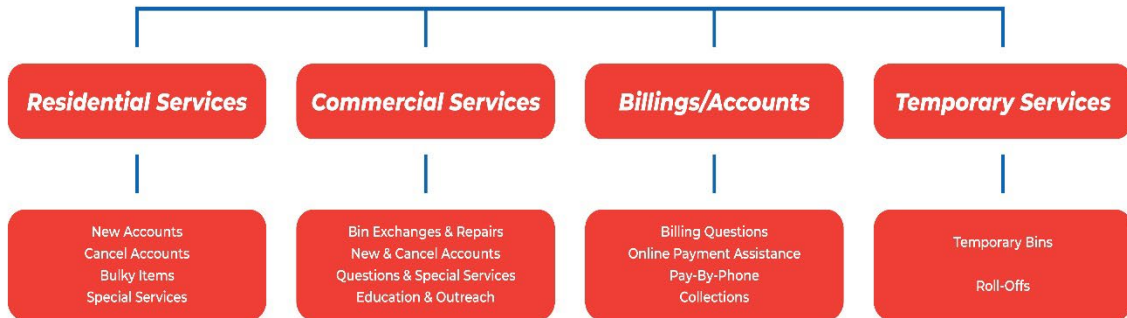
NASA has launched a full-scale digital modernization initiative that includes an interactive Customer Portal for online billing and short-term container rentals (3-yard, 10-yard, and 40-yard), an upcoming Mobile App that mirrors these capabilities, and proprietary WasteWise software that identifies hazardous and recyclable materials. These platforms provide residents and businesses with seamless access to service information, real-time efficiency, and improved transparency.

To ensure accessibility and inclusivity, NASA's multilingual staff can assist customers in English, Spanish, Armenian, Chinese, Vietnamese, Farsi, Egyptian, and Arabic. The majority of service requests such as scheduling extra pickups, setting up new accounts, or arranging temporary bins are typically resolved during the initial call.

With 24/7 dispatch capability and integrated routing and communication technology, NASA ensures that all customer needs are handled promptly and effectively. This local, responsive approach underscores our unwavering commitment to providing the highest standard of customer care and delivering reliable, high-quality collection services to every community we serve.

TELEPHONE SYSTEM

RECEIVES ALL CALLS & PROVIDES CUSTOMER OPTIONS



M2. Dispatch Protocol

Each NASA collection vehicle is equipped with two-way radio dispatch, GPS tracking, and integrated technology to ensure efficient communication and real-time service monitoring. A dedicated Customer Service Center (CSC), combined with our centralized Dispatch Center, manages all incoming service calls from the Los Angeles service area.

Customer service representatives can instantly view vehicle locations and communicate directly with drivers to verify service completion, address missed collections, or dispatch additional resources as needed. In addition, a team of dedicated field representatives operates daily within the service area to assist with on-site customer support and quality assurance.

Unexpected occurrences such as blocked access, equipment issues, or route delays are handled with immediate response and resolution to minimize customer inconvenience and maintain uninterrupted service. The integrated GPS system allows NASA to continuously monitor performance, ensure route efficiency, and document service verification in real time allows NASA to locate drivers in close vicinity to engage and resolve issues quickly. All calls are logged into the Waste Pro 9 Manager system which provides real-time tracking of call logs and actions taken.

M3. Complaint Resolution

TECHNOLOGY



NASA Services maintains a comprehensive electronic recordkeeping system that logs every customer call, inquiry, and complaint received. Each entry includes the date, time, nature of the call, customer name, contact information, and service address, along with detailed follow-up notes documenting the actions taken and resolution achieved.

All complaints are addressed promptly and professionally, with the goal of resolving issues immediately while the customer is on the phone whenever possible. Minor service-related issues such as missed collections, container requests, or extra pickups are typically handled directly by the customer service representative. The representative logs the issue, initiates corrective action (e.g., dispatching a driver or notifying a route supervisor), and records the final resolution in the system.

Calls regarding missed collections received before 12:00 PM are resolved no later than 6:00 PM the same day, while those received after 12:00 PM are completed by the following business day. Most billing-related inquiries are also resolved during the initial call.

More complex service issues such as property damage, driver-related concerns, or equipment malfunctions are escalated to a supervisor for investigation and follow-up. If a complaint cannot be resolved within 24 hours, the customer is notified of the expected resolution date and kept informed of progress until the issue is closed.

The Customer Service Manager reviews the complaint log daily to ensure that all issues are being handled promptly and that service quality standards are consistently met. NASA maintains a record of all communications and complaint resolutions and will submit summary reports to the City on a quarterly basis, or as otherwise specified in the final agreement.

M4. Call Center Performance Metrics

NASA currently uses a robust VOIP system that can capture a whole host of analytics and data, including but not limited to:

- Percent of calls answered in determined time frame.
- Percent of calls where customers disconnect before being helped.
- Length of call sessions, including all documentation.
- Average time to pick up call.
- Average time caller spends on calling, including hold time.
- Amount of “work time” (after the calls is gone, but CS is still working).

Using the capabilities designed into the telephone system, the Customer Service Center is regularly monitored to ensure that performance standards are not just met but exceeded. Review of the data is looked at both departmental as well as individual performance measures.

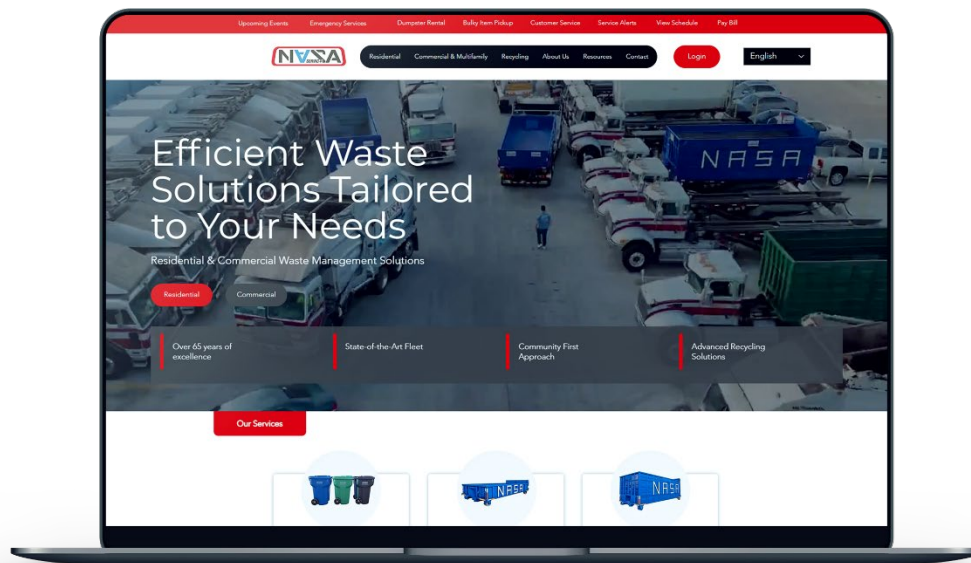
The phone system utilizes an answering machine after hours that allows callers to leave messages, such as reporting missed pick-ups and other complaints.

Call center employees will be trained to understand the City contract requirements and services, including the Customer Bill of Rights, special services, service costs, and all available programs.

All customer inquiries and requests are noted by the customer management system. This allows call records to be maintained for future reference.

M5. Website

The nasaservices.com website serves as a central hub for customer engagement, service management, and environmental education. Designed to provide transparency, convenience, and accessibility, the site enables residents, businesses, and City staff to easily access the information and tools they need to manage solid waste, recycling, and organics services efficiently.



M5a. Key Features and Benefits:

Customer Self-Service Portal:

Residents and businesses can quickly set up new services, request additional containers, schedule bulky item pickups, and report missed collections directly through the website. This reduces call volume and improves responsiveness for routine service needs.

Educational Resources and Compliance Information:

The website provides detailed guides on proper sorting of recyclables, organics, and refuse, including downloadable flyers, color-coded graphics, and SB 1383 educational materials. Updates on City programs, collection schedules, and compliance tips help ensure community-wide understanding of new regulations.

Multilingual Accessibility:

To serve Fullerton's diverse community, our website supports translation in English, Armenian, Spanish, Chinese, Vietnamese, and Korean.

Event Information and Community Updates:

Users can stay informed about Citywide clean-up days, compost giveaways, HHW events, and food distribution programs, all of which are promoted through the website's news and calendar sections.

Integrated Customer Support:

The site connects users directly to live support staff, with online forms routed to NASA's Montebello-based customer service team for rapid response. Average response times are less than one business day, ensuring prompt resolution of service inquiries.

Commercial Tools and Business Resources:

For businesses and multifamily managers, the site includes SB 1383 compliance resources, signage templates, waiver request forms, and information about edible food recovery programs—all designed to simplify regulatory adherence and recordkeeping.

Environmental Impact and Transparency:

nasaservices.com highlights the company's commitment to sustainability, showcasing community partnerships, diversion performance, and environmental initiatives. This reinforces trust and accountability between NASA, the City, and its customers.

The nasaservices.com platform reflects NASA's commitment to innovation, customer care, and community partnership. By combining self-service tools, compliance education, and real-time communication, the website enhances service efficiency, supports SB 1383 outreach requirements, and strengthens the connection between the City of Fullerton, its residents, and the services they depend on.

Digital Payment and Billing Access

NASA's website links directly to its secure customer portal, where customers can view invoices, manage payment methods, set up autopay, and download receipts. This online accessibility eliminates paper waste and improves convenience.

Accessibility and ADA Compliance

nasaservices.com adheres to WCAG 2.1 and ADA Section 508 standards, ensuring that all users, including those using assistive technologies, can navigate and interact with the website seamlessly.

WasteWise Sorting Tool

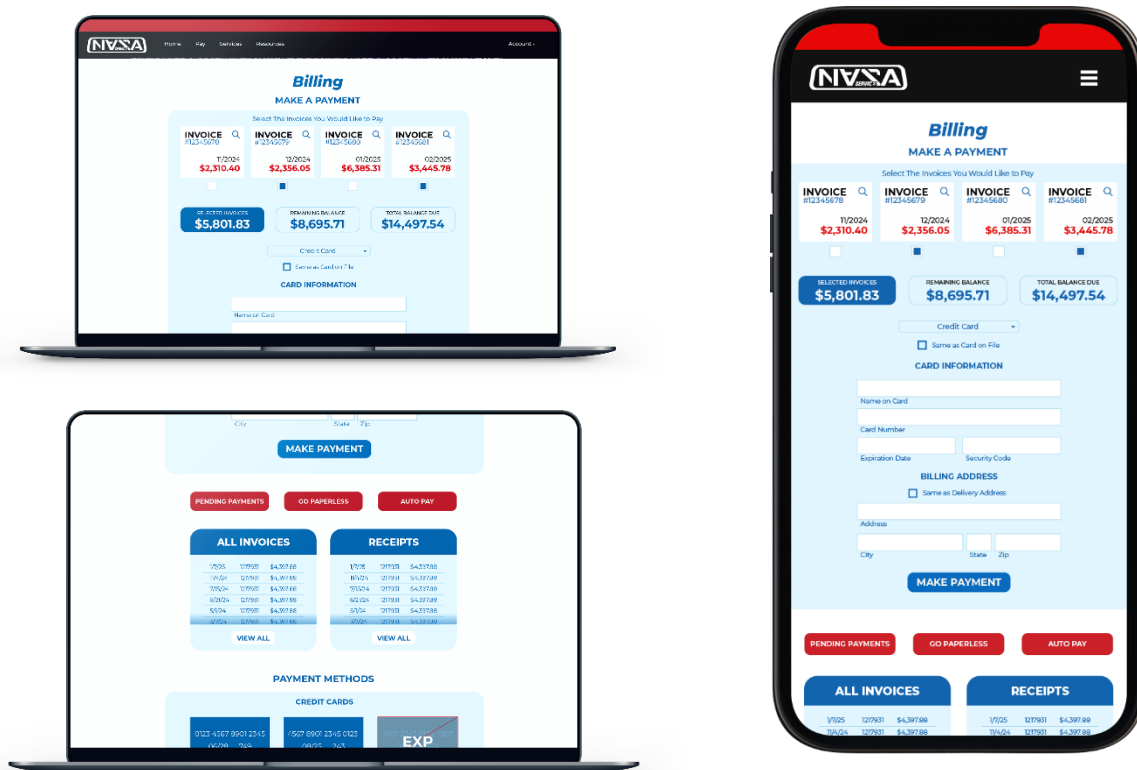
NASA's proprietary "WasteWise" interactive tool, available through the website, allows customers to search any item to determine whether it belongs in the recycling, organics, or trash stream. The tool features dynamic images and descriptions that align with City-specific disposal guidelines, supporting ongoing community education and compliance with SB 1383.

Blog and Community Highlights

Nasaservices.com features a regularly updated blog section focused on sustainability, recycling education, and community partnerships. Articles spotlight City programs, behind-the-scenes operations, new recycling initiatives, and seasonal tips for residents and businesses. This blog serves as an outreach and engagement tool, helping keep the community informed, inspired, and connected to NASA's mission of environmental stewardship and innovation.

Mobile Optimization and Upcoming App Integration

The website is fully optimized for mobile devices and provides direct access to NASA's online customer portal through a separate link. The customer portal operates on the same software platform as NASA's upcoming mobile application, which is currently in development for iOS and Android. This ensures that whether users log in through the web portal or the mobile app, they will experience the same interface, tools, and functionality. Users can manage service requests, view billing information, and order short-term rentals with ease. This alignment across the customer portal and mobile app creates a unified and convenient digital experience for all users.



M5b. Fullerton Dedicated Webpages

NASA's Customer Portal provides secure access for customers to manage accounts, pay bills, and schedule short-term rentals online. An upcoming Mobile App will mirror these capabilities, offering convenience through mobile access. Together, these digital tools promote transparency, efficiency, and user-friendly engagement.

NASA's website, nasaservices.com, will have a designated "Fullerton Customers" page which will contain all information pertinent to the account type. This will include:

- Terms and Conditions form or service information.
- Service brochures.
- Newsletters.
- FAQ's.
- Online bill pay.
- Holiday schedules and Christmas tree pick- up information.
- List of Recyclable and Organic materials.
- Copies of educational and outreach materials.
- Notifications and any other information requested by the City.
- Service requests including on-call Bulky Item Collections, requests for extra pickups, and service cancellations.
- Contact information including an option for customers to register complaints.
- Any links to City website, CalRecycle AB 341 and SB 1383, as well as local County resources and food recovery programs such as Careit and Food Finders.

M6. Toll-Free Number

NASA offers all customers a toll-free number.

- Toll-free Number: 888-888-0388

N. Rates and Costs

Please see the completed City of Fullerton Attachment 7 for proposed residential, commercial, and industrial rates.



O. Operations Plan

01. Operational Capability and Commitment to Exclusive Collection

NASA Services, Inc. possesses the operational capacity, infrastructure, and management expertise to perform exclusive solid waste collection for the City of Fullerton in full compliance with all contract requirements. NASA has a long and successful history of administering large-scale exclusive franchise programs in Glendale, Pico Rivera, and the City of Los Angeles, each requiring strict segregation of routes, materials, and data. These experiences demonstrate NASA's proven ability to execute complex municipal operations while ensuring transparency and accountability in all aspects of service delivery.

NASA's service delivery model leverages its Digital Transformation Ecosystem, comprising the Customer Portal, upcoming Mobile App, WasteWise Sorting Guide, and Samsara fleet analytics, to streamline operations, enhance customer service, and ensure data-driven compliance with SB 1383.

01a. Exclusive Collection and Non-Commingling Commitment

NASA fully understands the City's requirement that all waste, recyclables, and organics generated within Fullerton remain completely separate from those of any other jurisdiction. To that end, NASA will not commingle Fullerton's waste with material from any other city under any circumstances.

NASA intends to operate 100% Fullerton-based collection routes, utilizing vehicles, staff, and containers dedicated solely to the City. This approach ensures clear traceability of all tonnage and route data, as well as compliance with reporting and audit requirements.

To uphold this commitment, NASA will:

- Assign dedicated vehicles, drivers, and digital route tablets exclusively to Fullerton service areas.
- Track all vehicles through onboard GPS and integrated routing systems, ensuring that all route data and disposal tonnage are fully verifiable.
- Deliver all Fullerton-collected material to designated processing and disposal facilities specific to the City's program.
- Maintain route-level documentation and reporting to validate that all loads originate from Fullerton.
- This exclusive route structure eliminates the risk of cross-contamination or misallocation of materials, guaranteeing that all diversion and disposal data reported to the City reflects only Fullerton's program performance.
- Ability to Meet Schedules and Service Reliability

01b. Fleet Reliability

NASA has the staffing, fleet resources, and logistical systems in place to consistently meet all collection schedules and maintain uninterrupted service delivery. Real-time communication between NASA's dispatch center, field supervisors, and customer service team allows for immediate response to service needs and ensures every route is completed as scheduled.

To maintain consistent reliability, NASA employs:

- 24/7 dispatch and field supervision to monitor and manage route activity.
- Real-time route tracking and dynamic rerouting capabilities to address unforeseen service disruptions.
- Local operational oversight from a dedicated Fullerton office to enhance responsiveness and community presence.
- Fleet Reliability and Safety
- NASA operates a modern, well-maintained fleet designed for performance, safety, and environmental responsibility.
- Key elements of our fleet management program include:

- Preventive Maintenance Program: Vehicles are inspected and serviced regularly in accordance with manufacturer and DOT standards.
- Fleet Age Standards: All collection vehicles will be new and “as-new” condition and will not exceed 12 years of age during the contract term.
- Safety Enhancements: Every truck is equipped with backup cameras, proximity sensors, and pedestrian alert systems to enhance operational safety.
- Clean Fuel Technology: NASA will utilize Renewable Natural Gas (RNG)-powered vehicles to support the City’s SB 1383 procurement targets and greenhouse gas reduction goals.

By operating dedicated Fullerton routes with exclusive vehicles, drivers, and infrastructure, NASA ensures that all materials collected are accurately attributed to the City and that services are performed safely, reliably, and efficiently. Our integrated systems, experienced team, and strong operational controls will provide the City of Fullerton with transparent, compliant, and high-quality solid waste services that reflect the City’s sustainability and service excellence objectives.

O2. Implementation/Transition Plan

NASA Services, Inc. possesses the experience, expertise, and resources to meet all service and compliance requirements of the City of Fullerton’s Solid Waste Collection and Recycling Services RFP.

Our implementation plan ensures a seamless transition, uninterrupted service continuity, and 100% SB 1383 compliance from the first day of operations.

Through proactive planning and coordination with City staff, current haulers, and our outreach partner Go2Zero Strategies, NASA will deliver a transition that exemplifies professionalism, efficiency, and community trust.

O2a. Transition Objectives

- Ensure **on-time service commencement** per the City’s implementation schedule
- Deploy **new fleet and containers** compliant with SB 1383 standards
- Conduct **bilingual customer education** in English and Spanish
- Maintain **accurate customer data and route integrity**
- Guarantee **no service disruption** during rollout
- Achieve **100% SB 1383 service compliance** from day one

O2b. Key Transition Components

1. Contract Negotiation and Execution
2. Vehicle and Container Procurement
3. Route Review and Customer Data Integration
4. Recruitment and Training of Drivers and Staff
5. Public Education and Outreach Rollout

6. Delivery of Equipment and Commencement of Services
7. Ongoing Monitoring and Quality Control

O2c. Transition Timeline

(Table shown with shaded bars representing activity duration.)

Task	5-15 Months Prior	2-3 Months Prior	1-2 Months Prior	Start of Service	1 Month After
Contract Negotiation & Execution	■				
Order Vehicles	■				
Order Bins & Carts	■				
Attend Transition Meetings	■	■	■		
Input Accounts into Database		■	■		
Notify Customers & Conduct Site Assessments		■	■		
Route Audits & Dry Runs	■	■			■
Recruit & Train Staff/Drivers		■	■		
Receive and Inspect Equipment			■		
Deliver Carts & Bins to Customers				■	
Commence Service Operations				■	
Post-Launch Route Review & Audit					■
Ongoing Review of Contract Deliverables	■	■	■	■	■

O2d. Contract Negotiation and Execution

NASA will collaborate closely with the City to expedite the contract approval and execution process. All required documentation, insurance, fees, and performance bonds will be submitted immediately upon award to ensure a timely start.

O2e. Vehicle and Equipment Procurement

Immediately upon contract execution, NASA will order CNG-powered collection vehicles to align with Fullerton’s SB 1383 procurement goals. Additionally, NASA will advise Sierra Containers of the forthcoming order to ensure that stock is planned in advance and to avoid delays.

- Carts: Supplied by *Sierra Containers* (5+ years of partnership).
- Bins: All new equipment will be received at least 30 days prior to rollout for inspection and inventory.

O2f. Route Review and Customer Data Integration

NASA will develop a comprehensive customer database using information provided by the City and current hauler. Field teams will perform on-site verifications and dry runs to confirm route accuracy and container placement prior to service start.

Commercial account right-sizing and account optimization will begin 90 days prior to service start. This will allow the field outreach team sufficient time to assess waivers, service level changes, and obtain keys/remotes needed for special access.

O2g. Employee Recruitment and Training

Employee and driver recruitment will begin 60–90 days before service launch, prioritizing local workforce hiring.

Training includes:

- SB 1383 compliance and contamination monitoring
- Safety and vehicle operation
- Customer service excellence
- City-specific routing procedures

Outreach and compliance staff from Go2Zero Strategies are already under contract and prepared to begin immediately following execution.

O2h. Public Education and Outreach

NASA and Go2Zero will implement a robust, bilingual education campaign designed to inform residents and businesses of service changes and recycling expectations.

Components include:

- “It’s Coming” postcard & bilingual brochure
- Door hangers and cart tags during delivery
- Townhall meetings, business training, and social media engagement

O2i. Equipment Delivery and Service Commencement

NASA will conduct a staggered two- to three-week cart delivery aligning with regular collection days. If feasible, NASA will coordinate with the outgoing hauler for simultaneous removal of old

containers to avoid duplication. A local operations team and 24/7 dispatch center will oversee service commencement.

O2j. Monitoring and Quality Control

After rollout, NASA will maintain daily route monitoring and weekly audits for the first 90 days to ensure service accuracy and efficiency.

Monitoring tools include:

- GPS-verified route tracking
- Route analytics for optimization
- Field supervisor inspections and reports
- Customer follow-ups for service verification

Results will be summarized in weekly transition progress reports for City review.

O2k. Contingency and Coordination

NASA maintains robust contingency plans to ensure uninterrupted service delivery:

- Equipment Delays: Utilize reserve fleet and cart inventory.
- Staffing Shortages: Activate pre-qualified substitute drivers.
- Data or Route Issues: Conduct rapid field verification.
- Unexpected Interruptions: 24/7 emergency contact ensures immediate redeployment.

Coordination with the City and current hauler includes:

- Scheduled transition meetings and data exchange
- Container removal coordination
- City approval of public education materials

O2l. SB 1383 Compliance Assurance

NASA's transition plan guarantees that Fullerton's program meets 100% of SB 1383 collection, education, and reporting requirements:

- Color-coded, labeled containers (black = refuse, blue = recycling, green = organics)
- Utilization of the city's SMART1383 platform for route reviews, recordkeeping, inspections, and waiver tracking
- Comprehensive public education and edible food recovery coordination
- RNG-powered fleet deployment supporting the City's procurement credit goals

NASA Services' proven transition model, supported by experienced leadership, modern technology, and a committed local team, ensures a smooth, on-schedule, and fully compliant implementation for the City of Fullerton.

From the first day of service, NASA will deliver safe, efficient, and SB 1383-compliant solid waste collection with unmatched reliability and community partnership.

03. Residential Services

NASA proposes to provide a standard three-container, SB 1383 compliant residential program consisting of a standard bundle that includes one 96-gallon refuse, one 96-gallon recycling, and one 96-gallon organics container.

03a. Residential Solid Waste Collection and Recycling Program

NASA Services, Inc. proposes to provide the City of Fullerton with a fully compliant, community-deployed, three-container residential collection program that meets all requirements of SB 1383 and the City’s service objectives. NASA currently serves tens of thousands of residential customers throughout Southern California and has the infrastructure, technology, and staff expertise to deliver reliable, safe, and environmentally responsible collections to Fullerton’s approximately 28,768 residential accounts, including 145 multifamily dwellings.

Three-Container System Design

Residents have the option to select from three sizes for each cart, as an option to the standard 96 gallon.

Waste Stream	Container Color	Material Types Collected	Container Sizes
Refuse (Non-Organic Waste)	Black	General non-recyclable materials for landfill disposal	35-, 65-, and 96-gallon carts
Recycling (Non-Organic Recyclables + Dry Organics)	Blue	Aluminum and tin cans, glass bottles, recyclable plastic, paper, cardboard, and non-contaminated paper products	35-, 65-, and 96-gallon carts
Organics (Food & Yard Waste)	Green	Food scraps, food-soiled paper, yard trimmings, wood and dry lumber, and other compostable organic materials	35-, 65-, and 96-gallon carts

03b. Residential Service Approach and Operational Standards

Collection Schedule:

Residential collection will occur Monday through Friday, between 7:00 a.m. and 5:00 p.m. No service will be provided on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Cart Sizes and Options:

Customers may choose from 35-, 65- or 96-gallon containers for each waste stream. Senior citizens will be offered discounted pricing, and service levels may be adjusted as needed to promote right-sizing and waste reduction.

Walk-Out/Valet Service:

NASA will provide walk-out assistance at no cost to customers with verified disabilities, ensuring equitable access to all residents.

Alley Collection:

Fullerton’s historic neighborhoods include many alley-served properties. NASA has conducted a

field verification and route analysis and is prepared to deploy vehicles appropriate for each collection point currently utilized.

Abandoned Item and Hot-Spot Sweeps:

NASA will perform weekly sweeps of City-identified “hot-spot” areas (alleys, streets, vacant lots, and other locations) to remove illegally dumped or abandoned materials. In addition, on-call abandoned item removal will be provided within 24 hours of City notification.

Bulky-Item Collection:

Each residential customer will receive four free bulky-item pickups per year, with no limit on the number of items per request. Additional bulky pickups will be available upon request at established rates.

Curbside bulky item collections will be available to all residents including multifamily properties at no additional charge. Collections will be provided on the next regularly scheduled collection day with at least 48-hour advance notice.



NASA will collect all bulky items separately from trash/recycling routes. These items generally contain highly recyclable items such as appliances, green-waste/wood, plastics, and electronics. Typically, substantial diversion can be obtained by sorting and recycling these items prior to disposal.

04. Commercial Services.

04a. Commercial Solid Waste Collection and Recycling Program

Upon commencement of the contract, NASA will provide uninterrupted collection of solid waste, recyclables, organics, and construction debris from every commercial generator, including:

- 2,188 commercial and multifamily accounts receiving recurring bin service
- 62 accounts receiving recurring roll-off service
- Approximately 134 accounts receiving commercial cart service

NASA will also provide temporary bin and roll-off services for construction and demolition projects, ensuring all diversion activities meet CALGreen and City of Fullerton waste diversion requirements.

NASA’s program follows the Standard Compliance Approach under SB 1383, offering a full suite of container types and service levels to meet generator needs:

Stream	Container Color	Accepted Materials	Available Sizes
Refuse (Non-Organic Waste)	Black	General non-recyclable materials for landfill disposal	1–6 yd bins; 35–96 gal carts
Recycling (Non-Organic Recyclables + Dry Organics)	Blue	Aluminum and tin cans, glass bottles, recyclable plastic, paper, cardboard, and non-contaminated paper products	1–6 yd bins; 35–96 gal carts
Organics (Food & Yard Waste)	Green	Food scraps, food-soiled paper, yard trimmings, wood and dry lumber, and other compostable organic materials	1–6 yd bins; 35–96 gal carts

Each container will display permanent bilingual decals showing acceptable materials and will meet all CalRecycle color and signage standards. NASA can also provide split-bin service as an alternative for smaller sites with limited space.

04b. SB 1383 Compliance and Program Support

NASA recognizes that all commercial accounts must participate in recycling and organics programs unless granted a waiver. Approximately 25 – 33 percent of accounts are expected to qualify for de minimis or space-constraint waivers, which NASA proposes to verify and document waiver eligibility and right-sized services in advance of rollout to allow for a smooth and timely transition.

Program Implementation

- Auto-Enrollment: All commercial accounts will automatically receive the required services as part of the July 2027 rollout.
- Right-Sizing & Site Assessments: NASA field specialists will review each account to determine the correct container size and service frequency.
- Waiver Verification: Go2Zero Strategies staff will perform waiver assessments and record them in the SMART1383 platform.
- Ongoing Education: Each business will receive bilingual materials explaining sorting requirements and contamination prevention.

Monitoring & Contamination Response

- Annual Route Reviews and visual inspections will be performed for every route.
- Contaminated containers will receive contamination tags, and customers will receive immediate follow-up education.
- Repeat contamination issues will be documented and escalated per City policy.

- All data, including route audits, contamination events, and waiver documentation, will be provided to the City, and preferably be transmitted directly through SMART1383, to save the City time and effort of transposing the information.

Service Frequency, Containers, and Reliability

- **Collection Frequency:** Service will be scheduled from one to six times per week, depending on generator need.
- **Container Options:** NASA will supply an appropriate mix of carts, bins, and compactors for every type of generator.
- **Reliability:** All vehicles assigned to Fullerton will be City-dedicated and will not commingle waste from other jurisdictions.
- **Fleet:** Modern CNG-powered trucks equipped with GPS, Samsara analytics, and onboard cameras ensure efficient and verifiable service.
- **Maintenance:** All equipment will be maintained in “as-new” condition, with trucks not exceeding 12 years of age during the contract.

Downtown District Shared-Service Program

NASA acknowledges the importance of the Downtown Fullerton District as a historic and economic center. The company will implement a shared-service collection model for all businesses served through City-owned enclosures.

Shared-Service Pricing

Two fixed-rate categories have been established:

1. Organics Generators (e.g., restaurants, bars, and food retailers)
2. All Other Businesses

Each account will pay a flat shared-service rate covering trash, recycling, and organics collection. NASA will coordinate with the City to maintain an up-to-date list of tenants and property managers in the district.

Maintenance Standards

- Weekly Power Washing of all City-owned enclosures
- Annual Steam Cleaning within a 10-foot radius
- Daily Field Monitoring by NASA personnel to ensure enclosures remain clean, safe, and accessible
- Rapid Response Cleaning Crews for overflow or illegal dumping events

NASA understands that Downtown Fullerton reflects the City’s identity and will maintain these areas with the highest level of care and professionalism.

Alley-Service Operations

Many of Fullerton’s commercial and multifamily customers are alley-served. NASA will conduct site inspections and route audits to identify all alley accounts and ensure vehicles and collection methods are properly matched.

- Specialized Collection Vehicles: NASA will deploy narrow-body rear-loader trucks designed for tight access.
- Safety Enhancements: All alley vehicles will include cameras, proximity sensors, and pedestrian alert systems.
- Schedule Coordination: Collection schedules will be optimized to reduce congestion and noise impacts for nearby residents.

Temporary Roll-Off and Construction Services

NASA will continue to provide temporary bin and roll-off services for construction, demolition, and special events. All material will be directed to State-permitted recycling facilities to ensure compliance with CALGreen diversion requirements.

Tracking reports will be provided to contractors and the City documenting diversion rates and material recovery.

Enclosure Cleaning and Maintenance

To maintain community aesthetics and public health standards, NASA will:

- Perform annual steam cleaning of all City-owned trash enclosures.
- Conduct weekly power-washing and debris removal at City enclosures in the Downtown District.
- Maintain surrounding areas (10-foot radius) free of litter and debris at all times.

Public Education and Business Outreach

In partnership with Go2Zero Strategies, NASA will deliver a robust commercial education and technical assistance program including:

- On-site visits for business recycling and organics setup
- Printed and digital signage, bin labels, and posters
- Workshops and webinars hosted with the Fullerton Chamber of Commerce
- Multilingual support materials (English and Spanish as standard; other languages upon request)

All educational activities will be tracked for inclusion in the City’s Implementation Record and Electronic Annual Report (EAR). The scope of the outreach plan is provided later in this proposal.

Compliance, Reporting, and Technology

If the City authorizes NASA appropriate access, our team will leverage the SMART1383 compliance platform to manage:

- Route inspections and contamination logs



- Waiver documentation
- Outreach records
- Diversion and tonnage reports

The City will receive performance summaries detailing tonnage by stream, contamination metrics, and education activities, ensuring transparency and accountability.

NASA Services' commercial sector program delivers a fully integrated, SB 1383-compliant solution for the City of Fullerton. Through exclusive Fullerton-based routes, dedicated vehicles, advanced technology, and the expertise of Go2Zero Strategies, NASA will provide reliable service to every business and multifamily generator while maintaining the cleanliness, character, and sustainability goals of the community.

05. Industrial Services

NASA Services, Inc. will provide comprehensive industrial, temporary bin, and roll-off collection services for the City of Fullerton, including construction and deconstruction (C&D) projects, industrial generators, and large-scale clean-up activities. These services are designed to fully comply with all applicable CALGreen building code requirements and State and City diversion mandates.

05a. C&D Program Overview

NASA will provide temporary bins and roll-off boxes in a range of sizes to accommodate small renovations, major construction, and large-scale commercial or industrial projects. All C&D materials collected under this program will be processed at State-permitted facilities that meet or exceed the required 65% minimum diversion rate.

Wherever feasible, NASA will promote source separation of recoverable materials such as concrete, asphalt, metal, wood, cardboard, and soil to maximize recycling and reduce contamination. For mixed loads, materials will be processed at certified mixed C&D recycling facilities to ensure compliance with diversion standards.

When certain materials are determined to be non-recyclable, NASA will assist the City and the generator in preparing a waiver request documenting the reason the 65% diversion target could not be achieved.

Operational Approach

- **Container Options:** NASA will offer a full range of bin and roll-off sizes (3–40 cubic yards) to meet diverse project requirements.
- **Prompt Delivery & Removal:** Containers will be delivered within 24 hours of request and serviced on an as-needed or scheduled basis.
- **Dedicated Fleet:** All industrial and roll-off services will be operated by dedicated Fullerton-based vehicles and drivers, ensuring exclusive service and preventing any cross-jurisdictional commingling.
- **Facility Partnerships:** Materials will be transported only to City-approved, State-permitted processing facilities capable of meeting CALGreen diversion standards.

- Documentation: Each load will be tracked from collection to processing through weight tickets, manifests, and facility certifications.

Reporting and Documentation

To support the City's regulatory compliance, NASA will prepare and submit detailed C&D diversion reports for each permitted project. Reports will include:

- Total tonnage collected, recycled, and disposed
- Diversion percentage achieved
- Facility of destination and processing certification
- Notes on any contamination or non-recyclable materials

All documentation will be entered into the City-designated software platform in accordance with the City's reporting schedule. NASA's and SMART1383 systems allow for easy integration and provide the City with access to real-time data for CalRecycle and CALGreen reporting.



O.6. City Services

NASA Services, Inc. will provide comprehensive solid waste, recycling, and organics collection services for the specified City-owned facilities, properties, and events at no cost to the City of Fullerton, in full compliance with SB 1383 regulations and the City's municipal code.

This includes service to the 31 primary City facilities identified in the RFP Attachment 6 such as City Hall, Fire Stations, Parks, Libraries, the Police Department, and the Fullerton Municipal Airport as well as other designated municipal sites. NASA understands the vital role these locations play in serving the public and will ensure they receive seamless, high-quality, and compliant waste management services throughout the term of the franchise.

O.6.a. Service Configuration and Compliance

NASA will provide and maintain three-container collection systems at all City facilities, configured to meet SB 1383 "Standard Compliance Approach" requirements. Each facility will receive properly color-coded containers for:

- **Refuse (Black)** – non-recyclable waste
- **Recycling (Blue)** – dry recyclables and paper
- **Organics (Green)** – food scraps, yard trimmings, and food-soiled paper

All containers will include permanent bilingual decals with clear sorting instructions and will be maintained in as-new condition for the duration of the contract.

Prior to service commencement, NASA and Go2Zero Strategies will inspect each facility to:

- Verify the adequacy of existing service levels
- Identify opportunities for right-sizing and container optimization
- Determine potential waiver eligibility for facilities with no organics generation or space constraints
- Provide staff training on proper separation and contamination prevention

The results of these assessments will be documented and submitted to the City for recordkeeping and inclusion in the SB 1383 Implementation Record.

O.6.b. Event Waste Management and Sustainability Support

NASA will provide complimentary waste management and recycling services for all City-sponsored events, including:

- Large-scale community events (e.g., 4th of July Festival, Founders Day, and Earth Day)
- Smaller City-sponsored gatherings and neighborhood events

Event Services Include:

- Provision of event collection boxes and color-coded containers for trash, recycling, and organics.

- Pre-event coordination with City staff to determine quantities, placement, and scheduling.
- On-site education and support crews to monitor containers and assist attendees with proper sorting.
- Post-event cleanup and waste reporting, including estimated diversion rates and recommendations for improving future event sustainability.

NASA will also partner with Go2Zero Strategies to deliver event-specific outreach materials, ensuring consistent City branding and public education messaging that aligns with SB 1383 and local Zero Waste goals.



0.6.c. Facility and Staff Education

Go2Zero Strategies will assist NASA in conducting on-site training sessions for staff at City facilities and public event coordinators. These sessions will cover:

- SB 1383 program requirements
- Proper use of containers and sorting practices
- Contamination prevention
- Reporting and documentation procedures

Training materials will be provided in both English and Spanish, and additional languages as needed. Attendance records and sign-in sheets will be maintained for City compliance documentation.

0.6.d. Abandoned Bulky Waste Collection

NASA will remove, at no charge, any abandoned bulky waste items dropped in City public right-of-way areas or alleys; at City buildings, parks, and property; and other public locations that may be identified by the City. Collections will be made within 24-hours of notice by the City or any customer located in the City.

P. Exceptions

NASA Services, Inc. has conducted a thorough review of the City of Fullerton's Request for Proposals and the accompanying Draft Franchise Agreement (Attachment 5).

After careful evaluation, NASA Services, Inc. confirms that it has no exceptions, conditions, or requested modifications to any of the City's stated requirements, specifications, or contractual terms contained within the RFP or draft agreement.

NASA fully accepts all provisions as written and is prepared to perform the required services in complete compliance with the City of Fullerton's franchise agreement, City Code, and all applicable State regulations, including SB 1383 and related mandates.

This statement of "no exceptions" will also be reiterated in NASA's Letter of Transmittal, affirming the company's commitment to transparency, accountability, and full alignment with the City's contractual framework.

Q. SB 1383 Compliance

NASA Services, Inc. fully understands and embraces the requirements of SB 1383 (Short-Lived Climate Pollutants: Organic Waste Reduction) and its implementing regulations found in Title 14, CCR, Division 7, Chapter 12, Article 3.

NASA, together with its compliance partner Go2Zero Strategies, has extensive expertise implementing SB 1383-compliant programs throughout California and currently supports dozens of jurisdictions in meeting State-mandated targets for collection, landfill diversion, inspection, education, and reporting.

NASA's proposed program for the City of Fullerton is a 100% SB 1383 Standard Compliance Approach, integrating three-container collection, route monitoring, education, contamination control, waiver management, and comprehensive reporting.

Q.1. Three-Container Standard Compliance Program

NASA will provide a fully integrated three-container collection system that includes:

- Black Container – Refuse (Landfill)
- Blue Container – Recycling (Dry Recyclables & Paper)
- Green/Brown Container – Organics (Food & Yard Waste)

Each stream will be serviced using dedicated vehicles, ensuring that Fullerton's waste is never commingled with other jurisdictions.

Key Components of the Compliance Program:

- Annual Route Reviews: NASA will conduct route reviews for all collection routes in accordance with SB 1383 §18984.5. Trained staff will visually inspect containers for contamination and immediately document findings using the SMART1383 platform.
- Contamination Response: Contaminated containers will receive immediate feedback tags and follow-up education. Repeat violators will be referred to City staff for enforcement follow-up.
- Landfill Avoidance: All organics will be directed to State-permitted composting or anaerobic digestion facilities, and recyclables to certified MRFs, ensuring maximum diversion and environmental benefit.
- Waiver Processing: NASA and Go2Zero will perform de minimis and physical space waiver assessments and maintain documentation in the City's Implementation Record.

Q.2. Route Reviews

As required by SB 1383, every jurisdiction must perform Container Contamination Minimization reviews of every route operating. To help the City meet this requirement, NASA proposes to perform review of all routes annually. Each year, NASA will provide a route review plan for the City's review and approval.

Each container will receive one of the following determinations:

- Not set out
- Not Contaminated (0-10% contamination)
- Contaminated (>11% contamination)

A photo, or photos of noted contamination and contents will be attached to the record and be stored and made available for review

Additionally, a cart hanger will be affixed with a field-generated label and placed on the audited containers, providing feedback on proper sorting and the types of contamination found.



A custom cart hanger notification available in English, Spanish and other requested languages, will be distributed to remind residents of proper sorting methods. Each cart hanger includes a custom printed label at the time of inspection that provides individualized feedback to each resident about their container usage.



Oops Tags

GOOD JOB!

Thanks for being a Glendale Star Recycler! You sorted your trash, recyclables, & organics into the correct containers.

NOTICE

Today your hauler performed a visual inspection of your carts as required by SB1383 regulations. Date and Time of Inspection: 21-12-2022 08:27:05 The results of your inspection are as follows:

Trash Cart
Not Contaminated

Recycle Cart
Not Contaminated

Organics Cart
Not Contaminated

Notes
Example notes

If you have any questions, or would like to find out more information about how to properly separate materials - visit the website shown below.



NOTICE

Today a visual inspection of your carts was conducted as required by SB1383 regulations.

Date and Time of Inspection: 21-12-2022 08:27:05

The results of your inspection are as follows:

Trash Cart
Not Contaminated

Recycle Cart
Contaminated with: Plastic Bags - put in trash cart.
Contaminated with: Food Scraps - put in organics cart.

Organics Cart
Not Contaminated

Notes
Example notes

If you have any questions, or would like to find out more information about how to properly separate materials - visit the website shown below.

OOPS!

Unacceptable items were found in your container(s). Please review the guidelines shown above.



Q.3. Public Education and Outreach

NASA and Go2Zero Strategies will design and implement a comprehensive public education and outreach program that fulfills the requirements of SB 1383, AB 939, AB 341, AB 1826, AB 827, and related legislation.

Program Goals

- Ensure all residents, businesses, and institutions understand their waste separation responsibilities.
- Encourage participation, contamination reduction, and waste prevention.
- Communicate the environmental and community benefits of proper recycling and organics diversion.

Pre-Rollout Outreach

Before service commencement, NASA will coordinate with the City to prepare and distribute a bilingual pre-launch education campaign that includes:

- “It’s Coming!” postcards and program brochures
- Door hangers and cart tags for container delivery
- Informational flyers and web content explaining SB 1383 compliance requirements
- In-person and virtual town hall meetings



Ongoing Education

After rollout, NASA will maintain a consistent, bilingual outreach schedule that includes:

- Two City-approved newsletters per year
- Business-specific education visits (for food generators, multifamily, and retail)
- Social media campaigns and billing inserts highlighting program benefits
- Community events and workshops (e.g., compost giveaways, recycling fairs)

All materials will feature City-approved logos and slogans, positioning the City of Fullerton as the program sponsor and promoting a unified public message.

How-To Brochure

Prior to the start of services NASA will prepare and mail to all Customers program specific printed materials, which complies with the requirements of SB 1383 and will contain at a minimum:

- The scope of Franchise Services, including the size and number of Carts, subscription date and set-out time.
- Customer services charges, clearly marked to indicate the fees that are specifically applicable to the Customer.
- Billing procedures, including payment due and delinquency dates.
- Holiday schedules.
- Delivery, pick-up and exchange and replacement of carts.
- Weight limitation on carts.
- Customer privacy rights.
- Non-discrimination information.
- Term of the subscription order.
- Office hours, toll-free customer services telephone number, email address and website.
- Customer's right to donate or sell any or all of their recyclables to people other than NASA.
- City's telephone number.
- List of acceptable organics
- List of acceptable recyclables
- Information regarding Bulky Item, Electronic and other additional waste collection services.
- Information on annual collection events.
- Other information as prescribed by the City.

"How-to" Hanger

A hanger shall be provided to each Customer at the start of service under this Agreement and to each new Customer throughout the Agreement term. This hanger will be distributed during the delivery of new carts and containers and will describe available services, including available recycling and diversion programs; provide instructions for proper use of the carts and bins provided (such as how to place carts or other permitted items for collection, the types of materials to be placed in each cart; detailed holiday collection schedules; and provide billing and customer service telephone numbers.

Biannual SB 1383 Notice / Newsletter

The Biannual notice will contain required information as set for by SB 1383 regulations, but will also contain important information for residents. It is anticipated that this information will be distributed in late Spring and again in November for annual holiday collection information. Other details will include bulky item collections, proper disposal of sharps, HHW, e-waste, u-waste, paint and oil, the annual holiday schedule, and other valuable information. Printed materials will be in English & Spanish at a minimum.



888-888-0388

HERE ARE YOUR NEW CARTS
You may begin using your new carts immediately

Welcome to NASA Services! NASA is proud to be the new service provider in the City of Pico Rivera for the collection and management of solid waste and recyclables. The State of California requires cities to divert the amount of waste sent to landfill by 20%.

BLUE CART RECYCLABLES

GREEN CART YARD TRIMMINGS

BROWN CART TRASH

REMEMBER-ON Collection Day

Remember to:

1. You can only collect 1 collection bin per household per week.
2. Garbage should be placed with the handles and wheels facing away from the street.
3. Place cart on a sidewalk or driveway only. 10' away from the curb, 3 feet from the building.
4. Garbage should be removed by the end of the day.




2024 Residential Annual Notice for Pico Rivera

Residential Mandatory Recycling & Organics Services

Senate Bill 1383 (SB 1383) requires jurisdictions to establish organics recycling services for all residents and businesses, including multi-family complexes. SB 1383 also requires statewide organic waste disposal by 20% by 2025. When disposed in landfills, organic waste emits:

- 20% of the California's total methane, a climate change gas that is 84 times more potent than carbon dioxide
- Air pollutants like PM 2.5, which contributes to health conditions like asthma

Source: <https://www.cdpr.ca.gov/about-us/press-releases>

Properly Sorting Materials is Important!
All residents MUST participate in the established program for Black, Blue, and Green carts when by selecting your materials as shown here. NASA's program allows for commingling of food waste and food soiled paper with yard trimmings.

Trash Goes into BLACK



Chip trays, diapers, disposable gloves & masks, cardboard food trays, meat, dairy, & processed food items, pet waste, plastic bags, styrofoam, & other plastic trays that are not reusable.

Recyclables Go into BLUE



Cardboard, paper, newspapers, clean & dry metal cans, toys & containers, plastic, #1, #2, and #5.

Organics Go into GREEN





Food scraps and food soiled paper must be placed in a plastic bag. Yard trimmings must be loose & unbagged.

Direct, patio, & grass; cooled meat, bones, dairy, & seafood; no raw poultry, fish, or sea bags; food soiled plastic; fruit & vegetable scraps; paper & tissue scraps; green landscaping, flowers, leaves, & weeds; small animals & pettings.

Think Outside the Black Cart!
The easiest, cheapest, and most sustainable way to manage organic waste is to avoid creating it in the first place. In addition to the ways that it is shown, avoid over ordering, over preparing, when and for portion sizes, properly store & label food items. For reusing organic waste, consider alternative disposal methods:

- Use a kitchen food pail to collect food scraps. You can get a **FREE** kitchen food pail from the City of Pico Rivera.
- Recycle vegetable waste at home using a backyard composting system.
- Use NASA's Green Mail. Organic waste is processed for compost or anaerobically digested to produce energy.

Bulky Pick-Ups
Pico Rivera residents are eligible for 19 FREE bulky item pick-ups per year, and up to 4 items per pick-up. These pick-ups can also be used to collect electronics & bonded devices. To schedule a bulky item pick-up, contact NASA Services at (888) 888-0388.

Guidelines for Proper Disposal

Many items may NOT be placed in your regular curbside carts for trash, recycling, or organics waste. These include items such as construction debris, bags full of items, auto tires, propane, propane tanks, motor oil, and medical wastes. The following information will help you properly dispose of these materials.

Electronics & Corded Devices may not be placed in trash or recycle carts. You can have these items picked up with bulky items, or drop them off for free at NASA Services, 1100 South Maple Ave., Montebello, CA 90640 or at 1848 South Delta for collection.

It is illegal to dispose of Household Hazardous Waste (HHW) in property. No HHW may be placed in your curbside carts, including oil, tires, batteries, auto fluids, cleaning products, lawn-care, pesticides, motor oil, paint, pool supplies, light bulbs, sharps, or propane. Call (888) 888-0388 or visit [888CleanUp.com](https://www.888CleanUp.com) for proper disposal of HHW.

You may not dispose of Medical Waste, Needles, or Sharps in your trash and recycling carts. NASA Services provides FREE Sharps Collection once per year to all residents of the City of Pico Rivera. Other medical wastes must be contracted and paid for individually. Contact NASA Services at 888-888-0388 to schedule a sharps collection service.

Proper disposal and recycling of paint is the LAW in California. It may not be disposed of in a trash can, or poured down a drain. Unused paint may not be diluted in an open container due to strict air quality regulations. Drop-off sites are located throughout California for the collection & reuse/recycling of paint, oil, tires, chains, needles, and other coatings in 3-gal cans or less. Locate a drop-off site near you by visiting www.paintcare.org/drop-off-sites/.

Holiday Trees, After the Holidays!

Unlocked, natural trees may be recycled outside for three weeks following the Christmas holiday. The program runs from December 26, 2024 to January 19, 2025. Trees should be placed outside next to the green cart on the regular day of collection. Places must be no more than six (6) feet in height. Stands, lights, tinsel, and decorations must be removed prior to placing at the curb. Mulch and artificial trees must be placed into the trash cart or scheduled as a bulky item and are NOT to be placed at the curb.

2024 Holiday Collection Schedule
Collected items will occur on these holidays:

- New Year's Day, Mon, January 1
- Memorial Day, Mon, May 27
- Independence Day, Thu, July 4
- Labor Day, Mon, September 2
- Thanksgiving, Thu, November 28
- Christmas, Wed, December 25

All collection for the remainder of the month in which a holiday falls will take place on any other non-holiday scheduled.

Regular Trash Day

Day	Regular Trash Day	Your Green Day
Monday	Saturday, April 12	Saturday, April 12
Tuesday	Saturday, April 20	Saturday, April 20
Wednesday	Saturday, April 27	Saturday, April 27
Thursday	Saturday, May 4	Saturday, May 4
Friday	Saturday, May 11	Saturday, May 11

We're Here to Support You
Visit NASA Services web page for Pico Rivera to learn more: www.nasa.gov

Visit [888CleanUp.com](https://www.888CleanUp.com) to watch videos on curbside recycling & register for a free backyard composting website & workshops.

Contact Us
1100 South Maple Ave., Montebello, CA 90640
PH: 888-888-0388 FAX: 322-988-3528
MON to FRI: 7am to 5 pm SAT: 7am to 12 pm
Web site: [nasaservices.com](https://www.nasaservices.com)
Email: zerowaste@nasaservices.com

Fliers and Signage for Multifamily & Commercial Properties

NASA will provide downloadable recycling fliers and a multifamily toolkit for multifamily properties to share with new tenants and to place in common areas such as laundry rooms, mailboxes, and clubhouses. Since SB 1383 requires that landlords, property owners, and/or property managers provide new multifamily residents education within 14 days of occupancy, this toolkit will be a valuable benefit to these regulated entities.

Ciudad de
Requisitos para comunidades que habitan en viviendas multifamiliares y administradores de viviendas en alquiler

Aunque el gobierno estatal y las leyes locales han requerido durante varios años tener acceso al servicio de reciclaje y eliminación de residuos orgánicos, existen nuevas normas en todo el estado en virtud de la SB 1383. Debido a los contaminantes climáticos de contaminación, es posible que se requieran cambios sustanciales en la forma en que los negocios y los residentes de todo el estado manejan sus residuos.

Separar los objetos reciclables de los residuos compostables es una forma sencilla de combatir el cambio climático. Los vertederos son la tercera fuente más grande de emisiones de metano en California. Al centrarse en los vertederos, los residuos orgánicos (como el papel, el cartón, las restas de comida, los productos de papel contaminados con alimentos, los desechos de jardín y otros residuos orgánicos) entre el 20 % del metano del estado. Los residuos orgánicos representan la mitad de lo que los conformamos desecha en los vertederos. Los artículos que se colocan en la basura se envían directamente al vertedero y no se separan. Por eso es tan importante separar los residuos y colocarlos en el contenedor adecuado.

A LAS COMUNIDADES QUE HABITAN EN VIVIENDAS MULTIFAMILIARES Y LOS ADMINISTRADORES O DUEÑOS DE PROPIEDADES EN ALQUILER SE LES REQUIERE LO SIGUIENTE:

- Suscribirse al servicio municipal de recolección de reciclaje y residuos orgánicos y participar en el O-BEN (Transportar por cuenta propia los objetos reciclables y residuos orgánicos a un centro de reciclaje, centro de compostado, programa de compostado comunitario u otra actividad o programa de recolección. Si se elige esta opción, se deben seguir requisitos específicos de presentación de informes. Consultarse con el Departamento de Obras Públicas para más detalles).
- Ofrecer servicios de recolección de objetos reciclables y residuos orgánicos a los empleados, contratistas e inquilinos.
- Suministrar contenedores de reciclaje y residuos orgánicos con números, tamaño y ubicación adecuados, así como con las etiquetas y colores correctos, y permitir el acceso a estos.
- Colocar contenedores para residuos orgánicos y de reciclaje en cada recinto para basura o área de recolección de basura. Preparación suficiente contenedores para recoger todos los materiales reciclables y orgánicos generados.
- Colocar botes para residuos orgánicos y materiales reciclables junto a todos los botes de basura en oficinas y áreas comunes. Asegúrese de que los botes sean lo suficientemente grandes y en cantidad suficiente para contener todos los materiales reciclables y orgánicos generados en el sitio.

ASEGÚRESE DE QUE SUS PROGRAMAS CUMPLAN CON ESTOS REQUISITOS

Los contenedores deben tener un código de colores (basura = gris o negro, reciclaje = azul, residuos orgánicos = verde). Ya sea la tapa o el cuerpo del contenedor deben cumplir con dicho código de colores.

Los contenedores deben estar claramente etiquetados con lo que se puede y no se puede depositar en cada uno de ellos.

Requerir que todo contrato o acuerdo de trabajo entre su propiedad y un servicio de jardinería o paisajismo especifique que los residuos de jardín que genere dicho servicio deben mantenerse fuera de la basura y los vertederos.

Cada año, informar a los empleados, contratistas e inquilinos sobre cómo separar y depositar adecuadamente los objetos reciclables y residuos orgánicos en los contenedores correctos.

Dentro de los 14 días de haber ocupado las instalaciones, dar información a los nuevos inquilinos sobre sus requisitos para separar adecuadamente los residuos.

TODOS LOS INQUILINOS DEBEN

Separar y depositar adecuadamente sus objetos reciclables y residuos orgánicos en el contenedor correcto.

Si tiene preguntas, comuníquese con Ciudad de _____ al xxx-xxxx-xxxx o email@citywebsite.org

How to Comply with California's New Food Donation Law

California State Law Senate Bill (SB) 1383 requires all Tier 1 and Tier 2 Commercial Edible Food Generators (EFGs) to donate the maximum amount of their surplus edible food that would otherwise be disposed of, and to maintain contracts or written agreements with all organizations recovering food from their locations. (See graphic below for descriptions of Tier 1 and Tier 2 businesses and organizations.)

If your food recovery organization or service is headquartered in the City of _____ and recovers food directly from one or more Tier 1 or Tier 2 EFGs, you are subject to the requirements listed on the following page.

Commercial Edible Food Generators

Tier 1 January 1, 2022
 Tier one businesses typically have more products, their primary and end state foods to donate.

Tier 2 January 1, 2024
 Tier two businesses typically have more prepared foods to donate, which often require more careful handling to meet food safety requirements (e.g. time and temperature controls).

Wholesale Food Distributors, Food Service Providers, Grocery Stores & Supermarkets and Supermarkets, Food Distributors, State Agency Contractors (1000 sq. ft. or more), Local Education Agencies (see section 100100), Restaurants/Facilities (1000 sq. ft. or more), Health Facilities (with the health facility and the beds), Large Venues and Events.

For questions, please contact the City of _____ at xxx-xxx-xxx or email@citywebsite.org

How to Get in Compliance

Food Waste Reduction Tips

Conduct a food waste audit or monitor waste streams to identify "problem foods" that often spoil sooner than they are able to be used, sold, or donated; adjust purchasing & inventory practices.

Find creative ways to repurpose leftovers and surplus ingredients, such as:

- vegetable & meat trimmings into soup stock
- overripe fruits into drinks or baked goods
- "ugly" produce into salsas, chutneys or dressings

Extend the shelf life of foods for later use or donation, such as:

- Freezing surplus fresh fruits and veggies
- Marinating surplus raw meats
- Cooking raw meat & seafood that's close to expiring into deli or grab-and-go products

Additional food waste reduction tips for different business & organization types can be found here: <https://www.gov.org/sustainablemanagement/food/food-preventing-and-diverting-wasted-food/tips>

RECORDKEEPING REQUIREMENTS CHECKLIST

Tier 1 & Tier 2 businesses must keep the following records:

- A copy of contracts or written agreements with each partnering food recovery organization or service.
- The name, address, and contact information of the food recovery organization or service.
- The types of food that will be donated.
- The established frequency of food donation(s).
- The quantity, in pounds, of food donated.

STEP 1:
 Contact a local food recovery organization or service and agree to a donation plan.

You may use the free CareIt app to find authorized recipients and maintain mandatory donation records.

STEP 2:
 Donate ALL surplus edible food that is fit for human consumption.

Make sure to discard any inedible food waste in the organics bin or compost, never in the trash; staff may not intentionally allow recoverable food to spoil.

STEP 3:
 Maintain up-to-date records of your donations on-site to demonstrate compliance with SB 1383.

Records may be kept at your location or uploaded to the CareIt app.

For questions, please contact City of _____ at xxx-xxxx-xxxx or email@citywebsite.org

Food Recovery Organizations & Services

The following organizations accept food donations from businesses located in the City of _____.

Please contact them to find out what types and quantities of foods they are able to accept.

Grace Resources
graceresources.org
 45134 Sierra Hwy
 Lancaster, CA 93534
 Phone: 661-940-5272

United Methodist Church
<https://www.lancasterunited.org/>
 918 W Ave J
 Lancaster, CA 93534
 Phone: 661-942-0419

Boulevard Community
boulevardcc.com
 603 E Lancaster Blvd
 Lancaster, CA 93534
 Phone: 661-942-1932

Hope Chapel
hope4av.org
 6015 W Ave J 8
 Lancaster, CA 93534
 Phone: 661-943-1074

Lord's House of Refuge
facebook.com/lordshouseofrefuge
 456 E Ave K 4
 Lancaster, CA 93534
 Phone: 661-941-4360

ADDITIONAL FOOD DONATION RESOURCES

- City of _____ Website: citywebsite.org
- CareIt: my.careitapp.com
- CalRecycle Surplus Food Donation Guide: calrecycle.ca.gov/organics/sfp/foodrecovery/donors
- LA County Food Drop Map: pw.lacounty.gov/epd/sbr/food-drop.aspx
- California Association of Food Banks: cafoodbanks.org/our-members

For questions, please contact City of _____ at xxx-xxxx-xxxx or email@citywebsite.org

Online Resources

NASA will maintain a robust online resource guide for all residents and regulated entities. This will include copies of printed packets, newsletters, fliers, and notices.

Resources

Download our information using the links below.

NASA Services Guide

Download our easy to follow service guide to learn how to make waste history.

[SERVICE RATES & FEES \(PDF\)](#)

[WELCOME PACKET WITH SERVICE GUIDE \(PDF\)](#)

Newsletters and Notices

Did you miss our quarterly newsletter? Do you want to learn about recycLA's new Removing Barriers to Recycling program? Stay up-to-date with NASA Services below.

[LEARN MORE](#)

Educational Materials

Do you need resources to train your staff, co-workers, or tenants? Download our FREE posters, flyers, and videos that identify which items belong in the blue recycling bin. Materials are available in several languages.

[LEARN MORE](#)



Social Media

NASA will provide a regular social media presence to ensure ongoing educational information about programs and services. Below are examples of social media campaigns and posts.

Seasonal Notices






CITY OF PICO RIVERA

BULKY ITEM PICKUP

SPRING BULKY ITEM COLLECTION SCHEDULE:

Regular Trash Day is **Monday** - BULKY ITEM PICK-UP ON **SATURDAY, April 13**

Regular Trash Day is **Tuesday** - BULKY ITEM PICK-UP ON **SATURDAY, April 20**

Regular Trash Day is **Wednesday** - BULKY ITEM PICK-UP ON **SATURDAY, April 27**

Regular Trash Day is **Thursday** - BULKY ITEM PICK-UP ON **SATURDAY, May 4**

Regular Trash Day is **Friday** - BULKY ITEM PICK-UP ON **SATURDAY, May 11**

ALL ITEMS MUST BE ABLE TO BE MOVED BY TWO-MAN CREWS
 ALL ITEMS MUST BE PLACED AT THE CURB NO LATER THAN 6:00 AM ON THE SCHEDULED SATURDAY

FOR MORE INFORMATION, CALL NASA SERVICES
888.888.0388



Holiday How-To: Recycling Christmas Trees

COMPLIMENTARY TREE COLLECTION





NASA Services provides complimentary tree collection to single-family residences and multi-family complexes. Collections will start on **Tuesday, December 26, 2023 and continue through January 19, 2024.**

Live trees placed next to the trash container will be collected on your regular collection day. They must be **free of ornaments, garlands, tinsel, flocking, and stands**. They must be no more than 6 feet and must be cut if taller.

Trees with flocking and/or ornaments are considered Bulky Items.

To schedule **Bulky Item pickups**, call **Customer Service at 888-888-0388!**








FREE WORKSHOP COMPOSTING

THURSDAY, APRIL 25, 2 - 3 PM

Learn the practice of backyard and worm composting, plus other aspects of smart gardening: water conservation, grasscycling, and edible gardening.



PICO RIVERA SENIOR CENTER
 9200 Mines Ave
 Pico Rivera, CA 90660
www.Pico-Rivera.org




City of Pico Rivera - Government
August 16, 2022

Was someone in a yellow vest looking in your trash this morning? That's NASA Services doing recycling audits in relation to SB 1383, the State's Mandatory Curbside Organics Recycling Program that went into effect on July 1, 2022.

For questions regarding the State's Mandatory Curbside Organics Recycling Program, you can contact NASA Services at 1.888.888.0388, visit their website at nasaservices.com or email zerowaste@nasaservices.com

Additional information can be found at ... [See more](#)

AS PART OF REQUIREMENTS OF THE NEW ORGANICS RECYCLING LAW, NASA WILL BE PERFORMING LID FLIPS IN YOUR NEIGHBORHOOD.

0:06 / 0:22

You, Myrna Dingle Gold and 16 others 14 comments 12 shares

Like Comment Share

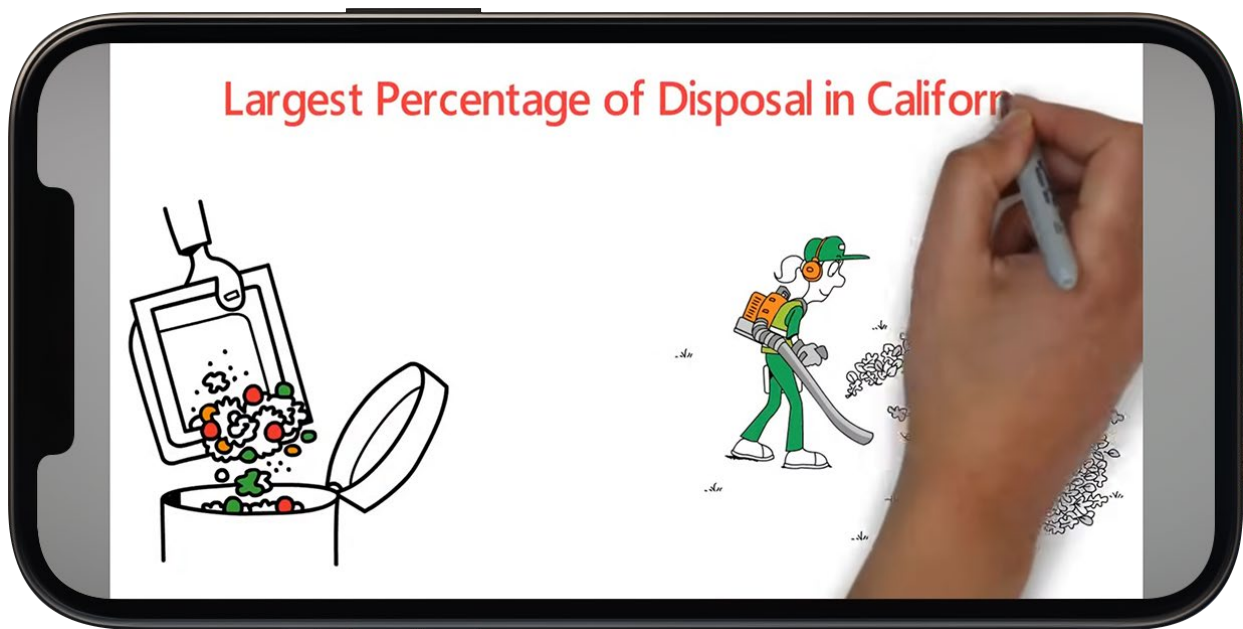


Specialty Promotional Items – In addition to printed media, NASA will also annually produce special items for giveaway at events. These specialty items may include magnets, reusable bags, t-shirts, reusable lunch bags and/or other items that NASA feels will provide a good mechanism for promoting the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



Informational “How-To Video”

Working with our subcontractor Go2Zero, NASA will develop a how-to video to help customers better understand how to properly sort their waste, recyclables, and organics. Our teams have produced several videos for clients and municipalities, with examples available at the following links: <https://youtu.be/briKMT-WOY> and <https://go2zero.net/go2zerocontent/>.



Q.4. Reporting and Compliance Documentation

NASA recognizes that timely and accurate reporting is essential for the City's compliance with State and local mandates. NASA will prepare and submit all reports in the format and frequency required by the City, and is fully prepared to utilize any City-designated software platform. Go2Zero and NASA staff are extensively trained on the SMART1383 system, currently using it in multiple other cities.

NASA will comply with the following reporting schedule and is open to modifications as requested.

Q.4.a. Monthly Reports

Due the last business day of each month, including:

- Tonnage collected by stream (refuse, recycling, organics)
- Route audits and contamination findings
- Waivers processed and compliance metrics

Q.4.b. Quarterly Reports

Due within 30 days of each quarter's end, including:

- Diversion and participation summaries
- Education and outreach activities
- Route review results and contamination trends
- Gross revenue and receipts (for hauler-billed services)

Q.4.c. Annual Reports

Due within 30 days after the end of each calendar year, including:

- Comprehensive SB 1383 compliance report (as required under 14 CCR §18994.2)
- Route review and waste evaluation summaries
- Waiver documentation and food recovery data
- Outreach metrics and Implementation Record updates

Q.5. SB 1383 Studies and Technical Support

- Route reviews and waste evaluations at required frequencies
- Contamination monitoring and corrective action follow-up
- Customized compliance studies requested by the City or CalRecycle
- Annual implementation updates summarizing program progress, outreach, and performance metrics

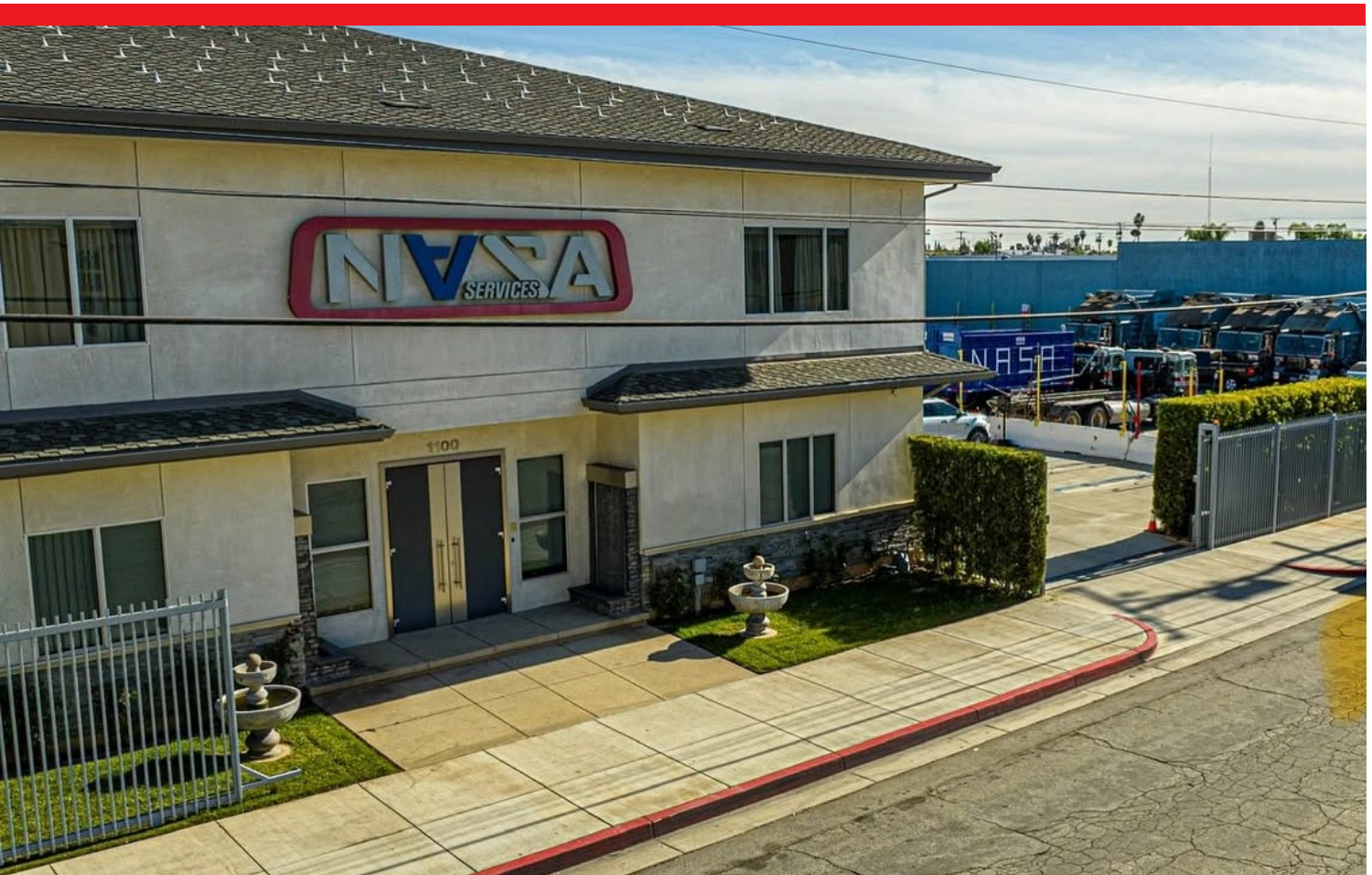
Q.6. Integration with SMART1383 Technology

At the City's approval, NASA and Go2Zero will utilize the SMART1383 compliance management platform to centralize all data related to:

- Route reviews and inspections
- Waiver tracking and contamination logs
- Outreach activities and event summaries
- Diversion and tonnage reporting
- Implementation Record and Electronic Annual Report (EAR) preparation

NASA Services' SB 1383 Compliance Program offers the City of Fullerton a complete, turn-key solution encompassing collection, processing, contamination control, public education, and regulatory reporting.

Through NASA's operational infrastructure, Go2Zero's compliance expertise, and the SMART1383 platform, the City will achieve measurable results, maximum diversion, and full regulatory compliance without additional City administrative burden.



City Name & Contact Information	Award Date	Status of Contract & Claims	Original Value
City of Glendale 548 W. Chevy Chase Drive, Glendale, CA 91204 Hourik Hayrapetian 818-550-4320 HHayrapetian@GlendaleCA.gov	1980-Present Exclusive Franchise Zone since 2021	Current Contract No claims to report.	\$1.2M Annually
LA Sanitation Solid Resources Division 1149 S Broadway, Los Angeles, CA 90015 Michelle Sue Ho 213-847-3471 michelle.ho@lacity.org	1955-Present Exclusive Franchise Zone since 2017	Current Contract No claims to report.	\$20M Annually
City of Pico Rivera 6615 Passons Blvd., Pico Rivera, 90660 Steve Carmona City Manager 562-801-4371 scarmona@pico-rivera.org	2012-Present	Current Contract No claims to report.	\$7M Annually
City of La Canada-Flintridge 1327 Foothill Blvd La Canada Flintridge, CA 91011 Jackson Dodd 818-790-8880	2011 to Present	Current Contract No claims to report.	\$1M Annually
City of Montebello 1700 W Victoria Ave Montebello, CA 90640 Cesar Roldan 323-887-1200	1955 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
City of Pasadena PO Box 7115 Pasadena, CA 91109 Mayra Ruiz-Esparza 626-744-7119	1989 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
City of Santa Monica 2500 Michigan Ave 310-458-8739	1988 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
City of Torrance 3031 Torrance Blvd Suzanne Bittner 310-618-5827	1994 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
City of Vernon 4305 Santa Fe Ave Vernon, CA 90058 Carla Lopez-Reyes 323-626-1448	1965 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
County of Los Angeles 900 Fremont St. Alhambra, CA Sharon Kong (626) 458-3533	1955 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
City of Burbank 500 S Flower St., Burbank, CA 91502 Michelle Hoffmann 818-238-3900	1989 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
City of Commerce 2535 Commerce Way Commerce, CA 90040 Natalie Hernandez 323-722-4805	1964 to Present Selected as Franchisee 2018	Current Contract No claims to report.	No contract value. Open, competitive market.

City of El Segundo 350 Main St El Segundo, CA 90245 Roger Groman 310-524-2317	1991 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.
City of Irvine PO Box 19575 Irvine, CA 92623 Ryan Ramos 949-724-6357	2004 to Present	Current Contract No claims to report.	No contract value. Open, competitive market.



January 27, 2026

TO: Jose Gonzalez, jose.a.gonzalez@cityoffullerton.com
 Steve Avalos, savalos@cityoffullerton.com

From: Jack Topalian

Dear Mr. Gonzalez and Avalos,

We are pleased to submit the following updated rate forms and proposal enhancements for your review and consideration.

1. The attached rate sheet has been changed as follows:
 - a. **No rate changes due to tip fee increases:** No rate increases have been made as a result of higher tip fees for the rate years starting July 1, 2027 and July 1, 2028. NASA will honor the fees we proposed for the first year.
 - b. **Reduced rate for downtown commercial accounts:** NASA has reduced the downtown commercial rates by 15%. NASA is also open to discussing with the City other ideas for more equitable rate distribution of these accounts.

Commercial - Downtown District (DD) & Other City Facility Services			
Rate Type	Service	Facility	All-Inclusive Rate
DD - All Other Businesses	\$ 54.69	\$ 17.56	\$ 72.25
DD - Organics Generators	\$ 265.10	\$ 85.10	\$ 350.20

- c. **Multi-family 2-4 unit rate reduction:** NASA would like to propose a different rate for multi-family properties with 2-4 units that mirrors the single family cart rate. This will allow properties with 2-4 units to pay a flat rate per unit regardless of using cart or bin services. Multifamily 2-4 units can opt to subscribe for up to a 1.5 cubic yard container for each trash, recycling, and organics, but will only be billed the per unit residential rate.
 - d. **Change of description for steam cleaning:** The word “quarterly” has been changed to “monthly” in the description of excess steam cleaning charges. With this change, NASA proposes to provide free “monthly” steam cleaning of the downtown enclosures. Only steam cleaning requests that are more frequent than monthly will be assessed an additional fee.

Power-wash (over monthly)	N/A	N/A	\$ 980.00
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2. NASA proposes to perform a no-cost waste study to assess if the City is eligible for a reduced Recycled Organic Waste Procurement target. NASA will perform this study in advance of the transition, upon contract execution. The estimated value of this study is \$95,000. NASA also proposes to perform the study every five years, as required. If the initial study does not show

improved ROWP targets, then NASA will perform one additional study 12-months after new program rollout.

3. NASA will work with its RNG provider to see if there are options to add refused-derived RNG into the mix.
4. NASA proposes to begin waiver assessment and right-sizing in advance of the contract commencement date, but during the transition window. This will allow NASA to obtain solid baseline subscription information, and assist the City with generator compliance in advance of the transition.
5. NASA proposes to identify edible food generators that donate food during outreach and right-sizing visits. NASA will identify donations, regardless of tier type, to assist the City with meeting additional ROWP.
6. NASA proposes to assist the City with SMART1383 recordkeeping in any capacity the City feels would assist. Additionally, NASA is open to keeping the data live and current at all times within the SMART system, whether by API or manual updates. This will allow the City to see live compliance information at all times.
7. NASA prefers that the City continue to bill residential units; however if the City no longer wants to perform this service, NASA will take over billing. The annual cost for this service would be \$20,000 per invoicing period, with bi-monthly invoicing standardized (\$120,000 per year)?
8. NASA will donate \$25,000 per year (five - \$5,000 denominations) to charitable organizations, at the City Council's discretion and/or recommendation for how to disburse. This is in addition to the noted contributions already included in the proposal.

NASA looks forward to ongoing discussions with the City of Fullerton, and we are open to other enhancements or community benefit programs the City may have in mind.

Residential Service

Rate Type	Service	Facility	All-Inclusive Rate
Standard 3-cart (96gal-96gal-96gal)	\$ 19.68	\$ 6.32	\$ 26.00
Senior 3-cart (35gal-35gal-35gal)	\$ 14.76	\$ 4.74	\$ 19.50
Senior 3-cart (upsized 1 to 3 carts to 65 gal)	\$ 16.65	\$ 5.35	\$ 22.00
Other Cart size/configuration			N/A
Residential Manure Bin (35gal)	\$ 34.07	\$ 10.94	\$ 45.00
Extra Trash Cart	\$ 7.57	\$ 2.43	\$ 10.00
Extra Recycle Cart	\$ 6.06	\$ 1.94	\$ 8.00
Extra Organics Cart	\$ 6.06	\$ 1.94	\$ 8.00
Overloaded Cart Fee*	\$ 18.93	\$ 6.08	\$ 25.00
Contaminated Cart Fee*	\$ 18.93	\$ 6.08	\$ 25.00
Reactivation Fee	\$ 50.00	N/A	\$ 50.00
Extra Dump - service day	\$ 18.93	\$ 6.08	\$ 25.00
Extra Dump - non service day	\$ 34.07	\$ 10.94	\$ 45.00

*After 3rd offense only. First and second offense will be warnings.

Additional City Events & Services (Not Defined As "No Cost" in RFP)

Service	Cost	Additional Detail
Downtown Containers	\$75	per container
Bulky Item Event	\$2,000	per event
HHW Event	\$10,000	per event
Curbside HHW		Not available
Other?		

Commercial Service

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Trash (Black or Grey Container)			
96-gallon 1x week	\$ 64.35	\$ 20.66	\$ 85.00
96-gallon 2x week	\$ 128.69	\$ 41.31	\$ 170.00
96-gallon 3x week	\$ 186.98	\$ 60.02	\$ 247.00
96-gallon 4x week	\$ 247.54	\$ 79.46	\$ 327.00
96-gallon 5x week	\$ 299.02	\$ 95.99	\$ 395.00
96-gallon 6x week	\$ 386.07	\$ 123.93	\$ 510.00
1 yard bin 1x week	\$ 93.87	\$ 30.13	\$ 124.00
1 yard bin 2x week	\$ 186.98	\$ 60.02	\$ 247.00
1 yard bin 3x week	\$ 271.01	\$ 86.99	\$ 358.00
1 yard bin 4x week	\$ 360.33	\$ 115.67	\$ 476.00
1 yard bin 5x week	\$ 435.28	\$ 139.73	\$ 575.00
1 yard bin 6x week	\$ 561.69	\$ 180.31	\$ 742.00
1.5 yard bin 1x week	\$ 115.06	\$ 36.94	\$ 152.00
1.5 yard bin 2x week	\$ 230.89	\$ 74.12	\$ 305.00
1.5 yard bin 3x week	\$ 334.59	\$ 107.41	\$ 442.00
1.5 yard bin 4x week	\$ 444.36	\$ 142.64	\$ 587.00
1.5 yard bin 5x week	\$ 536.71	\$ 172.29	\$ 709.00
1.5 yard bin 6x week	\$ 692.66	\$ 222.35	\$ 915.00
2 yard bin 1x week	\$ 132.48	\$ 42.53	\$ 175.00
2 yard bin 2x week	\$ 264.95	\$ 85.05	\$ 350.00
2 yard bin 3x week	\$ 384.56	\$ 123.44	\$ 508.00
2 yard bin 4x week	\$ 510.22	\$ 163.78	\$ 674.00
2 yard bin 5x week	\$ 616.20	\$ 197.80	\$ 814.00
2 yard bin 6x week	\$ 794.85	\$ 255.15	\$ 1,050.00
3 yard bin 1x week	\$ 155.94	\$ 50.06	\$ 206.00
3 yard bin 2x week	\$ 311.88	\$ 100.12	\$ 412.00
3 yard bin 3x week	\$ 451.93	\$ 145.07	\$ 597.00
3 yard bin 4x week	\$ 600.30	\$ 192.70	\$ 793.00
3 yard bin 5x week	\$ 725.21	\$ 232.79	\$ 958.00
3 yard bin 6x week	\$ 935.65	\$ 300.35	\$ 1,236.00
4 yard bin 1x week	\$ 195.31	\$ 62.69	\$ 258.00
4 yard bin 2x week	\$ 389.86	\$ 125.15	\$ 515.00
4 yard bin 3x week	\$ 565.48	\$ 181.52	\$ 747.00
4 yard bin 4x week	\$ 750.19	\$ 240.81	\$ 991.00
4 yard bin 5x week	\$ 906.13	\$ 290.87	\$ 1,197.00
4 yard bin 6x week	\$ 1,169.57	\$ 375.44	\$ 1,545.00

Residential Service

BID ALTERNATE	Per-Unit Charge to Perform	N/A
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Commercial - Downtown District (DD) & Other City Facility Services

Rate Type	Service	Facility	All-Inclusive Rate
DD - All Other Businesses	\$ 54.69	\$ 17.56	\$ 72.25
DD - Organics Generators	\$ 265.10	\$ 85.10	\$ 350.20
Power-wash (over monthly)	N/A	N/A	\$ 980.00
Gate/Restricted Access (Per mth)	N/A	N/A	\$ 10.00
Resume Fee/Collection	N/A	N/A	\$ 200.00
Damaged Cart (negligence)	N/A	N/A	\$ 65.00
Damaged Bin (negligence)	N/A	N/A	\$ 500.00
Damaged Lid (negligence)	N/A	N/A	\$ 200.00
Extra Dump - trash (per cu.yd.)	\$ 41.64	\$ 13.37	\$ 55.00
Extra Dump - recycle (per cu.yd.)	\$ 34.07	\$ 10.94	\$ 45.00
Extra Dump - organics (per cu.yd.)	\$ 37.85	\$ 12.15	\$ 50.00
Commercial Manure Bin (2cy month)	\$ 151.40	\$ 48.60	\$ 200.00

Commercial Service

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Recycling (Blue Container)			
96-gallon 1x week	\$ 45.04	\$ 14.46	\$ 59.50
96-gallon 2x week	\$ 90.08	\$ 28.92	\$ 119.00
96-gallon 3x week	\$ 130.89	\$ 42.01	\$ 172.90
96-gallon 4x week	\$ 173.28	\$ 55.62	\$ 228.90
96-gallon 5x week	\$ 209.31	\$ 67.19	\$ 276.50
96-gallon 6x week	\$ 270.25	\$ 86.75	\$ 357.00
1 yard bin 1x week	\$ 65.71	\$ 21.09	\$ 86.80
1 yard bin 2x week	\$ 130.89	\$ 42.01	\$ 172.90
1 yard bin 3x week	\$ 189.70	\$ 60.90	\$ 250.60
1 yard bin 4x week	\$ 252.23	\$ 80.97	\$ 333.20
1 yard bin 5x week	\$ 304.69	\$ 97.81	\$ 402.50
1 yard bin 6x week	\$ 393.19	\$ 126.21	\$ 519.40
1.5 yard bin 1x week	\$ 80.54	\$ 25.86	\$ 106.40
1.5 yard bin 2x week	\$ 161.62	\$ 51.88	\$ 213.50
1.5 yard bin 3x week	\$ 234.22	\$ 75.18	\$ 309.40
1.5 yard bin 4x week	\$ 311.05	\$ 99.85	\$ 410.90
1.5 yard bin 5x week	\$ 375.70	\$ 120.60	\$ 496.30
1.5 yard bin 6x week	\$ 484.86	\$ 155.64	\$ 640.50
2 yard bin 1x week	\$ 92.73	\$ 29.77	\$ 122.50
2 yard bin 2x week	\$ 185.47	\$ 59.54	\$ 245.00
2 yard bin 3x week	\$ 269.19	\$ 86.41	\$ 355.60
2 yard bin 4x week	\$ 357.15	\$ 114.65	\$ 471.80
2 yard bin 5x week	\$ 431.34	\$ 138.46	\$ 569.80
2 yard bin 6x week	\$ 556.40	\$ 178.61	\$ 735.00
3 yard bin 1x week	\$ 109.16	\$ 35.04	\$ 144.20
3 yard bin 2x week	\$ 218.32	\$ 70.08	\$ 288.40
3 yard bin 3x week	\$ 316.35	\$ 101.55	\$ 417.90
3 yard bin 4x week	\$ 420.21	\$ 134.89	\$ 555.10
3 yard bin 5x week	\$ 507.64	\$ 162.96	\$ 670.60
3 yard bin 6x week	\$ 654.96	\$ 210.24	\$ 865.20
4 yard bin 1x week	\$ 136.71	\$ 43.89	\$ 180.60
4 yard bin 2x week	\$ 272.90	\$ 87.60	\$ 360.50
4 yard bin 3x week	\$ 395.84	\$ 127.06	\$ 522.90
4 yard bin 4x week	\$ 525.13	\$ 168.57	\$ 693.70
4 yard bin 5x week	\$ 634.29	\$ 203.61	\$ 837.90
4 yard bin 6x week	\$ 818.70	\$ 262.80	\$ 1,081.50

Temporary & Industrial Service

Rate Type	Service	Per-Ton Charge	All-Inclusive
Temporary Bin (3-yard)		N/A	\$ 275.00
Temporary Bin (4-yard)		N/A	\$ 325.00
Temporary C&D Bin (10-yard) - each haul	\$ 295.00	\$120	
Temporary C&D Bin (20-yard) - each haul	\$ 295.00	\$120	
Temporary C&D Bin (30-yard) - each haul	\$ 295.00	\$120	
Temporary C&D Bin (40-yard) - each haul	\$ 295.00	\$120	
Temporary Trash Bin (10-yard) - each haul	\$ 295.00	\$74	
Temporary Trash Bin (20-yard) - each haul	\$ 295.00	\$74	
Temporary Trash Bin (30-yard) - each haul	\$ 295.00	\$74	
Temporary Trash Bin (40-yard) - each haul	\$ 295.00	\$74	
Compactor Trash Bin (10-yard) - each haul	\$ 325.00	\$74	
Compactor Trash Bin (20-yard) - each haul	\$ 325.00	\$74	
Compactor Trash Bin (30-yard) - each haul	\$ 325.00	\$74	
Compactor Trash Bin (40-yard) - each haul	\$ 325.00	\$74	
Permanent & Temporary Recycle Bin (10-40 yard) - each haul	\$ 325.00	\$56	
Permanent & Temporary Organics Bin (10-40 yard) - each haul	\$ 325.00	\$70	
Compactor Recycle Bin (10- 70yard) - each haul	\$ 325.00	\$56	
Compactor Organics Bin (10-40-yard) - each haul	\$ 325.00	\$70	

Commercial Service

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Commercial Organics (Green or Brown Container)			
96-gallon 1x week	\$ 54.69	\$ 17.56	\$ 72.25
96-gallon 2x week	\$ 109.39	\$ 35.11	\$ 144.50
96-gallon 3x week	\$ 158.93	\$ 51.02	\$ 209.95
96-gallon 4x week	\$ 210.41	\$ 67.54	\$ 277.95
96-gallon 5x week	\$ 254.16	\$ 81.59	\$ 335.75
96-gallon 6x week	\$ 328.16	\$ 105.34	\$ 433.50
1 yard bin 1x week	\$ 79.79	\$ 25.61	\$ 105.40
1 yard bin 2x week	\$ 158.93	\$ 51.02	\$ 209.95
1 yard bin 3x week	\$ 230.36	\$ 73.94	\$ 304.30
1 yard bin 4x week	\$ 306.28	\$ 98.32	\$ 404.60
1 yard bin 5x week	\$ 369.98	\$ 118.77	\$ 488.75
1 yard bin 6x week	\$ 477.44	\$ 153.26	\$ 630.70
1.5 yard bin 1x week	\$ 97.80	\$ 31.40	\$ 129.20
1.5 yard bin 2x week	\$ 196.25	\$ 63.00	\$ 259.25
1.5 yard bin 3x week	\$ 284.40	\$ 91.30	\$ 375.70
1.5 yard bin 4x week	\$ 377.71	\$ 121.24	\$ 498.95
1.5 yard bin 5x week	\$ 456.21	\$ 146.44	\$ 602.65
1.5 yard bin 6x week	\$ 588.76	\$ 188.99	\$ 777.75
2 yard bin 1x week	\$ 112.60	\$ 36.15	\$ 148.75
2 yard bin 2x week	\$ 225.21	\$ 72.29	\$ 297.50
2 yard bin 3x week	\$ 326.87	\$ 104.93	\$ 431.80
2 yard bin 4x week	\$ 433.69	\$ 139.21	\$ 572.90
2 yard bin 5x week	\$ 523.77	\$ 168.13	\$ 691.90
2 yard bin 6x week	\$ 675.62	\$ 216.88	\$ 892.50
3 yard bin 1x week	\$ 132.55	\$ 42.55	\$ 175.10
3 yard bin 2x week	\$ 265.10	\$ 85.10	\$ 350.20
3 yard bin 3x week	\$ 384.14	\$ 123.31	\$ 507.45
3 yard bin 4x week	\$ 510.26	\$ 163.79	\$ 674.05
3 yard bin 5x week	\$ 616.43	\$ 197.87	\$ 814.30
3 yard bin 6x week	\$ 795.30	\$ 255.30	\$ 1,050.60
4 yard bin 1x week	\$ 166.01	\$ 53.29	\$ 219.30
4 yard bin 2x week	\$ 331.38	\$ 106.37	\$ 437.75
4 yard bin 3x week	\$ 480.66	\$ 154.29	\$ 634.95
4 yard bin 4x week	\$ 637.66	\$ 204.69	\$ 842.35
4 yard bin 5x week	\$ 770.21	\$ 247.24	\$ 1,017.45
4 yard bin 6x week	\$ 994.13	\$ 319.12	\$ 1,313.25

