



**Response to the City of Fullerton**  
**Request for Proposals for Solid Waste Management Services**

**(RFP # 2526-RFP-003)**

**November 17, 2025**



November 17, 2025

## A. Proposal Submitted Via OpenGov

## B. Transmittal Letter

**Subject: City of Fullerton Proposal for Solid Waste Management Services (RFP # 2526-RFP-003)**

To Whom It May Concern:

GreenWaste Recovery®, LLC (“GreenWaste”), a Delaware limited liability company with its principal place of business located at 2540 North 1<sup>st</sup> Street in San Jose, CA, is pleased to submit this comprehensive proposal to the City of Fullerton (City) for Solid Waste Management Services. GreenWaste Recovery, LLC is authorized to conduct business in California and is the legal entity that would execute the Agreement. We are pleased to provide this proposal for exclusive collection to the City’s residential, multi-family, and commercial customers while ensuring compliance with SB 1383 and other local and state solid waste regulations.

I, Clete Elms, GreenWaste’s Chief Executive Officer, am the person authorized to contractually obligate and negotiate the contract on behalf of GreenWaste and can be reached at (408) 938.4938 and via email: [clete.elms@greenwaste.com](mailto:clete.elms@greenwaste.com). We have conducted all due diligence necessary to confirm material facts upon which this proposal is based, and have thoroughly reviewed and understand the requirements, terms, and conditions contained in the RFP and its enclosures and the following addenda, which were downloaded and fully reviewed by GreenWaste:

[Addendum No. 1](#) | Issued: October 17, 2025

[Addendum No. 2](#) | Issued: October 17, 2025

[Addendum No. 3](#) | Issued: October 17, 2025

The Primary Point of Contact for this RFP is Morgan Oblinsky, VP of Strategy & Execution, who can be reached at (408) 206-8017 or via email: [Morgan.Oblinsky@greenwaste.com](mailto:Morgan.Oblinsky@greenwaste.com).

The following subcontractors will be utilized to provide the following services in Fullerton:

- ✔ **Container Delivery:** ContainerPros - Mark Merhab, VP; Mobile: 714-308-3425; Web: [www.containerpros.com](http://www.containerpros.com)
- ✔ **Paper Shredding Event:** Pacific Shredding – Cara DeClusin – VanDeGrift, Sales Support; Phone: 844-497-4733; Web: <https://pacificshredding.com/>
- ✔ **In addition, we will be using the following vendors:** Abound Food Care, Waste Streams Consolidated, Nothing Wasted Consulting, and California Alliance for Community Composting

Widely recognized as pioneers in the industry, GreenWaste is poised to offer the City of Fullerton exceptional, cost-effective, and environmentally responsive collection services that are tailored to meet the City’s waste diversion goals in accordance with state regulations. This proposal shall remain valid for a period of no less than 120 days from the date of submittal and all information submitted with this proposal is true and correct. GreenWaste is excited about this opportunity to establish a partnership with the City and offers a comprehensive suite of services to meet the City’s goals. We are confident you will find our proposal meets or exceeds all the criteria you expect from your next service provider.

Thank you,

A handwritten signature in black ink, appearing to read "Clete Elms", is written over a light blue circular stamp.

Clete Elms, CEO  
GreenWaste Recovery, LLC

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## C. Introduction

GreenWaste is pleased to submit this comprehensive proposal to the City of Fullerton detailing our unmatched quality and environmentally sustainable solid waste management services. Having proudly served Northern California communities for more than 40 years, we are eager to bring our unique, innovation-driven suite of collection and customer service operations to Southern California with a full complement of work force dedicated solely to the City of Fullerton.

GreenWaste is California's premier resource recovery and recycling company, specializing in the collection and processing of residential and commercial solid waste, organic materials, and recyclable materials. We provide these services to more than 300,000 residential and 10,000 commercial collection customers in over 20 jurisdictions throughout Santa Clara, San Mateo, Santa Cruz, Monterey, and Sacramento Counties.

GreenWaste was founded in San Jose, CA, in 1991. For more than 40 years, GreenWaste and its family of affiliate companies have provided exceptional, tailored, and integrated cost-effective solid waste collection and processing services. Widely recognized as a pioneer in the industry, we are uniquely positioned to offer the City of Fullerton cost-effective rates, reliable and friendly customer service, an exceptional education and outreach program, and superior collection capabilities for Fullerton operations. GreenWaste has secured processing capabilities through our strategic partnerships.



### Our Understanding of Fullerton's Scope of Services

GreenWaste is pleased to provide high-quality, reliable, and sustainable solid waste management collection and diversion services to the City of Fullerton's residents, businesses, and municipal facilities for the term of the Franchise Agreement. We have thoroughly reviewed the RFP and associated documents and have conducted our due diligence in researching collection operations.



This proposal includes a comprehensive three-cart collection system for all 28,768 residential customers, ensuring compliance with SB 1383 and other local and State regulations. Collection services for the City's more than 1,900 commercial businesses will include specialized collection in the Downtown District utilizing proven equipment that maximizes efficiencies and route productivity.

GreenWaste has specifically designed our collection program to foster a partnership approach with City staff as well as many community organizations, many of which will be instrumental in the special services and diversion programs that we have designed specifically for the Fullerton community.

## GreenWaste’s service philosophy is built on four core principles:

### Service Experience



Providing reliable, consistent collection services that meet or exceed customer expectations.

### Environmental Leadership



Maximizing waste diversion through innovative recycling and organics programs.

### Regulatory Compliance



Ensuring compliance with SB 1383 and all applicable waste management regulations.

### Community Partnerships



Serving as a trusted partner to the City; responsive to community needs and priorities.

In the City of Fullerton, our operations will adhere to these core service philosophies with the goal of providing the entire Fullerton community with excellent customer experience. Our comprehensive solid waste management services comply with all aspects of the Franchise Agreement.

Precise planning, coordination, and execution during the implementation period ensures a smooth transition of services that minimizes disruption to customers. Our Transition Team has decades of experience in bringing superior GreenWaste service to new areas and understands the complexities and advantages that arise when transitioning away from a large nationwide garbage company. Additionally, GreenWaste has an experienced team of executives, management, and supervisors that will be readily available to temporarily relocate to Fullerton to oversee and execute on our well-designed implementation plan.

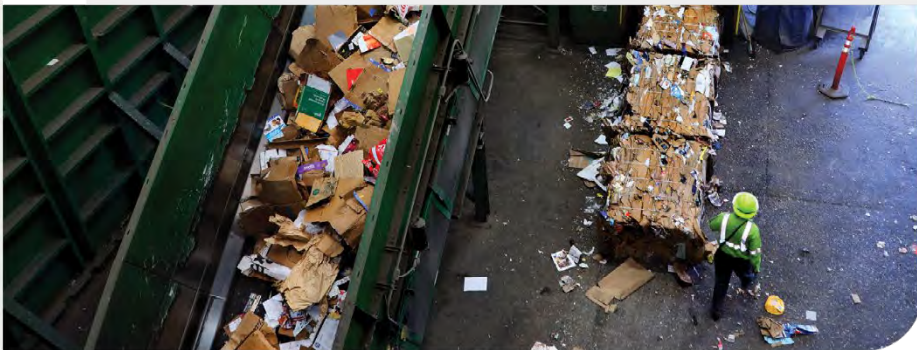
We will leverage our teams’ deep experience and will work with the City every step of the way to ensure that the transition of services is seamless. Included in this Proposal is our detailed implementation plan that was specifically designed for GreenWaste’s operations in Fullerton. We have already begun our initial evaluation of the customer and container data provided by the incumbent hauler during this RFP process and this data was analyzed and used to generate our assumptions for this Proposal.

During the implementation period, we will reanalyze, reassess, audit, and refine this data, including customer counts, projected tonnages, population density of the service area, and productivity of appropriate collection vehicles. This will ensure that all routes will be balanced and will not be commingled with other jurisdictions. We will be the City’s dedicated service provider that prioritizes the unique needs of Fullerton’s residents and businesses.

### Processing & Diversion Plan

Our proposed processing and diversion plan has been developed to maximize efficiency while promoting the highest and best use of all collected materials. Each transfer station and processing facility has been selected to maximize diversion and be based locally, resulting in reduced transportation-related costs and environmental impacts.

Through our outreach efforts and by implementing our SB 1383-compliant service offerings and diversion programs, which expand on the current level of service, diversion will increase considerably. We will educate and encourage participation in these programs during our initial implementation and throughout the term of the Agreement.



### Reporting & Compliance with local, State, & Federal Mandates

GreenWaste has been providing collections and processing services to Californians since 1991. In that time, we have stayed informed, helped to proactively shape California’s ever-evolving solid waste legislative landscape and adapted our practices to stay in compliance with new standards and legislation. GreenWaste’s operations, facilities, and education and outreach programs are all specifically designed to maximize diversion while promoting effective behavior change.

GreenWaste holds an extensive track record of assisting jurisdictions with meeting, and often exceeding, goals set by State and local laws, including California’s AB 939, AB 341, AB 1826, and SB 1383 regulations. We will assist the City of Fullerton in its SB 1383 reporting and CalRecycle documentation, ensuring the City meets its reporting obligations and maintains transparency. Through collaboration and innovation, GreenWaste will serve the City as a

valuable partner in helping achieve and sustain compliance while promoting environmentally responsible solid waste collection practices.

GreenWaste anticipates and accommodates future statutory changes through our robust regulatory monitoring system. This involves staying well-informed of proposed and impending legislative updates related to solid waste and material processing services. For years, we have maintained close relationships with industry associations, legal experts, and regulatory authorities, gaining insights into emerging trends and potential changes in laws. This has enabled GreenWaste to invest in infrastructure, technology, and operational strategies that align with anticipated requirements. Regular internal reviews and scenario planning enable GreenWaste to stay agile and swiftly implement necessary adjustments, ensuring compliance with evolving statutes and minimizing disruptions to waste management services.

Our proposal includes maintaining the mandatory three-cart service for all residential customers. We propose a comprehensive approach that not only ensures compliance with the City’s guidelines detailed in RFP, but also promotes waste reduction, recycling, and composting practices. Our commitment to innovation will be evident in tailored programs, and educational initiatives designed to optimize waste collection while increasing diversion.

GreenWaste has extensive experience aiding jurisdictions in implementing and enhancing successful food waste collection and diversion programs. We will collaborate with local non-profits that specialize in edible food recovery to ensure food waste is not only collected but processed and repurposed to support a more circular economy. GreenWaste’s outreach efforts to residents will focus educating on proper organics separation and food waste reduction. Through collaboration and custom-tailored solutions, we will aid the City in successfully achieving its food waste-related objectives under SB 1383.





### Proven Collection Equipment

GreenWaste utilizes state-of-the-art collection vehicles that are equipped with the latest safety and efficiency technology designed to prevent accidents. We maximize route efficiencies by operating automated collection vehicles on routes that have been thoughtfully designed and calibrated.

For the City of Fullerton, GreenWaste will help reduce emissions through our commitment to the use of local vendors, local transfer and processing facilities, route optimization, proactive fleet management and maintenance, and compressed natural gas (CNG) and renewable natural gas (RNG) engines for our collection vehicles. Benefits of CNG/RNG include a significant reduction in greenhouse gas emissions compared to diesel, quieter operations that reduce noise pollution, and improved air quality for Fullerton neighborhoods.

GreenWaste has also invested in alternatively-fueled collection vehicles and was one of the first haulers in the Nation to purchase, test, and operate an all-electric garbage truck, which we did in the City of Palo Alto. We believe in establishing partnerships with our communities to pilot and invest in these new technologies.

### Special Waste Collection & Additional Programs

GreenWaste has experience providing community-based special waste collection programs to enhance recovery of materials. We are excited to provide the City of Fullerton with additional services like a Bulky Item Reuse program, holiday tree collection, HHW drop-off events, compost giveaway events, paper shredding events, disaster preparedness and assistance, and many other community programs we've designed specifically for the City of Fullerton, described further in [Section L](#). Our additional service offerings include a senior citizen discount program, "Hot Spot" cleanups in problematic areas, City-sponsored and special events, as well as a commitment to providing premium service to all customers in the City's Downtown District.

### Capability of Selected Transfer & Diversion Facilities

GreenWaste has selected transfer and processing facilities that offer efficiencies in material movement as well as proven diversion opportunities for the City of Fullerton for the term of the Franchise Agreement. Collected materials (destined for diversion) will be transported to a transfer station located in Orange, CA for consolidation prior to being sent to the final processing facilities for diversion. The processing facilities have been selected for the capacity and sorting efficiencies and technologies that result in high recovery rates while meeting quality standards. All proposed transfer and processing facilities are properly permitted and will maintain compliance with all environmental standards and regulations.

### Organic Waste Processing & Disposal Capacity

GreenWaste has selected an organic waste processing facility that is capable and has sufficient capacity to process the City's organics for the term of the Agreement. Organics will be minimally pre-processed at the proposed Transfer Facility in Orange, CA and sent to a regional organic processing facility for additional composting and diversion. Minimal pre-processing includes preparing the organics for the composting operation. Compost, mulch, and potentially renewable energy can be produced at selected organic waste processing facilities and will be fully compliant with SB 1383 requirements and all State and local regulations.

The only waste stream that will be directly hauled to the end-use facility will be waste collected in gray/black containers. Non-recyclable materials will be directly hauled from the collection routes to the Olinda Alpha Landfill that is owned by Orange County and follows the Orange County Waste Disposal Agreement requirements. If the City's disposal arrangement changes, GreenWaste can assist the City with securing a disposal capacity arrangement with other landfills in the region.

## A Summary of Our Approach to Providing Excellent Services in the City of Fullerton



Our approach emphasizes **proactive collaboration** with the City while providing **operational excellence** and **dedicated customer service**. GreenWaste’s experience, operational flexibility, desire to innovate, and our focus on sustainability enable us to tailor solutions for the City of Fullerton’s diversion goals.

GreenWaste has executed multiple service transitions effortlessly, smoothly, and without disruption to customers in communities similar to the City of Fullerton. This experience, along with our understanding of the intricacies and choreography necessary to transition service providers, will be crucial in minimizing the potential for service interruptions and inconveniences for residents and the City as a whole.



GreenWaste’s proposed implementation plan balances expectant and realistic timelines to create an accurate estimation of the start and end dates of activities and their expected duration, sequencing, as well as any potential overlap. GreenWaste has an experienced team of executives, management, and supervisors who will be readily available to temporarily relocate to Fullerton to oversee and implement our well-designed implementation plan.





We work closely with vehicle, container, and equipment vendors to ensure timely delivery of equipment and supplies. Our proposed equipment has been carefully selected to provide the most economic and efficient collection of materials while maintaining a safe environment. We believe in establishing partnerships with our communities and are open to piloting new technologies that others aren’t willing to invest in.



GreenWaste is committed to reliable, professional, courteous, and local customer service experience. All GreenWaste Customer Service Representatives (CSRs) will be local and complete a robust training program, so they are prepared to handle all potential customer inquiries correctly and efficiently. We will also hire experienced Recycling Coordinators who will be instrumental during the transition and throughout the term of the Agreement to ensure all customers are provided with the necessary information and tools to participate in our new and expanded collection services and diversion programs.

GreenWaste ensures cost-effective operations to maintain economic customer rates and minimize fiscal and liability impacts on ratepayers and contracting governments all while providing best-in-class service, diversion rates, and enhanced sustainability initiatives. We plan to achieve this by offering low risk end-use market approaches with highest and best use objectives for end materials, maximizing quality of recovered materials, and a robust outreach program to maximize participation in diversion programs.

GreenWaste values are what drives us. We will incorporate the following principles into our operations in the City of Fullerton.

-  **Resourceful:** Find the most effective solutions to any problem by tapping into our expertise and resources, being flexible and agile, and trusting to do what’s right.
-  **Authentic:** We are who we say we are, and we do what we say we’ll do with honesty, transparency, and integrity to deliver value to all we serve.
-  **Courageous:** Empowering others and open dialogue are essential to creating strong, productive teams that can openly innovate and try new ideas.
-  **Dependable:** Being trustworthy and reliable to each other, our customers, the communities we serve and to our environment.

GreenWaste is confident in our ability to successfully execute all aspects of our proposed programs, approach, and service standards and looks forward to serving as Fullerton’s trusted waste management partner for the next decade and beyond. We are committed to delivering the highest quality service and customer experience, while advancing the City’s sustainability goals and maintaining full regulatory compliance.





Included in this section are the following:

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## D. Related Experience

**Company Details: GreenWaste Recovery LLC is a Delaware limited liability company authorized to conduct business in California.**

**Name of Principal:** Clete Elms, CEO  
**Contact Information:** 408.938.4938 & [Clete.Elms@GreenWaste.com](mailto:Clete.Elms@GreenWaste.com)  
**Number of Employees:** 1,000+  
**Corporate Headquarters:** 2540 North First Street, Suite 300  
San Jose, CA 95131  
**Client Base:** Residential, Commercial, Industrial & Jurisdictions throughout Northern California



### Areas of Specialization & Expertise:

- Residential and Commercial MSW, Recycling, Organics Collection
- Commercial Composting, including food waste
- State-of-the-Art MSW, Recycling, Organics Material Processing (High-diversion organics processing facility)
- Construction and Demolition (C&D) Debris Processing
- Renewable Energy Anaerobic Digestion
- Carpet Recycling
- Debris Box Services

### GreenWaste Facilities:

#### San Jose:

GreenWaste San Jose Material Recovery Facility  
GreenWaste Carpet Recycling Drop Off  
GreenWaste Zanker Resource Recovery Facilities (Site 1 & Site 2)  
GreenWaste Renewable Energy Digestion Facility

**Hayward:** GreenWaste Hayward Transfer Station

**Gilroy:** GreenWaste Z-Best Composting Facility

**Stockton:** GreenWaste Stockton Resource Recovery Facility & Transfer Station

**Sacramento:** GreenWaste Florin Perkins Resource Recovery Facility









We provide the abovementioned services to more than 300,000 residential and 10,000 commercial collection customers in 20 jurisdictions throughout Santa Clara, San Mateo, Santa Cruz, Monterey, and Sacramento Counties. Since 1991, GreenWaste and its family of affiliate companies have provided exceptional, tailored, and integrated cost-effective solid waste collection and processing services throughout Northern California.

## GreenWaste’s Northern California Network

### Our Mission:

We are innovators, recyclers, and stewards of the environment. Our mission is to focus our innovation, people, and commitment to being “green first” to revolutionize how we transform the world’s waste.

### What We Do:

-  Residential & Commercial Collections
-  Processing
-  Construction & Demolition Recycling
-  Debris Boxes
-  Anaerobic Digestion
-  Composting

### Additional Details About GreenWaste’s Ownership:

GreenWaste Recovery, LLC is owned by MIP V Waste, LLC, a Delaware limited liability company, that also owns GreenWaste Affiliates Zanker Road Resource Management, LLC and Zero Waste Energy Development, LLC. MIP V Waste, LLC is a wholly owned special purpose vehicle of MIP V Waste (ECI) AIV, L.P. (“MIP V Waste AIV”), an alternative investment vehicle of Macquarie Infrastructure Partners V, L.P. (“MIP V LP”) and Macquarie Infrastructure Partners V SCSp. GreenWaste was formed in 2021 and is the successor amalgamation of the GreenWaste Recovery and Zanker family companies, which conducted business from 1985 to 2021.

### Recognized By:



GreenWaste has experience and success in providing and supporting solutions to waste handling needs. Currently, GreenWaste provides collection services to the following municipalities and agencies through exclusive Franchise Agreements:

- ✔ Town of Atherton
- ✔ Burbank Sanitary District
- ✔ California State University, Monterey Bay
- ✔ City of Capitola
- ✔ City of Carmel-by-the-Sea
- ✔ City of Del Rey Oaks
- ✔ Town of Los Altos Hills
- ✔ City of Marina
- ✔ City of Pacific Grove
- ✔ City of Palo Alto
- ✔ Pebble Beach Community Services District
- ✔ Town of Portola Valley
- ✔ City of Sand City
- ✔ City of San Jose
- ✔ County of Santa Clara East District
- ✔ County of Santa Clara Facilities
- ✔ County of Santa Clara South District
- ✔ City of Scotts Valley
- ✔ County of Santa Cruz
- ✔ City of Seaside
- ✔ State Parks & Beaches; Santa Cruz District
- ✔ Town of Woodside

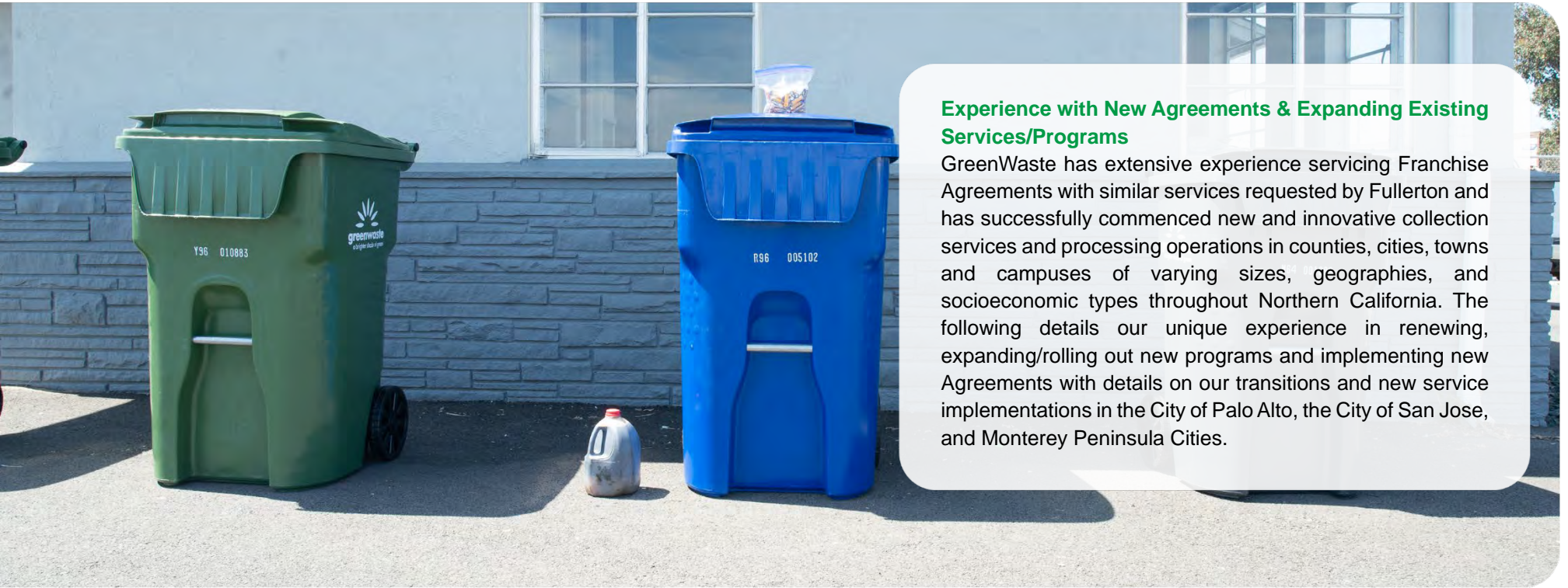
### Innovative Technology Solutions for our Communities

For decades, GreenWaste has been at the forefront of recycling and resource recovery innovation, constantly striving for more efficient, economical, and environmentally responsive collection services and processing operations. We are early adopters of zero emissions vehicles (ZEV) and have partnered with manufacturers to help bring the best possible ZEVs to our communities. In 2017, GreenWaste’s affiliate (GreenWaste of Palo Alto) debuted the world’s first full-sized all-electric side-loading collection vehicle, manufactured by BYD. This state-of-the-art vehicle was one of the Nations’s first all-electric collection vehicles and since bringing it into service, GreenWaste of Palo Alto has added three more ZEVs to our operation.

In 2008, GreenWaste worked with a proven technology vendor to design and install the newest sorting technology in GreenWaste’s state-of-the-art San Jose Material Recovery Facility (MRF) where recyclables and municipal solid waste (mixed organics) are processed. In 2015 GreenWaste further innovated and improved our recyclables processing capacity by installing additional and highly advanced processing technology, which significantly increased the amount of recyclable materials diverted from landfills. The state-of-the-art mixed organics processing facility was updated again in 2018 to include four Max-AI® AQC units performing quality control on recyclables and two additional Max-AI® AQC units recovering any remaining recyclables prior to material being sent to compost. This upgrade made the GreenWaste MRF one of the most advanced processing facilities in the world. We are also operating a recycling pilot program targeting traditionally hard-to-recycle film plastics. This program leverages novel technology that recycles these plastics into a renewable material that can be used to make paints, coatings, automotive parts, shoes, and more.



**Come take a virtual tour of our facilities!  
Watch and learn how we sort, process, &  
transform the materials we receive.  
[Facilities Virtual Tour - GreenWaste](#)**



**Experience with New Agreements & Expanding Existing Services/Programs**

GreenWaste has extensive experience servicing Franchise Agreements with similar services requested by Fullerton and has successfully commenced new and innovative collection services and processing operations in counties, cities, towns and campuses of varying sizes, geographies, and socioeconomic types throughout Northern California. The following details our unique experience in renewing, expanding/rolling out new programs and implementing new Agreements with details on our transitions and new service implementations in the City of Palo Alto, the City of San Jose, and Monterey Peninsula Cities.

**GreenWaste Recent Renewals & New Business: 2022 to Current**



The County of Santa Clara negotiated a new 10-year contract with GreenWaste in 2023 for collection services for County-owned Facilities totaling 3,773 cubic yards of material per week.



The City of Sunnyvale negotiated a new 15-year contract with GreenWaste in 2022 for the processing of organics at Z-Best Composting Facility, totaling 32,000 tons annually.



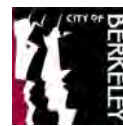
San Jose State University negotiated and renewed a 5-year contract with GreenWaste in 2023 for collection service to the university's 30,000 students and faculty members.



Caltrans negotiated a new 3-year contract with GreenWaste in 2022 for the delivery of green waste and construction waste to Zanker Recycling totaling 53,000 tons annually.



Stanford University negotiated a new 5-year contract with GreenWaste in 2023 for the processing of recyclables and organics at GreenWaste facilities for the university's 35,000 students and faculty members.



The City of Berkeley negotiated a new 5-year contract with GreenWaste in 2022 for the processing of construction and demolition debris at Zanker Recycling totaling 30,000 tons annually.

### Transition Experience in Santa Clara County: East + South Service Districts New Agreement & Expanded Services/Programs



In early 2025, GreenWaste began rolling out new and expanded collection services in the East and South Service Districts in Unincorporated Santa Clara County after a competitive procurement process, which had several schedule delays that resulted in a truncated transition period. Already the exclusive hauler for the South service district,

GreenWaste was awarded the East service district as well, which significantly expanded current service offerings. Additionally, the existing South service district services and programs were expanded, and that Agreement was aligned with the East District Agreement for continuity within the County.

Even with the delayed transition timeline, GreenWaste was able to meet tight deadlines by working closely with the County and Board of Supervisors frequently to prepare and plan for new and expanded service offerings prior to executing the Franchise Agreement. When the Franchise Agreement was executed, we placed equipment orders immediately to ensure everything arrived on time and in accordance with the Agreements. We also developed and deployed our transition outreach plan and worked collaboratively with the County to inform and educate the residents about GreenWaste as their new hauler (East District) and new services/expanded programs (South District).

Our customer database integration went smoothly due to our prior planning and field verification activities and data analysis during the roll over. Once all customers were entered and verified in the Tower customer service software system, we deployed our outreach team to visit Multi-Family Dwellings (MFDs) and commercial customers to provide onsite waste assessments and training as well as educate customers on the new and expanded programs.

In the months since the transition, GreenWaste's service in Santa Clara County has resulted in superior, standardized services across the County for 9,922 residential and 322 commercial customers.



**Beyond the metrics, the team at GreenWaste Recovery has been a pleasure to work with. They are professional, responsive, and genuinely committed to our success. Their expertise and proactive support have been invaluable. I recommend them without reservation."**

**- Natalie de Leon, Senior Sustainability Analyst, County of Santa Clara**



**GreenWaste's collection and processing operations are designed to meet and exceed state mandates, including Senate Bill 1383 and other waste diversion requirements."**

**- George Rodericks, City Manager, Town of Atherton**

## City of Palo Alto New Agreement & Expanded Services/Programs

In 2008, GreenWaste of Palo Alto (GWPA) was selected to provide the City of Palo Alto with baseline solid waste collection and processing services as well as the rollout of new and expanded services to assist the City of Palo Alto in reaching their goal of Zero Waste. GWPA designed a wide-ranging service program to offer customers their familiar baseline collection services as well as new and expanded recycling services at no additional charge. The expanded zero waste services also offered new subscription-based programs for businesses. As part of GWPA’s Transition and Implementation Plan, the following transitional and targeted outreach and educational activities were conducted to inform customers of the new and expanded recycling and diversion programs and innovative services available:

- **Single-Family Residential Sector:** Key changes for Single-Family Dwellings (SFD) residents included expanded recyclable materials, additional cleanup days, and personalized outreach to optimize container sizes, boost recycling, and reduce waste costs. Three targeted outreach materials were distributed: a service change notice, holiday schedule, and recycling guide. Additionally, press releases and ads ran in local and regional newspapers prior to the transition.
  
- **Multi-Family Residential Sector:** Major changes for Multi-Family Dwellings (MFDs) included expanded recycling materials, additional cleanup days, and optional organics collection. Targeted outreach notified residents and managers and "recycle buddy" containers were provided to assist with recycling. Six outreach materials — service change notices, holiday schedule, laminated posters, and guides — were distributed. Press releases and ads in local/regional newspapers supported the transition efforts.
  
- **Commercial Sector:** Significant updates for commercial, school, and government facilities included expanded recycling materials, optional organics collection, and increased C&D recycling. Targeted outreach campaigns informed stakeholders of service changes and new options and encouraged organics program enrollment that included free training. Six outreach materials were distributed: service change notices, holiday schedules, laminated recycling and organics posters, and “how-to” guides. Similar press releases and ads ran in local and regional newspapers leading up to the transition.



The comprehensive Transition and Implementation Plan also outlined the specific activities and timelines associated with each component of the transition including the identification of potential obstacles and associated contingencies. Once a challenge was identified, GWPA worked with the City of Palo Alto and the previous hauler to quickly overcome those challenges. GreenWaste continues to maintain a close relationship with City Staff to customize programs to accommodate changes in regulations and achieve the City’s sustainability goals.

The City and GWPA remain strong partners, committed to advancing programs to increase diversion, while maintaining a cornerstone of positive customer relationships and reliable service.



## City of San Jose Agreement & Expanded Services



Since 1991, GreenWaste has been providing yard trimmings collection services to Districts A and B in the City of San Jose with exceptional service. The City of San Jose has a unique yard trimmings collection program; residents either leave their yard trimmings loose in

the street, where they are collected using claw-type wheeled loaders paired with rear-load collection vehicles or place their yard trimmings in a cart, where they are collected by a rear-load or side-load collection vehicle. In 2002, GreenWaste was awarded District C and became the City's exclusive residential yard trimmings collection and processing contractor. Pre-processing of collected yard trimmings is performed at the GreenWaste San Jose Material Recovery Facility, where a trommel screen is used to separate woody debris from the compostable fraction. The material is loaded in transfer trailers and transported to Z-Best Composting Facility in Gilroy, CA where it is transformed into OMRI-listed organic mulch and compost products. The final nutrient-rich compost is marketed to nearby landscapers and farmers where it is used for regenerative agriculture and landscaping.

In addition to yard trimmings collection and processing services, GreenWaste also provides street sweeping services for more than 36,000 curb-miles, as well as public litter collection (totaling over 20,000 public litter collections each month). Furthermore, the GreenWaste San Jose Material Recovery Facility provides solid waste processing services for the single family and multi-family sectors, totaling over 245,000 tons of MSW processed per year.

Over the years, we have partnered with the City of San Jose to implement a myriad of pilot programs, including providing and servicing carts for containerized yard trimmings collection at designated residences, co-collecting food scraps with yard trimmings using home compost containers with biodegradable bags, and achieving high resident participation and customer satisfaction. Recently, we implemented a pilot program to transform and recycle film plastics, which often present challenges in waste processing and sorting.



### Monterey Peninsula Cities New Agreement & Expanded Services

In 2008, the cities of Carmel-by-the-Sea, Del Rey Oaks, Marina, Sand City, Seaside, Pacific Grove, and the Pebble Beach Community Services District (hereinafter referred to as the “Peninsula Cities”) had exclusive Franchise Agreements for solid waste and recycling collection and processing services that were all expiring within a span of 6 months. GreenWaste submitted a comprehensive and competitively priced proposal and was ultimately awarded 7 exclusive individual 15-year Franchise Agreements with the Peninsula Cities to provide solid waste, recycling, and organics collection services, with a phased commencement schedule beginning in 2015.

GreenWaste’s services included the provision of the requested baseline collection and processing services, as well as the rollout and integration of new and expanded services. For the new service transition into the Peninsula Cities, GreenWaste developed a comprehensive Transition and Implementation Plan that outlined the specific activities and timelines associated with each component of the transition, including the identification of potential obstacles, planned contingencies, and mitigation measures, as needed. The primary goal of the Transition and Implementation Plan was to minimize the potential for service interruptions and any inconveniences for customers. GreenWaste successfully completed this goal.

“

**I am excited to bring the GreenWaste mission and vision to the City of Fullerton. Our team is ready to support the City and provide great service to its customers!**

**– Kelley Johannsen, VP of Collections**

”













**Check Out the Jurisdictions We Serve!**

GreenWaste’s services were designed to provide a more comprehensive baseline service program than was requested in the Peninsula Cities RFP, in addition to new and expanded recycling services. The most significant changes that affected all customers were the expansion of the types of materials accepted in recycling carts, and the delivery of new color-coded containers: gray for garbage, blue for recyclable materials, green for yard trimmings, and yellow for food waste. Customers were notified of the expanded list of acceptable materials in all public outreach and educational materials, including press releases, newspaper advertisements, and sector-specific new hauler notice postcards. The itemized list of acceptable items by material type was detailed in each sector-specific recycling guide that was distributed prior to the commencement of services.

In addition to providing a smooth transition in the peninsula cities, we transitioned new services at the California State University Monterey Bay (CSUMB) campus in 2012. We were awarded the Exclusive franchise (along with several contract extensions in 2019 and 2025) to provide solid waste, recycling, and compostable collection and processing services to more than 1,200 residential and six commercial customers. We reduce environmental impacts by commingling all recyclables collected from CSUMB at our Transfer Station in Watsonville with other recyclables collected from nearby areas and then transport these materials to the GreenWaste MRF in San Jose in large transfer trailers. Recyclable materials transported to the GreenWaste MRF in San Jose are processed on our state-of-the-art single-stream recyclables line where they are separated, cleaned, baled and shipped to market.

## GreenWaste Service Areas

			
<a href="#"><u>CSU, Monterey Bay</u></a>	<a href="#"><u>Carmel-By- The-Sea</u></a>	<a href="#"><u>Del Rey Oaks</u></a>	<a href="#"><u>Marina</u></a>
			
<a href="#"><u>Pacific Grove</u></a>	<a href="#"><u>Pebble Beach</u></a>	<a href="#"><u>Sand City</u></a>	<a href="#"><u>Seaside</u></a>

## Performance History & Legal Disclosures



As we understand the requirements of this RFP, GreenWaste and its subsidiaries, parents, other corporate affiliates, or subcontractors have not defaulted in its performance on a contract during the past 5 years. GreenWaste has not had any criminal legal action against it, its parents, or subsidiaries in the last 5 years. There are no current or threatened legal actions in California against/by GreenWaste, its parents or subsidiaries, against/by a governmental entity contracting with GreenWaste or its parents for services relating to solid waste management.

### Past Investigative Actions

As we understand the requirements of this RFP, GreenWaste and its subsidiaries, parents, other corporate affiliates, or subcontractors have not had any investigations or audits during the past 5 years.

### Litigation History

[Redacted]

## E. Project Team

GreenWaste will utilize our executive management and key personnel from our Northern California operations to successfully carry out the terms of the Franchise Agreement. GreenWaste has been a leader in innovating, adopting, and developing recycling and resource recovery technology, constantly striving for more efficient, economical, and environmentally responsive recycling technology and will bring our vast experience to Fullerton.



Our team of experienced solid waste industry professionals will provide a smooth transition and ongoing oversight of service operations to all residents and businesses in the City of Fullerton. Included on the pages that follow are details of our experienced and dedicated Executive Team including their roles and commitments to the City of Fullerton under the Franchise Agreement.

### Key Personnel Roles & Commitments

Our company Organizational Charts are provided immediately following key personnel resumes. We've included two Organizational Charts; the first chart demonstrates GreenWaste's Executive Leadership Team, who will work closely with the Fullerton Team during the transition and throughout the term of the Franchise Agreement. GreenWaste's current Executive Team has successfully completed several program rollouts and new service transitions and will be instrumental in the design, development, and implementation of our transition of collection services in the City of Fullerton.

The second chart is the Fullerton Team Organizational Chart and includes members of GreenWaste's Executive Leadership Team and our proposed Fullerton Team, who will work together closely during the transition and throughout the term of the Franchise Agreement in order to provide Fullerton with the most comprehensive suite of collection services and diversion programs that are unmatched in the solid waste industry.

### Primary Project Manager

Our Primary Project Manager will be Morgan Oblinsky, who will be present in our office in the City of Fullerton throughout the Transition Period.

Jose Ortiz, the General Manager of Fullerton, will be the main point of contact should GreenWaste be successfully awarded this Franchise Agreement. Jose will reside in the City of Fullerton over the Term of the Agreement.



Jose Ortiz will be the Fullerton General Manager. Jose is currently the General Manager for GreenWaste's Monterey Peninsula Cities Franchise Agreements and has decades of committed service to GreenWaste. Jose has exemplary experience and will ensure the City is fully supported over the term of Agreement. Jose has been integral in the roll-out of SB 1383 compliant services for many jurisdictions and is highly equipped to support the City of Fullerton as services are expanded to its customers.



**I am excited to bring the GreenWaste mission and vision to the City of Fullerton. Our team is ready to support the City and provide great service to its customers!"**

**– Jose Ortiz, GreenWaste GM, City of Fullerton**





## Clete Elms

CEO

San Jose Headquarters

2024 - Present

Phone 669 297 3340

Email [Clete.Elms@greenwaste.com](mailto:Clete.Elms@greenwaste.com)






Clete brings over two decades of executive leadership experience in the waste and recycling industry, with a proven track record in operational excellence. He joined GreenWaste in 2024 as Chief Operating Officer (COO) and served as Interim CEO from March to August 2025, when he was officially appointed CEO. In both roles, Clete has driven key initiatives focused on revenue growth, operating profitability, safely, and sustainably. Prior to joining GreenWaste, Clete served as CEO of Australia-based Wastech Engineering and as Head of Infrastructure at Cleanaway Waste Management. At GreenWaste, he has emphasized the importance of building a culture of accountability and transparency to empower team members and foster momentum within the company.

### Roles & Responsibilities

As CEO, Clete further strengthens GreenWaste commitment to the provision of safe, customer centric, efficient, and sustainable waste solutions through a highly engaged and motivated team. He is an articulate and passionate Senior Executive with demonstrated track record managing & growing large, complex multi-regional businesses.

### Skills

-  Contract compliance
-  Strategic planning
-  Risk management



[LinkedIn Profile](#)

**Availability for Fullerton: 10%**



## Kevin DiVincenzo

COO

San Jose Headquarters

2025 - Present

Phone 330 720 6860

Email [Kevin.Divincenzo@greenwaste.com](mailto:Kevin.Divincenzo@greenwaste.com)






Kevin is a results-driven finance and operations leader with two decades of experience building high performing teams, driving process improvement, operational excellence, KPI standardization, strategic volume and pricing growth, and margin expansion for multiple publicly traded entities. He has led regional territories across California and Nevada of 3,000 employees, overseeing and negotiating union contracts, and managing topline revenues of \$2 billion per year. When Kevin was Director of Finance from 2016 - 2019, the local finance manager located in Anaheim reported directly to him. From 2019 - 2021, Kevin was Director of Operations Support, where he supported Republics' operations in LA and Orange County. He maintains a healthy amount of historical knowledge of the market.

### Roles & Responsibilities

As COO, Kevin oversees all operations and is instrumental in developing and deploying economically and environmentally sustainable operations across our entire portfolio in California. For the City of Fullerton, Kevin will oversee the operations, strategic relationships, and provide overarching support.

### Skills

-  Business management
-  Operational excellence
-  Strategic planning



[LinkedIn Profile](#)

**Availability for Fullerton: 25%**



**greenwaste**<sup>®</sup>

## James Redmond

**CFO**

**San Jose Headquarters**

**2022 - Present**

**Phone** 347 602 1131

**Email**




James.Redmond@greenwaste.com

James is strategic and results-driven finance executive with over 20 years of experience in infrastructure, waste management, and financial services across global markets. He has proven expertise in financial control, FP&A, and corporate development, with a strong track record in leading complex financial operations, regulatory compliance, and investment strategy. As CFO of GreenWaste, James oversees all accounting, reporting, and financial governance functions.

### Roles & Responsibilities

In his current role as CFO, James is responsible for all accounting, reporting, and financial control related functions at GreenWaste, including contractual and governmental reporting and compliance. James will oversee all accounting operations, supervision of the Controller, contract compliance, and overall integration of all financial functions at GreenWaste.

### Skills

-  Financial operations
-  Accounting, reporting & compliance
-  Government contract oversight



[LinkedIn Profile](#)

**Availability for Fullerton: 10%**



**greenwaste**<sup>®</sup>

## Morgan Oblinsky

**VP, Strategy / Fullerton Contact**

**San Jose Headquarters**

**2024 - Present**

**Phone** 757 325 0852

**Email**




Morgan.Oblinsky@greenwaste.com

Morgan comes to GreenWaste with 15 years of experience across investment banking, investing, and operations. In his current role as GreenWaste's VP of Strategy & Execution, Morgan is responsible for GreenWaste's strategic planning and implementation through the identification and evaluation of both organic and inorganic investment opportunities. Morgan holds a bachelor's degree in aerospace engineering from the United States Naval Academy and an MBA from the University of Virginia's Darden School of Business.

### Roles & Responsibilities

In his current role, Morgan is responsible for GreenWaste's strategic planning and implementation through the identification and evaluation of both organic and inorganic investment opportunities. Morgan will be the Primary Point of contact over the transition, complete Agreement negotiations and ensure all activities are completed within the expected timelines.

### Skills

-  Strategy & execution
-  Acquisition
-  Strategic Partnerships



[LinkedIn Profile](#)

**Availability for Fullerton: 30%**



## Zoraya Atayde

VP, Human Resources

San Jose Headquarters

2007 - Present

Phone 831 920 6707

Email [Zoraya.Atayde@greenwaste.com](mailto:Zoraya.Atayde@greenwaste.com)



Zoraya, PHR, has worked at GreenWaste since 2007, initially in dispatch, then payroll, and eventually working her way up to her current position of VP of Human Resources. In her current role, Zoraya oversees all GreenWaste's human resources functions. Zoraya has a bachelor's degree in Business Administration from San Jose State University. She also has a Professional in Human Resources (PHR) certification from the Human Resource Standards Institute and several certifications from Micro HR and the Wharton Executive Education Chief Human Resources Officer Program.

### Roles & Responsibilities

Zoraya is responsible for the Human Resources team, our top-of-market health and benefits program, and the company's recruitment and training programs to engage our growing workforce well into the future. Zoraya will assist with all HR functions in Fullerton and be essential during our employment offerings and trainings to ensure ongoing access to HR resources.



[LinkedIn Profile](#)



## Kelley Johannsen

VP, Collections

San Jose Headquarters

2024 - Present

Phone 602 882 9897

Email [Kelley.Johannsen@greenwaste.com](mailto:Kelley.Johannsen@greenwaste.com)






Kelley brings more than 25 years of experience across waste and recycling operations, route optimization, fleet management, customer service, and labor relations. In his current role as GreenWaste's VP of Collections, Kelley is responsible for end-to-end collection operations across the company's entire route network, championing best in class customer service while driving safety, compliance, and sustainable growth. Kelley holds a bachelor's degree in business from the University of Houston and an MBA from the University of Phoenix.

### Roles & Responsibilities

In his current role as GreenWaste's VP of Collections, Kelley is responsible for collection operations across the company's entire route network, championing best in class customer service while driving safety, compliance, optimization, and sustainable growth. Kelley will oversee all aspects of the collection operation.

### Skills

-  Profit & loss management (\$100M+ portfolios)
-  Municipal and regulatory relations
-  Environmental compliance



[LinkedIn Profile](#)

**Availability for Fullerton: 35%**



## John Henriksen

VP, Info Technology

San Jose Headquarters

2022 - Present

Phone 408 938 4934

Email [John.Henriksen@greenwaste.com](mailto:John.Henriksen@greenwaste.com)






John brings decades of experience in enterprise software, biotechnology, and heavy highway construction. In his current role as VP of IT, he is responsible for all information technology at GreenWaste, supporting both employees and operations and leads growth and innovation through the strategic use of technology. John graduated from Saint Mary's with a bachelor's degree in Management. John is a trusted executive partner, skilled in optimizing technology investments and shaping long-term business strategy.

### Roles & Responsibilities

John is responsible for all information technology at GreenWaste, supporting both employees and operations and leads growth and innovation through the strategic use of technology.

### Skills

-  Digital transformation
-  IT executive management
-  Database transition from previous hauler



[LinkedIn Profile](#)

Availability for Fullerton: 10%



## Tim Reiber

VP, Sales & Marketing

San Jose Headquarters

2025 - Present

Phone 303 818 4427

Email [Tim.Reiber@greenwaste.com](mailto:Tim.Reiber@greenwaste.com)






Tim brings almost three decades of leadership experience in the resource recovery and construction materials sectors, most recently as COO of an environmental and inspection equipment solutions company and VP of Operations at North America's largest hydrovac excavation company. As VP, Sales & Marketing, Tim oversees all GreenWaste's inbound and outbound sales and marketing functions. Tim has a bachelor's degree from the University of Florida.

### Roles & Responsibilities

In his current role, Tim oversees operations and sales with a proven record of expanding market share and business growth through implementation of effective strategies and developing organizational leaders. Tim will oversee the customer relations strategy and ensure the customer service program supports SB 1383 compliance, as well as brings the GreenWaste commitment to service to the City of Fullerton.

### Skills

-  Sales & operations management
-  Strategic planning & execution
-  Hauling & fleet operations



[LinkedIn Profile](#)

Availability for Fullerton: 10%



## Adrian Bryan

VP, Asset Procurement

San Jose Headquarters

2025 - Present

Phone 804 731 7949

Email [Adrian.Bryan@greenwaste.com](mailto:Adrian.Bryan@greenwaste.com)






Adrian is a highly accomplished and results-driven VP of Fleet, Fleet Maintenance & Procurement with twenty-nine years of progressive experience in driving operational excellence, optimizing resources and maximizing performance across diverse industries. Adrian is a leader in all aspects of Logistics, Procurement & Acquisition, Supply Chain, Transportation, Fleet Maintenance and Life Cycle Management. He is a demonstrated leader in strategic planning, continuous process improvement, and team management, fostering a culture of continuous growth, innovation, and efficiency.

### Roles & Responsibilities

In his current role, Adrian oversees all sustainment operations for both fixed and mobile assets and leads all procurement strategic initiatives. Adrian will oversee all capital acquisitions including and vehicles.

### Skills

-  Strong relationships with logistic stakeholders
-  Cross-functional collaboration
-  Continuous improvement & growth



[LinkedIn Profile](#)

Availability for Fullerton: 20%



## Ricky Lopez

VP, Post-Collections

San Jose Headquarters

2009 - Present

Phone 408 504 6494

Email [Ricky.Lopez@greenwaste.com](mailto:Ricky.Lopez@greenwaste.com)






Ricky has been with GreenWaste for nearly 30 years, working as a sorter, collection vehicle operator, MRF Supervisor, and VP, MRF Operations. In his current role as VP, Post Collections, Ricky is responsible for the oversight and management of all aspects of GreenWaste's post-collection operations, including material processing, commodity management, material hauling and transport, compliance, and site safety.

### Roles & Responsibilities

As GreenWaste's VP of Post-Collections, Ricky is responsible for post-collection operations across the company's entire networks. Ricky will ensure the strategic facility partnerships are fostered to promote both diversion and cost effectiveness for the City.

### Skills

-  Operational transitions
-  Technology
-  Program development



[LinkedIn Profile](#)

Availability for Fullerton: 10%



**greenwaste**<sup>®</sup>

## Chris Siebenthall

Head of Safety for Collections

San Jose Headquarters

2009 - Present

Phone 650 924 3366




Email [Chris.Siebenthall@greenwaste.com](mailto:Chris.Siebenthall@greenwaste.com)

Chris brings a wealth of experience in the waste industry, with hands-on expertise operating nearly every type of collection vehicle. He holds a current CDL license and has combined practical field knowledge with leadership in safety management. In his current role he oversees compliance with DOT regulations, manages drug and alcohol testing programs, and monitors driver qualifications. His role includes developing and delivering training, conducting accident investigations, and analyzing root causes to prevent future incidents. He has been instrumental in piloting the latest truck safety technologies, ensuring GreenWaste remains at the forefront of fleet safety innovation.

### Roles & Responsibilities

Chris is responsible for the management of safety programs for collections at GreenWaste, coordinating the safety and occupational health component of personnel, materials, equipment, and the environment related to collections. Chris will be responsible for all driver trainings, drug testing, monitoring driving behaviors with use of state-of-the-art technology, and accident investigations.

### Skills

-  Safety leadership & strategy
-  Regulatory compliance
-  Resource management



[Linkedin Profile](#)

**Availability for Fullerton: 20%**



**greenwaste**<sup>®</sup>

## Jon Hermes

VP, Accounting

San Jose Headquarters

2024 - Present

Phone 206 200 1362




Email [Jon.Hermes@greenwaste.com](mailto:Jon.Hermes@greenwaste.com)

Jon has worked as a Chief Financial Officer and advisory professional within a number of industries for the past 14 years. In his current role as VP of Accounting, he is responsible for all accounting, reporting, and financial control-related functions at GreenWaste. Jon is a licensed certified public accountant and a graduate of Kansas State University with a Bachelors in Financial Controllershship and Accounting.

### Roles & Responsibilities

As the VP of Accounting, Jon will ensure all account payable and receivables are accurate. Jon will lead in conducting all necessary audits to ensure accurate and timely payments to the City. He will be instrumental in the transition of all billing systems in coordination with the City and the previous hauler.

### Skills

-  Financial controlling
-  Public accounting
-  Executive stakeholder management



[Linkedin Profile](#)

**Availability for Fullerton: 10%**



## José Ortiz

Fullerton GM

Fullerton Headquarters

2002 - Present

Phone 408 780 5230

Email [Jose.Ortiz@greenwaste.com](mailto:Jose.Ortiz@greenwaste.com)



José brings more than 23 years of experience in the waste and recycling industry, having progressed through multiple operational roles to his current position as General Manager for the Monterey Peninsula Cities Franchise at GreenWaste.

José began his career in 2002 as a residential driver for the San Jose collection operations. Over the years, he has advanced into roles focused on implementation and transition of collection services, operational leadership, process improvement, and project management. He has led numerous special projects and startup initiatives, including vehicle and bin distribution projects, route planning and routing, and training and personnel development.

### Roles & Responsibilities

Upon being selected as Fullerton's new franchised service provider, José will assume the role of the GreenWaste General Manager for Fullerton operations. José will focus exclusively to support the needs of this Agreement and will be based out of GreenWaste's new Fullerton office.

### Skills

- Franchise operations
- Leadership
- Process improvement



Availability for Fullerton: 100%

[Linkedin Profile](#)



The GreenWaste team demonstrates its commitment to service every day. Our customers love their new service provider!"

- Kevin DiVincenzo



In my 18 years of experience working at GreenWaste, I have been able to move up from starting in Dispatch to my current position. I look forward to bringing this opportunity to others."

- Zoraya Atayde, VP, Human Resources

# Organizational Chart

## GreenWaste Executive Team



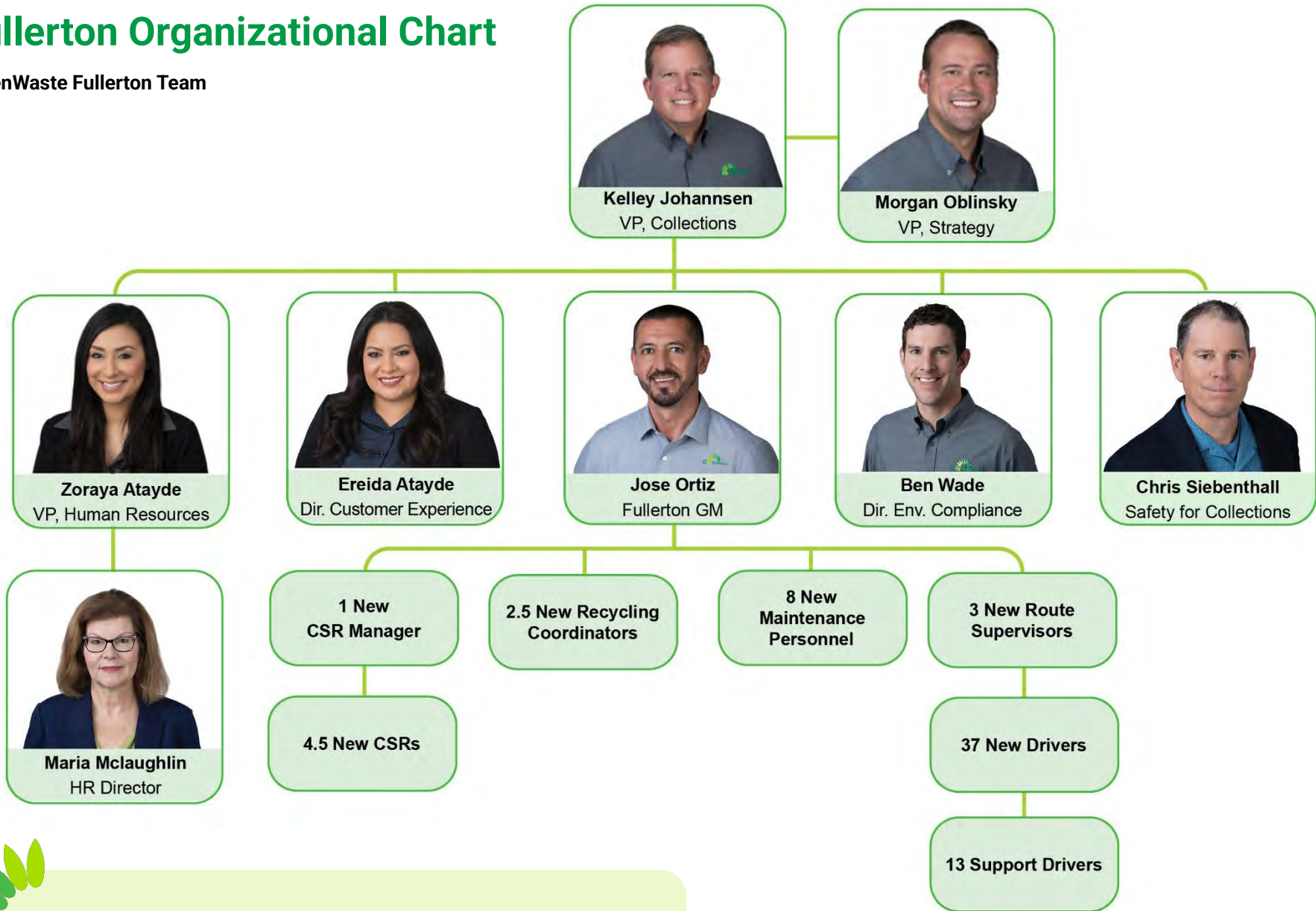
**Point of Contact: Morgan Oblinsky**

Phone: 408.206.8017

Email: [Morgan.Oblinsky@GreenWaste.com](mailto:Morgan.Oblinsky@GreenWaste.com)

# Fullerton Organizational Chart

## GreenWaste Fullerton Team



**Address of Local Office:** 1235 N Harbor Blvd., Fullerton, CA 92832

**Address of Truck Yard:** 534 W Struck Ave., Orange, CA 92867

## F. Other Resources

GreenWaste will utilize additional resources that can be used to implement the collection services and diversion programs in the City of Fullerton. In addition to the procurement of an entirely new fleet and container inventory, GreenWaste has selected key partners to enhance the overall service and support for the customers of Fullerton. Below is a list of resources that we will make available to ensure our services and programs are successful in achieving the City’s service and sustainability goals as well as compliance with SB 1383 and other solid waste regulations.

### Route Audits










GreenWaste will conduct route audits to ensure service levels and billing accuracy during the transition phase and prior to the commencement of new services throughout the term of the Agreement. Verifying collection services and diversion opportunities is a crucial component in measuring the success of our collection services and diversion programs.

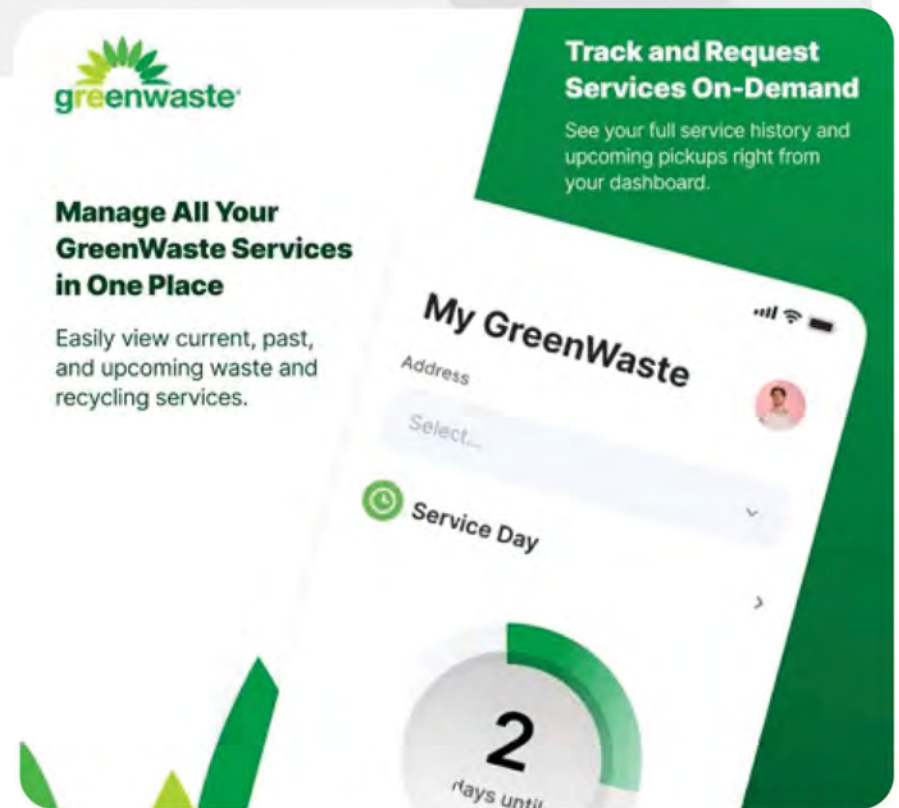
### Public Education

GreenWaste has a long history of educating the community about our wide array of services, and we have expertise in effectively introducing new services to communities. Notable examples include successful educational initiatives undertaken with Santa Clara County, the City of Palo Alto, Santa Cruz County, and the City of San Jose, all described in [Section D](#). Through informative outreach programs and tailored educational materials, GreenWaste ensures that customers are empowered to make the most of their waste management options while contributing to environmental sustainability.

GreenWaste believes in a strong and hands-on education program for the public. We are excited by the opportunity to work closely with the City to carry out our robust Public Education Awareness program in Fullerton. All public education materials will be produced and/or available in English, Spanish, and Korean, will be approved by the City prior to publishing and/or printing, and will bear the City seal. A record of all outreach collateral and education materials that are used and distributed to the community will be tracked. A summary of all our public education efforts will be documented in the required monthly, quarterly, and annual reports in a format approved by the City.

Our dedicated Outreach team will participate in all aspects of implementing public education and outreach programs and be active in the community to promote recycling and diversion efforts throughout Fullerton. Ongoing public education and outreach activities include the following materials and collateral:

-  Bi-annual Brochure / Newsletter
-  How-To Guide / Welcome Packet
-  Corrective Action Notice
-  Community Presentations
-  GreenWaste Fullerton Website
-  SB 1383 Compliance items. See [Section Q](#) for specifics.
-  GreenWaste Mobile App. See [Section M](#) for more information.



### Service & Billing Accuracy Route Audits Approach:

- ✔ GreenWaste will randomly select a sample consisting of a quarter of the total routes, customers, or invoices to audit. We will gather relevant data, including service records, billing invoices, route schedules, and GPS tracking information from the vehicles.
- ✔ GreenWaste will have entered all related information into the Tower database with appropriate tagging to allow all the relevant data, including photographs, to be pulled when the designated report is run on the available systems. The data entry in Tower for this may be accompanied with supplemental cloud-based forms and/or spreadsheets.
- ✔ GreenWaste will review route schedules and compare them to actual collection activities to ensure they align and inspect service records and customer accounts to verify that the correct services are being provided and billed accurately. We will analyze GPS data to confirm that routes are being followed efficiently and check for any discrepancies in waste types or quantities collected compared to what is billed.
- ✔ The audits will be scheduled so that GreenWaste completes audits of approximately 25% of the carts each quarter, resulting in the completion of audits of 100% of the carts annually. This means that after the first year, GreenWaste will have a complete understanding of right-sizing needs for all carts.
- ✔ GreenWaste anticipates right-sizing program being an ongoing component of the route audits as customers consider how to manage materials more sustainably.
- ✔ GreenWaste will create a detailed report, including any discrepancies, errors, or issues identified during the process. We will also conduct a root cause analysis to determine why discrepancies or errors occurred, if any. This may involve interviewing staff, examining processes, or reviewing billing systems.
- ✔ GreenWaste will develop a plan to address the discrepancies and errors identified during the audit and implement corrective actions to rectify billing errors and improve service quality. We will use the audit results to drive continuous improvement in collection operations and billing processes.



### Diversion Audits

#### SB 1383 Route Audits Approach:

- ✔ GreenWaste will conduct SB 1383 audits with our strategic partner Nothing Wasted Consulting (NWC).
- ✔ We will gather relevant data, including service records, billing invoices, route schedules, and GPS tracking information from the vehicles.
- ✔ Containers will be evaluated for container contamination. Upon viewing container contamination, customers will be provided with opportunities for education on proper placement of materials.
- ✔ GreenWaste will work closely with the City to ensure SB 1383 enforcement activities are completed and tracked to ensure the City is fully prepared to demonstrate regulatory compliance.

## About Nothing Wasted Consulting (NWC)



NWC was founded in 2009 initially specializing in greening large events and venues throughout California. Operating as a small privately owned company for 15 years, NWC specializes in assisting haulers, privately owned companies, startups and municipalities with solid waste operations, compliance, technical assistance, and waste characterizations.

NWC has since grown its operations into a highly regarded consulting firm, which provides data driven solutions and unique/custom programs to ensure compliance with federal and state regulations and requirements.

NWC clients include the City of Sunnyvale, Specialty Solid Waste and Recycling, ReThink Waste, RecycleMore, Apple, Sony, City of Mountain View, Ericsson Mobile, California Waste Solutions, City of San Jose, Napa Waste & Recycling, ReGen Monterey, RecycleMore, RecycleSmart, Republic Services (San Diego), and Athens Services (City of Industry & Simi Valley).



**“Our vision is to transform environmental compliance challenges into opportunities for innovation, guiding organizations toward a future where sustainability and profitability coexist.**

**– Melissa Baxter, Principal,**



## Nothing Wasted Consulting

GreenWaste is prepared to deliver our recognized customer service to the City of Fullerton. We are dedicated to providing comprehensive solutions to meet the City's compliance requirements through our reliable and trusted services.

## Highlights of Our Supportive Services

### Bilingual Services

- GreenWaste is dedicated to providing staff who are bilingual with Spanish for ease of access and understanding for all employees.
- Our bilingual training program equips employees with the resources needed to maintain and navigate a respectful, safe, and productive workplace. In 2024, we introduced new manager/supervisor training and California-compliant employee workplace violence training, further expanding our emphasis on corporate social responsibility, security, compliance, on-the-job safety and effective team collaboration. GreenWaste is committed to our training program, serving the professional development of our employees who provide the foundation of our collective success.

### Local Customer Service Center

- Conveniently located and staffed with experienced bilingual support representatives to assist employees and clients.

### Technical Assistance Expertise

- Comprehensive understanding of technical support needs to promote recycling and diversion initiatives, including both facility and generator waste audits.

### Operational Technology Experience

- Proficient in using operational technology to enhance safety protocols, compliance monitoring, route audits, and overall operational efficiency.

### Innovative Community Benefits Programs for Fullerton

- Fullerton Fixit Clinic at the Farmers' Market & Night Market
- Abound Food Care community benefit expansion
- Commitment to community compost and compost giveaways

**Over 50 of our collection drivers were recognized by customers and community members in 2024 for their diligent and thoughtful service!**

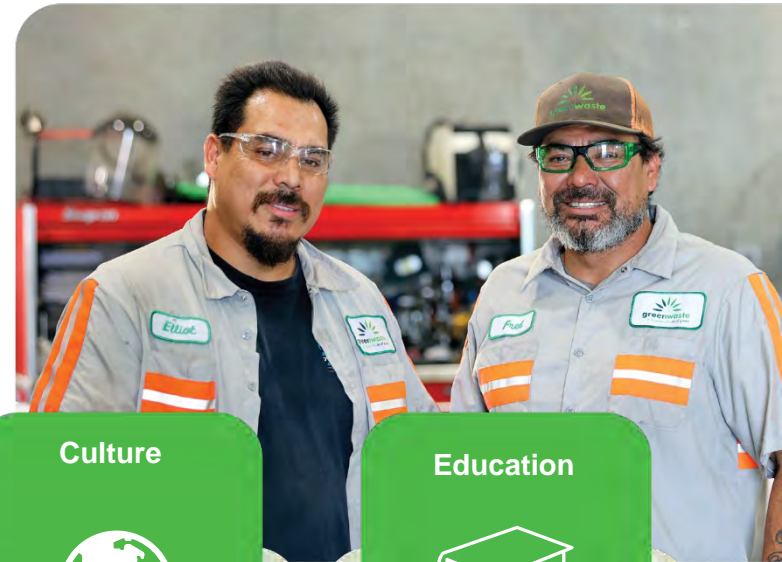


## G. Safety Record



GreenWaste’s safety program is firmly rooted in our core values of integrity and teamwork, reflecting our unwavering commitment to doing what’s right for both our employees and the communities we serve. By cultivating a culture of safety and responsibility at our facilities and in our operations, we ensure that our actions align with our promise to protect and serve one another and our communities by prioritizing safety. We strive to meet and exceed all relevant federal, state, and local laws and regulations, including OSHA, Cal/OSHA and DOT. Under the leadership of our CEO, who champions our safety culture, and our VP of Safety, who leads the success of the program, we are continually evaluating and optimizing our Safety Initiatives. Safety is a standalone KPI for all employees and our safety culture encourages active participation, suggestions and solutions to address near-miss events and potential safety risks from all levels of management and staff. Our investment in and expectations of safety reinforce our position as a responsible and trusted partner with the communities we serve.

At GreenWaste, we have implemented a wide range of injury prevention strategies and programs that include developing the Life Saving Rules “Good Catch” program for employees to report near misses and help develop corrective actions, communication strategies, lessons learned, a robust root cause analysis process, in addition to the development of safety policies, procedures and manuals that are clear and concise. GreenWaste utilizes technology to support our programs such as cameras equipped with AI software, RFID proximity sensors, radar detection, alarms and infrared cameras systems for fire detection and suppression. Operational safety improvements include working with glove manufacturers on material types to add more resistance to cuts and punctures, and morning stretching exercises for our drivers prior to embarking on their daily routes and adjusting work schedules to accommodate heavy rain or high-heat working conditions.



### Process



Establishing and enhancing processes that reduce, control, or eliminate risks to improve safety performance and accountability.

### Performance



Early identification of issues and enhancing preventative maintenance to reduce condition-based risks.

### Communication



Enhancing communications on safety initiatives, near-miss reporting, and “Speak Up for Safety.”

### Culture



Our focus on a proactive safety program will cultivate a culture where our own employees own safety processes, conditions, education, and communications.

### Education



Enhancing the education of our supervisors, managers, and employees to improve risk recognition.

The table below is a summary of GreenWaste’s safety record over the past five years.

[Redacted]

### Safety Programs

**Fleet Safety:** The operation of a motor vehicle on the public roadways or of heavy equipment in a post-collection setting requires the operator to apply the highest standards of skill and focus, to ensure the safety of our employees and the public. To accomplish this, GreenWaste drivers and equipment operators are put through a driving/operating skills test prior to going on the roadways/public areas and are given the training, tools, coaching, and technology to do their jobs injury-free, prevent accidents, and provide excellent customer service. Employees are encouraged and expected to “speak-up” if they have a concern about their own or somebody else’s safety by notifying their supervisor, the Safety Team, Human Resources Department, or Executive Management Team. In addition to their initial training, all vehicle and equipment operators participate in ongoing safety training throughout their tenure with GreenWaste. This ensures that safety remains a foremost concern for the employees, as well as being widely understood to be a top priority for GreenWaste as a company.



GreenWaste Monitoring & Safety Technologies



**DOT Regulations:** GreenWaste uses a DOT-compliant management system to monitor all commercial drivers to stay in compliance with Federal, State, and local regulations. The following are just a few of the comprehensive services provided by [Concorde Sparc](#):

- Pre-employment drug screening
- Random drug testing
- Reasonable suspicion testing
- Annual Motor Vehicle Reports
- Monitor driver's license & DOT medical expirations
- Assist GreenWaste with potential CHP terminal inspections



**Smith System Defensive Driving Methodology:** GreenWaste has adopted the principles taught by the [Smith System defensive driving](#) methodology. All new drivers receive training in these principles and through online and in-cab training, they learn defensive driving using the 5 Keys Techniques:

1. Aim High in Steering
2. Get the Big Picture
3. Keep Your Eyes Moving
4. Leave Yourself an Out
5. Make Sure They See You



**Safety Management System:** In the event an injury or illness occurs, GreenWaste utilizes the [EHS Insight](#) software to report and track injuries and illnesses in compliance with company, regulatory, and industry requirements, including Cal-OSHA. This allows GreenWaste to actively learn from every incident, identify underlying root causes, and anticipate and prevent potential safety incidents. In addition, EHS Insight is used to document and track safety assurance program activities which include Driver and Heavy Equipment (Yellow Iron) OBAs, Safety Lane inspections, Supervisor Off-Road Inspections, monthly facility inspections, third-party audits, and corrective actions. EHS Insight solutions establish company-wide, consistent, and practical approaches to safety and provide



**TapRoot:** When an event, incident, or near miss has the potential to result in a serious injury, fatality, or a life-altering injury or illness, [TapRoot](#) root cause analysis is employed to enhance safety performance by identifying and addressing underlying issues to prevent major accidents and equipment failures, environmental damage, and production issues. TapRoot also assists us in identifying the underlying causes of issues through analysis training and software, as well as providing a systematic approach to acquire the knowledge and best practices necessary to prevent future problems.



**Route & Vehicle Training:** Newly hired drivers spend hours in the classroom, in-yard, and on-route training before operating a collection vehicle on the route and without a trainer/Supervisor. Once the driver demonstrates they are ready to operate solo, they are monitored using supervisor observations and truck camera recording technology. All observations and relevant recordings are later used to provide refresher training, as applicable.

- ✔ **Defensive Driver Training:** New hires receive classroom, in-yard, and on-route defensive driving training.
- ✔ **Maintenance:** Drivers perform Pre/Post Trip Inspections daily on their trucks and use driver inspection reports to communicate with GreenWaste's maintenance shops to help ensure collection and support vehicles operate safely.
- ✔ **Engineering Controls:** GreenWaste commercial trucks are equipped with a camera system and backup sensors. The camera system includes additional direct lines of sight, additional information for driver safety coaching, customer container contamination information, and early warning of thermal or fire events.
- ✔ **Safety Incident Management System (SIMS):** GreenWaste utilizes SIMS software to track and reopen company injuries and illnesses. Additionally, SIMS solutions establish a consistent and practical approach to safety and provide insights used to improve company-wide safety performance.



**What motivates me to come to work is the safety and the support GreenWaste gives us to support our families.**

— **Petra Contreras, Sorter,**  
**GreenWaste Team Member since 2008**



**Sensor Zone:** This is a tag-based proximity warning system, proven to reduce collisions between people and heavy machinery. The system places a configurable detection zone around a machine, which triggers an alarm if the zone is breached by a tag-wearing worker. The unique triple alert system warns the operator, the worker, and those in the surrounding area, ensuring shared responsibility for site safety and driving positive behavioral change. With a cloud-based insights platform, it provides real time information on site safety, allowing GreenWaste to understand key safety leading indicators and identify areas of risk or potential improvement.



**Additional Training & Safety Tools**

Training and employee development is an important part of employees’ success in their roles, making sure they understand their responsibilities and job duties while performing their tasks safely and efficiently. We do this by using in-house created training safety videos and having certified external trainers engage with our employees. GreenWaste always encourages employees to speak up if they are uncertain about how to do a task or are asked to do something they are not trained to do.

**Injury & Illness Prevention Plan:** GreenWaste is proactive when it comes to injury prevention because employees’ safety is our top priority. GreenWaste has written and implemented policies and procedures that include our Injury and Illness Prevention Plan (IIPP), Life Saving Rules (LSRs), Heat Illness Prevention, Energy Isolation (LOTO), Confined Space Entry, Personal Protective Equipment (PPE), and Hot Work. Copies of these policies are provided to all employees. Safety inspections are conducted periodically at our numerous sites to identify and eliminate potential hazards and or risks.



PPE is worn to minimize exposure to hazards that can cause serious workplace injuries and illnesses. GreenWaste continues to work with manufacturers, vendors, and employees to optimize the use and effectiveness of PPE.



**Life Saving Rules:** The purpose of the Life Saving Rules (LSRs) is to inform our employees about potential hazards in operations and the rules that must be followed to help prevent injuries and accidents from occurring. An extensive analysis of the potential hazards that may be encountered was conducted at all operations. From the analysis, the LSRs were created and continue to help maintain the well-being of our employees and work to help ensure everyone can return home safely. The likelihood of a serious accident can be reduced when workers all understand, abide, and hold each other accountable. If any worker ever has questions they are encouraged and expected to speak up.

**Good Catch Program:** The Good Catch/Near Miss program is where employees can report a good catch or close call. Employees can report via QR code or by submitting the Good Catch Form, found at common employee meeting areas. Specific site managers check the Good Catch Forms regularly and enter any new handwritten submissions in the online system where appropriate teams are notified and corrective actions or preventative measures can be taken prior to an incident. Employees can report these anonymously and the program is non-punitive, unless in the process of investigation it is discovered that a policy was broken or a violation occurred.



**SafeTV:** SafeTV is a long-standing communications platform where employees can find health and safety examples, QR codes to apps, Human Resources news and any other helpful information that benefits our employees. Custom announcements and videos are also created with companywide messaging, and this content is updated weekly so employees can be sure to always find the latest news and information on SafeTV.

**Senior Management Inspections & Safety Week:** GreenWaste senior leadership conduct site safety walks with site personnel to help identify potential unsafe conditions, safety issues, and discuss GreenWaste safety initiatives and progress. In addition, our Senior Management Team participates in ride-alongs and/or other work-related activities such as sorting, to get an idea of the day-to-day operations. Annually, our safety performance progress is shared and celebrated with all employees during Safety Week. Employees participate in activities which include safety breakroom decoration contests, NSC Safety survey, heavy equipment simulators, and California Highway Patrol (CHP) driver safety presentations.

**Ongoing Training Programs:** Safety is the foundation of everything we do. We believe every employee deserves to go home safe at the end of the day, and that starts with accountability, communication, and care for one another. From daily equipment checks and safety walks to ongoing training and open dialogue, we take a proactive approach to identifying risks and preventing incidents before they happen.

Our comprehensive safety program demonstrates this unwavering commitment through multiple layers of oversight and continuous engagement: biweekly all-driver safety meetings complemented by weekly small-group safety huddles ensure consistent communication on safety protocols; each supervisor conducts eight in-field, on-road driver observations monthly alongside eight yard observations, providing real-time coaching and hazard identification; General Managers perform monthly safety walks at their facilities while executive staff conduct quarterly safety walks across multiple sites, ensuring accountability extends to the highest levels of leadership; and each site maintains an active safety committee that convenes quarterly to review incidents, identify systemic concerns, and develop proactive solutions tailored to local operational challenges.

Furthermore, all supervisors, operations managers, and General Managers have completed the comprehensive CalOSHA 30-hour training program, equipping our leadership team with advanced knowledge of occupational safety standards and best practices. Safety isn't just a program - it's our culture, and we hold ourselves and each other to the highest standards to protect our people, our customers, and our community.

### Human Resources Philosophy & Employee Engagement

Employees are GreenWaste's most important asset. Material would go uncollected without drivers, service needs would go unattended without Customer Service Representatives, and waste sorting information would be buried without outreach and communications teams. GreenWaste leadership greatly values every staff member's contribution, and the Human Resources team, as well as every manager and supervisor, strives to make every employee understand their value and feel appreciated. Further, it is the policy of GreenWaste and its affiliates to embody a safety culture that demonstrates leadership's firm commitment to employee safety and health as an integral part of conducting business.

**GreenWaste is proud of its employee retention rate, exceeding 90%, as a testament to high satisfaction levels. Across the company, the average tenure stands at close to a decade, significantly surpassing industry norms!**



**10+ Years**

Average Employee Tenure

**87%**

Employee Retention Rate in 2024 & 2025

**95.4%**

Offer Acceptance Rate

**32** Internal Promotions

Year to Date

**"GreenWaste believes the health and safety of all employees, partners, customers, and communities in which we operate is foundational to being a premier waste collection, processing, and recycling provider. Reducing accident likelihood and severity is achieved through our seven 'LEADERS' principles."**

**Employee Health:** GreenWaste prioritizes employee health, hosting multiple Health Fairs every year to provide access to resources for all employees. Annually, a nurse is brought onsite to administer the seasonal flu shot. In 2020, despite the chaos of the pandemic, flu shots were administered onsite, with 224 employees signing up to receive the vaccine. Employees who were not onsite were encouraged to receive their flu shot and were given ample vaccine resources. In 2023, GreenWaste also hosted two Wellness Fairs for our employees, achieving 40% participation. These fairs provided comprehensive resources on health, financial management, and retirement wellness tailored for employees.

GreenWaste also provided numerous opportunities for COVID vaccinations and prioritized the health and safety of employees throughout the pandemic, including an Emergency Temporary Standard addendum outlining all COVID-19 safety protocols.



To ensure employees received the help they needed during the pandemic, GreenWaste initiated a tele-nurse program for employees to seek advice prior to going to a clinic.



**Safety Metrics:** GreenWaste is committed to the ongoing prevention of accidents and injuries. To better calibrate where we stand today, and to demonstrate and share the positive news of improvement, the corporate Safety Team has focused on refining data collection and reporting mechanisms related to incidents, injuries, illnesses, and workers compensation. GreenWaste tracks incidents, implements return-to-work programs, reports injuries in a timely manner, and continuously expands safety goals, ensuring continued progress.



In 2021, GreenWaste undertook a major investment of time and resources into the safety program. A Vice President of Safety position was created along with supplementary staffing. Safety work groups focused on different subject areas were created to share knowledge and improve our approach to safety metrics, incident reporting measures, and other safety-related topics.

The workgroup developed a new companywide safety mission statement built on seven “LEADERS” principles:

-  Lead
-  Engage
-  Assess & Analyze
-  Difference
-  Educate
-  Resources
-  Straightforward



## GreenWaste Annual Safety Training Matrix

January	February	March	April	May	June
<p><b>IIPP Hazard Communication</b></p> <p>GW Employee (IIPP), Ergonomics Industrial, Ergonomics Office, Hand Protection (GW PPE Basics and Hand Protection), Driver Housekeeping (GWIP Driver Housekeeping), Housekeeping</p>	<p><b>Respiratory Protection &amp; Hazardous Waste</b></p> <p>Respirator Requirements, Eye &amp; Face Protection, Eyewash / Safety Shower, Hazard Communication (HAZCOM) / SDS, Hazardous Waste</p>	<p><b>Confined Spaces &amp; Lockout - Tagout</b></p> <p>Review Confined Spaces Training, Yellow Iron LOTO, GW Supervisor IIPP, LOTO Procedures for Drivers and Garage Maintenance, &amp; Ergonomic Safe Lifting</p>	<p><b>Fall Protection &amp; Working at Heights Safety</b></p> <p>Review Boomlift &amp; Scissor Lift Training, Fall Protection and Ladder Safety, Trip Inspections, Safe Pushing &amp; Pulling, Distracted Driving Awareness, &amp; Respirator Protection</p>	<p><b>Forklift Training &amp; Hearing Conservation</b></p> <p>Arial Lift &amp; Forklift Training, Fire Extinguisher Testing, Hearing Conservation, Hearing Exam, &amp; Heat, Stress, &amp; Illness</p>	<p><b>Bloodborne Pathogens &amp; Trip Safety</b></p> <p>Asbestos, Lead, Benzene, &amp; Mercury Awareness, Bloodborne Pathogens Training, Cranes, Slings, &amp; Lifting Training, Yellow Iron Certification and Trip Inspections, &amp; Dog Bite Prevention</p>
July	August	September	October	November	December
<p><b>Electrical Safety &amp; First Aid</b></p> <p>Conduct Electrical Safety Training, Hot Work, &amp; CPR/ AED/ First Aid, Go over Life Saving Rules, and Safe Following Distance, Runaway Vehicle Prevention, and Spill Protection Fleet Training</p>	<p><b>Power Tools &amp; Emergency Response Guide</b></p> <p>Review Arc Flash - Life Version, Power Tools / Equipment, &amp; Welding, Cutting, &amp; Grinding Training, Review Driver Stress, Corporate Emergency Response Training Guide, &amp; The Safe Choice: WPVP</p>	<p><b>First Aid, Fire, &amp; Yard Safety Training</b></p> <p>First Aid &amp; CPR Training, Reviewing Seat Belts, Small Fire SOP, Speed Limits, Yard Safety Spotter Training, &amp; Active Shooter Training</p>	<p><b>Yellow Iron Operator Evaluation, Weather Training</b></p> <p>Review Collection Site Paint, Yellow Iron Operator Evaluation Form, Cross-Contamination, Machine Guarding, Indoor Heat Illness &amp; Cold Weather, Modifying Equipment, &amp; Sprains &amp; Strains</p>	<p><b>Emergency Response Guide, HAZWOPER, Office Safety</b></p> <p>Emergency Response Guide Quick Guide &amp; Training, HAZWOPER Safety Compliance, Treated Wood Waste Handling, &amp; Office Safety Basics</p>	<p><b>Accident Investigation &amp; Slips</b></p> <p>Accident Investigation, Active Shooter Investigation, Fatigue, &amp; Slips, Trips, &amp; Falls Training</p>

## Our Commitment to Our Employees

New employees at our proposed Fullerton operations will be welcomed to the GreenWaste family and provided with extensive training and leadership to build a collaborative working relationship for years to come. We recently enhanced and modernized our onboarding program to integrate new hires more seamlessly into the organization with the goal of providing a safe and positive work environment.

GreenWaste's commitment to each other, our customers, our communities, and the environment remain steadfast. We believe being a good employer involves more than just fair compensation – it involves fostering a culture where all employees thrive, from our drivers to our management team to our customer service representatives to MRF workers. GreenWaste promotes a culture of diversity, inclusion, and equal opportunity, ensuring fair treatment of employees, suppliers, and stakeholders, ultimately leading to long-term success and positive social and environmental impact.

GreenWaste is committed to fostering a culture of internal growth for employees. Over 75% of the GreenWaste Senior Leadership Team has been promoted from within. Our mission is to focus our innovation, people and commitment to be green first to revolutionize how we transform the world's waste. To continue working towards GreenWaste's mission, we want to ensure we are preparing our future leaders.



**75%** of the  
**GreenWaste Senior Leadership Team has been promoted within.**

GreenWaste leadership is grateful for every staff member's contribution and strives to make every employee know their value and feel appreciated.

The foundation of our company culture is the passionate, caring, proud members of the GreenWaste community and we are proud of our employee retention rate, which exceeds 90%, as a testament to high employee satisfaction levels. Across the company, the average employee has been with GreenWaste for more than 8 years, significantly surpassing industry norms.

In August 2025, GreenWaste launched a new year-long leadership development program designed to identify and prepare successors within the organization. This initiative began with foundational training focused on people and safety, ensuring participants are aligned with core values and operational standards. The program then progresses with presentations from the Executive and Senior Leadership Teams, offering strategic insights and organizational context to the inaugural cohort. This marked the beginning of a structured journey aimed at cultivating leadership and succession readiness across GreenWaste.



**GreenWaste is proud of the Lopez brothers for their dedication and hard work over the years! Ricky and Omar Lopez both started sorting in the MRF line, then were promoted to route drivers, then management, and are now part of GreenWaste's Senior Leadership Team.**



We are consistently evaluating the benefits our company culture offers inside and outside the workplace. This past year we expanded our time-off program, ensuring all employees, regardless of level or tenure within the company, have access to sick-leave and additional vacation time. On top of already robust health care coverage, we offer an Employee Assistance Program to provide free counseling and mental health services to GreenWaste’s employee community. We also implement employee appreciation programs to encourage safe work practices, excellent customer service, and exemplary attendance. Our program has included spirit weeks, friendly inter-office competitions and team-building activities; apparel & certificates of appreciation, internal newsletter, including acknowledgement of employee successes; and holiday parties, holiday gifts, lunch celebrations, companywide BBQs and employee appreciation days!

**Employee Communication:** GreenWaste provides all employees with easy access to Human Resources personnel. A dedicated HR phone queue and email inbox are provided for easy and quick access to an HR staff member. Concierge service is provided to help employees with their benefits. Communications are distributed via a monthly newsletter, a newsfeed on an employee webpage, and email blasts to staff with company email addresses. Since clear communication is key to inclusion, almost all of our Human Resources staff are bilingual for ease of access and understanding for all employees.



**Employee Appreciation:** GreenWaste implements appreciation programs to encourage safe work practices, excellent customer service, and exemplary attendance. Our program has included the following:

- ✔ Attendance, customer service, & safety incentive programs.
- ✔ Spirit weeks, friendly inter-office competitions, & team-building activities.
- ✔ Apparel & certificates of appreciation, internal newsletter, including acknowledgement of employee successes.
- ✔ Holiday parties, holiday gifts, lunch celebrations, companywide BBQs & employee appreciation days
- ✔ Internal & external training for advancement opportunities & continued learning via webinars/seminars.
- ✔ GreenWaste will include all Fullerton drivers and employees in the current & expanding appreciation programs.

Through these initiatives and others, we highlight best management practices to create a safe and comfortable working environment for our valued team members.



**Grievance Procedures:** If an employee believes they have been unlawfully discriminated or retaliated against or harassed, or have witnessed any form of harassment, discrimination, or retaliation, they are to bring it to the attention of their supervisor, the CEO, or the HR Department as quickly as possible. If any supervisor receives a complaint, they must bring it to the attention of the HR Department. GreenWaste encourages all individuals to report any incidents of harassment, discrimination, or retaliation immediately so complaints can be fairly and quickly resolved. When GreenWaste receives allegations of misconduct, we will immediately undertake a fair, timely, effective, thorough, and objective investigation of the allegations in accordance with all legal requirements. GreenWaste will reach reasonable conclusions based on the evidence collected and will maintain confidentiality to the extent possible. Grievances will be:

- ✔ Responded to in a timely manner
- ✔ Kept confidential to the extent possible
- ✔ Investigated impartially by qualified personnel
- ✔ Documented and tracked progress
- ✔ Appropriate options for action and resolution
- ✔ Handled and closed in a timely manner

If GreenWaste determines that unlawful harassment, discrimination, or retaliation has occurred, appropriate and effective remedial action will be taken in accordance with the circumstances involved. GreenWaste will also take appropriate action to deter future misconduct. If GreenWaste determines that any employee is responsible for unlawful harassment, discrimination, or retaliation, that employee may be subject to appropriate disciplinary action, up to and including termination of employment.

**Harassment-Free Environment:** GreenWaste is committed to providing a work environment free of harassment. GreenWaste prohibits sexual harassment and harassment based on pregnancy, childbirth, breastfeeding, or related medical conditions, race, religious creed, color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, or any other basis protected by federal, state, or local law or ordinance or regulation. In an effort to maintain a harassment-free work environment, harassment-prevention training is provided for all employees.



## Talent on the Rise

In 2024, GreenWaste grew our internal internship program to offer more young professionals than ever access to training, mentorship, an expanded professional network, and insight into state-of-the-art industry practices. We are proud to extend high-growth opportunities to students and early career professionals in the communities we serve and our employees.

**The Resource Recovery Coalition of California hosts a “NextGen” training program, where companies like GreenWaste sponsor employees as an investment in the next generation of leaders in the waste industry.**



2025 RRCC NextGen Graduates

Included in this Section are the following:

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## H. Ownership & Financial Records

GreenWaste Recovery, LLC is owned by MIP V Waste, LLC, a Delaware limited liability company, that also owns GreenWaste Affiliates Zanker Road Resource Management, LLC and Zero Waste Energy Development, LLC. MIP V Waste, LLC is a wholly owned special purpose vehicle of MIP V Waste (ECI) AIV, L.P. (“MIP V Waste AIV”), an alternative investment vehicle of Macquarie Infrastructure Partners V, L.P. (“MIP V LP”) and Macquarie Infrastructure Partners V SCSp. GreenWaste was formed in 2021 and is the successor amalgamation of the GreenWaste Recovery and Zanker family companies, which conducted business from 1985 to 2021.

GreenWaste understands that financial records can be requested in the future, and we will make reasonable efforts to provide them in a timely manner (within 5 business days) that document GreenWaste’s fiscal health and wellbeing. Included herein is GreenWaste’s Chief Financial Officer that describes our financial health. Included in the Supporting Documents available online is a letter from Macquarie that highlights their intent to support and actively invest to grow GreenWaste across the California region.

[Redacted]



Macquarie is a global financial services group operating in asset management, retail and business banking, wealth management, as well as advisory, and risk and capital solutions across debt, equity, financial markets and commodities. Through unlocking capital and ideas, Macquarie creates investment opportunities while helping facilitate economic activity, address unmet community needs and advance long-term prosperity. Macquarie employs over 23,000 employees globally across 31 markets. Our purpose of empowering people to innovate and invest for a better future and principles of opportunity, accountability and integrity guide our actions.

## I. Insurance

### GreenWaste Insurance Policy Details

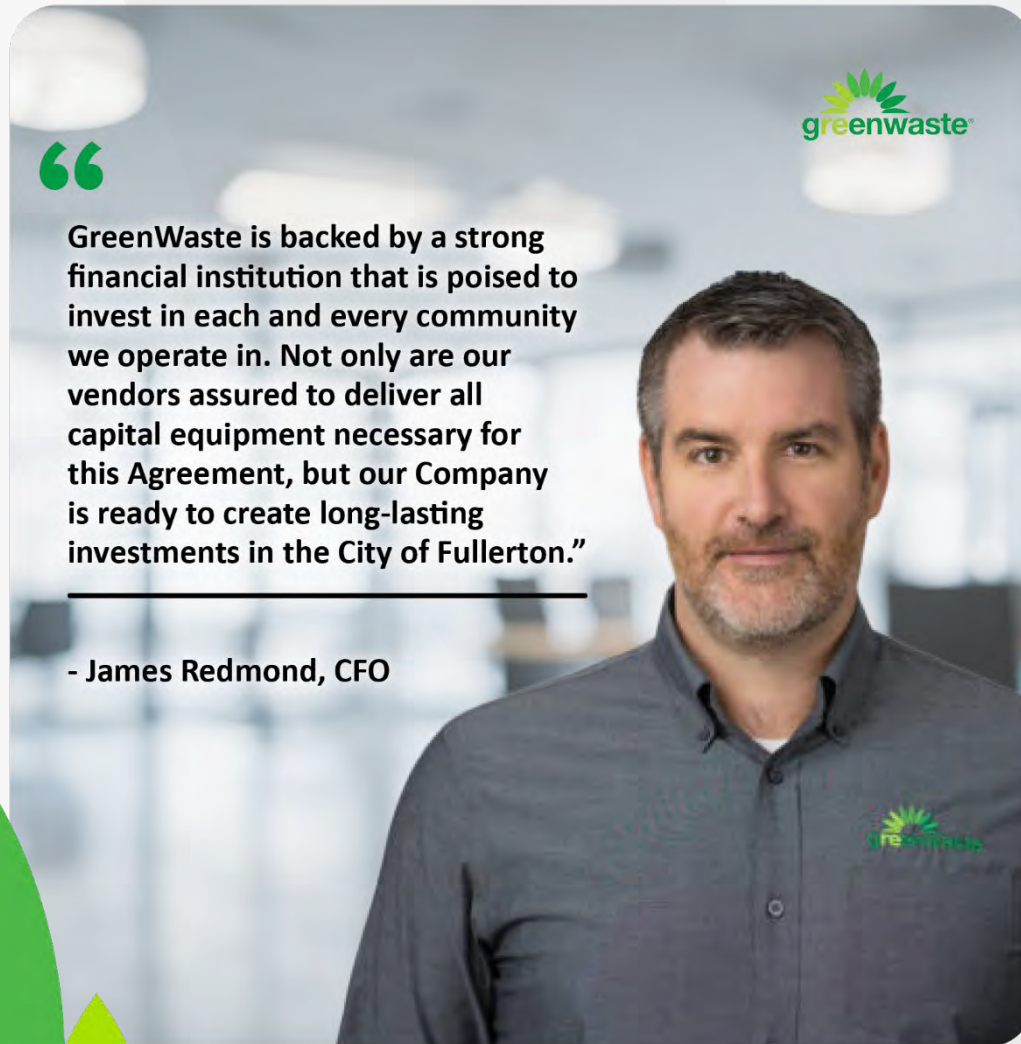
[Redacted]

GreenWaste Recovery LLC owns and operates various types of collection and processing operations and have open claims that we prefer remain confidential. We can provide additional information on open and paid claims to the City, upon request.



## J. References

In this proposal we have laid out a program that has been carefully tailored to meet the City’s specific needs. These services are an extension of our notably successful resource recovery and recycling collection services and diversion programs throughout Northern California, including in Santa Clara, San Mateo, Santa Cruz, Sacramento, and Monterey Counties, as depicted in the jurisdictional reference charts that follow. As required, GreenWaste has provided references for all municipal clients that we have serviced in the last ten years.



Refer to Attachment 1 for reference letters from several jurisdictions that we provide exclusive collection and processing services under Franchise and Operating Agreements.

References for Exclusive Franchise Collection & Processing Services



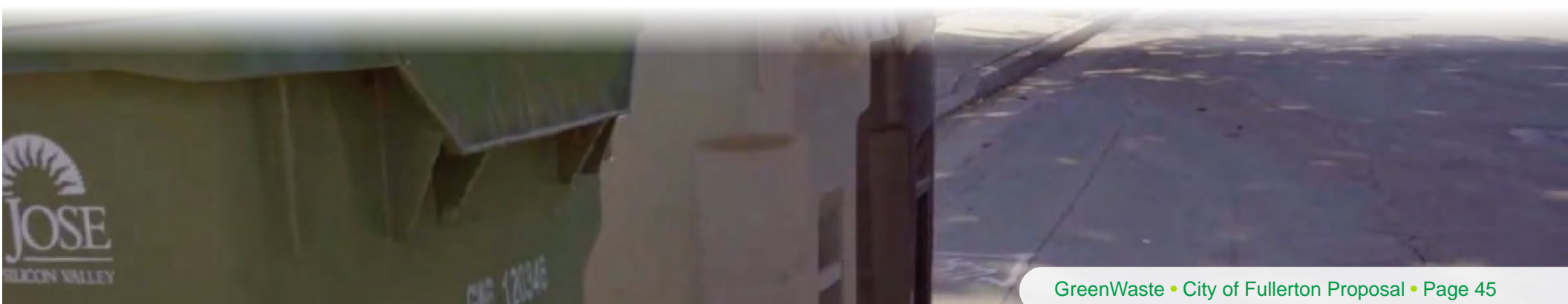
City of San Jose Reference

<b>Contact Person</b>	Riley Knight, Supervising Environmental Services Specialist
<b>Email</b>	Riley.Knight@sanjoseca.gov
<b>Phone</b>	408.975.2533
<b>Address</b>	200 East Santa Clara Street, San Jose, CA, 95113
<b>Term of Contract</b>	1991 – 2036
<b>Type of Service</b>	Yard trimmings collection, several food scraps pilot programs, street sweeping, public litter collection, and SFD & MFD solid waste processing
<b>Customer Details</b>	Residential & MFD customers: 220,171 36,000 curb miles: street sweeping 20,000 public litter collections per month
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



City of Palo Alto Reference

<b>Contact Person</b>	Paula Borges, Solid Waste Manager
<b>Email</b>	Paula.Borges@paloalto.gov
<b>Phone</b>	650.496.5914
<b>Address</b>	250 Hamilton Ave, Palo Alto, CA 94301
<b>Term of Contract</b>	2009 – 2026 & 2022 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection and processing services. Solid waste processing services
<b>Customer Details</b>	Residential & Commercial customers: 19,750
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





### City of Capitola Reference

<b>Contact Person</b>	Jessica Kahn, Public Works Director
<b>Email</b>	Jkahn@ci.capitola.ca.us
<b>Phone</b>	831.475.7300
<b>Address</b>	420 Capitola Ave, Capitola, CA 95010
<b>Term of Contract</b>	2009 - 2029
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential: 2,580 & Multi-Family: 42 Commercial: 272 Total: 2,894
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



### City of Scotts Valley Reference

<b>Contact Person</b>	Matthew Spencer-Cooke, Maintenance Division Manager
<b>Email</b>	Pwmaint@scottsvally.gov
<b>Phone</b>	831.440.5600
<b>Address</b>	1 Civic Center Dr, Scotts Valley, CA 95066
<b>Term of Contract</b>	2009 - 2029
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential: 3,836 & Multi-Family: 13 Commercial: 247 Total: 4,096
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**City of Carmel-By-The-Sea Reference**

<b>Contact Person</b>	Mary Bilse, Environmental Program Manager
<b>Email</b>	Mbilse@ci.carmel.ca.us
<b>Phone</b>	831.620.2078
<b>Address</b>	PO Box CC, Carmel by the Sea, CA 93921
<b>Term of Contract</b>	2015 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 2,635
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**City of Del Rey Oaks Reference**

<b>Contact Person</b>	John Guertin, City Manager
<b>Email</b>	JGuertin@delreyoaks.org
<b>Phone</b>	831.394.8511
<b>Address</b>	650 Canyon Del Rey Blvd, Del Rey Oaks, CA 93940
<b>Term of Contract</b>	2015 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 569
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**City of Marina Reference**

<b>Contact Person</b>	Ismael Hernandez, Public Works Director
<b>Email</b>	lhernandez@cityofmarina.org
<b>Phone</b>	831.884.1212
<b>Address</b>	211 Hillcrest Ave, Marina, CA 93933
<b>Term of Contract</b>	2015 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 4,438
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**City of Sand City Reference**

<b>Contact Person</b>	Vibeke Norgaard, City Manager
<b>Email</b>	Vibeke@sandcityca.org
<b>Phone</b>	831.917.6229
<b>Address</b>	1 Pendergrass Way, Sand City, CA 93955
<b>Term of Contract</b>	2015 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 186
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**City of Seaside Reference**

<b>Contact Person</b>	Kirsten Van Gend, Administrative Analyst
<b>Email</b>	Kvangend@ci.seaside.ca.us
<b>Phone</b>	831.899.6812
<b>Address</b>	440 Harcourt Avenue, Seaside, CA 93955
<b>Term of Contract</b>	2015 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 7,044
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**City of Pacific Grove Reference**

<b>Contact Person</b>	Daniel Gho, Public Works Director
<b>Email</b>	DGho@cityofpacificgrove.org
<b>Phone</b>	831.648.5722
<b>Address</b>	2100 Sunset Dr, Pacific Grove, CA 93950
<b>Term of Contract</b>	2015 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 5,533
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





### County of Santa Cruz Reference

<b>Contact Person</b>	Kasey Kolassa, Public Works Manager
<b>Email</b>	Kasey.Kolassa@santacruzcountyca.gov
<b>Phone</b>	831.454.2377
<b>Address</b>	701 Ocean St, Room 410, Santa Cruz, CA 95060
<b>Term of Contract</b>	2007 - 2027
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 38,491
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



### County of Santa Clara Facilities Reference

<b>Contact Person</b>	Otto Lee, President of Board of Supervisors
<b>Email</b>	Supervisor.Lee@bos.sccgov.org
<b>Phone</b>	408.299.5030
<b>Address</b>	70 West Hedding St, San Jose, CA 95110
<b>Term of Contract</b>	2023 - 2033
<b>Type of Service</b>	3-Container Collection, Transfer of MSW and Organics, Processing of Recyclables
<b>Customer Details</b>	Approximately 120 facilities throughout 1,312 square miles
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**County of Santa Clara South Service District Reference**

<b>Contact Person</b>	Otto Lee, President of Board of Supervisors
<b>Email</b>	Supervisor.Lee@bos.sccgov.org
<b>Phone</b>	408.299.5030
<b>Address</b>	70 West Hedding St, San Jose, CA 95110
<b>Term of Contract</b>	2025 - 2035
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential: 5,027 & Multi-Family: 7 Commercial: 282 Total: 5,316
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**County of Santa Clara East Service District Reference**

<b>Contact Person</b>	Otto Lee, President of Board of Supervisors
<b>Email</b>	Supervisor.Lee@bos.sccgov.org
<b>Phone</b>	408.299.5030
<b>Address</b>	70 West Hedding St, San Jose, CA 95110
<b>Term of Contract</b>	2025 - 2035
<b>Type of Service</b>	Solid waste, recycling, & organics collection services and processing
<b>Customer Details</b>	Residential: 4,895 & Multi-Family: 7 Commercial: 40 Total: 4,942
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**Burbank Sanitary District Reference**

<b>Contact Person</b>	Rene Prupes, President
<b>Email</b>	Rrupes@burbanksanitary.org
<b>Phone</b>	408.255.2137
<b>Address</b>	20863 Stevens Creek Blvd # 10, Cupertino, CA 95014
<b>Term of Contract</b>	2016 - 2027
<b>Type of Service</b>	Solid waste, recycling, & organics collection services and processing
<b>Customer Details</b>	Residential: 940 & Multi-Family: 2 Commercial: 58 Total: 1,000
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**Pebble Beach Community Services District Reference**

<b>Contact Person</b>	Nick Becker, General Manager
<b>Email</b>	Nbecker@pbcsd.org
<b>Phone</b>	831.647.5605
<b>Address</b>	3101 Forest Lake Rd, Pebble Beach CA 93953
<b>Term of Contract</b>	2015 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential & Commercial customers: 2,749
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**Town of Woodside Reference**

<b>Contact Person</b>	Jennifer Li, Town Clerk
<b>Email</b>	JLi@woodsidetown.org
<b>Phone</b>	650.851.6790
<b>Address</b>	PO Box 620005, Woodside CA 94062
<b>Term of Contract</b>	2020 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential: 2,234 Commercial: 62
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**Town of Portola Valley Reference**

<b>Contact Person</b>	Darcy Smith, Town Manager
<b>Email</b>	Dasmith@portolavalley.net
<b>Phone</b>	650.851.1700
<b>Address</b>	765 Portola Rd, Portola Valley, CA 94028
<b>Term of Contract</b>	2020 - 2030
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	Residential: 1,738 Commercial: 41
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**Town of Los Altos Hills Reference**

<b>Contact Person</b>	Cody Einfalt, Deputy City Manager
<b>Email</b>	Ceinfalt@losaltoshills.ca.gov
<b>Phone</b>	650.947.2508
<b>Address</b>	26379 Fremont Road, Los Altos Hills, CA 94022
<b>Term of Contract</b>	2019 - 2034
<b>Type of Service</b>	Solid waste, recycling, & organics collection services and processing
<b>Customer Details</b>	Residential & Commercial customers: 2,944
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**City of Atherton Reference**

<b>Contact Person</b>	George Rodericks, City Manager
<b>Email</b>	Grodericks@ci.atherton.ca.us
<b>Phone</b>	650.752.0504
<b>Address</b>	80 Fair Oaks Lane, Atherton, CA 94027
<b>Term of Contract</b>	2021 - 2041
<b>Type of Service</b>	Solid waste, recycling, & organics collection services and processing
<b>Customer Details</b>	Residential & Commercial customers: 38,491
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





**San Jose State University Reference**

<b>Contact Person</b>	Kare McCall, Senior Buyer
<b>Email</b>	Karen.Mccall@sjsu.edu
<b>Phone</b>	408.924.1000
<b>Address</b>	1 Washington Square, San Jose, CA 95192
<b>Term of Contract</b>	2023 - 2028
<b>Type of Service</b>	Solid waste, recycling, & organics collection services
<b>Customer Details</b>	30,000 Students & faculty
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.



**California State University Monterey Bay Reference**

<b>Contact Person</b>	Marcel Forte, Associate VP Facilities Management
<b>Email</b>	Mforte@csumb.edu
<b>Phone</b>	831.582.4796
<b>Address</b>	100 Campus Dr, Seaside, CA 93955
<b>Term of Contract</b>	2012 - 2025
<b>Type of Service</b>	Refuse, recycling, & compostables collection and processing
<b>Customer Details</b>	Residential: 1,221 Commercial: 6
<b>Compliance</b>	Commercial and residential services provided, with particular emphasis on curbside and commercial recycling, green and food waste diversion programs that maintain jurisdictional compliance with AB 341, AB 1826, and SB 1383.





### State Parks & Beaches, Santa Cruz Reference

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<b>Contact Person</b>	Gwyneth Galloway-Miksicek
<b>Email</b>	G.g-miksicek@parks.ca.gov
<b>Phone</b>	831.335.8996
<b>Address</b>	303 Big Trees Park Road, Felton, CA 95018
<b>Term of Contract</b>	3 years; valid through Dec 31,2026
<b>Type of Service</b>	Solid waste & recycling collection services and processing
<b>Customer Details</b>	200 State beaches serviced: 100 waste containers & 82 recycling containers

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**The GreenWaste team is ready to bring our expertise to the City of Fullerton.**

**- Clete Elms, CEO**



References for Processing Services



City of Berkeley Reference

<b>Contact Person</b>	Julia Heath, Recycling Program Manager
<b>Email</b>	Jheath@cityofberkeley.info
<b>Phone</b>	510.981.6357
<b>Address</b>	1201 2nd St, Berkeley, CA 94710
<b>Term of Contract</b>	2022 - 2027
<b>Type of Service</b>	C&D processing services at Zanker San Jose Facilities
<b>Customer Details</b>	30,000 Tons per year
<b>Compliance</b>	Green and food waste diversion programs that assist with jurisdictional compliance of AB 341, AB 1826, and SB 1383.



Sunnyvale

City of Sunnyvale Reference

<b>Contact Person</b>	Tim Kirby, City Manager
<b>Email</b>	Citymgr@sunnyvale.ca.gov
<b>Phone</b>	408.730.7480
<b>Address</b>	456 Olive Ave, Sunnyvale, CA 94086
<b>Term of Contract</b>	2022 - 2037
<b>Type of Service</b>	Organics processing services
<b>Customer Details</b>	32,000 Tons per year
<b>Compliance</b>	Green and food waste diversion programs that assist with jurisdictional compliance of AB 341, AB 1826, and SB 1383.





**Stanford University Reference**

<b>Contact Person</b>	Frank Scioscia, Director of Strategic Partnerships
<b>Email</b>	Frank.Scioscia@stanford.edu
<b>Phone</b>	650.723.2300
<b>Address</b>	450 Jane Stanford Way, Stanford, CA 94305
<b>Term of Contract</b>	2023 - 2028
<b>Type of Service</b>	Recyclables & organics processing services
<b>Customer Details</b>	35,000 Students & faculty
<b>Compliance</b>	Green and food waste diversion programs that assist with jurisdictional compliance of AB 341, AB 1826, and SB 1383.



**CalTrans Reference**

<b>Contact Person</b>	Ankur Malhotra, Contract Manager
<b>Email</b>	Ankur.malhotra@dot.ca.gov
<b>Phone</b>	650.358.4127
<b>Address</b>	1727 30th St, Sacramento, CA 95816
<b>Term of Contract</b>	2022 - 2025
<b>Type of Service</b>	C&D and yard waste processing at Zanker San Jose Facilities
<b>Customer Details</b>	30,000 Tons per year
<b>Compliance</b>	Green and food waste diversion programs that assist with jurisdictional compliance of AB 341, AB 1826, and SB 1383.



## K. Disposal & Processing Facility Capacity

In preparation for this RFP, GreenWaste established potential partnerships with local material processors and transfer stations that will enable the most effective and efficient handling of material collected in Fullerton. GreenWaste is excited to partner with the following processing facilities and is confident in the facilities' ability to process recycling materials in a way that will meet and exceed the City's diversion goals. The following facilities are fully permitted and have secured adequate capacity for the City's collected solid waste, recyclable material, bulky / Construction and Demolition (C&D) debris, and organic compostable materials over the term of the Agreement. Each facility listed below includes backup facilities that have been determined (and have agreed to provide capacity), should we need to provide an alternative processing option in the future.

Refer to [Attachment 2](#) for processing commitment letters from the facilities documenting their commitment to providing capacity for the term of the Agreement.

### 1 MSW Disposal Facility - Primary

Name: Olinda Alpha Landfill

Address: 1942 N. Valencia Ave, Brea, CA 92823

Owner: OC Waste & Recycling

Distance from City Hall: 8.2 Miles

#### Permit Details

CalRecycle SWIS No. 30-AB-0035

Permitted Capacity: 8,000 tons per day

Facility Size: 565 acres

### 2 MSW Disposal Facility - Backup

Name: Frank R. Bowerman Landfill

Address: 11002 Bee Canyon Access Road, Irvine, CA 92618

Owner: OC Waste & Recycling

Distance from City Hall: 23.5 Miles

#### Permit Details

CalRecycle SWIS No. 30-AB-0360

Permitted Capacity: 11,500 tons per day

Facility Size: 725 acres



**1 Recyclables Processing Facility - Primary**

Name: Orange Transfer Station & MRF  
Address: 2050 North Glassell Street, Orange, CA 92865  
Owner: Waste Management  
Distance from City Hall: 7.9 Miles

**Permit Details**

CalRecycle SWIS No. 30-AB-0363  
Permitted Capacity: 1,500 tons per day  
Facility Size: 3.3 acres

**2 Recyclables Processing Facility – Backup**

Name: Universal Waste Systems, Inc. MRF & Transfer Station  
Address: 9016 Norwalk Blvd, Santa Fe Springs, CA 90670  
Owner: Universal Waste Systems, Inc.  
Distance from City Hall: 14.1 Miles

**Permit Details**

CalRecycle SWIS No. 19-AA-1140  
Permitted Capacity: 1,500 tons per day  
Facility Size: 4.3 acres

**3 Recyclables Processing Facility – Additional Backup**

Name: Potential Industries  
Address: 922 East E Street, Wilmington, CA 90744  
Owner: Potential Industries  
Distance from City Hall: 26.3 Miles

**Permit Details**

CalRecycle SWIS No. 19-AR-1243  
Permitted Capacity: 5,000 tons per day  
Facility Size: 8.4 acres



**1 Organics Processing Facility - Primary**

Name: Greenwise Soil Technologies

Address: 10120 Miller Way, South Gate, CA 90280

Owner: Greenwise Soil Technologies

Distance from City Hall: 23.3 Miles

**Permit Details**

CalRecycle SWIS No. 19-AA-1064

Permitted Capacity: 250 tons per day

Facility Size: 12 acres

**2 Organics Processing Facility - Backup**

Name: Bee Canyon Greenery

Address: 11002 Bee Canyon Access Road, Irvine, CA 92618

Owner: OC Waste & Recycling

Distance from City Hall: 23.5 Miles

**Permit Details**

CalRecycle SWIS No. 30-AB-0469

Permitted Capacity: 876 tons per day

Facility Size: 37 acres



**1 C&D / Bulky Item Processing Facility - Primary**

Name: Sunset Environmental Irvine Transfer & MRF

Address: 16122 Construction Circle West, Irvine, CA 92606

Owner: Waste Management

Distance from City Hall: 17.9 Miles

**Permit Details**

CalRecycle SWIS No. 30-AB-0336

Permitted Capacity: 3,000 tons per day

Facility Size: 3 acres

**2 C&D / Bulky Item Processing Facility - Backup**

Name: Madison Materials, Inc.

Address: 1035 East Fourth Street, Santa Ana, CA 92701

Owner: Madison Materials, Inc.

Distance from City Hall: 13.4 Miles

**Permit Details**

CalRecycle SWIS No. 30-AB-0386

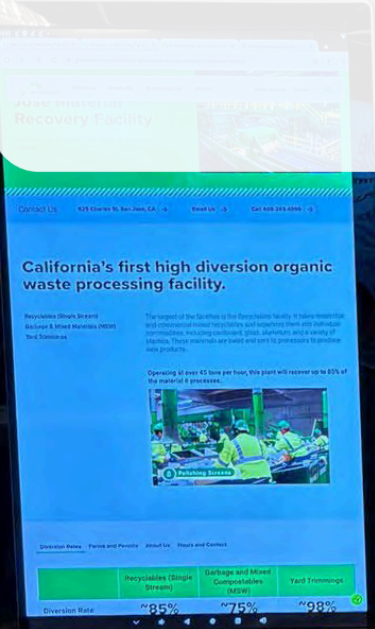
Permitted Capacity: 950 tons per day

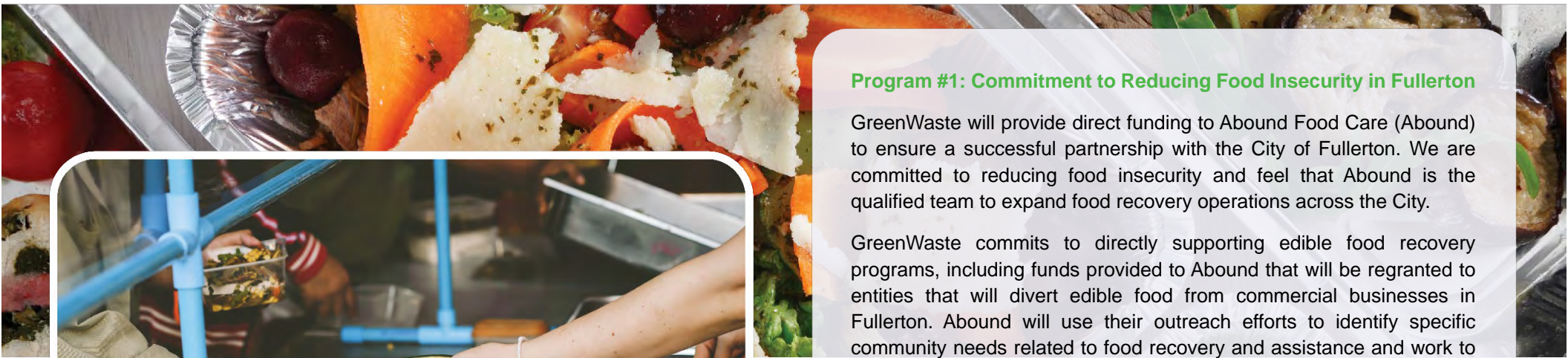
Facility Size: 2.3 acres



Included in this Section are the following:

- L. Community Involvement 63
- M. Customer Service 73





### Program #1: Commitment to Reducing Food Insecurity in Fullerton




GreenWaste will provide direct funding to Abound Food Care (Abound) to ensure a successful partnership with the City of Fullerton. We are committed to reducing food insecurity and feel that Abound is the qualified team to expand food recovery operations across the City.

GreenWaste commits to directly supporting edible food recovery programs, including funds provided to Abound that will be regranted to entities that will divert edible food from commercial businesses in Fullerton. Abound will use their outreach efforts to identify specific community needs related to food recovery and assistance and work to engage as many partners, private and non-profit, to help develop programs that bring meals to people.

Abound will manage this re-granting program to ensure it is used exclusively for local purposes that address food insecurity in the City of Fullerton across three distinct programs.

1. Repurposing Kitchen Support: Monkey Business Café
2. Share Table Program with the Fullerton School District
3. Community Benefits Agreement Expansion

Our strategic objectives are aligned with Abound and include:

-  Expanding food recovery capacity in the City of Fullerton.
-  Increasing access to nutritious food and reducing food insecurity and food waste.
-  Providing compliance with SB 1383 and other regulations.

## L. Community Involvement

### Our Commitment the Fullerton Community

When GreenWaste serves a city, we become an integral part of that community. The waste hauling service is the most prominent service provider within the city, routinely visiting every residence and business on a weekly basis. Supporting the city through reliable waste collection and innovative recycling initiatives is essential, as is contributing to the community through civic engagement, participation and sponsorship of events, and assistance to charitable organizations. GreenWaste champions our mission by actively supporting local charitable organizations, creating employment opportunities and internships, and partnering with non-profits through contributions and sponsorships aligned with our fundamental principles.






**Abound Food Care**

### Repurposing Kitchen Support: Monkey Business Café

Abound will facilitate the logistics involved in recovering and repurposing surplus bulk edible food sourced from Fullerton, in collaboration with Monkey Business Cafe, a social enterprise and leader in food repurposing in the area. This initiative will utilize the Monkey Business Cafe food truck to serve students at the Cal State Fullerton Basic Needs Hub.

Monkey Business Café provides vocational training to at risk individuals exiting the foster youth system. Program participants can work at the Fullerton Arboretum on the campus of Cal State Fullerton or in the café and community service food truck. The Café is able to receive excess bulk food products repurpose that food into meals or meal components for delivery to food insecure individuals including but not limited to students at Cal State Fullerton utilizing the campus 'Basic Needs Pantry'.

#### Strategic Objectives:

-  Increase food recovery, increase community awareness.
-  Increase food access to those who experience food insecurity.
-  Provide support for workforce training and mentoring and provide marketable skills to foster youth and other at-risk young people.

Abound will facilitate the donation and distribution of wholesome surplus food to reduce hunger and divert food from landfills; spur innovation around transportation and chilling of food donations; and build a unique coalition of health and food experts in the City of Fullerton.



### Share Table Program

GreenWaste and Abound will partner in providing a school assistance and expansion program for Fullerton K-12 schools. Abound has found that many schools are out of compliance with SB 1383, where it is mandatory that they participate in edible food recovery programs and donate excess edible food. As a general program to support schools and edible food recovery compliance, Abound will partner with the local Fullerton K-12 school district and provide food recovery and food waste solutions through share tables and perishable food donation procedures.



### Community Benefit Agreement Expansion

Abound will provide technical support and educational and outreach materials to Fullerton non-profit organizations that can safely receive and distribute excess edible food. Abound has learned that there is a universal need for access to additional cold storage in the recovery space. This is especially important when it pertains to the recovery of excess edible food due to the short shelf life associated with excess food and the fact that large quantities of food are sometimes available after normal business hours. GreenWaste and Abound can offer local nonprofits in the City of Fullerton several food recovery equipment funding options, which may include commercial-grade cold storage, electric pallet jacks, scales, thermometers, or stainless-steel wireless shelving. Updated and upgraded equipment will enable organizations to increase their food recovery efforts and overall recovery quantities.

**Program #2: Habitat for Humanity of Orange County Sponsorship**



Habitat for Humanity of Orange County changes lives by bringing people together to create affordable homeownership. GreenWaste and Habitat for Humanity have similar mindsets: directly investing in our communities for safe and affordable housing. To truly be a partner in the Fullerton community, it is important we not only amplify Habitat for Humanity's work in our communication collateral and social media campaigns, but we are proud to commit to being a sponsor at the Orange County Annual Keys to 100 Fundraising Gala to help make homes affordable for Orange County families.

**Program #3: Creek Clean Up & Ocean Litter Awareness**

GreenWaste has stepped up its commitment to preventing ocean plastic pollution by regularly participating in creek and community litter clean ups and by donating plastic to a Monterey Bay Aquarium plastic whale art installation. Waste haulers have a vital role in preventing ocean plastic pollution by ensuring loads are properly covered, and by using their position to educate the communities they serve.

We will continue this commitment to cleaning up our communities and waterways in the City of Fullerton by participating in these programs.



**Program #4: Community Events**

GreenWaste thoroughly enjoys participating in local community events, including town picnics, annual races, and targeted educational workshops. Being involved with City festivities affords us the opportunity to learn more about the communities we serve while providing education on collection services, recycling and diversion programs. We also enjoy volunteering for a wide range of community events and organizations and will continue to seek out and participate in community events and volunteer activities throughout Fullerton.

Some of these events include sponsoring the City of Fullerton events including Friday Night Live, Concerts in the Park, July 4<sup>th</sup> Celebration, Arbor Day, and State of the City. Other City events GreenWaste will also sponsor Movies in the Park, the Downtown Street Market, and Earth Week at Fullerton College. GreenWaste will also sponsor the Boys and Girls Club of Fullerton.

**Program #5: Supporting Community Yard Sale Events**

GreenWaste will support the Fullerton Community Yard Sale Event that occurs on the first Saturday of June, August, and October by including information in our communications with the public and through online platforms. It is important to promote yard sales where items are reused and repurposed locally instead of discarded. GreenWaste will assist in promoting these events to help support the community and promote source reduction of materials.



**Program #6: Commitment to Community Compost**

GreenWaste will work with the non-profit California Alliance for Community Composting (CACC) to support compost giveaways and develop community composting at local gardens. At no extra cost to the City, GreenWaste will fund the development of community compost hubs associated with local gardens. Our goal is to support up to 3 community compost hubs over 10 years. GreenWaste will additionally work with CACC to implement compost giveaways throughout the term of the Agreement. GreenWaste’s Recycling Manager will be the primary point of contact for both programs, and GreenWaste’s outreach team members will provide additional support.

**Compost Giveaways**

Compost giveaways can be located at any of the 50+ public parks within the City of Fullerton. These giveaways can be set up at a rotating location on different dates throughout the year for easy access for customers. These events are often held seasonally, typically in the spring and fall, and the compost will be provided in bags. GreenWaste can additionally provide staff and equipment to assist with the giveaways. This compost will be procured by GreenWaste and will be free to residents to use in their residential gardens and/or lawns. Additionally, the tons of compost given away will be tracked and can be counted toward the City of Fullerton’s procurement compliance requirement.



**Recycled Backyard Compost Bins**

GreenWaste would prefer to utilize the existing carts to ensure uninterrupted transition for the City’s residents. However, in the event the City selects to utilize new carts for residential collection services, GreenWaste will work with Geobin Composter to recycle the City’s old carts and transform them into backyard compost bins which will be distributed for free at the Compost Giveaways and other City events that GreenWaste participates in throughout the year. By recycling previous carts, the City can minimize waste by giving the existing carts a second life, thereby conserving energy, reducing pollution, and lowering carbon emissions associated with production of new carts and the disposal of old carts.



**California Alliance for Community Composting**

CACC is a 501(c)3 nonprofit member working group of the most active community composters in the state. Their collaboration has developed since 2017 to share resources and support efforts that work to remove regulatory barriers for community-based composting operations in California. CACC’s team consists of individuals skilled in community composting and ecological design, project coordination and financial planning, social entrepreneurship, policy advocacy, software development, data management, analysis and visualization, and community organizing. They have supported over 100 community-based organizations with financial and technical assistance to launch or expand small-scale compost operations.



CACC Certified Community Compost Hub

### Community Compost Hubs

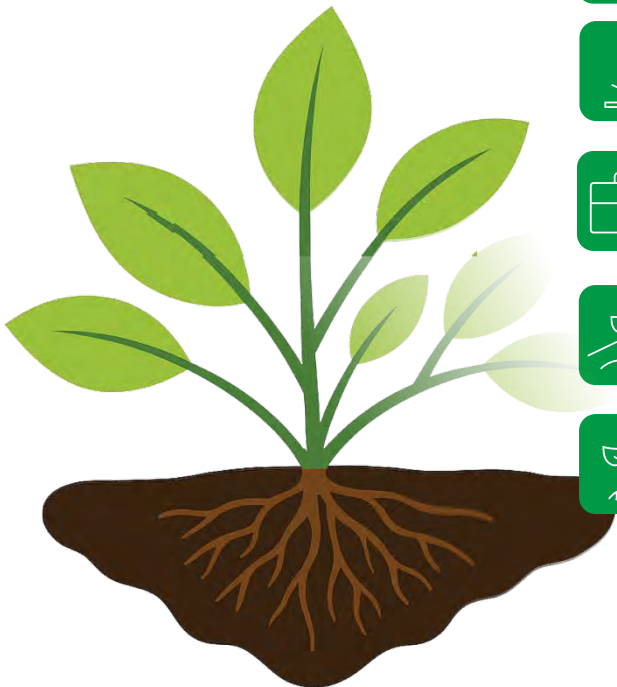
A community compost hub is where locals donate food waste to make compost for gardens and landscaping in the community. Those participating in managing the compost may take home community garden produce grown with the compost. Community gardens help overcome food deserts, which are areas with no nearby grocery stores or where community members lack access to fresh and healthy foods. GreenWaste recommends that the food scrap drop off bins be installed at the community compost site where residents can bring their food scraps. If residents would like to participate in the drop-off program, they will go through a short training session to demonstrate that they understand best practices for contributing non-contaminated food scraps. They will then be issued a code to the locked food scrap drop-off bin. This will prevent contamination and illegal dumping at the site.

CACC will support a few small community sites that collectively divert up to 15 tons of food scraps material per year that provides enough capacity to service an average of 44 households per week:

- ✔ Full/part time employment opportunities to manage composting activities and green space.
- ✔ Educational/curricular development to engage with local schools.
- ✔ Signage/outreach materials and basic composting infrastructure.
- ✔ Coordinating/organizing in-person, regional gatherings and meetings.
- ✔ Technical assistance for planning site designs and composting best management practices.

### Associated Community Co-Benefits at Community Compost Hubs

Check out [Testimonials](#) for CACC's Community Compost Hubs.



Local access to healthy, fresh, and chemical-free foods



Community outreach, engagement, and education



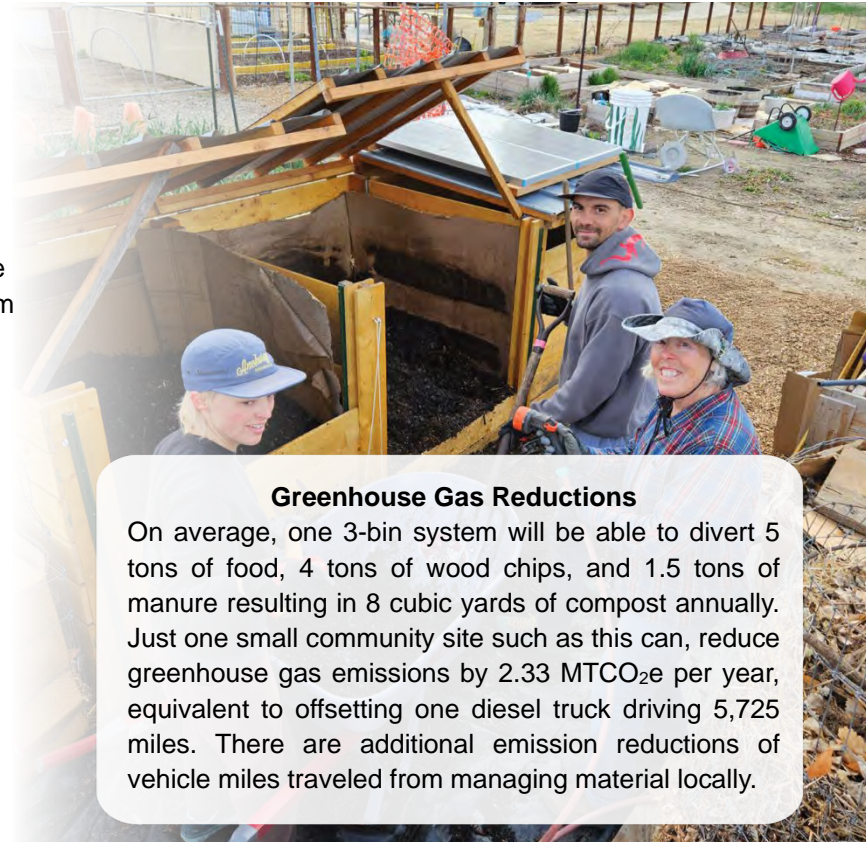
Providing financial resources to low-income residents (through both short- and long-term local job creation)



Green space development, habitat creation, and local beautification



Numerous environmental impacts, such as increased soil water retention and ground water infiltration, decreased methane emissions and increased carbon sequestration, improved soil health and biodiversity increases, and cleaner air



#### Greenhouse Gas Reductions

On average, one 3-bin system will be able to divert 5 tons of food, 4 tons of wood chips, and 1.5 tons of manure resulting in 8 cubic yards of compost annually. Just one small community site such as this can, reduce greenhouse gas emissions by 2.33 MTCO<sub>2e</sub> per year, equivalent to offsetting one diesel truck driving 5,725 miles. There are additional emission reductions of vehicle miles traveled from managing material locally.

**Education & Outreach**

GreenWaste, in collaboration with CACC, will ensure that community education and outreach is integral to local composting programs. CACC works with many partners to develop and implement compost training and technical assistance, including the U.S. Composting Council, Institute for Local Self Reliance, Californians Against Waste, and the Sustainable Economies Law Center. CACC will offer public workshops at no-cost to residents on what green and food material can be composted at a community compost hub, as well as best practices for curbside collection and backyard composting. This will help “green the stream” and increase participation in diversion efforts.



CACC 7.1 Cubic-Yard System with Aeration, Educational Signage and Weigh Station

**Proposed Community Compost Hub locations in Fullerton:** GreenWaste has identified several options to locate community compost hubs within the City.

**Discovery Gardens Fullerton EELC**

[1145 W Valencia Mesa Dr., Fullerton, CA 92833](#)

Discover Gardens is a nature-based program and believes that children should be afforded the opportunities to explore and ignite their curiosities outdoors. The compost hub could educate young students and families.



**Pathways of Hope HUB Community Garden**

[611 S Ford Ave, Fullerton, CA 92832](#)

Pathways of Hope has a small garden located behind the Food Recovery Organization building, where it is maintained by volunteers.



**Arboretum and Botanical Garden at Cal State Fullerton**

[1900 Associated Rd, Fullerton, CA 92831](#)

Cal State Fullerton currently has a volunteer sign-up on their website to help manage. The arboretum is currently using composting as part of its sustainability efforts and emphasizes it in its educational programming.



**Truslow Neighborhood Garden Pop-Up**

[Corner of Alvern and Woods](#)

Truslow community came together and decided to start a garden. They began by cleaning up the trash, and then they began planting.



### Program #7: Night & Farmers' Market Sponsorship: Fullerton Fixit Clinic

GreenWaste is proposing to sponsor a Fixit Clinic at the Fullerton Farmers' Market and Night Market where residents can bring broken household items and we will sponsor local Fullerton businesses to repair them. Fixit Clinics are fun, community-based workshops where neighbors, friends, and families work collectively to learn how to repair broken items.

Our goal is to encourage residents to have their items repaired for free instead of discarding them and purchasing new items. GreenWaste commits to sponsoring local businesses as rotating vendors at both the Fullerton Certified Farmers' Market and the Fullerton Night Market, so that all residents will have access to the services.



At no additional cost to the City, this rotating vendor tent will be a community-based initiative that empowers residents to repair, reuse, and repurpose household items, from textiles and small electronics to furniture and bicycles.

Each week, we plan to highlight different vendors at the Markets, including LuckyDeluxe Fabrics for clothing mending and Fullerton Bicycle for bike repairs. We will also partner with local jewelry repair vendors for smaller jewelry repairs. Local Fullerton vendors will be able to showcase their services, offer on-site repairs or consultations, and connect with new customers. Because both Markets are open to the public and we want to support this program, GreenWaste is proposing to cover the costs so participation in the Fixit Clinic will be free for the public.



Future vendors could include Fullerton tailors and textile menders, small appliance repairers, bicycle repair technicians, cobblers or leatherworkers, and electronics technicians. So far, GreenWaste has local Fullerton businesses on board including LuckyDeluxe Fabrics and Fullerton Bicycle.

### Program #8: Partnering in Textile Recovery Pilot Programs

Textiles are a growing waste stream ripe with opportunities for better materials management and promotion of repair and reuse. Our GreenWaste San Jose Material Recovery Facility piloted multiple textile recovery programs in 2024. In one pilot, called "Blue Jeans Go Green" in San Jose, we recovered loads of denim textiles from our MRF sort line and found new life for the old jeans as recycled insulation in homes and packaging.



GreenWaste is currently in discussions to collaborate with a domestic textile recycler who recycles fiber into new rags for use. Additionally, this pilot will provide drop-off bins for clothing that is too worn to be repaired, establishing a closed-loop textile recycling program. The pilot program aims to reduce textile waste, promote circular fashion, and support community sustainability by extending the lifespan of clothing and diverting textiles from landfills. Our goal is to promote repair and reuse as preferred waste reduction methods, support local jobs and skill-building in textile repair and creative upcycling, and establish sustainable collection and recycling pathways for damaged or unwearable textiles; all at no cost to the City or the ratepayers.



Both the Fixit Clinic and the Textile Recovery Pilot Programs focus on repair, reuse, and recycling strategies that engage residents, businesses, and community organizations while adhering to the waste hierarchy and reducing waste in the City of Fullerton.

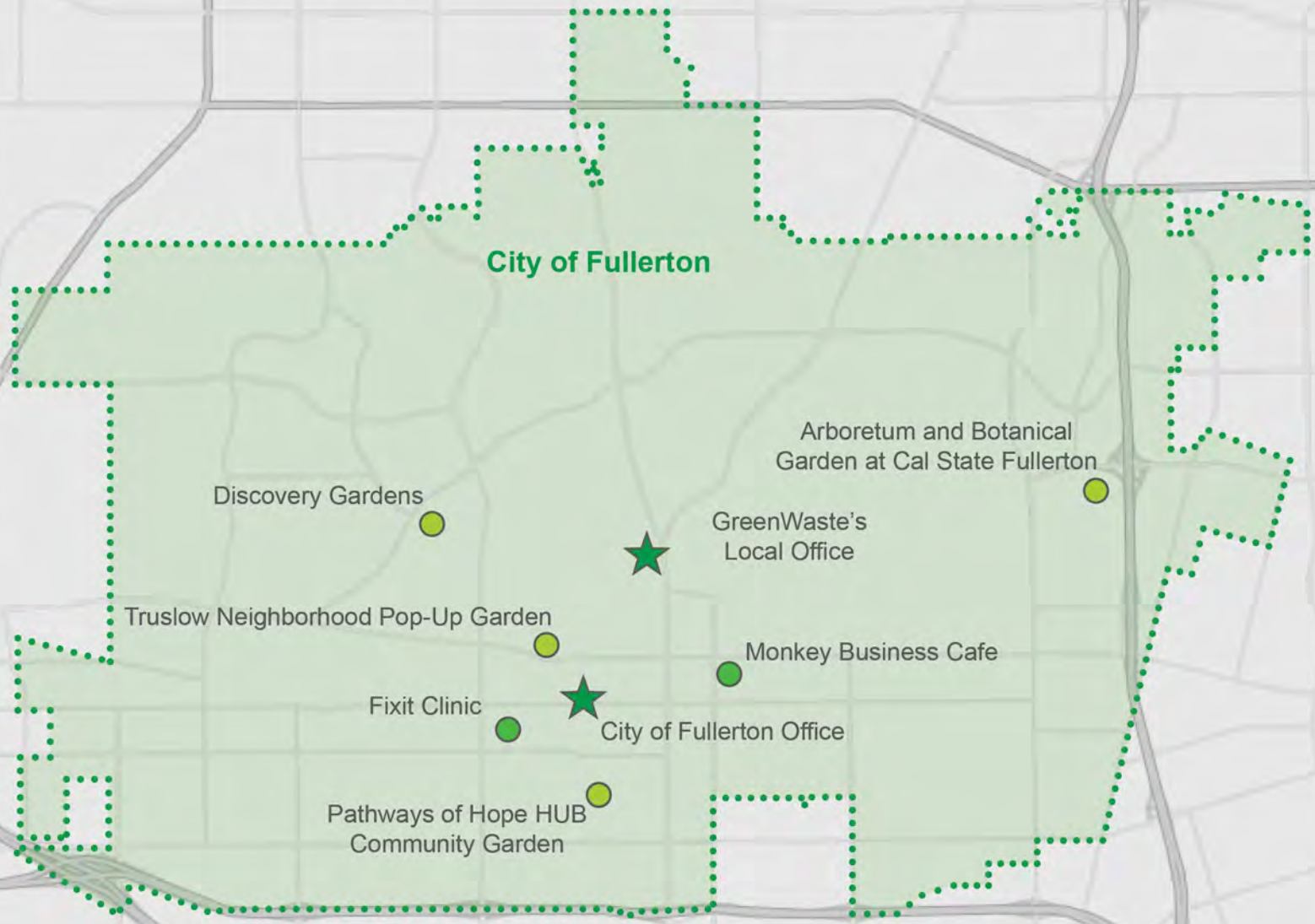
GreenWaste believes that championing and supporting local Fullerton businesses is more than just a gesture; it is our duty to uplift our neighbors and build a stronger, more connected community.




### GreenWaste Proposed Community Support in the City of Fullerton

**Key**

- = Proposed Locations for Community Compost Hubs
- = Proposed Locations Other Community Diversion Services
- ★ = Offices
- ⋯ = City Border



Abound Food Care  
Location: 200 N Tustin Ave,  
Santa Ana, CA 92705



### Our Commitment to the Environment

As Northern California’s premier resource recovery and recycling company, GreenWaste’s mission is to focus our innovation, people, and commitment to revolutionize how we transform the world’s waste. Our Environment, Social and Governance (ESG) program is at the core of our corporate citizenship and stems from our decades-long dedication to sustainability, community, diversity, and inclusion.

We incorporate sustainable practices into our company operations, from implementing cutting-edge safety technologies (such as thermal imaging installed at our facilities to monitor thermal levels and detect and remote-extinguish fires) to the adoption of renewable and alternative fuels in all our collections and heavy equipment.

GreenWaste was the first in the United States to serve our customers with a full-size electric side-loading collection vehicle and to execute a contract for a hydrogen-powered refuse fuel-cell electric vehicle to do the same, despite the vendor no longer being able to fulfill the order. Our continued investment in pilot projects and new technologies to reduce circularity challenges, like hard-to-recycle plastics and textiles, along with other environmentally friendly initiatives, earned us eight different sustainability awards and recognitions in 2024. We are proud to be continually recognized for our leadership in the circular economy.



[Check out our 2024 Sustainability Report!](#)

#### GreenWaste’s 2024 Sustainability Report

Highlights from our 2024 Sustainability Report include:



**45%** In 2024, we surpassed our 2030

Total Scope 1 and 2 Emissions Reduction goal of 45% from our 2022 baseline.

**100%** of GreenWaste’s

collection fleet is powered by renewable or alternative fuel.

**1.26M** GreenWaste

diverted more than 1,260,000 tons of material from disposal in 2024.

**300K** GreenWaste

recycled more than 300,000 tons of recycled products produced.

**520K** GreenWaste transformed

more than 520,000 tons of yard trimmings, food scraps, and other organic material into renewable energy and OMRI-listed organic mulch and compost in 2024.





**“Our team recognizes the importance of serving our communities and is committed to bringing this dedication and care to the City of Fullerton.**

**– Morgan Oblinsky**







**Environmentally Preferable Purchasing Policy (EPPP)**

GreenWaste implements a variety of policies and activities to reach our environmental stewardship goals, and we understand the importance of the implementation of an environmentally preferable purchasing policy (EPPP). GreenWaste has created a model for successfully purchasing environmentally preferable products that encourages the use of agricultural fibers, chlorine-free manufacturing processes, wood from sustainably harvested forests, and other environmentally sound practices. Our [EPPP is available on our website](#) and is provided to all employees.

**Green Business Certifications**





The GreenWaste corporate office has been Green Business Certified since 2011, and a new recertification process was recently completed following our

relocation to our new corporate office. This effort provides the opportunity to up the ante and strengthen our commitment to the environment as part of day-to-day operations. The GreenWaste Zanker main office was certified as a Green Business in 2013 (and constructed to LEED Silver Certification), the GreenWaste Watsonville office was certified in 2018, the GreenWaste Renewable Energy Digestion Facility was certified, and plans for further certification are being developed for additional locations. We will explore similar certifications for our Fullerton office. GreenWaste also has several Certified Sustainable/Green Businesses Certifications at these locations:

-  GreenWaste Florin Perkins Resource Recovery Facility
-  GreenWaste of Santa Cruz County
-  GreenWaste Zanker Resource Recovery Facility
-  GreenWaste Renewable Energy Digestion Facility

**GreenWaste’s 2024 Sustainability Awards & Recognitions**

GreenWaste has received several sustainability awards and recognitions over the years, below are just a few:

-  Sustainable Business Award: Solid Waste Reduction (Sacramento County BEREC)
-  Powering Sustainability Award (Power Inn Alliance)
-  Recognition for Environmental Stewardship (Sacramento Environmental Commission)
-  Sponsor of the Year (California Product Stewardship Council)



**Sacramento County BEREC:**  
Sustainable Business Award:  
Solid Waste Reduction, 2024



**CDRA Best Practices in Safety**  
– Gold Award, 2025  
Mixed C&D Recycling Facility  
of the Year, 2005



**LEED Silver** GreenWaste  
Zanker Resource Recovery  
Facility (Site 2)







**Sacramento County**  
Recognition for Environmental  
Stewardship, 2024

**Our Alignment with the City of Fullerton’s General Plan & Master Element D Policy**



In accordance with the City of Fullerton’s Master Plan Element D, GreenWaste is committed to investing in the research and development of innovative waste management solutions that align with the City’s sustainability goals, particularly the promotion of Green Fleet initiatives. Our collection vehicle fleet and ancillary support/staff vehicles used in the City of Fullerton will run on renewable and/or alternative fuel, significantly reducing our emissions impacts in the community and meeting the City’s green fleet policy.

**GreenWaste’s policies relating to Fullerton’s General Plan**

Fullerton General Plan & Master Element D Policy	GreenWaste’s Commitment
 <p><b>Sustainable &amp; LEED-Certified Buildings:</b> The City of Fullerton is committed to the long-term health and viability of the community and strives to plan and implement a wide range of sustainability initiatives. The Fullerton Community Center is LEED Platinum certified by the USGBC, by incorporating sustainable site development, water savings, and energy efficiency.</p>	<p>Our GreenWaste corporate office in San Jose is LEED Gold Certified and has 100% carbon neutral operations. Any new building GreenWaste builds will be modeled after LEED standards, and our goal is to operate with 100% renewable or zero-emission energy. Additionally, our compost products can contribute to LEED credits and are SB 1383 compliant, OMRI-Listed, registered organic input material with CDFA, and STa-Certified under the US Composting Council’s Seal of Testing Assurance (STA) Program.</p>
 <p><b>CNG Fueling &amp; Green Fleet Projects:</b> Through the gradual replacement of gasoline and diesel-powered equipment with alternative-fueled cars and trucks such as CNG, hybrid, or electric, the City is helping to improve air quality in the region, while decreasing fuel costs.</p>	<p>GreenWaste deploys renewable and alternative fuels and will help reduce emissions through the commitment of using local vendors, local disposal facilities, route optimization and efficiencies through transfer. In 2024, GreenWaste transitioned to 100% renewable or alternative fuels in our off-road heavy equipment, as well as our ongoing integration of zero emission collection vehicles and equipment.</p>
 <p><b>Paperless Billing:</b> The City offers online public records requests towards paper reduction as well as updating technology to increase their use of paperless meeting agenda materials.</p>	<p>In addition to offering paperless billing, GreenWaste also prioritizes non-toxic adhesives and inks, Forest Stewardship Council (FSC) certified paper products, and purchases recycled materials like tires, cork, and rPET. These carefully curated products are provided to employees and members of the public at our community events and play an important role in being environmental stewards.</p>
 <p>GreenWaste actively supports regional and subregional efforts to enhance recycling, reduce waste, and promote product reuse, consistent with the objectives outlined in the Master Plan. Additionally, we prioritize the safe and efficient management of waste, the protection and improvement of air quality through reducing vehicle miles traveled, supporting community composting initiatives, and participating in regional efforts to address climate change. These initiatives reflect both the guidelines set forth in Fullerton’s Master Plan and GreenWaste’s core values and dedication to providing Customer Service</p>	

## M. Customer Service

GreenWaste places critical importance on experiencing positive interactions with all customers. While drivers and other on-the-ground staff are the faces of the organization in the field, the Customer Service Representatives (CSRs) are the main points of contact for most customers. We strive to provide a superior customer experience by investing in technical infrastructure and providing CSRs with the appropriate tools and training to effectively perform all job duties. With over 25 years of experience providing exemplary customer service, we have identified a core set of values relating to the customer experience:

- ✔ Listen with empathy to all customer issues.
- ✔ Ask relevant questions to understand the purpose of the customer's call.
- ✔ Do things right the first time.
- ✔ Offer realistic solutions to all problems.
- ✔ Confirm the customer is satisfied with the solutions presented by the CSR and follow up with the customer, if necessary.

To support these goals, GreenWaste has identified the following systems that must be in place to ensure superior experience for all customers:

- ✔ Appropriate CSR training and staffing levels.
- ✔ Established and documented procedures and protocols for reporting and recordkeeping.
- ✔ Software to support all customer interactions and collection activities.

GreenWaste's extensive history of exclusive franchise collection services has allowed for the fine-tuning of these systems to appropriately support our customer service values and goals. From taking that first customer call to set up service, to supporting customers through any issues that may arise throughout their service, and billing and accepting payments for services rendered, we have superior staff, procedures, and suite of software in place to facilitate a seamless and pleasant experience for all customers.

### **2024 & 2025 Call Center Statistics**

**333,644 Total calls received**

**13,902 Average monthly calls**

**Less than 6% Abandoned Call Rate**



**Our CSR Call Center will be centrally located in the City of Fullerton, less than two miles from City Hall.**

GreenWaste currently provides exemplary customer service to 20 exclusive franchise collection areas across 5 counties in Northern California. The Company's many decades of experience have led to a streamlined service interaction for all customers using proven technologies and comprehensive software. This commitment to superior service starts with ensuring appropriate staffing levels, providing appropriate training and support for our CSRs, and investing in high quality software to track and maintain all customer interactions. GreenWaste works to streamline and strengthen procedures to address common customer issues, to ensure that all customers receive the same high quality of service that GreenWaste is known for.

# Less Than 0.69%

Of Call are Complaint Related

**5** ways to reach our CSRs:

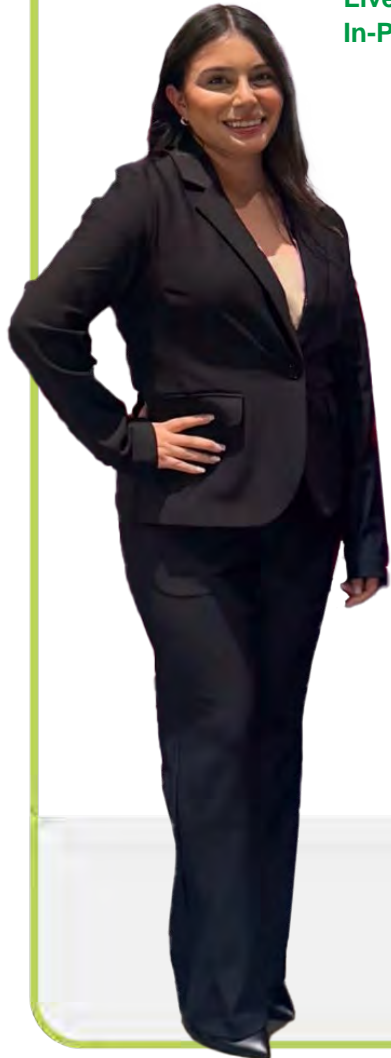
Live Chat, Email, Phone Call,  
In-Person, & Mobile App

**94%**

Are Related to Service  
Reliability on the Day  
of Service

**6%** Of Calls

are Missed  
Pickups



## Local Representatives & Fullerton Office



GreenWaste will have a 24-hour local toll-free number and our CSRs will be housed at our office within the City of Fullerton. All CSRs taking calls related to the City will be fully aware of all requirements of the Agreement as well as all GreenWaste's procedures for service. For all Agreements, GreenWaste ensures appropriate staffing levels to provide excellent customer service, reduced wait times, and provide coverage during periods of high call volumes. We pride ourselves on providing an average customer wait time to speak with a CSR of less than 35 seconds.




## Staffing Commitments for Fullerton Residents



For Fullerton, we are proposing hiring one Customer Service Manager who will oversee CSRs and run our local Fullerton Office. Customers will be able to pay their bill, ask questions, and collect various outreach and education materials in person. We have selected an ideal office location, which is within 2 miles of Fullerton City Hall. The office will be located at 1235 N Harbor Boulevard in Fullerton, CA 92832.

Although we do not anticipate having an understaffed customer service call center, contingency plans have been developed and typically involve reallocating resources, such as having employees from other departments temporarily assist with customer inquiries. Additionally, leveraging automation through self-service options can help alleviate the workload during heavy call volumes and peak call times. It's crucial to communicate proactively with customers, set realistic expectations for response times, and prioritize urgent issues to maintain service quality even in understaffed situations.


**CSR Training:** Prior to accepting calls, each CSR will complete a thorough training program, led by our experienced Customer Experience Manager. By the end of the initial training period, the CSR will be able to use the software and telephone systems to their full capabilities, understand operational aspects of collection and processing, and will embrace and embody GreenWaste's core values and beliefs relating to both customer service and employee satisfaction.

Training Type	Topics Covered
New Hire Orientation	<p>The first stage of the training program is the same for all employees – orientation. During this period, new employees are taught GreenWaste policies, procedures, and philosophies. Orientation occurs during the first few days of employment, when all new hire paperwork is completed, and the GreenWaste Employee Handbook is distributed and discussed. GreenWaste believes all employees can excel at their positions when they have a thorough understanding of all aspects of the company and are provided with the tools and support to perform their jobs.</p>
Technical Training	<p>CSRs will be trained in the use of our customer service management system, called AMCS Tower (herein referred to as “Tower”). This training includes navigation within the Tower system; starting and stopping service; adding, deleting and adjusting service levels; adding, deleting and adjusting routing; inputting comments to a customer’s account; reviewing, verifying, and adjusting any billing discrepancies. During this technical training, CSRs will be provided with a “cheat sheet” developed specifically for the City of Fullerton that answers most commonly asked questions and highlights aspects of the Agreement. As described in the draft agreement, GreenWaste will provide the City with monthly and quarterly reporting across a range of various contract activities. GreenWaste will pull this information from the AMCS Tower Database. With Tower, GreenWaste has broad and flexible reporting resources and capabilities, including the following:</p> <ul style="list-style-type: none"> <li> Access to over 140 standard reports.</li> <li> Ability to simplify internal errors with audit tracking by customer and user.</li> <li> Resources to create customized reports to track and report a wide range of information.</li> </ul>



Training Type	Topics Covered
Integration with Drivers	<p>The CSR Supervisor will work directly with CSRs and train on dispatch services and communication with drivers during the day. If a driver has a question about service levels, issues with contamination, or improper setouts, drivers will contact Dispatch/CSRs to seek guidance, document issues in Tower, and provide a resolution. This communication ensures that information is available for the CSRs as quickly as possible, allowing the CSR team to research and solve any issues efficiently. In the event the CSR has a question for a driver, Dispatch/CSRs are equipped with radios or push-to-talk systems to make direct contact with the driver while out on their route, resulting in a quick turnaround time for service issues.</p>
Collection Logistics	<p>Learning the logistics and nuances of collection and processing operations is critical to understand all aspects of collection. With this knowledge, the CSR Supervisor and CSRs can not only answer customer questions but also understand why certain services are offered and how decisions are made. All CSRs will participate in route ride-alongs with drivers, to understand how the routes operate and to understand the value of communication between departments and the issues that can arise in the field.</p>
Final Demonstration of Skills	<p>After all components have been taught, each CSR will be tested to demonstrate and ensure comprehension of the job. A “cheat sheet” will be created specifically for the City of Fullerton and will be available to assist during the transition. CSRs will be asked common questions, and they will be expected to respond using the basic service skills on which our customer service philosophy is based upon. When CSRs understand this information, they will be able to respond to frequently asked questions from customers. Once the trainer is confident in a CSR’s ability to answer common questions, then that CSR begins to answer phone calls while the trainer listens in. The trainer then constructively coaches and critiques the CSR on best practices in answering and responding to customer questions. After the CSR has demonstrated their ability to handle calls and the Tower system, they will be able to answer calls on their own, where the CSR Supervisor will be nearby to assist, as needed.</p>

## Integrated Customer Service Software

**amcs**  GreenWaste utilizes the **AMCS Tower Live** operational management system to handle all customer service, routing, compliance tracking, and billing functions of our collection and processing operations. The Tower database can handle all service and data needs that are common in the solid waste and recycling industry, and all data is kept secure using superior security systems and protocols.

GreenWaste places an unwavering commitment to customer data security at the core of our operations. Rigorous encryption protocols, advanced firewall systems, and regular security audits are just a few of the measures in place to safeguard sensitive information. Furthermore, a dedicated, in-house team of cybersecurity experts continually monitors and updates security protocols to stay ahead of evolving threats, ensuring that customer data remains protected and confidential.

When CSRs input information into Tower, their actions will adjust billing, create work orders to send to drivers, track inquiries to direct outreach staff, and document customer experiences and satisfaction. Each customer record contains all data items required for the ongoing operation of our customer service experience, including customer name/ company name and contact person; service address/ container location; service levels; routing information; and accounts receivable activity.

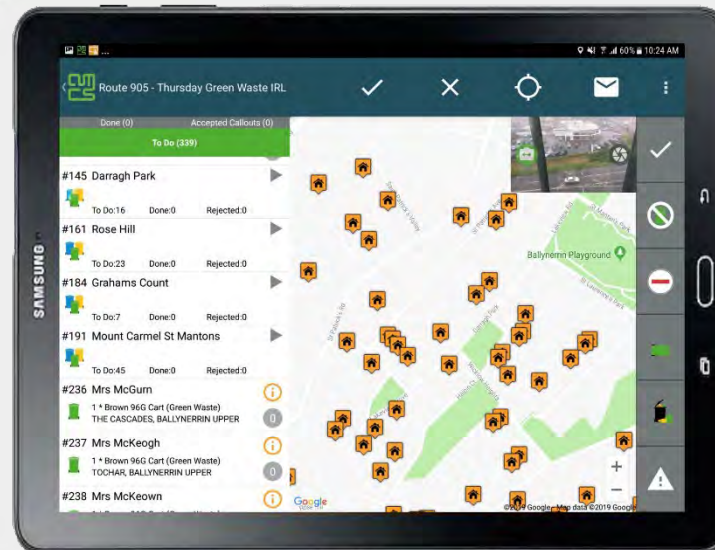
When CSRs answer a customer call, the first thing they do after providing a friendly greeting and introducing themselves is to pull up that customer’s account in Tower. After finding the customer’s account in Tower, the CSR will verify they have the correct account and review the “Info” tab on the Tower dashboard, which includes customer and service details (service address, contact name, billing info, inventory (cart numbers), service frequency, service days, and route details.

### Route Grouping with AMCS Tablet



- Route grouping allows for large routes to be broken into manageable groups.
- There is ease of movement of groups between trucks
- Groups can be actioned in a single click.

### Customer Status Updates with AMCS Tablet

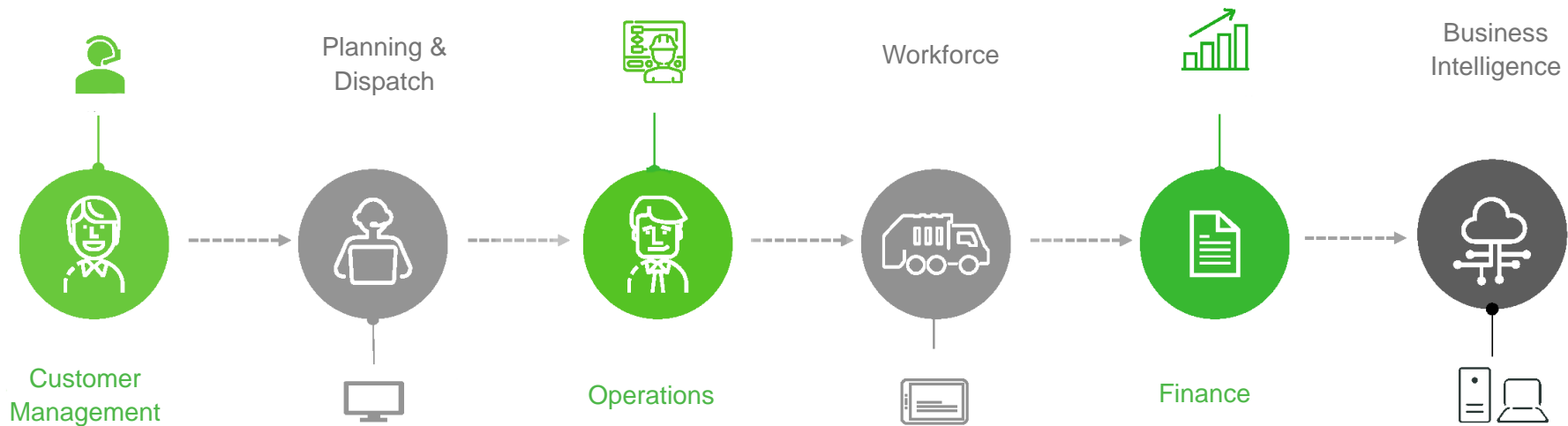


- Customer status “pushes” update from the CSR Call center to the driver in real time.
- A visual indication is sent to the driver to change to customer status and address the customer need.

With Tower, GreenWaste has the capability to do the following:

- ✔ Track and maintain all customer accounts, which includes customer complaints, missed pick-ups, level of service and collection day.
- ✔ Prorate accounts, positively or negatively, based on the start or stop of an account.
- ✔ Actively maintain and audit both permanent and on-call routes.
- ✔ Store photos, documents, and much more with the electronic filing cabinet available on each account.
- ✔ View tasks, appointments, scheduled services, and other items by viewing the color-coded electronic calendar.
- ✔ Utilize various dispatch screens to assign work orders and/or services to drivers and vehicles

Tower integrates across our vehicle technology platforms and provides mobile access for field staff and drivers out on the route which allows for quick notifications and communications between CSRs and staff out in the field. GreenWaste is in the process of integrating AMCS Mobile Web, which is a browser-based application designed to connect directly with our transport planning and optimization system, Fleet Planner, via smartphone or tablet. **AMCS Mobile tablets will be provided to all drivers in Q1 2026.**



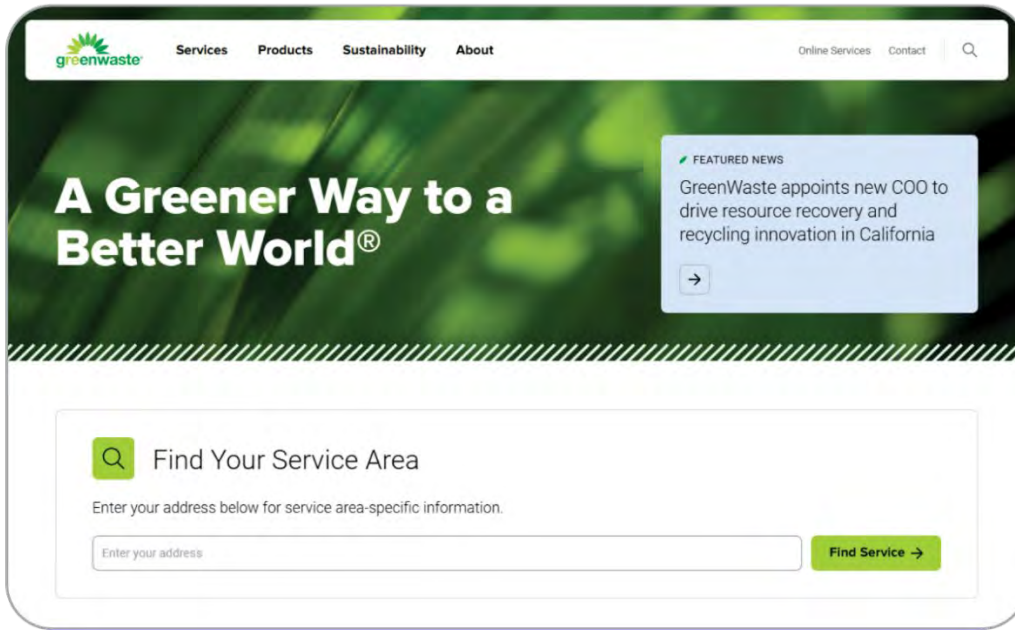
“

Beyond the metrics, the team at GreenWaste Recovery has been a pleasure to work with. They are professional, responsive, and genuinely committed to our success. Their expertise and proactive support have been invaluable. I recommend them without reservation.

- Natalie de Leon, Senior Sustainability Analyst,  
County of Santa Clara

”

## Customer Service Online & Digital Availability



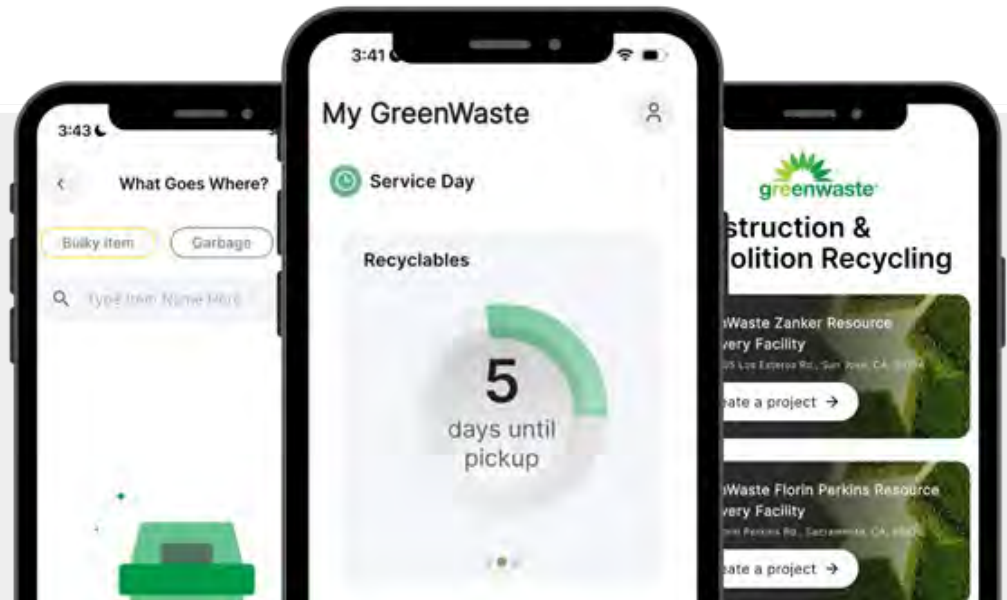
GreenWaste will develop a designated webpage for the City of Fullerton at [www.greenwaste.com](http://www.greenwaste.com). This Fullerton-specific webpage will allow customers to pay bills, request services, and submit service inquiries and complaints. Our focus on the webpage will be on the customer experience, service, and billing functions. Customers can create an account to login and perform online billing services, request services, review rates, update contact information, and look up their service schedule.

GreenWaste’s Fullerton-specific webpage will include all rates, electronic copies of public education and outreach materials produced, and provide customers with the ability to contact GreenWaste via email, Live Chat, or electronic Service Request Forms. This digital presence adds convenience to the customer experience, as well as decreasing the call load on the customer service call center when customers have simple questions about rates or services that can be handled online.

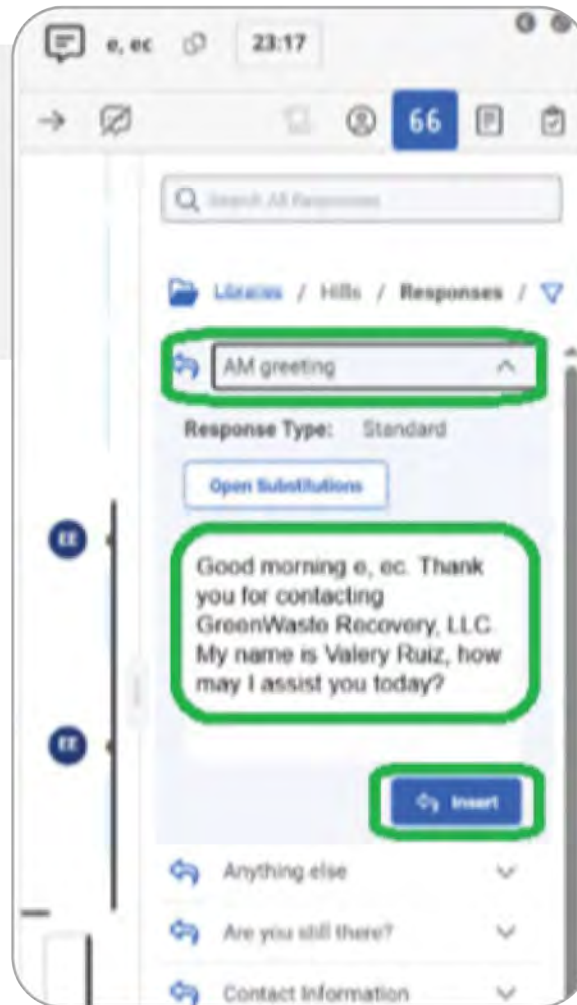
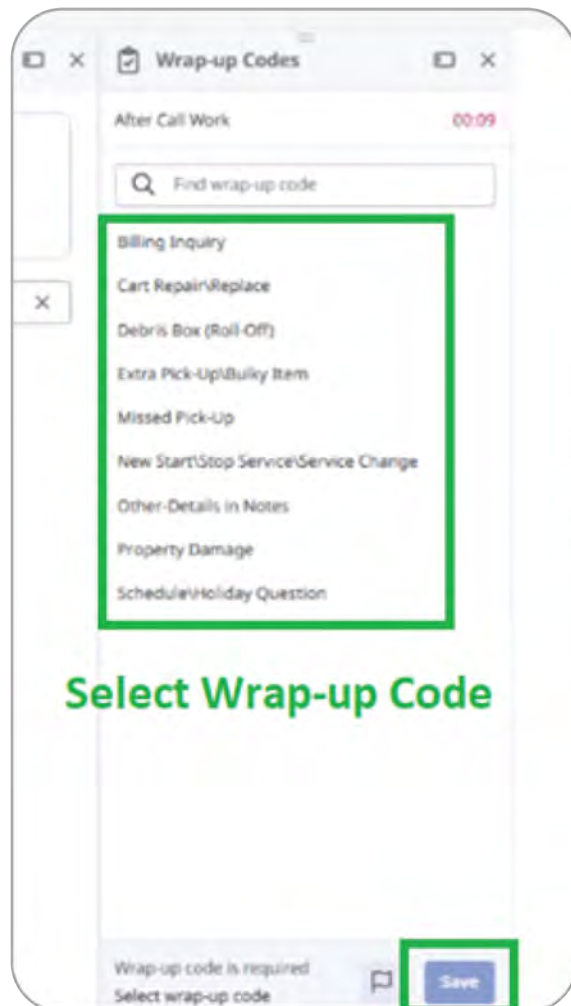
GreenWaste’s current website has been designed for ease of use by customers and includes an eTower platform that allows customers to perform many self-service functions, communicate with GreenWaste CSRs, and leave messages.

### My GreenWaste Mobile App on Google Play & Apple Store

- 🍃 Manage services (start/stop service, service day countdown, add a cart, schedule bulky item pick-up, etc.)
- 🍃 “What Goes Where?” interactive tool
- 🍃 Create a C&D project QR code for the scale house. GreenWaste equips the weighmasters with the tech to scan QR codes.
- 🍃 Navigate to external resources including bill pay, debris box ordering, and GreenWaste’s products



We also include a chat feature that allows CSRs to communicate directly with customers who prefer not to call in and speak with a CSR. To the right is a screenshot of a chat conversation that has chat options that are common questions and responses, allowing for quick communication.



In addition, the chat system provides CSRs with codes that can efficiently wrap-up the calls and significantly increases CSR's ability to quickly notate the conversation in the system, as shown in the screenshot to the left.

Hi! I live at 303 W Commonwealth Ave, Fullerton, CA and I forgot what my service day is. Can you help me?

Yes! Of course. Based on your address your service day is Tuesday. Please remember to place your containers at the curb the night before.

Oh, thank you! Also, I just moved in, and I have some extra items to get rid of. Is there a way you can help me with that?

Yes of course! You get four free Bulky Item pick-ups per year. Would you like me to schedule one for you?

Tower Dashboard: Customer Account & Service Information

Search   **Info**   Calendar   Activities   A/R   Contract   Default Pricing   Contacts   Attachments

Site: 056542 - 0001 : SCC : Active : 3 services : Ashley Picanco, eTower Access : 375 Industrial Rd, Watsonville, CA

<b>Customer</b> Ashley Picanco, eTower Access 1550 Berger Dr ✓ San Jose, CA 95112 (P) (408) 283-4800 ext (M) (408) 123-4567 ext Contact: Marie Picanco Email: ashley.picanco@greenwaste.com <hr/> <b>Billing</b> 1501 Berger Dr ✓ San Jose, CA 95112 Region: (M) <hr/> <b>Site</b> 375 Industrial Rd ✓ Watsonville, CA 95076-5118 Region: Contact: Email: Ashley.picanco@greenwaste.com	<b>Customer</b> Customer Status <b>Active (11/13/2014)</b> Customer Class      RES Company ID            SCC Old Account            8517941 <hr/> <b>Billing Arrangements</b> Billing Cycle            NON-SCC Quarterly Billing Cycle Name      NON-BILLING-SCC Terms                    Net 30 Days Avg Days To Pay        0 Finance Charges        No Invoice Zero Rates      Yes Auto Apply              Yes Past Due Message      No Assess Surcharge       Yes Assess Franchise Fee   No Invoice Printing / Emailing Option        Email Invoice Notification Invoice by Site          No Send Invoice to Site    No	<b>Site &amp; Service</b> Site Status <b>Active (11/13/2014)</b> Service Area            SCC Santa Cruz Company ID            SCC Old Site ID            8517941 Geocoded                Yes Email Service Notifications            Yes Assess Surcharge        Yes Assess Franchise Fee    No <hr/> <b>Inventory</b> <table border="1"> <thead> <tr> <th>Qty</th> <th>Equipment</th> <th>Serial Nbr</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>32G-TR</td> <td></td> </tr> <tr> <td>1</td> <td>64G-REC</td> <td></td> </tr> <tr> <td>1</td> <td>64G-YW</td> <td></td> </tr> </tbody> </table> <hr/> <b>Profiles</b> ( No profiles at site ) <hr/> <b>Sales</b> Customer Since        7/31/2012 Account Manager        HOUSE - House Account	Qty	Equipment	Serial Nbr	1	32G-TR		1	64G-REC		1	64G-YW	
Qty	Equipment	Serial Nbr												
1	32G-TR													
1	64G-REC													
1	64G-YW													

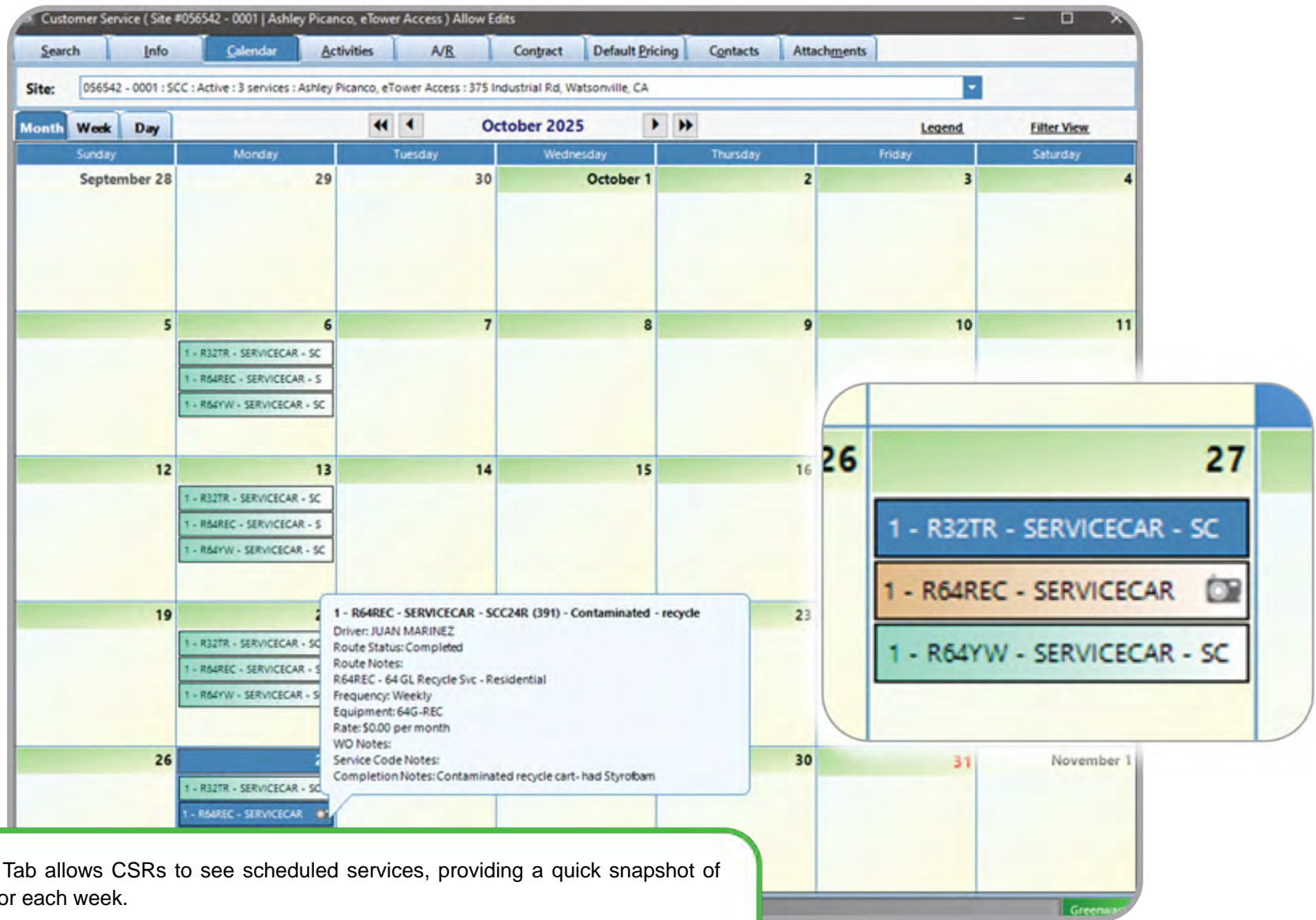
Unbilled	Current	1-30 Days	31-60 Days	61-90 Days	Over 90	Total	Deposit	Next Invoice: 10/1/2012
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Estimated Invoice...

**Services**    Collapse All    Legend    Effective Date: 10/31/2025    View: Standard

Qty	Service Code	Billing Description	Frequency	Rate	Rate Period	Equipment Ownership	Service Serial #	Minimu Charge	Mon	Tue
1	R32TR	32 GL Trash Svc - Residential	Weekly	\$38.59	Per Month	Company		\$0.00	SCC22T (390)	
1	R64REC	64 GL Recycle Svc - Residential	Weekly	\$0.00	Per Month	Company		\$0.00	SCC24R (391)	
1	R64YW	64 GL Yardwaste Svc - Residential	Weekly	\$0.00	Per Month	Company		\$0.00	SCC23Y (757)	

This "Info" tab on the Tower dashboard gives CSRs a comprehensive view of the customer's existing services and account information.

**Tower Feature: Calendar Snapshot of Collection Services**



The "Calendar" Tab allows CSRs to see scheduled services, providing a quick snapshot of service events for each week.

By hovering over the services, CSRs can quickly view the previous and future service events and other notes on the account. The camera icon on the service event indicates there is a photo attached to that specific service on that date.

**Tower Feature: Activities Tab for Open & Historic Data**

The screenshot displays the 'Activities' tab for a customer account. At the top, there are navigation tabs: Search, Info, Calendar, **Activities**, A/R, Contract, Default Pricing, Contacts, and Attachments. Below the tabs is a search bar and a site selection dropdown showing '056542 - 0001 : SCC : Active : 3 services : Ashley Picanco, eTower Access : 375 Industrial Rd, Watsonville, CA'. The main content area is divided into two sections: 'Open Activities' and 'Activity History'. The 'Open Activities' section is currently empty. The 'Activity History' section contains a table with the following data:

Site ID	Activity	Type	Priority	Status	Start/Create Date	Detailed Notes
056542	Email	eTowerCSRRequ...	Normal	Sent	9/10/2024 12:06 PM	Thank you for visiting us at <a href="http://www.greenwaste.com">http://www.greenwaste.com</a>
056542	Task	Compliment	Normal	Completed	9/10/2024 12:00 AM	Chosen effective date: 9/10/2024 12:00:00 AM
	Email	eTowerPaperless...	Normal	Sent	6/5/2024 1:52 PM	Thank you for visiting us at <a href="http://www.greenwaste.com">http://www.greenwaste.com</a>
	Email	eTowerNewUser	Normal	Sent	12/20/2022 8:29 AM	This email address was recently used in the registration of an account at our website.
	Email	eTowerPaymentR...	Normal	Sent	4/13/2022 1:39 PM	To Our Valued Customer,
	Email	eTowerAutoPayC...	Normal	Sent	1/4/2021 12:37 PM	Thank you for visiting us at <a href="http://www.greenwaste.com">http://www.greenwaste.com</a>
	Email	eTowerAutoPayC...	Normal	Sent	1/4/2021 12:37 PM	Thank you for visiting us at <a href="http://www.greenwaste.com">http://www.greenwaste.com</a>
	Email	eTowerAutoPayC...	Normal	Sent	1/4/2021 12:37 PM	Thank you for visiting us at <a href="http://www.greenwaste.com">http://www.greenwaste.com</a>
	Email	eTowerPaymentR...	Normal	Sent	10/13/2020 4:54 PM	To Our Valued Customer,

The "Activities" tab allows CSRs to see the open and historic activities on the customer account.

GreenWaste has started photographing contamination in containers during collection (prior to unloading materials into the vehicle hopper) and documenting each occurrence in Tower.

To the right is an example of a photo that was attached to the recycling service where contamination (polystyrene) was found in the container. This occurrence was relayed to the CSRs and they were able to contact the customer quickly to inform them of the contamination and provide them with the correct set-out guidelines. Our approach to quick contamination notification has been successful in not only educating the customers, but we have seen a drastic reduction in contamination at the MRF.

All information contained within the Tower software is retrievable for both internal operations and for reporting that can be customized to meet the needs of the City of Fullerton.

**Tower Feature: Photographic Contamination Notification**

Service Date	Qty	Workflow	Description	Route	Driver	Vehicle	Destination
10/27/2025	1	SERVICECAR	Scheduled Service - Cart	SCC24R	JMARINEZ	SCC577	

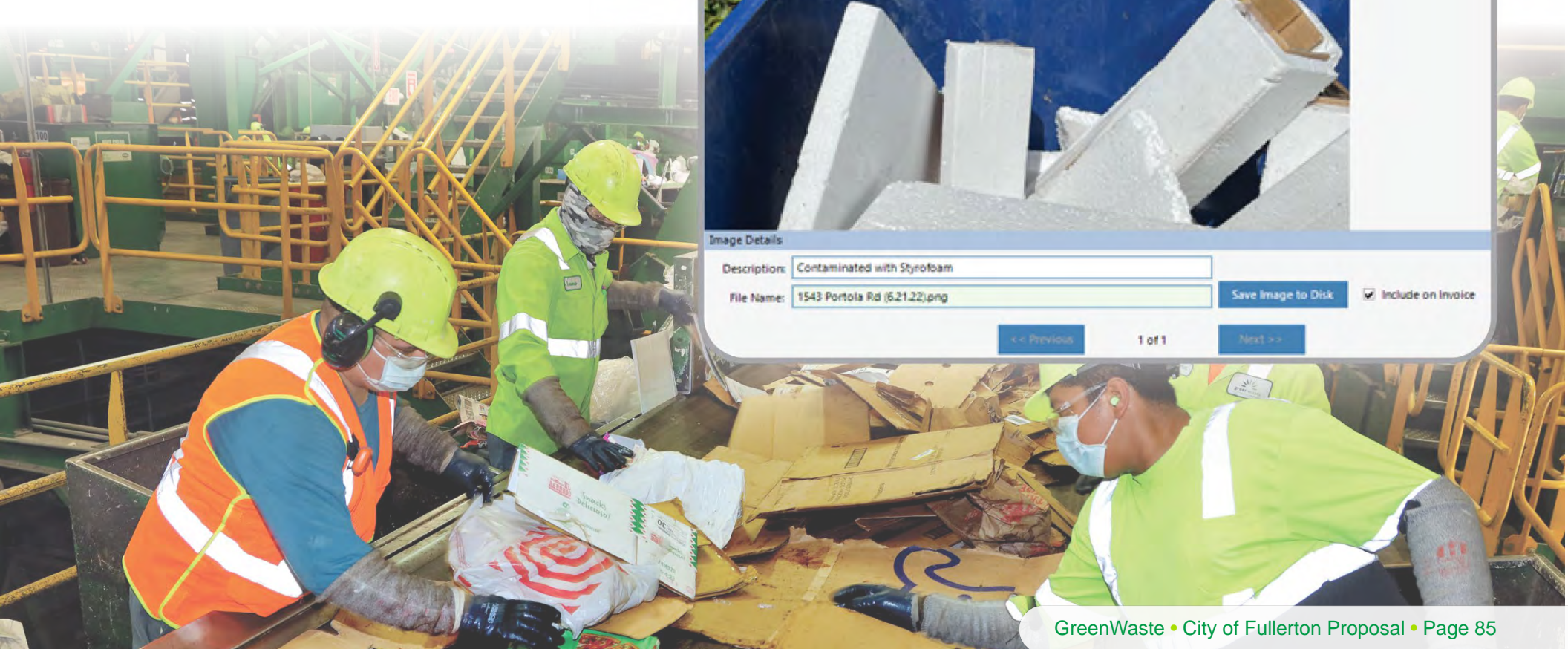
Image Details

Description: Contaminated with Styrofoam

File Name: 1543 Portola Rd (6.21.22).png

Save Image to Disk:  Include on Invoice

Navigation: << Previous   1 of 1   Next >>



Customer Service Phone System & Software

### Call Tracking with the Genesys Pure Insights & Pure Cloud Software

**Dashboard 1: Palo Alto**

User	Status	Time In Status	Answered	Hold Time	Transfer Count
Katie Ward	Available	00:10:06	2	00:02:24	0
Christina Carrillo	Idle	00:14:49	27	00:17:47	0
Maia Hipperd-Roff	Interacting	00:01:21	20	00:05:56	1
Evelyn Torres	Offline	23:04:07	0	00:00:00	0
Luna Huertas	Offline	02:06:45	0	00:00:00	0

**Summary Cards (Palo Alto):**  
 Abandoned: 4 (red background)  
 Calls Waiting: 0  
 Total calls: 53  
 Average wait time: 00:01:20  
 longest wait: -  
 agents on queue: 4

**Queue Data (Palo Alto):**

Queue	Conversations Waiting	Average Wait Time	Conversation Offered Count	Abandoned Interactions	Longest Call Waiting
Palo Alto Customer Service	0	00:01:20	53	3	
Palo Alto Spanish Customer Service	0	00:04:08	1	1	

---

**Dashboard 2: Marina Peninsula Cities**

User	Answered	Status	Time In Status
Marco Rocha	11	10 minute break	00:05:23
Talisha Pans	9	Assisting customer	00:10:04
Victoria Pinedo	1	Available	00:17:07
Dizire Anderson	4	Communicating	00:05:08
Graciela Manquez	11	Communicating	00:03:21
Jasmine Mala	8	Idle	00:00:56
Leslie Herrera	12	Idle	00:02:40
Melanie Anas	7	Idle	00:02:51
Crystal Rocha	9	Interacting	00:00:50
Bessie Nicolaidas	0	Offline	19:57:51
Daniella Gallaga	0	Offline	22:08:51

**Summary Cards (Marina Peninsula Cities):**  
 total calls: 82  
 Abandoned: 11  
 Avg Wait: 00:00:27  
 Calls Waiting: 0  
 Chats Offered: 3  
 Chats Answered: 3

**Queue Data (Marina Peninsula Cities):**

Queue	Conversations Waiting	Conversation Offered Count	Abandoned Interactions
	0	87	3
	0	5	0
	0	0	0

GreenWaste will use the Genesys Pure Insights and Pure Cloud software system to handle and track all phone calls to our CSR call center in Fullerton. The Pure Insights Realtime Dashboard allows us to build and display real-time custom dashboards that monitor our CSR call centers. Dashboards show the CSR status, total calls/chats offered and answered, waiting calls, average wait times, and conversations offered by queue.

Our status updates help ensure that we respond to calls quickly and efficiently.

**Reducing Wait Times with the Genesys Pure Insights & Pure Cloud Software**

The dashboard displays the following metrics:

- Calls Offered:** 239
- Avg Wait Time:** 00:00:14
- Calls Waiting:** 0
- Longest Call Waiting:** -
- Abandoned:** 0

**Agent Performance Table:**

User	Answered	Status	Time In Status
Claudia Reyes	0	Offline	08:03:54
Crystal Rocha	16	Offline	05:42:39
Daniella Gallaga	0	Offline	04:41:47
Dizire Anderson	25	Offline	03:42:03
Erica Torres	25	Offline	03:42:11
Gabriela Osorio	31	Offline	03:41:51
Graciela Manriquez	29	Offline	03:42:01
Jasmine Mata	16	Offline	03:42:18

Queue	Conversations Waiting	Average Wait Time	Active Conversations	Agents on Queue	Agents Interacting	Agents Idle	Conversation Offered Count	Abandoned Interactions
Santa Cruz Customer Service	0	00:00:14	0	0	0	0	173	0
Santa Cruz Rolloff	0	00:00:08	0	0	0	0	2	0
Santa Cruz Spanish Customer Service	0	00:00:11	0	0	0	0	9	0
Scotts Valley/Capitola Customer Service	0	00:00:12	0	0	0	0	30	0
Scotts Valley/Capitola Rolloff	0	00:00:07	0	0	0	0	1	0
Scotts Valley/Capitola Spanish Customer Service	0	00:00:05	0	0	0	0	1	0
South County Customer Service	0	00:00:18	0	0	0	0	19	0
	0	-	0	0	0	0	0	0



**GreenWaste has a strong background with collection for both residential and commercial customers and their end processing ensures maximum diversion of recyclable and organic materials from our local landfill. This reduces greenhouse gas emissions, conserves resources, and supports compliance with the cities SB 1383 requirements, including local and state sustainability mandates.**

**- Mark Parker, Public Works Manager, Sand City**

**Procedures & Protocols**

**Customer Service Calls & Work Orders:**

GreenWaste will use Genesys Pure Insights and Pure Cloud software to handle and track all phone calls to our CSR call center in Fullerton, which can be reached via a local telephone number and a toll-free number. A knowledgeable and trained CSR will be available for customers within the hours outlined in the Draft Agreement. Calls received outside of the CSR center's operating hours will be offered the option to leave a voicemail message. All messages will be returned the following business day. In the event of an emergency, we will maintain an after-hours telephone number allowing 24 hours per day access to GreenWaste management by the City Contract Manager.



GreenWaste understands the importance of efficiently and thoroughly handling incoming customer calls. It is anticipated that all incoming calls will be answered within 5 rings, and any call on hold longer than 1.5 minutes will have the option to remain on hold or leave a message (if on hold for more than 3 seconds). CSRs will be trained to attempt to return messages that are left before 5:00PM on the same day the message was received. For messages left after 5:00PM, a CSR will attempt a call-back prior to 12:00PM on the following business day and we will make a minimum of 3 attempts within 1 workday of the receipt of the call. CSRs begin each call with a standardized greeting that includes GreenWaste, their name, and an offer of assistance. CSRs are trained to fully listen to the customer's request, asking clarifying questions as appropriate, and then repeating the pertinent details back to the caller. Once the CSR has verified that they completely understand the nature of the issue, they propose a solution to the issue. Once the issue has been resolved to the customer's satisfaction, the CSR then inputs all pertinent details into the customer's account in the Tower software system.

Though all CSR and customer interactions will differ, most will involve the following steps:

- ✔ Determine who is calling and the nature of their issue or reason for calling.
- ✔ Ask questions to clarify the issue/request.
- ✔ Contact the route driver if the issue is the result of a route-based service problem.
- ✔ Determine if the issue can be resolved in the remaining part of the collection day.
- ✔ Offer additional solutions to ensure the customer is satisfied.
- ✔ Agree on a solution and input the problem and solution into Tower.
- ✔ As necessary, issue a work order to send to the driver for completion that day.

To assist CSRs in entering customer interaction data in a timely manner, GreenWaste sets default comments in Tower for commonly used phrases and remarks, giving CSRs a starting place while also allowing them to customize comments for an individual situation. Standardized titles for comments allow CSRs to produce reports that are filtered out by specific type of service issue.

The GreenWaste phone system, PureCloud, incorporates many features, including where customers are able to start a Live Chat with a CSR from our website. Messages will be queued up similarly to phone calls, so that multiple methods of communication can be handled simultaneously. In addition, the PureCloud call system will record all queue calls, allowing CSRs and GreenWaste Management to review all calls connected through the phone system to help clarify questions about a conversation and use calls for additional training opportunities.

Decades of service have enabled GreenWaste to establish these procedures as the most productive methods for handling common service items. However, each service area is unique, and the City of Fullerton may request changes to any of the standard responses, which we are responsive to feedback and collaboration with the City and staff. As such, GreenWaste will attend monthly meetings for the first year of the Agreement to discuss any service issues, and thereafter, not to meet less than quarterly, with City staff to review the data in the Quarterly Report. GreenWaste's General Manager, Project Manager, CSR Manager, and Route Supervisor will attend these meetings along with City Staff. Additional meetings may be scheduled to address special projects or other service needs and concerns about the City's option. These meetings may be used to adjust any of the above procedures to address any specific City concerns or requests.

Queue Name	Agent Id	Agent Name	Skills
Winterfell Queue	a2e139bf-7db1-4822-ae8c-005f	A	
Winterfell Queue	27a614f2-55f4-4693-8235-7dc	D	English; Linux Window
Winterfell Queue	REDACTED	REDACTED	
Winterfell Queue	a2e139bf-7db1-4822-ae8c-005f	A	
Winterfell Queue	27a614f2-55f4-4693-8235-7dc	D	English; Linux Window
Winterfell Queue	REDACTED	REDACTED	

**Service Response & Complaint Protocols:** There will invariably be issues that arise throughout collection operations and customer service functions and tackling these problems in a prompt and courteous way is what sets GreenWaste apart from other haulers. GreenWaste will respond to all complaints and service requests received via formal customer service channels within one business day. While the exact methods for addressing some of these potential issues can be adjusted according to the specific needs of the City of Fullerton, GreenWaste has developed the following procedures to handle some common collection issues:

Training Type	GreenWaste's Service Protocol
Missed Pickups	<p>Missed pickups will be serviced no later than 4:00PM the following normal business day, provided non-excluded materials are placed in appropriate containers and left in approved collection locations. Drivers will electronically notify or call in to dispatch before completing their daily route to receive and act on missed pick-ups. GreenWaste CSRs will call or electronically communicate with customers after the container is serviced to confirm that the results are satisfactory. GreenWaste will review routes with the drivers to ensure the missed pickup is not repeated and all customers are serviced on their regularly scheduled service day.</p>
Spills	<p>If a customer contacts us to report a leak or a spill, the CSR will immediately contact dispatch to have the driver check the collection vehicle immediately for any leaks. A Route Supervisor would then proceed to investigate the spill at the address. If the Supervisor can verify the spill was caused by GreenWaste, we would then clean up the leak or spill with the emergency spill kit that accompanies each GreenWaste vehicle. In the event that the leak or spill is larger than the spill kit can manage, the Supervisor will bring the necessary materials to clean the area or contact a certified cleanup company.</p>
Noise Complaints	<p>GreenWaste makes every effort to prevent early morning collection from disturbing residents and abides by the collection parameters outlined in our Franchise Agreements. However, residents occasionally contact GreenWaste with complaints about noise from collection vehicles. Upon receipt of such a call, the CSR will identify the route that appears to be the cause of the complaint and confirm that the vehicle was in the area at the time of the complaint. In the event a collection vehicle was in fact the likely cause of a complaint, the operations team will evaluate whether it is possible to make slight route modifications to avoid such issues in the future, including servicing the location on the same route later in the day. If route adjustments are not possible, the CSR Supervisor will work with the operations team to identify alternative ways to prevent undue noise issues through alternate routes or other means. When noise complaints are received, the CSR will place a site note on the customer's account in Tower, so that the driver is aware that this area is sensitive going forward.</p>

It is important to note that when our CNG-fueled collection vehicles operate at much lower decibels than traditionally fueled diesel-powered collection vehicles. In some cases, residents often forget to put out their containers because they no longer hear the collection vehicle approaching in the neighborhood.


- Other Customer Complaints.** GreenWaste will respond to a reported failure to provide franchise service as required by the terms of the agreement by 4:00PM on the next business day after its receipt of notice from a customer, or the City Manager. Designated GreenWaste staff will review complaints with the City and determine if any changes need to be made to services.



The above complaints will generally originate from the customer where the following additional service issues are typically reported by the drivers as they complete their routes throughout the day. Drivers will either reach out to Dispatch or the CSRs directly and CSRs will enter the driver-related issues into Tower and assist with resolution:

- Missed Set-out.** If a customer does not set out containers for collection, GreenWaste drivers will, as a courtesy, return to collect containers when the missed setout is communicated on the same day of service and the drivers are in close enough proximity. In the event that the missed setout is communicated the same day as service and the driver is already out of the area, and it is early enough for the driver to go back, the customer may pay a fee approved by the City and GreenWaste can return to service the containers. If GreenWaste is already out of the area or the route has been finished and the driver is gone for the day, the customer may pay a return trip fee for the next day to have container collected. If the customer does not want to pay for a return trip, GreenWaste can collect extra containers the following service day.

- Blocked Containers.** Containers can be unserviceable due to the positioning of vehicles for a variety of reasons. A car may be too close to a collection container, a neighbor may have moved a previously properly placed container to park their vehicle, or a commercial delivery truck may be entirely blocking an enclosure. In some cases, drivers are able to remedy the situation in the field by communicating with the individual that is blocking the container, although drivers are not expected to delay their route in order to access blocked containers. If GreenWaste cannot swiftly deliver service without disruption to the route, the driver will contact Dispatch to note the issue. Dispatch will document the problem in Tower and CSRs will promptly follow up with the customer in order to deliver service as quickly as possible. If the driver has not completed their route for the day, they will return to service the container. If the driver cannot provide service the same day due to the completion of the route or being too far out of the service area, CSRs will contact the customer to determine if they would like to pay a return charge or would like to wait until their next service day for return service.



**greenwaste™**  
City of Fullerton

pacustomerservice@greenwaste.com  
www.greenwaste.com/PaloAlto  
(650) 493-4894

We were unable to service your waste.

The following issue(s) prevented us from servicing your...

landfill	compost	recycle
----------	---------	---------

service container today:

- Locked gate or door.
- Car or delivery truck in the way.
- Storage of supplies or other material in the enclosure, blocking access.

There was an issue with your waste.

The following issue(s) was noticed in your...

landfill	compost	recycle
----------	---------	---------

service container today:

- Overfilled container:
  - We collected the material as a courtesy (first offense).
  - We collected the material & charged your account accordingly.
- Contamination (incorrect sorting):
  - Our office will be contacting you with your options.
  - We collected the material & charged your account accordingly.

Please contact GreenWaste of Palo Alto if you have any questions or concerns regarding your waste collection service.



**Overflowing Containers.** The amount of overflow dictates the follow-up procedure we will undertake. While we can accommodate occasional, minor overflow, regular overflow of containers typically means that a customer is undersubscribed to service and should be subscribed to different service levels and/or container sizes. Significant and consistent overflowing containers are unsafe conditions for the driver to empty the container and pose health issues in the community.

- GreenWaste will do its best to mitigate ongoing container overflow situations by tagging the containers with non-collection notices, which will serve as additional education to the customer about service levels and subscription options available. Drivers will take photos and attach them to the customer’s account in Tower, which will be available for CSRs and Outreach Staff in order to help demonstrate the need to adjust containers, service levels and/or subscription options with the customer.
- If the overflow is significant, the driver will leave a non-collection notice and notify Dispatch, and they will pass this along to CSRs so that the customer can be notified of the issue and what their options are to receive service. This typically includes removing the excess material, placing the extra items in bags and/or the appropriate container, and scheduling a site assessment with our Outreach team to discuss additional training, outreach, and service level issues in person.

**Excessive Contamination.** Drivers are the first line of defense when it comes to contamination. In residential collection, contamination can be challenging to document prior to collection due to the use of fully automated vehicles. When excessive contamination is found, the driver will leave behind the Courtesy Notice and will notify Dispatch so that the instance of contamination can be noted in Tower, along with a photo taken by the driver. The notation in Tower will include the specific type of contamination so CSRs can contact the customer and inform them of the contamination. CSRs will work with the customer on collection opportunities for left-behind material, if applicable, which will include the removal of the problem material, or payment of a contamination charge and/or return trip.



## Billing

GreenWaste also utilizes the AMCS Tower system to handle all billing functions of the company’s collection and processing operations. The Tower software allows for the customization of any billing needs specific to a jurisdiction, and ties directly to the customer’s service information to ensure that customers are billed correctly for the services they are receiving.

**General Invoicing:** As part of GreenWaste’s commitment to being environmental stewards and providing sustainable operations, we encourage all our customers to participate in both electronic, paperless billing and enroll in automatic, electronic payments (through the eTower portal on our website). When CSRs set up an account for a customer, they explain the invoicing options that GreenWaste offers:

- ✔ Electronic invoicing with a link to the Customer’s eTower account.
- ✔ Both a paper invoice and a link to the Customer’s eTower account.
- ✔ Traditional paper invoicing.



**INTRODUCING AMCS PAY CREDIT CARD PROCESSING**

EASILY ACCEPT CARD-NOT-PRESENT AND IN-PERSON TRANSACTIONS

Whether your organization is a small family-run group or a huge geographically distributed company, you face a similar challenge across business workflows: Offering a complete set of credit card options to manage payments to your suppliers and from your customers. Automate and simplify payment — and optimize your cash flow.

The first two options are also available for customers through the customer’s eTower portal, which is available on our website. The final option is internal only and is used when an invoice may need to go to both a site and a corporate accounting department and this option is generally offered in rare instances. As part of our sustainability initiatives, we aim to send electronic invoices to as many customers as possible. Not only do electronic invoices save paper, but sending them via e-mail also allows GreenWaste to maintain a database of customer e-mail accounts. Respecting customer privacy remains a priority, and GreenWaste does not sell, market, or distribute any email addresses our customers provide during enrollment in our electronic communications and services. Commercial and industrial customers can be invoiced in advance or in arrears each month, for all services rendered. All invoices will include the following, separately for each service location:

- |                                |                                    |
|--------------------------------|------------------------------------|
| ✔ Purchase Order/Site Location | ✔ Material Type                    |
| ✔ Quantity                     | ✔ Price Per Unit                   |
| ✔ Frequency                    | ✔ Total Price Per Level of Service |
| ✔ Description of Service       | ✔ Total billable amount            |
| ✔ Container Type               | ✔ Any pro-rated adjustments        |
| ✔ Container Size               |                                    |

**Methods of Payment:** GreenWaste continues to work with Tower and our banking partners to find the latest and most customer-friendly methods to allow customers to pay their invoices, taking advantage of new technologies as they come to market. GreenWaste will offer Fullerton customers the option to pay their bills by the following methods:

- |                                 |                                       |
|---------------------------------|---------------------------------------|
| ✔ Pay by mail                   | ✔ Pay online (through eTower)         |
| ✔ Pay by phone (by credit card) | ✔ Pay in-person (at the local office) |



greenwaste Services Products Sustainability About Online Services Contact

## Bill Pay

Pay your GreenWaste bill or invoice.

## Online Bill Pay with GreenWaste Recovery

Have you gone paperless? Sign up to receive virtual bills by signing in and clicking “manage paperless” in your portal. Use your invoice number and customer ID to login and [learn how to read your bill here](#).

Login →

**Billing Customer Service:** GreenWaste believes that billing starts and ends with the CSRs because they are usually the first contact with customers when they call GreenWaste. GreenWaste will follow the City’s billing protocol for all accounts and the Tower system provides flexibility to modify billing cycles for each service area to best fit the needs of the customers. Tower immediately prorates accounts as customers start and stop services, which gives both CSR and customers instant access to remaining balances on accounts.

**Billing Demands:** Should billing disputes arise, GreenWaste will rely on its excellent tracking and account maintenance in the Tower database to provide a thorough background regarding service history and interactions with the customer. GreenWaste will provide all documentation needed by City to detail the accounting history and bring clarity to the dispute. GreenWaste is always understanding and will seek to find agreement in regard to the dispute.

**Past Due Accounts:** Collecting outstanding balances is important for both GreenWaste and the City. GreenWaste’s proven collection methodology helps keep accounts in good standing as accounts are targeted at different periods with direct dunning (“past due”) messages from the Tower system. We will contact all past due accounts every 30 days to remind them of their obligation and we will make every effort to contact the customer via phone and/or email. On a monthly basis, GreenWaste will notify the City of customers whose account is over 90 days past due.

**Electronic & Paper Bill Inserts:** GreenWaste will include newsletters and other billing inserts with invoices and will coordinate all messages with the City. As another part of our sustainability initiatives, we encourage our customers to sign up for and receive electronic versions of all bill inserts. Further, any customer that has signed up for e-billing is automatically enrolled in electronic newsletters. Currently, the mailing house that we utilize, separates paper customers from e-billing customers and distributes the digital file of the newsletter to the e-bill customer.

GreenWaste has also utilized MailChimp and other similar services for the distribution of commercial newsletters and community-wide e-blasts. The shortcoming of this service is that email addresses are not required as part of an account, and we will work with the City (and previous hauler) to obtain email addresses for all customers. With this comprehensive approach, GreenWaste can use a MailChimp-type provider that generates greater analytics, allowing GreenWaste to continue to tailor its program to the most useful information.



## Your GreenWaste Billing in East Santa Clara County

### Bill Pay Options

1. Set up auto pay.\*
  - Enroll in our online portal by scanning the QR code at the bottom of this page.
  - \* If you had auto pay with your previous hauler, you will need to re-enroll with GreenWaste.
2. Make a one-time payment by:
  - Accessing the online portal,
  - Mailing in a check, or
  - Calling our customer service team at (408) 938-4940.

You may qualify for low-income discounts if you are enrolled in PG&E’s CARE Program. Please contact us at [CustomerService@GreenWaste.com](mailto:CustomerService@GreenWaste.com) or (408) 938-4940 to change or update your service.

### Understanding Your Bill

**Note:** residential invoices will reflect two months of service (your monthly rate multiplied by 2 months) and commercial invoices will reflect one month of service.

**Customer ID**  
The unique number assigned to your address is used to access your account.

**Invoice Number**  
The unique number assigned specifically to this invoice.

**Account Summary**  
List of balances, payments, and adjustments for current period.

**Important Messages**  
This area will be used for special notifications, updates, and rate increase notices.

**Outstanding Invoices**  
Any outstanding balance will show here.

**Site Address**  
The service address you are being billed for.

**Payment Time Frame**  
This is the billing time frame that is being paid.

**Payment Coupon**  
Includes the total amount due and due date. If you pay by mail, be sure to include payment coupon with your payment.

CUSTOMER ID	000001
INVOICE DATE	1/1/2020
INVOICE NO.	00012712000
CUSTOMER PO	
DUE DATE	
BALANCE FWD	\$0.00
PAYMENTS	\$0.00
CREDITS	\$0.00
CHARGES	\$116.91
<b>BALANCE DUE</b>	<b>\$116.91</b>

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	OVER 90 DAYS	BALANCE DUE
\$116.91	\$0.00	\$0.00	\$0.00	\$0.00	\$116.91

DATE	QUANTITY	FREQUENCY	DESCRIPTION	AMOUNT
7/1/25-6/31/25	1.00	Weekly	35 GL Cart Trash	\$116.91
<b>Total New Charges:</b>				<b>\$116.91</b>

Customer ID	000001	Invoice Date	1/1/2020
Invoice	00012712000	Due Date	
Amount Due	\$116.91	Customer ID	

**CONTACT GREENWASTE**  
(408) 938-4940  
[CustomerService@GreenWaste.com](mailto:CustomerService@GreenWaste.com)

**Nota:** este folleto está disponible en Español en nuestro sitio web [GreenWaste.com](http://GreenWaste.com).  
**Chú ý:** trang này được dịch sang tiếng Việt trên trang web [GreenWaste.com](http://GreenWaste.com).

Below is a sample commercial invoice (that can be received through mail or electronically), front page:



CUSTOMER ID	██████████
INVOICE DATE	11/1/2025
INVOICE NO	██████████
CUSTOMER PO	
DUE DATE	12/1/2025
BALANCE FWD	\$5,270.67
PAYMENTS	-\$5,270.67
CREDITS	\$0.00
CHARGES	\$5,270.67
BALANCE DUE	\$5,270.67

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	OVER 90 DAYS	TOTAL AMOUNT DUE
\$5,270.67	\$0.00	\$0.00	\$0.00	\$0.00	\$5,270.67

Go Paperless and Help Us Reduce Waste! It's fast, secure, and eco-friendly—sign up now at [www.portal.greenwaste.com](http://www.portal.greenwaste.com)

DATE	FREQUENCY	DESCRIPTION	QUANTITY	RATE	AMOUNT
------	-----------	-------------	----------	------	--------

**New Charges**

Site					
11/1/2025 - 11/30/2025	2x/Week	6 YD Front Load Recycle	1.00	\$1,826.38	\$1,826.38
11/1/2025 - 11/30/2025	3x/Week	6 YD Front Load Trash	1.00	\$3,319.93	\$3,319.93
11/1/2025 - 11/30/2025	Weekly	96 GL Organics Svc - Commercial	1.00	\$124.36	\$124.36

**Total New Charges: \$5,270.67**

PLEASE DETACH AND RETURN LOWER PORTION WITH YOUR PAYMENT



Visit us at [portal.greenwaste.com](http://portal.greenwaste.com) to pay your bill online or sign up for autopay

Customer ID	██████████	Invoice Date	11/1/2025
Invoice	██████████	Due Date	12/1/2025
Total Amount Due	\$5,270.67	Amount Paid	

check box if billing address has changed

MAIL PAYMENT TO:   
 GreenWaste Recovery, LLC - ESJ  
 P.O. Box 11089  
 San Jose, CA 95103

BILL TO:   
 ██████████  
 San Jose, CA 95127-2708

9990024404100000527067602

Below is the back page of a sample commercial invoice:

customerservice@greenwaste.com



East Santa Clara County (408) 938-4940  
 www.greenwaste.com

**IMPORTANT INFORMATION ABOUT YOUR BILL**

**Remit Address**

GreenWaste Recovery, LLC  
 P.O. Box 11089  
 San Jose, CA 95103-1089

**Payment Drop Locations**

If you choose to pay your bill in person, please contact Customer Service at (408) 938-4940 to find the nearest location.

**Billing Frequency**

Billing is either monthly, bi-monthly or quarterly, depending on your service area. If you have questions regarding your billing frequency, please contact customer service at (408) 938-4940.

**Billing Disputes**

Any billing disputes must be reported to Customer Service within 30 days of receipt of this invoice. If we are not contacted within 30 days of this invoice, all charges will be assumed accurate.

**Fees and Charges**

When service is stopped for nonpayment, the total outstanding amount plus late charges and service fees must be paid in full before service can be resumed. The reinstatement fee for roll cart service is \$25 plus two month's service payment in advance. The reinstatement fee for containers is \$50. Returned check fee is \$25.00. Other fees may apply when extra or additional services are requested. Please ask customer service when requesting changes if additional fees apply.

**Late Payment Charges**

Your current account balance is due by the date on the front of this invoice. A finance charge computed at the Periodic Rate of 1.5% monthly (annual percentage rate of 18%), or the maximum allowed by law, may be assessed on past due balances of 30 days or more (minimum of \$2.00).

**New Billing Address**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**IMPORTANT INFORMATION ABOUT YOUR SERVICE**

**Collection Times**

Residential garbage, recycling, and yowaste (where applicable) carts need to be set out by 5:30 AM or the night prior to pick up. Commercial garbage and recycling carts need to be set out the night before. We are not responsible for items left next to roll carts, containers or inside enclosures, unless prior arrangements have been made.

**Holiday Schedule**

Collection will not occur on New Year's Day (January 1st), Thanksgiving Day (4th Thursday in November) and Christmas Day (December 25th). If an observed holiday falls on a normal collection day, collection for the remainder of the week will be delayed by one day. The normal collection schedule resumes the following week.

**Missed Pick Up**

In the event our driver misses your stop, or you forget to put your carts or containers out, submit a missed pickup request at [Greenwaste.com/Support](http://Greenwaste.com/Support) or call us at (408) 938-4940. We will schedule a return pick up. In some cases a return trip charge may be placed against your account.

**Extra Garbage**

Anything not completely inside the roll cart or container is considered extra garbage, and will be charged as such to your account. This may include roll carts where the lid is not completely closed. If you need additional service, submit a service request at [Greenwaste.com/Support](http://Greenwaste.com/Support) or call us at (408) 938-4940. An additional charge may be added to your account for this service.

**Cancellation Policy**

Please call our office to cancel service. Customers are responsible for payment until service is stopped and carts or bins have been recovered by GreenWaste. A charge will be assessed to your account for carts and bins not returned after cancellation.

### CSR Reports

The Tower system allows for numerous highly customizable reports to be generated to document our collection operations and customer service experience. There are several pre-determined reports that can quickly generate data, which is used for analysis and compliance with many Franchise Agreements and requirements, as shown below:

**Tower Feature: Customer Service Representative Performance Monitoring**

Default

Time zone: America/Los\_Angeles (UTC-07:00) (Local and W...)

Contact Center

- Agent Performance
- Agent Status
- Campaign Performance
- DNIS Performance
- Interactions
- Predictive Routing
- Queue Activity
- Queue Performance
- Queue Routing Performance
- Scheduled Callbacks
- Skills Performance
- Wrap-Up Performance

Dashboards

Dashboard Owners


Name	Base	Time Period
Agent Performance	Agent Performance	Today
All Customer Service Queues (calls)	Queue Performance	Last week
All Customer Service Queues (Chats)	Queue Performance	Last week
ALL interactions	Interactions	Today
Atherton Performance Report	Queue Performance Detail	Last month
EA queue activity	Queue Activity	Today
LAH Queue Performance	Queue Performance	Today
Portola-Woodside Queue Performance	Queue Performance Detail	Today
Roll-of		
Roll-W D		
San nthly		
San rform		
Sha		
SJ C		
SJ CSR		
Transform Calls		

Supporting a positive customer experience is one of GreenWaste's primary goals as a company. Throughout all aspects of the customer experience, it is the CSRs who are GreenWaste's first opportunity to meet the customer's needs and resolve all issues in a timely and kind manner. By supporting the CSRs with appropriate and ongoing training, well-documented procedures, and an integrated software system, GreenWaste can consistently meet the needs of customers in all service areas. The City of Fullerton can expect the same level of consistency and care that GreenWaste brings to every Agreement in our extensive record of Franchise Agreements.

Power BI Feature: Active Route & Service Completion Information

Power BI Feature: Active Route & Service Completion Information

**Year** 2025 (Year) +... **Company ID** SEASIDE **Material** Organic **Customer Class** All **Route** All **Service Status** All



**Customer Distribution and Service History by Address**

**Power BI: Data Visualization**

GreenWaste is developing a new reporting tool through the PowerBI platform that integrates data from across our suite of collection and customer service software and technology platforms. This reporting tool will allow the City of Fullerton to see live data from our various operational areas that will provide key insights into our operations. The platform allows us to generate advanced series of KPI reports that assist in analyzing our operations and provide complex reporting for all jurisdictional or state reporting requirements.

**Service: Completed**  
**8096**

**Commercial: Customer Service History**


**Service: In Progress**  
**0**

**Residential: Customer Service History**

**Service: Canceled**  
**144**

**Government and Rolloff: Customer Service History**

FullAddress	SiteID	CustID	Route	Combined Description	Material Category	Service Status
695 Broadway Ave , Seaside, CA 93955, USA	2122830001	212283	CAR301	1x 1-CY Organics 1x/Week	Organic	Work
2175 Cypress Ln , Seaside, CA 93955, USA	2341930001	234193	PB301	1x 65-GL Organics 1x/Week	Organic	Sched
2180 Cypress Ln , Seaside, CA 93955, USA	2353660001	235366	PB301	1x 65-GL Organics 1x/Week	Organic	Work
2185 Cypress Ln , Seaside, CA 93955, USA	2330760001	233076	PB301	1x 65-GL Organics 1x/Week	Organic	Work
2305 Cypress Ln , Seaside, CA 93955, USA	2323180001	232318	PB301	1x 65-GL Organics 1x/Week	Organic	Work
5100 Coe Ave Spc 132 , Seaside, CA 93955, USA	2141670001	214167	PB301	1x 65-GL Organics 1x/Week	Organic	Work
10 Lysette Ct , Seaside, CA 93955, USA	2247190001	224719	PC-CART	1x 65-GL Organics	Organic	Work



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Power BI Feature: Monthly Disposal Tracking by Facility & Service Type

Year: 2025 | Company ID: All | Material: All | Line of Business: All | Route: All | Destination Type: All

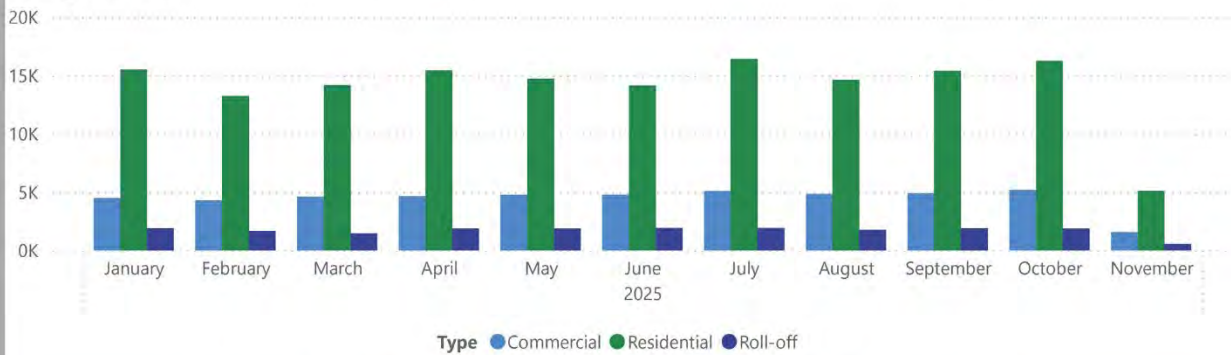


**Total Volume (CY)**  
8255K

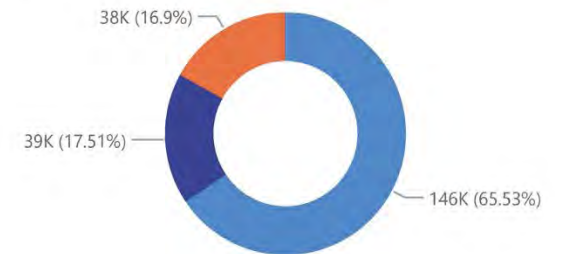
**Total Weight (Tons)**  
222.88K

**Density (Tons per CY)**  
0.027

Tonnage over Time

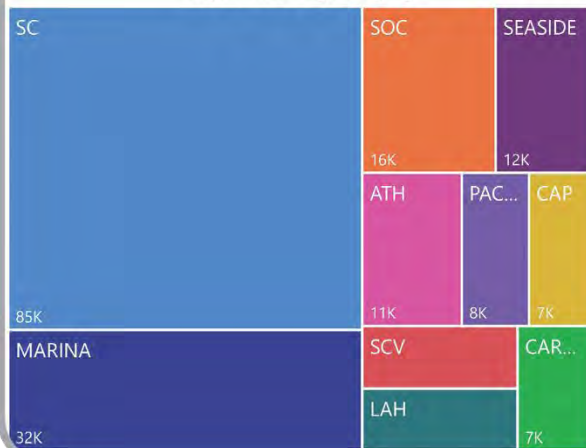


Weight Composition: Destination

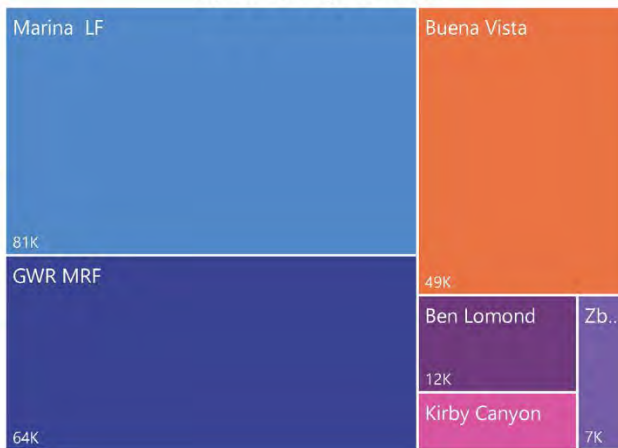


Destination Type: Landfill, Recycling Facility, Transfer St..., Other

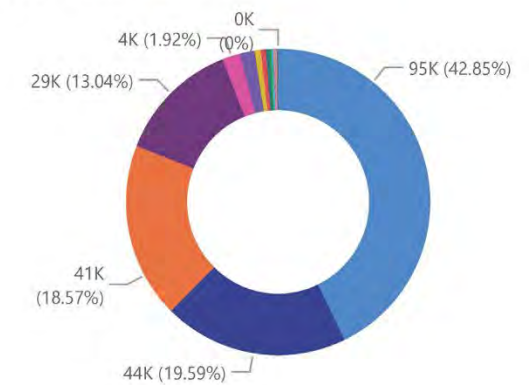
Top 10 - Tons by Company



Top 10 - Tons by Destination

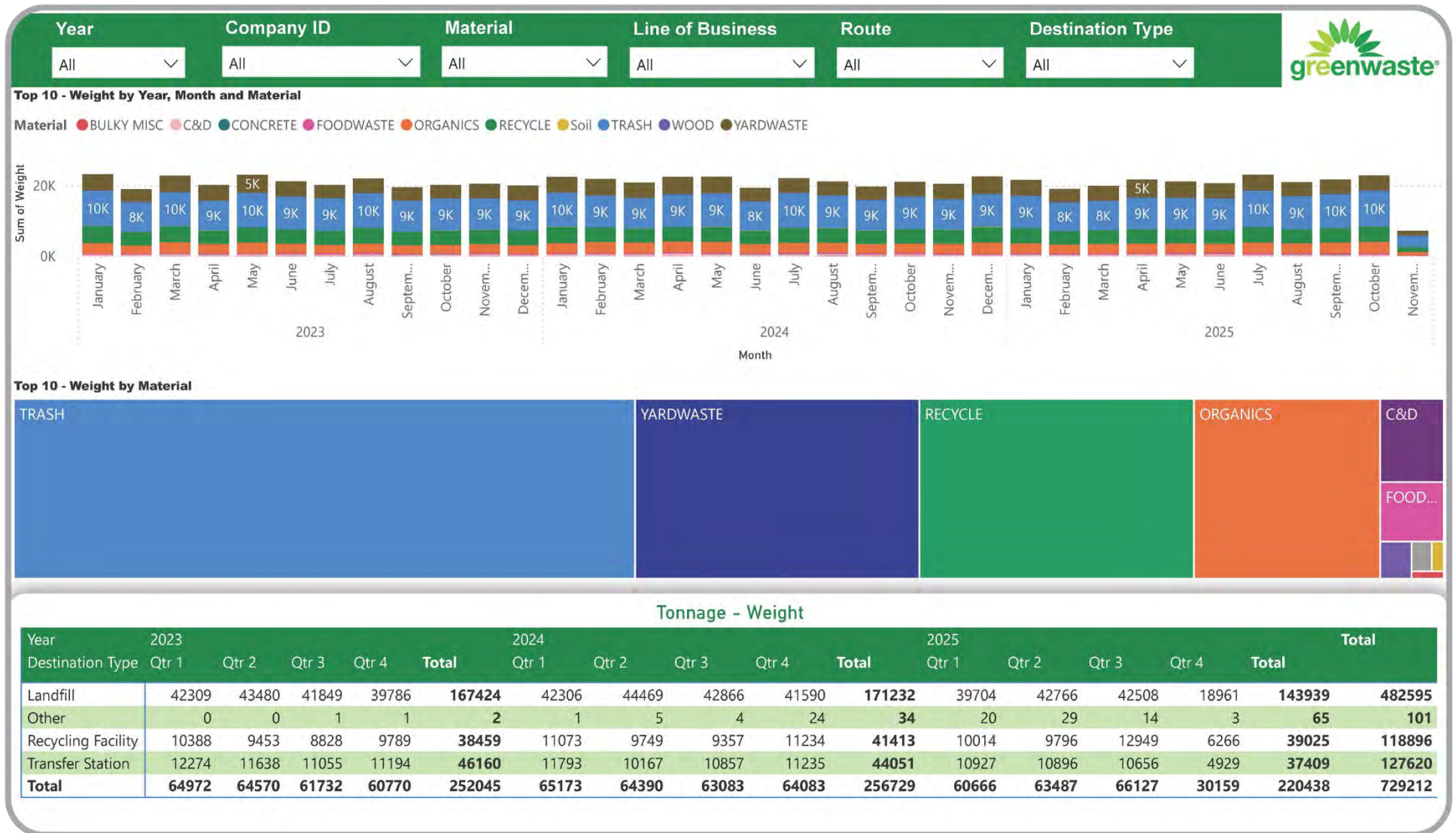


Weight Composition - Material



Material: TRASH, YARDWASTE, RECYCLE, ORGANICS, C&D

Power BI Feature: Monthly Tonnage Reports by Material Type



## Required Reporting

GreenWaste will submit monthly, quarterly, and annual reports for the length of the Agreement commencing upon final approval of Award. GreenWaste will incorporate SMART 1383 recordkeeping and reporting measures and will be in effect at the commencement of services. SMART 1383 will be able to provide real-time data that is transparent. Both GreenWaste and the City will be able to have access to comprehensive sustainability data and reporting, clients can demonstrate their commitment to transparency and accountability, bolstering their reputation and achieving compliance requirements.

Below are the required reports that we will provide to the City in a format to be mutually agreed upon.

- ✔ **Account Activity:** Summary and trends of new, stopped, suspended, and reactivated accounts, including number of containers used, broken down by type and capacity
- ✔ **Solid Waste Summary:** Breakdown of all waste collected (Refuse, Recyclable Materials, Organic Waste), including sub-categories (e.g., paper, food waste).
- ✔ **Disposal Summary:** Facilities where waste was delivered, weight in tons, and tipping receipts if requested by the City.
- ✔ **Outreach & Education:** Description of encountered issues (e.g., scavenging), as well as actions, educational activities and materials distributed to ratepayers
- ✔ **Diversion:** Total tons of diversion in compliance with applicable laws and CalRecycle standards, including organics diversion reporting specific to SB 1383.
- ✔ **C&D Services:** Summary of Construction & Demolition debris services and compliance with California Green Building Standards.
- ✔ **Organics Recycling Waivers & SB 1383 Compliance:** Total waivers granted and verifications performed, as well as complaints related to non-compliance with SB 1383



- ✔ **SB 1383 Lid Flips & Auditing:** All SB 1383 lid flips and audits will be documented and reported using the SMART1383 platform.
- ✔ **Bulky Item & HHW Collections:** Number and disposition of bulky items collected, as well as records related to HHW Collection events.
- ✔ **Contamination Monitoring:** Report on route reviews, waste evaluations, contamination levels, actions taken, and contamination fees assessed.
- ✔ **Customer Experience:** Summary of customer service complaints and resolution status, including any missed collections and credits issued.
- ✔ **Spills, Leaks, & Discharges:** Report on any incidents involving spills, leaks, or discharges, including cleanup actions and compliance with NPDES requirements.
- ✔ **Vehicle Inventory Update:** Summary of new collection vehicles, DMV registration, and City Inspection Tags.
- ✔ **Edible Food Recovery:** Various reporting associated with the City's Edible Food Recovery Programs.
- ✔ **Annual Reporting:** Preparation of all contractually required materials, including information related to Revenue, Franchise Fees/Gross Receipts, as well as



## N. Rates & Costs

GreenWaste is excited for the opportunity to become a long-standing partner with the City of Fullerton by not only providing compliant waste collection services, but also by investing in the City through our community involvement programs. We are pleased to provide competitive rates for the City and two Alternatives for consideration, all of which include our commitment to forging a long-lasting, transparent and sustainable partnership. Our complete proposed rates and costs have been submitted via OpenGov and a summary of the most utilized collection rates are provided below.

### Base Proposal

[Redacted]

### Proposal Alternative 1

[Redacted]

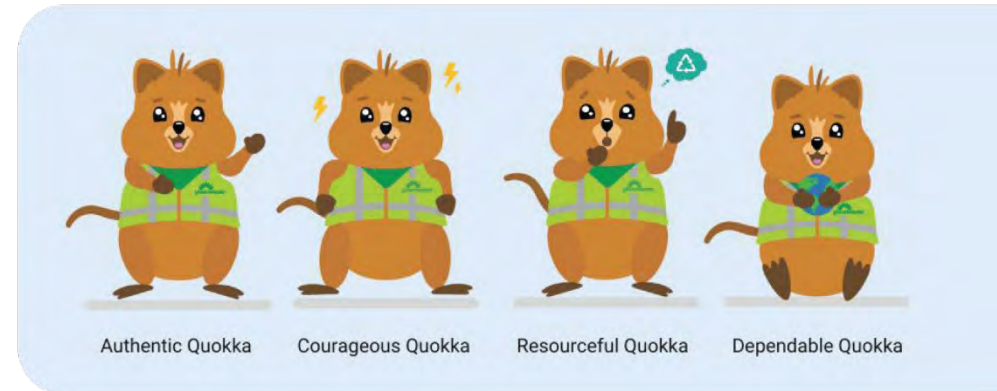
### Proposal Alternative 2

[Redacted]

## O. Operations

GreenWaste is pleased to present our comprehensive Operations & Service Plan for solid waste management services in the City of Fullerton. This plan details how GreenWaste will provide high-quality, reliable, and sustainable waste collection, processing, and disposal services to Fullerton's residents, businesses, and municipal facilities for the 10-year contract term, with potential extensions up to 20 years. GreenWaste has decades of experience providing superior collection services and processing operations. As Northern California's leading diversion specialists, we are poised to provide our same level of commitment to the community and environment and have designed our operations around these principles. GreenWaste's service philosophy is built on four core principles:

- ✔ **Service Excellence:** Providing reliable, consistent collection services that meet or exceed customer expectations.
- ✔ **Environmental Leadership:** Maximizing waste diversion through innovative recycling and organics programs.
- ✔ **Regulatory Compliance:** Ensuring 100% compliance with SB 1383 and all applicable waste management regulations.
- ✔ **Community Partnership:** Serving as a trusted partner to the City, responsive to community needs and priorities.



**Service Territory:** GreenWaste will provide exclusive franchise services throughout the entire 22.4 square miles of the City of Fullerton, serving approximately:

- ✔ 28,768 Single-Family Dwelling (SFDs) residential accounts
- ✔ 145 small Multi-Family Dwellings (MFDs) properties with 2 - 4 units receiving residential service
- ✔ 1,991 commercial accounts (including 572 MFD properties with 5+ units)
- ✔ 62 recurring roll-off accounts & temporary on-call services, as needed
- ✔ 134 commercial cart service accounts
- ✔ 31 City facility service accounts

**Service Commencement:** All services described in this plan will commence on July 1, 2027, following the comprehensive transition process detailed in GreenWaste's Implementation Plan. From day one, all services will be fully compliant with SB 1383 regulations and designed to achieve maximum waste diversion while providing excellent customer service and satisfaction



**Collection Vehicle Fleet:** We will provide a fleet of collection vehicles that optimizes cost savings and emission reductions, and that exhibits aesthetic and cleanliness standards appropriate for the City of Fullerton. GreenWaste will provide collection vehicles sufficient in number and capacity to efficiently perform the work required by the Agreement and will have available sufficient back-up vehicles for each type of collection vehicle to respond to scheduled and unscheduled maintenance, service requests, complaints, and emergencies. Collection vehicles will be in "as-new" operating condition and appearance. At no time during the term of the Agreement will, recurring collection vehicles will be no more than 12-years old. All such collection vehicles will have watertight bodies designed to prevent leakage, spillage, or overflow, and will be thoroughly washed on a weekly basis by a third-party mobile truck washing vendor.

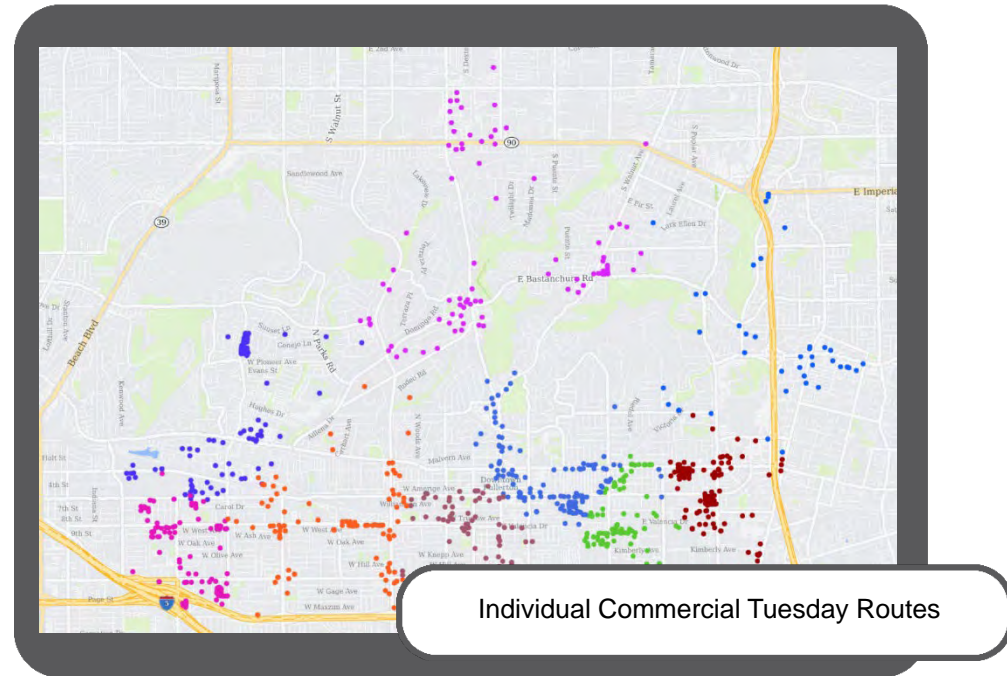
**Proposed Vehicle Fleet for Fullerton**

Type of Vehicle & Service Area	No. of Vehicles	No. of Spares
Automated Sideloaders - Residential	18	4
Frontloaders – Commercial	10	2
Rearloaders – Bulky Item	1	1
Roll-Off Truck	6	1
Flatbed Truck – Bulky Reuse	1	1
Bin Delivery / Pullout Truck	1	1
Supervisor / Route / Outreach Vehicles	5	-
Support / Maintenance Vehicles	1	1
<b>Total Fullerton Vehicles</b>	<b>43</b>	<b>11</b>

Below are the strategies we will deploy for our fleet in the City of Fullerton:

**Minimizing Vehicle Impacts:** GreenWaste uses innovative, cost-effective, and sustainable approaches to reduce air emissions, minimize wear-and-tear on city streets, and enhance environmental stewardship using proven technology, local vendors, thorough employee training, and routine maintenance.

**Route Optimization:** GreenWaste has historically used proven route design, optimization software and balancing services from Waste Steams Consolidated (WSC), who have decades of hands-on experience in routing logistics, ZignEx software, to create the most efficient collection routes that reduce unnecessary mileage and associated emissions. GreenWaste will continue to utilize this software WSC's services for the routing the entire City of Fullerton, should we be awarded the Franchise Agreement.



GreenWaste will maintain and upgrade our fleet to include fuel-efficient, low-emission vehicles. Our routing approach and WSC's mapping details are described in additional detail later in this section.

**CNG Adoption:** GreenWaste is investing in new Compressed Natural Gas (CNG) collection vehicles that will incorporate RNG when available and will continue to maintain and upgrade our fleet to include fuel-efficient, low-emission vehicles. GreenWaste will transition the fleet to renewable CNG fuel to significantly reduce greenhouse gas emissions. CNG offers numerous benefits, including reduced greenhouse gas emissions, lower operating costs, quieter operations, improved energy security, extended vehicle lifespan, compliance with emissions regulations, an enhanced public image, and access to financial incentives. CNG is produced from renewable sources and is a cost-effective and environmentally responsible fuel option, offering economic, environmental, and operational advantages for the City.



**Driver Training:** GreenWaste monitors vehicle performance, driver behavior, and route efficiency, allowing for continuous improvements. GreenWaste provides driver training focused on fuel-efficient driving techniques to reduce fuel consumption and emissions.

**Innovative Collection Methods:** GreenWaste implements automated collection methods to reduce the physical strain on collection workers and minimize the wear-and-tear on roadways.

**New Technologies:** If, during the term of the Agreement, new technologies become readily available (such as hybrid, electric, or hydrogen powered collection vehicles), we will work collaboratively with the City to negotiate the potential implementation of such new collection vehicles, with a corresponding change in Service Rates to reflect additional cost or savings agreed upon by both parties.

**GPS Tracking:** GreenWaste ensures all collection vehicles are equipped with real-time fleet tracking technology and GPS tracking devices that can be used to record start and stop times, vehicle locations, and maximum speed. Live data allows GreenWaste to locate vehicles, streamline routes, and easily communicate between Drivers, Supervisors and Dispatch. Reports of speed, idle, maintenance and mileage will allow GreenWaste to revise routes, and address any issues in the field, as well as document driver behavior and adjust training protocols.

**Additional Technologies:** In addition to GPS, all vehicles will be equipped with advanced safety and monitoring, including GIS from ZignEx software. We utilize real-time fleet tracking technology which allows us to streamline routes and easily communicate between Drivers, Supervisors and Dispatch. Reports of speed, idle, maintenance and mileage will allow GreenWaste to revise routes and address any issues in the field.



**Vehicle Camera Recording System:** All GreenWaste collection vehicles to be used in Fullerton will be equipped with technology and software that is essential to our safety programs and protocols. The 3rd Eye camera system records video activity 360 degrees around the outside of the collection vehicle, inside the driver cab and hopper and records audio that allows Supervisors and Management to monitor the overall driving performance of the vehicle and driver. Benefits of the 3rd Eye system includes:



- Recording and retaining video footage which can be important evidence to support the driver and GreenWaste’s defense in an accident. The cameras help with claims and exonerate drivers if the accident was the fault of another other party. Additionally, the video footage serves as an effective learning tool for GreenWaste if there is a near-miss incident.
- The camera system offers the driver three important tools to safely do their job:
  - The in-cab monitor has camera views that vary by truck style but are meant to give the driver camera views which are normally harder to see with direct sight and mirrors.
  - Collection vehicle’s cameras also have camera view inside the hopper, giving early warning to the drivers of a possible fire and contamination in the load.
  - Backup sensors are installed which will sound an alarm while the truck is in reverse if it detects a moving object (pedestrian, bicyclist, etc.) or a fixed object which is too close.
- To promote operational excellence, 3<sup>rd</sup> Eye cameras capture images on the route of the containers and debris being collected, as well as the absence of carts and bins at the service location at the time of collection. This is helpful to manage service verification and reduce call-back instances.
- A software feature for “Positive Service Verification” can record details of each container as it is being emptied to further reduce call backs and to help identify the source of improper or illegal dumping. Images also capture when a container could not be serviced, for example if it was overfilled or obstructed.

- To promote good driving behavior, the 3<sup>rd</sup> Eye does have built-in software to monitor driving performance. Collected information identifies driving behaviors needing improvement to reduce the risk of an accident. These performance metrics include but are not limited to harsh braking, hard turns, rolling stops, seat belt compliance, cell phone use while driving, red light running, and speeding.

- **Noise:** GreenWaste ensures all collection vehicles meet federal, state, and local maximum noise standards, as we understand the importance of limiting noise in and near residential areas. Through resourceful and efficient routing, vehicle passes on streets are minimized and associated noise concerns are also greatly reduced. Furthermore, GreenWaste has collection vehicles tested annually to ensure noise levels are acceptable.



**California Air Resource Board (CARB) Standards:** Historically, GreenWaste has gone above and beyond the standards set forth by CARB with our fleet options and maintenance programs, as demonstrated below:

- ✔ **Fuel Management:** GreenWaste only utilizes fuel that meets CARB specifications to optimize emissions controls.
- ✔ **Maintenance & Inspections:** GreenWaste implements routine maintenance and inspections to ensure that vehicles continue to meet emissions standards over time. GreenWaste has a comprehensive maintenance schedule and performs regular emissions testing to identify and rectify any issues promptly.
- ✔ **Record Keeping:** GreenWaste conducts accurate recordkeeping of maintenance and emission control activities as well as proper documentation of repairs, upgrades, and other relevant activities to demonstrate compliance.
- ✔ **Driver & Mechanic Training:** GreenWaste ensures that drivers are well-informed about the importance of adhering to emission standards and practicing fuel-efficient driving can contribute to meeting CARB requirements. Mechanics are thoroughly trained on emissions control systems and how to identify and repair issues.
- ✔ **Monitoring & Reporting:** GreenWaste may report emission data periodically as requested. Implementing the necessary monitoring systems to collect and report this data accurately is essential.
- ✔ **Future Compliance:** As CARB updates its standards, GreenWaste stays informed about new regulations and adjusts our fleet practices accordingly. We also retire and/or retrofit vehicles utilizing an approved phased approach, which has led to meeting early compliance dates.

**Ability to Meet Schedules:** GreenWaste will establish routes for all customers according to the terms of the Franchise Agreement and we will provide route maps that depict each route to the City. Prior to the commencement of services, we will notify each customer of their established collection day(s), and if any changes are proposed, we will notify the customer in writing at least thirty (30) days prior to any change in their established collection day(s). Should any established collection day fall on a Holiday, we will provide collection one (1) day following the holiday during the pick-up week (Monday through Saturday), and the regular collection schedule shall be resumed the following week.

**No Commingling of Routes:** GreenWaste will not commingle solid waste collected in a collection vehicle with material collected in any other jurisdiction, or on behalf of any other entity operating or existing within the City of Fullerton that is not subject to the Franchise Agreement. Collection routes will not be combined with any other jurisdictions.



## Collection Methodologies

**Residential Cart Collection System:** GreenWaste will provide a three-container collection program for the separate collection of solid waste (**gray/black** container), recyclables (**blue** container), and organic waste (**green/brown** container). GreenWaste will collect solid waste, recyclables, and organic waste generated by residential customers and placed curbside for collection not less than once per week. Cart customers include all single-family dwelling (SFD) residential customers, and 145 multi-family dwellings (MFDs) with 2 to 4 units, and all carts will be replaced to the same location upon servicing. Carts must be placed at the curb (or designated service area) by 6:00am on the collection day and lids must be closed for collection.

**Solid Waste Collection Methodology:** **gray/black** carts (36-gallon, 64-gallon, and 96-gallon capacity) will be provided to customers for collection of solid waste and will be collected weekly utilizing a single-compartment fully automated side-loader collection vehicle. GreenWaste will direct haul solid waste to Bowerman Landfill for disposal. Blue and green container materials and other prohibited container contaminants are not to be collected in gray/black containers.

**Recyclables Collection Methodology:** **blue** carts (36-gallon, 64-gallon and 96-gallon) will be provided to customers for collection of source-separated recyclable material and will be collected weekly utilizing a single-compartment fully automated side-loader collection vehicle. GreenWaste will transport the recyclables to the Approved Processing Facility. The materials accepted in the blue container include empty aluminum cans; empty glass jars and bottles; bi-metal, and tin cans; empty aerosol containers; empty polyethylene terephthalate plastic (“PET”); high density polyethylene plastic (“HDPE”); plastics types 3 – 7; plastic toys and tools, and other plastic materials (if readily identifiable as being recyclable by plastic type number, but excluding expanded polystyrene); metal foil; dry newspaper; dry mixed paper (e.g., ledger, computer paper, junk mail, magazines, paperback books, cereal boxes, envelopes, paper shopping bags and nonmetallic wrapping paper); dry corrugated cardboard; and telephone books. Prohibited contaminants will not be collected in the blue containers.

**Organics Collection Methodology:** **green/brown** carts (36-gallon, 64-gallon and 96-gallon) will be provided to customers for collection of organic waste material and will be collected weekly utilizing a single-compartment fully automated side-loader collection vehicle. GreenWaste will transport the

organic waste material to the designated organic waste processing facility or the designated transfer facility for transfer and transport to Approved Organics Processing Facility. Organic wastes that are to be accepted for collection program include: yard waste and food waste. Other organic waste such as carpets, non-compostable paper, textiles and prohibited container contaminants will not be collected in the green/brown containers.



### Cart Set Out

All carts must have lids closed and be ready for collection no later than 6 AM on your collection day and retrieved from the street within 24 hours after collection. Carts must be placed curbside, have at least 2 feet between them and any parked car, and must be accessible by GreenWaste collection vehicles.



**Note:** Max filled cart weight is 150lbs or the weight listed on the cart, whichever is less

**Used Motor Oil & Filter Collection Methodology:** GreenWaste will, without charge or additional fees, collect used motor oil and filters in a sealed container set out curbside by residential customers on their normal collection day. GreenWaste will properly handle, transport, and recycle used motor oil and filters by State-authorized recyclers.



**Curbside Used Household Battery Collection Methodology:** GreenWaste will, without charge or additional fees, collect used household batteries in a sealed plastic bag placed on top of the recyclable container. GreenWaste will use all reasonable business efforts to properly recycle the collected batteries.

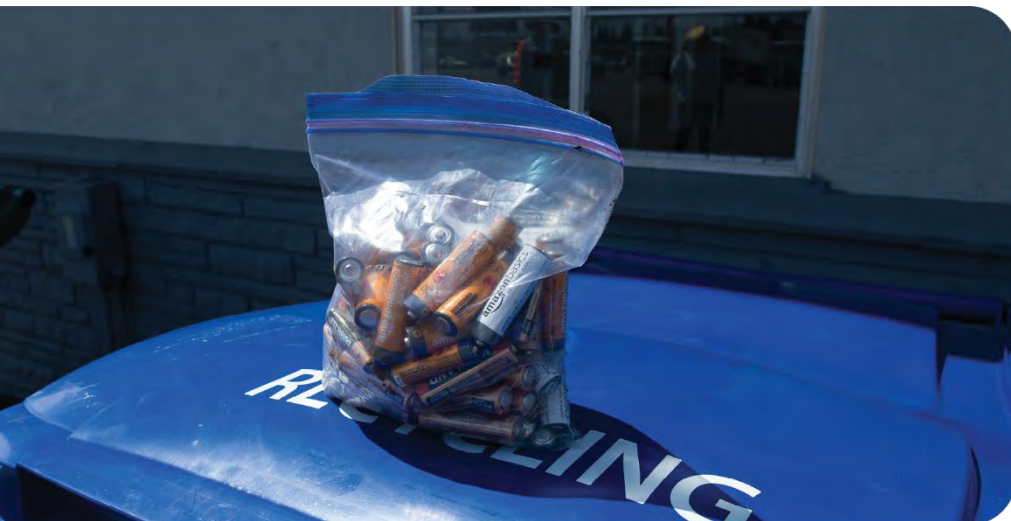


**Special Services Collection Methodology:** GreenWaste will provide, without additional charge, special manual walk-out services (no more than 100 yards) for those residential customers who sign a standardized agreement and authorizes GreenWaste to enter their property and hold GreenWaste harmless from liability. Walk-out service will be provided to any qualified disabled customer at no charge once verification has been confirmed by GreenWaste.

**Holiday Tree Collection Methodology:** GreenWaste will provide collection of bare holiday trees for at least three (3) weeks following December 25<sup>th</sup> each year for no charge. A flatbed truck with lift gate will be utilized to collect holiday trees and deliver them to the approved organics processing facility for processing.

*Holiday Tree Disposal*

- 1 Free of tree stand, decorations, lights, and unflocked (no fake snow).
- 2 Cut into 4ft pieces.
- 3 Placed curbside next to compost cart.
- 4 Visit [GreenWaste.com/PaloAlto](https://www.greenwaste.com/PaloAlto) for more information.



**Multi-Family Dwelling (MFD) & Commercial Bin Collection System:** GreenWaste will provide the separate collection of solid waste (gray/back container), recyclables (blue container), and organic waste (green/brown container) generated by MFD and commercial customers and placed on the premises for collection not less than once per week or as required by Applicable Law, for a cost in accordance with the approved Cities' rates. GreenWaste will assist its MFD and commercial customers in meeting SB 1383, State, and local diversion requirements and goals through provision of education information and technical assistance and will conduct assessments of and outreach to non-compliant customers. GreenWaste will determine if the customer is complying through our conducted assessments. We will collect containers from the designated location and replace the containers to the original location with gates and/or doors secured, as applicable.



**Solid Waste Collection Methodology:** **gray/black** bins will be collected weekly utilizing a front-loader collection vehicle. Gray/black carts will be provided to customers for collection of solid waste and will be collected weekly utilizing either the automated side-loader or front-loader collection vehicle. GreenWaste will direct haul solid waste to the Bowerman Landfill for disposal. GreenWaste will allow certain organic material such as carpets and textiles to be placed in gray/black containers where blue and green/brown container materials and other prohibited contaminants are not to be collected in gray/black containers.

**Recyclables Collection Methodology:** **blue** bins will be provided to customers for collection of recyclable materials and will be collected weekly utilizing the front-loader collection vehicle. Blue carts will be provided to customers for collection of recyclable materials and will be collected weekly utilizing either the automated side-loader or front-loader collection vehicle. GreenWaste will transport the recyclables to the Approved Processing Facility. The materials accepted in the blue container include (1) nonorganic recyclable such as aluminum, glass bottles and jars, rigid plastics, tin, and bi-metal cans, and (2) organic waste such as paper products, printing and writing papers, wood, and dry lumber. Prohibited container contaminants will not be collected in blue containers.

**Organics Collection Methodology:** **green/brown** bins will be provided to customers for collection of organics and will be collected weekly utilizing a front-loader collection vehicle. GreenWaste will transport the organic waste material to an Approved Organics Processing Facility. Organic wastes that are to be accepted for collection program include: yard waste and food waste. Other organic waste such as carpets, non-compostable paper, textiles and prohibited container contaminants will not be collected in the green/brown containers. GreenWaste will provide commercial organic waste collection services to MFD and commercial customers requesting such service to comply and in accordance with AB 1826 and SB 1383 for a cost as approved by the City. GreenWaste will collect organic waste material, generated by MFD and commercial customers, as scheduled with such customers, but not less than once per week or as required by Applicable Law, for a cost in accordance with the approved Cities' rates.

**Other Services Collection Systems:** GreenWaste will provide additional collection services to the City of Fullerton and its residential and commercial customers.



**Drop-Box/Roll-Off – Temporary Construction:** If requested by a customer, GreenWaste will provide temporary, on-call, construction drop-box/roll-off service at rates not exceeding the maximum approved fee. Drop Boxes (10-yard, 15-yard, 20-yard, 30-yard, 40-yard) would be collected utilizing a conventional cab roll-off vehicle and materials will be transported to the approved processing and disposal facilities. Refer to the C&D Debris Collection System section that follows for additional details.



**Drop-Box/Roll-Off – Temporary Service:** GreenWaste will provide temporary drop box/roll-off containers to customers for up to 7 calendar days at rates not exceeding the maximum approved fees. Drop Boxes (10-yard, 15-yard, 20-yard, 30-yard, 40-yard) would be collected utilizing a conventional cab roll-off vehicle and materials will be transported to the approved processing and disposal facilities. Refer to the C&D Debris Collection System section that follows for additional details.

**Sweeps of Hot Spots:** GreenWaste will conduct a minimum of once per week sweeps of “hot spots” in Fullerton, identified by the City as locations with ongoing abandonment of bulky items. Any abandoned bulky items found in these “hot spots” will be collected and diverted from landfill, if applicable, at no cost to the City.



**HHW Collection Events:** GreenWaste will hold a Household Hazardous Waste (HHW) collection event annually for residents to safely discard household batteries, electronic wastes, and waste tires. HHW collection events will be held at a site designated by the City and will be at least 4 hours long. All HHW collected at these events will be properly handled in accordance with all applicable laws and GreenWaste will maintain all required documentation to ensure compliance. Manifests and other recordkeeping documentation will be collected and provided for each HHW collection event. GreenWaste is proposing to host the HHW collection event at one of the bi-annual shredding events. The HHW event will be staffed by GreenWaste personnel and our selected hazmat vendor, who will be responsible for the handling, transportation, and logistics.

**Bi-Annual Shredding Events:** GreenWaste will hold a free paper shredding event twice per year where residents can bring up to 4 banker’s boxes of documents for shredding. Each shredding event will last at least 4 hours and will be located at a City-designated location. GreenWaste will staff each event accordingly to account for traffic flow, material drop-off, and shredding. GreenWaste will subcontract with Pacific Shredding to provide paper shredding services at each event in Fullerton.



We are also proposing to co-locate one paper shredding event with the annual HHW Collection event to provide some cost savings and efficiencies.

**SHREDDING EVENT**  
 Saturday August 5th  
 from 9am – 12pm!



**Compost Drive-Thru Giveaway:** GreenWaste will provide a “Compost Drive-Thru Giveaway Event” each year for all residents to pick up free compost. The events will be held on a Saturday from 8:00AM until 12:00PM on a date and at a location to be agreed upon with the City well in advance. This program will be designed to provide residents with education and outreach materials while they are waiting for their compost bags to be loaded in their vehicle. After providing proof of Fullerton residency, residents will be allowed to take up to 4 bags of compost (each weighing approximately 30 pounds). The exact amount of compost to be provided at each giveaway event will be determined in coordination with the City. This program will be compliant with SB 1383 procurement requirements for the City.





**Seasonal Compost Program:** GreenWaste will provide all necessary staffing, equipment, and materials to provide the City with no less than 250 tons of unbagged, bulk compost to a location determined by the City. This compost will be delivered weekly for 8 consecutive weeks or as necessary and in coordination with the City. This seasonal compost program will satisfy the City’s procurement requirements under SB 1383.



**Bulky Item Collection:** GreenWaste will provide bulky item collection, on an on-call basis, from all residential customers at no charge for up to 4 requests per year. Residents can place an unlimited number of bulky items curbside during the bulky

item collection event. Customers must call and arrange for bulky item pickup and GreenWaste will schedule collection within 7 days on their regularly scheduled service day. Collection of additional bulky collection events can be requested for a charge in accordance with the approved rates. Commercial customers will also be provided bulky item collection for a fee in accordance with the approved rates. GreenWaste will collect Bulky items with rear-end loaders with a driver and a helper on the route.

As an alternative to the standard Bulky Item collection program, GreenWaste is proposing to implement a Bulky Item Reuse Program in the City of Fullerton. The standard approach (using a rear-end loader) doesn’t offer a diversion opportunity because the items are destroyed as soon as the packer initiates compaction in the rear-end loader. Our solution is to use a Flatbed Truck, as shown in the photo, to place all reusable Bulky Items in the truck so they can be salvaged and repurposed. The Flatbed truck enables us to collect items intact so they can be diverted to the highest extent possible utilizing the following hierarchy:

-  Reuse as is (if energy efficient)
-  Disassemble for reuse or recycling
-  Recycle or other means of diversion
-  Disposal

Once the Bulky Reuse route is complete, drivers will unload the items either at the yard or at an agreed-upon location as determined with the City and our donation partners. All suitable Bulky Items will be available for the community to purchase (at a much lower cost) and keep these materials out of the landfill.



**City Services Collection System:** the following services will be provided to the City at either City facilities or City Sponsored Events.

**City Facilities Collection:** GreenWaste will, without charge or compensation, collect solid waste, recyclables, and organic waste from all Cities' facilities identified in the Draft Franchise Agreement. Bins will be provided and will be collected weekly utilizing a single-compartment fully automated front-loader collection vehicle. Carts will be provided and will be collected weekly utilizing a single-compartment fully automated side-loader collection vehicle. GreenWaste will transport each waste stream (solid waste, recyclables, organics) to the designated and approved processing and disposal facilities.

On-call bulky item collection services will also be provided to the City as needed and as a result of illegal/unauthorized dumping, code enforcement, police or fire activities, or other similar activities. Payments for such services will be provided if an abatement lien is placed on the property owner; if not, GreenWaste shall provide the service at no cost to the City. Bulky items consolidated at the City's yard will be collected by GreenWaste at no cost to the City and handled accordingly depending on condition to reuse or recycle, prior to disposal.



**City-Sponsored Events:** GreenWaste will provide solid waste handling services for up to 9 City-sponsored large events at no additional charge. Appropriately sized containers (including but not limited to cardboard waste boxes with liners or metal/plastic reusable event containers) will be provided to collect and manage solid waste, recyclables, and organics. Each event will be determined by the City each year and according to the date of this submittal, include the following events: Fourth of July Celebration, Spring Eggstravaganza, and First Night, as well as the City's other, smaller events. We will collect and consolidate all materials at a location to be determined by the City and after each event, the materials will be transported to the approved processing and disposal facilities at no cost to the City.

**Waste Generation/Characterization Studies:** GreenWaste agrees to participate and cooperate in the City's waste generation and characterization studies and will assist with gathering data, weights/volumes, route data, and processing details, to help satisfy the requirements. We currently assist all of our jurisdictions (and their consultants) with such studies and are more than happy to help.

**Consultation to City:** GreenWaste is happy to meet with any City departments (at no charge) to consult on solid waste, recycling, and organic waste related issues and looks forward to a collaborative working relationship. We encourage meeting with the City and developers/contractors to provide our expertise and suggestions when it comes to managing, handing, sorting, and collecting solid waste, recycling, and organics.





**Construction & Demolition (C&D) Debris Collection System:** If requested by a residential or commercial customer, GreenWaste will provide appropriate-sized and designed containers for collection of C&D according to the City-approved rates. Wherever feasible, GreenWaste will provide collection services for source separated collection of C&D materials including but not limited to asphalt, concrete, masonry, wood waste and scrap metal. GreenWaste will also provide drop box containers (10-yard, 15-yard, 20-yard, 30-yard, 40-yard) upon request. These containers will be collected utilizing a conventional cab, cable roll-off vehicle with stingers a non-solid tail to allow for low clearances. C&D materials will be transported to the Approved Processing Facilities for diversion.

All applicable laws governing C&D debris (including California Green Building Standards) will be complied with at all times and associated C&D diversion reporting will be provided to customers documenting specific diversion levels and project-specific diversion.

**Downtown District Collection Services:** Businesses within the Downtown District will receive the same services required of all other Commercial customers, with the exception that due to space constraints some containers will be located in City-owned waste enclosures, and these customers will be



billed for “shared services” at the maximum approved rates. When businesses in the Downtown District change, GreenWaste will update the list of businesses receiving shared services and new businesses will be notified of the shared services and associated rate structure prior to receiving necessary containers. Businesses with sufficient space to provide their own enclosures, they can opt out of the shared services. In this scenario we will notify the City and charge the maximum approved rates for commercial customers not in the Downtown District.

Additional services in the Downtown District include weekly power washing of the City owned enclosure areas and the area within a 10-foot radius of such enclosures. These services will be provided to the City at no cost. Steam cleaning to customers will be provided at a charge not to exceed the maximum rates. All steam cleaning will be done in full compliance with NPDES requirements.

### Collection Containers

**SB 1383 Container Colors:** all containers (bodies and/or lids) will be color-coded according to SB 1383 requirements where solid waste will be **gray/back**, recyclables will be **blue**, and organics will be **green/brown**.

**Carts:** All carts used in the City of Fullerton will be new and will meet all color and other requirements imposed by SB 1383 and other applicable regulations. By continuing to use existing carts, the City will achieve lower environmental impacts and conserve resources by eliminating the need for new resource extraction, energy consumption, and waste production associated with the replacement of existing carts. Carts will be maintained in appearance and function and will be free from graffiti or other damage. Carts will be maintained in a watertight condition and will be in compliance with NPDES requirements. Unsightly, damaged and/or non-compliant carts will be replaced within 3 days of receiving notice from the City and within 7 days upon our own identification. The first 2 cart replacements during the term of the Agreement will be no charge to customers and cart customers with 3 or more cart replacements will be charged according to the maximum rates approved the City.

While 96-gallon carts are standard per SB 1383 regulations, GreenWaste will offer sizing flexibility where appropriate. 36-gallon carts will be available for the senior citizen discount program (for all three streams). 64-gallon carts will be another alternative size option for residents.





**Bins:** All bins used in the City of Fullerton will be new and compliance with SB 1383 color requirements. Upon request, bins will be refurbished, replaced, and steam cleaned as necessary at no charge to the customer each year. Bins will be maintained in a watertight condition and will be in compliance with NPDES requirements. Unsightly, damaged and/or non-compliant bins will be replaced within 3 days of receiving notice from the City and within 7 days upon our own identification. Debris Boxes and bins will be kept painted in uniform fashion and will be identified with GreenWaste’s name and phone number. City owned enclosures will be steam cleaned each year at no charge to the City. City owned enclosures will be steam cleaned each year at no charge to the City.

**Debris Boxes:** Debris box and compactor collection will be completed by roll-off trucks. As needed, the driver will record any comments about overflowing containers. The driver will communicate this to the CSRs.

GreenWaste will maintain an accurate container list that includes the total number and type of containers at each service address along with the frequency of collection for each such container. Each container shall be bar coded, numbered, or otherwise marked for tracking and updating the container list, which will be provided to City upon request and in each monthly, quarterly and annual report.



### Container Maintenance Program

GreenWaste's comprehensive container maintenance program ensures the durability and functionality of containers, aligning with our commitment to quality and efficient service. We place a high priority on swift response times for container replacement, addressing customer concerns promptly. Fullerton customers will have access to multiple reporting channels, including a dedicated hotline, online portal, and mobile application, ensuring an immediate response to reported issues with containers and other service issues.

Trained personnel will conduct regular assessments during collection routes, identifying containers requiring replacement due to wear and tear, accidents, or other damage. Timely repairs are executed with a commitment to high standards, ensuring that containers meet safety and operational requirements post-fix. GreenWaste's well-designed container maintenance program contributes significantly to the overall efficiency of waste collection, ensuring prompt issue resolution, prolonging container lifespan, and fostering a positive customer experience.

On the 5th anniversary of GreenWaste's commencement of services date, we will conduct an annual inspection of all containers in Fullerton, to ensure compliance with our container maintenance standards. Customers will get two free replacement carts over the term of the Agreement. This inspection will include a written checklist in a form agreed upon by the City, documenting the condition of each container. The inspection results will be reported to the City in our annual report.



Collection Operations

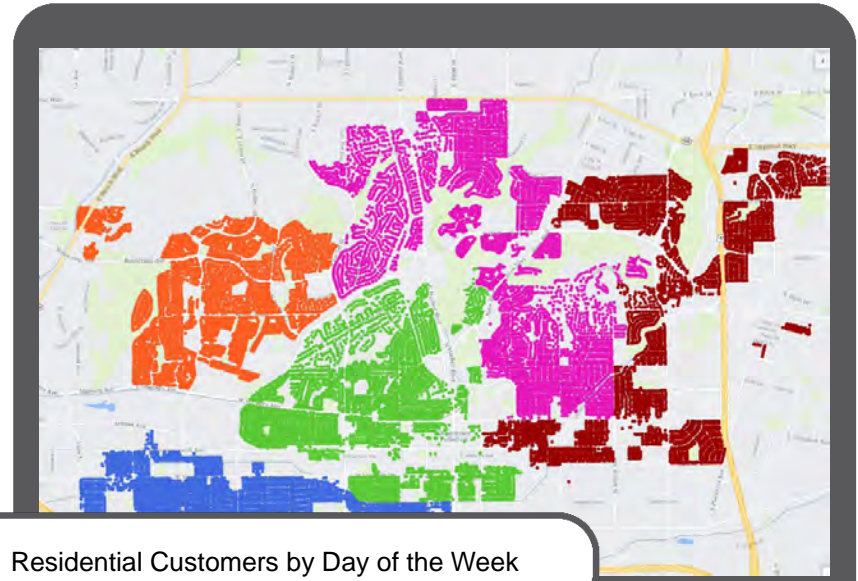


**Routing Details:** GreenWaste’s collection approach is to create balanced and efficient routes for the specific needs of the service areas; not all jurisdictions are the same and each residential, MFD, commercial, and industrial customer collection operations vary significantly. Because of this, we bring in routing experts who use advanced technology to test and recalibrate routes and productivity assumptions. For this RFP, we hired Waste Streams Consolidated

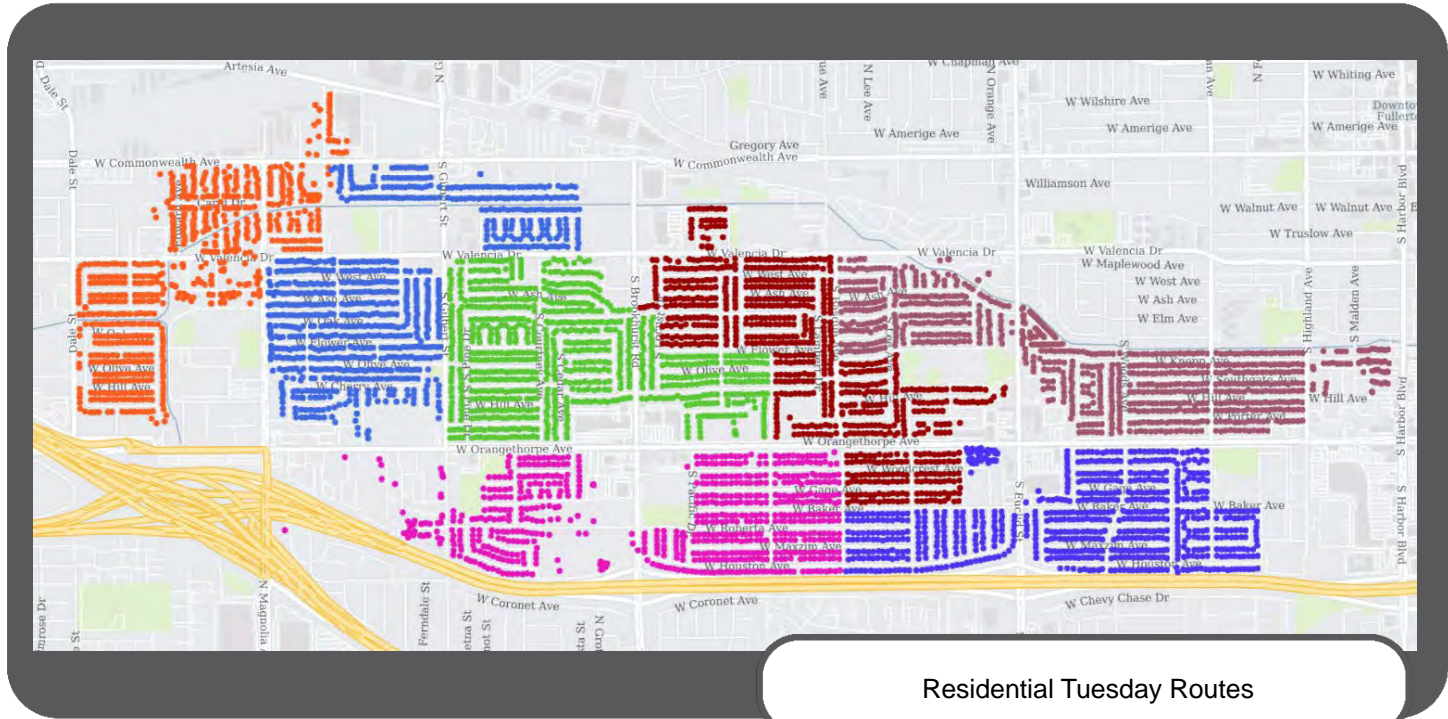
(WSC), who have a team of routing veterans that used available and field audited data provided in the RFP and addenda, along with our existing productivity numbers (average service time per customer, total lifts, container and vehicle weights and payloads, plus much more) and created a comprehensive routing plan with multiple scenarios.

We initially reviewed the routing and schedule scenarios with WSC and created more refined routes (that resulted in several service scenario options) and used this information to develop our operations plan, equipment needs, and staffing levels, which were all considered in developing our operations plan and proposed rates for this proposal. All collection routes will start at our yard at 534 W Struck Avenue in Orange, CA 92867.

Based on all the data inputs, equipment limitations, utility and neighborhood configurations, productivity assumptions, plus all of GreenWaste’s and WSC’s experience, routes were developed and mapped using ZignEx logistics software and GIS maps, as shown in the map below that depicts the daily/weekly residential collection routes differentiated by color.



Residential Customers by Day of the Week



Residential Tuesday Routes



**Driver Responsibilities:** GreenWaste drivers play a crucial role in serving the community and implementing contractual obligations for collection operations. Our driver responsibilities ensure that waste is collected and disposed of in a safe and environmentally responsible manner and are outlined below:

- Operating the Vehicle:** Drivers will be responsible for safely operating their assigned collection vehicle. This includes starting and stopping the vehicle, navigating through neighborhoods and streets, and following traffic rules and regulations.
- Collecting Materials:** The primary duty of a driver will be to collect recyclables, organics, and solid waste from containers. Drivers will efficiently and safely pick up carts with a fully automated side loader and bins utilizing a semi-automated front loader. Collection will occur as to ensure that no waste is spilled during the process. Drivers will also be responsible for determining when a container cannot be safely serviced. This included containers located too close to other objects or vehicles, containers that are overloaded and would spill when moved, and containers that are contaminated with unsafe or inappropriate materials. If any of these conditions are met, it is the driver’s responsibility to report the relevant issue to the office and/or to the customer via non-collection notices, as appropriate.
- Maintenance & Inspection:** Drivers will be responsible for performing routine inspections of their vehicles and conducting proper Pre/Post Trip Inspections daily. Inspections involve checking for mechanical issues, such as brakes, lights, and hydraulic systems, to ensure the truck is in good working condition. They will be required to report any major problems to maintenance personnel immediately. Using an electronic Driver’s Vehicle Inspection Report (DVIR), inspection results are transmitted to the GreenWaste maintenance shop, creating instant communication between the drivers and mechanics.
- Customer Interaction:** At times, drivers may need to interact with customers and will be able to answer questions, provide information about waste disposal guidelines, and address any concerns or complaints.
- Safety Protocols:** Ensuring safety is a top priority. Drivers will follow safety protocols when handling materials, such as wearing personal protective equipment (PPE), using caution around heavy machinery, and adhering to safety guidelines as well as when moving containers and/or unloading materials. For a full safety calendar, please refer to [Section G](#).
- Environmental Compliance:** Drivers will follow environmental regulations related to waste collection and disposal. This includes ensuring that hazardous materials are handled and disposed of properly and that recycling is sorted and collected separately from regular waste.
- Record Keeping:** Drivers will be responsible for maintaining records of collection activities, including the amount and type of materials collected, the locations serviced, and any incidents or issues encountered during the route.
- Emergency Response:** In some situations, drivers may be called upon to respond to emergencies, such as spill cleanup or assisting in disaster relief efforts. Every vehicle will be equipped with an emergency spill kit, and all employees will be trained on how to properly respond to minor spills and cleanup, in addition to activating proper reporting protocols.
- Physical Demands:** The job can be physically demanding, and drivers will be in good physical condition to perform their duties safely. We also provide our drivers with stretching exercises to start their day and keep them loose and ready to move.
- Adhering to Regulations:** Drivers will comply with local, state, and federal regulations related to waste collection and transportation. This includes rules regarding vehicle weight limits, waste disposal procedures, and hours of service.
- Route Communications:** GreenWaste drivers will communicate with dispatch on route to resolve customer requests and complaints utilizing cell phones and/or radio communications with dispatch. Dispatch, CSRs, and Route Supervisors are in constant contact with the drivers while out on their route to ensure collection operations and seamless and routes are completed in a timely manner.

**Driver’s Role in Contamination Monitoring:** Drivers represent the first line of defense when it comes to contamination. In residential collection, contamination can be challenging to note prior to collection due to the use of fully automated vehicles. Prior to collection, there may be some instances of contamination visible to the drivers, such as large pieces of unacceptable material not accepted propping carts open, and drivers will be able to watch the material as it dumps into the hopper. Drivers are also astute and become and stay aware of locations with known contamination issues and are highly skilled at knowing if the weight of a cart is inappropriate for its material stream and may therefore suggest contamination. Depending on circumstances, the driver will leave behind a Non-Collection Notice as appropriate, informing the customer of the specific issue. The customer notification process relative to contamination is detailed in the Customer Service section of this proposal.

**Overfilled Bins & Debris Boxes:** When containers are found to be overfilled at any commercial premises, GreenWaste drivers will document the overfilling by capturing a photo of the container using the onboard camera system. We will charge an overage fee in an amount not exceeding the maximum rate set forth in the Agreement for cleaning up the area and placing overfilled material into the collection vehicle. For locations that consistently have overfilled containers, we will engage our Outreach Team to visit the customer and discuss potential container rightsizing and service frequency adjustments.



### Fleet Reliability & Vehicle Maintenance Program

GreenWaste implements a comprehensive maintenance program for all our properties, facilities, collection vehicles, and ancillary equipment used to provide collection services under this Agreement. Routine and preventative maintenance is a priority to ensure everything is operating in a safe, neat, clean, and optimal condition with the overall goal of minimizing downtime. In addition to highly skilled and thoroughly trained mechanics, we utilize state-of-the-art technology, equipment, and safety protocols to ensure all aspects of operations are operating effectively and safely.

**Vehicle Maintenance:** GreenWaste will always maintain vehicles in clean condition and in good repair. All parts and systems of the collection equipment will operate properly and be maintained as specified by the vehicle and equipment manufacturer’s guidelines and in a condition satisfactory to the City during all times the vehicle is in service. Our Maintenance Department will consist of skilled mechanics trained in all aspects of collection vehicle and equipment maintenance. Each vehicle is designed and will be maintained and operated so collected materials will not blow, fall, or leak out of a vehicle while traveling on the roadways and our mechanics routinely inspect all components of the collection vehicle during their routine scheduled maintenance.

We utilize vehicle maintenance software that tracks the maintenance history of each vehicle and automates workorders for regular vehicle maintenance, ensuring all vehicles – including spares – are well maintained and ready for service. Additionally, the 3rd Eye monitoring system equipped on all of our collection vehicles offers live telematics which monitors the vehicle’s health while on the route and sends alerts to the Maintenance Department if any system needs to be addressed. This Optim-Eyes system gives us peace of mind because the integrated system notifies the driver and mechanics of an issue, so the vehicle can be taken back to the maintenance facility and looked at prior to an accident, spillage of hydraulic fluid, or any other circumstance happens., This enables us to operate our equipment in the safest method possible and deploy proactive maintenance management that increases fleet reliability, customer service and satisfaction, and reduces long-term costs associated with our operations.

**Vehicle Maintenance Facility:** Our maintenance facility will be designed and developed to house all maintenance activities, with the exception of major repairs, which will be sourced out to either a local and specialized repair shop or the manufacturer, depending upon the need.

**Vehicle Maintenance Log:** GreenWaste will maintain a maintenance log for all collection vehicles, ancillary equipment, and spares. The log will be accessible to the City by physical inspection upon request, and will contain the following vehicle details:

- ✔ Vehicle identification number
- ✔ Date purchased or initial lease
- ✔ Dates of performance of routine maintenance
- ✔ Dates of performance of any additional maintenance
- ✔ Description of additional maintenance performed

**Reliable & Safe Services:** At GreenWaste, we have implemented a wide range of injury prevention strategies and programs, described in detail in [Section G](#). In conjunction with our comprehensive vehicle maintenance program described above that accounts for both routine and unexpected repairs, as well as several spare vehicles of each type required for this service, GreenWaste is prepared to offer the highest level of reliable and safe services to the City of Fullerton.

These programs include developing the Life Saving Rules; "Good Catch" program for employees to report near misses and help develop corrective actions; communication strategies to distribute safety talks and lessons learned; implementing a robust root cause analysis process; safety policies, procedures and manuals that are clear and concise; and utilization of technology such as cameras equipped with AI software, RFID proximity sensors, radar detection, and alarms and infrared cameras systems for fire detection and suppression. Operational safety practices include working with glove manufacturers on material types to add more resistance to cuts and punctures, driver stretching exercises prior to embarking on their daily tasks, and adjusting work schedules to accommodate heavy rain or high heat working conditions.

Clear communication between the drivers, dispatchers, and CSRs ensures that any issues encountered on a route can be resolved and documented. GreenWaste supervisors will be available to provide whatever support is needed to ensure a speedy and safe resolution. Vehicles will be maintained to the highest standards and constantly monitored through advanced software, resulting in reliable collection services. All established safety protocols will be followed by every GreenWaste employee in Fullerton, with new guidelines added to address any additional situations that may arise.

We are dedicated to fulfilling our commitments to safe and reliable service in all our franchise service areas, as can be attested to by any of our references in [Section J](#). The services requested for the City of Fullerton are all within GreenWaste's capabilities and experience.



## Implementation Plan

GreenWaste has developed a comprehensive Implementation Plan designed to ensure a seamless transition of solid waste management services for the City of Fullerton beginning July 1, 2027. This plan reflects our extensive experience with franchised service transitions and our commitment to achieving SB 1383 compliance on day one.

The primary objectives of this Implementation Plan are to:

-  Minimize service disruptions and inconveniences for residents, businesses, City staff, and elected officials.
-  Ensure 100% SB 1383 compliance from service commencement.
-  Deploy a modern CNG/RNG fleet meeting all City requirements.
-  Implement comprehensive residential and commercial programs.
-  Establish robust customer service and education systems.
-  Create efficient collection routes optimized for Fullerton's unique characteristics.

For each component of this Implementation Plan, GreenWaste has identified potential obstacles and developed contingencies as well as mitigation measures to ensure the transition schedule will be maintained, service will not be disrupted, and all stakeholders experience a smooth, professional transition.

**Transition Timeline & Milestones:** GreenWaste will begin updating and finalizing our final Implementation Plan immediately upon contract award, anticipated for early 2026 and in coordination with the City. The anticipated timeline and milestones of our Implementation Plan for transitioning collection services in the City of Fullerton is provided below and discussed further in this section.

Year	2025			2026												2027															
Month	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D				
Service Commencement																															
Pre-Award Activities	█																														
Phase 1: Contract Award to Month 3				█																											
Phase 2 – Months 3 to 9				█																											
Phase 3 – Months 10 to 15																█															
Recruit collection drivers																█															
Comprehensive 4-Week Driver Training Program																													█		
Phase 4 – Months 16 to 18																													█		
Post-Launch Support																													█		

**GreenWaste Transition Subcommittee.** GreenWaste will create a **Transition Subcommittee** to ensure each aspect of the Implementation Plan is completed with oversight from GreenWaste’s COO and CFO. Our Transition Subcommittee will be instrumental and have worked on numerous transitions over the years.



**Kevin Divincenzo**  
Oversight

(669) 263 - 2888

Quarterly scheduled meetings with Fullerton regarding updates



**James Redmond**  
Oversight

(347) 602 - 1131

Quarterly scheduled meetings with Fullerton regarding updates



**Kelley Johannsen,**  
Transition Program  
Director

(602) 882 – 9897

Transition Oversight & Coordination



**Jose Ortiz, GM Fullerton**  
Transition Lead:  
Operational Effectiveness

(408) 780 - 5230



**Zoraya Atayde**  
Transition Lead:  
People

(831) 920 – 6707



**Morgan Oblinsky**  
Transition Lead:  
Facilities

(757) 325 - 0852



**Chris Siebenthal**  
Transition Lead:  
Safety

(650) 924 - 3366



**Ben Wade**  
Transition Lead:  
Permitting

(408) 283 - 4800



**Ron Kohlstrunk**  
Transition Lead:  
Equipment

(408) 283 - 4800



**John Henriksen**  
Transition Lead: IT

(408) 938 - 4934



**Jon Hermes**  
Transition Lead:  
Data Integrity

(206) 200 - 1362



**Ricky Lopez**  
Transition Lead:  
Post Collection  
Relationships

(408) 504 - 6494

The following timeline outlines key milestones and activities required to ensure successful service commencement on July 1, 2027:

**Pre-Award Activities: October – December 2025**

- ✔ Pre-proposal conference attendance and site inspections
- ✔ Comprehensive route surveys of residential, commercial, and alley service areas
- ✔ Analysis of current service levels and customer data
- ✔ Downtown District service assessment
- ✔ Proposal preparation and submission

**Phase 1 - Contract Award to Month 3: January – February 2026**

**Contract Negotiations & Finalization**

- ✔ Contract negotiation and finalization with City
- ✔ Insurance procurement (\$250,000 performance bond, \$50,000 cash bond)
- ✔ Initiate implementation steering committee

**Facility Planning**

- ✔ Specify pedestrian/bicycle safety alert systems
- ✔ Execute property lease for truck yard location in or near Fullerton
- ✔ Initiate RFP for CNG fueling infrastructure and maintenance building modifications
- ✔ Establish local customer service office location
- ✔ IT assessment for both facilities

**Fleet Procurement**

- ✔ Order CNG collection vehicles (automated side-loaders, rear-loaders, roll-off trucks), support vehicles and site equipment
  - ✔ Specify GPS tracking systems and onboard cameras with 30-day storage
- Order support vehicles and equipment

**Phase 2 – Months 3 to 9: March – September 2026**

**Initial Data Transfer Planning**

- ✔ Coordinate with incumbent hauler (Republic Services) for data transfer
- ✔ Define data format requirements and transfer protocols
- ✔ Configure Tower software system for Fullerton specifications

**Facility Development**

- ✔ Award vendor for site construction, approve final site design
- ✔ Steering committee and site construction team weekly standing meeting commences.
- ✔ Set up maintenance facility and parts inventory
- ✔ Establish local customer service office
- ✔ Install telecommunications and IT infrastructure



**Facility Delays Contingency Planning**

**Risk:** Delays in construction and permitting facilities

**Mitigation:** Identify multiple facility options; establish temporary arrangements at nearby other identified facilities; implement modular/portable office and fueling solutions

**Phase 3 – Months 10 to 15: October 2026 – March 2027**

**Data Transfer & System Integration**

- ✔ Receive customer database from incumbent hauler
- ✔ Import and verify data in Tower system
- ✔ Reclassify accounts by type (single-family, multi-family, commercial)
- ✔ Verify service levels, container sizes, and collection frequencies
- ✔ Correct data anomalies and update customer records
- ✔ Import and verify data in Tower system
- ✔ Coordinate with City billing system for residential account integration for GreenWaste to assume billing operations.





**Route Development**

- ✔ Obtain incumbent route maps, gate codes, and special collection notes
- ✔ Conduct comprehensive route surveys and field audits
- ✔ Use ZignEx software for route optimization
- ✔ Design routes for alley service areas (unique Fullerton requirement)
- ✔ Plan Downtown District shared-service routes and enclosure maintenance
- ✔ Identify hot spot locations for weekly bulky item sweeps
- ✔ Develop contingency and backup routes

**Vehicle Delivery & Preparation**

- ✔ Receive CNG collection vehicles (target: 2 months prior to commencement)
- ✔ Register and license all vehicles with DMV
- ✔ Install and test GPS tracking and camera systems
- ✔ Install pedestrian/bicycle safety alert equipment
- ✔ Apply GreenWaste livery and City of Fullerton identification
- ✔ Conduct vehicle inspections and safety certifications

**Driver & Staff Training**

Recruit collection drivers (target: 90-120 days prior to commencement)

**Comprehensive 4-Week Driver Training Program:**

**Week 1 - Safety & Compliance Foundation:**

- ✔ GreenWaste Safety Culture and Life Saving Rules
- ✔ DOT/FMCSA regulations and Cal/OSHA requirements
- ✔ Defensive driving (Smith System certification)
- ✔ Vehicle inspection procedures (pre-trip, post-trip, daily logs)
- ✔ CNG/RNG fueling procedures and safety protocols

**Week 2 - Equipment & Technology Mastery**

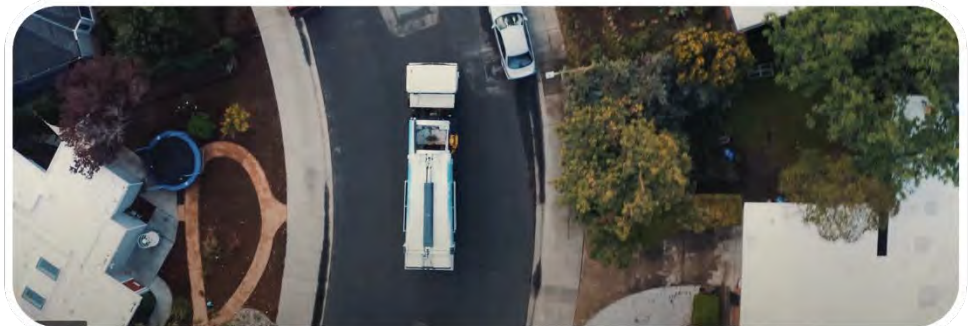
- ✔ Collection vehicle operation by type (ASL, front-loader, rear-loader)
- ✔ 3rd Eye camera system operation and documentation requirements
- ✔ GPS and onboard tablets for route navigation and service verification
- ✔ Container handling safety and equipment damage prevention
- ✔ Customer interaction protocols and de-escalation techniques

**Week 3 - Service Excellence & Compliance:**

- ✔ SB 1383 requirements and organics collection procedures
- ✔ Contamination identification using AI system and educational notices
- ✔ Special services: bulky items, extra pickups, holiday schedules
- ✔ Communication protocols with dispatch, supervisors, and customer service
- ✔ Time management and route efficiency techniques
- ✔ City regulations and collection hour restrictions

**Week 4 - Route Familiarization & Skills Assessment**

- ✔ Review route-specific guidance and challenging locations
- ✔ Study route maps, stop sequences, customer notes, access requirements
- ✔ Supervised route rides with experienced drivers
- ✔ Practice runs on assigned routes with real-time coaching
- ✔ Final skills assessment and certification
- ✔ CNG vehicle operation and fueling protocols
- ✔ GPS and camera system training
- ✔ SB 1383 compliance training (contamination identification, route reviews)
- ✔ Customer service excellence training
- ✔ Tower system training for all staff
- ✔ Downtown District and alley service special procedures



### SB 1383 Program Development

- ✔ Finalize Implementation, Outreach and Education Plan (due 6 months before start)
- ✔ Begin plan implementation by January 8, 2027
- ✔ Develop Initial Direct Mailing Outreach materials
- ✔ Create Out of Compliance Outreach letter templates
- ✔ Design contamination education materials
- ✔ Develop commercial organics recycling waiver process
- ✔ Create route review and waste composition study protocols
- ✔ Establish edible food recovery program support systems

### Container Equipment Procurement

- ✔ Order residential carts (gray/black, blue, green/brown) in SB 1383 compliant colors
- ✔ Specify cart sizes: standard 96 gallon, senior 36 gallon, 64-gallon options
- ✔ All containers to be new
- ✔ Numbering system for all containers
- ✔ Order commercial bins (1-8 yard) and roll-off boxes for 2,188+ commercial accounts
- ✔ Coordinate container graphics, logos, and SB 1383 educational labels

### Phase 4 – Months 16 to 18: April – June 2027

#### Staffing & Recruitment

- ✔ Recruit Route Supervisors, and Dispatchers
- ✔ Hire Customer Service Manager and CSRs
- ✔ Recruit Dedicated Recycling Coordinator (SB 1383 requirement)
- ✔ Hire maintenance staff and mechanics



#### Staffing Challenges Contingency Planning

**Risk:** Difficulty recruiting sufficient qualified drivers and staff

**Mitigation:** Begin recruitment 6+ months early; offer competitive compensation; leverage GreenWaste's regional

workforce; cross-train staff

#### Container Distribution

- ✔ Begin residential cart delivery (target: 30-45 days before July 1)
- ✔ Coordinate with third-party delivery contractor
- ✔ Deliver three-cart system (96-gallon standard, 36-gallon senior option)
- ✔ Follow incumbent routes for cart placement
- ✔ Coordinate commercial bin delivery and swap with existing service schedules
- ✔ Coordinate with incumbent to remove containers per coordination agreement
- ✔ Deliver City facility containers (31 locations)

#### Customer Education Campaign

##### Launch Multi-Channel Customer Education Campaign:

##### Direct Mail Campaign:

- ✔ Introductory Mailer (T-120 days): Full-color postcard announcing service start, bilingual (English, Spanish, & Korean) with QR codes
- ✔ Service Verification Letter (T-90 days): Personalized with current service levels/rates, multiple response options
- ✔ Comprehensive Service Guide (T-45 days): Complete booklet with "What Goes Where" charts, SB 1383 requirements, 3rd Eye technology benefits, available in 5 languages
- ✔ Quick Reference Card (T-45 days): Laminated 4"x6" card with collection day, acceptable materials, customer service contact

- ✔ Organics Insert (T-30 days): Visual guide to accepted/prohibited items, contamination prevention tips

### Digital Communications

- ✔ Website Launch (T-90 days): Interactive service calculator, container guides, FAQ, live chat, account portal, SB 1383 resources
- ✔ Social Media Campaign: Daily posts on Facebook, Instagram, LinkedIn, NextDoor with educational content, countdown, Q&A sessions
- ✔ Email Notifications: Service start alerts, collection day reminders, contamination education

### In-Person Outreach

- ✔ Property Manager Workshops (6+ sessions): 2-hour training on organics rollout, SB 1383 compliance, resident education
- ✔ Commercial Outreach: In-person visits to high-priority accounts with waste assessments and service recommendations
- ✔ Multifamily Events (100+ properties): On-site tabling with demonstrations, multilingual staff, evening/weekend options
- ✔ Community Presentations: City Council meetings, neighborhood associations, business groups
- ✔ Distribute service start notifications to all customers
- ✔ Provide SB 1383 three-cart system education materials
- ✔ Conduct community workshops and presentations
- ✔ Launch customer service hotline and website
- ✔ Distribute collection calendars
- ✔ Commercial customer outreach (90% participation target)
- ✔ Downtown District tenant education



### Final Preparations

- ✔ Conduct route dry runs with fully loaded vehicles
- ✔ Test all systems (Tower, GPS, cameras, dispatch, customer service)
- ✔ Finalize collection schedules and route assignments
- ✔ Establish emergency response protocols
- ✔ Coordinate with City for final pre-launch review
- ✔ Hold all-staff readiness meeting
- ✔ Activate contingency resources and backup plans

### Service Commencement: July 1, 2027

- ✔ Launch full-service operations on July 1, 2027
- ✔ Deploy all routes with enhanced supervision
- ✔ Activate customer service center with extended hours
- ✔ Implement real-time service monitoring
- ✔ Daily coordination meetings with City staff

### Post-Launch Support: July – December 2027

- ✔ Intensive first-month monitoring and support
- ✔ Route optimization and adjustments based on field experience
- ✔ Address customer service issues within 24 hours
- ✔ Conduct SB 1383 route reviews as required
- ✔ Refine contamination management procedures
- ✔ Quarterly performance reporting to City

### Data Transfer & Customer Records

One of the most critical components for ensuring a smooth transition is obtaining complete, accurate, and up-to-date customer data from the incumbent hauler. GreenWaste will work closely with Republic Services and City staff to ensure seamless data transfer and proper customer record management.

### Data Acquisition Strategy

- ✔ Coordinate with Republic Services immediately after contract award to define data export parameters
- ✔ Request comprehensive customer database including all service history, container specifications, and special instructions
- ✔ Obtain route maps, sequential route sheets, customer gate codes, and access information
- ✔ Request documentation of special collection constraints and customer preferences

### Tower System Configuration

GreenWaste's Tower operational management system will be configured specifically for Fullerton's requirements:

- ✔ Configure customer classification system (single-family residential, multi-family 2-4 units, multi-family 5+ units, commercial)
- ✔ Set up service level tracking (three-cart residential, commercial bin, roll-off, cart service)
- ✔ Configure SB 1383 compliance tracking (route reviews, contamination events, education contacts)
- ✔ Establish Downtown District shared-service pricing module
- ✔ Set up senior discount program tracking (35-gallon cart option)
- ✔ Configure City facility complementary service tracking (31 locations)
- ✔ Integrate with City utility billing system for residential accounts

### Data Import & Verification

- ✔ GreenWaste's Customer Service Team will conduct comprehensive data validation:
- ✔ Import customer records into Tower system with secure encrypted transfer and proper formatting
- ✔ Automated validation identifying duplicates, incomplete records, invalid addresses (estimated 5-10% flagged)
- ✔ USPS address verification and geocoding for GPS route optimization
- ✔ Cross-reference with City billing records and manual review of flagged accounts
- ✔ Reclassify accounts by customer type (not container type)
- ✔ Use pivot tables, zoning maps, and Google Street View to verify property classifications
- ✔ Verify 28,768 residential accounts match City billing records

- ✔ Confirm 145 multi-family properties (2-4 units) receiving residential service
- ✔ Validate 2,188 commercial bin accounts, 62 recurring roll-off accounts, 134 commercial cart accounts
- ✔ Identify 572 multi-family properties (5+ units) classified as commercial
- ✔ Correct data anomalies and resolve discrepancies with City

### Customer Record Enhancement

- ✔ Identify customers requiring technical assistance for SB 1383 compliance
- ✔ Flag alley service accounts for specialized collection procedures
- ✔ Designate Downtown District accounts for shared-service pricing
- ✔ Identify senior discount eligible accounts
- ✔ Document special collection requirements (gate codes, access constraints)



### Data Transfer Issues Contingency Planning

**Risk:** Incomplete, inaccurate, or delayed customer data from incumbent

**Mitigation:** Begin data coordination immediately after award; conduct independent route surveys and customer verification; utilize City records as backup

### Vehicle Fleet Procurement & Preparation

GreenWaste will deploy a modern CNG/RNG fleet specifically configured for Fullerton's service requirements. All vehicles will be new or refurbished to "as-new" condition and will meet all City specifications.

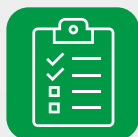




### CNG Fleet Commitment

GreenWaste commits to utilizing Compressed Natural Gas (CNG) to fuel all collection vehicles servicing Fullerton. This commitment provides significant benefits to the City:

- ✔ **Emissions Reduction:** CNG significantly reduces greenhouse gas emissions, particulate matter, and NOx compared to diesel fuel
- ✔ **Quieter Operations:** CNG engines operate quieter than diesel, reducing noise pollution in residential neighborhoods
- ✔ **Cost Effectiveness:** Lower fuel costs and longer engine lifespan provide economic advantages
- ✔ **Energy Security:** Domestically sourced fuel reduces dependence on imported oil
- ✔ **CARB Compliance:** Exceeds California Air Resources Board standards



### CNG/RNG Supply Issues Contingency Planning

**Risk:** CNG/RNG supply or fueling infrastructure delays

**Mitigation:** Secure CNG/RNG contracts early; establish backup CNG fueling arrangements; utilize existing

GreenWaste fueling network

### Fleet Procurement and Readiness

GreenWaste will procure the following CNG/RNG vehicles for Fullerton service:

- ✔ Automated Side-Loader (ASL) Trucks: 18 primary + 4 backup units for residential three-cart collection
- ✔ Rear-Loader Trucks: 2 units for bulky item collection
- ✔ Front-Loader Trucks (Commercial Bins): 9 primary + 2 backup units for commercial bin service
- ✔ Flatbed Trucks: 2 units for Reuse Bulky Pickup and Delivery program
- ✔ Commercial Bin Delivery/Pullout Trucks: 2 units for container exchange service
- ✔ Support Vehicles: Supervisor trucks, maintenance vehicles, outreach vehicles

### Vehicle Specifications & Requirements

- ✔ All vehicles new or refurbished to “as-new” operating condition and appearance
- ✔ Maximum vehicle age: 12 years for recurring collection vehicles
- ✔ Watertight bodies that prevent leakage, spillage, or overflow
- ✔ Regular weekly washing and steam cleaning maintenance schedules
- ✔ Vehicle repainting at least once every 5 years
- ✔ GreenWaste livery with City of Fullerton identification

As these vehicles are procured, they will be outfitted with the following technology systems as described in Section:

- ✔ GPS Tracking systems
- ✔ Onboard 3rd Eye Camera systems
- ✔ Multi-angle HD cameras
- ✔ Safety/Notification Equipment



### Technology Systems (Required by City)

- ✔ **GPS Tracking Systems:** All vehicles equipped with GPS capable of showing vehicle location on designated dates/times as requested by City, recording start/stop times, routes, and maximum speeds
- ✔ **Onboard 3rd Eye Camera Systems:** All collection vehicles equipped with advanced multi-angle camera systems for safety monitoring, service verification, and AI-powered contamination detection, with minimum 30-day backup/storage capacity
- ✔ **Multi-angle HD cameras:** front-facing, rear-view, hopper-mounted, and side-mounted cameras providing complete visual documentation
- ✔ **AI-powered contamination detection:** Real-time identification of prohibited materials in recycling and organics streams
  - **Safety monitoring:** Driver behavior monitoring, blind spot detection, backing safety, and collision avoidance alerts
  - **Service verification:** Automated capture of every collection event with GPS coordinates and timestamps
  - **Customer service:** Visual proof addressing missed collection complaints and false damage claims
  - **Photo documentation:** Container condition before and after service, set-out compliance verification
- ✔ **Safety/Notification Equipment:** All vehicles equipped with systems to alert drivers to pedestrians or bicyclists in vicinity of collection vehicles
- ✔ Integration with Tower fleet management system for real-time tracking

### CNG/RNG Fueling Infrastructure

- ✔ Secure CNG/RNG fueling station at Fullerton-area truck yard
- ✔ Backup fueling arrangements at nearby GreenWaste facilities
- ✔ RNG procurement contracts qualifying for SB 1383 City procurement credit
- ✔ Driver training on CNG/RNG fueling protocols and safety procedures

### Vehicle Delivery Timeline

- ✔ Order vehicles 12+ months before service commencement
- ✔ Take delivery 2 months before July 1, 2027 (target: May 2027)
- ✔ Allow time for DMV registration, inspections, GPS/camera installation
- ✔ Conduct driver training and test runs before service launch



### Vehicle Procurement Delays Contingency Planning

**Risk:** Vehicle manufacturing or delivery delays

**Mitigation:** Order vehicles 12+ months in advance; maintain backup fleet at other GreenWaste facilities; establish vendor relationships with multiple manufacturers

### Container Procurement & Distribution

GreenWaste will provide all new containers in SB 1383 compliant colors with proper labeling, numbering, and tracking systems.

### Residential Container Specifications

- ✔ Three-Cart System (SB 1383 Compliant):
  - Gray/black cart: Non-organic waste for disposal
  - Blue cart: Non-organic recyclables plus select organic wastes (paper, cardboard)
  - Green/brown cart: Organic waste (food waste and yard waste)
  - Standard Size: 96-gallon carts for all three waste streams
  - Senior Discount Option: 36-gallon carts for all three streams for qualified senior citizens
  - Optional Size: 64-gallon carts available upon request
  - All containers new condition
  - Numbered for customer identification and tracking
  - Educational labels with SB 1383 compliant graphics showing acceptable materials
  - Free from graffiti and maintained in good visual condition





### Commercial Container Specifications

- ✔ 1 to 8 cubic yard bins for commercial accounts (three-container system or split-bin alternative)
- ✔ Commercial carts for smaller businesses and multi-family properties
- ✔ Roll-off boxes (10-40 yard) for C&D and industrial service
- ✔ Compactor service for high-volume generators
- ✔ All containers in SB 1383 compliant colors with proper labeling

### Container Maintenance Program

- ✔ Replace damaged, unsightly, or non-compliant containers within 3 days of City notice
- ✔ Annual Container Inspections: Starting in year 5, conduct annual inspections to ensure proper maintenance
- ✔ Graffiti removal within 24 hours of notification
- ✔ Repair or replace containers with broken lids, wheels, or damage

### Residential Cart Distribution Plan

- ✔ Contract with third-party delivery company for cart distribution
- ✔ Deliver carts 30-45 days before July 1, 2027 service start
- ✔ Follow incumbent routes for placement consistency
- ✔ Place carts at standard collection location for each property
- ✔ Deliver three 96 gallon carts to each of 28,768 residential accounts
- ✔ Provide 36 gallon option for senior discount program participants
- ✔ Include service start information and educational materials with each delivery

### Commercial Bin Distribution Plan

- ✔ Coordinate bin swap schedule with existing collection schedules to prevent service disruption
- ✔ Auto-enroll all commercial accounts in SB 1383 compliant programs (recycling + organics)
- ✔ Provide appropriate container sizing based on waste generation
- ✔ Downtown District: Coordinate with property managers and maintain City-owned enclosures



### Container Shortages Contingency Planning

**Risk:** Container manufacturing or delivery delays

**Mitigation:** Order containers 6+ months in advance; maintain contingency inventory; coordinate with multiple suppliers

### Assumptions & Expectations

To ensure a successful transition, GreenWaste makes the following assumptions and has specific expectations for City and incumbent hauler involvement:

### City Involvement & Support

- ✔ Designate City project manager as primary contact for transition coordination
- ✔ Facilitate regular coordination meetings (at minimum monthly, more frequent as service start approaches)
- ✔ Assist with residential customer communications through City channels
- ✔ Provide access to City facilities for container placement and route surveys
- ✔ Coordinate billing system integration for residential accounts
- ✔ Support resolution of customer issues during first months of operation





### Incumbent Hauler Cooperation

- ✔ Timely transfer of complete and accurate customer database
- ✔ Provide route maps, gate codes, and special collection instructions
- ✔ Coordinate container removal on agreed schedule
- ✔ Provide historical service data and operational insights
- ✔ Maintain service quality through transition period
- ✔ Handle any new containers appropriately as they are exchanged

### GreenWaste Responsibilities

- ✔ Procure all vehicles, equipment, and containers on schedule
- ✔ Hire and train all personnel in advance of service start
- ✔ Establish local facilities and infrastructure
- ✔ Conduct comprehensive public education campaign
- ✔ Implement all SB 1383 compliance programs from day one
- ✔ Maintain contingency plans and backup resources

### Service Launch Challenges Contingency Planning

**Risk:** Higher than expected service issues or customer confusion on July 1

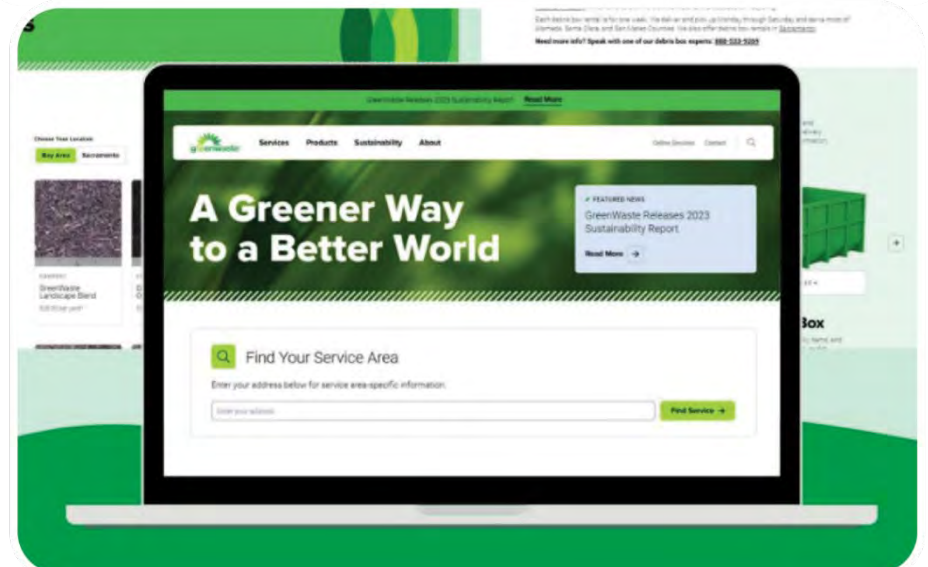
**Mitigation:** Deploy enhanced supervision for first month; extended customer service hours; rapid response teams; daily City coordination.

GreenWaste's comprehensive Implementation Plan demonstrates our commitment to providing the City of Fullerton with a seamless, professional transition to high-quality solid waste management services. Our plan is built on our extensive experience providing numerous jurisdictions with new service transitions, a deep understanding of SB 1383 requirements, and an unwavering commitment to deploying a modern CNG/RNG fleet that supports the City's sustainability goals.

Key elements of our comprehensive approach include:

- ✔ 18-month implementation timeline with clear milestones and accountability
- ✔ CNG/RNG fleet providing SB 1383 procurement credit and emissions reduction
- ✔ Comprehensive data transfer and customer record management
- ✔ SB 1383 compliant three-cart residential system from day one
- ✔ Robust public education programs coupled with superior customer service expectations
- ✔ Detailed contingency plans for every major risk factor, ensuring success

GreenWaste has successfully executed similar transitions in communities throughout Northern California. We understand the intricacies and choreography necessary to minimize service disruptions and ensure customer satisfaction. We are committed to maintaining transparent communication with City staff, responding rapidly to issues, and delivering exceptional service from the first day of operation. We look forward to partnering with the City of Fullerton to serve the community for the next decade and beyond, helping Fullerton achieve its environmental goals while providing outstanding solid waste management services to residents and businesses.



## P. Exceptions to the Draft Franchise Agreement

GreenWaste recovery prides itself on being a strong and trustworthy partner with each of its Franchised Cities. We hope to extend this partnership to the City of Fullerton and have reviewed the Draft Agreement through this lens. GreenWaste finds the Draft Agreement substantially acceptable with very few instances where the intent of the contract could be clarified. GreenWaste has highlighted some areas of the Agreement we would like to further discuss with the City to better clarify.



[Redacted]



[Redacted]

## Q. SB 1383 Compliance

GreenWaste possesses comprehensive expertise in all relevant SB 1383 regulations, including collection, processing, education, outreach, and related areas. In 2024, the GreenWaste San Jose Material Recovery Facility made history as the first facility to be recognized by CalRecycle as a High Diversion Organic Waste Processing Facility. Our state-of-the-art MRF recovers up to 75% of the organics that are found in the waste stream, which keeps this rich organic material out of the landfill and helps our customers and communities with SB 1383 compliance.

### Collection

As demonstrated in [Section O](#), GreenWaste will provide containers with signage and color combinations that are fully compliant with SB 1383 regulations, along with standard container size for residents of 96-gallon carts for all three waste streams.

- ✔ GreenWaste will meet SB 1383 regulatory requirements, at no cost to the City facilities, including the 31 listed properties in the Draft Agreement.
- ✔ On-property service will be provided for free for any disabled resident.

### Organics Collection Methodology

SB 1383 color compliant carts (36-gallon, 64-gallon and 96-gallon) will be provided to customers for collection of organic waste material and will be collected weekly utilizing a single-compartment fully automated side-loader collection vehicle. GreenWaste will transport the organic waste to the designated organic waste processing facility. Organic wastes that are accepted for collection includes yard waste and food waste. Other organic waste such as carpets, non-compostable paper, and textiles are prohibited. Please refer to [Section O](#) for a full collection methodology approach, including residential and commercial organics collection.

All commercial accounts will be auto enrolled and provided with all required SB 1383 collection programs as new service is rolled out on July 1, 2027.

### Collection Equipment

For the City of Fullerton, GreenWaste will help reduce emissions through our commitment to the use of local vendors, local transfer and processing facilities, route optimization, proactive fleet management and maintenance, and utilizing compressed natural gas (CNG) and renewable natural gas (RNG) engines for our collection vehicles. Benefits of CNG/RNG include a significant reduction in greenhouse gas emissions compared to diesel, quieter operations that reduce noise pollution, and improved air quality in Fullerton neighborhoods. For more information on our collection equipment, please refer to [Section O](#).

“Green Waste of Palo Alto has provided high quality performance, consistent service reliability and responsiveness to the city and the community as well as innovative processing facilities that are very close to Palo Alto.”

— Paula Borges, Solid Waste Manager, City of Palo Alto, Finance Committee Meeting, November 4, 2025




### Implementation Plan Transition



To ensure a smooth transition of service, the GreenWaste team is poised and ready to execute every aspect of the Franchise Agreement and has ensured each vendor is committed to meeting their expected timelines and deliverables. GreenWaste has developed a comprehensive Implementation Plan designed to ensure a seamless transition of solid waste management services for the City of Fullerton, with services commencing on July 1, 2027. This plan reflects our extensive experience with franchised service transitions and our commitment to achieving SB 1383 compliance on day one. Our Implementation Plan also includes the procurement of all necessary collection equipment, personnel, and public education materials. For the full Implementation Plan, please refer to [Section O](#).



### Organics Processing



GreenWaste and our proposed Organics Processing Facility partner will provide guaranteed tonnage capacity for organic waste processing. Our organic waste processing facility partners are capable and have sufficient capacity to process the City's organics for the term of the Franchise Agreement. Organics will be managed to ensure the highest levels of diversion from landfill. Our committed partners will ensure that organics are delivered to a fully permitted organic processing facility for additional composting and diversion. GreenWaste will work closely with the City over the term of the Franchise to ensure that all downstream facilities are responsibly managing these materials to produce compost, mulch, and potentially renewable energy and maintain full compliance with SB 1383 requirements and all State and local regulations. For our Organic Waste Processing & Capacity Plan, please refer to [Section C](#).



### Reporting and Compliance with Local, State, & Federal Mandates







GreenWaste will submit monthly, quarterly, and annual reports for the length of the Franchise Agreement commencing upon final approval and Award. GreenWaste will incorporate SMART 1383 recordkeeping and reporting measures that will be in effect at the commencement of services. SMART 1383 will be able to provide real-time data that is transparent and available to local and State regulatory agencies (like the City of Fullerton and CalRecycle). Both GreenWaste and the City will be able to have access to comprehensive sustainability data and reporting, clients can demonstrate their commitment to transparency and accountability, bolstering their reputation and achieving compliance requirements.



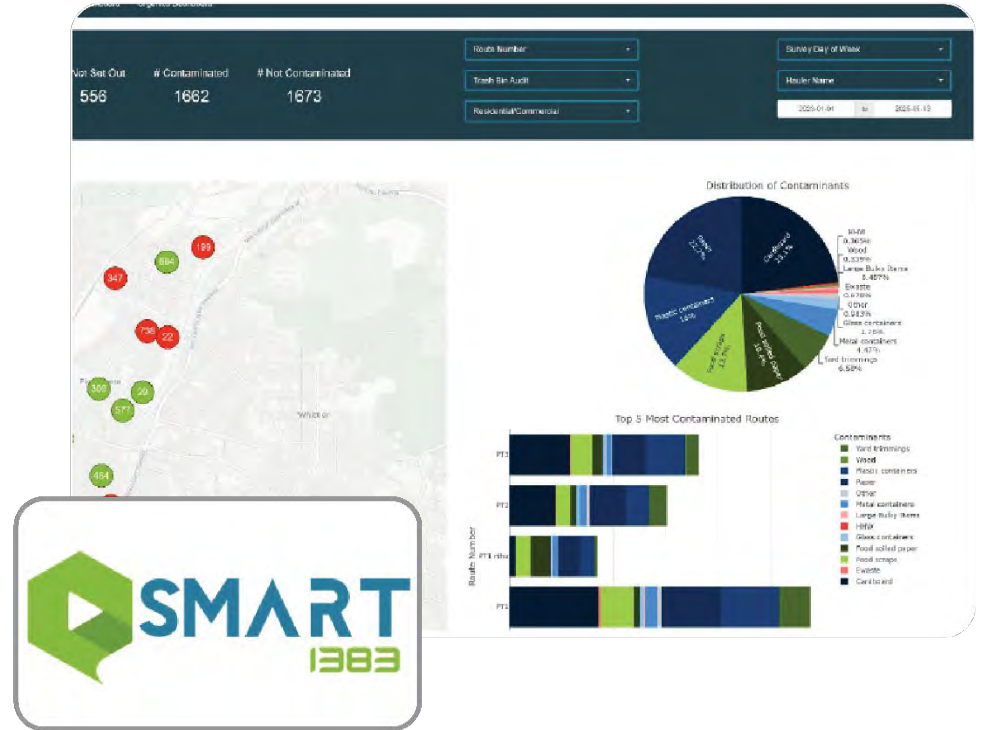
### Landfill Avoidance

GreenWaste will bring our current landfill avoidance policies to Fullerton through:

-  Source separation of organics, recyclables, and MSW at collection utilizing SB 1383-compliant container colors and labeling.
-  Maximizing organics diversion through composting and supporting edible food recovery programs that divert surplus food to food recovery organizations.
-  Reducing contamination through education, inspection, and enforcement.
-  Continuous data tracking, reporting, and outreach to achieve (and potentially exceed) SB 1383 targets.

**Compliance Assistance:** To comply with SB 1383, collection containers on every (5-day) collection route will be reviewed annually. This auditing protocol illustrates the visual inspections of the three service streams (organics, recycling, and landfill) for each residential and commercial route including the tracking and reporting of findings. Reporting shall be completed before the annual due date of the Electronic Annual Report (EAR) for CalRecycle. GreenWaste is prepared for any CalRecycle compliance review, and they're available to submit updates on all required data so that City recordkeeping is up to date.

**Compliance Experience & Protocols:** GreenWaste's drivers will issue a non-collection notice to the customer upon identification of contamination during collection. Please refer to [Section O](#) for the driver's responsibilities regarding contamination. Depending on the situation, the driver will leave a non-collection notice indicating the specific issue. The customer notification process related to contamination is outlined in [Section M](#) of this proposal. For commercial and multi-family properties, GreenWaste will provide a designated tag or non-collection notice where drivers photograph and record videos of the containers as they are emptied. Customized reports for the City may be presented at the discretion of the City through SMART1383 Compliance Software. GreenWaste can provide reports that are able to be easily uploaded into SMART1383 and we are happy to provide data sets for route reviews, waivers, and reports.



**SB 1383 Regulations - Article 12 with AB 1985  
Procurement of Recovered Organic Waste Products**

**City of Fullerton Annual Procurement**



**A  
B  
1  
9  
8  
5**

**100%  
Procured**

**1 ton waste = 0.58 tons  
of compost**



**Up to (tons)**

**6,469**

*or*

**1 ton waste = 1 ton of mulch  
Mulch Use**



**Up to (tons)**

**11,154**

**1383 Procurement**

GreenWaste has identified that Fullerton will need to procure 11,154 tons of mulch (or equivalent) to meet SB 1383 requirements. GreenWaste will work with its composting partners, such as Agromin, to secure procurement-eligible goods for the City, if needed. Further, GreenWaste is examining other means of producing procurement-eligible goods to help the City meet its procurement goals. GreenWaste can assist the City by back-hauling one transfer trailer per week to City parks, roads, and assist in City-sponsored compost giveaway programs to residents. GreenWaste is open to further discussions with the City on how we can best support Fullerton with its SB 1383 procurement requirements.



GreenWaste currently supports Hunger at Home, a San Jose-based non-profit organization that partners with businesses to collect excess food and goods that would otherwise be thrown away. Hunger at Home donates the excess food and goods to hungry and unhoused individuals throughout Santa Clara County. Our involvement helps Hunger at Home scale its impact: **Since 2016, Hunger at Home has recovered and repurposed enough food to provide 12.6 million meals.** In 2025, our team celebrated Hunger at Home's positive impacts as an Advocate Sponsor for their Bridge the Gap Gala, where we were honored to contribute to their critical fundraising goals and further amplify their work.

GreenWaste will also support Abound Food Care as an expansion of their current community benefits agreement with the City. GreenWaste is committed to reducing food insecurity and believes that Abound is the qualified team to expand food recovery operations through the proposed programs. For more information on our collaboration with Abound Food Care, please refer to [Section L](#).

### Route & Facility Audits

GreenWaste will conduct route audits to ensure service levels and billing accuracy during the transition phase and prior to the commencement of new services. Throughout the term of the Franchise Agreement, we will also conduct periodic route audits to confirm billing accuracy as well as routine route audits in compliance with applicable requirements and the Franchise Agreement. Verifying collection services and diversion opportunities is a crucial component in measuring the success of our collection services and diversion programs.



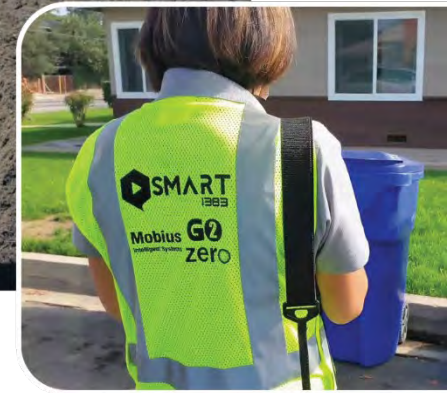
### Route Audits & Service Approach

- ✔ GreenWaste will randomly select a sample consisting of a quarter of the total routes, customers, or invoices to audit. We will gather relevant data, including service records, billing invoices, route schedules, and GPS tracking information from the collection vehicles.
- ✔ GreenWaste will have entered all related information into the Tower database with appropriate tagging to allow all the relevant data, including photographs, to be pulled when the designated report is run on the available systems. The data entry in Tower may be accompanied by supplemental cloud-based forms and/or spreadsheets.
- ✔ GreenWaste will review route schedules and compare them to actual collection activities to ensure they align. Service records and customer accounts will be inspected to verify correct services are provided and are correctly billed. We will analyze GPS data to confirm that routes are being followed efficiently and check for any discrepancies in waste types or quantities collected compared to what is billed.
- ✔ The audits will be scheduled so that GreenWaste completes audits of approximately 25% of the carts each quarter, resulting in the completion of audits of 100% of the carts annually. This means that after year 1, GreenWaste will have a general understanding of right-sizing needs for all carts.
- ✔ GreenWaste anticipates completing initial rightsizing of all sites by the end of Year 2, with the right-sizing program being an ongoing component of the route audits.
- ✔ GreenWaste will create a detailed route audit report, including any discrepancies, errors, or issues identified during the process. We will also conduct a root cause analysis to determine why discrepancies or errors occurred, if any. This may involve interviewing staff, examining processes, or reviewing billing systems. GreenWaste will develop a plan to address the discrepancies and errors identified during the audit and implement corrective actions to rectify billing errors and improve service quality. We will use the audit results to drive continuous improvement in collection operations and billing processes.

### Contamination Monitoring

Drivers are the first line of defense when it comes to contamination. In residential collection, contamination can be challenging to document prior to collection due to the use of fully automated vehicles. When excessive contamination is found, the driver will leave behind the Courtesy Notice and will notify Dispatch so that the instance of contamination can be noted in Tower, along with a photo taken by the driver. The notation in Tower will include the specific type of contamination so CSRs can contact the customer and inform them of the contamination. CSRs will work with the customer on collection opportunities for left-behind material, if applicable, which will include the removal of the problem material, or payment of a contamination charge and/or return trip.

GreenWaste will do its best to mitigate ongoing overflowing container situations by tagging the containers with Non-Collection Notices, which will serve as additional education to the customer about service levels, collection frequencies, and subscription options available. Drivers will take photos and attach them to the customer’s account in Tower, which will be available for CSRs and Outreach Staff in order to help demonstrate the need to adjust containers, service levels and/or subscription options with the customer. If the overflow is significant, the driver will leave a non-collection notice and notify Dispatch, and they will pass this along to CSRs so that the customer can be notified of the issue and what collection options are available. This typically includes removing the excess material, placing the extra items in bags and/or the appropriate container, and scheduling a site assessment with our Outreach team to discuss additional training, outreach, and service-level issues in person. GreenWaste is happy to use the SMART1383 system to have a seamless contamination monitoring system that is immediately available to the City.




### Waste Assessments

For our current Exclusive Franchises in the Monterey Peninsula Cities and the County of Santa Clara, we utilize a subcontractor to conduct waste audits and container inspections. The Palo Alto Franchise’s waste assessments and audits are managed by GreenWaste employees.

We employ multiple strategies to meet SB 1383 compliance and outreach education requirements, including the development of AI camera technology to document contamination and optimize customer service at the source with our **GreenWaste 360 program**. Under our existing contracts, our subcontractors and GreenWaste employees are engaged to perform audits, waste assessments, and technical assistance, resulting in effective customer education and participation that minimizes contamination and maximizes diversion.

**Atherton**

**What Goes Where Guide**



a greener way to a better world

YARD TRIMMINGS	MIXED COMPOSTABLES	
<p><b>YARD TRIMMINGS</b></p> <ul style="list-style-type: none"> <li>• Branches - cut to fit loosely in container</li> <li>• Cactus</li> <li>• Flax</li> <li>• Flowers</li> <li>• Grass clippings</li> <li>• Hay</li> <li>• Holiday trees (unflocked and undecorated with stand removed)</li> <li>• Ice plant</li> <li>• Ivy</li> <li>• Landscape vegetation</li> <li>• Leaves</li> <li>• Plant trimmings (no poison oak or ivy)</li> <li>• Sawdust</li> <li>• Shrubs</li> <li>• Small pruning</li> <li>• Sod (remove as much soil as possible)</li> <li>• Stumps – must not exceed 6" in diameter</li> <li>• Succulents (no ice plant)</li> <li>• Tree trimmings/branches – cut to fit loosely in container</li> <li>• Yucca</li> </ul>	<p><b>PAPER</b></p> <ul style="list-style-type: none"> <li>• Milk, juice &amp; ice cream cartons – soiled</li> <li>• Newspaper – soiled</li> <li>• Napkins, paper towels, tissues</li> <li>• Paper cups and plates</li> <li>• Photographs – photo paper &amp; Polaroids</li> <li>• Pizza delivery boxes – soiled (bottoms)</li> <li>• Stickers (in sheets or rolls)</li> <li>• Take-out food containers – paper</li> <li>• Thermal fax paper</li> <li>• Waxed paper, waxed cardboard</li> </ul> <p><b>PLASTIC</b></p> <ul style="list-style-type: none"> <li>• Coffee cup lids</li> <li>• Compostable plastics</li> <li>• Diapers – disposable</li> <li>• Disposable razors</li> <li>• Gloves – rubber &amp; latex/single use</li> <li>• Hoses (must be tied)</li> <li>• Ink cartridges and toner</li> <li>• Pipe – PVC/Plastic</li> <li>• Umbrellas – plastic</li> </ul> <p><b>MULTI-LAYERED MATERIALS</b></p> <ul style="list-style-type: none"> <li>• Envelopes (e.g., padded, Tyvek)</li> <li>• Foil beverage pouches</li> <li>• Snack packaging (e.g., chip bags)</li> <li>• Audio and video tapes, CDs and DVDs</li> </ul>	<p><b>POLYSTYRENE/FOAMED PLASTIC</b></p> <ul style="list-style-type: none"> <li>• Cups and plates - foam</li> <li>• Egg cartons – molded foam</li> <li>• Foam packing, packing peanuts</li> <li>• Meat trays – molded form</li> <li>• Take-out food containers – foam</li> <li>• Coolers – foam</li> </ul> <p><b>FABRIC AND TEXTILES</b> – Donate when possible</p> <ul style="list-style-type: none"> <li>• Boots and shoes</li> <li>• Clothing</li> <li>• Down-filled items, pillows</li> <li>• Fabrics – clean or soiled</li> <li>• Luggage – small carry-on sizes only</li> <li>• Stuffed animals</li> </ul> <p><b>ORGANIC MATERIAL</b></p> <ul style="list-style-type: none"> <li>• Bones</li> <li>• Bread, dough</li> <li>• Cheese</li> <li>• Coffee grounds, filters, and teabags</li> <li>• Eggs/Eggshells</li> <li>• Food soiled cardboard and paper</li> <li>• Fish, shellfish</li> <li>• Fruits and vegetables</li> <li>• Grains, pasta</li> <li>• Meat, poultry</li> </ul>

### Customer Education & Outreach

In order to comply with AB 939, AB 341, AB 1826, AB 827, and SB 1383, as well as with current and future regulations, GreenWaste will conduct education and outreach efforts that specifically target each service recipient (residents and businesses) in Fullerton. These efforts will include outreach to residents, property owners and managers, as well as business owners and property managers through various communication channels. Additionally, GreenWaste will assign a dedicated team of Recycling Coordinators responsible for delivering essential information on waste prevention, recycling opportunities, reuse options, diversion programs, and all mandated services required by CalRecycle. Our Recycling Coordinators are knowledgeable about the benefits and attributes of recycling and composting and will be essential resources for promoting and expanding our service offerings and diversion programs throughout the Fullerton community.

### Initial Outreach

GreenWaste will prepare a multi-lingual introductory letter, in the languages reasonably requested by the City, that highlights the requirements of AB 1826 and SB 1383, that will be printed on the City's electronic letterhead and either mailed or directly delivered to all applicable customers. The purpose of the introductory letter is to inform customers of the transition to GreenWaste and discuss new service offerings and diversion programs. The availability of the mandated Commercial Organic Waste Recycling Program will be detailed (and mention AB 1826 and SB 1383 compliance requirements) and will specify that enrollment is mandatory under State law for customers who do not receive an Organics Recycling Waiver from the City (or otherwise meet their compliance obligations as generators of Organic Waste, as outlined in the applicable laws). This initial communication will be included in the Implementation Plan and distributed to customers in accordance with the outlined procedures. For details on our Implementation Plan, refer to [Section O](#).

### Route Review Audits

GreenWaste will perform on-going container monitoring of contents through SB 1383 route review audits during site visits, as necessary, to adequately determine compliance and determine if potential changes to service level are required. These evaluations will inform the jurisdiction and GreenWaste on the effectiveness of the collection services and diversion programs, in addition to specific participation rates by customer and by route. We will gather all relevant data, including service records, billing invoices, route schedules, and GPS tracking information from the collection vehicles, and incorporate these metrics into our overall review for route optimization and efficiencies.

Nothing Wasted Consulting is another subcontractor that will assist with SB 1383 route audits. Additional information on their approach and experience is in [Section F](#).

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### Other Services (Regulatory Compliance) / Events

GreenWaste will provide a “Compost Drive-Thru Giveaway Event” each year for all residents to pick up free compost. The events will be held on Saturdays from 8:00am until 12:00pm on a date and at a location to be agreed upon with the City well in advance. This program will be designed to provide residents with education and outreach materials while they are waiting for their compost bags to be placed in their vehicle. After providing proof of Fullerton residency, residents will be allowed to take up to 4 bags of compost (each weighing approximately 30 pounds). The exact amount of compost to be provided at each giveaway event will be determined in coordination with the City. This program will be compliant with SB 1383 procurement requirements for the City. GreenWaste will support the City’s Seasonal Compost Program and we will provide all necessary staffing, equipment, and materials to deliver no less than 250 tons of unbagged, bulk compost to a location determined by the City. This compost will be delivered weekly for 8 consecutive weeks or as necessary and in coordination with the City. This seasonal compost program will satisfy the City’s procurement requirements under SB 1383.

### Outreach Materials

- 🌱 Outreach materials will include, but are not limited to, two newsletters each year that will articulate the purpose and methods of our services offerings and diversion programs, highlight the practices mandated by various State regulations, and provide residents and businesses with information on how to access additional resources and assistance.
- 🌱 GreenWaste will partner with the City of Fullerton, which will serve as the program sponsor. The City will facilitate the integration and coordination of program activities, help raise public awareness, and promote a positive message to encourage individual participation with our diversion programs and special events.
- 🌱 Before the commencement of services, GreenWaste will prepare and distribute education and outreach materials (after the City has reviewed and approved our outreach campaigns and collateral).
- 🌱 GreenWaste will provide an annual progress report to keep residents and businesses informed about the status of the City’s solid waste management program, suitable for use as a billing insert and/or social media post. A few samples of our outreach materials are provided in the Supporting Documents available online.











Thank you for your consideration.





[www.GreenWaste.com](http://www.GreenWaste.com)

# Attachments


## Attachment 1. Jurisdictional Reference Letters

-  Atherton Letter of Support
-  Capitola Letter of Support
-  County of Santa Clara Letters of Support
-  County of Santa Cruz Letter of Support
-  Town of Woodside Letter of Support
-  Sand City Letter of Support

## Attachment 2. Processing Commitment Letters

-  Orange County Waste Recycling Landfill Commitment Letter
-  Universal Waste Systems Recyclables Tonnage Commitment Letter
-  Potential Industries MRF, Transfer & Green Waste Facility Commitment Letter
-  Madison Materials Commitment Letter







## Attachment 3. Equipment Letters

-  Trucks & Containers

## Supporting Documents are available online and include the following:

### GreenWaste & Macquarie Financial Support Letters

### Subcontractor Commitment Letters & Service Proposals

-  Abound Food Care Letter of Commitment
-  The Recycling Partnership Letter of Support
-  Paper Shredding Events Scope
-  Nothing Wasted Consulting Scope of Work for Transition & SB 1383
-  CA Alliance for Community Composting Commitment Letter
-  Letter of Commitment from Lucky DeLuxe Fabrics

### Jurisdictional Reports & Outreach Samples

-  Seaside & GreenWaste of Palo Alto Quarterly Reports
-  Various Outreach Materials: Service Guides, Brochures, Newsletters, Non-Collection Notices, Posters, Sorting Guides, and more!

**GreenWaste Recovery, LLC Jurisdictional Contract Details**

Included are the past and present contracts where GreenWaste has provided franchised hauling services during the past ten (10) years. None of the contracts have ended or will end in termination, settlement or litigation.

Atherton		Burbank Sanitary District	
Contact Name	George Rodericks	Contact Name	Rene Prupes
Phone	650.752.0504	Phone	408.255.2137
Project Award Date	1/1/21	Project Award Date	1/1/07
Original Contract Value	\$4,270,000	Original Contract Value	\$788,000
Term of Contract	20 years	Term of Contract	20 total
Status of Contract	current; expires 2041	Status of Contract	current; expires 2027
California State University, Monterey Bay		Capitola	
Contact Name	Marcel Forte	Contact Name	Jessica Kahn
Phone	831.582.4796	Phone	831.475.7300
Project Award Date	10/1/12	Project Award Date	7/1/09
Original Contract Value	\$1,057,000	Original Contract Value	\$4,242,000
Term of Contract	13 years / extended by 3 years	Term of Contract	20 years
Status of Contract	current; expires 6/30/2028	Status of Contract	current; expires 2029
Carmel-By-The-Sea		Del Rey Oaks	
Contact Name	Mary Bilse	Contact Name	John Guerin
Phone	831.620.2078	Phone	831.394.8511
Project Award Date	7/1/15	Project Award Date	5/1/15
Original Contract Value	\$3,631,000	Original Contract Value	\$520,000
Term of Contract	15 years	Term of Contract	15 years
Status of Contract	current; expires 2030	Status of Contract	current; expires 2030
Los Altos Hills		Marina	
Contact Name	Cody Einfalt	Contact Name	Ismael Hernandez
Phone	650.947.2508	Phone	831.884.1212
Project Award Date	6/1/19	Project Award Date	5/1/15
Original Contract Value	\$3,609,000	Original Contract Value	\$4,979,000
Term of Contract	15 years	Term of Contract	15 years
Status of Contract	current expires 2034	Status of Contract	current; expires 2030
Pacific Grove		Palo Alto	
Contact Name	Daniel Gho	Contact Name	Paula Borges
Phone	831.648.5722	Phone	650.496.5914
Project Award Date	8/1/15	Project Award Date	7/1/2009 (collection) + 1/1/2022 (MSW processing)
Original Contract Value	\$5,289,000	Original Contract Value	\$20,575,000
Term of Contract	15 years	Term of Contract	14 years
Status of Contract	current; expires 2030	Status of Contract	current; expires 2030 (collection); 2030 (MSW processing)
Pebble Beach Community Services District		Portola Valley	
Contact Name	Nick Becker	Contact Name	Darcy Smith
Phone	831.647.5605	Phone	650.851.1700
Project Award Date	7/1/15	Project Award Date	2008; new Agreement in 2020
Original Contract Value	\$2,678,000	Original Contract Value	\$2,237,000
Term of Contract	15 years	Term of Contract	10 years
Status of Contract	current; expires 2030	Status of Contract	current; expires 2030
Sand City		San Jose	
Contact Name	Vibeke Norgaard	Contact Name	Riley Knight
Phone	831.917.6229	Phone	408.975.2533
Project Award Date	4/1/15	Project Award Date	7/1/91
Original Contract Value	\$642,000	Original Contract Value	\$46,923,000
Term of Contract	15 years	Term of Contract	45 years
Status of Contract	current; expires 2030	Status of Contract	current; expires 2036
San Jose State University		Santa Clara County East Service District	
Contact Name	Karen McCall	Contact Name	Otto Lee
Phone	408.924.1000	Phone	408.299.5030
Project Award Date	1/1/25	Project Award Date	1/1/25
Original Contract Value	n/a; included in San Jose Agreement	Original Contract Value	estimated 4200000
Term of Contract	5 years	Term of Contract	10 years
Status of Contract	current; expires 2028	Status of Contract	current; expires 2035
Santa Clara County Facilities		Santa Clara County South Service District	
Contact Name	Otto Lee	Contact Name	Otto Lee
Phone	408.299.5030	Phone	408.299.5030
Project Award Date	1/1/23	Project Award Date	1/1/25
Original Contract Value	\$2,716,000	Original Contract Value	\$6,133,000
Term of Contract	10 years	Term of Contract	10 years
Status of Contract	current; expires 2033	Status of Contract	current; expires 2035
Santa Cruz County		Scotts Valley	
Contact Name	Kasey Kolassa	Contact Name	Matthew Spencer-Cooke
Phone	831.454.2377	Phone	831.440.5600
Project Award Date	6/29/05	Project Award Date	7/1/09
Original Contract Value	\$38,048,000	Original Contract Value	\$4,552,000
Term of Contract	20 years	Term of Contract	20 years
Status of Contract	current; expires 2027	Status of Contract	current; expires 2029
Seaside		State Parks & Beaches; Santa Cruz District	
Contact Name	Kristen Van Gend	Contact Name	Gwyneth Galloway
Phone	831.899.6812	Phone	831.335.8996
Project Award Date	5/1/15	Project Award Date	1/1/24
Original Contract Value	\$7,720,000	Original Contract Value	\$1,082,000
Term of Contract	15 years	Term of Contract	3 years
Status of Contract	current; expires 2030	Status of Contract	current; expires 2026
Woodside			
Contact Name	Jennifer Li		
Phone	650.851.6790		
Project Award Date	6/18/05		
Original Contract Value	\$3,202,000		
Term of Contract	10 years		
Status of Contract	current; expires 2030		





**Greenwaste Recovery List of Enhancements Submittal 1/28/2026**

<b>Community Benefit Type</b>	<b>Description</b>	<b>Approximate Annual Cost</b>
Fix-it Clinics	Sponsorship of vendors at public events for “fix-it-clinics” at both Night Market and Certified Farmers Market. Target products include, textiles, bicycles, musical instruments, jewelry and small appliances.	\$35,000
Edible Food Recovery Support	Support for Abound Food Care to expand capacity for food recovery across Fullerton. This includes expanding share table programs in schools, capacity expansion for local non-profits (refrigerators, scales, supplies/materials, vehicles), repurposing kitchens expansion (example of Monkey Business Café)	\$105,000 for Abound Food Care Consulting  \$70,000 equipment & materials  Total per year: \$175,000
Community Composting Program	Support for CACC to build community compost sites across Fullerton. Includes maintenance of each developed site over the term of the program, all equipment & supplies and community training.	\$40,000 per year assuming one site is built per year.
Community Sponsorships	Habitat for Humanity, Creek Clean-up, Community Yard Sale & Community Event Sponsorship	\$50,000