

Request for Proposals
SOLID WASTE MANAGEMENT SERVICES
2526-RFP-003

Submitted to:

City of Fullerton

303 W. Commonwealth Ave.
Fullerton, CA 92832

Attention: Steve Avalos
Budget & Purchasing Manager

Submittal Date

November 17, 2025

Submitted by:

Ware Disposal Inc.

Mailing Address:

PO Box 1318
Santa Ana, CA 92702

Telephone: 877.714.9273

Facsimile: 714.664.0696

Key Contact:

Jay B. Ware

jay@waredisposal.com

www.WareDisposal.com





November 17, 2025

City of Fullerton
Steve Avalos
Budget & Purchasing Manager
303 W. Commonwealth Ave.
Fullerton, CA 92832

Re: RFP #2526-RFP-003 SOLID WASTE MANAGEMENT SERVICES

Dear Steve Avalos,

Ware Disposal, Inc., a local C-Corporation with more than 54 years of solid waste and recycling experience, is pleased to express its intent and formal interest in supplying its services to the City of Fullerton (City) for the subject franchise.

As a brief background, Ware Disposal is a woman-owned enterprise established in 1968 and a zero waste company, handling all facets of solid waste, processing and recycling throughout Southern California. Ware Disposal is committed to the triple bottom line – people, planet and prosperity. Ware Disposal is also diversified, with a workforce reflective of the communities served.

The most significant and unique attributes of our firm is its longevity in the industry, our experience working as a valued partner with many municipalities, our 100% unionized workforce with the Teamsters Union, our highly rated diversion results, and our unparalleled responsiveness to customer needs.

Ware Disposal understands that it will be providing services addressing all aspects of AB 939, AB 341, AB 1826 and SB 1383 requirements. Ware Disposal is fully prepared to deliver expert collection, processing, recycling and disposal services to all premises in a cost efficient and effective manner. We will optimize recovery of organics and recyclables while minimizing residuals; and do so in a safe and community-based approach that serves local needs.

The individuals authorized to make representations are provided below with titles, addresses, e-mails, and telephone numbers:

Judith Helaine Ware (Signatory)
President/CEO
PO Box 8089
Newport Beach, California 92658
T 877-714-9273
F 714-664-0696

Jay Ware (Key Contact)
General Manager
PO Box 8089
Newport Beach, California 92658
T 877-714-9273
F 714-664-0696
e-mail: Jay@WareDisposal.com

The undersigned hereby acknowledges receipt of all RFP addenda, attests that our proposal will remain valid for a period of no less than 120 days from the date of submittal, and confirms that no exceptions are claimed with respect to the draft Franchise Agreement proposed by the City.

Ware Disposal hereby warrants by virtue of this signed letter that the information provided in our proposal is true and complete to the best of our knowledge as of the date of this proposal submission to the City. The undersigned is authorized to do so and to bind the firm to the terms of any agreement.

Environmentally yours,



Judith H. Ware
President/Chief Executive Officer
Ware Disposal, Inc.

enclosure

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Attachments



C. Introduction and Key Highlights of the Proposal

C-1 Introduction and Background

Ware Disposal, Inc. (hereinafter referred to as Ware Disposal, the Firm, or the Company) is a family-owned C-Corporation established in 1968 and incorporated in 1982 in California. The firm provides exemplary waste management services to communities throughout Southern California, including single-family and multi-family residential, commercial and industrial, and construction and demolition debris. In addition to successfully operating in exclusive franchise areas where excellent service has earned renewals and extensions, we have also been successful in highly competitive non-exclusive environments where customers are free to change service providers based upon service quality and price.

Ware Disposal would be a perfect fit for the City of Fullerton (City) as our corporate truck facility is located within the City limits, and we own and operate a processing, transfer and material recovery facility in Santa Ana, which is needed to meet the requirements of the RFP. In addition to the information required by the RFP, we have provided a subsection below entitled “Key Highlights of the Proposal” which quickly summarizes key points as well as enhancements we offer.

Ware Disposal has spent considerable time familiarizing ourselves with the City and its unique characteristics. We have performed our route “audits” and observed the collection of the residential and commercial sectors during the current collectors workday. Ware Disposal is confident of its ability to provide the City with exceptional service at the same rates enjoyed at present. We look forward to the opportunity.

Besides the obvious desire for cost-effective and efficient services, Ware Disposal understands the City’s need for stabilized rates, a long-term of service (up to 20 years), and reliability and commitment to achieve the lofty, but mandated, goals of California law. The community spans 22.4 square miles, has an upscale population, and a dynamic downtown. With its parks, recreational trails, and numerous City facilities and institutions, the City of Fullerton wants to maintain its stature as the ‘educational community’ with an outstanding quality of life. Ware Disposal shares such aspirations, and stands ready to serve.

C-2 Key Highlights of the Proposal

Related Experience by area

With more than 25 years of franchise experience, Ware Disposal has consistently demonstrated its capability to fulfill contracts of significant scale and complexity. We are honored to serve as the exclusive residential and/or commercial franchise hauler in the City of Los Angeles (Southeast LA Zero Waste Zone), City of Monterey Park, City of La Habra Heights, as well as in two Los Angeles County unincorporated areas—Lennox Garbage Disposal District (GDD) and San Gabriel Valley West. Collectively, we provide service to over 32,000 single-



family and multifamily residences within these areas, in addition to numerous other locations through non-exclusive agreements.

Project Team

Ware Disposal's President and CEO, Judith Helaine Ware, started the company in 1968 with just a single truck and a few containers. Since then, Ware Disposal has grown into one of the premier environmental waste and recycling companies in Southern California. Ware Disposal employs 295 people and runs over 175 trucks with multiple operations centers in the greater Southern California market. In the mid-1990s, their son Jay joined the company as General Manager, to lead the company into the 21st century. With Jay's effective leadership, supported by a strong management team, the company has grown from \$6 million in 2000 to almost \$100 million today, making it not less than 32nd in the Top 50 solid waste firms in North America according to *Waste Today*, an industry magazine ([Top 50 Haulers 2024](#)).

Equipment & Other Resources

Ware Disposal proposes to utilize new or like-new equipment in the City. Ware Disposal has an inventory of as-new collection vehicles in stock ready for deployment after award of the contract. We will outfit every single-family residence with brand new SB1383 compliant automated carts (grey/black, blue and green) along with kitchen pails to assist in separation. The commercial and multi-family customers serviced by front loader bins will also receive brand new containers prior to the start of service. Ware Disposal is a firm that pioneered near-zero emission fueled vehicles, having implemented RNG collection early in 2003. Our goal is to transition to electrified vehicles especially as we already have an RNG fueling facility at our corporate yard located in the City of Fullerton. The convenient location minimizes off-route time and electric range issues, increases collection efficiency, and reduces emissions.

Safety record

At Ware Disposal, safety is paramount, and we rate well among solid waste collection and processing companies. A comparative metric is *Total Recordable Incident Rate* or TRIR. A lower TRIR generally indicates a safer workplace, and companies use it to compare performance against industry benchmarks and identify areas for safety improvement. Ware Disposal's TRIR was 2.8 in 2023, while the waste industry average was 4.4. For comparative context, leading publicly traded firms—WM, Republic Services, and Waste Connections—reported TRIRs of 3.1, 2.8, and 3.3, respectively, for 2023.

Ownership and financial Records

The firm has been continuously operating since its establishment in 1968. Ware Disposal remains one of the longest standing, family-owned and operated solid waste and recycling providers in Southern California. Judith Helaine Ware and Ben Marlon Ware are the only owners/stockholders of Ware Disposal, which is a certified Woman-owned business enterprise (WBENC #1700803). The firm has grown through the Ware family leadership to a revenue level



of nearly \$100 million annually, which nets it not less than the 32nd largest waste service provider in North America.

Insurance

Ware Disposal confirms its current insurance coverage meets or exceeds the requirements of the City. We will provide the City with proof of insurance and requisite coverage throughout the entire term of the proposed contract, without interruption or break in coverage.

References

Ware Disposal lists Southern California-based references in *Section D Related Experience by Area*. For each client, we provide key contact details, the performance term, the franchise arrangement, and a summary of the work performed.

Disposal and processing facility capacity

Ware Disposal owns its own fully permitted 950-ton per day materials recovery and transfer facility called Madison Materials Resource Recovery located in Santa Ana, California. Additionally, Ware Disposal has excellent connections with several processing and disposal facilities located throughout Southern California and in close proximity to the City so that Ware Disposal can meet and/or exceed all of the regulatory requirements facing the City. There is a detailed list and description of the facilities in *Section K*. Below is a quick rundown on the proposed facilities.

- Material Recovery and Transfer Facility – Our Santa Ana MRF and Santa Fe Springs MRF
- Mixed Waste Processing Facility – Santa Fe Springs MRF and Puente Hills MRF
- Green Waste and Organic Composting Facility – Greenwise and Inland Empire
- Organic Food/Food Scrap Processing – Rialto BioEnergy, M&D Feeds, Baker Commodities
- Truck Terminals – Our corporate truck terminal is within the City limits of Fullerton
- Disposal - County of Orange Waste & Recycling Department and other locations

Community involvement

Ware Disposal has loads of experience when it comes to community involvement. Besides actively funding many local charities, Ware Disposal has the staff and services available to assist in local outreach and education. We believe this is a vital part of the franchisee's work, to inform and inspire the community to prevent waste and to recycle what remains. Beginning with the transition period, the City can expect Ware Disposal to become a significant presence at local organizational meetings and at events such as the Spring Eggstravaganza in April, the 4th of July Celebration, and First Night.

Customer Service and Outreach and Education

Ware Disposal's roots are in the highly competitive nonexclusive franchise environment where customers are free to change providers if service quality is not maintained. Quality customer



service always has been and continues to be of utmost importance to the Ware Family. Here the power of the personal guarantee (see *Section D, Project Team, Page 24*), a Ware Disposal Core Value, is exemplified by the hands-on involvement of the key management team members to ensure that every customer's complaint or inquiry is resolved to their complete satisfaction.

The City can expect Ware Disposal to prepare and distribute pre-start up physical and digital materials for public consumption. After the initial roll out campaign, Ware Disposal will continue to promote recycling and organic waste prevention through an incentivized precycle system. Ware Disposal will also provide regular progress reporting using both digital and physical formats to keep residents and businesses informed and inspired.

Rates and costs

Ware Disposal understands the aspirations of the community, and it proposes to provide its exemplary service at the lowest possible rates! In addition, we identify ways that rates can be stabilized in *Section H Ownership and Financial Information*. Plus, we are pleased to offer complimentary service to all City facilities currently receiving service from the existing franchisee. Also, we will invest about \$300,000 in precycling and community programs.

Operation

Ware Disposal will provide the three-container SB 1383 "standard compliance" service program for both residential and commercial accounts. We confirm that all desired programs will be provided as identified in the RFP. We have a truck terminal located within the City limits with an RNG fueling station in place. Our transition plan is based on maintaining current routes with later optimization, and we will closely coordinate with the outgoing hauler on the switch out of containers. Ware Disposal will provide new or as-new containers and new or as-new vehicles all fueled by near-zero emission RNG, with a goal of electrification by 2035. Our customer service department is already fully automated, and our CSRs are trained and motivated to be responsive. Uniquely, we already have a local presence with our truck terminal and office located in Fullerton. Our outreach and education program will address the transition and ongoing requirements. Finally, we employ state-of-the-art safety systems and cloud-based GPS and video recordation systems on all vehicles featuring automated route assessment for contamination and diversion, real time and online.

Exceptions

Ware Disposal has reviewed the proposed franchise agreement for the City, and we do not request or have any exceptions at this time. However, we would like to suggest the usage of an alternative annual rate adjustment metric, the *Refuse Rate Index*, which is explained in *Section N, Rates and Costs*. We will negotiate the final terms and conditions of the Franchise Agreement in good faith and in a timely manner.



SB 1383 Compliance

Ware Disposal was a pioneer in organics recycling well before SB 1383. Our firm has operated organics recycling and food rescue for several years. Every contract we operate is consistent with AB 1826 and SB 1383. Our organics recycling system consists of five (5) simple steps: (1) dedicated at-source collection, (2) an organics precycle program, (3) innovative post-collection solutions, (4) food rescue, and (5) organics procurement.

Implementation and Compliance Plan

Ware Disposal offers a comprehensive Service Implementation Plan to ensure an efficient and orderly transition of solid waste management services for the residents and businesses by July 1, 2027. Ware Disposal has extensive experience with service transitions and Jay Ware will personally be the contact and front person for implementation. Jay coordinated the transition in the City of Los Angeles, Monterey Park and South Whittier, which were all successfully handled. *Ware Disposal promises the City of Fullerton the following: 50% diversion of all wastes from landfill and 75% diversion of collected organics by the end of the transition term (projected to be December 31, 2027) as an initial step towards zero waste.*

Employee Relations, Training, and Retention of Prior Contractor Employees

In the weeks leading up to starting service, we will conduct mandatory training sessions to familiarize transitioning employees with our procedures and technologies. Transitioning employees will be compensated for attending training sessions. Importantly, Ware Disposal has maintained a productive 24-year partnership with Teamsters Local Union 396, a relationship that the organization values highly. Additionally, the company is committed to providing its drivers and mechanics with comprehensive wage and benefits packages that reflect living conditions in So Cal. Finally, we value the current contractor's employees for their knowledge of the City and its customers, and plan to offer available positions to displaced personnel and to *maintain their seniority*. Our team is committed to equal and fair treatment for all, without discrimination based on race, color, religion, national origin, disability, medical condition, marital or domestic partner status, sex, gender identity, and sexual orientation; we also practice *Fair Chance* to help formerly incarcerated people.

Procurement

Ware Disposal will assist the City with meeting procurement requirements by procuring products that meet the criteria established in SB1383 including 250 tons of compost. One of the areas that will be beneficial to the City in meeting these goals will be our commitment to use Renewable Natural Gas (RNG) in all of our collection vehicles. We currently uses RNG in all of our collection vehicles that operate in the Southern California market, and our truck terminal located in Fullerton already dispenses RNG. Ultimately, we aim to electrify our fleet by 2035. Having a terminal within the city limits is both effective and efficient, especially considering range issues associated with electric vehicles, and off-route refueling time.

D. Related Experience by Area

Ware Disposal is an experienced provider of solid waste and recycling services, offering decades of industry expertise. The company will deliver comprehensive solid waste management solutions for residential, commercial, and industrial clients over a ten (10) year term, with the option for the city to extend services in two (5) year increments, up to a maximum of twenty (20) years. Ware Disposal will ensure guaranteed processing and diversion capacity for organic wastes throughout the contract period.

With more than 25 years of franchise experience in SoCal, Ware Disposal has consistently demonstrated its capability to fulfill contracts of significant scale and complexity. We are honored to serve as the exclusive residential and/or commercial franchise hauler in the City of Los Angeles (Southeast LA Zero Waste Zone), the City of Monterey Park, the City of La Habra Heights, as well as with two Los Angeles County unincorporated areas—Lennox Garbage Disposal District (GDD) and San Gabriel Valley West. Collectively, we provide service to over 32,000 single-family and multifamily residences within these franchise areas, plus in numerous other locations through non-exclusive agreements.

Ware Disposal’s demonstrated success arises from exclusive franchise territories, where superior service has resulted in contract renewals and extensions, and in competitive, non-exclusive markets where customers can select providers based on quality and value. Consequently, the City can anticipate that Ware Disposal will deliver exemplary service and meaningful community engagement, because it’s in our corporate “DNA.”

D-1 Experience in Los Angeles County

Ware Disposal operates an office as well as a secondary operations and vehicle yard near downtown Los Angeles. The company's vehicle storage and maintenance facility is situated at 995 N. Mission Road, Los Angeles, CA. The main office is located at 4259 S. Central Avenue, in Los Angeles.

In Table 1, found on the next page, we identify our municipal clients including the name of the jurisdiction, key contact information, franchise arrangement, term of service, and type of services. Please note that Table 1 extends over three (3) pages. As a final note, we use only near-zero emission natural gas-fueled vehicles utilizing Renewable Natural Gas (RNG).



Table 1
Current Exclusive & Non-exclusive Franchises by Jurisdiction, Services and Years of Service

| Jurisdiction | Arrangement | Services | Term | Contact Information |
|--|---------------------|---|-----------------------------------|---|
| SGV West Los Angeles County- Unincorporated Area (LAC-UA) | Exclusive Franchise | <ul style="list-style-type: none"> Residential Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, confidential paper shredding Automated carts, bins, and roll off boxes | 2008 to Present | For all LA County residential franchise areas: Steve Milewski Residential Franchise Manager County of Los Angeles 900 South Fremont Avenue 3d Floor Annex Alhambra, California 91803 1331 T 626 458 3573 F 626 458 3593 smilewski@dpw.lacounty.gov |
| Lennox Garbage Disposal District LAC-UA | Exclusive Franchise | <ul style="list-style-type: none"> Residential & commercial Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, confidential paper shredding Automated carts, bins, and roll off boxes | 15 August 2018 to 30 June 2029 | See above |
| City of Los Angeles | Exclusive Franchise | <ul style="list-style-type: none"> Commercial, multi-family, industrial customers Refuse, recycling, organic wastes and C&D debris Automated carts, bins and roll off boxes | February 2017 to Present | Daniel Meyers Program Manager City of Los Angeles LASAN 1149 South Broadway, 5th Floor, MS 944 Los Angeles, California 90015 2213 T 213 473 8158 F 213 473 8232 dkmeyers@san.lacity.org |
| City of Monterey Park | Exclusive Franchise | <ul style="list-style-type: none"> Residential Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, confidential paper shredding Automated carts, bins, and roll off boxes | August 1, 2024 to August 31, 2031 | Shawn Igoe Public Works Director City of Monterey Park 320 West Newmark Avenue Monterey Park, California 91754 T 626 307 1323 sioge@montereyparkca.gov |

| | | | | |
|---------------------------------|-------------------------|--|----------------------|---|
| City of La Habra Heights | Exclusive Franchise | <ul style="list-style-type: none"> • Residential • Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, confidential paper shredding • Automated carts, bins, and roll off boxes | Sept 2024 to Present | Rafferty Wooldridge City Manager City of La Habra Heights 1245 North Hacienda Road La Habra Heights 90631 T 562 694 6302 rwooldridge@lhcity.or |
| City of Vernon | Non-exclusive Franchise | <ul style="list-style-type: none"> • Commercial, multi-family, industrial customers • Refuse, recycling, organic wastes and C&D debris • Automated carts, bins and roll off boxes | 1995 to Present | Mr. Frederick Agyin Director Health & Environmental Control Department City of Vernon 4305 S. Santa Fe Ave. Vernon, CA 90058 T 323-583-8811 |
| City of Pasadena | Non-exclusive Franchise | <ul style="list-style-type: none"> • Commercial, multi-family, industrial customers • Refuse, recycling, organic wastes and C&D debris • Automated carts, bins and roll off boxes | 1995 to Present | Mayra Ruizesparza Solid Waste Program Coordinator City of Pasadena 100 North Garfield Avenue PO Box 7115 Pasadena, California 91109 9866 T 626 744 7162 F 626 396 7774 mruizesparza@ci.pasadena.ca.us |
| City of El Segundo | Non-exclusive Franchise | <ul style="list-style-type: none"> • Commercial, multi-family, industrial customers • Refuse, recycling, organic wastes and C&D debris • Automated carts, bins and roll off boxes | 1995 to Present | Erica Miramontes Management Analyst 350 Main Street El Segundo 90245 T 310 524 2366 emiramontes@elsegundo.org |
| City of Glendale | Non-exclusive Franchise | <ul style="list-style-type: none"> • Commercial, multi-family, industrial customers | Feb. 2004 to Present | Mr. Dennis Hargrove Assistant Director of Public Works City of Glendale 548 W. Chevy Chase Dr. Glendale, CA 91204 818-548-3916 |



| | | | | |
|------------------------------|-------------------------|--|----------------------|--|
| | | <ul style="list-style-type: none"> • Refuse, recycling, organic wastes and C&D debris • Automated carts, bins and roll off boxes | | |
| City of Montebello | Non-exclusive Franchise | <ul style="list-style-type: none"> • Commercial, multi-family, industrial customers • Refuse, recycling, organic wastes and C&D debris • Automated carts, bins and roll off boxes | 1995 to Present | Martha Balderrama Assistant Director, Municipal Services/Parks & Recreation City of Montebello 1700 West Victoria Avenue Montebello, California 90640 3128 T 323 887 4546 F 323 887 4557 mbalderrama@cityofmontebello.com |
| County of Los Angeles | Non-exclusive Franchise | <ul style="list-style-type: none"> • Commercial, multi-family, industrial customers • Refuse, recycling, organic wastes and C&D debris • Automated carts, bins and roll off boxes | Feb. 2004 to Present | Ms. Willa Zheng Administrative Assistant County of Los Angeles Department of Public Works 900 S. Fremont Ave. Alhambra, CA 91803 626-458-3530 |

LAC-UA is short for Los Angeles County-Unincorporated Area

D-2 Experience in Orange County and San Diego County

Our Corporate Office and co-located Madison Materials Resource Recovery Facility is located at 1035 E. 4th Street, Santa Ana, California. Our main Fleet Operations Center (the truck terminal where the bulk of our fleet is stored and fueled) is located at 1451 Manhattan Avenue, in Fullerton, California, within the proposed service area.

Both locations assure the City easy access and egress, which enables service vehicles to reach destinations more quickly and reduces response times. This direct access translates into greater efficiency and effectiveness in service delivery, ensuring that City needs are met promptly and reliably.

Ware Disposal also maintains a presence in the San Diego area as it provides services for commercial and industrial accounts under a non-exclusive franchise agreement with the City of San Diego. The office and adjacent satellite yard is located at 4285 Ruffin Road, in San Diego.



In Table 2 below, we identify our municipal clients including the name of the jurisdiction, franchise arrangement, contact information, term of service, and type of services.

Table 2
Current Non-exclusive Franchises by Jurisdiction, Services and Years of Service

| Jurisdiction | Arrangement | Services | Term | Contact Information |
|------------------------------|-------------------------|--|----------------------|---|
| City of Irvine | Non-exclusive Franchise | <ul style="list-style-type: none"> Residential Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, confidential paper shredding Automated carts, bins, and roll off boxes | 1971 to 30 June 2041 | Ryan Ramos Senior Management Analyst City of Irvine 1 Civic Center Plaza PO Box 19575 Irvine, California 92623 9575 T 949 724 6357 F 949 724 7517 rtenney@ci.irvine.ca.us |
| City of Newport Beach | Non-exclusive Franchise | <ul style="list-style-type: none"> Residential Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, confidential paper shredding Automated carts, bins, and roll off boxes | 1971 to Present | Mr. Micah Martin Deputy Public Works Director City of Newport Beach 592 Superior Ave., Bldg. A Newport Beach, CA 92663 949-718-3466 |
| City of Costa Mesa | Non-exclusive Franchise | <ul style="list-style-type: none"> Residential Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, confidential paper shredding Automated carts, bins, and roll off boxes | 1971 to Present | Robert Staples Management Analyst City of Costa Mesa 77 Fair Drive PO Box 1200 Costa Mesa, California 92628 1200 T 714 754 5024 F 714 754 5028 robert.staples@costamesaca.gov |
| City of San Diego | Non-exclusive Franchise | <ul style="list-style-type: none"> Commercial, multi-family and industrial Refuse, recycling, green waste, food waste, C&D debris, bulky items, e-waste, paper shredding Automated carts, bins and roll off boxes | 2023 to present | City of San Diego Meagan Browning Supervising Recycling Specialist Franchise Administrator City of San Diego Environmental Services Department 9610 Ridgehaven Court, Ste 210 San Diego 92123 T: 858.627.3310 mbrowning@sandiego.gov |



D-3 Other Exclusive Contractual Experience

Ware Disposal serves over 30 school districts in Southern California via exclusive contracts. The firm was most recently awarded an exclusive hauling and food waste recovery franchise with the San Diego Unified School District (SDUSD). We list all of our school franchises below in Table 3.

**Table 3
Exclusive Contracts with So Cal School Systems**

| Unified School Districts | Exclusive Contract Services |
|---|---|
| San Bernardino County | |
| Chino Valley USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Ontario-Montclair USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Upland USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Orange County | |
| Buena Park USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Centralia USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Cypress USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Irvine USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables; Edible Food Recovery (EFR) |
| Los Alamitos USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Magnolia USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Newport-Mesa USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Orange USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Santa Ana USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Tustin USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables; EFR |
| Westminster USD | Commercial Bin & Roll-off; Organics & Recyclables |
| Los Angeles County | |
| LAUSD-Local District Central | Commercial Cart, Bin & Roll-off; Organics & Recyclables; EFR |
| El Monte USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| El Segundo USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Garvey USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Inglewood USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Lennox USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Little Lake USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Lowell USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Norwalk-La Mirada USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Pomona USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Rowland Heights USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| South Whittier USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Walnut USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| Colleges and Community College Districts (CCD) | |
| South Orange County CCD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |

| | |
|-------------------------|---|
| Rancho Santiago CCD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| North Orange County CCD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |
| San Diego County | |
| San Diego USD | Commercial Cart, Bin & Roll-off; Organics & Recyclables |

Ware Disposal works with local school districts to bring knowledge and real world action about edible food recovery and recycling to our youth. We show our delivery van below which was funded by a CalRecycle EFR grant.



D-4 Service Transition Experience

Ware Disposal has a wealth of transitional experience with solid waste and recycling services for several communities. Descriptions for three (3) examples are provided below.

Within the **City of Los Angeles**, Ware Disposal was awarded the Southeast Los Angeles commercial zero waste zone as part of the expansive RecycLA program in mid-2017. In just six months, more than 2,000 commercial customers were transitioned from multiple haulers to Ware Disposal. The transition presented several challenges, as the zones delineated by the City had not previously engaged a franchise hauler, nor were there pre-existing service rates.

During this period, Ware Disposal performed over 2,000 waste audits for right-sizing and potential SB 1383 compliance, and has maintained this annual practice ever since. It's noted that this commercial account population closely matches the population in Fullerton.

For **Los Angeles County**, Ware Disposal has managed several service transitions. Notably, in 2017, the company successfully oversaw a complex transition in South Whittier, acquiring and serving over 14,000 residential accounts within a 30-day timeframe, despite minimal assistance from the outgoing provider.

At the conclusion of the franchise agreement in 2025, another service provider was selected for the area solely based on a lower bid. The client expressed complete satisfaction with our outbound transition.

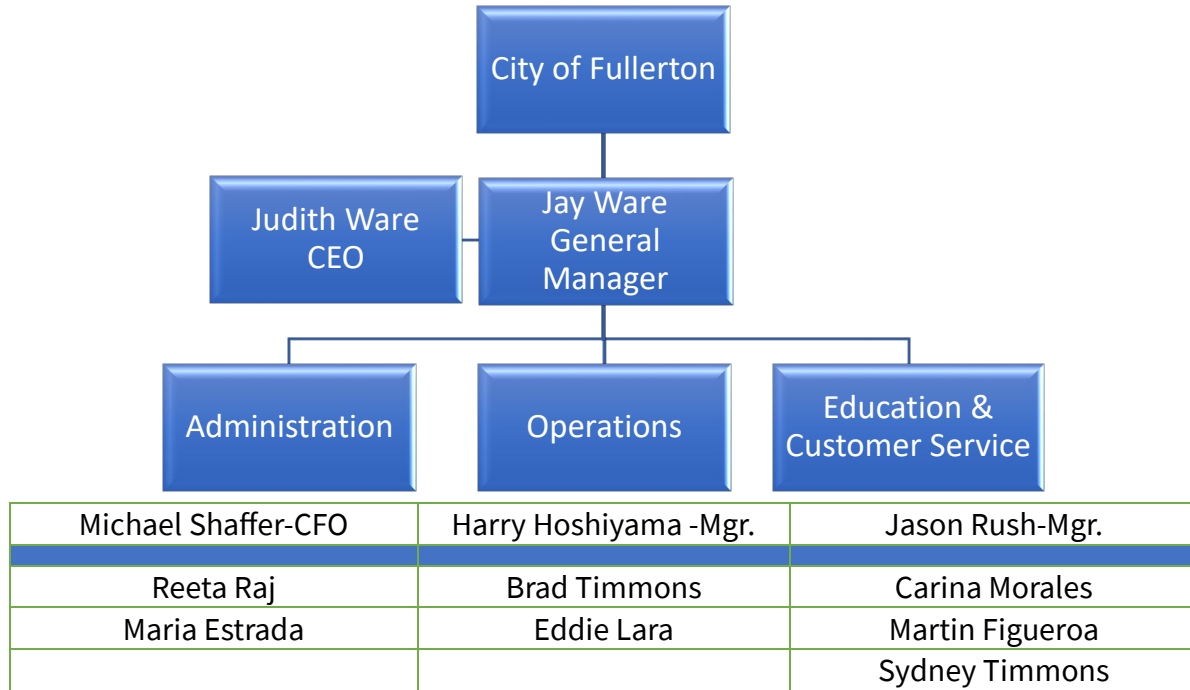
In October 2024, Ware Disposal replaced the long-incumbent hauler in **Monterey Park**. The City expressed satisfaction with the process which saw a complete overhaul of the solid waste and recycling system. Ware Disposal introduced a new three-cart system to about 21,000 housing units, replacing the previous two-cart system that had proven ineffective. Notably, the number of housing units served is comparable to the anticipated volume in the City of Fullerton.

Previously, residents and businesses were simply encouraged to use the black container for all their wastes and recyclables; and the hauler would do the separation for them. This was featured in all of the prior hauler’s ads and distributed information. So, transitioning the public to a source separation was neither easy nor uncomplicated as years of post-collection processing became the residents and businesses responsibility. No one was particularly happy.

Ware Disposal began the process early in the transition with a communitywide campaign that featured intensive involvement in local community organizations and events. The entire community was provided with plenty of advance noticing and advertisement, while our team of CSRs and Zero Waste Specialists worked overtime to provide needed information to all. Access to a local office, local toll-free telephone number, and a dedicated webpage and email address for contacting Ware Disposal was provided as indicated on our Company's website as shown below.

E. Project Team

As a family-owned business, Ware Disposal is structured for long-term success through professional management in administration, operations and education and customer service; which in turn keeps the family committed to and capable of carrying on as the owner. Our organizational structure for the City is shown below.



Ware Disposal’s Leadership Team

Ware Disposal’s leadership team, as illustrated in the figure above, brings both extensive individual expertise and valuable institutional knowledge cultivated through sustained collaboration. This team possesses the strategic acumen and operational capability necessary to achieve optimal efficiencies and consistently deliver high-quality service to customers. Presented below is a comprehensive summary of management roles, commitments to the City throughout the transition period, and the overall allocation of management time for the duration of the Agreement.

Judith Helaine Ware, President and Chief Executive Officer, will serve as the responsible party for ensuring the Company’s compliance with franchise Agreement requirements. During the transition phase, she will allocate up to 10% of her time to these responsibilities, and up to 5% thereafter.

Jay Ware, General Manager, will have overall responsibility for the franchise contract, including conducting presentations, negotiations, managing the transition, and equipment



ordering and delivery. He will serve as the City's principal contact at Ware Disposal. He will dedicate up to 40% of his time during the transition, and 25% thereafter.

Michael Shaffer, CFO, is the responsible individual for all financial matters including account billing and receivables, payments, and tracking of performance requirements. He is also intimately familiar with the cloud-based tracking and reporting system, and will assure that the system meets the requirements of the City. He will devote 10% of his time to the service areas during the transition period and will continue to oversee financial matters throughout the term of the contract on an as-needed basis.

Harry Hoshiyama, Senior Operations Manager of the Fullerton Corporate Yard, is the responsible individual for overseeing residential collection operations in the firm's local service areas. He will participate in this proposed effort for the City by overseeing the residential collection operations transition and regular operation. He will be available no less than 20% of his available time during the transition, and 30% thereafter.

Brad Timmons, Operations Management Specialist, will be the individual who has the responsibility for implementing the Company's operational plan and commercial routing. He will dedicate up to 20% of his time during the transition, and 10% thereafter.

Reetanjali (Reeta) Raj, Accounting Department Manager, will be responsible for overseeing Yolanda Mora during the contract and during the transition period. She will report directly to Michael Shaffer on the ongoing fiscal status of the contract including account billing and receivables. Reeta will devote 5% of her time during the transition, and as needed thereafter.

Jason Bryce Rush, Legislative Director, will be the individual to serve as the liaison between the City and the firm for reporting and coordination of public education and outreach activities. He will dedicate up to 40% of his time during the transition, and 15% thereafter.

Maria Estrada, Accountant and Billing, will be responsible for coordinating and handling customer requests, billing, collections, customer call logs, and creating the quarterly recycling newsletters that communicate important information to promote awareness about recycling in their communities. She will also assist with commercial customer needs or wherever else she is needed. She will dedicate up to 20% of her time during the transition, and 10% of her time thereafter.

Eddie Lara, Senior Operations Manager, will be one of the lead individuals to ensure a smooth transition. Mr. Lara has assisted Ware Disposal in making the firm's routes more efficient and was the leading force for implementing the SAMSARA® system in all Ware Disposal trucks in 2018. His work was instrumental in implementing the cloud-based online real-time tracking and monitoring SAMSARA® system utilized on all fleet vehicles. He will assist the firm to locate and place all of the containers for the residential franchise. Mr. Lara will also be one of the key individuals involved in recruiting and training new drivers and

service staff. Mr. Lara is fluent in English and Spanish languages. He will dedicate up to 30% of his time during the transition, and 20% thereafter.

Carina Morales, Customer Service Relations Manager, will have the responsibility for ensuring residential and nonresidential customer satisfaction. Ms. Morales will supervise all Customer Service Representatives (CSRs) who will answer phone calls and ensure that Ware Disposal exceeds the customer service requirements of the trash and recycling contract. She will dedicate up to 50% of her time during the transition, and 20% thereafter.

Martin Figueroa, Zero Waste Representative Manager, will manage recycling and waste prevention services during the transition and beyond for the City. He will dedicate up to 50% of his time during the transition, and 20% thereafter.

All of these individuals are based at the Santa Ana corporate campus or the Fullerton yard. Capsule resumes for key personnel follow, starting with President and CEO Judith H. Ware.

JUDITH HELAINE WARE

President & CEO/Co-Signatory



Judith Helaine Ware serves as a co-founder of Ware Disposal and has held the positions of President and Chief Executive Officer since the mid-1980s. She has also fulfilled the role of Chief Financial Officer since the company's establishment in 1968. Ms. Ware is responsible for formulating the firm's overarching corporate strategy and works directly with financial and leasing institutions to secure capital equipment financing. Her expertise includes a comprehensive understanding of accounting principles employed by major CPA firms, ensuring that the company's financial statements comply with generally accepted accounting principles.

Ms. Ware brings 54 years of comprehensive experience in the solid waste and recycling sector. She possesses substantial expertise and has contributed to numerous seminars and conferences at the state level. Ms. Ware has played a pivotal role in supporting municipalities as they work to develop enduring solutions for compliance with AB 939, the State of California's Integrated Waste Management Act of 1989. Her involvement in these seminars has facilitated the implementation of construction and demolition as well as green waste programs by several municipalities, enhancing diversion efforts.

While managing the firm, she is also highly active in civic affairs and sits on a number of corporate/non-profit boards, including the California Women's Leadership Association, the Boys and Girls Club of Santa Ana, the Raise Foundation, the Orange County Marathon and the Orange County Taxpayer's Association. She is a community partner, and has been happily married since 1968. She has one son (Jay, the firm's General Manager) and a daughter.

JAY WARE

General Manager (Primary Contact)/Co-Signatory

Contact Me: Jay@WareDisposal.com



As General Manager since 1995, Mr. Ware has had an instrumental role in the 15-fold increase in revenues at Ware Disposal over the last decade. Through his leadership, Ware Disposal now has all of its collection fleet operating on low-emission compressed natural gas (CNG), as well as maintaining the average age of the fleet at no older than four (4) years. Ultimately, it is his goal to have Ware Disposal's entire fleet to be electrified. Mr. Ware has been instrumental in developing and implementing the firm's state-of-the-art diversion systems including its A:B (wet and dry) routing system, curbside recycling programs, C&D debris recycling system, and, most recently, its organics recycling operations.

Mr. Ware will be the primary contact for the City and will be responsible for day-to-day decision-making on the contract. He will be the point person directing the transition from the previous service provider. He has coordinated several previous service transitions from previous providers, including City of Los Angeles Southeast Zero Waste Franchise Zone, City of Monterey Park from Athens Services, and the County of Los Angeles unincorporated areas of South Whittier, Lennox GDD and West San Gabriel Valley, and several school districts across Los Angeles and Orange Counties.

Jay Ware began his career in the industry by driving routes and signing up customers. He attended the Solid Waste Association of North America's Construction and Demolition course in Salt Lake City in July 2001; the first time the course had ever been offered by SWANA. He was a panelist on construction and demolition facility operations for the California Resource Recovery Association's Construction and Demolition Council at the City of San Diego on 27 February 2003, and currently is an executive member of the organization's Construction and Demolition Council (CDC).

Lastly, he is a current board member of the California Waste and Recycling Association (CWRA). The CWRA is made up of solid waste haulers, recyclers, facility owners and operators, and Associate members whose goods and services support small haulers and recyclers. Mr. Ware graduated in 1992 from the University of Southern California (USC) with majors in business administration and communications.

BEN MARLON WARE

Vice President/Secretary of the Board

Ben Ware is an original co-founder of Ware Disposal, and he possesses 54 years of experience in the solid waste and recycling industry. He has a full understanding of managing the daily

operations of a large-scale truck fleet and oversees the dispatch operations for the firm. He also possesses over 50 years of mechanical experience. When he established the firm in 1968, he began collecting recyclable material and prevented it from being landfilled well before AB 939 was passed in 1989.

Mr. Ware applies his skills mostly in franchise transitions, a characteristic that will assist the firm well during the transition from the previous service provider to Ware Disposal. His role will be that of the Senior Technical Relations Coordinator.

MICHAEL SHAFFER

Chief Financial Officer

Contact Me: Michael@WareDisposal.com

Michael Shaffer is the Chief Financial Officer for Ware Disposal, a position he has held now for nearly two decades. He possesses more than 30 years of progressively responsible experience managing accounting and finance functions for companies in a variety of industries. Mr. Shaffer has led accounting groups at both large Fortune 500 companies as well as small early-stage growth enterprises. Among his significant previous positions, Mr. Shaffer served as Vice President of Administration and CFO of Nakoma Group, a California-based management consulting firm specializing in Oracle-based ERP system implementations and upgrades. He was the Finance Director (Division Controller) for Endeavors Technology, a US subsidiary of the publicly traded UK firm, Tadpole Technology. Prior to his years with Endeavors, Mr. Shaffer held various accounting-related roles at the Fortune 500 energy services firm, Sempra Energy (NYSE:SRE).



JASON BRYCE RUSH

Education/Customer Service/Recycling Director

Contact Me: Jason@WareDisposal.com

Jason Bryce Rush is the Legislative Affairs Director and Corporate Recycling Director for Ware Disposal, a position he has held for more than 20 years. He joined Ware Disposal after working for two (2) years as an environmental policy analyst in the California State Assembly. His understanding of environmental rules, regulations, AB 939, and the governmental process is extensive.

Mr. Rush regularly attends seminars/conferences in the solid waste and recycling industries allowing him to remain well-versed in technologies, regulations, and business strategies related to recycling and zero waste management systems. His specialty with business accounts and local municipalities has been “performance auditing,” a process by which he analyzes an existing waste management program and waste supply, and then integrates this information with existing and potential demand (domestic and foreign recycling markets).



This process can easily optimize services to reduce a client's overall disposal costs and increase recycling.

Mr. Rush is responsible for all reporting of Ware Disposal for its franchise communities. He will be responsible for reporting, monitoring, and compliance. He will also help oversee customer services and public education and outreach activities.

BRAD TIMMONS

Operations Management Administrator

Contact Me: Brad@WareDisposal.com

Brad Timmons has 25 years of experience in the solid waste and recycling industries. He possesses many years of practical experience in single-family and multi-family residential and commercial MSW collection and routing. Brad is also an accomplished public relations manager. He will assist the Company in the following ways:

- Routing – He will oversee the routing of both residential and nonresidential areas within the City, ensuring all necessary approvals are obtained and customer service frequency is maintained with minimal disruption. While no immediate changes are expected, future adjustments may be considered to improve collection and resource recovery efficiency.
- Marketing—He will support the Company in targeting key franchise zones to increase participation in recycling and diversion initiatives, particularly within multi-family and commercial sectors. These efforts will help the City fulfill its AB 939/AB 341 requirements and enable Ware Disposal to meet its diversion targets.
- Developing recycling programs—Leveraging his industry expertise, he will contribute to the implementation of specialized recycling and diversion programs for the City's organics management initiative, with a focus on achieving high levels of success.

REETANJALLI “REETA” RAJ

Accounts Payable Manager

Contact Me: Accounting@WareDisposal.com

Ms. Reeta Raj is Ware Disposal's accounts payable manager, a position she has held for 20 years. Previously, she worked for the Charles Krishna Tax and Accounting service as an Accounts Clerk for three (3) years. Additionally, she has worked for Punjas Ltd. in the Fiji Islands as an Accounts Payable Supervisor for two (2) years prior to emigrating to the United States of America. Ms. Raj possesses a BS in Accounting and Information Systems from the University of the South Pacific, Fiji Islands.



HARRY HOSHIYAMA

Senior Operations Manager, Fullerton Corporate Yard

Mr. Hoshiyama has worked with Ware Disposal for nearly 10 years. He started as a roll-off dispatcher, and was then promoted to Senior Operations Manager at the Ware Disposal Fullerton Corporate Yard, where he oversees the day-to-day operations of all vehicles, roll-offs and trailers, as well as operations at the terminal.

Mr. Hoshiyama played a key role in optimizing the Company's routes and led the initiative to implement a GPS system across all Company trucks. His contributions were crucial to the successful deployment of the cloud-based, real-time tracking and monitoring system now utilized throughout the entire fleet.

He will participate in this proposed effort for the City by overseeing the residential collection operations. He will assist the Company to locate and place all of the containers for industrial, commercial, and multi-family customers. Mr. Hoshiyama will also be one of the key individuals involved in recruiting and training new drivers and service staff. He is also fluent in English and Asian languages.

EDDIE LARA

Operations Supervisor

Mr. Eddie Lara has been a Senior Operations Manager for Ware Disposal for the past 10 years. Prior to becoming a Senior Operations Manager, he was a Ware Disposal front end load commercial driver for 15 years, He will be one of the leading individuals to ensure a smooth transition. Mr. Lara has assisted Ware Disposal in making the firm's routes more efficient and was the leading force for implementing the SAMSARA® system¹ in all Ware Disposal trucks in 2018. His work was instrumental in implementing the cloud-based online real-time tracking and monitoring SAMSARA® system utilized on all fleet vehicles. He will assist the firm to locate and place all of the containers for the residential franchise. Mr. Lara will also be one of the key individuals involved in recruiting and training new drivers and service staff. Mr. Lara is fluent in English and Spanish languages.

CARINA MORALES

Customer Service Relations Manager

Carina Morales is the Customer Service Relations Manager at Ware Disposal, with several years of supervisory experience. Ms. Morales is responsible for assuring that all customer requests

¹ Recognized by the Forbes Cloud 100, SAMSARA® is a Complete Platform For Compliance, Safety, Efficiency and Customer Service, involving Real-time GPS tracking, AI-powered dash cams, and 24/7 Support.



and complaints are handled quickly and in a responsive manner. It is the duty and objective of Ms. Morales to provide the residents and businesses with a 100% satisfaction “guarantee.”

She possesses several years’ experience in customer service. Her experience includes accounting/financial management, retail management and construction/inspection management. She will directly supervise all Customer Service Representatives (CSRs) involved with the transition and ongoing public relations.

As the Customer Service Relations Manager for Ware Disposal, Ms. Morales’ customer service skills have created positive relations with the firm’s clients, and she seeks to provide the best possible service at all times. She has implemented organizational management tools to promote an accurate and consistent system. She assists Jason Rush in educating and implementing Ware Disposal’s recycling programs, so the firm’s clients are aware of any current state and/or local government measures and/or programs. She has quickly demonstrated superior knowledge of operations as it relates to the solid waste industry.

MARTIN FIGUEROA

Zero Waste Representative Manager

Martin Figueroa is a Customer Services Manager and our customer service representative for all County of Los Angeles area franchises including City of Monterey Park, the communities of La Habra Heights and Lennox, the City of Los Angeles Southeast Zero Waste Zone, and the school districts in both LA and Orange County. He oversees over a dozen team members highly trained in customer service. Mr. Figueroa has worked for Ware Disposal since June 2018. Besides his managerial role, he performs the following duties:

- Oversee in-house billing and invoicing procedures for high priority accounts (i.e., LA County franchise areas, DOT, and school districts)
- Establish new client accounts into our database
- Generate AR collection reports on a weekly basis to assist both upper management and accounting staff
- Corresponded via email and telephone collecting on past due accounts, resolving disputes and questions, researching misapplied payments
- Answer a high volume of customer relations phone calls
- Process payroll and maintain timecards for approximately 300 employees
- Assist AP with sorting and filing incoming bills, entering invoices in QuickBooks for payment and help maintain a healthy aging
- Assist HR by performing orientations; reporting all accidents/injuries



MARIA ESTRADA

Accountant and Billing, Residential & Commercial Customer Service Manager

Maria Estrada is responsible for Ware Disposal's financial reporting and other fiscal matters on the subject contract. She has nearly a decade of supervision experience and an extensive background in accounting and finance and management information systems, resulting in significant improvements in cost reporting and controls. Before joining Ware Disposal, she worked for manufacturing companies in Orange and Los Angeles County. Ms. Estrada will assist the CFO Michael Schaffer and Reeta Raj to ensure that the services provided are cost-efficient and sustainable.

Working for Ware Disposal in Accounts Receivables, Ms. Estrada has quickly demonstrated how her personalized family approach with residential accounts and local businesses aids to resolve issues and other conflicts. She currently manages the Los Angeles County Residential Customer Service for City of Monterey Park, two (2) Los Angeles County franchise communities, Orange County area commercial accounts, and Orange County area school districts that Ware Disposal services. She handles the customer requests, billing, collections, customer call logs, and creates the quarterly recycling newsletters that communicate important information to promote awareness about recycling in their communities.

SYDNEY TIMMONS

Public Relations Liaison

Sydney Timmons is an accomplished public relations specialist. She serves as a leader in Ware Disposal's outreach and education team, under the direct supervision of Jason Rush. With extensive experience in public relations and communications, Ms. Timmons brings significant expertise to her role.

* * *

To summarize, Ware Disposal possesses substantial qualifications, extensive experience, and the demonstrated responsiveness to the needs and requirements of a broad range of communities. The company employs more than 150 individuals whose diverse backgrounds reflect those of the communities served. Ware Disposal operates a fleet of over 150 vehicles across a regional area spanning from northern Los Angeles to San Diego.

Under the leadership of Judy, Ben, and Jay Ware, the company's achievements can be attributed to their commitment to empowering employees to make informed decisions. Notably, Ware Disposal fosters a collaborative environment by maintaining a longstanding

unionized workforce and upholding strong relationships with its drivers, management staff, and processing workers.

Ware Disposal operates under the following value structure:



Our Mission

Ware Disposal exists to provide quality waste and recycling services which result in a clean and healthy environment for communities we serve by applying innovative solutions to the challenges of today and tomorrow. Ware Disposal demonstrated its leadership and commitment to serving client communities by introducing wet:dry routing as early as 2000, ahead of other service providers. The company also developed a C&D debris recycling MRF in 2001 and rolled out near-zero emission vehicles in 2002—both initiatives were undertaken well before competitors.

Our Vision

Ware Disposal has a vision to be the flagship company for comprehensive waste management in Southern California by being the best and healthiest place to work and innovate to deliver cutting-edge environmental solutions to achieve “zero waste.” This is evidenced by our excellent working relationship with the Teamsters Union over two decades, our early commitment to and achievement of a near-zero emission vehicle fleet, and our excellent reputation with local and state regulatory authorities.

Our Commitment to Truth and Transparency

Ware Disposal is pleased to report that since its inception, the company has not been subject to any disciplinary or investigative actions, including audits, by professional organizations or government entities at the local, state, or federal level. Furthermore, Ware Disposal has not been involved in any litigation, whether pending or resolved, related to or comparable with the services being solicited.

A signed warranty by our President and CEO is provided on the following page.




Ware Disposal's Core Values Statement

Ware Disposal conducts all interactions with customers, jurisdiction representatives, and colleagues with honesty and integrity. The company fulfills its commitments and maintains transparency across all operations.

We are committed to developing effective waste diversion strategies and executing these plans as promised. Our business practices emphasize responsible stewardship and demonstrate our dedication to sustainability. Ware Disposal's guiding principle is: people, planet, and prosperity.

Regular and clear communication of our mission and performance standards is provided to all employees, fostering alignment towards our organizational goals.

The owner, family members, and management team personally ensure that every customer concern or inquiry is resolved to the full satisfaction of both the customer and the City.



Judith H. Ware

F. Other Resources Including Equipment

V-1 Facility Descriptions And Utilization

Landfill Facilities

The BLACK Container for waste collected from residential, multi-family and commercial sources will be delivered to the Orange County Landfill system under the City's waste delivery agreement with Orange County Waste & Recycling (OCWR). Ware Disposal will deliver waste through our Santa Ana Material Recovery and Transfer facility to other area landfills, if warranted. This option will be available at the rates proposed in our price sheet.

Processing Facilities

▶ Source-Separated Recyclable Processing

The BLUE container material collected from residential, multi-family and commercial sources will be delivered to our owned and fully permitted Madison Materials material recovery facility (MRF) in Santa Ana. Here recyclables are sorted, consolidated and shipped to market.



▶ Residuals

Residual waste from the recyclable processing operation at the MRF will be shipped to the landfill facilities operated by the County of Orange under the OCWR waste delivery agreement unless stipulated otherwise by the City. If warranted, Ware Disposal can ship residuals to other landfills in San Bernardino and Riverside Counties.

▶ Mixed Waste Processing

Ware Disposal operates its above-mentioned MRF, Madison Materials Resource Recovery (see photo below), and it is designed for 950 tons per day and is currently operating at about 500 tons per day. This facility has a full solid waste facility permit capable of processing most types of waste streams. Ware Disposal is proposing to process select commercial loads ("A" route) with high levels of recyclables at this facility (or at another publicly available facility of our choosing) for the recovery of recyclable materials. This program will be



deployed to all customers that do not generate food or wet waste and who may or may not be not participating in the source separated commingled recycling program. The benefit of this type of additional processing program is the ability to ensure that 100% of the commercial customers are participating in some form of recycling program. Ware Disposal has deployed this program in other jurisdictions with a high degree of success and will work with the City staff to make this available to the City’s customer base. For the program, Ware Disposal anticipates about 200 tons per day added to our current waste load at Madison Materials.

► Organics Waste Processing

Ware Disposal has secured written and oral commitments from area organics waste processors including 24th Street Transfer, Innovative waste Control Transfer Station, Puente Hills MRF, Rialto BioEnergy Facility, M&D Feeds, and Baker Commodities for the recycling of organic materials collected from the residential and commercial sector in Fullerton.



V-2 Rolling Stock (Collection Fleet)

Ware Disposal will deploy a compliment of new and as-new vehicles to perform the collection work in the Franchise Agreement. The following chart outlines information for vehicles to be used in all sectors by make, model, model year, type of fuel, waste sector collected, and number of vehicles. EV units will be utilized as soon as they are available. It’s noted that the mini-rear loaders for food waste collection are to be EV powered. No vehicle will be greater than 4 years in age.

**Table 4
Collection Fleet Specifications**

| Service Details | Side Loader | Mini Rear Loader | Front End Loader | Roll Off | Boxbed Truck | Scout Utility |
|------------------------|-------------|------------------|------------------|------------|------------------|---------------|
| No. of Vehicles | 13 | 2 | 10 | 2 | 2 | 2 |
| Capacity | 30 cys | 8+ cys | 30 cys | 10+ cys | -- | -- |
| Make | Peterbilt | Leach | Peterbilt | Peterbilt | Isuzu | Isuzu |
| Model | 520 | | 520 | 520 | -- | -- |
| Model Year | 2020+ | 2020+ | 2020+ | 2020+ | 2020+ | 2020+ |
| Type of Fuel | RNG | EV | RNG | RNG | RNG | RNG |
| Safety Features | * | * | * | * | | |
| Waste Sectors | Residential | Commercial | Commercial | Commercial | OBW [#] | -- |

* GPS systems to show vehicle locations online/real time; PreView Side Defender®II “Right-hand” safety notification cameras and alert system; Safety labeling of trucks [#]OBW – Oversized bulky wastes



It is noted that vehicle deliveries require a lead time of up to 18-months although we have relationships with dealers that can supply rolling stock in less time. We currently have in stock a limited number of as-new vehicles that are in reserve and available to use in the City. Upon contract execution in March 2026, Ware Disposal will order vehicles.

**Table 5
Vehicular Requirements and Ware Disposal**

| <i>Requirements for Collection Vehicles</i> | <i>Ware Disposal Vehicles Meet this criterion?</i> |
|--|--|
| All collection vehicles must be in “as-new” operating condition and appearance. At no time during the term of the Agreement can recurring collection vehicles be over 12- years of age. | YES All vehicles <4 yrs |
| Commitment to using renewable natural gas (RNG) that assists the city in meeting SB 1383 procurement requirements. | YES Entire fleet already converted; several vehicles to be EV at start up |
| All vehicles must be equipped with GPS systems and have the ability to show vehicle location on designated dates/times | YES Already in place for all Client Cities See Safety Section G |
| All vehicles must be equipped with safety/notification equipment to alert drivers to pedestrians or bikers in the vicinity of collection vehicles | YES Already in place for all Exclusive and Non-exclusive Franchise Clients See Safety Section G |
| Collection Vehicles to be equipped with cameras and GPS systems capable for use in addressing complaints of missed Collections, with minimum backup/storage of 30 days | YES Already in place for all Exclusive and Non-exclusive Franchise Clients See Safety Section G |
| Collection vehicles shall be equipped with SB 1383-compliant remote route and container sensing systems and an automated database to facilitate contamination and diversion assessment.* | YES WasteAID proposed for City of Fullerton – see description below |

* Not specified in RFP

WasteAID: Is a Complete Compliance & Monitoring Solution for Waste Haulers

- AI-Powered Detection: Automated contamination identification in organics, recycling, and trash containers.
- Real-Time Auditing: Time-stamped images, automatic address generation, and PDF/CSV reports.
- Self-Service CRM: Tracks accounts, services, & repeat contaminators with document upload options.
- Outreach Tools: Auto-targeted notices, impact tracking, route monitoring, & organized audit archives.



What can WasteAID do for the City of Fullerton?

Contamination Enforcement System

- ✓ Identify repeat contaminators
- ✓ Send targeted education & notices
- ✓ Highlight service upgrade opportunities
- ✓ Support local compliance & boost contract competitiveness

California SB-1383 Compliance System

- ✓ Effortlessly conduct route reviews for SB-1383
- ✓ Automate record-keeping for compliance
- ✓ Simplify collaboration & reduce office workload
- ✓ Avoid fines & meet contractual obligations

WasteAID will provide several features designed to assist the City and Ware Disposal in meeting SB 1383 requirements.

Route Reviews:

- Annual Route Review: Review all hauler routes annually for all streams, with audit percentage per jurisdiction requirements
- Contamination Notification: Inform generators to properly separate materials, with optional photo evidence, delivered on-site, by mail, or digitally

Record-Keeping & EAR:

- Inspection Reports: Include name, route description, addresses, dates, findings, Notices of Violation, education materials, reviewer info, and evidence (photos, records)
- EAR: Report number of route reviews, notices, violations, and educational materials for prohibited contaminants

Fleet Maintenance, Safety and Service and Route Verification

- Monitor live truck locations to ensure routes are followed and fleets stay on schedule
- Verify collections and analyze service or safety events through recorded truck footage
- Route history analysis: Access historical routes, review events, and link them to individual generators for insights



V-3 Containers (Carts & Dumpsters)

Ware Disposal will provide standard containers for all waste streams collected. We provide a summary of the containers to be supplied for the residential sector in the table below.

**Table 6
Preliminary Estimate of Containers***

| Residential Service | Containers | Add'l Containers | Extra | Capacity |
|--|-------------------|-------------------------|--------------|-----------------|
| Residential Cart Service | | | | |
| Trash Carts | 28,768 | | | 96 gal |
| Recycling Carts | 28,709 | | | 96 gal |
| Greenwaste/Organics Carts | 25,342 | | | 96 gal |
| Totals Carts | 82,819 | | | 96 gal |
| Residential Dumpster & Cart Service | | | | |
| Trash Bin | | - | - | 1.5 cys |
| Trash Bin | | - | - | 2 cys |
| Trash Bin | | - | - | 3 cys |
| Trash Cart | 580 | - | - | 96 gal |
| Greenwaste/Manure Bin | 5 | - | - | 1.5 cys |
| Greenwaste/Manure Bin | | - | - | 2 cys |
| Greenwaste/Manure Bin | | - | - | 3 cys |
| Greenwaste/Organics Cart | 580 | - | - | 96 gal |
| Greenwaste Cart | | - | - | 64 gal |
| Recycle Bin | | - | - | 3 cys |
| Recycle Bin | | - | - | 4 cys |
| Recycle Cart | 580 | - | - | 96 gal |
| Organics Cart | | - | - | 35 gal |
| Total Multiplex Residential | 1,740 | | | 96 gal |

*This is a preliminary projection that will be finalized upon contract award

Commercial-industrial accounts include 2,188 business including 572 multi-family accounts receiving commercial bin service, 62 accounts receiving recurring roll-off service, and approximately 134 accounts receiving commercial cart service. Table __ presents the preliminary estimate of containers to be supplied for the commercial sector. Final numbers will be provided upon contract execution.

**Table 7
Preliminary Estimate of Commercial Sector Containers***



| Commercial Service | Containers | Add'l Containers | Extra | Capacity |
|--------------------------------|-------------------|-------------------------|--------------|-----------------|
| Commercial Cart Service | | | | |
| Trash Carts | 134 | | | 96 gal |
| Recycling Carts | | | | 96 gal |
| Greenwaste/Organics Carts | | | | 96 gal |
| Totals Carts | | | | 96 gal |

| Commercial Dumpster & Roll Off Box Service | | | | |
|--|-------|---|---|-----------|
| Trash Bin | 82 | - | - | 1.5 cys |
| Trash Bin | - | - | - | 2 cys |
| Trash Bin | 2,106 | - | - | 3 cys |
| Trash Cart | 134 | - | - | 96 gal |
| Greenwaste/Manure Bin | | - | - | 1.5 cys |
| Greenwaste/Manure Bin | | - | - | 2 cys |
| Greenwaste/Manure Bin | | - | - | 3 cys |
| Greenwaste/Organics Cart | | - | - | 96 gal |
| Greenwaste Cart | | - | - | 64 gal |
| Recycle Bin | 2,106 | - | - | 3 cys |
| Recycle Bin | | - | - | 4 cys |
| Recycle Cart | | - | - | 96 gal |
| Organics Cart (-30% waivers)** | 1,474 | - | - | 35 gal |
| Mini compactors | 10 | | | ¾ cys |
| Lo Boys | 10 | | | 10-20 cys |
| Roll Off Box | 52 | | | 30-40 cys |

* This is a preliminary projection that will be finalized upon contract award

** Commercial compliance with AB 341, AB 1826 and SB 1383 is currently low. 25% to 33% of commercial customers will qualify for de minimis or space constraint waivers.

Specific information about containers are provided in the following chart.

| Services | Carts for SFRs & MFRs | Containers for SFRs, MFRs & Commercial Accts |
|------------------------------|---|--|
| Wastes | Refuse (all sizes, black color) Recycling (all sizes, blue color) Green Waste & Organics (all sizes, if needed, green) Manure (65-gallon cart & 2 cys bin) | Refuse (all sizes, black color) Recycling (all sizes, blue color) Manure (65-gallon cart & 2 cys bin) |
| Carts & Dumpsters | Medium density polyethylene (MDPE) using a stress-free rotational molding process <ul style="list-style-type: none"> • 35-gallon (70-lb maximum load capacity) • 64-gallon (130-lb maximum load capacity) • 96-gallon (200-lb maximum load capacity)  | Steel Construction, 1.5 – 3 cys https://www.waredisposal.com/services/dumpster-rentals/  |
| Recycled Content | 50% - Carts | 80% Steel bins |
| Warranties | Available upon request | Available upon request |

| | | |
|--------------------------|--|---|
| Age | New/like-new | New/like-new |
| Amortization | 8 to 10 years | 8 to 10 years |
| SB 1383 Compliant | Comply with SB 1383 requirements for purpose, color, identification, and labeling | Comply with SB 1383 requirements for purpose, color, identification, and labeling |
| Labels | An adhesive label will be affixed to the underside of the lid of each cart indicating the primary materials accepted and the primary materials prohibited for each container. Hot stamp on lid to identify purpose of container. | An adhesive label will be affixed to the front of the container indicating the primary materials accepted and the primary materials prohibited for each container |

Views of Collection Vehicles Plus Residential 3-Cart System



G. Safety Record

This section presents Ware Disposal’s safety record using three common Key Performance Indicators (KPIs). The chart below shows five years of data on these KPIs: Workers’ Compensation Experience Modification Rating (EMR) Factor, Total Recordable Incident Rate (TRIR), which gauges safety across industries, and Vehicle Accident Rate Ratio (VARR), a figure that tracks how often vehicle accidents occur based on the number of vehicles or miles driven.

**Table 8
Safety Records**

| Year | EMR – 1 (goal) | TRIR – 4.4 av | VARR – 4.7 av |
|------|----------------|---------------|---------------|
| 2019 | 1.27 | 4.77 | 1.93 |
| 2020 | 1.06 | 8.08 | 1.22 |
| 2021 | 1.24 | 4.48 | 1.17 |
| 2022 | 1.46 | 2.16 | 1.39 |
| 2023 | 1.91 | 2.86 | 1.85 |

It is noted that EMR values in the waste industry typically fall within a range of 0.48 to 5.00. It is most desirable to have a modification factor of 1 or less as that positively affects what a company pays for insurance. We have provided the EMR, the TRIR and the VARR for our firm year-by-year for the past five years in the table below. As a comparison, the average TRIR for solid waste collection workers in 2023 was 4.4² while the average VARR for solid waste collection was 4.7.

Ware Disposal’s current TRIR and VARR ratings are positioned at the lower end of the spectrum among solid waste collection and processing companies, which is considered favorable, despite the pursuit of zero accidents, injuries, and fatalities as the ultimate objective. For comparative context, leading publicly traded firms—WM, Republic Services, and Waste Connections (the top three waste management companies by revenue)—reported TRIRs of 3.08, 2.8, and 3.3, respectively, for the most recent reportable year, 2023.

Additionally, we have included in Attachment 1 the two most recent CHP Safety Compliance Reports (BIT inspection reports) and a letter from our insured providing the Annual Workers Compensation Rating Endorsement or EMR.

² <https://www.wastedive.com/news/bls-injury-illness-data-2023-waste-collection-landfill-workers/732410/>



Ware Disposal currently has an inventory of around 1500 near-zero emission fueled vehicles. All of our vehicles have design features that enhance safety. These include:

- Many of our trucks have lower overhead clearance by placing CNG equipment behind the cab rather than atop the truck body
- Day and night vision cameras on each side of the truck and PreView Side Defender®II
- Enlarged side and cross view mirrors custom-fitted to the front of each truck to allow for a wider front and side view of the vehicle
- Easily visible placarding and labeling and side guards
- Dual-station cab with two nearly identical work environments including dual controls for the parking brakes, HVAC system and stereo
- Angled console sides for easy visibility and access to the same controls and displays from the right and left
- An enhanced HVAC system for improved airflow and climate control
- Pantograph wipers that cover 27 percent more of the windshield than previous designs for increased safety during inclement weather

Finally, Ware Disposal has an established inspection and maintenance program to ensure that all equipment and vehicles to be used are safe to operate all times in accordance with all applicable regulations and requirements promulgated by local, county, state, and federal agencies. The crux of the Ware Disposal maintenance program begins with the driver.

Each vehicle is inspected daily by its assigned driver, and the condition of the vehicle is noted on the Ware Disposal VCR (Vehicle Condition Report) reports. This inspection includes but is not limited to vehicle engine, exhaust, tires, safety systems, cameras, body, compaction mechanism, brakes, onboard computers, and electrical systems. Regardless of condition, routine maintenance is performed every 30 days and more thoroughly once every 90 days. Drivers denote the status of their vehicles, including what's right and wrong with the vehicle, in the daily VCR. Every day, this VCR goes directly to the maintenance department for review and entry into the vehicle history report.

If a condition does not impair the operation of the vehicle (for instance, a mar on a tire or a body part), the driver will use the vehicle and the maintenance department will conduct the reported repair the next day service. If a condition would appear to impair vehicle operation, the driver will report this immediately to their maintenance supervisor and dispatch, and a spare vehicle will be assigned for the day while the vehicle is repaired. If the vehicle requires more extensive repair, it will be temporarily replaced by a spare or another vehicle permanently, or at least until the vehicle passes inspection.

All maintenance under the contract will be performed at the maintenance facility located at the Fullerton corporate yard. This is where trucks will be stationed. We provide a snapshot of the many features of safety equipment installed in our trucks in the pictures found below.



We especially call the reviewer's attention to the **PreView Side Defender®II** system shown in pictures on the following page, which is the industry's most advanced side collision avoidance solution. It has been developed specifically for over-the-road truck operators and city service and delivery drivers

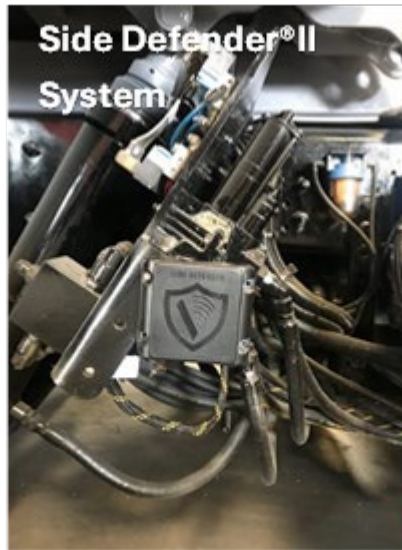
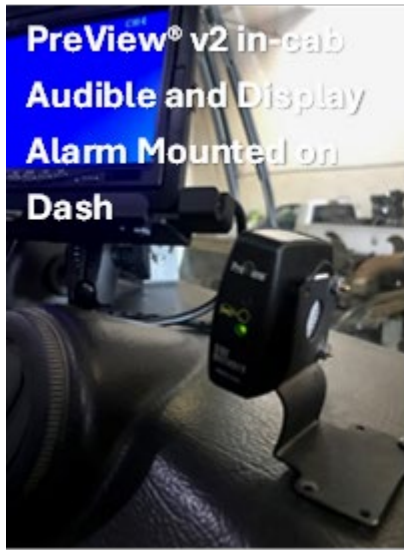
According to independent research, the incidence of highway and urban collisions is rising by almost 10% per year. PRECO, the firm providing safety services, is driven to design technology that assists heavy duty vehicle operators to mitigate these avoidable accidents.

The PreView Side Defender®II system actively warns operators with audible and visual alerts,

in order for them to take the appropriate actions to mitigate collisions. Additionally, it has the ability to integrate with telematics applications, vehicle control systems, vision systems or other sensors using industry standard communications.

As part of the PreView Side Defender®II system, the PreView® v2 in-cab display equips operators with more intuitive audible and visual alerts while offering installers more flexibility and time savings. For retrofit applications, the new display can provide a GPS based vehicle speed message, while OEMs and bodybuilders can connect the display directly to the vehicle CAN-bus for vehicle speed information.

All of the trucks to be operated in the City will be outfitted with the Side Defender®II system and PreView® v2 in-cab display system. This affords both our firm and the City with real time, online viewing of events as they may *happen* or in nearly all cases, *avoided*.



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H. Ownership and Financial Records

Ware Disposal, Inc., is the firm's legal name, and is referred to as "Ware Disposal" throughout this proposal. The firm has been continuously operating for 56 years since its establishment in 1968, and it was legally incorporated as a C-corporation in the State of California on June 14, 1982. Ware Disposal is headquartered in Santa Ana, California, and it's ranked as the 37th largest refuse and recycling hauler in the United States according to the industry journal *Waste Today*.

Judith Helaine Ware and Ben Marlon Ware are the only owners/stockholders of Ware Disposal, which is a certified Woman-owned business enterprise (WBENC #1700803). As Ms. Ware holds a majority of the stock, she is responsible for the corporation as CEO and President; and she takes an active role in its management. Since 2005, the company—led by General Manager Jay Ware and his outstanding management team—has safely expanded operations significantly, boosting its revenues by almost \$80 million from \$6 million.

Upon request, Ware Disposal will provide the City with its externally CPA-reviewed financial statements for the calendar year 2024 within five (5) days. The statements reflect that Ware Disposal's annual revenue for CY 2024 was \$85 million, two and half times greater than the estimated annual value of the City of Fullerton waste and recycling franchise at approximately \$33 million. While acquiring the City of Fullerton as a client represents a considerable challenge, it remains an achievable objective given Ware Disposal's track record over the past 20 years.

Besides the financials, there are two other metrics the City should be interested in. One is the ratio of *current assets to current liabilities*, and the other is *total liabilities to total assets* ratio.

The current assets to current liabilities (CACL) ratio indicates how well a company can meet its short-term financial responsibilities. This ratio is found by dividing total current assets by total current liabilities; a *ratio above 1* signals that assets are adequate to cover liabilities. In 2024, Ware Disposal's CACL ratio reached 0.868, which was an anomalous occurrence; but this was quickly addressed when the owners added \$3M in cash.

The total liabilities to total assets (TLTA) ratio measures the proportion of a company's assets that are financed by its liabilities. This ratio is crucial for assessing a company's financial leverage and risk level. A higher ratio indicates that a larger portion of the company's assets is funded by debt, which might signal potential financial instability. In 2024, Ware Disposal's TLTA ratio stood at 0.725; this figure is not inherently indicative of financial distress, however. For context, comparable ratios are reported by several prominent companies: Waste Management, Inc. (WM) reports a TLTA ratio of 0.83, Apple Inc. presents a ratio of 0.820, and Walmart Inc. maintains a ratio of 0.673. Despite these relatively high TLTA ratios, it is widely understood that these organizations do not pose significant financial risk to investors, clients

or the financial community at large.

Finally, Ware Disposal is fully capable of obtaining both a performance bond in an amount of \$250,000 and a cash bond in an amount not less than \$50,000 with ease. Our surety company is RLI Surety, a division of RLI Insurance Company. RLI Surety has previously provided our firm with performance guarantees in greater amounts than requested by the City in this RFP. RLI is admitted in all 50 US states and is a certified company on the U.S. Department of the Treasury's listing of approved Sureties. They have an A. M. Best rating of A+ with a Financial Size Category of XII.





I. Insurance

Ware Disposal confirms it will provide the City with proof of insurance and requisite coverage throughout the entire term of the proposed contract, without interruption or break in coverage. Our insurance coverage meets or exceeds the requirements of the City, as specified on Page 17-18 of the RFP for the following:

- Automotive insurance,
- Comprehensive general liability insurance,
- Professional Liability Insurance,
- Business Automobile Liability Insurance,
- Workers' Compensation and Employers' Liability Insurance,
- Environmental Pollution Liability Insurance, and
- Cyber Liability Insurance.

Ware Disposal understands that the City makes no warranty that the insurance coverage terms, types, and limits that may exist in an agreement are sufficient to protect Ware Disposal from liabilities that may arise during the term of the contract. Ware Disposal will adhere to Insurance Requirements as outlined in the chart below:

| Requirements | Obligations |
|---|---|
| Primary, Excess, Non-Contributory | insurance carried under this Part shall be primary with respect to any other insurance or self-insurance programs available. |
| Cancellation Notices | The City will be given written Notice by mail at least 30 days in advance of cancellation, or at least ten days in advance of cancellation for nonpayment of premium, for all policies evidenced on the certificate of insurance. |
| Noncompliance | Ware Disposal takes all responsibility in maintaining, and complying to all requirements and if fails to do so, the City can provide required insurance coverage at any premium costs |
| Evidence of Insurance: COIs and Copies of Policies | At least 30 days prior to the Execution Date and thereafter 30 days prior to each policy renewal and within two business days of any City request. |
| Identification | Ware Disposal is named as insured Party (matching name on contract), identification number, and financial rating. Clearly outlining coverage details |
| Certified Copies of any Policy | As requested by the City, Ware Disposal will provide complete, certified copies of any policy of insurance required and maintained under the terms of the contract. |



Ware Disposal is insured by an admitted insurer with a rating by A.M. Best of not less than A: VII. Ware Disposal will also immediately report the following in writing:

- Any accident or incident relating to the Contract Services involving injury or property damage that may result in the filing of an insurance claim
- Any third-Party claim or lawsuit filed against Ware Disposal
- Any injury to an employee that occurs on City property
- Any loss, disappearance, destruction, misuse, or theft

Without regard to the limits of any insurance coverage, Ware Disposal will agree to indemnify, defend with counsel appointed by the City, protect and hold harmless the City, its representatives, officers, agents and employees against any and all fines, response costs, assessments, actions, suits, injunctive relief, claims, damages to persons or property, losses, costs penalties, obligations, errors, omissions or liabilities, ("claims or liabilities") that may be asserted or claimed by any person, firm or entity arising out of or in connection with operation of the solid waste and recycling franchise.

Ware Disposal will ensure compliance with AB 939 and related laws, fulfilling its duties so the City meets or exceeds diversion requirements. If Ware Disposal's failure to provide required operational information causes the City to miss reporting deadlines under AB 939, it will indemnify and hold the City harmless against any resulting fines from CalRecycle.

Our Surety and Insurance references are as follows:

1. Surety Reference:

Name of Surety: Hub International / Inland Surety Bonds
 Address: 3390 University Avenue, Riverside, CA 92501
 Contact: Mr. Kenneth Coate, Vice President
 Telephone: 951 788 8581

2. Insurance Reference:

General Liability & Automotive Insurances

Name of Insurer: John O Bronson Company
 Address: 3636 American River Drive, Suite 200, Sacramento, California 95864
 Contact: Mr. Rob McVicar, Vice President
 Telephone: 916 480 4138

Workers' Compensation Insurance

Name of Insurer: John O Bronson Company
 Address: 3636 American River Drive, Suite 200, Sacramento, California 95864
 Contact: Mr. Rob McVicar, Vice President
 Telephone: 916 480 4138

During the last five years, claims against policies have mainly involved minor Workers' Compensation and Vehicular settlements. These are typically resolved to sidestep expensive trials or other legal processes. Many companies find it wise to settle in order to prevent extended litigation, usually without acknowledging any fault. If the City desires further information, we will have the insurer provide a complete listing of any and all claims and settlements under confidentiality provisions. However, a better way to evaluate this aspect is through the TRIR and EMR rating systems found in Section G, Safety Record.

Ware Disposal is also pleased to report the following:

- The firm does not have any disciplinary or investigative action, including audits, in the past five (5) years conducted by any professional body or local, state, or federal branch of government.
- The firm does not have any litigation, pending or final, to which it, or any owner, manager or employee or other representative is a party that is related or similar to the services being solicited in the past five (5) years.



J. References

In section D, Ware Disposal provided a listing of all municipal clients currently or previously worked for under franchise or exclusive contract for the past 10 years in Southern California. We have included the municipality name, contact person, phone number and address, and the term of the contract. The only additional franchise area that our firm was not retained for another term was the unincorporated County area of South Whittier, which was awarded to Athens Service solely based on a lower bid, not service quality. Our term for the franchise area of South Whittier was 2014 through 2025. The contact for Los Angeles County is:

Steve Milewski
Residential Franchise Manager
County of Los Angeles
900 South Fremont Avenue
3d Floor Annex
Alhambra, California 91803 1331
T 626 458 3573
F 626 458 3593
smilewski@dpw.lacounty.gov



K. Disposal and processing facility capacity

The below chart outlines the facilities to be used, and their associated diversion rate achieved for recyclables, organics (e.g., green waste and organic food waste) and C&D debris. Ware Disposal has secured written and oral commitments from (1) the Rialto BioEnergy Facility (RBF) – which will provide ample organic waste recycling capacity – and (2) Universal Waste Systems 24th Street Facility for receipt and processing into RBF-required dewatered filter cake. The resultant material will be processed at about 95% recovery which will more than exceed the mandated diversion requirements for organics.

**Table 9
Disposal and Processing Facility Capacity**

| Name of Facility | Facility Diversion Rate | Organics Diversion Rate | C&D Debris Diversion Rate | Location & Cost |
|---|-------------------------|-------------------------|---------------------------|---|
| 24th Street Transfer Facility SWIS #19-AR-1251 | 50% | 95% | -- | Owned and operated by Universal Waste Systems @ 2460 East 24th St, Los Angeles CA 90058 - \$90/ton Open to the public |
| Universal Resource & Recovery SWIS #19-AA-1140 | 50% | 95% | -- | Owned and operated by Universal Waste Systems @ 9010 Norwalk Blvd., Santa Fe Springs, CA 90670 - \$90/ton Open to the public |
| Puente Hills MRF SWIS #19-AA-1043 | 50% | 95% | -- | Owned and operated by the Sanitation Districts of Los Angeles County @ 2808 Workman Mill Rd., Whittier, CA 90601 - \$97/ton Open to the public |
| Madison Materials SWIS #30-AB-0386 | 50% | 95% | 75% | Owned and operated by Madison Materials, Inc. @ 1035 E. 4th St, Santa Ana, CA 92701 - \$110/ton Open to the public |
| Rialto BioEnergy Facility SWIS #36-AA-0446 | 95% | 95% | -- | Owned and operated by Sevana Bioenergy @ 503 E. Santa Ana Avenue Rialto, CA 92376 – market price |
| Innovative Waste Control Transfer SWIS #19-DE-0001 | 50% | 25% | -- | Owned & operated by Republic Services 4133 Bandini Boulevard, CA, 90023 (323) 264-0202 – market price |
| M&D Feeds | 95% | 95% | -- | Owned and operated by M&D Feeds. Base rate to be negotiated. 909-255-8678 https://www.mndfeeds.com/ |
| Baker Commodities | 95% | 95% | -- | 4020 Bandini Blvd. Vernon, CA 90058 info@bakercommodities.com 323-268-2801 |

| | | | | |
|--------------------------------------|-----|-----|----|---|
| South Gate/GWS 19-AA-1113 | 95% | 95% | -- | Green Wise Soil Technologies, LLC 10120 Miller Way, South Gate, CA 90280 (800) 631-7016 |
|--------------------------------------|-----|-----|----|---|

The Rialto BioEnergy Facility (RBF) is a solid waste-permitted organics waste diversion facility, as defined by SB 1383, and it is located in Rialto. RBF has committed to accept supplies of pre-processed digestible organic wastes either in diluted (slurry) form or in filter cake (solid) form.

The RBF operates an in-vessel anaerobic digester which can receive and process by permit up to 700 tons per day (tpd) of digestible organic wastes derived from municipal solid waste generators. The facility recycles organics into Renewable Natural Gas (RNG) and digestate suitable for direct land application and for composting into valuable soil amendment with negligible residuals.

Ware Disposal also plans to utilize as needed other SWIS-numbered facilities that are identified in the table above.

Additionally, Ware Disposal participates in animal feed programs facilitated by M&D Feeds (<https://www.mndfeeds.com/>) and Baker Commodities (<https://bakercommodities.com/>). These programs hold the highest upcycling rating within the waste prevention and recycling hierarchy, ranking just below source reduction and food donation.



Finally, Ware Disposal is reviewing options for de-packaging and other post-collection processing options at its MRF in Santa Ana. Please note that Madison Materials (our MRF) is permitted to add on an organics processing unit.

L. Community involvement

Ware Disposal always features significant participation in community events, organizational membership, and assistance to community service groups, including working with schools and youth groups. For instance, Ware Disposal contributed almost \$50,000 to the Los Angeles Unified School Districts through planned workforce based internships and scholarships in 2024-25. Ware Disposal commits to seriously considering all requests for funding and to contribute to each deserving charity and group in a commensurate fashion.

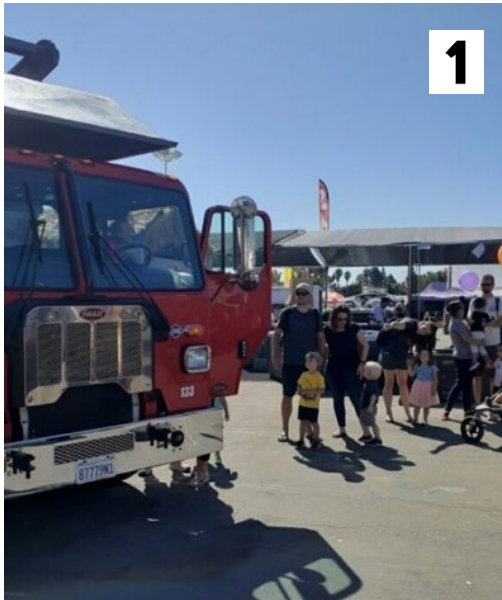
As previously noted earlier in this proposal, Ware Disposal maintains its main truck terminal on Manhattan Street in the City of Fullerton. Besides the truck yard, Ware Disposal also maintains an office where residents and businesses can visit for business purposes and for special events.



Ware Disposal freely provides complimentary solid waste management services and event boxes/containers at nine (9) events on an annual basis, as determined by City, such as the July

4th Celebration, Spring Eggstravaganza, and First Night. Additionally, Ware Disposal understands that the City hosts several smaller events throughout the year which will require event boxes for trash, recycling, and organics as set forth in the Agreement. Again, this service will be provided free of charge.

As shown in the photos on this page, Ware Disposal always partners with its client communities to provide staffing at booths, provide education and fun materials for residents, and information and more for businesses.



1. The Ware Disposal event booth is shown above.

2. Ware Disposal event booth

3. Ribbon cutting ceremony for Monterey Park franchise office

4. TV coverage of MP office

5. Fun event for kids sponsored by Ware Disposal at Earth Day





M. Customer Service and Outreach and Education

Ware Disposal offers the City the chance to choose a local company that has long been part of the community through its established truck terminal. However, Ware Disposal represents even more. In this section, we provide information about our customer services and our exemplary outreach and education program.

Customer Services

Ware Disposal's customer services (CS) are predicated on customer satisfaction. All staff and customer service representatives (CSRs) are trained to maintain a professional and courteous demeanor. Every customer is treated courteously and provided with timely, responsive and thorough solutions to problems and requests for information. The services provided are vital in protecting human health, safety, and the environment. Accessing Ware Disposal will be easy and direct for customers as we maintain an automated call center system, a local office within the City limits, and responsive digital communications.

At all times, Ware Disposal strives to be responsive, competent, reliable, and professional in every aspect of its business. Each and every CSR interacting with the public is thoroughly trained to understand their vital role in the provision of excellent customer service. Furthermore, Ware Disposal understands the City's emphasis on a smooth transition; and that is something we always aim to achieve. We have decades of industry experience servicing the public and our CSRs are a critical part of our daily success.

Our CS goals are as follows:

- Every call is received and answered promptly by an automated answering service
- Ensure the customer has direct contact with a live person 100% of the time
- Reduce the amount of telephone call volume by being proactive according to the calendar of events and time of year
- Reduce hold times
- Monitor average call handling, tracking metrics on a daily, weekly, and monthly basis
- Ensure the appropriate level of staffing during the course of a calendar year or in transitions
- Ensure accuracy in reporting
- Monitor telephone calls with clients to ensure accuracy, quality and professionalism
- Refer to supervisor reports, especially the reason for escalation to a supervisor, etc.

The customer service protocol outlined below describes Ware Disposal's on-going commitment for excellence in customer satisfaction which includes:

- Customer service call center performance
- Staffing, response timing, and other service metrics

- Website content and utilization
- Customer information systems
- Commercial and residential customer service responsiveness

Customer Service Call Center Performance

Ware Disposal maintains its main **customer service call center** at its corporate offices at 1035 E. 4th Street, Santa Ana, California. It serves as the primary telephone point of contact and information for all services. It is noted that all calls to Ware Disposal Customer Service are handled by the same system and call center; however, an option will be provided so that City residents and businesses can select from a menu and contact the CSRs dedicated to the City especially during the transitional period.

Ware Disposal will list a toll-free number and our state-of-the-art website is accessible for all members of the public. It is also available in English and Spanish, and other languages can be provided if desired by the City. Any information such as pamphlets, postcards, fliers, notices, billings, etc., will always bear the phone number in bold lettering.

Ware Disposal utilizes the service of the Mitel 5330 IP phone service. This VoIP (Voice Over Internet Protocol) call center and our waste accounting management software system (Soft-Pak) provide us a dynamic process that automatically matches a customer’s incoming telephone number with that customer’s address, service description and account history. The telephone system has a direct link between our Santa Ana headquarters/MRF and the Fullerton and the Los Angeles corporate yards so any overflow of calls can be answered for prompt service.

The telephonic system is automated to answer all telephone calls within one (1) ring. Ware Disposal’s toll-free telephone number at 877-714-9273 is staffed by customer service representatives during normal business hours of 7:00 am through 5:00 pm Monday through Friday, and 7:00 am through noon on Saturday. We also provide easy-to-use click-to-call and online ordering systems. Ware Disposal will provide an answering service at the numbers to service customers after regular hours.

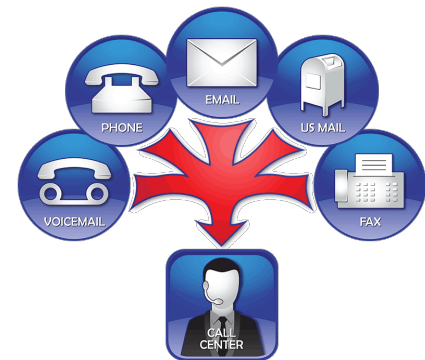
When placing a call, customers can choose between “English or Spanish” language and is



then followed by a menu of options including customer service, billing, and general mailbox. After the initial answer, the telephone system can broadcast public education messages to customers placed on hold while waiting to speak with a CSR. The system is designed to allow for no more than two recorded options before the customer speaks to a live customer service representative.

Call Centers Staffing

Ware Disposal’s customer service group consists of 12 trained customer service representatives who function under three (3) customer service supervisors (i.e., Yolanda Mora, Keenan Johnson and Jason Rush), and the General Manager, Jay Ware. As it relates to the City, this staffing level is more than adequate to assure our high level of service during the non-transition and to maintain our response times. Our CSR supervisor will carefully monitor the situation and, if additional staff are needed, we will furnish them.



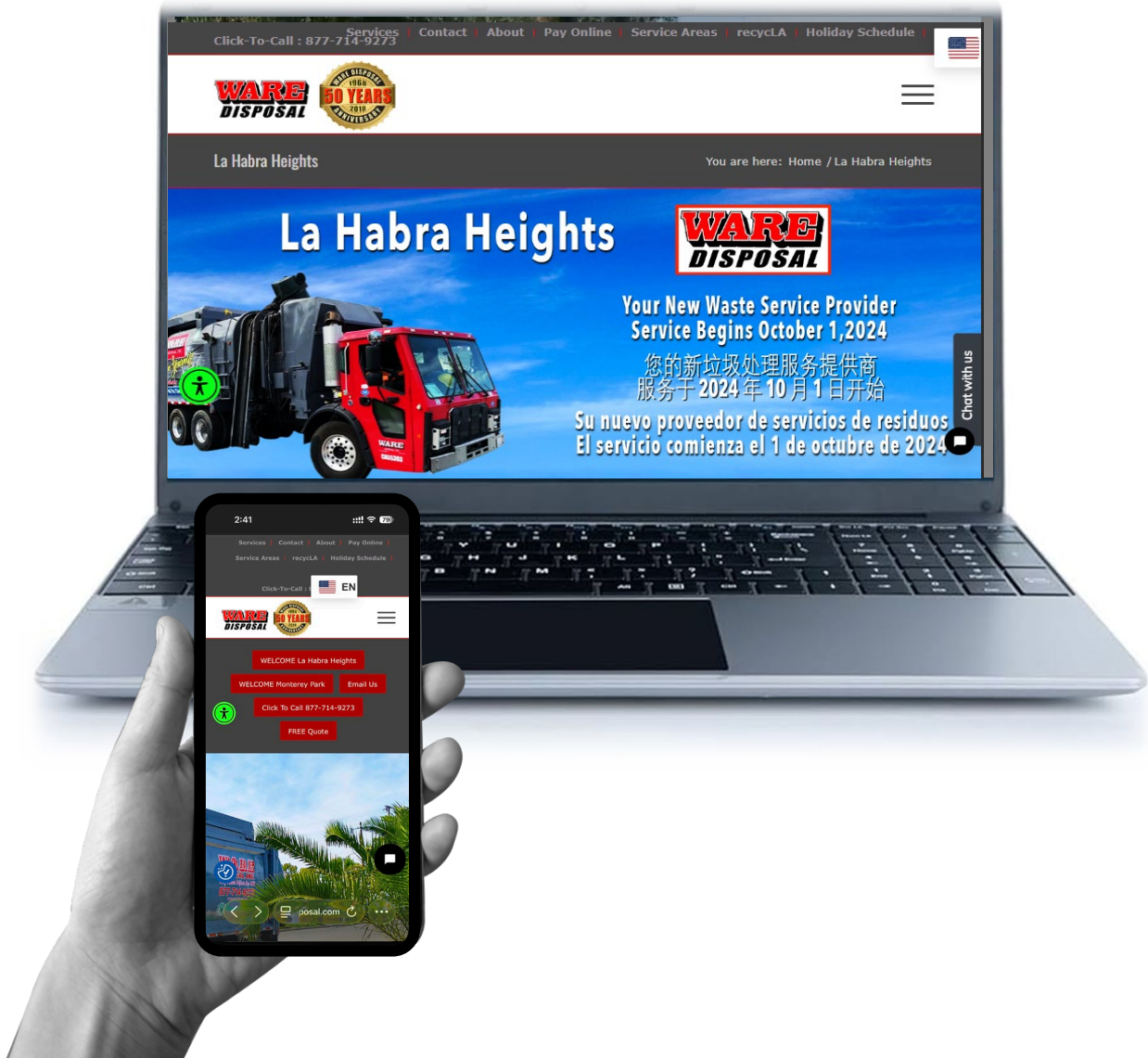
Our supervisors exist to provide daily guidance to CSRs with on-going customer service etiquette training, use of the Soft-Pak software system, reviewing and monitoring of telephone calls and emails, etc. Each Ware Disposal location has a supervisor to enforce company policies and uphold customer service standards. All of Ware Disposal’s supervisors have been employed for over five years and, in a number of cases, a decade or more.

Examples of daily CSR functions are as follows: entering in bulky item pick-ups, ordering a SHARPS mailer, answering billing questions, establishing new service, arranging for valet service, and determining Senior Citizen qualification.

State-of-the-Art Responsive Design Website

Ware Disposal has a state-of-the-art website that serves as the primary web-based point of contact and information for all services. The website is updated frequently and is available for viewing at <http://www.waredisposal.com/>. As can be seen from the graphic Figure on the next page, residential and commercial customers can access their account, make online payments at no additional charge, schedule on-call bulky item pick-ups, extra pick-ups, make service changes and cancellations, and contact Ware Disposal to order service and record any complaints or relay messages. The toll-free phone number is prominently displayed at the top of the page along with a menu listing of municipalities served by Ware Disposal, to help customers easily identify that they are on the correct site. Responsively designed, most customers actually use the mobile version to contact Ware Disposal. Customers will be given the website URL in all of the outreach and educational materials provided. Customers will

enter the URL into their browser to reach the site. When customers reach the home page, they can easily navigate to their desired topic using the main tool bar (see figure below). The website is designed to be responsive to the device used, e.g., mobile device or desktop.



Customer Information System

The Ware Disposal customer information system is replete with software applications capable of fully documenting all correspondence between Ware Disposal and its customers, as well as any other applicable service or customer contract information. Ware Disposal utilizes the Soft-Pak software system to maintain routing and customer service information. Furthermore, Ware Disposal utilizes AT&T mobile telephones and a GPS system to monitor where all field personnel are at all times to be as responsive to our clients as possible.



The Soft-Pak software system is easy to use and understand, giving us the ability of providing timely accessibility of information to the City. It provides great flexibility in producing customized reports that can isolate data by date range, route and call type. With this system, we can prepare reports on a wide variety of query metrics including, but not limited to, AB 939 materials diversion reports, complaints, responses, and summary reports. Field Supervisors and Operations Managers have all been trained in the software and review complaints on a daily, weekly, and monthly basis. The system is a real-time system updated daily upon completion or resolution of service. Management utilizes this data to determine customer satisfaction, appropriate service levels, time it requires to perform service, potential service enhancements, etc.

Furthermore, any information from our billing management or telephone system may be downloaded into Excel or Word documents for review by the City.

All telephone calls will be directed to our 877-toll free telephone number that can be answered at our Santa Ana location, our Los Angeles office, or at our Fullerton facility. Ware Disposal possesses a unified telephone system, meaning it utilizes the same system for all jurisdictions in which it provides service.

As described above, the Soft-Pak software is integrated so that customer service information can be used by operations for routing purposes when the need arises and by accounting for billing purposes. Since 2010, Ware Disposal has had the ability of sending out invoices via email to customers, thus reducing the amount of paper used and potentially landfilled. It is also integrated into our website so customers can set up easy-pay options.

For our proposed franchise, Ware Disposal will also augment its system to include WasteAID which is a powerful new AI software system easily integrated with Soft-Pak and our GPS and telephone system.

Customer Service Responsiveness

Ware Disposal is fully aware of the need for protection of public health, safety and well-being which requires that customer complaints be acted on promptly and that records be maintained to permit the City and Ware Disposal to identify potential public health and safety problems. All documentation provided to customers will direct them to make all inquiries/complaints to the telephone number or website that will be identified.

If Ware Disposal is contacted by the City or a customer before 3 p.m. the service requirement will be completed before 6 p.m. of the same workday. If the request is received after 3 p.m. the service requirements will be resolved on the next workday. All staff follow procedures when taking calls by asking for the name of the person calling, confirming their primary and secondary numbers, and entering additional information such as cross streets, reason for inquire, assignment to date and status of the inquiry. Key information is also entered into the

customer account such as a brief description of the reason of the call. The system automatically attaches the date, time and name of the CSR who handles the customer inquiry for easy historical viewing.

All complaints are expected to be resolved within 24 hours unless additional investigation is needed. Ware Disposal will maintain a computerized “Customer Complaint Log” that documents each customer complaint and its resolution, as required by the Franchise Agreement. This log will be accessible to the City via email during City Office Hours and will include: (1) relevant records, and (2) the Customer Service Charge and Subscription Order for the requesting customer. Additionally, a copy or summary of the log will be provided in summary format with Ware Disposal’s Monthly Report.

In summary, Ware Disposal’s inquiry/complaint resolution process is as follows:

- The CSR resolves the problem,
- If the CSR fails to resolve the problem, his/her CSR manager will resolve it,
- If the problem requires a solution involving the collection crew, a ticket is generated for route managers to forward to drivers, with a tracking system to assure the issue has been resolved to the customer’s satisfaction,
- If a problem persists, then our General Manager becomes involved, but this rarely happens,
- Once the issue is resolved, it is appropriately logged into the database and reports can be generated from these situations to determine trends, potential future problems, etc.; it is Ware Disposal’s goal to resolve all issues before the conclusion of the business day where possible.

As noted earlier, Ware Disposal uses an automated answering system, so the number of rings is only one (1) to when a customer reaches a voice answering, “Thank you for contacting Ware Disposal” with an additional language option(s). Immediately afterwards, customers are provided a menu of options including entering an extension, customer service, etc., with the automated messaging varying to an after-hours message during non-regular business hours. The average time any customer is waiting for a live operator is less than 30 seconds. Finally, the maximum time on hold is no more than one (1) minute. Details follow in Table 10.

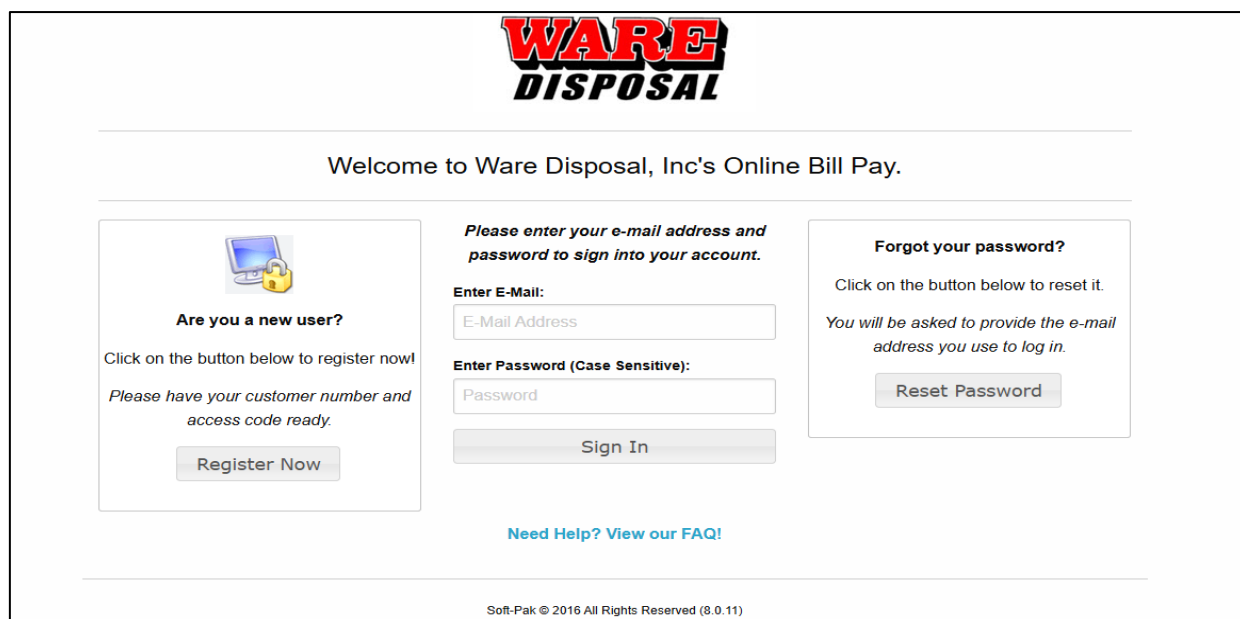


**Table 10
Franchise Customer Service Record**

| Factors | Residential | Commercial | Totals | % or Fraction |
|--------------------------------------|-------------|------------|---------|---------------|
| Number of Accounts | >32,000 | >5,000 | >37,000 | 100 |
| Average Number of Calls Daily | 450 | 50 | 500 | 100 |
| Average Answered daily | 450 | 50 | 500 | 100 |
| Calls Placed on Queue | 0 | 0 | 0 | 0 |
| Complaints Daily | 1 | <1 | 1 | 0.00003 |
| Total Claims on Contracts | 0 | 0 | 0 | 0 |

Billing Procedures

Ware Disposal provides a seamless billing and invoicing system. As described earlier, our Soft-Pak software is integrated so that customer service information can be used by operations for routing purposes and accounting for billing purposes. Since 2010, Ware Disposal has had the ability of sending out invoices via email to customers, thus reducing the amount of paper used and potentially landfilled. It also is integrated into our website so customers can set up easy-pay options. For the Agreement, Ware Disposal will handle commercial account billing while the City will handle residential account billing. However, if desired, Ware Disposal can transition City billing to Ware Disposal billing effectively and efficiently. It is noted that Ware Disposal transitioned residential billing to its billing services in Monterey Park for over 20,000 accounts within the time prescribed by the City.





Public Outreach Program

Ware Disposal will develop, disseminate, and conduct comprehensive public education and outreach regarding services to maximize diversion of recyclables, green waste, bulky items, sharps, HHW, and e-waste/u-waste. This education and outreach campaigning will also markedly focus on waste prevention. Specific required materials to be distributed include the following.

- The first step will be to roll-out new coverage information, so customers are made aware of changes in new regulations, what the expectations of participation are, who the contractor is, and how to operate the system.
- Second, there is a need to provide a clear line of communications between the customer and Ware Disposal.
- Third, there is a need to educate the customers to continue proper operation of the system, and to begin a life-long process of becoming environmental stewards through reducing their net output of waste.

Our program consists of the elements provided on the following pages.

Outreach is an absolute requirement right from the beginning; and program details, schedules, rates, and more, must be efficiently and effectively communicated right away to customers. Ware Disposal will handle this by doing the following:

- Advertising for, setting up, and conducting at least two town hall events for residents and any business owners, managers and property managers to inform the customers of any change(s) and how it will affect them,
- Preparing and distributing to each and every residential, commercial and multi-family occupant a welcome packet of information about the updated program, its operation, key phone numbers, and more,
- Preparing a letter and/or postcard informing the residents about the updated program, encouraging their active participation at the town hall meetings to be held, and to feel free to contact Ware Disposal to alert us to their special needs.

Ware Disposal proposes an aggressive and innovative public education and outreach program that is intended to inform and inspire the public to exemplary waste prevention and recycling success. Our firm is diverse and multilingual. So, it will relatively be easy to implement a City-approved multi-lingual format. This Hidden Hills-specific public education and outreach program will be initiated in advance of the start of services, but will increase in intensity to coincide with the start of residential collection services. This public education and outreach program will consist of elements specific and unique to Hidden Hills, and clearly establish the billing procedures, explain the billing format, clearly describe the customer's responsibilities, and provide a customer service number for our firm. In addition,



our firm will easily be able to maintain the required public educational programs and efforts in multi-lingual format throughout the 10 year contract term.

The main goal of Ware Disposal’s waste diversion program is to assist the City in meeting its AB 939, AB 1826, and SB 1383 diversion mandates. Our objectives are as follows: (1) elevate the awareness of parcel occupants of recycling opportunities available to them, as well as bulky item collection (annual and on-call), (2) promote waste prevention including reduce and reuse opportunities for certain items and wastes, (3) educate on the proper disposal of materials not accepted through Ware Disposal’s programs, and (4) promote general resource conservation to enhance everyone’s commitment to a more sustainable way of life.

Ware Disposal has a Customer Service Guide (CSG) that describes how to place containers for collection, which materials should be placed in each container and what is prohibited materials with instructions on how to dispose of such materials safely using alternative methods. Customers will be encouraged not to use bags in recycling and organics containers. Our toll-free number will be included to answer any remaining questions. The CSG will be printed and delivered annually to all accounts, premises, and units.

Ware Disposal has prepared different service guides for multi-family, commercial generators, and commercial edible food generators, if these parcels decide to utilize Ware Disposal for. Ware Disposal will, at its sole expense, revise, re-print, and redistribute service guides once every two (2) years or at least 60 days prior to a change in the accepted or prohibited materials for any program. Ware Disposal will make the service guide available in an electronic format through its website. Ware Disposal may provide an electronic version of the instructional service guide rather than a printed version, if requested by the customer.

In the table below, Ware Disposal has provided an easy-to-follow chart of the above outreach information and deliverables. Table 11 complements the implementation and compliance table 14 on page 76.

**Table 11
Public Education and Outreach Materials**

| Outreach Deliverable | Description | Milestone |
|---------------------------------------|--|--|
| Welcome Packet to all accounts | <ul style="list-style-type: none"> • Letter from the City (Bilingual) • Letter from Ware Disposal (Bilingual) • Ware Disposal introduction • Transition plan • Community meeting dates • Any other pertinent information • Billing information and customer service center location • Customer Bill of Rights and Responsibilities • Newsletter | For distribution by startup date and as warranted thereafter |

| | | |
|---|--|---|
| | <ul style="list-style-type: none"> • Service Brochure • State waste Diversion goals and mandates • Education material for training purposes on how-to properly Recycle Organic Waste and Recyclables | |
| Annual Progress Report (bilingual) | Provide customers education and outreach material to maximize Diversion of Recyclables, Organic Waste (both Food and Green Waste), Bulky Items, Sharps, and E-waste | Annually on January 31 |
| Semi-Annual Newsletter | Provide customers education and outreach material to maximize Diversion of Recyclables, Organic Waste (both Food and Green Waste), Bulky Items, Sharps, and E-waste | Semi Annually starting December 1, 2027 and next publication date is June 1, 2028 |
| Non-Collection Notices | Red or yellow tags designed to alert customers when their materials will not be collected for reasons of noncompliance with source separation requirements or placement of regulated wastes in any of the containers; yellow tags will be used to denote a warning that the container will be subject to non-collection while red tags denote non-collection | As warranted |
| Container Labels | Every container will be appropriately labeled, with refuse, recyclables, organics labeling | All containers from the date of placement |
| Notices for corrections or issues if necessary | Any specific information required to correct any deficiency will be noticed with an official letter from Ware Disposal's General Manager, with a cc to the City; photos will be taken real time and provided online, and tagged with the GPS location and date | As warranted |
| Social Media signage, posts | Social media will be initiated from the beginning of the contract term; Signage will be provided as warranted for each account along with any additional information needed or desired by the customer; Instagram and Facebook will be the minimum social media sites used | Updated as warranted |
| City Inserts | Materials to be inserted into publications, digital media and other formats as requested by the City | Two per year as Requested |

Examples of our public education and outreach materials are provided in Attachment 2.



N. Rates and Costs

Currently, the City bills all residential customers for trash service on their utility bills, and the existing franchise hauler bills commercial customers and temporary services directly. Ware Disposal will continue this practice. We have utilized the provided Pricing Form to prepare a comprehensive schedule of proposed rates for residential, commercial, and industrial services (see our Attachment 3, Pricing Form).

We intend to optimize our services to accommodate all of the programs and services, thereby offering added value to the community should we be selected as the franchisee. While rates will be maintained at their lowest possible levels, we recognize that pending agreements with the County of Orange and its disposal sites may lead to unexpected increases.

N-1 Rate Stabilization Methods

Rate stabilization is best described as a compilation of several factors that moderate the costs of solid waste collection, processing, recycling and marketing, and disposal. This includes (along with our reasoning):

- **Financial stability of the franchisee** – Ware Disposal has grown from \$6 million in 2000 to over \$85 million today. It has never been disbarred, and it achieves the highest diversion rates in the industry. Our firm is able to weather the variable economic conditions affecting society as a result.
- **Cost of money** – During these difficult economic times, inflation and interest rates have played a significant role in the cost of solid waste systems. Ware Disposal has endured the times and has built processing systems at its MRF in Santa Ana, and expanded business with the sound assistance of its financial service suppliers.
- **Length of contract and amortization period** – The typical amortization period for rolling stock is seven (7) years in solid waste management, so the proposed 10-year agreement is very acceptable for purposes of paying down the capitalization of assets required for the franchise.
- **Ability of the community to minimize contamination and adhere to the requirements of the programs** – Given the intent of our company to incentivize the community through unique economic and recognition inducements and aggressive campaigning, we anticipate that we can achieve higher diversion than the industry standard. Waste prevention leads to not having to collect certain wastes which can reduce the costs of collection and help to moderate rates.

- **Ability of the franchisee to effectively communicate and incentivize the community to comply with the terms of the program** – The focus on putting money in the pockets of our customer base is a great inducement to effective and efficient diversion. By offering discounts, savings, and recognition to residents who go the extra mile and reduce their wastes, we believe that this can help reduce overall waste management costs and help to reduce upward pressure on rates.
- **Worthiness of our processing, vehicular and storage assets** – Ware Disposal only uses the best equipment and containers from our industry partners. We also stand behind all our containers with the promise to repair or replace any worn or broken equipment promptly and at no cost to the customer. Our processing partners and our firm have spent the capital to assure that equipment is functioning regularly and with little or no downtime. By maintaining efficient and effective equipment with an emphasis on preventative maintenance, we minimize costly temporary replacements and rentals. For instance, we have incorporated robotics into our sorting lines to improve sorting and reduce contamination of marketable materials.
- **Costs of processing and disposal with an emphasis on minimizing disposal** – The use of proven technologies and employing the best personnel ensures that costs of processing are minimized. By continuing to divert the optimum mix of materials using a wide range of end use markets that are atypical of the industry, we are able to maintain our diversion rates that exceed the industry standard. Nonetheless, it is acknowledged that post-collection costs have risen dramatically over the past decade. In fact, current costs of post-collection processing are around \$83 to \$97 per ton. Our partners have indicated that within the next five (5) years, costs for post-collection processing (tipping fees at local high diversion facilities) will be around \$135 to \$165 per ton. This makes waste prevention even more important.
- **Ability to shift the burden of managing wastes from the franchisee and the customer base upstream to suppliers, wholesalers and retailers of goods that contribute to the waste load** – By emphasizing our partnership with our customers and engaging them in understanding the causes and effects of wastefulness, we are able to focus attention on waste minimization practices that extend upstream, generally past the physical location of the customer, and up into retail, wholesale and manufacturing. By being effective home managers of waste, and making smart purchases while employing simple but effective practices such as backyard composting, grasscycling, xeriscaping, and reuse, residents and businesses can put greater pressure on industry to become more sustainable and less wasteful in terms of product recyclability and waste prevention.

- **Outcome of diversion programs that result in less expensive and more sustainable Zero Waste practices** – Backyard composting is a great example of this. It doesn't cost much beyond the purchase of a compost bin (which we can supply through a broad based smart gardening program) to effect greater waste prevention. We commit to supplying kitchen pails to each residential unit on a complimentary basis to aid in the separation of food scraps for backyard composting.
- **Usage of annual rate adjustment methods such as the "Refuse Rate Index (RRI)"**
The RRI can be an improvement over the simple Consumer Price Index of LA-Orange County typically used as explained in detail in the footnote below. The RRI is comprised of five specific Bureau of Labor Statistics indices that more accurately reflect the costs experienced by waste haulers than the simple CPI adjustment.³

Obviously, some factors are beyond the control of the City and the franchisee such as landfilling costs (which have historically been too low and encourage wastefulness), the throwaway ethic and planned obsolescence that pervades nearly all of the world's economy and results in wastefulness for the purpose of profitability, and the cost of money. The other factors cited above in the bulleted listing can have a significant impact on minimizing wastefulness and optimizing waste management through efficient and effective means of upstream programs and services. Ware Disposal can be that facilitator for the City.



³ The RRI has historically been lower than the CPI and has occasionally produced a rate decrease. But that is not why haulers recommend it. The reason to use the RRI is that it produces a fair and equitable rate adjustment. The RRI includes only those economic changes that directly affect solid waste and recycling collection costs, rather than those that affect the entire economy. The RRI does not grant a collector a 5 percent rate increase if the main component of a rising economy is food prices! Conversely, if fuel costs rise dramatically, the rate adjustment is higher because collection costs are directly affected. No one benefits if collectors are forced to close their business or allow the quality of service to deteriorate because of insufficient rates.

O. Operation

Ware Disposal proposes to provide the optimal level of service with the least amount of problems and inconvenience for the residents and businesses of the City. In this section, we describe the essential components of the residential and commercial programs.

O-1 Residential Services

Residential Services will consist of the following key components:

- A 3-container SB 1383 “standard compliance” program that meets 14 CCR, Division 7, Chapter 12, Article 3.
- Containers with signage and color combinations that comply with SB 1383 regulations. The proposed default automated residential service will be 96-gallon carts for solid waste, 96-gallon carts for recyclables (e.g., paper, cans and bottles), 96-gallon carts for green waste/organics, and 96-gallon cart for organics (SB1383). If no green wastes are generated or are handled separately by landscapers/gardeners, customers will have the option to downsize their automated carts to 64-gallon or 35-gallon carts or similar volume.
- At a minimum and as a default, the company will provide new or as-new fully automated multi-cart system for the collection of residential solid waste and recyclable materials, yard trimmings and organic wastes, for residential customers (residents can use the green waste cart to commingle organics).
- Guaranteed tonnage capacity for organic waste processing and landfill disposal at State permitted facilities.
- Walk-out service for customers with a verifiable disability.
- Four (4) free bulky-item collections per year, for an unlimited number of items.
- Hours of operation limited to 7am until 7pm, with no Sunday collection or on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.
- Service-container sizing alternative options (35-65) gallon or equivalent) for all customers and discounted pricing for senior citizens.
- Public education and outreach on all residential services provided, including HHW and bulky items, all state mandated compliance programs, and up to two (2) City-directed messages through newsletters or billing inserts each year (Inserts for City to distribute). City distribution waived if bid alternate selected.





- Reporting on all collection, diversion, disposal, monitoring, and evaluation activities in the format required by the city.
- Weekly sweeps of City “hot spots” (including alleyways, streets, vacant lots, and other specified locations, subject to change as needed) to remove abandoned items from designated areas.
- On-call abandoned item removal within 24 hours’ notice.
- Annual HHW, Compost, and Shred events.
- Preserve and restore the environment and protect the health, safety, and quality of life for residents by utilizing fully automated AQMD (Alternative Fueled) compliant vehicles and vehicle operators that are trained, certified, licensed, and possess a Commercial Driver’s License (CDL) within the State of California;
- Ware Disposal will provide commercial bin service and/or automated cart service to residential multi-family properties consisting of four (4) or fewer units at least once per week. At a minimum, available bin sizes will include: 1.5-, 2-, and 3- cubic yards capacity in addition to regular carts. Properties receiving automated cart service and/or commercial bin services are included herein and will be deemed part of the Core Services. Dumpsters and roll off boxes will be used for construction and demolition/clean up waste, recycling or organics as appropriate. Each container will be clearly marked for its intended purpose.

We expect up to 98% of green wastes collected to be diverted from landfill; upwards of 75% of paper, cans, and bottles to be recycled; and 95% of food wastes collected to be composted or converted to useful products.

Our Commitment: Given the above, Ware Disposal commits to the diversion of 75% of organics wastes collected and 50% of all wastes collected by January 2027. Understanding that additional costs will be involved with post-collection processing, Ware Disposal commits to 75% diversion of *all wastes collected* within seven (7) years of start-up (or January 2034).

Cart/Dumpster Colors and Markings

All solid waste, recycling, greenwaste and organic carts will be differentiated by lid color [i.e., blue for recycling, black for refuse, green for yard waste and/or organics] with a common colored black body which will be in compliance with all legislative and CalRecycle requirements. The colors shall be resistant to fading as a result of weathering. Bins are typically gray for trash, blue for recycling and green for organics only.

With regards to messaging on the carts, Ware Disposal will provide the following. Each automated cart will be hot stamped with the “City of Fullerton,” including the City logo on the right and left side of the cart. “Ware Disposal” and our phone number will be hot stamped on



the front of each art. Graphics indicating how to properly dispose of waste will be included on the cart lid.

Bundled Green Waste Materials

Residential customers receiving green waste cart services will be allowed to place bundled branches that do not fit inside the green waste cart alongside the cart for collection at no additional cost. Residents will be given information that bundled green waste materials cannot be no longer than 48 inches in length and weigh no more than 20 pounds per bundle.

Construction and Demolition Debris

Ware Disposal will provide exclusive commercial and demolition collection services to all residential customers and dwelling units serviced under this contract. Ware Disposal, if requested, will also provide temporary clean-up bin service, roll off box service, and construction and demolition bins to residential properties in the City. Our company upon request through our easy to use click to call or order system, will deliver a temporary bin or box to the customer within 48 hours of request (excluding weekends or holidays). Rates for service will be in accordance with established Maximum Customer Rates. Temporary bin and box rates shall be on a “per dump” basis, which includes service, transportation, disposal, and rental for up to 10 days including weekends. Additional fees will be added for rentals that exceed the 10 day policy.

Roll-off Box and Temporary Processing

Ware Disposal will provide permanent and temporary dumpster and roll-off box collection service to the City upon request and at no charge. Our firm will process all materials collected in bins and roll-off boxes at its selected MRF to recover recyclable materials prior to landfilling. Our company provides a wide variety of standard 10, 15, 20, 30, and 40 cubic yard roll-off boxes as well as low-boy or reduced-height containers.

Abandoned Bulky Waste Collections

Ware Disposal will collect and remove at no charge any abandoned bulky waste items dropped in City public right-of-way areas or alleys; at City buildings, parks, and property; and other public locations that may be identified or acquired by the City. Collection will be made within 24 hours of notice by the City or a customer. Also, we will perform weekly sweeps of “hot spots” identified by the City. Our company will provide one or more suitable collection vehicle(s) to perform needed collections for up to three (3) hours per day, Monday through Friday, between 7:00 a.m. and 7:00 p.m., with no service on holidays or weekends except immediately after a holiday.

Bulky items collected under this Agreement may not be landfilled or disposed of until our company has followed the following hierarchy of diversion efforts:

1. Reuse as is
2. Disassemble for reuse or Recycling
3. Donation
4. Recycle
5. Disposal

This hierarchy is intended to preclude the use of front or rear loading packer vehicles for bulky items.

Additionally, we will provide monthly service to the City Yard to pick up abandoned items stored by the City crews from their regular sweeps of alleys and other right-a-ways.

Bulky Item Collection (Including HHW, E-Waste and batteries)

Ware Disposal will provide complimentary bulky item collection to residential automated cart customers, up to four (4) times each year. While there is no additional charge to either the resident or the City, residents will be asked to “order” bulky item collection on the next scheduled collection day, with a notification requirement of at least 48 hours in advance of the regularly scheduled collection date. Bulky item collection can include electronic and universal waste items. Ware Disposal will separate and recycle all commodities that can be feasibly recovered.

Our firm will also provide collection for batteries, e-waste, u-waste, and Sharps. We will provide Sharps mailers at no cost to the community, as part of the bulky item collection program. We



Complimentary Valet Service

Residents physically unable to roll their automated carts to and from the point of collection may request complimentary valet service. This includes persons with disabilities, the elderly or infirmed, or other people with an affliction that prevents them from rolling their carts to and from the point of collection. Ware Disposal will remove the carts from the backyard, or other adjacent location of cart storage, to the curb for collection,



and return said carts to their original storage locations by 6:00 p.m. the same day of service at no additional cost. In order to qualify for this program, customer must present on an annual basis to Ware Disposal a copy of their unexpired California DMV handicap credentials or other certified medical documentation issued by a licensed healthcare professional.

Low-Income Senior Citizen Discount

Ware Disposal will offer a rate discount to qualifying seniors who qualify under SoCal Edison's low-income discount program (the Care Program). Customers will only have to show their qualifying utility bill or related information. The discount will be at least 10% off the standard rate.

Holiday Tree Collection and Recycling

Our firm will provide each residential dwelling, including eligible multi-family and mobile home parks, with holiday tree collection and recycling. Customers can place their holiday tree at the curb for collection three (3) consecutive weeks, on their scheduled collection day, following December 25th of the applicable calendar year. Our firm can also place a sufficient number of 40-yard roll off green waste containers at City Hall or other areas designated by the City during the same period for additional opportunities for residents. The number of green waste containers will be sufficient to ensure that there is not an excess stockpiling of holiday trees during the post-holiday period. Trees will be chipped and used for the mulch program.

Compost/Mulch Give-A-Way Program

Ware Disposal will provide and deliver not less than 250 tons of compost/mulch per year that meets SB 1383 standards to assist with the procurement credit. Additionally, we are pleased to offer a “drive-thru” free compost/mulch give-a-way once per calendar year for City residents at no additional cost. These services may be provided either directly by our firm or by a third-party arranged for by us. Free material giveaways will be scheduled on dates,



times, and locations specified in conjunction with the City. Although not required, when at all possible, compost/mulch returned to the City residents will be inclusive of organic materials collected from the City.

It is noted that Ware Disposal will deliver compost/mulch in bulk to designated sites in the City as part of the Seasonal Compost Pile Program. We will contribute a minimum of one compost delivery per week, continuing for at least eight (8) consecutive weeks, with a start date determined by the City. Additional compost material can be provided at market price to be determined by available supply of SB 1383 compliant product.

Holiday Schedule

Holidays prescribed by the City are specific to collection services. These prescribed holidays include New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. All collection activities scheduled during a prescribed holiday will be collected on the following non-holiday calendar day except when said alternate collection day falls on a previously identified holiday. For example, if New Year’s Day falls on a Tuesday, trash shall be picked up on Wednesday. If a holiday falls on a weekend, there will be no delay in service.

Disaster Assistance

Ware Disposal agrees to provide container service to the City in the advent of a humanitarian or natural disaster. Our company already provides such services to Caltrans and other agencies as part of our exclusive agreements.

Removal and Recycling of Existing Carts & Dumpsters (i.e., Containers)

Container distribution among residential units will hopefully be a smooth and seamless hand-off between the existing hauler and our firm. Whatever is the arrangement, the switch out will be communicated to each customer via written letters, emails, and community announcements. The switch out will be completed no later than two (2) weeks prior to the initial day of our firm’s service. Our goal is to minimize or eliminate the period of time during which residential customers are without containers or have two sets of containers.

A sample of information provided to residents of the City of Monterey Park is provided herein.

Each new set of containers (carts and dumpsters) delivered by our cart distributor and our firm will have a welcome packet attached to the lid, all of which will be in at least three (3) languages – English, Chinese Mandarin, and Spanish – and approved well in advance of the startup of our

| SERVICE BEGINS SEPTEMBER 1, 2024! | COMIENZA EL SERVICIO 1 DE SEPTIEMBRE DE 2024! | 服務開始 2024年9月1日! 2024! |
|--|---|--|
| <p>DO NOT USE WARE DISPOSAL CARTS UNTIL SEPTEMBER 1, 2024</p> <p>PLACE ALL OF ATHENS CARTS OUT FOR REMOVAL THE WEEK OF AUGUST 26, 2024</p> <p>DUE TO THE LABOR DAY HOLIDAY, SERVICES WILL BEGIN SEPTEMBER 3, 2024!</p> | <p>NO UTILICE LOS CONTENEDORES DE WARE DISPOSAL HASTA EL 1 DE SEPTIEMBRE DE 2024</p> <p>COLOQUE TODOS LOS CONTENEDORES DE ATHENS PARA SU RETIRADA LA SEMANA DEL 26 DE AGOSTO DE 2024</p> <p>DEBIDO A EL DIA DE FERIADO LABORAL, LOS SERVICIOS COMENZARAN 3 DE SEPTIEMBRE DE 2024!</p> | <p>請勿使用物品處理車。直到 2024年9月1日</p> <p>在一周內將所有雅典手推車移走 2024年8月26日</p> <p>因為勞動節假期，服務將開始 2024年9月3日!</p> |
| <p>REQUESTS FOR CART RESIZING WILL BE ACCEPTED STARTING DECEMBER 1, 2024. CART EXCHANGES WILL BEGIN JANUARY 1, 2025. HANDICAPED AND SENIOR CITIZENS MAY REQUEST CART RESIZING AT THE START OF SERVICE.</p> <p>LAS SOLICITUDES DE CAMBIO DE TAMAÑO DEL CARRITO SE ACEPTARAN A PARTIR DEL 1 DE DICIEMBRE DE 2024. LOS INTERCAMBIOS DE CARRITOS COMENZARAN EL 1 DE ENERO DE 2025. LAS PERSONAS DISCAPACITADAS Y DE LA TERCERA EDAD PUEDEN SOLICITAR EL CAMBIO DE TAMAÑO DEL CARRITO AL INICIO DEL SERVICIO.</p> <p>自 2024 年 12 月 1 日起接受購物車尺寸調整請求。購物車更換將於 2025 年 1 月 1 日開始。購物車交換將於 2025 年 1 月 1 日開始。</p> | | |





company's service. We will have telephone and electronic communications staffed and ready to address any questions, issues and other matters both the week prior to and during the week in which our firm starts up its service.

Dumpsters and Boxes

Dumpsters and roll off boxes will be clean and freshly painted, free from graffiti, equipped with reflectors, and will have the name and phone number of our firm prominently displayed in letters not less than three (3) inches high on the exterior of each bin and/or box so as to be visible when the container is placed for use. All bins and boxes are to be kept graffiti free at all times. Within 24 hours of visible or informed sighting, our firm will touchup, repaint, or replace any bin or box tagged with graffiti or excess markings that are not part of our firm's collection program.

Dumpsters are also used for temporary residential services such as for clean outs, remodels and minor repairs. Temporary dumpster and box rates shall be on a "per dump" basis, which includes service, transportation, disposal, and rental for up to 10 days including weekends. Additional fees will be added for rentals that exceed the 10 day policy.

Waste Diversion and Disposal Reporting Requirements

Ware Disposal will maintain accurate records of all data required to fulfill the perquisites of this section. All reports and reporting formats will be approved by the City Manager or his/her designee. All report submittals will be in an electronic format approved by City, compatible with City's software at no additional charge.

Monthly reports will be submitted within 30 days after the end of the reporting month. Quarterly reports will be submitted within 30 days of the reporting quarter. Annual reports will be submitted within 30 calendar days after the end of the calendar year, by January 30th. Our firm will provide all information in a format approved by the City and will be subject to Audit by the City at least once per year or another performance period as may be deemed appropriate by the City.

O-2 Commercial Sector Program

For commercial sector services the City prefers a three (3) container program and requires a cart-service option for smaller commercial and multi-family properties. Ware Disposal has the experience and capacity to collect and process all waste generated within the commercial sector using a three (3) single-stream system that meets the City's expectation; plus, we can provide an optional food waste green container if no green wastes are generated. This method of collection and processing will use a blue, green, and black bin separation process which also includes wet and dry routing to maximize post-collection diversion and minimize contamination.



We summarize our operational parameters for the commercial sector program below.

- A 3-container SB 1383 “standard compliance” approach program
- Provide guaranteed tonnage capacity for organic waste processing and landfill disposal at State permitted facilities.
- Provide containers with signage and colors that comply with SB 1383 regulations.
- Hours of operation are limited to 6am till 9pm, with no Sunday collection or the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.
- Public education and outreach services on all commercial services provided (including general service requirements, all State mandated compliance programs, and up to two (2) City-directed messages through quarterly newsletters or billing inserts.
- Once-per-year steam cleaning of City-owned disposal enclosures.
- Downtown District requires shared-service pricing for businesses using City-owned enclosures. Areas in and around City-owned enclosures must be kept debris free, power-washed weekly, and steam cleaned annually (10-foot radius around enclosure).
- Commercial cart service (including trash, recycling, and organics priced individually) for businesses and multi-family properties of 5-units or more. The City will also require “split-containers” as an alternative for commercial trash and recycling service.
- Roll-off and bin service for construction, deconstruction, and temporary/clean-up work.

Below outlines the process by which Ware Disposal will assure maximum diversion from the recyclable rich commercial sector. This is fundamental to achieving higher rates of diversion:

**Table 12
Commercial Accounts Diversion Program**

| What Accounts Do | What Ware Disposal Does |
|--|---|
| Separate their discards into 3 single streams | Collects all discards separately |
| 1. Single-stream recyclables (blue container) – Customers sort fiber, plastics, metals, glass, wood and more into blue cart/bin | Collects and processes materials at Madison Materials or another Material Recovery Facility for recycling (>90% recovery) |
| 2. Single-stream organics (green container) – Customers sort yard trimming and organics into the green container; customers can opt for smaller cart or container if no green wastes are generated | Collects and processes materials at Madison Materials or another Material Recovery Facility for recycling (>90% recovery) |

P. Exceptions

Ware Disposal does not have any exceptions to the draft agreement. Our intention is the materially accept the draft Agreement. We understand the City reserves the right to make revisions to this Agreement during the RFP process. We respectfully agree to bargain in good faith for any and all revisions proposed by the City. The only suggestion we have is that the City may want to consider an alternative to the CPI as a means of determining the appropriate modification to rates at the annual review as previously discussed in Section N, Rates and Costs.



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Q. SB 1383 Compliance

The Ware Disposal **SB 1383 Organic Waste Recycling Program** consists of five simple steps:

1. **Dedicated At-Source Collection** – All residential and commercial generators are supplied with a dedicated collection container for food wastes (pictured to the right). Single-family residents get a 2-gallon indoor kitchen pail that can be emptied into a 35-gallon mini-cart to safely store food wastes for weekly collection. Our organics recycling micro-can, mini-cart and cart and bin services complement our regular separate collection program for typical recyclables such as paper, glass, metals, plastics (btw, paper and textiles are organics too!) all of which we divert to recycling markets.



Regardless of services, our message is simple: *Give Us Your Organics and We'll Make It Easy for You!*

Ware Disposal currently services over 32,000 SFRs and MFRs, and thousands of commercial customers throughout southern California for collection of food waste, resulting in the recovery of over 12,600 tons annually. We've also converted food wastes to mulch at a rate of nearly 900 tons a year. We collect organic wastes in side loader compactor trucks as well as specialized vehicles for collection of food waste as shown below.



2. **Organics Precycle Program** – Our Organics Precycle Program features upstream AI and appropriate technological solutions to help customers to reduce their wastes requiring collection. Ware Disposal provides the education and training -- and the incentives -- to help our residential customers to implement easy pre-collection solutions like backyard composting, worm composting, grasscycling and xeriscaping, and smart shopping. Plus, we can provide micro-composting, micro-anaerobic digestion and dehydrators, and AI solutions for commercial premises. We engage residents and businesses with a handy

online tool kit to reduce wasting and help customers to also build community composting and organic gardening. In fact, Ware Disposal has helped subsidize these solutions!

3. **Innovative post-collection solutions** – We use certified facilities for organics recycling including commercial composting and anaerobic digestion. We’re also focused on a program to utilize excess co-disposal AD capacity (in California there are almost 140 wastewater treatment facilities that utilize anaerobic digesters, with an estimated excess capacity of 15-30%).
4. **Food rescue** is an important component of our program. Ware Disposal identifies edible food sources, locates connecting vehicular distribution systems, and works with redistribution agencies and nonprofits to get food to the needy – for instance, we use Abound, FoodCycle and Food Oasis. Our firm has been a pioneer in this effort in Los Angeles and other communities helping to feed literally hundreds of thousands of people. For instance, we conduct food rescue for the Irvine Unified School District and Tustin Unified School District, resulting in nearly 20 tons of food rescued since inception under a grant from CalRecycle.
5. **Organic procurement** (at 0.8 ton/resident/yr) through compost and mulch distribution to residents and the City, and through the purchase of RNG. All Ware Disposal vehicles are CNG and can operate on RNG.



Our collection and processing programs have consistently achieved high diversion levels. With yard wastes, we always divert greater than 95% of collected materials. This material is processed locally at partnering MRFs and transported to end users who create compost and mulch. We also collect food scraps either in combination with yard wastes or separately depending upon circumstances as described earlier in this proposal. The facilities we plan to use are provided in the table below along with a food recycling solution for segregated food scraps.

**Table 13
Dedicated Organics Recycling Facilities**

| Facility | Status | Pricing Terms and Conditions |
|-------------------|------------------------|--|
| Madison Materials | Existing and Permitted | \$110 per ton for C&D debris, \$90 per ton for commercial refuse, \$50 per ton for green waste and organics, and \$65 per ton for commingled recyclables. Up to 150 tons per day (TPD) for the life of the contract. |



| | | |
|---|---------------------------------------|--|
| UWS 24th Street MRF | Existing and Permitted | Gate Rate: \$90 with an annual CPI adjustment come 1 July of each calendar year. The following types of materials are accepted at the facility: comingled recyclable materials; organics (greenwaste and food waste); and MSW. At maximum capacity, the facility will receive and process 1,000 TPD of material consisting of approximately 500 TPD of MSW and organics, and 500 TPD of single stream recyclables. Gate rate for organics to be processed in OREX [®] process to be determined but will likely range from \$135 to \$165 per ton. |
| Rialto BioFuel Facility | Existing and Permitted | < \$70/ton for unpolished filter cake derived from autoclaving process. |
| Green Wise Soil Technologies (UWS) | Existing and Permitted | Ware Disposal may deliver green wastes directly to that facility in amounts greater than anticipated to be collected in the City for the duration of the contract. Gate rate is \$59.50. |
| Imperial Western Products- Organic Solutions Recycling | Existing Coachella, CA | No price stated; market pricing. IWP/OSR is willing and able to accept all food wastes collected by Ware Disposal which exceed the quantity of materials expected to be disposed by the City. The IWP/OSR contract exceeds the duration of the expected City contract. |
| Tierra Verde | Existing and Permitted Irvine, CA | No price stated; market pricing. However, Ware Disposal has an agreement for 10 years to provide up to 150 tpd which suits the duration of the City contract. |
| Innovative Waste Control Transfer SWIS #19-DE-0001 | Existing and Permitted Vernon, CA | Owned & operated by Republic Services 4133 Bandini Boulevard, CA, 90023 (323) 264-0202 – market price |
| South Gate/GWS 19-AA-1113 | Existing and Permitted South Gate, CA | Green Wise Soil Technologies, LLC 10120 Miller Way, South Gate, CA 90280 (800) 631-7016 |
| M&D Feeds | | Owned and operated by M&D Feeds. Base rate to be negotiated. 909-255-8678 https://www.mndfeeds.com/ |
| Baker Commodities | | 4020 Bandini Blvd. Vernon, CA 90058 info@bakercommodities.com 323-268-2801 |

Importantly, Ware Disposal wants to spotlight our upstream waste prevention and onsite recycling program for organics to help communities become more conserving and sustainable. Ware Disposal offers a robust campaign to residential customers to inform and inspire them to adopt smart purchasing and smart gardening with hands-on micro-composting, grasscycling, vermicomposting, xeriscaping, and organic gardening.



Coupled with a volume-related approach (Pay-as-you-throw) and our suggested economic incentives (such as rate discounts, free kitchen organics pail, and a subsidized home composter along with free classes), we ultimately aim to convince up to a quarter of the SFRs by 2030 to adopt *upstream* management of their organics and reduce costly collection and post-collection processing of organics. This is the highest priority of CalRecycle in the hierarchy of integrated waste management.

Organics Upstream features artificial intelligence (AI) software and appropriate technological solutions to help both residential and nonresidential sector customers reduce their wastes, and to reuse and recycle organics onsite. This has great potential to greatly diminish what materials require collection and save money for the customer base. CalRecycle has considered in its SB 1383 model studies series the full range of options available to local governments to decrease, reuse, recycle, and compost organic materials. Communities that have implemented only downstream solutions may find that adding *upstream* organics solutions there can be a huge dividend with opportunities for greater waste diversion and right-sizing service that save money.

This upstream approach is what we some might call *distributed organics recycling*. People are probably more familiar with the concept of distributed energy generation⁴. But just like it makes economic sense to avoid expensive centralized systems for energy, it also makes sense to avoid hauling water-laden organics to expensive centralized composting and anaerobic digestion facilities.

As in all aspects of solid waste and environmental management programs, the lowest cost option is *conservation*. Generally, up to 70 percent of the costs of recycling and solid waste management are in the materials' collection. And with organics, the greatest percentage of weight is related to water or moisture. Grass clippings for instance are 80% water while food wastes are up to 90% water. Moving *water* around is expensive and difficult. Programs that use materials on-site or do not produce waste for collection can contribute those savings directly to the participating household's bottom-line.

In this approach, residents are encouraged and assisted by Ware Disposal, to set up their own onsite smart procurement and technological solutions to avoid having their organics collected. By doing so, our customers can right-size collection service to reduce costs.

For single-family residences (SFRs) that have yard space (most SFRs in the City likely do so), Ware Disposal will promote backyard composting, grasscycling, organic gardening, xeriscaping, and smart shopping. Additionally, Ware Disposal will work with the City to help

⁴ Distributed generation, also distributed energy, on-site generation (OSG), or district/decentralized energy, is electrical generation and storage performed by a variety of small, *grid-connected* or distribution system-connected devices referred to as distributed energy resources (DER).

develop community scale composting sites at unused land, abandoned properties (if allowed), on easements with utilities, with schools, and in City spaces like parks.

Practices that reduce the amount of green waste and food wastes yield significant economic and environmental benefits. Direct savings include reduced maintenance, labor, water, and fertilizer cost, and reduced hauling and disposal fees. On-site management of yard trimmings returns valuable high-quality nutrients and organic matter to the soil. This encourages healthier, disease- and pest-resistant plants that improve appearance, prevent erosion, and increase property values.

To encourage participation, and assuming the City’s approval, a monthly rate discount could be given to participating residents who no longer need their green waste/organics cart(s). Instead of a green waste container, Ware Disposal will distribute a subsidized composting unit to each SFR for their backyard, and provide free how-to classes on smart grocery purchasing, composting, grasscycling, xeriscaping, and organic gardening.

We propose making attendance at these “classes” a pre-requisite to obtaining the discount and the subsidized composter. Classes can be physically onsite or online.

For the potential home composting unit, Ware Disposal is suggesting the Redmon Green Culture 65-Gallon Compost Bin. The Redmon Compost Bin⁵ makes it easy and convenient to convert food and lawn waste into nutrient-rich compost. This bin holds up to 65 gallons and is constructed of rugged plastic resin. Leave it out year-round and it won't deteriorate. It has a convenient lift-off lid that makes it easy to add more substances. There are four doors, one on each side, for additional convenient access points. Ventilation holes throughout help with proper composting. This composter makes it easy to recycle your yard and kitchen waste, an important step in reducing the volume of garbage needlessly sent to landfills.



The composter is priced at \$57 each, and Ware Disposal would offer each SFR one each at 100% discount delivered to their door, assuming participation in a composting class. We expect up to 10% of SFRs accounts (~28,768 SFRs X 10% = 2,876 SFRs) over a five-year period to take advantage of this offer yielding a likely cost of about \$160,000 to Ware Disposal. This cost will be internalized as part of our enhancement.

Regardless of what option SFRs take, all SFRs (and MFRs) will be offered a complimentary Sure-Close® Kitchen Composter for use in storing their processible food scraps in their

⁵ Available in 2 options, compost bin only, or compost bin with included aerator (which will ship inside compost bin). Rugged, weather-resistant plastic resin. 65 gallons = 8.6 cubic feet. Convenient lift-off lid for easy access. Ventilation holes for proper composting. 4 door access. Easy assembly. Composting guide included. Measures 26L x 26W x 31H inches. Typical cost of \$57 with free shipping.

kitchens prior to placing material in the green cart. Ware Disposal will provide these free of charge.

Efficient food scrap disposal begins in the kitchen. These kitchen food scrap kits with aerated lid technology break down bacteria, resulting in a no smell, odor free, very functional kitchen food scrap collection pail. This pail has a handle with the ability to easily be mounted on a



cabinet door for optimal storage and convenience (cabinet door must be a minimum of 14" wide). It has a superior closure/latch, together with a lid which stays upright when filling. It also has a specially designed bottom grip for emptying. These pails cost about \$4.50 each when bought in bulk, but will be provided free of charge. This equates to 48,000 HHs x \$4.50 = \$216,000 (contributed by Ware Disposal).

We will encourage all residents to attend free Smart Gardening Beginner's Workshops to improve their knowledge and understanding of organics in the kitchen, lawn, and garden, with the intent to help them reduce organic waste. No reservations will be needed. Workshops will be about 1.5 hours in length and could be held at Learning Centers, libraries, parks, and schools. Beginner Workshops introduce people to smart gardening, including hands-on instruction on the basic techniques of composting, worm composting, water-wise gardening, and grasscycling. Also, this will include ways that residents can save by frequenting farmers' markets, buying in bulk, and more. These workshops will also instruct about landscaping with native drought-tolerant plants, and integrated pest management (environmentally-sound ways to control pests). Names and addresses will be taken for purposes of recordkeeping and account discounts.

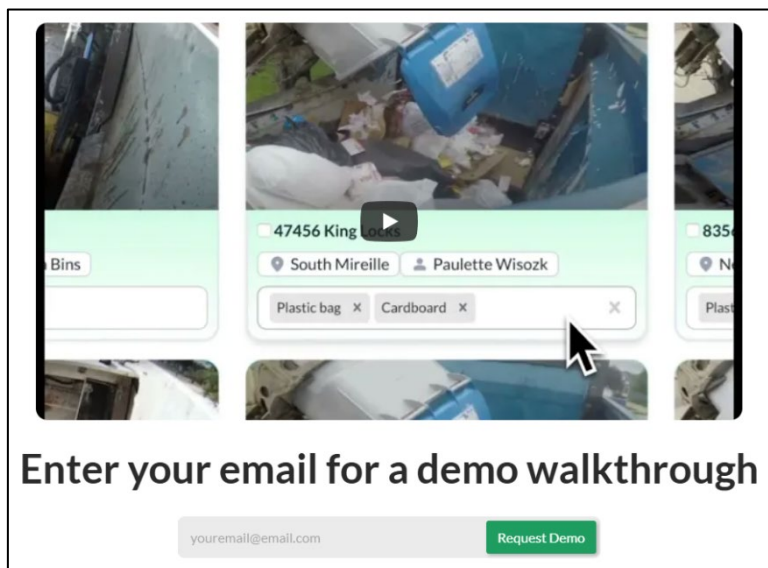
These beginner and advanced workshops will be held by either NourishLA, a local *food forest* community nonprofit consultant (<https://www.nourish.la/>) we commonly work with. Workshops must be attended in person. We plan to offer at least four (4) workshops each year for the first five (5) years. At a predicted cost of \$1000 per workshop, this equates to about \$20,000 contributed by Ware Disposal over five (5) years or about \$4,000 per year.

Contamination Monitoring and Reports

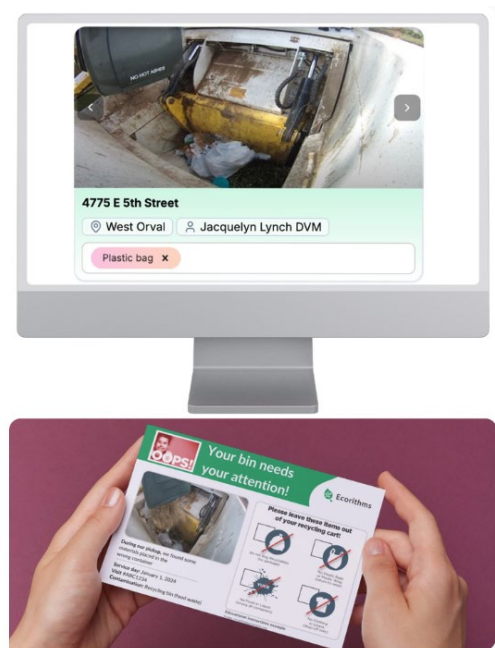
Ware Disposal will, at its sole expense, monitor for contamination on all route for Prohibited Container Contaminants in collection containers in a manner that is deemed safe. We propose to use the services of an App called WasteAID that was described in Section F, Other Resources and Equipment. WasteAID is an online, real time AI driven software that results in all hauler routes being reviewed at a minimum annually; and complies with the requirements of this Section and meet the requirements of 14 CCR Section 1894.5(b).

Through WasteAID, Ware Disposal will be able to submit the following information regarding contamination monitoring hauler route reviews conducted:

- The number of hauler route reviews conducted;
- Description of Ware Disposal’s process for determining the level of contamination;
- Summary report of non-collection notices, and courtesy collection notices issued, which for each notice shall include the date of issuance, customer name, and service address.
- A record of each inspection and contamination incident, which shall include, at a minimum:
 - Name of the customer
 - Address of the customer
 - The date the contaminated container was observed
 - The staff who conducted the inspection
 - The total number of violations found, and a description of what action was taken for each
 - Copies of all notices issued to generators with Prohibited Container Contaminants
 - Any photographic documentation or supporting evidence.
- Documentation of the total number of containers whose contents were disposed of due to observation of Prohibited Container Contaminants;
- Any other information reasonably requested by the City or specified in contamination monitoring provisions of this Agreement.



WasteAID: AI for Waste (click on video above)
Detect violations automatically from the truck





R. Implementation and Compliance Plan

Not less than 10 days after the contract execution date, Ware Disposal will submit for approval to the City Manager a final 'start-up transition and container roll-out plan' - including both final timeline and task activities. Ware Disposal will submit this final plan detailing the following:

- Ordering vehicles and/or containers
- Vehicle and/or container delivery from manufacturer
- Container assembly
- Distributing containers to customers and occupants
- Public outreach and education activities
- Determining routes (existing routing will be maintained within the transition term)
- Training route drivers
- Collecting old containers
- Commencement date of collection (July 1, 2027)

In order to implement the approved start-up transition roll-out plan for an orderly transition of refuse services from one contractor to another, Ware Disposal will work with and coordinate with outgoing contractor to ensure a smooth transition. Ware Disposal agrees that, if necessary, for the orderly transition of collection services, it will do the following:

- Collect solid waste from OUTGOING contractor's containers
- Allow OUTGOING contractor to collect from containers
- Service, remove, and store OUTGOING contractor's containers after transition
- Continue occupant's services, container quantity and sizes, and discounts from OUTGOING contractor's customer service list

The City will approve the transition services agreement between the outgoing contractor and Ware Disposal. Our draft plan of Activities and Milestones (Schedule for Implementation and Compliance) is provided below and continuing on the following two (2) pages:

Table 14
Activity and Implementation Schedule

| Activity | Milestone: Scheduled Implementation Date |
|----------------------------------|--|
| Release of RFP | September 17, 2025 |
| Pre-Proposal Meeting (Mandatory) | October 1, 2025 |
| Question Submittal Deadline | October 15, 2025 |
| Response to Questions Posted | October 17, 2025 |



| | |
|---|--|
| RFP Submittal Deadline | November 17, 2025 |
| Contractor Interviews | Week of January 19, 2026 |
| Agreement/Contract Finalized; provide documentation of insurance, compliance bond, cash bond; complete remittance of city fees and charges | March 2, 2026; possible earliest trigger date for supplemental rolling stock and container procurement – provides up to 16 months for delivery |
| Present Evaluation at Council Study Session | April 7, 2026 |
| Agreement/Contract Award | April 21, 2026 |
| Selected Firm Confirms Equipment Orders | April 22, 2026 |
| Begin Transition Outreach Campaign including development of outreach materials During this time, Ware Disposal will conduct transition meetings with the outgoing service provider to acquire existing bins and carts, and arrange for smooth transition of service; Acquire route and account information (all routes will be kept as is for at least 180 days after service startup to assure no change is experienced by accounts) | February 1, 2027 |
| 1 st Full Scale Transition Outreach Announcement at Spring Eggstravaganza | April 2027 |
| Community Meeting(s) & Outreach Newsletter/Mailers (newsletter/mailed will include information about the transition of service provider and the system changes if any; as well as feature information about new and exciting developments in recycling and more). Ware Disposal will conduct a minimum of one (1) public workshop and more as necessary upon City request describing program changes, route changes, dates of program implementation, and other necessary information. Contractor will display new Containers to be distributed. At least 60 calendar days prior to Commencement, . Prepare a “Single-Family Customer” section of its website where it will present Customers with “how-to” information for participating in Contractor-provided programs including proper Container set-outs and provide Single-Family Customers with links to click on for additional resources. All other Single-Family educational materials will be posted on this section of Ware Disposal’s website in PDF and/or video format. The website will also publish the Rates charged to Single-Family and Commercial Customers within the City. | May thru June 2027 |



| | |
|--|---|
| Personnel Hiring and Training | By June 1, 2027 |
| Staging of Equipment | June 1, 2027 |
| Roll out of Commercial Program: <ul style="list-style-type: none"> • Include program materials attached to new and existing containers/bins • Container and bins will be replaced over a six month period • SB 1383/waste auditing/service right-sizing program • Temporary bin and roll-off service initiated • C&D debris services initiated | July 1, 2027 |
| Roll out of Residential Program <ul style="list-style-type: none"> • Include program materials attached to new containers/bins • Delivery of new carts and collection of old carts, if necessary; cart replacements/change-outs to be completed within three to six months • SB 1383/waste auditing/service right-sizing program • Distribution of Kitchen Pails | July 1, 2027 |
| 1 st Monthly Report to the City | August 31, 2027 (and each end of the month thereafter) |
| 1 st Quarterly Report to the City – July thru September | October 30, 2027 (and by the 30 th day of the following month that the quarterly report is due thereafter) |
| 6 th Month Review Report of Transition | December 2027 |
| Complete All Container Distribution | December 2027 |
| Distribution of 1 st Semi-Annual Newsletter <ul style="list-style-type: none"> • Doubles as announcement of seasonal green recycling pickup for SFUs and MFUs & Semi-Annual Newsletter • Includes information about the Eggstravaganza) | December 1, 2027 |
| Distribution of 1 st Annual Progress Report | January 30, 2028 (each January thereafter) |
| Potential Optimization of Routing | February 2028 |
| Distribution of Mid-Year Newsletter - the second of the semi-annual newsletters and includes information about July 4 th celebrations | June 2028 (and each June thereafter) |
| SB 1383 Waste Prevention Program | Summer 2028 |
| Fee Payments | Annual, Quarterly, & Monthly as per the Agreement |



Ware Disposal's Newest Fleet Addition: an Electric Rear Loading Compactor Vehicle





S. Personnel Training Program

At Ware Disposal, it is the responsibility of the General Manager to assure that supervisors, including line foreman and lead personnel, will be experienced, trained or knowledgeable in the safety and health hazards to which employees under their immediate direction and control may be exposed, and will be knowledgeable of current practices and safety requirements in their field.

As a result, personnel will have or be provided the knowledge to protect themselves from hazards in their working and learning environment. Supervisors shall ensure that employees have received appropriate training and information regarding:

- General health and safety practices of the workplace, including emergency procedures;
- Job-specific health and safety practices and hazards;
- Recognition and assessment of health and safety risks; and,
- How to minimize risks through sound safety practices and use of protective equipment; and,
- Awareness of appropriate practices to protect the environment.

Training occurs when:

- An employee is hired;
- An employee is given a new assignment for which training has not previously been received; and
- New hazards are introduced by new substances, processes or equipment.
- Staff should, periodically, be retrained or demonstrate an understanding of current standard safety practices and requirements for their areas.

Documentation and records as required by regulation are kept to demonstrate compliance with applicable statutes, regulations and policies. Requirements and procedures for such recordkeeping can be found in the Human Resources Department and the various Ware Disposal Operations Manager offices. The specific roles and responsibilities are listed in the chart below:

| Role | Responsibility |
|-----------------|---|
| Managers | <p>WDCO managers, academic and administrative, are responsible for ensuring that:</p> <ul style="list-style-type: none"> • Individuals under their management have the authority to implement appropriate health and safety policies, practices and programs; • Areas under their management have adequate resources for health and safety programs, practices, and equipment; and • Areas under their management are in compliance with WDCO health and safety policies, practices and programs. |

| | |
|--------------------|--|
| Supervisors | <p>WDCO supervisors, including supervisors and Principal Investigators (PIs), are responsible for protecting the health and safety of employees and visitors working under their direction or supervision. This responsibility entails:</p> <ul style="list-style-type: none"> • Being current with and implementing WDCO health and safety policies, practices and programs; • Ensuring that workplaces and equipment are safe and well maintained; • Ensuring that workplaces are in compliance with WDCO policies, programs and practices, and • Ensuring that employees and visitors under their supervision or within their work areas have been provided with appropriate safety training and information, and adhere to established safety practices and requirements. |
| Staff | <p>Staff are responsible for:</p> <ul style="list-style-type: none"> • Keeping themselves informed of conditions affecting their health and safety; • Participating in safety training programs as required by WDCO policy and their supervisors and instructors; • Adhering to health and safety practices in their workplace; Advising of or reporting to supervisors potentially unsafe practices or serious hazards in the workplace, classroom or laboratory. |
| EH&S | <p>Environmental Health and Safety (EH&S) is responsible for:</p> <ul style="list-style-type: none"> • Reviewing legislation, recommending policies, and monitoring compliance with environmental and health and safety statutes and regulations and WDCO health and safety policies and programs; • Developing institutional safety and compliance programs and assisting departments and managers with implementation • Providing guidance and technical assistance to supervisors and managers in departments and other work units in identifying, evaluating, and correcting health and safety hazards; • Developing programs for the safe use of hazardous substances; • Providing training materials, assistance, and programs in safe work practices; • Providing guidance on effective emergency management and business continuity programs, and providing emergency response services for incidents involving hazardous materials; • Providing fire prevention, inspection, engineering and systems maintenance services; and • Hazardous waste management and disposal services. |

While EH&S is responsible for developing and recommending relevant health and safety policies, institutional policy approval rests with other Ware Disposal authorities depending on the content of the proposed policies.

Ware Disposal focuses upon the 14 most common situational issues, injuries and accidents (SIAs) in the solid waste industry as part of its training program, which includes the following:

1. Backing up—25% of all accidents and no. 1 in frequency
2. Rear end collisions—need to focus upon driver attentiveness and speeding; and no. 2 in frequency
3. Intersections—need to be vigilant approaching intersections as they can lead to high-cost accidents and, potentially, to serious injury



4. Struck by/other vehicles—need to be vigilant as it relates to speed
5. Falling off the truck—need to be cognizant about one's surroundings and field conditions
6. Lifting and pushing containers—commercial containers can be quite heavy and lead to the number one injury in the industry
7. Tip overs—again, speed is an issue here and remains vital that the employee wear his/her seatbelt to prevent further, serious injury
8. Crushing—need to be vigilant and cognizant about where one is in relation to the vehicle at all times
9. Lock out/tag out—need to be vigilant about cleaning behind the blade and other maintenance issues
10. Overhead hazards—includes power lines, bridges and trees
11. The proper wearing of PPE as it relates to SHARPS, med waste and chemicals
12. The proper wearing of gloves, safety vests and hats to protect hands, head and eyes
13. Weather related issues, especially rain here in Southern California
14. The importance of completing the pre and post trip vehicle condition reports (VCRs)

Ware Disposal conducts two main types of training sessions with our employees:

- The monthly safety meetings – In the monthly safety meetings, Ware Disposal focuses upon the aforementioned 14 most common SIAs to reinforce our safety program and to ensure our culture of a safe workplace environment remains.
- The Friday tailgate meetings – with individual departments to review what has transpired during the current work week.

As it relates to the Friday tailgate meetings, department heads listen to the drivers and mechanics about what employees have experienced in the last week, gather information about concerns and situations experienced, and provide solutions to employees related to their concerns and situations. For example, in the summer heat, and with many trucks operated by single personnel, we address our heat illness program with our employees so they can recognize impending symptoms and thus know what to do in the event they have a reaction to heat and sun exposure.

Ware Disposal consistently addresses issues that can be found at landfills and transfer stations, including the following:

- The need to wear PPE at all times
- The need to follow all rules and regulations at various landfills and transfer stations, as those rules and regulations have been designed for their safety
- Lock out and tag out while at landfill and transfer stations
- Follow traffic directions and speed limit rules



- Remain close to the vehicle
- Remaining vigilant to prevent fires and suppression therein
- Not scavenging in the landfill and/or transfer station

Ware Disposal addresses the following on-the-route decision-making issues during the monthly safety and training meetings with employees:

- Reporting to work in a fit condition
- The importance of the pre and post trip inspection report (no truck leaves without a pre-trip inspection, and no employee leaves work without a post-trip inspection)
- The importance of following the appropriate speed limits
- The wearing of appropriate PPE while in the field
- The wearing of the safety belt
- Avoiding distractive driving (no communicating via a mobile phone, texting and other distractions!)
- Lack of communication with helpers or other drivers

Ware Disposal augments its monthly and tailgate training sessions with videos played on handheld mobile devices, so proper technique can be visually demonstrated to further enhance the training experience. These videos, prepared by our safety officials, are routinely distributed to staff who are encouraged to view them.

As confirm the training experience, Ware Disposal will send route supervisors on the route to observe employees in the field. We practice coaching rather than lecturing with respect to employees not following the rules. We find it works better when talking with the employee rather than scolding them. However, if coaching does not work, there are punitive measures in place with the Teamsters Union to discipline workers who fail corrective action.

Ware Disposal provides incentive and discipline to employees as part of the training experience, providing individual awards if no accidents in a year's period, group rewards if no accident or injury over a certain period of time, and a constant reminder of the progressive discipline that will be administered if not following Ware Disposal's work rules and regulations.

If an accident occurs, Ware Disposal will address the accident at the monthly safety meeting. We will go through the accident investigation with driving personnel to provide all with the root causes of the accident and how it could have been avoided. We instruct our employees on how to utilize the equipment and technology provided (cameras, lighting packages and collision avoidance systems) to their benefit to reduce accidents and injuries on the job.

Also, Ware Disposal constantly reviews its routing and workload of its collection staff to ensure it works in the interest of both parties. We look for patterns, including time of day, type of accident or injury, time to complete routes, repeat offenders and/or weather

conditions that may make certain route less safe than others and implement solutions to address said.

As it relates to solid waste safety and training, there is no magical solution. Ware Disposal must constantly identify principal causes and address them. We must focus upon employee behavior and ensure they follow our corporate culture approach to safety and training. The goal is continued improvement and not wait for an accident or serious injury to correct behavior patterns.

Ware Disposal would be remiss if we didn't address the customer service representative side of the business. We provide training sessions to our CSR staff on a monthly basis on developments and situations that have occurred over the last month. We encourage our CSR supervisors to have their own "tailgate meetings" on Friday mornings to discuss issues that have arisen. We utilize prior telephone recordings to review approaches with customers, how to reduce possible tension with customers, how to resolve issues as quickly as possible, etc. Summaries of these CSR meetings are provided to upper management supervisors and the General Manager so we can provide our customers with the highest customer service standards known to the integrated solid waste management industry.



Various Training Scenarios: on routes, weekly tailgates, on-the-job CSR

T. Employment of Prior Contractor Employees and Local Labor Recruitment

Ware Disposal is pleased to offer employment for available positions to existing employees of the current contractor that may be displaced if the current contractor is not retained. Any offerings will be limited to those existing employees who work within the City and are directly displaced. Additionally, Ware Disposal is pleased to recruit employees from the local population.

With regards current contractor employees, our procedure is to work with the existing contractor to inform their employees, who are expected to be terminated as a result of the transition, to know that they could be hired by our company. These employees would be given our contact information; and would be encouraged to make a direct application to our company through email, phone call, or other communication. Our usual procedure is to vet each applicant; but, obviously, potential employees who are very knowledgeable in the particular service areas from actual experience would receive great consideration if additional hires are to be made. Please note that our firm is unionized with the International Brotherhood of Teamsters Local 396 and enjoys a good partnership with the group.



In all cases, including local recruitment, every candidate is considered based on qualifications and other factors including but not limited to, years of experience, and applicable knowledge and skills commensurate with the position.

The Ware Disposal employment policy states that: *“Ware Disposal is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.”*

This policy is especially true for Ware Disposal, as our workforce, including management, is truly weighed to all qualified individuals regardless of race, color, religion, sex, sexual orientation, gender identify, national origin, and veteran or disability status. In fact, Ware Disposal:

- Features a higher-than-normal proportion for our industry of minority drivers, field crews, and management personnel
- Ware Disposal is a certified woman-owned firm, one of the few in the industry
- Our hiring practices include opportunities for formerly incarcerated people, and we have vetted and hired such individuals for field and management positions

In addition, Ware Disposal works closely with the Teamsters Union to provide a safe and service-quality environment for all its personnel. Please refer to Attachment 5 for more information.

U. Procurement

Ware Disposal maintains an active Environmentally Preferable Procurement Policy (EPPP) as provided in Attachment 4. As part of this policy, and pursuant to the requirements of Rule 1193 of the AQMD requirements, Ware Disposal only uses renewable compressed natural gas (RCNG) fueled vehicles at the commencement of the Agreement. Please note that Ware Disposal is working to secure SB 1383 compliant RNG for operation of its fleet as shown in letters of intent from RNG suppliers found in the aforementioned Attachment 4. Additionally, it is engaged in obtaining grant funding for the purchase of electrified collection vehicles.

Our firm commits that all vehicles used for the services referenced herein will not be older than four (4) years old prior to the start of the services provided herein. Finally, all vehicles are registered in the State of California by our firm, who is providing the service to the City under the franchise agreement.

Our CRNG facility in Fullerton and photos of two of our CRNG vehicles are shown below.



With our RNG fueling facility at the Fullerton truck terminal, drivers save time and money by refueling onsite instead of detouring to depots outside the City. This change also helps minimize Ware Disposal’s environmental impact and contributes to less traffic congestion and better air quality in the City.

Typically, SB 1383 qualified renewable natural gas (RNG) procurement amounts of 25% of total fuel usage for the Service Area. Ware Disposal will meet SB 1383 procurement obligations for the City through: (1) its partnership with Clean Energy, a leader in development and distribution of alternative fuel and renewable natural gas, (2) utilization of organics in compost and mulch to be distributed over a wide range of locations and applications including Caltrans projects, and (3) local distribution of clean compost and mulch. We will specifically provide mulch and compost without charge as previously discussed in our proposal.

The following chart presents the targets for the City of Fullerton as calculated by the CalRecycle Procurement Target Calculator. It is apparent that the most likely means of SB 1383 procurement compliance will have to be renewable gas, compost give-aways, and our investments in the distributed composting program.

| Commodity | Procurement Target |
|--|--------------------|
| Total Procurement Target in Tons | 11,154 |
| Renewable gas (DGEs) @ 21 DGEs/ton | 234,234 |
| Electricity from RNG (kWhs) | 2,600,268 |
| Heating from RNG (therms) | 245,388 |
| Electricity from biomass (kWhs) | 7,250,100 |
| Compost (tons) | 6,469 |
| Mulch (tons) | 11,154 |
| Investments for distributed composting | \$23,847 |



Attachments

Attachment 1 Safety Information

Attachment 2 Public Education and Outreach Materials

Attachment 3 Pricing Form

Attachment 4 Procurement Information

Attachment 5 Letter of Support from Teamsters Local 396

Attachment 6 Confirmation Letter from Vendor on Disposal Capacity

Attachment 7 Vendor Questionnaire

Attachment 1 Safety Information

| | | | |
|--|---------------------------------------|---------------------------|-------------------------|
| CARRIER NAME WARE DISPOSAL INC | CA NUMBER 55393 | LOC. CODE 670 | SUBAREA B6 |
| STREET ADDRESS, CITY, STATE, ZIP CODE 1035 E. 4th St. SANTA ANA CA 92701 | PHONE NUMBER (714) 834-0234 | DATE 02/07/2023 | |
| CARRIER REPRESENTATIVE REETA RAJ | TITLE HR MANAGER | TIME IN 1200 | TIME OUT 1400 |
| INSPECTION LOCATION (if other than the carrier's principal place of business) | U.S. DOT NUMBER | MC NUMBER | |

On this date, the above named motor carrier was inspected by the California Highway Patrol. The inspection evaluated the carrier's compliance with the following requirements:

CONTROLLED SUBSTANCES & ALCOHOL TESTING PROGRAM [VC 34520 & 49 CFR 382]

OTHER: _____

REMARKS

Carrier is enrolled with

FOLEY DRUG AND ALCOHOL

HARTFORD CT


860-633-2660

As a result of the inspection noted above, this carrier was assigned a compliance rating of SATISFACTORY
 This rating applies only to carrier requirements - Terminals are rated separately.


| | | | | | |
|---|---------------------------------------|--|--|--|---------------------|
| RATING HISTORY 1 S 2 S 3 S 4 S | NO. OF RECORDS INSPECTED 70 | NO. OF VIOLATIONS | CHP 345 ISSUED <input type="checkbox"/> | SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None | CHP 100D COLUMN NO. |
| INSPECTED BY (Name) R. BARTLING | ID NUMBER A17263 | CARRIER TYPE <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Bus | | | |

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations recorded hereon and on the attached pages (2 through 6) will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the BORDER Division Motor Carrier Safety Unit Supervisor at 858-944-6345 within 5 calendar days of the rating.

| | | | |
|--|---|---------------------------|-------|
| CARRIER REPRESENTATIVE'S PRINTED NAME REETA RAJ | TITLE HR MANAGER | DRIVER LICENSE NUMBER | STATE |
| CARRIER REPRESENTATIVE'S SIGNATURE  | CURRENT CARRIER RATING SATISFACTORY | DATE 02/07/2023 | |

California Highway Patrol

| | | | | | |
|---|----------------------------|--|---|------------------------------|--------------------|
|  | US DOT # 2664243 | Legal: WARE DISPOSAL INC Operating (DBA): | | | |
| MC/MX #: | State #: 55393 | Federal Tax ID: 95-3743725 (EIN) | | | |
| Review Type: Non-ratable Review - Special Study | | | | | |
| Scope: | Terminal | Location of Review/Audit: Company facility in the U. S. | | | Territory: |
| Operation Types | | Interstate | Intrastate | | |
| Carrier: | N/A | | Non-HM | Business: Corporation | |
| Shipper: | N/A | | N/A | Gross Revenue: | |
| Cargo Tank: | N/A | | | for year ending: | |
| Company Physical Address: | | | | | |
| 1035 E 4TH STREET SANTA ANA, CA 92701 | | | | | |
| Contact Name: | REETA RAJ | | | | |
| Phone numbers: | (1) 714- 644-0677 | (2) | | Fax | |
| E-Mail Address: | | | | | |
| Company Mailing Address: | | | | | |
| P O BOX 1318 SANTA ANA, CA 92702 | | | | | |
| Carrier Classification | | | | | |
| Authorized for Hire | | | | | |
| Cargo Classification | | | | | |
| Garbage, Refuse, Trash | | | | | |
| Equipment | | | | | |
| | Owned | Term Leased | Trip Leased | Owned | Term Leased |
| Truck | 80 | 0 | 0 | | |
| Power units used in the U.S.: 80 | | | | | |
| Percentage of time used in the U.S.: 100 | | | | | |
| Does carrier transport placardable quantities of HM? | | | | No | |
| Is an HM Permit required? | | | | N/A | |
| Driver Information | | | | | |
| | Inter | Intra | Average trip leased drivers/month: 0 | | |
| < 100 Miles: | | 70 | Total Drivers: 70 | | |
| >= 100 Miles: | | | CDL Drivers: 70 | | |




WARE DISPOSAL INC - Terminal

U.S. DOT #: 2664243

State #: 55393

Review Date:

02/07/2023

Part A

California Highway Patrol. Questions should be directed to the Federal Motor Carrier Safety Administration office nearest you.

California Highway Patrol
 9330 Farnham Street
 San Diego, CA 92123 858-944-6345

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed
Name: REETA RAJ

Title: HR MANAGER

Name:
Title:



WARE DISPOSAL INC - Terminal

U.S. DOT #: 2664243

State #: 55393

Review Date:

02/07/2023

Part B Violations
Safety Fitness Rating Information:

| | |
|-----------------------------|-----------|
| Total Miles Operated | 1,000,000 |
| Recordable Accidents | 0 |

OOS Vehicle (CR): 0
Number of Vehicle Inspected (CR): 0
OOS Vehicle (MCMIS): 0
Number of Vehicles Inspected (MCMIS): 0

Your proposed safety rating is :

This Review is not Rated.



**WARE DISPOSAL INC - Terminal**

U.S. DOT #: 2664243

State #: 55393

Review Date:

02/07/2023

Part B Requirements and/or Recommendations**1.**

13CCR 1233.5 Carrier is required to notify the Department, in writing, of any change of address or cessation of regulated activity at any of the carrier's terminal. Such notification shall be made within 15 days of the change and shall be forwarded to:

CALIFORNIA HIGHWAY PATROL
COMMERCIAL RECORDS UNIT
P.O. BOX 942898
SACRAMENTO, CA 94298-0001

2. Forms and publications are available at the CHP internet website at: <http://www.chp.ca.gov/publications/index.html>

3. D.O.T. website www.FMCSA.DOT.gov




WARE DISPOSAL INC - Terminal

U.S. DOT #: 2664243

State #: 55393

Review Date:

02/07/2023

Part C
Reason for Review: Other CSAT

Planned Action: Compliance Monitoring

Parts Reviewed Certification:

325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews

7/9/2020

7/2/2020

4/16/2019

Prior Prosecutions
Reason not Rated: Special Study

Study Code: CA

Unsat/Unfit Information
Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?
Does carrier transport placardable quantities of hazardous materials?
Unsat/Unfit rule: Not Applicable

Corporate Contact: REETA RAJ

Special Study Information:
Corporate Contact Title: HR MANAGER

Remarks:

CARRIER NAME: WARE DISPOSAL INC CA# - 55393

Carrier Address: 1305 E 4th ST. SANTA ANA CA 92701

RATING INFORMATION:

In accordance with 13 CCR 1233, this carrier has been rated SATISFACTORY at this time.

Drug and Alcohol Testing Violations:

No violations noted

| | | |
|---------------------------|------------|----------------------|
| Upload Authorized: | Yes | No |
| Authorized by: | | Date: |
| Uploaded: | Yes | No |
| Verified by: | | Failure Code: |
| | | Date: |



CARRIER INSPECTION

CHP 343D (Rev. 2-99) OPI 062

This report contains **CONFIDENTIAL** pages.

Page 1 of 6

| | | | |
|--|---------------------------------------|---------------------------|-------------------------|
| CARRIER NAME WARE DISPOSAL INC | CA NUMBER 55393 | LOC. CODE 670 | SUBAREA B6 |
| STREET ADDRESS, CITY, STATE, ZIP CODE 1451 MANHATTAN AVE FULLERTON CA 92831 | PHONE NUMBER (714) 644-0677 | DATE 09/27/2024 | |
| CARRIER REPRESENTATIVE REETA RAJ | TITLE HR MANAGER | TIME IN 1000 | TIME OUT 1200 |
| INSPECTION LOCATION (if other than the carrier's principal place of business) 1035 E 4th ST SANTA ANA CA 92701 | U.S. DOT NUMBER 2664243 | MC NUMBER | |

On this date, the above named motor carrier was inspected by the California Highway Patrol. The inspection evaluated the carrier's compliance with the following requirements:

CONTROLLED SUBSTANCES & ALCOHOL TESTING PROGRAM [VC 34520 & 49 CFR 382]

OTHER: _____

REMARKS

carrier enrolled with

FOLEY

HARTFORD CT


(860) 775-8641

As a result of the inspection noted above, this carrier was assigned a compliance rating of **SATISFACTORY**
This rating applies only to carrier requirements - Terminals are rated separately.


| | | | | | |
|---|---------------------------------------|-------------------|--|--|---------------------|
| RATING HISTORY 1 S 2 S 3 S 4 S | NO. OF RECORDS INSPECTED 70 | NO. OF VIOLATIONS | CHP 345 ISSUED <input type="checkbox"/> | SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None | CHP 100D COLUMN NO. |
| INSPECTED BY (Name) R. Bartling | | | ID NUMBER A17263 | CARRIER TYPE <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Bus | |

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations recorded hereon and on the attached pages (2 through _____) will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the **BORDER** Division Motor Carrier Safety Unit Supervisor at **(858) 944-6345** within 5 calendar days of the rating.

| | | | |
|--|---|---------------------------|-------|
| CARRIER REPRESENTATIVE'S PRINTED NAME REETA RAJ | TITLE HR MANAGER | DRIVER LICENSE NUMBER | STATE |
| CARRIER REPRESENTATIVE'S SIGNATURE  | CURRENT CARRIER RATING SATISFACTORY | DATE 09/27/2024 | |

California Highway Patrol

| | | | | | |
|---|----------------------------|--|---|---|--------------------|
|  | US DOT # 2664243 | Legal: WARE DISPOSAL INC Operating (DBA): | | | |
| MC/MX #: | | State #: 55393 | | Federal Tax ID: 95-3743725 (EIN) | |
| Review Type: Non-ratable Review - Special Study | | | | | |
| Scope: Terminal | | Location of Review/Audit: Company facility in the U. S. | | | Territory: |
| Operation Types | | Interstate | Intrastate | | |
| Carrier: | N/A | | Non-HM | Business: Corporation | |
| Shipper: | N/A | | N/A | Gross Revenue: for year ending: | |
| Cargo Tank: | N/A | | | | |
| Company Physical Address: | | | | | |
| 1035 E 4TH STREET SANTA ANA, CA 92701 | | | | | |
| Contact Name: REETA RAJ | | | | | |
| Phone numbers: (1) 714- 644-0677 | | (2) | | Fax | |
| E-Mail Address: | | | | | |
| Company Mailing Address: | | | | | |
| P O BOX 1318 SANTA ANA, CA 92702 | | | | | |
| Carrier Classification | | | | | |
| Authorized for Hire | | | | | |
| Cargo Classification | | | | | |
| Garbage, Refuse, Trash | | | | | |
| Equipment | | | | | |
| | Owned | Term Leased | Trip Leased | Owned | Term Leased |
| Truck | 80 | 0 | 0 | | |
| Power units used in the U.S.: 80 | | | | | |
| Percentage of time used in the U.S.: 100 | | | | | |
| Does carrier transport placardable quantities of HM? | | | | No | |
| Is an HM Permit required? | | | | N/A | |
| Driver Information | | | | | |
| | Inter | Intra | Average trip leased drivers/month: 0 | | |
| < 100 Miles: | | 70 | Total Drivers: 70 | | |
| >= 100 Miles: | | | CDL Drivers: 70 | | |





WARE DISPOSAL INC - Terminal

U.S. DOT #: 2664243

State #: 55393

Review Date:

09/27/2024

Part A

Questions regarding this report may be directed to the telephone number listed below.

Telephone: (858) 944-6345

This TERMINAL REVIEW deals only with safety compliance at this terminal.

Person(s) Interviewed

Name: REETA RAJ

Title: HR MANAGER

Name:

Title:





WARE DISPOSAL INC - Terminal
U.S. DOT #: 2664243

State #: 55393

Review Date:
09/27/2024

Part B Violations

Safety Fitness Rating Information:

Total Miles Operated 550,000
Recordable Accidents 0

OOS Vehicle (CR): 0
Number of Vehicle Inspected (CR): 0
OOS Vehicle (MCMIS): 0
Number of Vehicles Inspected (MCMIS): 0

Your proposed safety rating is :

This Review is not Rated.





WARE DISPOSAL INC - Terminal

U.S. DOT #: 2664243

State #: 55393

Review Date:

09/27/2024

Part B Requirements and/or Recommendations

1.

13CCR 1233.5 Carrier is required to notify the Department, in writing, of any change of address or cessation of regulated activity at any of the carrier's terminal. Such notification shall be made within 15 days of the change and shall be forwarded to:

CALIFORNIA HIGHWAY PATROL
COMMERCIAL RECORDS UNIT
P.O. BOX 942898
SACRAMENTO, CA 94298-0001



**WARE DISPOSAL INC - Terminal**

U.S. DOT #: 2664243

State #: 55393

Review Date:

09/27/2024

Part C**Reason for Review:** Other CSAT**Planned Action:** Compliance Monitoring**Parts Reviewed Certification:**

325 382 383 387 390 391 392 393 395 396 397 398 399 171 172 173 177 178 180

Prior Reviews

7/2/2020

7/9/2020

4/16/2019

Prior Prosecutions**Reason not Rated:** Special Study**Study Code:** CA**Unsat/Unfit Information**

Is the motor carrier of passengers subject to the safety fitness procedures contained in 49 CFR part 385 subpart A, AND does it transport passengers in a commercial motor vehicle?

Does carrier transport placardable quantities of hazardous materials?

Unsat/Unfit rule: Not Applicable

Corporate Contact: REETA RAJ**Corporate Contact Title:** HR MANAGER**Special Study Information:****Remarks:**

CARRIER NAME: WARE DISPOSAL INC CA# - 55393

Carrier Address: 1035 E 4th ST SANTA ANA CA 92701

RATING INFORMATION:

In accordance with 13 CCR 1233, this carrier has been rated SATISFACTORY at this time.

Drug and Alcohol Testing Violations:

No violations noted

| | | |
|---------------------------|------------|----------------------|
| Upload Authorized: | Yes | No |
| Authorized by: | | Date: |
| Uploaded: | Yes | No |
| Verified by: | | Failure Code: |
| | | Date: |





[HUB International Insurance Services Inc.](#)

701 University Ave., Suite 100
Sacramento, CA 95825
(916) 974-7800 • Fax (916) 974-6120

hubinternational.com

April 24, 2024

Ms. Reeta Raj
Ware Disposal Inc.
P.O. Box 1318
Santa Ana, CA 92702

Re: 5 Year WC Experience Rating

Dear Reeta,

Below are the 5 years Workers' Compensation Experience Rating Modification factors for Ware Disposal Inc.

| | |
|------|---|
| 2023 | 191% |
| 2022 | 146% |
| 2021 | 124% (8-1-21-3-12-22) / (3/12/22-8/1/22 125%) |
| 2020 | 106% |
| 2019 | 127% |

Let me know if you need anything additional.

Respectfully,

A handwritten signature in blue ink that reads 'Rocio Leon'.

Rocio Leon
Account Manager
916-480-4134

Rocio.leon@hubinternational.com



THE ECO EXPRESS

WARE Disposal is proud to service the South East Los Angeles Commercial and Multi-Family Residential Customers!

What's New?

- > E-WASTE
- > Food Waste - What goes in?
- > Food Recovery

Contact Us

LA Sanitation
800-773-2489
Open 24 hrs/7 days a week
recyclLA.com

WARE Disposal -
Customer Care Center
1740 S Los Angeles St.
Suite 206
Los Angeles CA 90015
213-275-1146

Hours

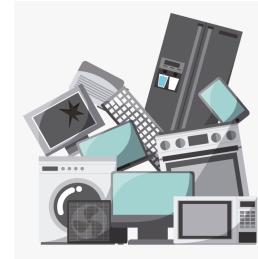
Monday-Friday, 8 am-5 pm
Saturday, 8 am-12 pm

Lainfo@wardisposal.com

www.wardisposal.com

E-WASTE! IT'S TOXIC! DON'T PLACE IN BLUE OR BLACK BIN

E-waste can be recycled and reused, however it should never be placed in the black or blue bin! E-waste requires special handling for both disposal and recycling and therefore must be handled separately. E-waste is more than just your old mobile phone, it is any electronic waste that is no longer useful to you, whether it works or not. This includes televisions, tablets, cables/wires, computers, cell phones, microwaves, etc. These devices serve great use in our day-to-day life, but have severe environmental consequences. According to the EPA, "17.4% of e-waste that is thrown out is actually recycled. The United States generated 6.92 million tons of e-waste in 2020, and only recycled 15% of that material." While it might be tempting to just dump it in the black or blue bin, it should never be placed in these containers and should be properly recycled! LA Sanitation has multiple S.A.F.E Center locations where small business generators and multi-family residences can drop off electronics. For more information contact LA Sanitation at 1-800-773-2489 or visit www.lacitysan.org/safecenters.



¡RESIDUOS ELECTRÓNICOS! ¡ES TÓXICO! NO COLOQUE EN EL CONTENEDOR AZUL O NEGRO

Los desechos electrónicos se pueden reciclar y reutilizar, sin embargo, ¡nunca deben colocarse en el contenedor negro o azul! Los desechos electrónicos requieren un manejo especial tanto para la eliminación como para el reciclaje y, por lo tanto, deben manejarse por separado. E-waste es más que tu viejo teléfono móvil, es cualquier desecho electrónico que ya no te es útil, funcione o no. Esto incluye televisores, tabletas, cables, computadoras, teléfonos celulares, microondas, etc. Estos dispositivos tienen un gran uso en nuestra vida cotidiana, pero tienen graves consecuencias ambientales. Según la EPA, "el 17,4 % de los desechos electrónicos que se desechan en realidad se reciclan. Estados Unidos generó 6,92 millones de toneladas de desechos electrónicos en 2020 y solo recicló el 15 % de ese material". ¡Recicle correctamente! LA Sanitation tiene varios Centros SAFE donde los generadores de pequeñas empresas y las residencias multi-familiares pueden dejar sus dispositivos electrónicos. Para obtener más información, comuníquese con LA Sanitation al 1-800-773-2489 o visite www.lacitysan.org/safecenters.

FOOD WASTE! WHAT GOES IN THE GREEN BIN?

Green bins are part of the new CA SB1383 requirement for all businesses. Throughout 2022, businesses will begin to sign up for the organics collection service - which will require them to sort their organic waste and place it in the green bin. Acceptable materials include food scraps, tea bags, yard trimmings, coffee grounds, food soiled paper, etc. To set up organics collection service, contact the LASAN Customer Care Center at 1-800-773-2489.

¡DESECHOS ALIMENTARIOS! ¿QUÉ VA EN EL CONTENEDOR VERDE?

Los contenedores verdes son parte del nuevo requisito CA SB1383 para todas las empresas. A lo largo de 2022, las empresas comenzarán a suscribirse al servicio de recolección de orgánicos, que requerirá que clasifiquen sus desechos orgánicos y los coloquen en el contenedor verde. Los materiales aceptables incluyen restos de comida, bolsitas de té, recortes de jardín, posos de café, papel sucio con comida, etc. Para configurar el servicio de recolección de orgánicos, comuníquese con el Centro de atención al cliente de LASAN al 1-800-773-2489.



FREE WASTE ASSESSMENTS & RECYCLING TRAINING

Do you want to increase your recycling and potentially reduce your monthly trash expenses? WARE Disposal is here to help. We offer FREE waste assessments of your current service needs and recommend the best level of service. A waste assessment is a review of your solid waste generation to identify ways to increase your recycling, and recommend levels of services that will save you money. In addition, we offer onsite recycling training to provide you with a better understanding of what is recyclable. Contact LASAN Customer Care Center to schedule a waste assessment at 1-800-773-2489.



¿Quiere aumentar su reciclaje y potencialmente reducir su gasto mensual de basura? WARE Disposal está aquí para ayudar. Ofrecemos evaluaciones de residuos GRATUITAS de sus necesidades de servicio actuales y recomendamos el mejor nivel de servicio. Una evaluación de desechos es una revisión de su generación de desechos sólidos para identificar formas de aumentar su reciclaje y recomendar niveles de servicios que le permitirán ahorrar dinero. Además, ofrecemos capacitación

en reciclaje en el sitio para brindarle una mejor comprensión de lo que es reciclable. Comuníquese con el Centro de atención al cliente de LASAN para programar una evaluación de desechos al 1-800-773-2489.

FOOD RESCUE - DONATE YOUR SURPLUS EDIBLE FOOD

Does your business have a surplus of edible food? Ware has partnered with two food rescue organizations that can help your business recover edible food. By donating your surplus of food, you help address the food insecurities in the City of LA. Your donation goes to food banks and soup kitchens that help feed your local communities. Food rescue not only helps feed people but also helps the environment by diverting food waste from landfills. This in turn lowers methane emissions and reduces climate pollution. Ready to participate? Call the LASAN Customer Care Center to schedule an onsite visit at 1-800-773-2489.



RESCATE DE ALIMENTOS - DONE SU ALIMENTO COMESTIBLE EXCEDENTE



¿Tiene su negocio un excedente de alimentos comestibles? Ware se ha asociado con dos organizaciones de rescate de alimentos que pueden ayudar a su empresa a recuperar alimentos comestibles. Al donar su excedente de alimentos, ayuda a abordar la inseguridad alimentaria en la Ciudad de Los Ángeles. Su donación se destina a bancos de alimentos y comedores populares que ayudan a alimentar a sus comunidades locales. El rescate de alimentos no solo ayuda a alimentar a las personas, sino que también ayuda al medio ambiente al desviar los desechos de alimentos de los vertederos. Esto, a su vez, reduce las emisiones de metano y reduce la contaminación climática. ¿Listo para participar? Llame al Centro de atención al cliente de LASAN para programar una visita en el sitio al 1-800-773-2489.

Holiday Schedule / Horario de Dias Festivos

New Year's Day / Año Nuevo (January 1st, 2022)
Labor Day / Día del Trabajo (September 5th, 2022)
Independence Day / Día de la Independencia (July 4th, 2022)
Thanksgiving / Día de Acción de Gracias (November 24, 2022)
Christmas / Navidad (December 25, 2022)

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week / Cuando un día festivo cae en un día entre semana, la recolección se retrasará un día por el resto de la semana.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

En relación con el Artículo II de Acto de Americanos con Incapacidades, la Ciudad de Los Angeles no discrimina en base de incapacidad física, y si usted lo pide, la Ciudad proveerá en un nivel razonable igual acceso a sus programas, servicios y actividades.

WARE
DISPOSAL, INC.

WARE
DISPOSAL, INC.



Ware Disposal Inc., a Santa Ana, California-based integrated solid waste management provider, has a fifty-five-year history of promoting people, the planet, and profits through its provision of service across Southern California.

Ware Disposal Inc. commenced operations in the City of Los Angeles in 1968, as the brainchild of Ben and Judith Ware. Three years later, they relocated the company to Santa Ana in Orange County to take advantage of the tremendous opportunities afforded during the County's significant growth period.

In the mid-1990s, their son Jay joined the company as General Manager, to lead the company into the 21st century. During his tenure that growth has increased fifteen-fold and has earned the company a place on Waste Age's Top Fifty solid waste management firms in North America. Today, as a result of promoting people, the planet, and profits, Ware Disposal Inc. serves over 20,000 residential and 5,000 commercial customers every week.

The consistent pattern of growth has led the company to expand its operations

from a construction trailer and small lot to a corporate headquarters in Santa Ana and three satellite operations yards in Fullerton, Los Angeles, and San Diego. In an effort to protect the planet, Ware Disposal Inc. installed a compressed natural gas station at its Fullerton satellite facility in 2011 through a partnership with Clean Energy Fuels.

As for its people, Ware Disposal Inc. has been represented for twenty-two years by Teamster Local Union 396, a relationship the company appreciates. The company also remains proud to offer its driving and mechanic personnel a wage and benefit package commensurate with its location in Southern California. We remain quite proud that we did not implement any layoffs as a result of the COVID-19 pandemic, whereby we maintained employment for all of our employees during that most difficult of times. Because of our commitment to our people, we did not lose any staff during that period.

Additionally, as part of protecting the planet and promoting profits between it and its customer base, the Ware family realized a long-held dream by securing City Council approval of its large volume transfer station, Madison Materials, in September 2000. This facility remains one of the most urban transfer stations in California, as it is seven blocks from downtown Santa Ana. The facility officially opened for business in August 2002 and secured a Cal-Recycle permit in 2004. The facility's primary focus upon opening was to provide a venue for other solid waste firms and self-haulers and a place to dispose of construction and demolition waste in central Orange County, as Orange County had not yet concluded its growth period. However, the facility's permit also allowed Madison to handle other parts of the waste stream, including dry waste, recyclables, green waste, and electronic and universal waste. This provided Ware Disposal Inc. the ability



WARE

DISPOSAL, INC.



www.waredisposal.com

to promote itself under the planet moniker, that the company could offer a full array of services to its existing and future client base and handle nearly all portions of the waste stream internally, thus presenting its customer base the ability to “profit” off the closing of the loop.

Ware Disposal Inc. operates in a number of Southern California jurisdictions, including the following for commercial, multi-family, and industrial services:

- City of San Diego, where it is one of only six commercial, approved providers
- County of San Diego
- City of Costa Mesa
- City of Irvine
- City of Newport Beach
- Temporary/construction and demolition services to the Cities of Lake Forest, Los Alamitos, and Rancho Santa Margarita
- City of El Segundo

- City of Montebello
- City of Monterey Park
- City of Pasadena
- City of Santa Fe Springs
- City of Santa Monica
- City of Torrance
- City of Vernon
- City of Thousand Oaks
- Thirty school and community college districts, including one of three providers for the Los Angeles Unified School District

While Ware Disposal Inc. treasures our relationship with the aforementioned jurisdictions, we have a heightened and special relationship with the City and County of Los Angeles.

As it relates to the City of Los Angeles, Ware Disposal Inc., through the dedicated work of its staff (people), was able to secure one of the seven franchises as part of the City’s pioneering recycLA program. Ware



Disposal Inc. was awarded the Southeast zone, a zone of 2,000 customers south of downtown Los Angeles. In 2017, it represented the most explosive growth period in the company’s long history. As a result of its people-oriented approach, Ware Disposal Inc. experienced few issues during

the service transition period in 2017 because it already possessed the ability of working with individual customers to transition service to us on a daily basis and to anticipate what their service needs would require.

As part of the recycLA program, the company sincerely appreciates working with various food rescue non-governmental organizations to recover edible food to provide to the food insecure population within metropolitan Los Angeles. We have partnered with Food Forward and St Francis Center (people) to prevent edible food from being landfilled (planet) and providing savings across the board (profits) to various actors as part of the City of Los Angeles. Ware Disposal Inc. rescues upwards of one hundred tons of edible food per month since 2018, which also saves on the production of global warming greenhouse gases.

In addition, Ware Disposal Inc. provides



service to approximately five hundred textile customers in the Southeast zone. We have engaged with the city and various NGOs in the city and across the state to identify potential solutions to recycle textile waste. It remains the company’s position that there is a much better use of over 24,000 tons per annum of textile waste and it will explore any and all options to prevent this part of the waste stream from being landfilled. The company desires to be a large actor in developing a solution to textile waste, as it handles among the most textile waste of any solid waste provider nationwide.

As it relates to the County of Los Angeles, the company has realized substantial franchises with that agency over the last fifteen years, including the following:

- East Charter Oak community, to provide exclusive residential collection services;
- South Whittier community, to provide exclusive residential collection services;
- Lennox Garbage Disposal District, to provide exclusive residential and commercial collection services.



Ware Disposal Inc. has provided service to the East Charter Oak community for fifteen years and represents the company’s third overall residential franchise in the company’s history. As to the other two communities, Ware Disposal Inc. has entered a sixth year of service to both. One of the new programs we have implemented in all three communities is a twice-per-annum compost and mulch giveaway event in the Spring and Autumn seasons. The company understands its responsibility to return both products to residents as a way to close the loop between collected green waste and resultant products that can benefit them. These events are wildly popular with the residents in all three communities, so much so that the company

runs out of both materials within two hours! Additionally, when the County of Los Angeles decided to exclusively franchise commercial collection, Ware Disposal Inc. was awarded the San Gabriel Valley West franchise, which encompasses an area from Monrovia/Arcadia to Pasadena. Ware Disposal Inc., through that action, became one of only four exclusive commercial franchisees in the County of Los Angeles.

As always, through Jay Ware’s inspired leadership, the company looks to the next innovation, the newest technology the industry has to offer. The next innovation is the electric vehicle (EV). Ware Disposal Inc. intends to take delivery of its first EV in 2024. The newest technology would be the OREX extrusion machine at Madison Materials. This technology will allow Ware Disposal Inc. to reduce the amount of collected waste going to landfill disposal. It will allow the company to get into SB 1383 compliance and further reduce planet-warming gases from the atmosphere. Implementing both technologies would position Ware Disposal Inc. well for the remainder of the current decade and going into the next decade.



But, back to the people, planet, and profits. Ware Disposal Inc. would not be as successful as it is today without cherishing its relationships with its clients (people) and working collaboratively with them to design waste reduction practices (planet) to achieve the State of California’s ambitious climate action goals. When both work in concert, it produces a wide array of profits not only for both parties, but for the larger society.

Ware Disposal Inc. survived the industry consolidation of the 1990s, early 2000s, and has emerged as a much stronger force in the industry in Southern California. The company steadfastly embraces all of the challenges presented as a result of the implementation of SB 1383, as well as the recently enacted electric vehicle fleet rules from the California Air Resources Board.

People, planet, and profits...there’s no better corporate approach to achieving larger societal goals for all.



Welcome Monterey Park



您的新垃圾☒理服☒提供商
服☒于2024年9月1日开始

Your New Waste Service Provider
Service Begins September 1, 2024

Su nuevo proveedor de servicios de residuos
El servicio comienza el 1 de septiembre de 2024



Attachment 3 Pricing Form



Providing Solid Waste and Recycling Services Since 1968

27 January 2026

Mr Jose Gonzalez
Purchasing Supervisor
City of Fullerton
303 West Commonwealth Avenue
Fullerton, California 92832

RE: Solid Waste RFP—Pricing and Enhancement Resubmittal

Dear Mr Gonzalez:

Enclosed for the City of Fullerton's review is Ware Disposal Inc.'s enhanced rate structure, revised to reflect the proposed County of Orange's WISE agreement disposal rates.

While the proposed rates reflect increases driven by external disposal costs, Ware Disposal believes the structure is competitive, sustainable and designed to reduce overall system costs for the City, its residents, and its commercial and multifamily customers over time.

Importantly, our approach goes beyond rate adjustments alone. By leveraging Waste AI and data-driven analytics, Ware Disposal will be able to learn, identify, and proactively address inefficiencies within customer waste streams. Through targeted education and service optimization, this technology allows us to help commercial and multifamily customers better manage their waste, reduce unnecessary trash service levels, and increase recycling and organics participation. The result is lower long-term costs for customers and measurable gains in diversion.

We believe this strategy will generate substantial cost savings across the commercial and multifamily sectors, while simultaneously enhancing the City of Fullerton's diversion performance, sustainability goals, and regulatory compliance well into the future. Based on our experience in comparable communities, we are confident this approach can deliver a 25–30% increase in diversion above current levels, with the potential for even greater gains over time.

In addition to the base rate structure, Ware Disposal has proposed several optional programs for the City's consideration that are intended to provide immediate relief to businesses while improving operational efficiency, including:

Mr Jose Gonzalez

Pricing and Enhancement Resubmittal, 27 January 2026, page 2

- Split-bin service options for customers with space constraints, a proven and cost-effective solution in dense commercial and multi-family environments;
- Expanded organics cart options for customers generating limited food waste, allowing right-sized service rather than one-size-fits-all requirements;
- Targeted service adjustments that allow the City and hauler to focus resources where diversion potential is highest.

Ware Disposal Inc. remains fully committed to working collaboratively with the City. If the City believes further discussion on rates is appropriate, we are willing and prepared to meet and negotiate in good faith. Our goal is not only to provide reliable collection services, but to partner with Fullerton in lowering system-wide costs, supporting the local business community, and advancing the City's sustainability objectives.

We appreciate the opportunity to continue working with City staff and look forward to further discussion.

Sincerely,



JAY WARE
General Manager
Ware Disposal Inc.

Instructions Please list your rates in the format provided below so we can ensure they include all city fees and proposed facility per-ton fees. PLEASE ADD ANY OTHER SERVICES AND FEES IN THE SPACES PROVIDED OR ADD MORE ROWS AS NEEDED. If you do not provide a service or fee, leave it blank and shade the corresponding cells so we know it was intentionally left empty. All listed rates should be monthly (for recurring services) or per-occurrence.

Residential Service

Table with 5 columns: Rate Type, Service Component, Facility Component, All-Inclusive Rate. Rows include Standard 3-cart (96gal-96gal-96gal), Senior 3-cart (35gal-35gal-35gal), Extra Trash Cart, etc.

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

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

Table with 3 columns: Service, Cost, Additional Detail. Rows include Downtown Containers, Bulky Item Event, HHW Event, Curbside HHW, Replacement cart.

Commercial Service

Table with 5 columns: Rate Type, Service Component, Facility Component, All-Inclusive Rate. Section: Commercial Trash (Black or Grey Container). Rows include 96-gallon 1x week, 1 yard bin 1x week, 1.5 yard bin 1x week, etc.

Residential Service

Table with 3 columns: BID ALTERNATE, Billed quarterly in addition, Per-Unit Charge to Perform All Residential Billing, \$ 1.55

Commercial - Downtown District (DD) & Other City Facility Services

Table with 4 columns: Rate Type, Service, Facility, All-Inclusive Rate. Rows include DD - Organics Generators 30 custom, Power-wash (over quarterly), Gate/Restricted Access (Per mth), etc.

*Assumes 6 day per week service

Commercial Service

Table with 5 columns: Rate Type, Service Component, Facility Component, All-Inclusive Rate. Section: Commercial Recycling (Blue Container). Rows include 96-gallon 1x week, 1 yard bin 1x week, 1.5 yard bin 1x week, etc.

Temporary & Industrial Service

Table with 5 columns: Rate Type, Service Charge, Per-Ton Charge, All-Inclusive Rate. Rows include Temporary Bin (3-yard)*, Temporary Bin (4-yard)**, Temporary Bin (10-yard), etc.

*Maximum weight of 750 pounds
**Maximum weight of 1000 pounds

*Maximum weight of 750 pounds
**Maximum weight of 1000 pounds

Commercial Service

Table with 5 columns: Rate Type, Service Component, Facility Component, All-Inclusive Rate. Section: Commercial Organics (Green or Brown Container). Rows include 96-gallon 1x week, 1 yard bin 1x week, 1.5 yard bin 1x week, etc.

| | | | | |
|--|---------------|-------------|-----------|-------------|
| 5 yard bin 2x week | | \$ 392.94 | \$ 155.86 | \$ 631.12 |
| 5 yard bin 3x week | | \$ 511.48 | \$ 233.80 | \$ 857.07 |
| 5 yard bin 4x week | | \$ 630.01 | \$ 311.73 | \$ 1,083.00 |
| 5 yard bin 5x week | | \$ 748.80 | \$ 388.67 | \$ 1,308.09 |
| 5 yard bin 6x week | | \$ 867.27 | \$ 466.60 | \$ 1,533.95 |
| 6 yard bin 1x week | | \$ 306.14 | \$ 86.92 | \$ 452.02 |
| 6 yard bin 2x week | | \$ 438.28 | \$ 173.85 | \$ 703.95 |
| 6 yard bin 3x week | | \$ 570.49 | \$ 260.77 | \$ 955.95 |
| 6 yard bin 4x week | | \$ 702.71 | \$ 347.70 | \$ 1,207.97 |
| 6 yard bin 5x week | | \$ 835.20 | \$ 433.52 | \$ 1,459.03 |
| 6 yard bin 6x week | | \$ 967.34 | \$ 520.44 | \$ 1,710.95 |
| Mini_Packer Refuse 3 YARD | | | | |
| 1x per week | | \$ 440.70 | \$ 166.15 | \$ 697.88 |
| 2x per week | | \$ 781.45 | \$ 331.65 | \$ 1,280.07 |
| 3x per week | | \$ 1,122.35 | \$ 497.80 | \$ 1,863.17 |
| 4x per week | | \$ 1,463.10 | \$ 663.90 | \$ 2,446.05 |
| 5x per week | | \$ 1,803.85 | \$ 829.35 | \$ 3,028.18 |
| 6x per week | | \$ 2,144.00 | \$ 995.55 | \$ 3,610.48 |
| Compactor Refuse per pull Permanent Service | | | | |
| 30 to 40 yard | 5 ton maximum | \$ 350.00 | \$ 375.00 | \$ 833.75 |
| Over 5 tons per ton charge | | | \$ 110.00 | \$ 126.50 |
| Roll Off Refuse per pull Permanent Service | | | | |
| 30 to 40 yard | 5 ton maximum | \$ 365.00 | \$ 375.00 | \$ 851.00 |
| Over 5 tons per ton charge | | | \$ 110.00 | \$ 126.50 |

| Other Service - Program - Charge | | SPLIT BIN PROGRAM | | BLACK+BLUE |
|----------------------------------|-----------|-------------------|--------------------|--------------------|
| Rate Type | Flat Rate | Service Component | Facility Component | All-Inclusive Rate |
| 2 yard bin 1x week | \$ 128.25 | | | \$ 147.49 |
| 2 yard bin 2x week | \$ 199.50 | | | \$ 229.43 |
| 2 yard bin 3x week | \$ 270.75 | | | \$ 311.36 |
| 2 yard bin 4x week | \$ 342.00 | | | \$ 393.30 |
| 2 yard bin 5x week | \$ 413.25 | | | \$ 475.24 |
| 2 yard bin 6x week | \$ 498.75 | | | \$ 573.56 |
| 3 yard bin 1x week | \$ 180.50 | | | \$ 207.58 |
| 3 yard bin 2x week | \$ 261.25 | | | \$ 300.44 |
| 3 yard bin 3x week | \$ 351.50 | | | \$ 404.23 |
| 3 yard bin 4x week | \$ 451.25 | | | \$ 518.94 |
| 3 yard bin 5x week | \$ 536.75 | | | \$ 617.26 |
| 3 yard bin 6x week | \$ 631.75 | | | \$ 726.51 |
| 4 yard bin 1x week | \$ 237.50 | | | \$ 273.13 |
| 4 yard bin 2x week | \$ 332.50 | | | \$ 382.38 |
| 4 yard bin 3x week | \$ 446.50 | | | \$ 513.48 |
| 4 yard bin 4x week | \$ 560.50 | | | \$ 644.58 |
| 4 yard bin 5x week | \$ 665.00 | | | \$ 764.75 |
| 4 yard bin 6x week | \$ 783.75 | | | \$ 901.31 |

N.B. The split bin program is specifically designed for customers with special issues whereby they can't accommodate multiple bins at the location. This way these customers will be able to subscribe to both black and blue collection at their location consistent with SB 1383 requirements. This is similar to the program currently offered by the City of Anaheim. Ware Disposal Inc. will promote this specific program during the transition year to certain customers so they will be immediately in compliance when we transition to new service in July 2027.

| | | | | |
|---|---------------|-------------|-----------|-------------|
| 5 yard bin 2x week | | \$ 235.76 | \$ 116.90 | \$ 405.56 |
| 5 yard bin 3x week | | \$ 306.89 | \$ 175.35 | \$ 554.57 |
| 5 yard bin 4x week | | \$ 378.01 | \$ 233.80 | \$ 703.57 |
| 5 yard bin 5x week | | \$ 449.28 | \$ 291.50 | \$ 851.90 |
| 5 yard bin 6x week | | \$ 520.36 | \$ 349.95 | \$ 1,000.86 |
| 6 yard bin 1x week | | \$ 183.68 | \$ 65.19 | \$ 286.21 |
| 6 yard bin 2x week | | \$ 262.97 | \$ 130.39 | \$ 452.36 |
| 6 yard bin 3x week | | \$ 342.29 | \$ 195.58 | \$ 618.55 |
| 6 yard bin 4x week | | \$ 421.63 | \$ 260.78 | \$ 784.76 |
| 6 yard bin 5x week | | \$ 501.12 | \$ 325.14 | \$ 950.20 |
| 6 yard bin 6x week | | \$ 580.40 | \$ 390.33 | \$ 1,116.34 |
| Mini_Packer Recycle 3 YARD | | | | |
| 1x per week | | \$ 264.42 | \$ 124.61 | \$ 447.39 |
| 2x per week | | \$ 468.87 | \$ 248.74 | \$ 825.25 |
| 3x per week | | \$ 673.41 | \$ 373.35 | \$ 1,203.77 |
| 4x per week | | \$ 877.86 | \$ 497.93 | \$ 1,582.15 |
| 5x per week | | \$ 1,082.31 | \$ 622.01 | \$ 1,959.97 |
| 6x per week | | \$ 1,286.40 | \$ 746.66 | \$ 2,338.02 |
| Compactor Recycle per pull Permanent Service | | | | |
| 30 to 40 yard | 5 ton maximum | \$ 262.50 | \$ 281.25 | \$ 625.31 |
| Over 5 tons per ton charge | | | \$ 82.50 | \$ 94.88 |
| Roll Off Recycle per pull Permanent Service | | | | |
| 30 to 40 yard | 5 ton maximum | \$ 273.75 | \$ 281.25 | \$ 638.25 |
| Over 5 tons per ton charge | | | \$ 82.50 | \$ 94.88 |

| Commercial/Other Charges (only listed charges will be allowed) | | | |
|--|-----------|--|--------------------|
| Rate Type | Flat Fee | | All-Inclusive Rate |
| Contamination-cart* | \$ 75.00 | | \$ 86.25 |
| Contamination-bin* | \$ 125.00 | | \$ 143.75 |
| Overload-cart | \$ 60.00 | | \$ 69.00 |
| Overload-bin | \$ 125.00 | | \$ 143.75 |
| Locking Bin (per bin/per mth) | \$ 25.00 | | \$ 28.75 |
| Locking Enclosure (Per mth) | \$ 100.00 | | \$ 115.00 |
| Gate/Restricted Access (Per mth) | \$ 125.00 | | \$ 143.75 |
| Resume Fee/Collection | \$ 50.00 | | \$ 57.50 |
| Damaged Cart (negligence) | \$ 95.00 | | \$ 109.25 |
| Damaged Bin (negligence) | \$ 350.00 | | \$ 402.50 |
| Damaged Lid (negligence) | \$ 50.00 | | \$ 57.50 |
| Extra Dump - service day | \$ 55.00 | | \$ 63.25 |
| Extra Dump - non service day | \$ 95.00 | | \$ 109.25 |
| Driver stand by hourly rate | \$ 125.00 | | \$ 143.75 |
| Hand clean up, enclosure per event | \$ 55.00 | | \$ 63.25 |
| Scout service per bin per event** | \$ 17.95 | | \$ 20.64 |

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

**Scout service is defined as the per bin scouted per pick up event. A one time per month would result in the scout service multiplied by 4.3333.

| | | | | |
|--------------------|--|----------|----------|------------|
| 5 yard bin 2x week | | \$373.29 | \$148.07 | \$599.56 |
| 5 yard bin 3x week | | \$485.91 | \$222.11 | \$814.22 |
| 5 yard bin 4x week | | \$598.51 | \$296.14 | \$1,028.85 |
| 5 yard bin 5x week | | \$711.36 | \$369.24 | \$1,242.69 |
| 5 yard bin 6x week | | \$823.91 | \$443.27 | \$1,457.25 |
| 6 yard bin 1x week | | \$290.83 | \$82.57 | \$429.42 |
| 6 yard bin 2x week | | \$416.37 | \$165.16 | \$668.75 |
| 6 yard bin 3x week | | \$541.97 | \$247.73 | \$908.15 |
| 6 yard bin 4x week | | \$667.57 | \$330.32 | \$1,147.57 |
| 6 yard bin 5x week | | \$793.44 | \$411.84 | \$1,386.08 |
| 6 yard bin 6x week | | \$918.97 | \$494.42 | \$1,625.40 |

FOR SPACE CONSTRAINED CUSTOMERS IN SELECT AREAS OF THE CITY (AS DETERMINED COLLECTIVELY BY WDCC AND THE CITY OF FULLERTON)

| | | | |
|--------------------|--|---------|---------|
| 125 gallon 1x week | | \$37.50 | \$43.13 |
| 135 gallon 1x week | | \$45.00 | \$51.75 |

Attachment 4 Procurement Information



ENVIRONMENTALLY PREFERABLE PURCHASING POLICY

Madison Materials, Inc.

1.0 STATEMENT OF POLICY

It is the policy of Madison Materials to:

- Institute practices that require purchase of products and services that minimize environmental and health impacts, pollution, toxics and hazardous to workers and the community,
- Purchase products that reduce greenhouse gas emissions in their production, shipping, use and discard, and
- Purchase products that include recycled content, are durable and long-lasting, conserve energy and water, are lead-free and mercury free, and use unbleached or chlorine free manufacturing processes.

2.0 PURPOSE

This Policy is adopted in order to:

- Minimize environmental impacts such as pollution and use of energy and water,
- Eliminate or reduce toxics that create hazards to workers and community residents,
- Purchase products that include recycled content in order to support recycling markets,
- Reduce material that are taken to landfill by purchasing products that are durable and long-lasting,
- Use products and services that environmentally preferable products that help fight against environmental pollution,
- Purchase energy from renewable or green sources instead of using fossil fuel, and
- Create a model for successfully purchasing environmentally preferable products and services that encourages other buyers and consumers in our community to adopt similar goals.

3.0 STRATEGIES FOR IMPLEMENTATION

3.1 Source Reduction

3.1.1 Madison Materials shall adopt practices that reduce waste, encourages reuse, and result in the purchase of fewer products.

3.1.2 Print and copy all documents on both sides to reduce the use and purchase of paper.



3.1.3 Reuse pallets, boxes, and other materials to reduce waste.

3.2 Recycled Content Products

3.2.1 All products purchased for which the United States Environmental Protection Agency (U.S. EPA) has established minimum recycled content standard guidelines shall contain the highest postconsumer content practicable, but no less than the minimum recycled content standards established by the U.S. EPA Guidelines.

3.2.2 Copiers and printers purchased shall be compatible with the use of recycled content and remanufactured products.

3.2.3 In accordance with California Public Contract Code, Sec. 10409, Madison Materials shall purchase re-refined lubricating and industrial oil for use in its vehicles and other equipment, as long as it is consistent with the engine manufacturer's warranty and maintenance requirements.

3.2.4 Pre-printed recycled paper that is intended for distribution that has been purchased shall contain a statement that the paper has recycled content and whenever feasible, the statement should contain the percentage of postconsumer recycled content that the paper contains.

3.3 Energy Efficient and Water Saving Products

3.3.1 Purchase U.S. EPA Energy Star certified products. When Energy Star products are unavailable, products shall meet or exceed the Federal Energy Management Program recommended levels.

3.3.2 Purchase energy-efficient equipment.

3.3.3 Replace any out of date interior lighting and water fixtures to energy-efficient products.

3.4 Toxics and Pollution

3.4.1 No product or activity done at Madison Materials shall contain, emit, or create the following in its use, to the extent practicable:

- carcinogens and reproductive toxins,
- persistent bio accumulative toxicants, including lead, mercury, dioxins and furans for example,
- compounds toxic to humans or aquatic life, corrosive to the skin or eyes, or that are skin sensitizers, and



- substances that contribute to the production of photochemical smog, tropospheric ozone production, or poor indoor air quality.

3.4.2 All cleaning products that are either purchased or through janitorial contacts should meet the Green Seal Standards for environmental preference and performance.

3.4.3 Madison Materials shall reduce or eliminate its use of products that contribute to the formation of dioxins and furans. This includes, but is not limited to:

- Purchasing paper, paper products, and janitorial paper products that are unbleached or that are processed without chlorine or chlorine derivatives, whenever possible, and
- Prohibiting purchase of products that contain or are packaged in polyvinyl chloride (PVC) such as, but not limited to, office binders, furniture, carpeting/flooring, other building materials and supplies, and medical supplies whenever practicable.

3.4.4 Madison Materials shall use products with the lowest amount of volatile organic compounds (VOCs), highest recycled content, and low or no formaldehyde when purchasing materials such as paint, carpeting, flooring, adhesives, furniture and casework.

3.5 Building and Grounds

3.5.1 Consider Green Building practices for design, construction, and operation as described in the LEED Rating System for all building and renovations over 5,000 square feet undertaken by Madison Materials.

3.6 Habitat Preservation

3.6.1 Employ sustainable landscape management techniques for all landscape renovations, construction and maintenance performed by Madison Materials, including workers and contractors providing landscaping services to Madison Materials, including, but not limited to, integrated pest management, composting, and procurement and use of mulch and compost that give preference to those produced from regionally generated plant debris and/or food scrap programs.

4.0 Continual Improvement

4.1 The health and safety of workers and citizens is of utmost importance and takes precedence over all other practices. Nevertheless, Madison Materials recognizes its duty to act in a fiscally responsible as well as a timely manner.

4.2 Training is provided to new and existing employees to ensure this policy is successful.

September 2020



4.3 Madison Materials will continue to regularly evaluate and improve practices of EPPP policy whenever it's fit to do so.

5. 0 EFFECTIVE DATES

5.1 This policy shall take effect on September 18, 2020 with no foreseen termination date.



June 30, 2021

Via Email

Re: RNG Delivered to Ware Disposal CNG station

Dear Administrator,

This letter shall serve as Clean Energy's confirmation that Ware Disposal will receive 100% RNG supply when fueling at its CNG fueling station in Fullerton, California.

Clean Energy sources RNG from an established portfolio of producers across North America. The RNG Clean Energy delivers into the vehicle fuel market is from EPA and California Air Resource Board (ARB) registered RNG production facilities.

The station above dispensed 100% RNG in 2020, and Clean Energy will continue provide RNG to this station, along with the rest of our California CNG infrastructure. While a portion of our RNG supply includes RNG produced in California, this volume cannot be guaranteed, and we will deliver California RNG on an as-available basis.

If you need any further information or wish to discuss Clean Energy's RNG supply, please feel free to reach out to Sahar Kamali at 949-437-1260 or Sahar.kamali@cleanenergyfuels.com.

Sincerely,

Sahar Kamali
Director, Sustainability
Clean Energy



Teamsters Local Union No. 396
Package and General Utility
Drivers Affiliated with the
INTERNATIONAL BROTHERHOOD OF TEAMSTERS

June 8, 2023

Subject: Letter of Support for WARE Disposal

To Whom It May Concern,

I am writing on behalf of Teamsters Local 396, representing over 3,000 dedicated sanitation workers in Southern California, to express our support for WARE Disposal.

Over the years, WARE Disposal has established a solid working relationship with our Local Union, fostering respect and cooperation between management and our members. Furthermore, WARE Disposal has consistently provided high-quality sanitation services to the communities it serves.

By expanding its presence and seeking new accounts in the region, WARE Disposal will contribute to the growth of its company and grow the local economy. The creation of new job opportunities will provide a source of stable employment for our members and other hardworking individuals in the community.

Teamsters Local 396 firmly believes that WARE Disposal is a strong candidate for securing new accounts in the region. Should you require any further information, please do not hesitate to contact us.

Sincerely,

Alex Moran

Sanitation Director

Teamsters Local 396

880 Oak Park Road, Suite 200, Covina, CA, 91724.
Phone 626.915.3636. Fax (626) 915-3635. Email: teamsters@local396.net



Attachment 6 Confirmation Letter from Vendor on Disposal Capacity



Universal Waste Systems, Inc

P O BOX 3038 • WHITTIER, CA 90605

Telephone: (800) 631-7016 • Fax (562) 205-9237

Ware Disposal Company
Jay Ware
1035 E. 4th St.
Santa Ana, CA 92701

8/1/2024

Mr. Ware,

Universal Waste Systems Inc, and our sister companies of Universal Resource Recovery Santa Fe Springs, Universal Resource Recovery Los Angeles, and Green Wise Soil Technologies, will guarantee disposal for Ware Disposal for the City of La Habra Heights for a minimum of 10 years from the start of the contract. Our Santa Fe Springs facility is fully permitted for solid waste, recycling, and food waste processing. South Gate is fully permitted to process green waste and manure. We have long term disposal contracts in place that will guarantee disposal for Ware Disposal and ultimately the City of La Habra Heights.

Additionally, when using our Santa Fe Springs facility and our exclusive partnership with Rialto Bioenergy, Ware Disposal will be able to offer refuse derived natural gas for your fueling facilities to assist the City and Ware Disposal in meeting the requirements of SB1383.

Please let me know if we can be of any assistance, or if you would like some videos of the facilities and process for your proposal.

Best of luck to Ware Disposal!

Signed,

Matt Blackburn
Vice President
Universal Waste Systems Inc.

Attachment 7 Vendor Questionnaire

6.1. VENDOR QUESTIONNAIRE

1. *Did you attend the pre-proposal mandatory conference on October 1, 2025?**

Please confirm

*Response required

2. *Technical Proposal**

Please submit your COMPLETE proposal, NOT to include the Fee Proposal, according to the instructions in [REQUIRED PROPOSAL CONTENT](#).

*Response required

3. *Fee Proposal**

Please submit your Fee Proposal, according to the instructions in [REQUIRED PROPOSAL CONTENT](#).

*Response required

4. *Did you provide a residential billing charge as required in Attachment 7?*

Please confirm

5. *Bid Alternate Proposals - Residential Billing Services**

Provide the requested Bid Alternate for residential billing costs which are listed in the space provided on the required Pricing Form for three-container programs.

*Response required

6. *Bid Alternate Proposals - Collection Services**

Provide an optional Bid Alternate related to collection services, in addition to standard three-container pricing required. If provided, please use a separate copy of the Pricing Form to submit bid alternate pricing.

*Response required

7. *Status of Past and Present Contract Form**

Firm shall list the status of past and present contracts where the firm has provided franchised hauling services during the past ten (10) years **and the contract has ended or will end in termination, settlement or litigation.**

A. Public Agency city/county/other: NONE

B. Contact Name: _____

C. Phone: _____

D. Project Award Date: _____

E. Original Contract Value: _____

F. Term of Contract: _____

1. Status of Contract: _____

2. Identify claims/litigation or settlements associated with the contract: _____

*Response required

8. Exceptions*

If your company is taking exception to any of the specifications, terms or conditions (including insurance indemnification and/or proposed contract language) stated in this Request for Proposal, please indicate below and describe details:

- A. No exceptions taken
- B. Exception taken to the scope of work or specifications
- C. Exception taken to indemnification and insurance requirements
- D. Exception to proposed contract language
- E. Other

Please explain in detail: Ware Disposal takes no exceptions. However it suggests that the formula for rate modifications might be better based on an alternative to the "Consumer Price Index" (CPI), such as the "Refuse Rate Index" (RRI) as detailed in our proposal, Section N. Rates and Costs. The CPI has the potential to grossly skew rate changes due to factors unrelated to actual hauling costs.

*Response required

9. Confirmation*

The Firm confirms that all the information provided is true and accurate.

- Please confirm

*Response required