



VALLEY VISTA SERVICES, INC.

17445 E. Railroad Street
City of Industry, CA 91748

CITY OF FULLERTON

PROPOSAL FOR SOLID WASTE MANAGEMENT SERVICES

RFP # 2526-RFP-003

303 W Commonwealth Avenue
Fullerton, CA 92832

November 17, 2025

Electronic Submittal

You Call... We Haul!



Valley Vista Services

Waste Disposal and Recycling

17445 East Railroad Street • City of Industry, California 91748 • (626) 961-6291 • Fax (626) 961-1105

November 17, 2025

City of Fullerton

Purchasing Division

C/O: Steve Avalos, Budget & Purchasing Manager

303 W Commonwealth Avenue

Fullerton, CA 92832

**SUBJECT: LETTER OF TRANSMITTAL FOR THE CITY OF FULLERTON'S REQUEST
FOR PROPOSALS FOR SOLID WASTE SERVICES (RFP # 2526-RFP-003)**

Dear Mr. Avalos:

Valley Vista Services, Inc. (VVS) is pleased to present this Proposal for Exclusive Solid Waste Management Services in response to the subject Request for Proposals (RFP) issued by the City of Fullerton (the "City"). VVS is a 4th-generation family business headquartered in the City of Industry. VVS hereby expresses its formal intent and interest in the RFP. We believe that our resources, technical ability, and well-rounded experience gained and improved over the last sixty-eight (68) years will set us apart and best fit the needs of the City, its businesses, and residents.

VVS will be the entity with contractual responsibility to the City, and below is our identification information:

<i>Name:</i>	Valley Vista Services, Inc.	<i>Contact:</i>	Mr. David M. Perez,
<i>Address:</i>	17445 E Railroad Street, City of Industry, CA 91748		President/CEO (626) 945-0373
<i>Phone:</i>	(800) 442-6454		davidperez@zerepmanagement.com

Further, VVS proposes to utilize the following subcontractor:

<i>Sub #1:</i>	Clean Harbors, Inc.	<i>Address:</i>	2500 E Victoria Sreet,
<i>Scope:</i>	HHW transportation & disposal		Compton, CA 90220
		<i>Phone:</i>	(800) 444-4244

Finally, we make the following representations and warranties: (i) we take no exceptions to the proposed Franchise Agreement; (ii) we acknowledge the receipt of Addenda Nos. 1 & 2; and (iii) this proposal shall remain valid for one hundred twenty (120) days from the date first appearing above.

Cordially,

David M. Perez
President/CEO

ATTESTATION: I, the undersigned, attest that the information contained in this proposal is true, accurate, and complete to the best of my knowledge. Furthermore, I am the duly authorized representative authorized to bind Valley Vista Services, Inc. to the terms of this proposal.

By: _____
David M. Perez, President/CEO

Witness: _____
Manuel D. Perez, Deputy Secretary

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Introduction

Valley Vista Services, Inc, (VVS) has been providing high quality residential, commercial, and industrial solid waste disposal and recycling services in Southern California since 1957. Now under its 4th generation of leadership, VVS and its affiliates are wholly owned and operated locally by the Perez family. As evidenced by this proposal, VVS from ownership to staff continuously strive to provide the best quality service to our client cities, community partners, and customers.

VVS provides residential service to over 112,000 homes and multi-family accounts. Nearly all of our residential customers are serviced with a three-container automated collection program, with the remainder utilizing a two-container system (mixed refuse and non-organic recyclables in the black cart, and source-separated organic waste in the green cart) in compliance with 14 CCR § 18984. Further, VVS provides services to both our commercial and industrial business customers, totaling over 25,000 accounts.

VVS is a medium-sized company employing over 480 personnel. We are financially sound and fully capable of meeting the requirements of the City's Request for Proposals for Solid Waste Management Services (RFP# 2526-RFP-003, or the "RFP"), and its addenda. We are qualified and experienced with every service level described in the RFP. We openly invite City staff to visit our offices and state-of-the-art facilities in the City of Industry to view and inspect the efficient and top-quality service we provide to our community partners.

VVS's facilities are located at 17445 E. Railroad Street in the City of Industry. Our corporate yard is a 20-acre campus housing our fleet of collection vehicles, a 50,000 square foot barrel distribution warehouse, CNG fueling station, our fully automated truck washing system, truck maintenance and repair facility, bin, container maintenance facility, and a 150,000 square foot solid waste transfer and material recovery facility, all powered using an energy mix exceeding 90% renewable power.

Our MRF and Transfer Station, Grand Central Recycling & Transfer Station, Inc. (GCR) is designated as a High Diversion Organic Waste Processing Facility (HDOWPF) by CalRecycle, enabling the processing of mixed waste for maximum diversion. This \$25M investment enables us to pre-process and decontaminate collected organic waste increasing the quality of our feedstock for acceptance and final processing into Recovered Organic Waste Products (ROWPs). Materials delivered are weighed, and data is directly imported into our CRM system "SoftPak," where it is formatted into reports for review and acceptance by City staff.

Equipment quality and maintenance are one of our top priorities at VVS. Daily washing and weekly detailing of all vehicles is only one way VVS demonstrates its commitment to

quality. Through our 35,000 square foot truck maintenance facility, our fully equipped staff can perform any possible mechanical service on our entire fleet. Additionally, VVS maintains a parts department with over one million dollars in inventory, including complete engine and drive trains for immediate repair or replacement, assuring uninterrupted service.

The enclosed proposal not only demonstrates our qualifications to serve the City of Fullerton, but it also demonstrates our commitment to the environment through responsible business practices and aggressive recycling programs. Whether it be our materials recovery program at GCR, onsite programs, educational outreach, and the use of clean burning fuels, VVS is not just another waste hauling firm. The VVS team and family owners are committed to our community partners and through our involvement in local chambers of commerce, Boys & Girls Club, Kiwanis Club, Lions Club, sports clubs, school organizations, community groups, historical societies, and generous contributions to outreach programs and charities that enrich the lives of the families and communities we serve.

VVS stands ready to serve the City of Fullerton, its residents, property owners, and businesses. The combination of our abilities and experience seems tailor-made for this RFP and the residents of the City. If chosen, VVS is ready and able to take all actions necessary to ensure a smooth transition to the new levels of service required by this RFP.

Firm Experience by Area

Residential 3-Container Collection

3-container residential collection is by far the preferred solid waste collection system for jurisdictions in Southern California. First implementing an automated 3-container collection system in 1994, VVS is one of the leading experts in automated cart service. Approximately 120,000 residential accounts are serviced using this system which is familiar and generally accepted in the region. Customers will be instructed to place all non-organic recyclables in the BLUE container, bagged food waste (bags must be clear or opaque) and yard trimmings/green waste in the GREEN container, and all remaining waste in the BLACK container.

Collected materials will be transported to GCR and decontaminated, processed, and/or consolidated for semi-transfer to the final disposal location – the composter for processed green waste, the anaerobic digester for food waste, recyclers for the recovered non-organic recyclable material, and all remaining waste will be disposed of in the landfill.

Special Residential Collection

VVS is also experienced in specialized residential collection, most notably backyard service, where VVS staff walks containers from the customer's property, services them, then returns the containers to their designated location. VVS also implements a 2-container residential collection system for approximately 4,500 households where non-organic recyclables and refuse are co-collected for processing at our HDOWPF, and organic waste is source-separated.

Household Hazardous Waste (HHW), Compost, Shredding, and Holiday Tree Collection

The VVS team is familiar with hosting and administering several programs as requested in the RFP. HHW, Compost, Shredding, and Holiday Tree Collection events are common across all our client jurisdictions.

Aside from regularly promoting HHW drop off locations, VVS utilizes Clean Harbors for transportation and disposal of hazardous waste at our various HHW drop-off events. In coordination with City staff, VVS and Clean Harbors will collect residents' hazardous waste for safe disposal.

Many cities demand robust compost and mulch programs to help meet ROWP procurement requirements. VVS provides logistical support for our client cities' compost and mulch give-away programs. We are able to both deliver compost and mulch to

designated locations for self-service by customers and administer compost “drive-thru” events where customers can pickup prepared bags of compost. All of the supplied materials are weighed and reported for credit towards the cities’ annual procurement requirements. Generally, we try to consolidate shredding and compost events for convenience.

Finally, Holiday Trees are collected and recycled into compost. We are able to collect holiday trees on the customers’ regular service day from the day after Christmas, through the second week of January, or as directed by the City. We can also stage roll-off boxes for Holiday Tree collection at City sites if desired.

Bulky Item Collection

As a common value-added service incorporated into all our current service agreements, VVS staff are intimately familiar with bulky item collections. We’re able to collect all bulky items like furniture, appliances, bagged waste, e-waste, u-waste and tires. Items requested for pickup will be routed to the collection vehicle for the following day. Any requested items that are e-waste, u-waste, or tires will be collected by flatbed so they can be properly recycled and separated from the general bulky item waste stream.

Abandoned/Illegal Dumping Collection

VVS is also familiar with removing illegally dumped items. Using our on-board computers, staff can receive work orders in real time to collect reported items. In addition, VVS is able to establish a “sweep” route to monitor and collect items abandoned at known hot spots. At each collection, staff will capture a before and after picture of the collected items which are geotagged, timestamped and stored in our SoftPak system. We perform abandoned item collection as part of our solid waste franchise agreements with Los Angeles County Public Works, and under a specific abandoned item collection service agreement with the City of Compton.

Commercial 3-Container Collection

Our business customers not only require dependable and affordable service but also generate waste in varying volumes. To maintain efficiency when routing trucks, commercial front load vehicles will be equipped with cart tippers to enable servicing of both bins and carts as required. We anticipate several commercial routes will require both types of collection containers and being able to service both with one vehicle will reduce disruption, amount of trips and of course VMT.

Shared Service

VVS is well versed with shared service pricing. For example, in Downtown El Monte, which we have serviced since 2008', property owners and tenants share centrally located bins with costs allocated by square footage and type of use with larger generators having additional services including recycling and organics services. VVS also provides bulky item, e-waste collection as well as enclosure cleaning and power washing services.

Construction & Demolition/Temporary Bins

In order to meet CalGreen requirements to divert at least 65% of construction & demolition debris, VVS is fully equipped to service all construction projects and process the materials accordingly. Our inventory of roll-off boxes can accommodate inert materials to general mixed debris. In order to help meet diversion requirements, we strongly recommend separating generated MSW from the C&D recycling stream.

VVS staff can advise contractors and property owners on the proper separation requirements and service levels to service their projects effectively. VVS staff are also LEED accredited and are able to help customers navigate the stringent requirements of LEED v4.

Special Commercial/Industrial Service

In addition to standard 3-container collection, VVS offers specialized collection and processing of waste to meet local business' needs. We maintain and service hundreds of compactors for collection of general mixed waste, as well as single commodity recyclables.

VVS also offers service for processing and disposal of mixed organic waste, separating recyclable materials from organic material and refuse.

SB 1383 Compliance

As further detailed in our SB 1383 Compliance narrative, VVS has gained industry leading experience by implementing and fine tuning our respective client cities' organic waste recycling programs. Electing to take a "belt and suspenders" approach to organic waste recycling, we invested over \$25M to process organic waste and invest heavily in education and outreach through our sustainability and customer service teams. Generally program uptake is dependent on ease of use, and we're confident our investment and experience will not only make program participation easy but also improve its effectiveness.

Below is a table describing a sample of our current SB 1383 compliance rates in our client jurisdictions:

Jurisdiction	Compliance Rate	Jurisdiction	Compliance Rate
City of La Puente	100%	City of Industry	99%
City of Cypress	100%	City of El Monte	100%
City of Diamond Bar	100%	City of Walnut	99%
City of Huntington Park	100%	Belvedere GDD (East Los Angeles)	100%

Reporting

VVS reporting staff specialize in the intricacies and nuance of both state and local reporting. Utilizing data stored in SoftPak as well as internal database information, reporting staff are able to gather and report on collected, diverted and landfilled tonnage. Further, reporting staff will gather and report SB 1383 education and outreach, as well as any ROWP procurement. Staff can compile information on proprietary forms, City-produced forms, or through digital portals as directed.

VVS will produce the monthly, quarterly, and annual reports as required by the draft franchise agreement.

Billing

VVS provides billing and collection services for all of the communities we service. VVS and its affiliated companies have been fully computerized since 1980.

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

At the City’s request, VVS is able to include any and all inserts provided by the City with customer’s regular invoicing.

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

Billing Frequency

If the City decides to elect VVS' bid alternate for billing, VVS will bill residential customers quarterly. Commercial customers shall be billed monthly, or at an alternate frequency as approved by the City. Invoices will contain VVS' contact information, itemized costs for the upcoming billing period (if applicable), and an option to opt-in to paperless billing.

Billing Delinquency and Collections

Bills for cart customers are due on the last day of the first month of the billing period. In two weeks, a reminder with a late fee warning will be sent to the customer, then the bill becomes delinquent on the last day of the second month, where a ten percent (10%) late fee is added. If payment is still unreceived at the end of the second week thereafter, a reminder with a warning of stop Additional Customer Services, container removal and imposition of an interruption fee will be sent. At the end of the third month, regular collection services will be stopped and if payment is still not received by the end of the second week thereafter, extra containers shall be removed and an interruption fee will be imposed upon returning said extra Containers to the Premises. This same procedure shall apply to commercial customers as well.

VVS has an in-house Collections department to ensure proper temperament, dialogue and a customer-focused approach is used in collecting accounts receivables. VVS will modify collection and delinquency policies to meet City of Fullerton requirements.

Disciplinary/Investigative Actions (Previous 5 Years)

Inclusive of Audits, VVS is disclosing the following actions:

- *Corrective Action.* City of Pasadena, August 2024. VVS entered into a Corrective Action Plan (CAP) with the City to achieve diversion requirements. VVS met and exceeded the terms of the completed CAP and is currently in good standing.
- *Audit.* City of Huntington Park, 2024. VVS cooperated in a City-directed audit under the terms of our franchise agreement. No negative findings.

Litigation Related to Solicited Services (Previous 5 Years)

Valley Vista Services, Inc. and Grand Central Recycling & Transfer Station, Inc. have not been a party to any litigation, pending or final, within the last five (5) years relating to similar services as being solicited by this RFP.

Project Team

David M. Perez

President/CEO

David M. Perez, a graduate of Don Bosco Technical Institute in Rosemead, California, assumes the vital position of President and Chief Executive Officer within our organization. David grew up in the solid waste industry and has been serving the family business for over 30 years. His experience in the operations and collection department, having operated equipment, and years as a route supervisor before moving to the front management office. After five years as operations manager, David was appointed Vice President of Operations before being appointed Board President and Chief Executive Officer.

In his capacity as Board President and Chief Executive Officer, David exercises oversight across a comprehensive array of responsibilities. His purview includes contract management, operational leadership, vehicle procurement and maintenance, administration, billing operations, and enhancing customer service strategies. At present, he adeptly oversees our organization's operations, successfully managing thirteen (13) franchise agreements and maintaining our reputation for operational excellence.

Christopher Perez

Treasurer/CFO

Christopher Perez serves as Treasurer/Chief Financial Officer, bringing a wealth of experience and expertise to our team. He graduated from the University of Southern California with a bachelor's degree in urban planning and real estate development in 1993.

Raised alongside his brother David within the solid waste industry, Christopher boasts an impressive 35-year tenure at VVS. His invaluable contributions have significantly fueled the company's expansion and growth, particularly within its collection and recycling divisions. Christopher's leadership extends to his proficient staff members who fulfill dual roles as both a dynamic sales team and instrumental figures in public education and outreach. His visionary leadership is underscored by his pivotal role in driving the VVS Information Technology Department. Under his guidance, an in-house billing, communication, and customer service system has been developed, leveraging cutting-edge hardware and software components highlighted further in this proposal. This system encompasses essential software and hardware upgrades, ensuring comprehensive, high-quality reporting for both diversion and financial aspects.

Peter Perez

Vice President – **Contract Manager**

Mr. Perez, with nearly three decades of waste management experience, has diligently managed and grown Grand Central Recycling & Transfer Station Inc. Since 1996, Mr. Perez worked for GCR, first supervising the material recovery line, then moving up to recovered material marketing, and now general management. Further, Pete is a Fullerton resident and readily available to assist with any issues that may arise.

Tomas Solis

Director of Operations

Tomas Solis has over 32 years' experience in the waste industry. After immigrating to the United States from Mexico at the age of 18, Mr. Solis was issued his green card and immediately hopped in a truck as a driver's helper. Mr. Solis quickly made his way up the ranks garnering valuable experience for his promotion to supervisor. After 17 years of dedicated service and a high school education, Mr. Solis decided to pursue higher education. Hired at his next waste hauler as an Operations Manager, he both worked to advance his professional and educational careers, before leaving with the title of Division Vice President, and a B.S. in Business and an MBA. Now Mr. Solis brings his exceptional experience and educational background in Business Administration to the Valley Vista team where his quick problem solving, drive, and mentor skills create a wholistic approach to build worker productivity, satisfaction, and company culture.

Grisell Vazquez

Client Services Manager – **Main Point of Contact**

Grisell Vasquez holds the pivotal role of Client Services Manager, harnessing over two decades of experience in customer service, training, and development. Her robust expertise is complemented by a bachelor's degree in management with a specialization in business psychology from Azusa Pacific University. Commencing her journey at VVS as a Customer Service Representative in the contact center, Grisell's trajectory underscores her adeptness in comprehending contract requirements and her remarkable leadership and support skills, fostering a unified and thorough approach to customer service.

Currently, Grisell spearheads the management of various customer service communication channels encompassing calls and emails. In close collaboration with the Customer Service Lead, she adeptly resolves issues and offers constructive feedback on employee performance and training aspects. Ms. Vasquez's responsibilities extend to overseeing the Sustainability, Community Outreach, Reporting, and Customer Service Departments. A key role involves conducting training seminars across departments and introducing the expanded and upgraded customer service system. Furthermore, she meticulously coordinates the company's customer service endeavors, ensuring all departments consistently deliver an exceptional customer service experience

Elisabeth Pante

Customer Service Supervisor

Elisabeth is a dedicated Customer Service Supervisor with over 10 years of customer service experience. With 7 years of dedicated service at Valley Vista Service, she has continually proven her commitment to excellence and leadership within the company. She earned a college degree in Visual Communications from the Fashion Institute of Design and Merchandise, a testament to her creative eye, attention to detail and imparting her knowledge to new and existing employees as a trainer. Her overall customer service experience has provided hands-on experience and deep understanding of customer needs, deescalating, and the importance of effective communication.

Her journey at Valley Vista Service began as a customer service representative where she quickly rose up the ranks with her passion for assisting customers, ability to problem-solve and excellent interpersonal skills. Elisabeth remains committed to providing excellent customer service, driving efficiency, and maintaining a positive work environment, evinced by her recent promotion to Customer Service Supervisor.

Andy Lucero

Operations Supervisor

Mr. Lucero is a highly experienced waste collection industry professional with over 35 years of operations and leadership experience. This year, Mr. Lucero led the deployment of assets in San Marino on a very accelerated schedule. VVS was awarded a franchise agreement and the incumbent hauler was uncooperative. Thanks to Andy's help, we were able to deploy in under two months without any customer data. Andy has a well-proven track record of improving operational efficiency while ensuring regulatory compliance and enhancing customer service satisfaction.

Christopher Wong

Recycling Specialist Lead

Christopher Wong holds a Bachelor of Science degree in Health Care Administration from California State University of Long Beach. Before joining Valley Vista Services, he spent seven years in the food recovery industry. He helped establish food recovery programs with hundreds of businesses across California. This helped not only ensure their compliance with state regulations, but also provide food to non-profit organizations and those in need. Over the past five (5) years, Christopher has evolved from Senior Recycling Specialist to Lead of the Sustainability Team. He is committed to providing technical assistance to those that are serviced and leave a lasting impact on the environment for future generations. Christopher has become experienced in all aspects of implementation, contamination monitoring and implementing education programs for customers.

Manuel D. Perez

Business Development Manager

Mr. Perez, with nearly a decade of waste management experience, is no stranger to project management and regulatory compliance. Before and immediately after graduating from Bishop Amat Memorial High School. Mr. Perez worked for Valley Vista Services' waste and recycling division, and his first task was the roll-out and commencement of services for the City of Cypress in 2015. Manny then went to work as a construction project manager for a steel erector in San Francisco. After gaining experience managing large projects, personnel, and budgets, Manny returned to work at a legal firm providing program design, implementation and regulatory compliance monitoring with the City of El Monte's commercial cannabis program. Manny returned to work at VVS in 2022 as a managing employee overseeing sales, public bidding and contract/regulatory compliance.

Gabriel Yllescas

Fleet Maintenance Manager

Gabriel Yllescas is a ten-year Marine Veteran with 25 years of rubbish collection truck maintenance management experience. Gabriel has a background specializing in company acquisitions, truck maintenance program development, and process improvement through the implementation of Maintenance Standard Operating Procedures. Gabriel has over 20 years' experience managing the Preventive Maintenance program, FMCSA portal, BIT Inspection process, C.A.R.B. Regulations, Fleet Maintenance Review Programs, Parts Inventory set up and management.

Firm Resources

City of Industry Campus Renewable Energy

VVS & GCR's main campus in the City of Industry, through our electricity connection with the Industry Public Utilities Commission (IPUC), operates with a mix of renewable energy exceeding 90%, for our administrative, maintenance, processing, fueling, vehicle charging, and fabrication activities. We expect our current renewable energy usage to offset our carbon footprint by removing the equivalent of approximately 250 cars from the road annually.

Collection Fleet

VVS is proposing deployment of an entirely new collection fleet for City services upon commencement. The following table lists the proposed collection vehicles for this franchise:

Quantity	Vehicle Type	Use	Vintage	Manufacturer		Fuel Type		
				Chassis	Body			
6	Automated Side Loader	Residential MSW	2026-2027 <i>(New)</i>	Battle Motors	McNeilus	RNG		
4	Automated Side Loader	Residential Recycling						
4	Automated Side Loader	Residential Organics						
1	Rear Loader	Bulky Items					Heil	
1	Burro	City Facilities and Customers with difficult or tight access					FF Gomez	Electric
1	Flat Bed	Cart/Bin Delivery and U-Waste/E-Waste Collection					Flatbed	Electric
6	Front Loader	Commercial MSW					FF Gomez	RNG
3	Front Loader	Commercial Recycling					FF Gomez	RNG
1	Rear Loader	Commercial Organics					Heil	RNG
1	Roll-Off	Temp/Permanent Roll-off Boxes and Compactors					Peterbilt	Galbreath
3	Scout	Bin Pull-Out		Ford*	FF Gomez	Gas		
1	Light-Duty Pickup	Supervisor		Ford*		Electric		
1		Power Washing		Ford*		Gas		
1	Light-Duty Passenger	Sustainability Team/Admin Vehicle		MINI		Electric		

**Wherever possible, VVS commits to purchasing supplies and equipment locally, especially purchasing all Ford vehicles through our relationship with Fullerton Ford.*

All collection vehicles are equipped with 3rd Eye 360° cameras, collision detection, GPS location data and onboard computer (OBC) systems to record photo, video, and location data for positive service verification, collisions, risky driving events like speeding and hard-stops, contamination monitoring and general service monitoring which are capable of storing data for thirty (30) days, or indefinitely for manually flagged events when and where individual incidents occur.

VVS' OBC System provided by SoftPak is capable of capturing service data by time and location, while also enabling staff members to capture photos and apply service notes to customer accounts in real-time. The OBC system increases general productivity, as well as providing accurate accounting of all service activities.

Software

As mentioned above, VVS utilizes SoftPak's CRM system to account for and centralize all service activities. SoftPak's Version H can track services by individual account from first contact by customers and throughout the entire workflow including billing and collections. Staff members are trained to thoroughly document all service verifications, including media and location data, SB 1383 waiver information, route review findings, and service issues such as containers not being set out, contamination, or overfilled carts. They also record integrated scale data from materials delivered to GCR, as well as electronic billing details and email notifications related to customer accounts. In addition, VVS utilizes SoftPak's online service portal where individuals can review and update their account information, request service changes and make payments.

VVS also utilizes RouteSmart to review, monitor, and optimize all collection routes. Our dedicated logistics team conducts regular audits of route performance, evaluating customer counts, service patterns, productivity benchmarks, and real-time operational data. When changes occur, such as new customers or service level adjustments, the team analyzes truck capacity, stop density, mileage, and daily productivity to determine the most efficient routing configuration. These ongoing assessments allow VVS to minimize vehicle miles traveled, balance driver workloads, reduce operational costs, and ensure consistent, high-quality service and efficiency.

Finally, VVS utilizes Esri ArcGIS software for mapping and data visualization. Coupled with analysis by Microsoft BI, our data analysts are able to create actionable insights to improve service efficiency and quality.

Processing/Transfer Facilities

VVS’ primary Transfer Station and Processing Facility will be GCR. All source-separated materials will be collected and transported to the City of Industry for decontamination and processing. City materials will be consolidated onto semi-trucks for transportation to the waste stream’s final disposal site, being Bowerman Landfill, Valencia Greenery, or the San Bernardino Waste-to-Energy Facility as appropriate. Below is a table of proposed facilities and their relevant information:

Facility Name (Operator)	Site Address	SWIS No.	Facility Type	Accepted Materials	Owned / Contracted	Notes
Grand Central Recycling & Transfer Station, Inc. (Same)	999 S Hatcher Ave City of Industry, CA 91748	19-AA-1042	Transfer Station; MRF; High Diversion Organic Waste Processing Facility	MSW, Non-Organic Recyclables, Organic Waste (including food waste and green waste), Packaged Organic Waste, Liquid Organic Waste, C&D Debris	Owned	Primary Transfer and Material Recovery Facility
Frank R. Bowerman Landfill (OC Waste and Recycling)	11002 Bee Canyon Access Rd, Irvine, CA 92618	30-AB-0360	Class III Landfill	MSW, C&D Debris, Industrial Waste	Contracted (Through City’s Agreement with Orange County)	Primary Landfill Facility
Valencia Greenery (OC Waste and Recycling)	1942 N Valencia Ave, Brea, CA 92823	30-AB-0470	Composting Facility	Food Waste, Manure, Wood Waste, Agricultural Waste, Green Materials	Contracted (Through City’s Agreement with Orange County)	Primary Composting Facility
San Bernardino Waste-to-Energy Facility	2586 Shenandoah Way, San Bernardino, CA 92407	N/A	Anaerobic Digestion Facility	Organic Waste Slurry	Contracted	Primary Anaerobic Digestion Facility

(BioStar Renewables)						
Waste Management of Orange/Orange County Recycling Center (USA Waste of California, Inc.)	2050 N Glassell St, Orange, CA 92865	30-AB-0363	Transfer Station; MRF	MSW, Food Waste, C&D Debris, Curbside Recycling	Contracted	Secondary Transfer Station/ MRF
Madison Materials, Inc. (Same)	1035 E Fourth St, Santa Ana, CA 92701	30-AB-0386	Transfer Station; MRF	MSW, Metals, Inert Material, C&D Debris, Green Materials	Contracted	Secondary C&D Debris Processing Facility
Bee Canyon Greenery (OC Waste and Recycling)	11002 Bee Canyon Access Rd, Irvine, CA 92618	30-AB-0469	Composting Facility	Food Waste, Manure, Wood Waste, Agricultural Waste, Green Materials	Contracted (Through City's Agreement with Orange County)	Secondary Composting Facility
Recycled Wood Products (Same)	12762 S Sultana Ave, Ontario, CA 91761	36-AA-0471	Composting Facility	Wood Waste, Manure, Green Materials	Contracted	Secondary Composting Facility
Rialto Bioenergy Facility (Sevana Energy)	485 E Santa Ana Ave, Rialto, CA 92316	N/A	Anaerobic Digestion Facility	Organic Waste Slurry	Contracted	Secondary Anaerobic Digestion Facility

Additionally, as requested in RFP Section 4.1.2 (IV), VVS is including an alternate disposal site in case the City decides to discontinue participation in a waste disposal agreement with Orange County:

Facility Name (Operator)	Site Address	SWIS No.	Facility Type	Accepted Materials	Owned / Contracted	Notes
El Sobrante Landfill (USA Waste of California, Inc.)	10910 Dawson Canyon Rd, Corona, CA 91719	33-AA-0217	Class III Landfill	Wood Waste, Inert Waste, Agricultural Waste, Dead Animals, Tires, MSW, Contaminated Soil, C&D Debris	Contracted	Alternative disposal site (per RFP Section 4.1.2 (IV)) 2026 Disposal Cost: \$74.00/ton

Bins and Containers

Plastic Containers

Wheeled Carts will be procured from Sierra Container Group. In accordance with our proposed Transition Plan, VVS will submit cart labeling and hot stamps for approval by City staff. Once approved, VVS will execute a purchase order with Sierra to begin production of plastic carts. VVS anticipates production and delivery of carts to take approximately 60-90 days. Below are the anticipated quantities of collection carts required for collection services:

Containers							
Manufacturer	Capacity	Type	Dimensions			Max Weight	Estimated QTY
			L	W	H		
SIERRA	2 Gal	Kitchen Caddy	0.5'	1'	1.5'	10 lbs.	32,000
SIERRA	35 Gal	Cart	2.5'	6'	3.5'	150 lbs.	2,500
SIERRA	65 Gal	Cart	4'	6'	4'	225 lbs.	5,000
SIERRA	95 Gal	Cart	4'	6'	5'	300 lbs.	94,950
SIERRA	2 YD	Front Load	3'	6'	4'	800 lbs.	TBD

Commercial Bins and Roll-off Containers

VVS maintains an available like-new inventory comprising over 1,000 physical assets for regular deployment, including all commercial bin sizes, stationary and self-contained compactor systems, compactor receiver boxes, roll-off boxes in all sizes, and specialty purpose boxes like our temporary 3 YD C&D boxes, and our 26 YD water-tight organic waste roll-off. For the purposes of this contract, VVS proposes to procure new equipment to backfill existing inventory on hand. All equipment estimates include a ten percent (10%) contingency:

Containers							
Manufacturer	Capacity	Type	Dimensions			Max Weight	Estimated QTY
			L	W	H		
CONFAB	1.5 YD	Front Load	2.5'	6'	3.5'	800 lbs.	170
CONFAB	2 YD	Front Load	3'	6'	4'	800 lbs.	10
CONFAB	3 YD	Front Load	4'	6'	4'	800 lbs.	4,880
CONFAB	3 YD	Compactor	4'	6'	4'	1,200 lbs.	20

CONFAB	4 YD	Front Load	4'	6'	5'	800 lbs.	10
CONFAB	6 YD	Front Load	5.5'	6.5'	6'	800 lbs.	10
CONFAB	10 YD	Roll-off	16'	8'	2'	20,000 lbs.	10
CONFAB	12 YD	Roll-off	12'	7'	4'	6,000 lbs.	10
CONFAB	26 YD	Roll-off	22'	8'	4'	20,000 lbs.	25
CONFAB	40 YD	Roll-off	22'	8'	6'	12,000 lbs.	130
CONFAB	40 YD	Compactor	20'	8'	6'	20,000 lbs.	30

Colors and Labeling

In accordance with the color and labeling requirements of SB 1383, VVS will color-coordinate collection containers as prescribed by CalRecycle, with BLACK for refuse, BLUE for non-organic recyclables, GREEN for mixed-organic waste, and BROWN for source-separated food scraps.

Special Bins

Recycled Plastic Organic Waste Bins

Where recommended or desirable, VVS can provide customers that generate organic waste with high moisture content a 2-yd³ organic waste bin made of recycled plastic. This bin is equipped with a lockable lid and has a unibody construction to prevent organic waste which may corrode metal bins from compromising the containers and leaking onto the ground. The plastic is non-reactive and contains all materials and liquids until service by the collection vehicle.

Sanitized Food Waste Bins for Regulated Manufacturers

VVS can rent plastic totes for collection of organic waste within their manufacturing facilities for transportation and processing at GCR by semi-haul. After unloading and emptying, the totes are sanitized and prepared for return to the customer.

Custom Fabricated Bins

Gaining experience in older jurisdictions like Pasadena and Huntington Park, VVS has custom fabricated many bins for specific use-cases like fitting under a building's trash chute, maintaining clearance in narrow alleys, or squeezing through a narrow doorway.

The area supervisor will respond to custom bin requests by performing a site visit and assessing access restrictions. Staff will document the enclosure and access pathway to measure clearances which are then provided to our fabrication team to design and construct a bin best suited for the customer.

12-yd³ Roll-Off Box

Where temporary construction and clean-up jobs require more disposal volume than a 3-yd³ bin, but not as much as a 26-yd³ roll-off, VVS offers a 12-yd³ 'mini roll-off' perfect for spring cleaning a garage, remodeling an interior room, or clearing a large amount of vegetation. These boxes are ten feet (10') shorter in length than full-sized roll-offs and work well for short driveways and space-constrained sites.

Organic Waste Roll-off Box

For customers that generate significant regular tonnage of pre- and post-consumer organic waste, VVS offers a 26-yd³ water-tight roll-off box for collection of waste generated from food manufacturing, commercial kitchens, warehousing/distribution facilities, and other businesses where collection with commercial front-load bins is inconvenient or infeasible. The roll-off is constructed with a two-piece metal roof, single piece door with heavy rubber seal, and a round-bottom to increase emptying efficiency and cleanliness.

Split-Containers

Through our vendors, we also have the capability to supply split-containers for collection of multiple waste streams in accordance with source-separation requirements. Although VVS does not anticipate needing split-containers to effectively service space constrained areas in the Downtown Fullerton area, upon request and site verification, VVS can supply containers with two separate sections for the collection of customer's waste streams. VVS Staff will determine on a case-by-case basis which two waste streams are the best fit for collection in these specialized containers. All wheeled cart sizes and commercial bin sizes are available.

Educational Capabilities (+ promotional items)

City-Specific Webpage

For all of our service areas, VVS maintains separate webpages to host and communicate relevant information to our customers. The new page for the City would host all education and outreach materials, service and event information, notices, contact information, and allow service requests and online chat with our local Customer Service team.

Quarterly Newsletters

Our Design Team collaborates closely with Operations and the Sustainability Team to develop Quarterly Newsletters that deliver timely, relevant, and actionable information to our customers. Each edition is customized to reflect the City's priorities and includes seasonal tips, recycling guidance, program updates, and practical resources that encourage resident participation and engagement. We also highlight upcoming community events, HHW drop-off opportunities, bulky pick up information, and any other city-directed messaging. To support easy access to customer service, every newsletter includes all available methods for contacting VVS, ensuring residents know exactly how to reach us for assistance. All content is submitted to the City for review and approval prior to translation into the required languages to ensure accuracy and alignment with City goals.

Community Group Workshops

VVS staff is fully equipped and highly experienced in hosting Community Group Workshops in partnership with the City and local organizations. These workshops provide direct, meaningful outreach to residents and always include comprehensive recycling education, a clear overview of VVS programs and services, and information on all complimentary resources available to the community. Each workshop is customized to the needs of the hosting group and concludes with an open Q&A session designed to address resident questions, clarify program requirements, and encourage full participation in recycling and organics initiatives. Through these workshops, VVS supports the City's diversion goals by empowering residents with accessible, practical knowledge that drives long-term engagement in sustainable practices.

Social Media Postings

VVS manages a robust social media presence and is able to create original, high-quality content as well as share City-approved messaging across all major platforms, including Facebook, Instagram, X, and LinkedIn. Our social media strategy focuses on resident engagement, incorporating weekly recycling and organics tips, seasonal reminders, and interactive content such as quizzes, spotlights, and SB 1383-related campaigns that promote proper sorting and participation. By delivering consistent, educational, and engaging posts, VVS helps amplify City communications, increase community awareness, and reinforce key behaviors that support the City's diversion and compliance goals.

Signage and Informational Materials

Our Design Team maintains an extensive library of signage and informational material templates that can be customized to align with Fullerton's solid waste and recycling programs. These include residential SB 1383 materials, organics and recycling signage for commercial and quick-serve restaurants, and AB 341 compliance resources. In addition,

VVS develops positive-reinforcement tools such as “Good Job” tags, which are left for customers who demonstrate proper sorting practices. These tags help encourage continued participation, reinforce correct behaviors, and support a culture of compliance and environmental responsibility within the community.

Billing Inserts

Our in-house design team designs and proofs media for billing inserts like our Quarterly Newsletters and other City-directed messages. After initial design and mockup, VVS will submit content for approval by City staff before beginning translation into Spanish, Korean, or other City-directed language.

Tabling at Local Events

VVS can provide staffing and support at local City and Community Group events throughout the year, including the City’s nine (9) annual City sponsored events. Staff will bring any promotional items or educational material as relevant or requested.

In-person and/or Virtual Community Meetings

VVS Staff is familiar with providing community meetings for both in-person and online formats. During these meetings, Staff members remind attendees the basics of the respective jurisdiction’s recycling systems and the services included with their standard subscription. In coordination with the City, VVS is able to schedule community meetings at various times and locations throughout the City to maximize the reach of our Education and Outreach Program.

Promotional Items

To increase event attendance and provide a tangible reminder of City solid waste and recycling programs, VVS maintains an inventory of various promotional items including reusable bags, totes, and recycled stationary, fridge magnets depicting local program specifics, information on home composting, and our popular “What Goes Where” sorting game to provide an interactive opportunity to communicate which items belong in which collection container.

Special Equipment

Organic Waste Processing Line

VVS proposes to utilize our new Organic Waste Processing line at GCR in the City of Industry. The new custom-fabricated line by Green Machine is designed to both separate bagged food scraps and contamination from the collected organic waste stream. Separated food waste continues into our THOR de-packaging system where high-speed

rotary hammers separate organic waste from any remaining packaging. Feedstock produced from the THOR is pumped into tanker trailers and transported to San Bernardino Waste-to-Energy Facility.

Additionally, VVS, through its direct supplier agreements, is willing to negotiate with the City to transfer ROWP credits procured from anaerobic digestion feedstock to go towards the City's required annual procurement.

Sustainability Team Vehicles

VVS Sustainability Team Members spend approximately half of their working hours directly in the field, meeting customers face-to-face and traveling between sites to conduct education and outreach or perform SB 1383 compliance tasks. VVS has elected to purchase battery electric vehicles for our Sustainability Team, including the dedicated Staff that will be assigned to the City.

EV Supervisor Truck

For our assigned area supervisor, they will utilize an EV Battery light-duty pickup. The Ford F-150 Lightning with the expanded battery pack has been deployed in several of our jurisdictions and meets the demands of our supervisor's daily workload, while also contributing to our Advanced Clean Fleet requirements.

EV Collection Vehicles

In partnership with Battle Motors and FF Gomez, VVS is currently deploying Battery-EV Collection Vehicles in San Marino, CA. The battery electric drop-frame chassis is capable of powering a full eight-hour residential collection route. FF Gomez's custom-built split-body allows simultaneous collection of two waste streams.

EV Burro

In addition to the drop-frame split-body vehicle, we've also deployed Battery EV "Burro" collection vehicles. This vehicle has seen success on routes servicing city facilities or hard-to-reach areas in hillsides or alleyways. Equipped with a semi-automatic cart tipper rather than a gripper also allows access where height restrictions limit access by full-sized ASLs.

Special Services (special audits, facility diversion audits, waste evaluations, employee training, video transmission, bilingual specialists, liquid organic waste, packaged organic waste, compactors)

Waste Evaluations

VVS Sustainability Team Members are trained to analyze customer's waste and recommend right-sizing and container types to best suit their average volume.

Power Washing

VVS employs a team of power washers trained, insured, and fully compliant with applicable stormwater permit and regulatory requirements. Our custom-built power washing trailer is equipped both with high-pressure cleaning nozzles and a water reclamation system for collecting waste water for proper treatment and disposal. In addition to the required power washing included in the RFP, VVS can provide these services on a case-by-case basis to interested customers.

Bilingual Specialists and Translation

VVS staff is capable of providing assistance in multiple languages including Spanish and Korean. In addition, VVS uses a 3rd Party Translation service where in case a customer doesn't speak a language covered by our in-house specialists, a translator can be immediately patched into a call to interpret customer requests in real time.

Liquid Organic Waste Hauling

Over the previous years, VVS has begun hauling liquid organic waste for SB 1383 compliant disposal. VVS currently operates tanker trailers which both collect liquid organic waste directly from customers, or haul the pre-processed organic waste slurry to the designated anaerobic digester.

Packaged Organic Waste Processing

Because of GCR's designation as a High Diversion Organic Waste Processing Facility, VVS can collect and haul organic waste that hasn't been separated from its packaging. Collected waste is transported to GCR and decontaminated, where organic waste is processed into anaerobic digestion feedstock or compost feedstock as appropriate.

Compactor Rental

VVS maintains a significant inventory of both self-contained and stationary compactors for large volume waste generators.

Safety Record

The Valley Vista Services Risk Management Program is designed to create a healthy and safe work environment for customers, employees, and the public. All employees receive orientation training at the start of employment that addresses company policies and procedures relating to workplace safety. Specialized training is provided based on the employee's job assignment and tasks.

All unsafe work practices and/or incidents classified as preventable are thoroughly investigated, and corrective actions are taken. Immediately following every unsafe work practice or accident, a comprehensive and prompt investigation is conducted to determine the cause of the incident, ensuring a thorough understanding and prevention of future occurrences.

Post-incident drug & alcohol testing will be conducted when appropriate. Employees are placed on suspension pending investigation for all preventable incidents. The Director of Operations and the Human Resources Manager discuss the disposition of suspended employees with the Operations Manager. Once a thorough investigation has been conducted. Our Risk Management Program also includes an ongoing process for inspection of compliance items. Compliance reviews help identify issues such as hours-of-service compliance and the completeness of the Driver Qualification File (DQF), including Driver Pull Notices and training documentation. Each Manager conducts regular self-audits and takes action to address any deficiencies. Each facility with commercial drivers must comply with all regulations that apply to employers and must instruct each commercial driver regarding their responsibilities under state & federal safety regulations.

As required under 49 CFR part 391, VVS establishes and maintains Driver Qualification Files (DQF) on each commercial driver it employs and makes all DQFs available to regulatory agencies in the event of an audit, accident, or investigation.

Our safety records indicated Equally as crucial, 3rd Eye empowers Valley Vista Services to identify and reward employees for their pivotal role in promoting a safe environment. The 3rd Eye Fleet Management System, with the dedication of our employees, provides our communities with the assurance that the safest collection vehicles serve their waste, recycling, and organics needs.

With the use of 3rd Eye, we have reduced collisions significantly during the last five (5) years. Our company frequency rate has decreased to 0.36 and continues to decline, demonstrating our unwavering commitment to safety. For many other waste haulers, indemnity claim rates are rising; however, for VVS, they are falling. This indicates that our safety efforts and investments are making a measurable impact. In the current policy year, we've made nine (9) indemnity claims. This is trending to be the best year in the last five policy years. To put this into perspective, dividing the number of indemnities claims by payroll produces a frequency rate. This year, the rate is on pace to be 0.36 indemnity claims per \$1,000,000 of payroll, which is equivalent to about 1 claim for every \$3,000,000 of payroll. This represents a notable improvement compared to previous years. (see chart below)



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- In 2020 we had a total of 19 claims including five (5) without incurred cost, and five (5) that were not reported to the insurance company due to minimum cost associated with repairs. With a total of \$158,501 for 2020.
- In 2021 we had a total of 16 claims including three (3) without incurred cost, and four (4) were not reported to the insurance company due to minimum cost associated with the claim. It cost a total of \$84,168 for 2021.
- In 2022 we had a total of 30 claims including one (1) without incurred cost, and six (6) were not reported to the insurance company due to minimum cost associated with the claim. It cost a total of \$443,222 for 2022.

- In 2023 we had a total of 48 claims including ten (10) without incurred cost, and three (3) were not reported to the insurance company due to minimum cost associated with the claim. It cost a total of \$1,100,246 for 2023.
- In 2024 we had a total of 44 claims including 13 without incurred cost, four (4) were not reported to the insurance company due to minimum cost associated with the claim, and six (6) remain open. It cost a total is \$590,795 for 2024.
- In 2025 we had a total of 18 claims including 14 without incurred cost associated with the claim, and 4 claims were not reported to the insurance company due to minimal cost associated with the claim, and 19 remain open. It cost a total of \$218,398 for 2025 (*See the attachment of the Loss Runs -Self Service report for details*)
- Also attached is our summary sheet from our Worker's Compensation Insurance carrier. In order to protect personal information we will only be making further claim details upon request by the City.

[INERT WC SUMMARY]

Safety Training

Our operations and maintenance personnel receive safety training by participating in daily safety meetings. Administrative employees receive monthly safety training. The date and subject matter of all training received by an employee are maintained in each employee's personnel file.

All required Occupational Safety and Health Administration (OSHA) training is delivered at weekly staff safety meetings along with other relevant safety topics. Post-incident training occurs as needed, following a crash or injury incident. All work-related injuries and accidents are reported immediately to operations management/supervisors. Local management is responsible for notifying our Safety & Compliance Manager whenever work-related injuries, illnesses, or accidents occur. All injuries, illnesses, and/or incidents must be documented by completing the VVS Injury/Incident Report Form.

Monthly training meetings, attended by all drivers, route supervisors, mechanics and field personnel, which includes but is not limited to the following programs:

First Aid

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

Ownership and Financial Records

Valley Vista Services, Inc. is a wholly owned subsidiary of Zerep Management Corporation (ZEREP). Grand Central Recycling & Transfer Station, Inc. (GCR) is an affiliate and separate California corporation under common ownership and management with ZEREP and its subsidiaries. All entities are California corporations authorized to conduct business in the State and in good standing.

ZEREP through VVS is responsible for all waste collection and ancillary services. GCR is responsible for all processing, material recovery and transfer services. ZEREP, VVS and GCR share the following corporate officers:

- David M. Perez, President/CEO
- Christopher Perez, Treasurer/CFO
- Peter Perez, Vice President

All entities are exclusively owned by the Perez Family.

ZEREP and its subsidiaries and affiliates will make our most recent audited financial statements available upon request of the City as required in the RFP. Further, attached is a letter of recommendation from COMERICA Bank further explaining our financial health, and willingness to extend credit.

Insurance

Below is a letter from our insurance broker, SWIM, describing the firm's willingness to insure, and compliance with insurance requirements described in the RFP.

Further, SWIM has attached a listing of insurance currently held by ZEREP/VVS, including limits and contact information for the policies.

Finally, we've attached our 5 year Loss Run Report hereto as Appendix 2.

References

The following municipal clients have all received franchise solid waste management services from Valley Vista within the past ten (10) years:

Jurisdiction	Term	Services	Contact
City of Industry	1971 - 2040		Mr. Joshua Nelson City Manager (626) 333-2211 jnelson@cityofindustry.org 15625 Mayor Dave Way City of Industry, CA 91744
City of Huntington Park	2022 - 2033	<ul style="list-style-type: none"> EXCLUSIVE FRANCHISE Residential 3-Cart automated service with refuse, recycling and mixed organics collection. Multi-family and Commercial service with co-mingled collection, source-separated recycling, food and organics recycling. E-Waste, U-Waste and HHW collection events. Return Mailed Sharps Collection. Temporary bin rental. Compactor rental, and/or service. Holiday Tree Collection Shredding/ Compost Events 	Mr. Gerardo Lopez Interim Community Development Director (323) 584-6274 glopez@hpca.gov 6550 Miles Avenue Huntington Park, CA 90255
City of La Puente	1994 - 2040		Mr. Troy Grunklee (626) 855-1501 tgrunklee@lapuente.org 15900 E. Main Street La Puente, CA 91744
City of Walnut	2000 - 2031		Ms. Melissa Barcelo Director of Public Works (909) 598-5605 mbarcelo@cityofwalnut.org 21201 La Puente Road Walnut, CA 91789
City of Cypress	2015 - 2037		Mr. Nick Mangkalakiri Public Works Director (714) 229-6740 nmangkal@cypressca.org 5275 Orange Avenue Cypress, CA 90630
City of El Monte	2005 - 2039		Mr. Jerry Moreno Public Works Director (626) 580-2058 jmoreno@elmonteca.gov

			11333 Valley Boulevard El Monte, CA 91731
County of Los Angeles Belvedere Garbage Disposal District (East Los Angeles)	2024 - 2031		Mr. Khaled Alquam, P.E. Senior Civil Engineer/Program Manager LACP kalqam@dpw.lacounty.gov 900 S. Fremont Ave Alhambra, CA 91803
City of San Marino	2025 – 2035	<ul style="list-style-type: none"> • EXCLUSIVE FRANCHISE • Residential 2-Cart backyard service (BYS) with co-collected refuse and recycling, and source-separated mixed organics collection. • Multi-family and Commercial service with co-mingled collection, source-separated recycling, food and organics recycling. • E-Waste, U-Waste and HHW collection events. • Return Mailed Sharps Collection. • Temporary bin rental. • Compactor rental, and/or service. • Holiday Tree Collection • Shredding/ Compost Events 	Ms. Amber Shah, P.E. Parks & Public Works Director/City Engineer (626) 300-0787 ashah@sanmarinoca.gov 2200 Huntington Drive San Marino, CA 91108
City of Diamond Bar	2000 – 2025 (Commercial) September 2025 - 2035 (Residential)	<ul style="list-style-type: none"> • EXCLUSIVE FRANCHISE • Residential 3-Cart automated service with refuse, recycling and mixed organics collection. • Multi-family and Commercial service with co-mingled collection, source-separated recycling, food and organics recycling. • E-Waste, U-Waste and HHW collection events. 	Mr. David Liu Public Works Director/City Engineer (909) 839-7040 21810 Copley Drive Diamond Bar, CA 91765

		<ul style="list-style-type: none"> • Return Mailed Sharps Collection. • Temporary bin rental. • Compactor rental, and/or service. • Holiday Tree Collection • Shredding/ Compost Events 	
County of Los Angeles Residential (Hacienda Heights, Valinda/Basset/San Jose Hills)	HH: 2010 – 2030 Valinda/Basset: 2007 - 2029	<ul style="list-style-type: none"> • EXCLUSIVE FRANCHISE • Residential 3-Cart automated service with refuse, recycling and mixed organics collection. • E-Waste, U-Waste and HHW collection events. • Return Mailed Sharps Collection. • Temporary bin rental. 	Mr. Khaled Alquam, P.E. Senior Civil Engineer/Program Manager LACP kalqam@dpw.lacounty.gov 900 S. Fremont Ave Alhambra, CA 91803
County of Los Angeles Commercial (Puente Hills, Gateway, San Gabriel Valley East)	2022 - 2032	<ul style="list-style-type: none"> • EXCLUSIVE FRANCHISE • Multi-family and Commercial service with co-mingled collection, source-separated recycling, food and organics recycling. • Temporary bin rental. • Compactor rental, and/or service. 	Mr. Khaled Alquam, P.E. Senior Civil Engineer/Program Manager LACP kalqam@dpw.lacounty.gov 900 S. Fremont Ave Alhambra, CA 91803
City of Pasadena	2008 – 2028	<ul style="list-style-type: none"> • NON-EXCLUSIVE FRANCHISE • Multi-family and Commercial service with co-mingled collection, source-separated recycling, food and organics recycling. • Temporary bin rental. • Compactor rental, and/or service. 	Ms. Mayra Ruizesparza Program Coordinator Pasadena Public Works (626) 744-7119 mruizesparza@cityofpasadena.net 100 N. Garfield Avenue Pasadena, CA 91101

City of Vernon	2015 - 2029	<ul style="list-style-type: none"> • NON-EXCLUSIVE FRANCHISE • Multi-family and Commercial service with co-mingled collection, source-separated recycling, food and organics recycling. • Temporary bin rental. • Compactor rental, and/or service. 	<p>Ms. Veronica Petrosyan Health Department Deputy Director of Health (323) 826-1448 4305 S. Santa Fe Avenue Vernon, CA 90058</p>
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Disposal and Processing Facility Capacity

Proposed Facility Information Located in Section F

Primary Processing Facility

VVS proposes to collect and transport all of the City's waste to our commonly owned and controlled Transfer Station and Material Recovery Facility, GCR in the City of Industry. GCR is permitted to accept and process municipal solid waste, green and organic waste, recyclables, and construction & demolition materials.

GCR Capacity

Considering GCR's current commitments to other jurisdictions and public traffic, GCR currently uses approximately 2,000 TPD of the facility's 5,000 TPD permitted capacity. Averaging the total solid waste collected for CY 2024 as provided by the City in Addendum #1, the peak daily tonnage collected from the City is approximately 450 TPD. Allowing for seasonal fluctuation and general contingencies, GCR can commit 500 TPD of capacity for the City's solid waste. Attached is a letter of commitment from GCR confirming available capacity for the City's waste to fulfill the City's SB1383 Compliance as indicated in the letter below:

[Insert GCR Commitment Letter]

Primary Landfill

Waste collected in black containers and residuals from material processing at GCR will be transported to Bowerman Landfill for final disposal.

Primary Organic Waste Disposal

Organic Waste Slurry

VVS proposes to transport decontaminated and pre-processed slurry for final processing at the San Bernardino Waste-to-Energy Facility, operated by BioStar Renewables. Through our service agreement, VVS and GCR are able to deliver organic waste slurry for processing into Recycled Organic Waste Products (ROWPs) such as electricity generated from RNG. VVS and GCR are willing to negotiate the terms of transfer of ROWPs to the City for incorporation into State reporting and implementation records.

Green Waste/Yard Waste

VVS proposes to transport decontaminated and pre-processed green waste material for composting at Valencia Greenery, operated by OC Waste and Recycling. Compost and mulch produced by this facility are ROWPs and available for procurement.

Secondary Facilities

In addition to the primary processing and disposal facilities listed above, VVS and GCR maintain business relationships with the following facilities as contingency for facility closures and emergencies:

Facility (<i>City</i>)	Facility Type
Waste Management of Orange/ Orange County Recycling Center (<i>Orange, CA</i>)	Transfer Station and MRF
Madison Materials, Inc. (<i>Santa Ana, CA</i>)	C&D Debris Processing
Bee Canyon Greenery (<i>Irvine, CA</i>)	Composting
Recycled Wood Products (<i>Ontario, CA</i>)	Composting
Rialto Bioenergy Facility (<i>Rialto, CA</i>)	Anaerobic Digestion
El Sobrante Landfill (<i>Corona, CA</i>)	Class III Landfill

Community Involvement

Community partnership is at the heart of Valley Vista Services. We share the City's commitment to education and lifelong learning, and we're honored to serve a community that values both progress and sustainability. Beyond providing reliable waste collection, we take pride in being a trusted community partner, working hand in hand with residents and City leadership to keep the community clean, safe, sustainable, and thriving for generations to come.

Scholarship Program

To support the City as the "Education Community," Valley Vista Services is proposing to establish a scholarship program for graduating high school students continuing their education at a 2-year college, 4-year college, or trade school. VVS will allocate ten thousand dollars (\$10,000.00) each year for such scholarships. Students must be residents of the City and committed to attending an education or trade program following their graduation. VVS will accept applications from interested students and evaluate them based on merit. The top ten (10) scoring applicants will be awarded a scholarship of one thousand dollars (\$1,000.00) for use in their chosen program.

"For Fullerton by Fullerton"

Valley Vista Services - We are not just a waste service provider but a Fullerton community partner. We are committed to:

- Developing a local hiring and career advancement program that will be included as part of our solid waste collection contract; and
- Improving Fullerton's quality of life by providing exceptional cleaning services and going above and beyond.
-

Training Career and Job Pipeline:

We are committed to the communities across Fullerton by creating a job and career pipeline program to support our work serving the City of Fullerton.

From mechanics to customer service representatives to truck drivers, we are committed to partnering with Fullerton College, Fullerton Joint Union High School District and North Orange County Community College District (NOCCCD) to sponsor trade careers in solid waste services to be hired by Valley Vista Services to support the City of Fullerton waste services contract.

We are currently in discussions with Fullerton College to develop and implement a solid waste training career pipeline serving the community of Fullerton. It will create economic and growth opportunities for disadvantaged and underrepresented residents across Fullerton.

Valley Vista Services is committed to investing in training and apprenticeship programs to help entry level workers develop into specialized roles. This establishes a clear career pathway within the industry.

Valley Vista Services is committed to partnering with local non-profits and workforce development organizations to recruit and offer training to underserved residents. Valley Vista will work with the City of Fullerton, business partners, and nonprofit organizations to sponsor at least two career fairs annually working with Fullerton College, Fullerton Joint Union High School District, North Orange County Community College District (NOCCCD). Our focus will be to lend a helping hand to the Fullerton community with focus on disadvantaged community members.

Local Office

VVS is committed to opening a local service office for the convenience of City customers and to further ties with residents and businesses. Upon award of a franchise agreement, VVS will immediately begin the process of acquiring office space in Downtown Fullerton with a preference for sites fronting Harbor Boulevard to ensure maximum visibility. The local service office will be staffed by customer service representatives and be the main location for City-assigned operations leadership and sustainability team members. Customers will be able to walk in during normal business hours and interact in person to ask questions, make payments, request service, or make changes to their accounts.

To further support our local presence and operational efficiency, VVS will operate City services out of our North Orange County yard, approximately 7 miles from the City center. Further, VVS headquarters is locally based in Los Angeles County less than fifteen(15) miles from the City center. Finally, all of the VVS project management team live in close proximity to the City, especially our main point of contact Pete Perez – a Fullerton resident.

Community Groups and Organizations

In addition to participation in City events, we believe that the most important quality of being a good corporate citizen is going the extra mile, actively engaging VVS staff, managers, and owners in community groups and organizations. Just as we share the City's dedication to education and lifelong learning, we are equally committed to contributing our time, talent, and resources to strengthen the community we serve. Fullerton's rich history and strong network of local organizations provide meaningful opportunities for VVS to continue fostering connection, collaboration, and community pride.

Valley Vista Services intends to become an active member and participant in various groups, programs, and events, for example:

- Becoming a Benefactor Member of Fullerton Heritage
- Volunteering for the annual Love Fullerton Volunteer Day
- Hosting an outreach/education booth at Downtown Fullerton's Farmers Market
- Participating in the OC United Pumpkin Run 5k
- Participating in the Fullerton Fit 5k
- Sponsoring and participating in golf tournaments like:
 - The Dragon Kim Foundation Golf Tournament
 - The Fullerton Firefighters Golf Tournament

- The Fullerton College Veterans Golf Classic
- Donating to Pathways of Hope
- Participating or Sponsoring City Events like:
 - The Spring Eggstravaganza
 - The July 4th Celebration
 - OktoBOOfest
 - First Night in Fullerton
- Sponsoring the Golden Hill Little League

The above listing is not meant to be exclusive, and VVS intends to actively participate wherever possible not only to gain trust and rapport among residents and businesses, but to also show our appreciation and give back to the City if we are selected to be the franchised waste hauler. VVS is deeply committed to becoming an active part of the Fullerton community, and we stand ready to support any City initiative where our involvement can help strengthen, enhance, or uplift the community we serve.

Customer Service

At Valley Vista Services (VVS), Operations is the heartbeat that keeps our services running, and Customer Service is the brain that keeps everything connected, responsive, and in tune with the community we serve. Together, these teams ensure that every interaction reflects reliability, professionalism, and care.

Our Customer Service specialists view every phone call, email, or in-person visit as an opportunity to strengthen trust, to listen, assist, and make each residential and business customer feel valued. We believe that true success comes not only from efficient collection, but from the relationships we build and the confidence our customers feel knowing their City is in good hands.

Customer Satisfaction

Exceptional service is the cornerstone of VVS's reputation. Our goal is to deliver the kind of customer experience that leaves every customer feeling heard, respected, and cared for.

VVS's Customer Service Department includes 35 multilingual contact center specialists and seven sustainability specialists, supporting all municipal contracts with professionalism and heart. Over the past two years, VVS has maintained a customer satisfaction rate exceeding 90%, as measured through internal quality reviews, City feedback, and performance reporting. Across all client cities, fewer than 0.1% of service work orders result in escalated complaints, with most being resolved the same day or within one business day. In the customer service department, every service request is reviewed for accuracy, tone, and completeness, with supervisors conducting random call audits weekly to identify coaching opportunities and celebrate excellence.

In close collaboration with the VVS Operations Department, the Customer Service team reviews reported missed pickups daily to verify service accuracy and take immediate corrective action. Using 3rd Eye camera footage and SoftPak data, our team confirms whether a collection was truly missed or if items were set out late, ensuring every case is handled fairly and transparently. When late set-outs occur, we provide courtesy follow-ups and friendly outreach to help educate customers and prevent future issues.

This proactive, detail-oriented approach allows VVS to address service concerns before they escalate, maintaining reliability, accountability, and strong community trust. Common service categories such as bulky-item collections, cart exchanges, and container delivery work orders are reviewed daily to confirm completion and drive continuous improvement across all service areas.

What truly sets VVS apart is the partnership and collaboration between our Customer Service and Operations teams, united by a shared passion for serving our communities. We take pride in working side by side to ensure complaints remain minimal, but when concerns do arise, they are addressed promptly, thoroughly, and with genuine care. This close coordination between departments reflects our above-and-beyond approach to service, one that focuses not only on resolving issues quickly, but on understanding their root cause to prevent future occurrences. Through this teamwork, VVS consistently maintains exceptionally low complaint volumes across all client cities and delivers the dependable, community-focused service that defines our organization.

The dedication of our management and staff is reflected in our complaint rate. Over the past two years, we have serviced three hundred thousand (300,000) customer accounts and received 188 general complaints, and 11,879 missed service complaints, which amounts to a cumulative complaint rate of only four percent (4%).

Procedures for Responding and Resolving Issues

All customer interactions are managed through two integrated systems that ensure speed, accuracy, and accountability. Soft-Pak serves as our customer relationship management platform, where all service requests, work orders, and site visits are logged and tracked in real time. This gives our team and City partners full visibility into every case, ensuring transparency and timely follow-up.

Our Contact Center, powered by Cisco Webex, manages all inbound and outbound communication, including calls, emails, live chat, and web chats, providing robust analytics on call volumes, hold times, and resolution performance. We maintain an average speed of answer under one minute and a same-day response rate above 99%, reflecting our commitment to accessibility, responsiveness, and service excellence.

VVS understands that customers lead busy lives and value convenience. To meet those needs, we offer multiple communication channels so residents can connect with us in whatever way works best for them. In addition to traditional phone and email support, customers can reach us through live chat on our website during business hours or use our 24-hour self-service portal to schedule bulky-item pickups, report service requests, or make account changes. Each online submission generates an instant notification to our team, ensuring fast and reliable follow-up.

This flexible, customer-friendly system ensures that every resident and business can reach VVS quickly, conveniently, and with confidence that their request will be handled promptly, professionally, and with genuine care.

Escalations: When escalations arise, urgent service issues are dispatched to Operations within minutes for immediate action. Each request is time-stamped, tracked in SoftPak, and assigned to a member of the VVS leadership team who remains responsible until full resolution is confirmed, ensuring that no customer concern is ever left unresolved.

All service activity is carefully documented throughout the process, providing complete visibility and accountability for both VVS and City partners. Even after resolution, escalated cases are monitored for several weeks to confirm that corrective measures are effective and that the concern does not recur.

Capabilities and Local Presence

VVS operates fully staffed customer service offices in both the City of Industry and Pomona, California, serving as centralized hubs that support all customers and client cities. Our team of more than 40 trained representatives manage thousands of monthly customer interactions through phone, email, live chat, and in-person visits, ensuring accessibility and responsiveness across every communication channel. Further, VVS proposes to operate City solid waste management services from our satellite truck yard and offices located less than seven (7) miles from the City center.

To strengthen local accessibility, VVS is proposing to open a local customer service office within Downtown Fullerton to provide direct, face-to-face support for residents and businesses. This office will serve as a welcoming space where customers can stop by to ask questions, make payments, learn about recycling, or simply meet the team that serves their City every day.

In addition, VVS proposes to assign experienced leadership staff at City Hall during the first one to three months of the transition period to provide on-site support and ensure a seamless rollout. These team members will assist with new account activations, cart deliveries, and onboarding activities for residents and businesses. This collaborative approach will allow City staff and residents to get to know VVS personally and experience our commitment to partnership, accessibility, and exceptional service from day one.

What Sets VVS Apart

Our commitment beyond the contract is what truly sets Valley Vista Services (VVS) apart. While we meet every requirement with precision and accountability, we go further because we believe that great customer service is built on connection, compassion, and genuine care for the communities we serve. We do not just want to collect waste; we want to be part of the community, helping the City remain clean, safe, sustainable, and thriving.

VVS provides local accessibility through in-person service offices and a dedicated City support team that includes representatives who serve as direct liaisons between the City, residents, and our internal departments. Our SoftPak system integrates seamlessly with dispatch to provide real-time tracking of service requests and performance metrics, ensuring accuracy, accountability, and transparency. In addition, our multilingual representatives, fluent in English, Spanish, Mandarin, and other languages, ensure equitable and respectful service for every resident and business we serve.

Internally, our Customer Service and Operations teams work in sync, united by a shared passion for serving people and improving communities. Together, they keep service reliable, complaints minimal, and every concern addressed promptly and with care. This partnership reflects our above-and-beyond philosophy that values continuous improvement, teamwork, and lasting trust over quick fixes.

At VVS, Operations may be the heartbeat that keeps our services running, but Customer Service is the voice and connection to the community, together forming the foundation of who we are and what we stand for. This unity drives VVS to deliver not only excellent service, but a lasting partnership built on trust, pride, and genuine care for the City we serve.

Rates and Costs

Residential, Commercial, Industrial and ancillary rates (RFP Attachment #7) are submitted through the online OpenGov web portal.

Operation

Vehicles, Labor, and Routing

Valley Vista employs a comprehensive routing strategy and carefully crafted productivity assumptions tailored to each service sector, encompassing single-family dwellings (SFD), multifamily dwellings (MFD), commercial establishments, and city facilities. Our extensive experience has consistently demonstrated the capacity to manage several franchise agreements without the need to commingle Fullerton refuse, recycling and organic waste with other cities. Valley Vista Services proposes to utilize a completely new fleet of vehicles for service in the City. VVS anticipates the need for twenty-eight (28) collection vehicles and six (6) support vehicles in order to deliver timely, accurate, and consistent service throughout the City.

VVS also anticipates the need for twenty-six (26) Commercial Driver License Class B drivers to operate collection vehicles, as well as three (3) Class C drivers to operate scout trucks.

In addition to labor needed for collection vehicles, VVS proposes to dedicate one (1) FTE operations supervisor, three (3) FTE sustainability team members, one (1) FTE for power washing services, and ten (10) FTE dedicated customer service representatives.

Residential Sector Service

First pioneering a 3-container automated residential collection system throughout La Puente in 1994, we are a leading adopter of both single-stream recycling in the mid 90's and organic waste recycling today. Residential Customers will be delivered their current container size (95-Gal, 65Gal, and 35-Gal) in all three containers, as well as a 2 Gallon container for food scraps, for collection as appropriate. Customers will be able to request container size changes through our residential service survey before delivery of new containers.

Source Separated Recyclables

VVS, in our proposed collection system, will collect source-separated recyclables in BLUE containers for non-organic recyclables, and GREEN containers for organic recyclables.

In light of the Plastic Pollution Prevention and Packaging Producer Responsibility Act (or, "SB 54") VVS anticipates the State to re-define which materials qualify as non-organic recyclables and as such will be closely monitoring so that labeling of BLUE containers reflect the most current regulations. Acceptable materials will be updated by affixing of new decals as appropriate.

As for collection of organic recyclables in the GREEN container, customers will be instructed to collect food scraps in their kitchen caddies. Food waste should be bagged in clear or opaque bags for collection in the GREEN container and later separation from green/yard waste.

Alley Service

For service of residential 3-container customers located in alleys, VVS will route such customers for service by our hard-to-reach collection vehicle in alleys where our regular ASL collection vehicles may not clear height or width constraints.

Sharps Collection and Disposal

Within one week after residential customer's request, VVS will provide, at the customer's residential premises, without surcharge to the City or customer, an approved container for sharps discard in accordance with applicable laws.

VVS will provide 1 gallon and/or 2 gallon SHARP containers pre-approved by the County of Los Angeles. Upon request by the subscriber, up to four times per year, VVS personnel will deliver an empty Sharps container kit.

Each Kit Includes:

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

VVS has identified Stericycle as their container and autoclave vendor for sharps disposal. Stericycle is the nation's largest supplier and processor of medical and sharps waste.

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

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

Commercial Sector Service

Downtown District

For businesses in the Downtown Fullerton District, VVS intends to utilize our front load vehicles to service both bins and carts located in City enclosures. Our commercial collection vehicles will be fitted with cart tippers to enable efficient service to all deployed container types. As part of our initial transition activities, VVS staff will analyze current service levels with the incumbent hauler and perform two (2) waste evaluations at least thirty days apart for customers utilizing shared service in the Downtown District. These evaluation measurements will be averaged and a "service split" will be determined based on actual waste generation as detailed below.

Additionally, our pressure washing team will be available for as-needed and emergency service to ensure cleanliness of the City's most important commercial and cultural district. The team will also be tasked on a regular route to ensure all of the District's enclosures are power washed and steam cleaned as required.

Finally, VVS is proposing to provide a formulaic split to allocate shared services in the Downtown District.

Alley Service

For commercial customers requiring alley service, our standard front-load vehicles will be equipped with cart tippers enabling flexibility for servicing commercial customers that may be constrained by space in

alleyways. Further, VVS can route customers located on particularly tight alleyways to our hard-to-reach route where a specialized vehicle can complete service.

Industrial Sector

VVS offers both standard and specialized services to meet the demanding needs of industrial enterprises across various specialties. In addition to 3-container service of carts and bins, VVS provides both roll-off box and compactor service for high-volume generators. Our Sustainability Team members will visit industrial customers to evaluate waste generation and recommend a service level and mix to achieve the greatest cost-efficiency as well as maximum diversion.

VVS is also able to collect single-source commodities for processing and recycling at our GCR facility. Customers may be able to see rebates for the value of their recyclables depending on current market conditions.

Specialized Organic Waste Recycling Services

VVS is also able to offer specialized Organic Waste Recycling Service for customers generating special waste that may be maximally diverted by a specialized process. In particular, food manufacturers and distributors which generate palletized and packaged products which require additional processing to separate their contents from packaging can be collected by roll-off or semi haul and transported to GCR for processing.

Additionally, VVS is equipped to haul liquid organic waste. Our semi-tankers are equipped with vacuum pumps for ease of loading and unloading either at GCR for incorporation into anaerobic digestion feedstock or hauled directly to the digester.

City Facilities and Events

In support of City Facilities and Events, VVS is equipped to service both regular sites and temporary events. VVS anticipates that all thirty-one (31) City facilities will be serviced regularly utilizing our 3-container collection system, at service levels and frequencies as determined by a VVS waste evaluation. VVS is also equipped to place roll-off collection boxes at designated City sites for collection of waste generated by City facilities and abandoned items.

In addition to any requested roll-off containers for collection of waste, VVS can supply event boxes, including lids and markings designating each container for their respective source-separated waste, increasing general participation in recycling and diversion programs at all City events.

Community Event Support

In furtherance of VVS' commitment to supporting community groups and organizations, we're willing to make available event boxes for source-separated waste collection for pickup. Community non-profits and organizations will be able to request up to ten (10) event boxes annually for their respective events.

Bulky-Items

For collection of Bulky Items, VVS is proposing a dedicated vehicle to fulfill requests by customers for their allocated annual bulky-item collections. General bulky items will be routed to this vehicle, and all Electronic and Universal Waste will be collected by the EV flatbed truck. Collected items will be transported to GCR for reuse, recovery, or recycling contributing to the City's diversion tonnage.

HHW/Compost/Shredding Events

As required by the RFP, VVS will sponsor and coordinate the annual Household Hazardous Waste Drop-off Event at a location mutually convenient to City staff and residents. VVS will develop all noticing and outreach for the events, and where possible co-locate the HHW, Compost, and Shredding Events for ease of access.

In addition to the required Compost Events, VVS proposes to establish a self-serve compost program at a City-designated location generally accessible to residents on a regular basis. We currently sponsor a similar program where a monthly delivery of compost and mulch is available for use by residents at their convenience, located at a city park. Procurement under this program could count towards the City's annual required ROWP procurements.

Fleet Reliability

Fleet Maintenance

The maintenance facility is a state-of-the-art 20,000 square foot vehicle repair facility and services our fleet of over 300 collection vehicles, scouts, bin delivery trucks, pickup trucks, end dumps, and other support vehicles. Each bay has overhead reels for fluids, air, and electricity. Gabriel Yllescas manages the maintenance department; overseeing all aspects of vehicle repair, inspection, and aesthetics for all outgoing and incoming collection vehicles daily.

Fleet Condition and Vintage

Equipment reliability and availability is a function of an aggressive preventative maintenance program as well as ongoing capital investments to maintain fleet vintage. Mr. Yllescas has developed a detailed and comprehensive PM service schedule based on vehicle vocation and duty cycle utilizing round the clock shifts to ensure immediate repairs as well as equipment uptime. VVS leadership ensures that necessary investment is made to realize a modern fleet with an average vintage of 6.5 years. This affords VVS with the safest most modern fleet and takes full advantage of the latest technology.

Container Repair

Refuse and recycling bins, roll-off containers, and other metal containers are welded, repaired, painted, and have their casters replaced at our bin repair building. This facility is a crucial component of compliance requirements and internal controls for all bins and roll-off containers to ensure that new and existing inventory is maintained in good working order and aesthetically pleasing.

SB 1383 Compliance

Valley Vista Services (VVS) has extensive experience implementing and maintaining full compliance with the short-lived climate pollutants law (California Senate Bill 1383 or "SB 1383") across all of our client jurisdictions. To help local jurisdictions meet the ambitious diversion goals enacted and subsequently amended by the State legislature, VVS has invested in our people and technical capabilities to make compliance simple and accessible for customers and organics recycling programs successful. We understand that achieving program success and maintaining full regulatory compliance require seamless collaboration across every operational layer, from collection and processing to reporting, education, route monitoring, and coordination with City staff. VVS leverages this collaborative approach, along with advanced data systems such as 3rd Eye, to monitor fleet activity, contamination rates, route performance, and participation trends, guiding targeted outreach and ensuring transparent, data-driven reporting. In partnership with our sister company, Grand Central Recycling and Transfer Station, Inc. (GCR), VVS ensures that collected organics and recycling are processed efficiently and responsibly, supporting high diversion rates and compliance with California's recycling mandates. Guided by this integrated framework, VVS ensures that every program not only meets CalRecycle's regulatory standards but also advances sustainable resource recovery and strengthens the local market for Recovered Organic Waste Products (ROWPs).

Collection and Processing

VVS operates two and three container collection systems that meet all SB 1383 requirements including 14 CCR §§ 18984.1 and 18984.2. Collected materials are transported to and processed at GCR, one of only four (4) High Diversion Organic Waste Processing Facilities (HDOWPF) designated by CalRecycle in the entire State, with the next closest facility located a 200-mile round-trip away in Santa Barbara County.

Our collection process is designed for efficiency, cleanliness, and most importantly customer convenience. Customers are instructed to bag and securely tie their food waste before placing it in the green organics container, while yard trimmings and other green waste may be placed directly inside the cart. This method aligns with customer preferences, as most residents find bagging organic waste cleaner and more convenient. It also helps minimize odors, maintain container cleanliness, reduce vectors, and enhance overall ease of use.

At GCR, source-separated mixed organic waste is offloaded onto the tipping floor, and transferred to a custom-built Green Machine sorting line designed for high efficiency and contamination control. On the line, bagged food waste is identified, debugged, and processed through Scott Equipment's THOR de-packaging system, turning the decontaminated material into a pumpable slurry ready for final disposal by anaerobic digestion. The remaining green waste is screened, ground, and prepared for transfer to the City-approved compost facility, ensuring maximum diversion and compliance with SB 1383 organics recycling requirements.

This system investment enables effective decontamination of collected mixed organic waste, significantly increasing its marketability and acceptance as feedstock for anaerobic digestion. Anaerobic digestion of the organic waste slurry produces ROWPs which VVS, through procurement agreements with our anaerobic digestion facility partners, can use to assist the City achieve ROWP procurement targets as set by CalRecycle. Currently, VVS can provide ROWP credits for: (i) electricity generated by RNG; (ii) RNG used as transportation fuel in collection vehicles, and (iii) compost and mulch deliveries for resident give-away programs or for use as erosion control and at City parks.

Contamination Monitoring and Route Reviews

Monitoring contamination is a critical part of our compliance strategy. VVS implements both route reviews and waste characterizations in accordance with CalRecycle's *Best Management Practices*. Jurisdictions have flexibility in determining the number and type of containers inspected per route. To ensure statistical validity and representative sampling, VVS conducts route reviews for approximately three percent (3%) of total containers per route on a

quarterly basis and performs waste characterizations twice per year, during two separate seasons, or as requested by the City.

To support the City's organic recycling program, VVS takes a 'belt and suspenders' approach to performing route reviews by incorporating several techniques in our contamination monitoring program. During the reviews, containers are inspected visually for prohibited materials through physical inspections, driver observations, and camera footage captured through the 3rd Eye system. Additionally, drivers consistently monitor contamination during daily collections, ensuring early detection and consistent contamination control. Any contamination identified is photographed, tagged, and documented in our CRM (Softpak), which automatically alerts Customer Service and Operations for timely follow up. This ensures that customers receive direct education and corrective guidance to maintain proper waste sorting and ongoing compliance.

All occurrences, photographs, and route logs are recorded and stored electronically to ensure accurate tracking and documentation. Each jurisdiction's annual report includes the total number of reviews conducted, the number of violations and educational interventions issued to support regulatory compliance.

Waste Characterization Process

VVS performs comprehensive waste characterizations to assess contamination levels and evaluate recovery potential. For each waste stream, between 500 and 800 pounds of material are collected per load from a designated collection route, ensuring that loads are not mixed between different areas of the City. A minimum of two samples per waste stream are collected annually during different seasons to capture variations in material composition. The results of these waste characterizations also provide valuable insight into the types and sources of contamination, allowing VVS to develop targeted educational outreach to address specific problem areas and improve overall program performance.

Reporting and Recordkeeping

VVS maintains comprehensive compliance records within the SoftPak data management system. Route reviews, service logs, contamination data, photographs, waiver records, and waste characterization results are organized and securely stored to ensure accuracy and transparency. Data and records are available in a shared location designated by each city, allowing jurisdictions to choose how and where they would like information stored and accessed. All reports are readily available upon request or as needed to support regulatory reporting and City submittal requirements. Further, VVS is experienced with a variety of online "portal" reporting software commonly used in the local market, ensuring seamless integration with existing systems. VVS's reporting specialists will compile and organize all SB 1383 data to include in the City's implementation record, supporting clear documentation and full regulatory alignment.

Customer Education and Monitoring

Public education and engagement are central to VVS's SB 1383 compliance strategy. VVS develops and distributes multilingual outreach materials, container labels, food pails, community presentations, and ongoing educational and social media campaigns across multiple platforms. These efforts are designed to reduce contamination, support participation, and improve the organics recycling program effectively. Our Sustainability Team prioritizes outreach to residents and businesses, reinforcing compliance messaging through daily customer interactions, targeted audits, and personalized follow-ups.

VVS takes a proactive approach to customer engagement by conducting regular site checks and distributing VVS sustainability promotional materials as friendly reminders to recycle correctly. These visits help our team build strong relationships, foster accountability, and encourage lasting participation in recycling and organics programs.

In addition, VVS actively participates in community events of all types, ranging from city festivals and school programs to neighborhood clean-ups, where we host engaging booths with educational games, giveaways, and interactive activities that make learning about recycling fun and memorable. These efforts help strengthen community partnerships and engagement while promoting long-term environmental awareness and diversion.

Appendix 1

A sample of VVS Outreach, Educational, and promotional materials are available for viewing using the following hyperlink:

[VVS EXAMPLE EDUCATION/OUTREACH MATERIALS](#)

Access to the above file is provided to the following person(s):

Steve Avalos, Budget & Purchasing Manager: savalos@cityoffullerton.com



Valley Vista Services

Waste Disposal and Recycling Division

17445 East Railroad Street • City of Industry, California 91748 • (626) 961-6291 • Fax (626) 961-1105

Recovering the Earth's Resources

Jan 27, 2026

José Alfredo Gonzalez
Purchasing Supervisor
City of Fullerton
303 W. Commonwealth Ave.
Fullerton, CA 92832

Subject: City of Fullerton RFP Price Resubmissions

It was a pleasure meeting with you and the rest of the City of Fullerton team to further discuss the RFP.

After careful consideration, Valley Vista Services has made a deliberate and values-driven decision to absorb the costs associated with CPI adjustments and the landfill increase for FY 2027-2028 under the WISE Agreement Contract Rate. We will be resubmitting our price sheets to reflect this commitment. This decision represents a substantial concession—exceeding two million dollars—but one we believe is essential at the outset of a new franchise relationship.

Too often, transitions in waste services are accompanied by immediate rate increases that create concern for residents and businesses and place the City in a difficult position. We have intentionally chosen a different path. By absorbing these costs, our revised rate submittal will closely mirror the rate adjustment anticipated from the current hauler in July 2026, allowing the Fullerton community to experience continuity rather than disruption. We view this not as a pricing tactic, but as a tangible demonstration of partnership and accountability.

This approach reflects how Valley Vista Services operates. As a locally based, family-owned company with decades of experience serving Southern California cities, we make decisions with a long-term perspective—prioritizing community trust, operational stability, and the City's relationship with its residents over short-term financial returns.

Additionally, there was a question at the conclusion of the meeting regarding the value of services provided to the City at no charge. Based on a conservative assessment, we estimate the annual value of these services to be approximately \$250,000. These services are integral to how we support our partner cities and are delivered without contingencies or future cost recovery.

Valley Vista Services is prepared to invest in Fullerton from day one—not just financially, but operationally and philosophically. We appreciate the opportunity to continue in this process and remain committed to being a stable, responsive, and genuinely community-focused partner for the City of Fullerton.

Sincerely,

A handwritten signature in blue ink, appearing to read 'David M. Perez', with a large, stylized flourish extending to the left.

David M. Perez

President

Residential Service

Rate Type	Service Component	Facility Component	All-Inclusive Rate
Standard 3-cart (96gal-96gal-96gal)	\$ 17.73	\$ 11.51	\$ 29.24
Standard 3-cart (64gal-64gal-64gal)	\$ 15.96	\$ 10.36	\$ 26.31
Standard 3-cart (35gal-35gal-35gal)	\$ 13.47	\$ 8.75	\$ 22.22
Senior 3-cart (96gal-96gal-96gal) **	\$ 15.07	\$ 9.78	\$ 24.85
Senior 3-cart (64gal-64gal-64gal)	\$ 13.56	\$ 8.80	\$ 22.37
Senior 3-cart (35gal-35gal-35gal)	\$ 11.45	\$ 7.43	\$ 18.89
Extra Trash Cart	\$ 5.24	\$ 3.40	\$ 8.64
Extra Recycle Cart	N/C		N/C
Extra Organics Cart	\$ 5.46	\$ 3.54	\$ 9.00
Overloaded Cart Fee *	\$ 15.00		\$ 15.00
Contaminated Cart Fee *	\$ 25.00		\$ 25.00
Reactivation Fee	N/C		N/C
Extra Dump - service day	\$ 13.01	\$ 8.45	\$ 21.46
Extra Dump - non service day	\$ 13.01	\$ 8.45	\$ 21.46
Walk-Out Service (Valet Service) NTE 100 Yards	\$ 6.00		\$ 6.00
Walk-Out Service (Valet Service) NTE 100 Yards -Qualified Disabled	N/C		N/C
2 Cubic Yard Manure 1X	\$ 95.06	\$ 99.60	\$ 194.66
2 Cubic Yard Manure 2X	\$ 145.64	\$ 152.59	\$ 298.23
2 Cubic Yard Manure 3X	\$ 196.23	\$ 205.60	\$ 401.83
2 Cubic Yard Manure 4X	\$ 246.82	\$ 258.61	\$ 505.43
2 Cubic Yard Manure 5X	\$ 297.43	\$ 311.64	\$ 609.06
2 Cubic Yard Manure 6X	\$ 348.03	\$ 364.66	\$ 712.69
Bulky Item Service (After First Four)	\$ 16.69	\$ 10.84	\$ 27.53

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

** Low-income eligibility-TBD

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

Service	Cost	Additional Detail
Downtown Containers (Bins)	\$ 193.03	3-yard Bin
Bulky Item Event	\$ 766.65	PER 40 YD ROLLOFF
HHW Event	\$ 50,000.00	PER EVENT
Curbside HHW	\$ 25.00	PER PICKUP AFTER 2 NO CHARGE
<i>SPECIFICALLY EXCLUDES CITY PUBLIC WORKS PROJECTS</i>		

Residential Service

BID ALTERNATE	Per-Unit Charge to Perform All Residential Billing Services.	\$	0.53
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Commercial - Downtown District (DD) & Other City Facility Services

Rate Type	Service	Facility	All-Inclusive Rate
DD - Organics Generators -See Below	see below	see below	see below
DD - All Other Businesses - See Below	see below	see below	see below
Power-wash (over quarterly)	\$ 58.00		\$ 58.00
Gate/Restricted Access (Per mth)	\$ 15.50		\$ 15.50
Resume Fee/Collection	\$ 75.00		\$ 75.00
Damaged Cart (negligence)	\$ 65.86		\$ 65.86
Damaged Bin (negligence)	\$ 800.00		\$ 800.00
Damaged Lid (negligence)	\$ 50.00		\$ 50.00
Extra Dump - service day	\$ 41.66		\$ 41.66
Extra Dump - non service day	\$ 41.66		\$ 41.66
2 Cubic Yard Manure 1X	\$ 95.06	\$ 99.60	\$ 194.66
2 Cubic Yard Manure 2X	\$ 145.64	\$ 152.59	\$ 298.23
2 Cubic Yard Manure 3X	\$ 196.23	\$ 205.60	\$ 401.83
2 Cubic Yard Manure 4X	\$ 246.82	\$ 258.61	\$ 505.43
2 Cubic Yard Manure 5X	\$ 297.43	\$ 311.64	\$ 609.06
2 Cubic Yard Manure 6X	\$ 348.03	\$ 364.66	\$ 712.69
RATE TO 50 NON FOOD 1x week	\$ 72.78	\$ 38.17	\$ 110.95

RATE TO 30 NON-FOOD PLUS ORGANICS 1x week	\$ 98.19	\$ 51.49	\$ 149.68
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Temporary & Industrial Service

Rate Type		Service Charge	Per-Ton Charge	Facility	All-Inclusive Rate
3YD Bin - deliver, pickup and one dump	per event	\$ 168.83		\$ 88.54	\$ 257.37
3YD Bin additional dump	per event	\$ 39.36		\$ 20.64	\$ 60.00
Temporary Bin (3-yard) 1x	per event	\$ 168.83		\$ 88.54	\$ 257.37
Temporary Bin (3-yard) 2x	per event	\$ 261.88		\$ 137.34	\$ 399.22
Temporary Bin (3-yard) 3x	per event	\$ 357.54		\$ 187.50	\$ 545.04
Temporary Bin (3-yard) 4x	per event	\$ 446.71		\$ 234.26	\$ 680.97
Temporary Bin (3-yard) 5x	per event	\$ 542.36		\$ 284.43	\$ 826.79
Temporary Bin (3-yard) 6x	per event	\$ 638.02		\$ 334.59	\$ 972.61
Temporary Bin (4-yard)	per event	\$ -		\$ -	
Temporary Bin (20-yard)					
Temporary Bin (30-yard)					
6YD Bin - deliver, pickup and one dump	per event	\$ 202.60		\$ 106.25	\$ 308.84
6YD Bin additional dump	per event	\$ 44.61		\$ 23.39	\$ 68.00
Daily rental after 7 days	Per Day	\$ 22.96		\$ 12.04	\$ 35.00
Delivery - Storage Box		\$ 222.29			\$ 222.29
Storage Box Rental Per Month		\$ 228.80			\$ 228.80
Dump and Return - 3 Yd Temporary Bin		\$ 257.37			\$ 257.37
Roll Off					
Deliver 10 Yd Lowboy- Permanent + Dump		\$ 322.00			\$ 322.00
Deliver 10 Yd Lowboy - Temporary up to 6 Tons		\$ 554.31		\$ 290.69	\$ 845.00
Deliver 12 Yd Roll Off - Temporary up to 6 Tons		\$ 319.31		\$ 167.45	\$ 486.77
Deliver - 20 Yd Compactor + Dump		\$ 322.00			\$ 322.00
Deliver - 26 Yd Lowboy Permanent + Dump		\$ 322.00			\$ 322.00
Dump and Return - 26 Yd Lowboy Temporary up to 6 Tons		\$ 575.30		\$ 301.70	\$ 877.00
Deliver 40 Yd Rolloff - Permanent + Dump		\$ 322.00			\$ 322.00
Deliver 40 Yd Rolloff- Temporary up to 6 Tons		\$ 529.38		\$ 277.62	\$ 807.00

Roll-Off Disposal/Processing & Other Fees				
Solid waste (transfer only - no processing)	per ton		\$ 93.99	\$ 93.99
Commingled recyclables processing	per ton		\$ 65.00	\$ 65.00
Construction & Demolition Waste Processing Per Ton	per ton		\$ 125.41	\$ 125.41
MSW Overweight Charge- 6 Ton Limit - Per Ton	per ton		\$ 125.14	\$ 125.14
Dry Run Charge	per event	\$ 231.41		\$ 231.41
Respot Charge	per event	\$ 189.50		\$ 189.50
Flatbed - Palletized Waste (Up to 10 Pallets)	per event	\$ 393.13		\$ 393.13
Flatbed - Pallet Handling Charge Per Pallet	per event	\$ 51.74		\$ 51.74
Live Load (Semi) - Per Haul (Up to 20 Tons)	per event	\$ 569.10		\$ 569.10
Special Handling Charge	per event	\$ 127.02		\$ 127.02
Late Fee - On Past Due Balance	per event	10%		10%
Inactivity Fee - Per Day after 7 Days	per event	\$ 11.40		\$ 11.40
Standby Fee - Per Minute (In Excess of 15 minutes)	per event	\$ 2.59		\$ 2.59
Plastic Liners	per event	\$ 41.03		\$ 41.03
NSF/Return Check Fee	per event	\$ 25.00		\$ 25.00
Roll-off box cleaning beyond one (1) per year.	per event	\$ 150.00		\$ 150.00
Redelivery/Return trip/Dry run	per event	\$ 195.00		\$ 195.00
Temporary roll-off daily rental after 7 days with no dump	per day	\$ 35.00		\$ 35.00
Relocation fee	per event	\$ 175.00		\$ 175.00
Sunday service surcharge	per event	\$ 75.00		\$ 75.00
COMP RENTAL - MONTHLY	per event	\$ 400.00		\$ 400.00
DUMP FEE - ASBESTOS	per ton	\$ 199.58		\$ 199.58
DUMP FEE - ASPHALT	per ton	\$ 120.23		\$ 120.23
DUMP FEE - CARDBOARD	per ton	\$ 118.97		\$ 118.97
DUMP FEE - CONCRETE	per ton	\$ 114.67		\$ 114.67
DUMP FEE - GREEN WST	per ton	\$ 130.14		\$ 130.14
DUMP FEE - MSW	per ton	\$ 118.20		\$ 118.20
DUMP FEE - ORGANIC CONTAM	per ton	\$ 273.60		\$ 273.60
DUMP FEE - ORGANIC PACKAG	per ton	\$ 236.25		\$ 236.25
DUMP FEE - ORGANICS	per ton	\$ 159.17		\$ 159.17
DUMP FEE - PKGD ORGANICS	per ton	\$ 259.88		\$ 259.88
DUMP FEE - SCRAP METAL	per ton	\$ 113.88		\$ 113.88
DUMP FEE - SPECIAL HANDL	per ton	\$ 110.39		\$ 110.39
DUMP FEE - STEEL	per ton	\$ 131.38		\$ 131.38
DUMP FEE - TIRES	per ton	\$ 141.87		\$ 141.87
DUMP FEE - WHITE GOOD	per ton	\$ 135.71		\$ 135.71
DUMP FEE - WOOD	per ton	\$ 108.56		\$ 108.56
DUMP FEE MIXED GLASS	per ton	\$ 125.84		\$ 125.84
END DUMP-MSW	per ton	\$ 108.96		\$ 108.96
E-WASTE PICK-UP	per ton	\$ 125.41		\$ 125.41
EXCESS WIEGHT - CD	per ton	\$ 141.12		\$ 141.12
LINER CHARGE	per event	\$ 42.43		\$ 42.43
PRESSURE WASHING - HOURLY	per event	\$ 120.00		\$ 120.00

Commercial Service				
Rate Type	Service Component	Facility Component		All-Inclusive Rate
Commercial Trash (Black or Grey Container)				
96-gallon 1x week	\$ 58.65	\$ 30.76		\$ 89.40
96-gallon 2x week	\$ 107.25	\$ 56.24		\$ 163.49
96-gallon 3x week	\$ 160.87	\$ 84.37		\$ 245.24
96-gallon 4x week	\$ 214.50	\$ 112.49		\$ 326.98
96-gallon 5x week	\$ 250.04	\$ 131.13		\$ 381.17
96-gallon 6x week	\$ 282.87	\$ 148.34		\$ 431.22
1 yard bin 1x week	\$ 123.39	\$ 64.71		\$ 188.09
1 yard bin 2x week	\$ 225.64	\$ 118.33		\$ 343.98
1 yard bin 3x week	\$ 338.46	\$ 177.50		\$ 515.96
1 yard bin 4x week	\$ 451.28	\$ 236.66		\$ 687.94
1 yard bin 5x week	\$ 526.06	\$ 275.88		\$ 801.94
1 yard bin 6x week	\$ 595.13	\$ 312.10		\$ 907.23
1.5 yard bin 1x week	\$ 132.25	\$ 69.35		\$ 201.60
1.5 yard bin 2x week	\$ 243.35	\$ 127.62		\$ 370.98
1.5 yard bin 3x week	\$ 365.04	\$ 191.43		\$ 556.47
1.5 yard bin 4x week	\$ 486.71	\$ 255.24		\$ 741.95
1.5 yard bin 5x week	\$ 570.35	\$ 299.10		\$ 869.45
1.5 yard bin 6x week	\$ 648.27	\$ 339.97		\$ 988.24
2 yard bin 1x week	\$ 141.10	\$ 74.00		\$ 215.10
2 yard bin 2x week	\$ 261.07	\$ 136.91		\$ 397.98
2 yard bin 3x week	\$ 391.60	\$ 205.37		\$ 596.97
2 yard bin 4x week	\$ 522.14	\$ 273.82		\$ 795.96
2 yard bin 5x week	\$ 614.63	\$ 322.32		\$ 936.95
2 yard bin 6x week	\$ 701.41	\$ 367.84		\$ 1,069.25
3 yard bin 1x week	\$ 158.82	\$ 83.29		\$ 242.10
3 yard bin 2x week	\$ 296.50	\$ 155.49		\$ 451.99
3 yard bin 3x week	\$ 444.74	\$ 233.23		\$ 677.98
3 yard bin 4x week	\$ 592.99	\$ 310.98		\$ 903.97
3 yard bin 5x week	\$ 703.20	\$ 368.77		\$ 1,071.97
3 yard bin 6x week	\$ 807.70	\$ 423.58		\$ 1,231.27
4 yard bin 1x week	\$ 176.53	\$ 92.58		\$ 269.10
4 yard bin 2x week	\$ 331.93	\$ 174.07		\$ 506.00
4 yard bin 3x week	\$ 497.89	\$ 261.10		\$ 758.99
4 yard bin 4x week	\$ 663.85	\$ 348.14		\$ 1,011.99
4 yard bin 5x week	\$ 791.77	\$ 415.22		\$ 1,206.99
4 yard bin 6x week	\$ 1,126.55	\$ 590.79		\$ 1,717.33
5 yard bin 1x week	n/a			n/a
5 yard bin 2x week	n/a			n/a
5 yard bin 3x week	n/a			n/a
5 yard bin 4x week	n/a			n/a
5 yard bin 5x week	n/a			n/a
5 yard bin 6x week	n/a			n/a
6 yard bin 1x week	\$ 211.96	\$ 111.16		\$ 323.11
6 yard bin 2x week	\$ 402.78	\$ 211.23		\$ 614.01
6 yard bin 3x week	\$ 604.17	\$ 316.84		\$ 921.01
6 yard bin 4x week	\$ 805.56	\$ 422.45		\$ 1,228.01
6 yard bin 5x week	\$ 968.90	\$ 508.12		\$ 1,477.02
6 yard bin 6x week	\$ 1,153.89	\$ 605.13		\$ 1,759.01
Please add and list all Split-Bin Configurations (Trash/Recycling)				
3 yard bin 1x week	\$ 214.40	\$ 112.44		\$ 326.84
3 yard bin 2x week	\$ 400.27	\$ 209.91		\$ 610.18
3 yard bin 3x week	\$ 600.40	\$ 314.87		\$ 915.27
3 yard bin 4x week	\$ 800.54	\$ 419.82		\$ 1,220.36
3 yard bin 5x week	\$ 949.32	\$ 497.84		\$ 1,447.16
3 yard bin 6x week	\$ 1,090.39	\$ 571.83		\$ 1,662.22
4 yard bin 1x week	\$ 238.31	\$ 124.98		\$ 363.29
4 yard bin 2x week	\$ 448.10	\$ 234.99		\$ 683.09
4 yard bin 3x week	\$ 672.15	\$ 352.49		\$ 1,024.63
4 yard bin 4x week	\$ 896.20	\$ 469.99		\$ 1,366.19
4 yard bin 5x week	\$ 1,068.89	\$ 560.55		\$ 1,629.44
4 yard bin 6x week	\$ 1,425.18	\$ 747.40		\$ 2,172.58
Please add and list all trash compactor configurations				
2 Cubic Yard Refuse Compactor 1X	\$ 182.16	\$ 147.38		\$ 329.54
2 Cubic Yard Refuse Compactor 2X	\$ 314.84	\$ 254.72		\$ 569.56
2 Cubic Yard Refuse Compactor 3X	\$ 438.32	\$ 354.62		\$ 792.94
2 Cubic Yard Refuse Compactor 4X	\$ 553.72	\$ 447.98		\$ 1,001.69
2 Cubic Yard Refuse Compactor 5X	\$ 662.14	\$ 535.69		\$ 1,197.83
2 Cubic Yard Refuse Compactor 6X	\$ 780.97	\$ 631.84		\$ 1,412.81
3 Cubic Yard Refuse Compactor 1X	\$ 193.31	\$ 156.39		\$ 349.70
3 Cubic Yard Refuse Compactor 2X	\$ 339.08	\$ 274.33		\$ 613.41
3 Cubic Yard Refuse Compactor 3X	\$ 449.31	\$ 363.51		\$ 812.82
3 Cubic Yard Refuse Compactor 4X	\$ 562.88	\$ 455.39		\$ 1,018.27
3 Cubic Yard Refuse Compactor 5X	\$ 680.46	\$ 550.52		\$ 1,230.98
3 Cubic Yard Refuse Compactor 6X	\$ 810.29	\$ 655.55		\$ 1,465.84
6 Cubic Yard Refuse Compactor 1X	\$ 231.97	\$ 187.67		\$ 419.64
6 Cubic Yard Refuse Compactor 2X	\$ 406.90	\$ 329.19		\$ 736.09
6 Cubic Yard Refuse Compactor 3X	\$ 539.18	\$ 436.21		\$ 975.39
6 Cubic Yard Refuse Compactor 4X	\$ 675.45	\$ 546.47		\$ 1,221.92
6 Cubic Yard Refuse Compactor 5X	\$ 816.55	\$ 660.62		\$ 1,477.18
6 Cubic Yard Refuse Compactor 6X	\$ 972.35	\$ 786.66		\$ 1,759.01

Commercial Service				
Rate Type	Service Component	Facility Component		All-Inclusive
Commercial Recycling (Blue Container)				
96-gallon 1x week	\$ 29.32	\$ 15.38		\$ 44.70
96-gallon 2x week	\$ 53.63	\$ 28.12		\$ 81.75
96-gallon 3x week	\$ 80.44	\$ 42.18		\$ 122.62
96-gallon 4x week	\$ 107.25	\$ 56.24		\$ 163.49
96-gallon 5x week	\$ 125.02	\$ 65.56		\$ 190.58
96-gallon 6x week	\$ 141.44	\$ 74.17		\$ 215.61
1 yard bin 1x week	\$ 61.69	\$ 32.35		\$ 94.05
1 yard bin 2x week	\$ 112.82	\$ 59.17		\$ 171.99
1 yard bin 3x week	\$ 169.23	\$ 88.75		\$ 257.98
1 yard bin 4x week	\$ 225.64	\$ 118.33		\$ 343.97
1 yard bin 5x week	\$ 263.03	\$ 137.94		\$ 400.97
1 yard bin 6x week	\$ 297.57	\$ 156.05		\$ 453.62
1.5 yard bin 1x week	\$ 66.12	\$ 34.68		\$ 100.80
1.5 yard bin 2x week	\$ 121.68	\$ 63.81		\$ 185.49
1.5 yard bin 3x week	\$ 182.52	\$ 95.72		\$ 278.23
1.5 yard bin 4x week	\$ 243.35	\$ 127.62		\$ 370.98
1.5 yard bin 5x week	\$ 285.17	\$ 149.55		\$ 434.73
1.5 yard bin 6x week	\$ 324.14	\$ 169.98		\$ 494.12
2 yard bin 1x week	\$ 70.55	\$ 37.00		\$ 107.55
2 yard bin 2x week	\$ 130.53	\$ 68.45		\$ 198.99
2 yard bin 3x week	\$ 195.80	\$ 102.68		\$ 298.48
2 yard bin 4x week	\$ 261.07	\$ 136.91		\$ 397.98
2 yard bin 5x week	\$ 307.31	\$ 161.16		\$ 468.48
2 yard bin 6x week	\$ 350.71	\$ 183.92		\$ 534.63
3 yard bin 1x week	\$ 79.41	\$ 41.64		\$ 121.05
3 yard bin 2x week	\$ 148.25	\$ 77.74		\$ 225.99
3 yard bin 3x week	\$ 222.37	\$ 116.62		\$ 338.99
3 yard bin 4x week	\$ 296.50	\$ 155.49		\$ 451.99
3 yard bin 5x week	\$ 351.60	\$ 184.39		\$ 535.99
3 yard bin 6x week	\$ 403.85	\$ 211.79		\$ 615.64
4 yard bin 1x week	\$ 88.26	\$ 46.29		\$ 134.55
4 yard bin 2x week	\$ 165.96	\$ 87.03		\$ 253.00
4 yard bin 3x week	\$ 248.94	\$ 130.55		\$ 379.49
4 yard bin 4x week	\$ 331.93	\$ 174.07		\$ 506.00
4 yard bin 5x week	\$ 395.88	\$ 207.61		\$ 603.50
4 yard bin 6x week	\$ 456.99	\$ 239.66		\$ 696.65
5 yard bin 1x week	n/a			n/a
5 yard bin 2x week	n/a			n/a
5 yard bin 3x week	n/a			n/a
5 yard bin 4x week	n/a			n/a
5 yard bin 5x week	n/a			n/a
5 yard bin 6x week	n/a			n/a
6 yard bin 1x week	\$ 105.98	\$ 55.58		\$ 161.56
6 yard bin 2x week	\$ 201.39	\$ 105.61		\$ 307.00
6 yard bin 3x week	\$ 302.08	\$ 158.42		\$ 460.50
6 yard bin 4x week	\$ 402.78	\$ 211.23		\$ 614.01
6 yard bin 5x week	\$ 484.45	\$ 254.06		\$ 738.51
6 yard bin 6x week	\$ 563.27	\$ 295.39		\$ 858.67
Please add and list all recycling compactor configurations				
2 Cubic Yard RECYCLING Compactor 1X	\$ 91.08	\$ 73.69		\$ 164.77
2 Cubic Yard RECYCLING Compactor 2X	\$ 157.42	\$ 127.36		\$ 284.78
2 Cubic Yard RECYCLING Compactor 3X	\$ 219.16	\$ 177.31		\$ 396.47
2 Cubic Yard RECYCLING Compactor 4X	\$ 276.86	\$ 223.99		\$ 500.85
2 Cubic Yard RECYCLING Compactor 5X	\$ 331.07	\$ 267.85		\$ 598.92
2 Cubic Yard RECYCLING Compactor 6X	\$ 390.49	\$ 315.92		\$ 706.40
3 Cubic Yard RECYCLING Compactor 1X	\$ 96.65	\$ 78.20		\$ 174.85
3 Cubic Yard RECYCLING Compactor 2X	\$ 169.54	\$ 137.16		\$ 306.70
3 Cubic Yard RECYCLING Compactor 3X	\$ 224.66	\$ 181.76		\$ 406.41
3 Cubic Yard RECYCLING Compactor 4X	\$ 281.44	\$ 227.69		\$ 509.13
3 Cubic Yard RECYCLING Compactor 5X	\$ 340.23	\$ 275.26		\$ 615.49
3 Cubic Yard RECYCLING Compactor 6X	\$ 405.14	\$ 327.78		\$ 732.92
6 Cubic Yard RECYCLING Compactor 1X	\$ 115.99	\$ 93.84		\$ 209.82
6 Cubic Yard RECYCLING Compactor 2X	\$ 203.45	\$ 164.60		\$ 368.05
6 Cubic Yard RECYCLING Compactor 3X	\$ 269.59	\$ 218.11		\$ 487.69
6 Cubic Yard RECYCLING Compactor 4X	\$ 337.73	\$ 273.23		\$ 610.96
6 Cubic Yard RECYCLING Compactor 5X	\$ 408.28	\$ 330.31		\$ 738.59
6 Cubic Yard RECYCLING Compactor 6X	\$ 486.17	\$ 393.33		\$ 879.51

Commercial Service				
Rate Type	Service Component	Facility Component		All-Inclusive
Commercial Organics (Green or Brown Container)				
96-gallon 1x week	\$ 40.12	\$ 21.04		\$ 61.15
96-gallon 2x week	\$ 50.05	\$ 26.25		\$ 76.30
96-gallon 3x week	\$ 64.09	\$ 33.61		\$ 97.70
96-gallon 4x week	\$ 77.22	\$ 40.49		\$ 117.71
96-gallon 5x week	\$ 90.35	\$ 47.38		\$ 137.73
96-gallon 6x week	\$ 101.01	\$ 52.97		\$ 153.98
1 yard bin 1x week	\$ 56.76	\$ 29.77		\$ 86.53
1 yard bin 2x week	\$ 97.98	\$ 51.39		\$ 149.37
1 yard bin 3x week	\$ 136.00	\$ 71.32		\$ 207.32
1 yard bin 4x week	\$ 173.09	\$ 90.78		\$ 263.87
1 yard bin 5x week	\$ 210.19	\$ 110.23		\$ 320.42
1 yard bin 6x week	\$ 244.82	\$ 128.39		\$ 373.21
1.5 yard bin 1x week	\$ 66.86	\$ 35.06		\$ 101.92
1.5 yard bin 2x week	\$ 118.18	\$ 61.98		\$ 180.16
1.5 yard bin 3x week	\$ 166.29	\$ 87.21		\$ 253.50
1.5 yard bin 4x week	\$ 213.48	\$ 111.96		\$ 325.44
1.5 yard bin 5x week	\$ 260.68	\$ 136.71		\$ 397.39
1.5 yard bin 6x week	\$ 305.41	\$ 160.16		\$ 465.57
2 yard bin 1x week	\$ 91.00	\$ 47.72		\$ 138.72
2 yard bin 2x week	\$ 158.82	\$ 83.29		\$ 242.11
2 yard bin 3x week	\$ 221.84	\$ 116.34		\$ 338.18
2 yard bin 4x week	\$ 283.50	\$ 148.67		\$ 432.17
2 yard bin 5x week	\$ 345.15	\$ 181.00		\$ 526.15
2 yard bin 6x week	\$ 403.12	\$ 211.40		\$ 614.52
3 yard bin 1x week	\$ 136.00	\$ 71.32		\$ 207.32
3 yard bin 2x week	\$ 237.41	\$ 124.50		\$ 361.91
3 yard bin 3x week	\$ 331.67	\$ 173.93		\$ 505.60
3 yard bin 4x week	\$ 423.87	\$ 222.28		\$ 646.15
3 yard bin 5x week	\$ 516.06	\$ 270.64		\$ 786.70
3 yard bin 6x week	\$ 602.77	\$ 316.10		\$ 918.87
4 yard bin 1x week	\$ 181.01	\$ 94.93		\$ 275.94
4 yard bin 2x week	\$ 316.01	\$ 165.72		\$ 481.73
4 yard bin 3x week	\$ 441.48	\$ 231.52		\$ 673.00
4 yard bin 4x week	\$ 564.23	\$ 295.90		\$ 860.13
4 yard bin 5x week	\$ 686.99	\$ 360.28		\$ 1,047.27
4 yard bin 6x week	\$ 802.42	\$ 420.81		\$ 1,223.23
5 yard bin 1x week	n/a			n/a
5 yard bin 2x week	n/a			n/a
5 yard bin 3x week	n/a			n/a
5 yard bin 4x week	n/a			n/a
5 yard bin 5x week	n/a			n/a
5 yard bin 6x week	n/a			n/a
6 yard bin 1x week	\$ 272.01	\$ 142.65		\$ 414.66
6 yard bin 2x week	\$ 474.83	\$ 249.01		

Other Service - Program - Charge

Rate Type	Flat Rate	Service Component	Facility Component		All-Inclusive Rate

Commercial/Other Charges (only listed charges will be allowed)

Rate Type	Flat Fee		All-Inclusive Rate
Contamination-cart *	\$ 25.00		\$ 25.00
Contamination-bin *	\$ 72.33		\$ 72.33
Overload-cart	\$ 20.84		\$ 20.84
Overload-bin	\$ 41.67		\$ 41.67
Locking Bin (per bin/per mth)	\$ 15.50		\$ 15.50
Locking Enclosure (Per mth)	\$ 15.50		\$ 15.50
Gate/Restricted Access (Per mth)	\$ 15.50		\$ 15.50
Resume Fee/Collection	\$ 75.00		\$ 75.00
Damaged Cart (negligence)	\$ 65.86		\$ 65.86
Damaged Bin (negligence)	\$ 800.00		\$ 800.00
Damaged Lid (negligence)	\$ 50.00		\$ 50.00
Extra Dump - service day	\$ 41.66		\$ 41.66
Extra Dump - non service day	\$ 41.66		\$ 41.66
Sunday Service	\$ 25.00		\$ 25.00
Bin Cleaning	\$ 58.00		\$ 58.00
Return Trip Fee	\$ 112.00		\$ 112.00
Redelivery of Bins (due to non-payment)	\$ 83.21		\$ 83.21
Bulky Item Pick-up	\$ 41.03		\$ 41.03
Bulky Item Fee for Additional Items	\$ 16.42		\$ 16.42
Extra Pick-up	\$ 41.66		\$ 41.66
Scout Service 1X > 50 ft.	\$ 83.81		\$ 83.81
Scout Service 2X > 50 ft.	\$ 199.69		\$ 199.69
Scout Service 3X > 50 ft.	\$ 299.54		\$ 299.54
Scout Service 4X > 50 ft.	\$ 399.39		\$ 399.39
Scout Service 5X > 50ft.	\$ 499.23		\$ 499.23
Scout Service 6X > 50ft.	\$ 599.07		\$ 599.07
Holiday Tree Pick-Up	\$ 25.00		\$ 25.00
MFD Bulky Item Pickup - beyond four (4) pickup collection events per year.	\$ 40.00	Per event	\$ 40.00
Commercial Bulky Item Pickup - per collection event.	\$ 40.00	Per event	\$ 40.00
Commercial Bulky Item Pickup - per item.	\$ 20.00	Per Item	\$ 20.00
Bin cleaning bin fee beyond one (1) per per year.	\$ 68.00	per event	\$ 68.00
Enclosure clean-out fee due to overflowing containers.	\$ 80.00	per event	\$ 80.00
Commercial return trip fee on scheduled pickup day.	\$ 125.00	per event	\$ 125.00
Commercial service reinstatement fee after suspension for non-payment	\$ 100.00	per event	\$ 100.00
Commercial Cart or Bin Exchange beyond once per Agreement Year	\$ 75.00	per event	\$ 75.00
Late Payment charge for unpaid balance per month after 30 days past due date.	10%	% of monthly balance	10%
Contamination Fee upon third and subsequent occurrence in 12-month period.	\$ 75.00	per event	\$ 75.00
Commercial U-Waste, & E-Waste Collection	\$ 40.00	per event	\$ 40.00
Emergency Service - 1 Crew & 1 Truck	\$ 125.00	per hour	\$ 125.00
Container Lock Charge	\$ 15.50		\$ 15.50
Enclosure Lock Charge	\$ 15.50		\$ 15.50
Sunday Service - Each Service	\$ 75.00		\$ 75.00
Valet Service for Carts	\$ 6.00		\$ 6.00
Additional Daily Charge Over 7 Days	\$ 12.87		\$ 12.87
Per Pull Dry Run Trip Charge	\$ 105.19		\$ 105.19
Extra Pickup Fee 2 Yd Front Load	\$ 93.70		\$ 93.70
Extra Pickup Fee 3 Yd Front Load	\$ 103.99		\$ 103.99
Extra Pickup Fee 4 Yd Front Load	\$ 131.40		\$ 131.40
Extra Pickup Fee 6 Yd Front Load	\$ 147.97		\$ 147.97
Extra Pickup Fee 1.5 Yd Front Load	\$ 91.84		\$ 91.84

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

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

Service	Cost	Additional Detail
Downtown Containers (Bins)	\$ 193.03	3-yard Bin
Bulky Item Event	\$ 766.65	PER 40 YD ROLLOFF
HHW Event	\$ 50,000.00	PER EVENT
Curbside HHW	\$ 25.00	PER PICKUP AFTER 2 NO CHARGE
<i>SPECIFICALLY EXCLUDES CITY PUBLIC WORKS PROJECTS</i>		

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

Service	Facility	All-Inclusive Rate
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RATE TO 50 NON FOOD 1x week	\$ 77.14	\$ 33.93	\$ 111.07
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RATE TO 30 NON-FOOD <i>PLUS</i> ORGANICS 1x week	\$ 104.04	\$ 45.76	\$ 149.80
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	Service Charge	Per-Ton Charge	Facility	All-Inclusive Rate
Deliver - 20 Yd Compactor + Dump	\$ 322.00			\$ 322.00

BID ALTERNATE	Per-Unit Charge to Perform All Residential Billing Services.	\$ 0.53
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